



## Argyll and Bute Citizens' Panel Spring/Summer 2009 Survey

Report

by



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## **Summary of Key Findings**

### Section 3: The Economic Recession

- Just over half of Panel members feel the economy of Argyll and Bute is not more or less adversely affected by the recession in comparison to the rest of Scotland (54%) or the UK (52%)
- Most respondents (83%) feel the economic downturn will encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute
- In terms of the impact of the recession on themselves, 49% said they were worse off, with only 8% saying they were better off. A similar pattern emerged in relation to the effect on Argyll and Bute and their local community with 58% and 55% respectively saying these were worse off
- There was a significant rise in the proportion of Panel members who feel things will be better in three years time
- There are two principal challenges which Panel members say there are facing as a result of the economic downturn; 64% referred to the reduced value of their pension or savings and 48% are concerned about the falling value of their home
- The principal response by Panel members to the recession has been to spend less, particularly by going out less (59%) and having fewer or less expensive holidays (53%), allied to a preference to save more (47%)
- A significant proportion has reported local shops having to close (56%), with 32% seeing pubs and restaurants close and 23% other local businesses. In addition, between a third and half of Panel members have also seen these types of business struggling to stay open
- Panel members felt the Argyll and Bute Community Planning Partnership could help local people and businesses in two main ways: support local businesses (87%) and support initiatives to help town centres (75%)

#### Section 4: Community Councils

- There are mixed views on how aware Panel members are of the role played by Community Councils across Argyll and Bute. While 47% are either 'very' or 'quite aware', a similar proportion (53%) said they were either 'not very aware' or 'not aware at all'
- Almost three quarters of Panel members (74%) said there was a Community Council in their area
- Advertisements or articles in the press (51%) is the main form of contact Panel members have with their Community Council, while between a quarter and a third have also seen posters advertising meetings (35%) or received a newsletter through their letterbox (24%). One in five (20%) have attended a Community Council meeting while 16% have raised a matter with their Community Council
- Road repairs and improvements (69%), transport issues (58%) and planning applications (48%) are the issues raised by most Panel members with their Community Council
- There is a positive view that the Community Council meetings discuss issues relevant to them and their local community (65%) and that it informed them of representations the Community Council had made to public authorities (64%)
- Panel members' reasons for not attending Community Council meetings primarily reflect their own lack of time (26%, with another 8% each also referring to travel difficulties or child care problems) or a view that they are happy to leave matters in the hands of the Community Council (18%)
- Overall, half (50%) of all Panel members said they felt their Community Council represented their local community either 'very well' or 'quite well', while under a third (31%) felt they represented the local community 'not very well' or 'not at all'

## Section 5: Community Engagement

- The majority of Panel members would either like to be kept informed or asked for their views on proposals for the delivery of services, with interest in being kept informed peaking for the way funds are allocated between services (49%) and the development of broad plans for services across Argyll and Bute, for example, the Community Plan (48%)
- Interest in being asked for their views rises to 50% for services delivered at a local community level; the development of broad plans for services in the local community, and plans to change the delivery of services in your local area
- When it comes to being directly involved in decision making, the focus is again on how services are delivered locally and particularly any plans to change these
- The interest in being involved in service delivery decisions may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over these decisions
- The proportion of Panel members who have received information from one of six public bodies on how services will be delivered in their local area varies significantly, ranging from 41% for Argyll and Bute Council to 4% for Strathclyde Fire and Rescue
- A relatively small proportion said they were given an opportunity to comment on the proposals, with the highest being asked to comment on proposals from Argyll and Bute CHP (14%), Argyll and Bute Council (12%) and Argyll and Bute Community Planning Partnership (10%)
- Typically two thirds of those being asked to comment were satisfied with the consultation process and the principal reasons for dissatisfaction relate to not feeling the exercise was a genuine attempt to consult, not being given any feedback on comments made and not having enough time

## **1. Introduction**

This document presents the findings to emerge from the Spring/Summer 2009 survey of the Argyll and Bute Citizens' Panel. The survey focused on the current economic recession and how it was affecting Panel members, as well as a number of issues relating to community engagement across Argyll and Bute. A questionnaire (Appendix 1) was agreed with the CPP with the following three main themes:

- The economic recession
- Community Councils
- Community Engagement

The survey findings on each of these issues are presented in Sections 3-5. Initially, however, Section 2 describes the background to the recruitment of the Argyll and Bute Citizens' Panel and our approach to this survey.

## **2. Background to the Survey**

### **2.1 The Argyll and Bute Citizens' Panel**

The Argyll and Bute Community Planning Partnership (CPP) was set up in 1999 and includes most of the public agencies delivering services in the area. The CPP has a duty to consult the public on key decision making processes and to support this established a Citizens' Panel in 2001 as a key mechanism in eliciting the views of residents on a range of issues.

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Panel on behalf of the CPP with two key objectives in mind:

- The Panel should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

The brief required the recruitment of 1,000 Panel members and by May 2008, this had been exceeded with 1,286 residents agreeing to join the Panel. Overall, the characteristics of the Panel closely reflect those of the Argyll and Bute population as a whole. However, to ensure survey findings are robust, the response to the survey has been reweighted to remove any element of bias. The recruitment process is described in more detail in Appendix 2

### **2.2 The Spring/Summer 2009 Survey**

The CPP decided that the survey should focus on the impact of the economic downturn as well as aspects of community engagement.

The postal questionnaire was sent to Panel members in mid June 2009 and by mid July, responses had been received from 934 Panel members. This represents a response rate of 73% and, as illustrated in the table below, the response was consistently high across all four administrative areas. This level of response also means that sampling errors as a whole can be restricted to only  $\pm 3.2\%$  and to between  $\pm 6\%$  and  $\pm 7\%$  at an area level.

*Argyll and Bute Citizens' Panel Spring/Summer 2009 Survey*

**Response to the Spring/Summer 2009 Survey**

<b>Area</b>	<b>Total no. of Panel Members</b>	<b>Response to Survey</b>	<b>Response Rate</b>	<b>Sampling Error</b>
Oban, Lorn and the Isles	282	205	73%	± 6.8%
Bute and Cowal	342	249	73%	± 6.2%
Helensburgh and Lomond	369	274	74%	± 5.9%
Mid Argyll, Kintyre and Islay	293	206	70%	± 6.8%
Argyll and Bute	1,286	934	73%	± 3.2%



### 3. The Economic Recession

The initial series of questions on the Spring/Summer survey dealt with how the economic recession was affecting Panel members, their local communities and Argyll and Bute as a whole.

Just over half of Panel members feel the economy of Argyll and Bute is not any more or less adversely affected by the recession in comparison to the rest of Scotland (54%) or the UK (52%). However, over a quarter feel it is more adversely affected in comparison to Scotland and 24% in comparison to the UK.

#### The Economy of Argyll and Bute compared to Scotland

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>More adversely affected compared to Scotland</b>	34%	34%	20%	13%	27%
<b>Less adversely affected compared to Scotland</b>	12%	6%	30%	36%	19%
<b>No real difference</b>	54%	60%	50%	51%	54%

### The Economy of Argyll and Bute compared to the UK

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>More adversely affected compared to the UK</b>	26%	22%	27%	19%	24%
<b>Less adversely affected compared to the UK</b>	27%	10%	32%	31%	24%
<b>No real difference</b>	47%	68%	41%	50%	52%

Most respondents (83%) feel the economic downturn will encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute, rising to 95% of Panel members from Oban, Lorn and the Isles.

### Economic downturn may encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>Very likely</b>	34%	26%	30%	44%	33%
<b>Quite likely</b>	50%	50%	48%	51%	50%
<b>Not very likely</b>	15%	22%	20%	5%	16%
<b>Not likely at all</b>	1%	2%	2%	0%	1%

Panel members were then asked to describe the effect of the economic downturn compared to a year ago. In terms of the impact on themselves, 49% said they were worse off, with only 8% saying they were better off. A similar pattern emerged in relation to the effect on Argyll and Bute and their local community with 58% and 55% respectively saying these were worse off. These views were held consistently across most of the administrative areas across Argyll and

*Argyll and Bute Citizens' Panel Spring/Summer 2009 Survey*

Bute, although there was a tendency for fewer Panel members in Oban, Lorn and the Isles to feel they were worse off.

**Compared to this time last year, how would you describe the effect of the economic downturn on yourself, across Argyll and Bute as a whole as well as in your local community?**

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
<b>Yourself</b>	8%	51%	7%	54%	9%	53%	8%	35%	8%	49%
<b>Argyll and Bute</b>	2%	63%	2%	68%	3%	61%	12%	34%	4%	58%
<b>Your local Community/ area</b>	3%	58%	14%	64%	3%	57%	6%	36%	7%	55%

Balancing % 'Same as last year' or 'Don't know'

The same question was put to Panel members in the context of what they felt it would be like in one and in three years time. Overall, fewer respondents felt they, their local community and Argyll and Bute would be worse off and with a significant rise in the proportion who feel things will be better in three years time, with those in Helensburgh and Lomond being most positive.

**What do you think the situation will be like this time next year for yourself, across Argyll and Bute as a whole as well as in your local community?**

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
<b>Yourself</b>	9%	30%	21%	20%	21%	23%	6%	22%	15%	24%
<b>Argyll and Bute</b>	7%	31%	21%	33%	7%	37%	13%	27%	12%	32%
<b>Your local Community/ area</b>	7%	30%	21%	37%	7%	36%	3%	25%	10%	32%

Balancing % 'Same as last year' or 'Don't know'

**What do you think the situation will be like in three years time for yourself, across Argyll and Bute as a whole as well as in your local community?**

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
<b>Yourself</b>	23%	15%	38%	14%	35%	15%	23%	14%	30%	15%
<b>Argyll and Bute</b>	24%	15%	34%	22%	18%	22%	18%	28%	24%	24%
<b>Your local Community/ area</b>	25%	16%	33%	22%	17%	24%	16%	18%	24%	20%

Balancing % 'Same as last year' or 'Don't know'

There are two principal challenges which Panel members say there are facing as a result of the economic downturn:

- 64% referred to the reduced value of their pension or savings (peaking at 70% in Bute and Cowal and Mid Argyll, Kintyre and Islay)
- 48% are concerned about the falling value of their home

Conversely, concerns about debt or being made unemployed are restricted to relatively small proportion of Panel members.

**Challenges as a result of the economic downturn**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Debt (mortgage or other loan arrears)</b>	10%	5%	4%	11%	7%
<b>Accessing finance (mortgage or other loans)</b>	9%	5%	4%	11%	7%
<b>Reduced value of your pension or savings</b>	70%	58%	70%	59%	64%
<b>Being made unemployed</b>	6%	6%	15%	5%	8%
<b>Having a cut in pay</b>	12%	16%	8%	7%	11%
<b>Having to accept reduced hours at work</b>	4%	14%	2%	4%	7%
<b>Fall in the value of your home</b>	47%	53%	47%	45%	48%
<b>Want to move but are unable to</b>	10%	14%	8%	9%	11%

The principal response by Panel members to the recession has been to spend less, particularly by going out less (59%) and having fewer or less expensive holidays (53%), allied to a preference to save more (47%). A small core have also registered for additional training (16%) and updated their CV (12%).

**Steps taken in response to the changed economic climate**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Updated your CV</b>	7%	20%	16%	2%	12%
<b>Registered for additional training or courses</b>	9%	21%	15%	16%	16%
<b>Put off moving house (for example, because of difficulties getting a mortgage, concerns about a fall in house values)</b>	18%	10%	10%	6%	11%
<b>Had to consider moving house (for example, to reduce housing costs)</b>	8%	5%	5%	4%	5%
<b>Put off improving your existing property (for example, because of difficulties getting a loan)</b>	14%	10%	18%	10%	13%
<b>Considering improving your existing property as an alternative to moving</b>	6%	12%	10%	10%	10%
<b>Spending less by going out less often</b>	61%	48%	67%	63%	59%
<b>Spending less by growing your own fruit and vegetables</b>	20%	15%	19%	21%	18%
<b>Spending less by having fewer/less expensive holidays</b>	45%	60%	53%	51%	53%
<b>Tried to save more</b>	49%	46%	45%	48%	47%

With the tendency for Panel members to spend less, it is not surprising to see that a significant proportion have reported local shops having to close (56%, but rising to 80% of those in Helensburgh and Lomond), with 32% seeing pubs and restaurants close and 23% other local businesses. In addition, between a third and half of Panel members have also seen these types of business struggling to stay open.

**Impact of economic turndown: local businesses have closed**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Local shops</b>	65%	80%	44%	26%	56%
<b>Local pubs/restaurants/hotels</b>	20%	56%	26%	17%	32%
<b>Other local businesses</b>	15%	34%	22%	18%	23%

**Impact of economic turndown: local businesses are struggling to stay in business**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Local shops</b>	36%	35%	35%	35%	35%
<b>Local pubs/restaurants/hotels</b>	54%	42%	41%	27%	42%
<b>Other local businesses</b>	60%	53%	43%	33%	48%

The survey posed a range of ways the Argyll and Bute Community Planning Partnership could help local people and businesses and Panel members agreed with two in particular:

- Support local businesses (87%)
- Support initiatives to help town centres (75%)

*Argyll and Bute Citizens' Panel Spring/Summer 2009 Survey*

Over half (58%) would also like the CPP to help people with skills to retrain (including updating their CVs, completing job applications and providing career planning advice). There was also support for debt advice (43%) and benefits advice (33%).

**What could the Argyll and Community Planning Partnership do more of to help local people and businesses?**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Career planning advice</b>	21%	20%	22%	22%	24%
<b>Help with updating CVs and completing job applications</b>	21%	24%	34%	34%	28%
<b>Help people with skills to retrain</b>	56%	61%	65%	48%	58%
<b>Provide debt advice</b>	41%	40%	45%	47%	43%
<b>Provide benefits advice</b>	36%	23%	37%	38%	33%
<b>Support initiatives to help town centres</b>	85%	91%	70%	47%	75%
<b>Support local businesses</b>	86%	93%	88%	80%	87%



## 4. Community Councils

There are mixed views on how aware Panel members are of the role played by Community Councils across Argyll and Bute. While 47% are either 'very' or 'quite aware', a similar proportion (53%) said they were either 'not very aware' or 'not aware at all'. Awareness peaks at 56% among residents of Oban, Lorn and the Isles and falls to 40% among those from Helensburgh and Lomond.

### Role played by Community Councils across Argyll and Bute

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>Very aware</b>	14%	14%	13%	15%	14%
<b>Quite aware</b>	34%	26%	33%	41%	33%
<b>Not very aware</b>	32%	47%	43%	29%	38%
<b>Not aware at all</b>	20%	13%	11%	15%	15%

Of those who are aware of the role of Community Councils, three in particular were recognised as the responsibility of Community Councils:

- Identifying and expressing the views of the community it represents to local authorities and other public bodies (86%)
- Acting to further the interests of their communities (82%)
- Developing or initiating local projects (70%)

Conversely, awareness of their powers to object to the granting, renewal or transfer of liquor licenses recorded the lowest level of awareness (36%), closely followed by Liaising with local delivery bodies e.g. Development Trusts (41%).

### Responsibility of Community Councils

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Identifying and expressing the views of the community it represents to local authorities and other public bodies</b>	90%	77%	96%	82%	86%
<b>Being engaged with regard to local Community Planning and planning authority issues</b>	63%	62%	66%	60%	63%
<b>Carrying out local surveys and issuing newsletters</b>	56%	44%	56%	42%	49%
<b>Producing or endorsing a Community Plan identifying key local priorities and engaging with partners to deliver actions identified within this</b>	47%	58%	47%	41%	49%
<b>Liaising with local delivery bodies e.g. Development Trusts</b>	34%	43%	50%	34%	41%
<b>Participating in local area forums</b>	67%	57%	68%	48%	60%
<b>Acting to further the interests of their communities</b>	88%	77%	88%	77%	82%
<b>Exercising their powers to object to the granting, renewal or transfer of liquor licenses</b>	36%	33%	37%	40%	36%
<b>Developing or initiating local projects</b>	73%	68%	79%	58%	70%

Base: respondents aware of role of Community Council

Almost three quarters of Panel members (74%) said there was a Community Council in their area, rising to 86% of those living in Mid Argyll, Kintyre and Islay. However, only 4% are members.

**Community Council in your area**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Yes</b>	74%	68%	86%	70%	74%
<b>No</b>	1%	1%	0%	4%	1%
<b>Don't know</b>	25%	31%	14%	26%	25%

**Are you a member of your Community Council?**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Yes</b>	4%	4%	4%	4%	4%
<b>No</b>	96%	96%	96%	96%	96%

Base: respondents with a Community Council

Advertisements or articles in the press (51%) is the main form of contact Panel members have with their Community Council, while between a quarter and a third have also seen posters advertising meetings (35%) or received a newsletter through their letterbox (24%). One in five (20%) have attended a Community Council meeting while 16% have raised a matter with their Community Council.

Road repairs and improvements (69%), transport issues (58%) and planning applications (48%) are the issues raised by most Panel members with their Community Council, a pattern which closely mirrors the findings of the survey of Community Councillors carried out by Hexagon Research and Consulting in May 2009<sup>1</sup>.

<sup>1</sup> Review of the Scheme of Community Councils in Argyll and Bute. Hexagon Research and Consulting. May 2009.

**Forms of contact with the Community Council in the last year**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Received a newsletter through your letterbox</b>	22%	28%	27%	18%	24%
<b>Have seen posters advertising meetings</b>	27%	31%	37%	48%	35%
<b>Have seen advertisements or articles in the press</b>	68%	37%	54%	40%	51%
<b>Have seen information on a web site</b>	14%	9%	8%	11%	11%
<b>Have raised an issue with the Community Council</b>	13%	17%	12%	21%	16%
<b>Have attended a meeting of the Community Council</b>	17%	26%	13%	25%	20%

Base: respondents with a Community Council

**Issues local community raise with the Community Council**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Health services</b>	46%	43%	22%	37%	37%
<b>Transport (bus and train services, ferry services)</b>	69%	51%	53%	61%	58%
<b>Planning applications</b>	52%	63%	31%	45%	48%
<b>Housing</b>	42%	38%	32%	38%	37%
<b>Water/Sewerage issues (e.g. the quality of drinking water)</b>	57%	35%	35%	43%	42%
<b>Roads (repairs and improvements)</b>	67%	66%	71%	72%	69%
<b>Local schools</b>	34%	37%	31%	32%	34%
<b>Forestry</b>	19%	10%	17%	14%	15%
<b>Wind farms</b>	40%	5%	33%	25%	26%
<b>Broadband coverage</b>	13%	12%	26%	26%	19%

Base: respondents with a Community Council

One of the principal concerns raised by some Community Councillors in the May 2009 survey was the difficulty in getting the public to attend meetings and that attendance was often dependent on whether there was a controversial issue that affected the local community. This has also be reflected by Panel members; for example only 16% said the meetings of the Community Council were well attended, compared to 46% who said they were 'sometimes' well attended. Perhaps more significantly, there is a positive view that the Community Council meetings discuss issues relevant to them and their local community (65%) and that it informed them of representations the Community Council had made to public authorities (64%).

**Attended meetings of Community Council**

	<b>Bute and Cowal</b>		<b>Helensburgh and Lomond</b>		<b>Mid Argyll, Kintyre and Islay</b>		<b>Oban, Lorn and the Isles</b>		<b>Argyll and Bute</b>	
	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes
Meetings well attended	0%	73%	25%	28%	19%	41%	14%	53%	16%	46%
Discussed issues relevant to you and your community	84%	13%	43%	55%	71%	21%	69%	26%	65%	31%
Informed you of representations made by the Community Council to public authorities	67%	18%	75%	18%	56%	21%	56%	37%	64%	23%

Base: respondents attending meetings. Balancing % 'No'

Panel members' reasons for not attending Community Council meetings primarily reflect their own lack of time (26%, with another 8% each also referring to travel difficulties or child care problems) or a view that they are happy to leave matters in the hands of the Community Council (18%). Relatively few said they did not feel the Community Council could get anything done (13%) or were not interested in the issues being discussed (5%). However, 17% said they felt the Community Council was 'cliquey', a concern raised by some Community Councillors in the May 2007 survey to reflect the difficulties they had in encouraging new members to join.

**Reasons for not attending meetings of the Community Council**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Not interested in the issues being discussed by the Community Council</b>	5%	6%	1%	8%	5%
<b>The Community Council has no power or status to get things done</b>	10%	15%	16%	8%	13%
<b>Don't have the time</b>	34%	25%	20%	29%	26%
<b>Travel difficulties</b>	18%	6%	3%	3%	8%
<b>Child care responsibilities</b>	9%	9%	6%	8%	8%
<b>Don't understand the role of the Community Council</b>	9%	13%	10%	7%	10%
<b>Satisfied the Community Council is doing a good job and I'm happy to leave matters in their hands</b>	19%	16%	18%	21%	18%
<b>The Community Council is cliquy</b>	14%	13%	25%	13%	17%

Base: respondents with a Community Council

Overall, half (50%) of all Panel members said they felt their Community Council represented their local community either 'very well' or 'quite well', while under a third (31%) felt they represented the local community 'not very well' or 'not at all'. The views of those living in Oban, Lorn and the Isles are more positive, with 64% feeling their Community Council represents their local community well, while Mid Argyll, Kintyre and Islay residents have the most negative outlook with 38% saying their Community Council does not represent their local community well.

**Community Council represents the views of your local community**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>Very well</b>	6%	11%	4%	16%	9%
<b>Quite well</b>	49%	30%	39%	49%	41%
<b>Not very well</b>	24%	30%	37%	15%	27%
<b>Not at all</b>	5%	3%	1%	5%	4%
<b>Don't know</b>	16%	26%	19%	15%	19%

Base: respondents with a Community Council

Of the 31% who feel their Community Council does not represent their community well, the main concern was that they feel the Community Council does not have the power or status to get things done (51% of this group).

**Community Council does not represent the views of your local community very well**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>The Community Council does not have the time or resources to do the job effectively</b>	33%	12%	17%	25%	21%
<b>Residents are not interested in the issues being discussed by the Community Council</b>	65%	16%	9%	39%	29%
<b>The public believes the Community Council has no power or status to get things done</b>	79%	36%	44%	43%	51%
<b>The Community Council does not try to understand the views of local people</b>	44%	29%	13%	54%	31%

Base: respondents who feel their Community Council does not represent their views well



## **5. Community Engagement**

The final section of the survey dealt with Panel members' views on how they would like to be involved in decisions about the delivery of services in Argyll and Bute.

Initially, Panel members were asked what level of involvement they would want to have in relation to a range of five decisions about the delivery of services. In all cases, the majority of Panel members say they would either like to be kept informed or asked for their views, with interest in being kept informed almost reaching 50% for two types of decision centring on broad decisions affecting Argyll and Bute as a whole:

- How funds are allocated between services (49%)
- The development of broad plans for services across Argyll and Bute, for example, the Community Plan (48%)

Interest in being asked for their views peaks at 50% for services delivered at a local community level:

- The development of broad plans for services in your local community, for example, the Local Community Plan
- Plans to change the delivery of services in your local area, for example, merging two school or changing the services provided at a local clinic

When it comes to being directly involved in decision making, the focus is again on how services are delivered locally and particularly any plans to change these:

- Plans to change the delivery of services in your local area, for example, merging two schools or changing the services provided at a local clinic (20%), rising to 28% of Panel members living in Bute and Cowal
- How individual services are run in your local community, for example, schools and health services (10%)

**Level of involvement you want in relation to the following decisions about services**

	<b>No Involvement</b>	<b>Kept Informed</b>	<b>Asked for my Views</b>	<b>Directly Involved in Decision Making</b>
<b>How funds are allocated between services</b>	12%	49%	34%	5%
<b>The development of broad plans for services across Argyll and Bute (for example, the Community Plan)</b>	6%	48%	41%	5%
<b>The development of broad plans for services in your local community (for example, the Local Community Plan)</b>	5%	38%	50%	7%
<b>How individual services are run in your local community (for example, schools and health services)</b>	9%	41%	40%	10%
<b>Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)</b>	5%	25%	50%	20%

This significant level of interest in being involved in service delivery decisions, either indirectly through being kept informed or more directly through consultation, may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over service delivery decisions.

**Do you have influence in each of the following service delivery decisions?**

	<b>Yes</b>	<b>Sometimes</b>	<b>No</b>
<b>How funds are allocated between services</b>	1%	2%	98%
<b>The development of broad plans for services across Argyll and Bute (for example, the Community Plan)</b>	2%	11%	87%
<b>The development of broad plans for services in your local community (for example, the Local Community Plan)</b>	3%	17%	80%
<b>How individual services are run in your local community (for example, schools and health services)</b>	2%	19%	79%
<b>Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)</b>	4%	13%	83%

The proportion of Panel members who have received information from one of six public bodies on how services will be delivered in their local area varied significantly, ranging from 41% for Argyll and Bute Council to 4% for Strathclyde Fire and Rescue. A relatively small proportion said they were given an opportunity to comment on the proposals, with the highest being asked to comment on proposals from:

- Argyll and Bute CHP (14%)
- Argyll and Bute Council (12%)
- Argyll and Bute Community Planning Partnership (10%)

**Received information in the last year on how services would be delivered**

Information Source	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>Council</b>	36%	44%	47%	38%	41%
<b>Argyll and Bute CHP</b>	34%	22%	35%	18%	27%
<b>Police</b>	15%	5%	6%	3%	7%
<b>Fire and Rescue</b>	10%	1%	3%	2%	4%
<b>Scottish Water</b>	30%	13%	31%	14%	22%
<b>CPP</b>	13%	14%	22%	22%	17%

**Given an opportunity to comment on the proposals**

Information Source	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
<b>Council</b>	8%	9%	27%	6%	12%
<b>Argyll and Bute CHP</b>	15%	11%	19%	9%	14%
<b>Police</b>	10%	2%	2%	2%	4%
<b>Fire and Rescue</b>	1%	1%	1%	1%	1%
<b>Scottish Water</b>	6%	1%	5%	8%	4%
<b>CPP</b>	6%	7%	21%	8%	10%

The sub sample of Panel members being asked to comment on proposals from Strathclyde Police, Strathclyde Fire and Rescue and Scottish Water is too small to allow any meaningful further analysis and those for the remaining organisations need to be treated with caution. However, typically two thirds of those being asked to comment were satisfied with the consultation process and the principal reasons for dissatisfaction relate to:

- Not feeling the exercise was a genuine attempt to consult

- Not being given any feedback on comments made
- Not having enough time

**Satisfied with opportunity to comment**

	<b>Council Proposals</b>	<b>Argyll and Bute CHP</b>	<b>CPP</b>
<b>Satisfied</b>	65%	67%	63%

Base: respondents given opportunity to comment

**Main reasons for not being satisfied**

	<b>Council</b>	<b>Argyll and Bute CHP Proposals</b>	<b>CPP Proposals</b>
<b>Not given enough time</b>	10%	Under 1%	2%
<b>Not given any feedback after you made your comments</b>	15%	10%	13%
<b>Did not feel your comments were treated seriously</b>	8%	12%	3%
<b>Did not feel the exercise was a genuine attempt to consult</b>	12%	15%	8%
<b>Could not access venues for public events</b>	1%	4%	0%
<b>Times of public events were not convenient</b>	2%	3%	2%
<b>Information was not provided in an accessible format</b>	1%	2%	1%

Base: respondents given opportunity to comment

Finally, Panel members were asked if they were aware of any decisions that had been taken by public authorities in the last year that they would have liked to have been consulted on but were not asked. Overall, 15% said there had been and a wide range of examples was provided by Panel members. A comprehensive list is attached at Appendix 3 while some examples have been presented below the table.

**Aware of any decisions taken by public authorities in the last year that you would have liked to be consulted on but were not asked?**

	<b>Bute and Cowal</b>	<b>Helensburgh and Lomond</b>	<b>Mid Argyll, Kintyre and Islay</b>	<b>Oban, Lorn and the Isles</b>	<b>Argyll and Bute</b>
<b>No</b>	82%	84%	90%	84%	85%
<b>Yes</b>	18%	16%	10%	16%	15%

- Future of pier and car park in Helensburgh
- Future of Vale of Leven hospital
- Consultation on access to beaches for wheelchair users was just imparting of information and not proper consultation
- The refurbishment of Campbeltown Grammar school
- The current recycling scheme was forced on us without consultation
- The selection of roads to be resurfaced
- Planning applications
- Gaelic road signs
- Decision to cancel community council elections
- Changes to class room assistant hours (Garelochhead)
- Ferry access/Calmac terminal (Hunter's Quay resident)
- Scottish Water's plans for waste water treatment in Lochgair
- Future of Rockfield school site (Oban)
- Planning permission for houses built behind me
- Council budget allocation

## **6. Concluding Comments**

The Summer 2009 survey of the Argyll and Bute Citizens' Panel has illustrated a number of key findings against its three main themes:

- **Economic Recession** – many Panel members are being adversely affected by the recession and are spending less to compensate for this. In their local communities, they are witnessing local shops and other businesses having to close or struggling to stay open. However, there is a feeling that the recession may encourage more people to holiday at home and Argyll and Bute may benefit through an increase in visitor numbers
- **Community Councils** – although only 20% of Panel members have attended a meeting of their Community Council, there is a positive view that these discuss issues relevant to the local community. Half of all Panel members said they felt their Community Council represented their local community well and their reasons for not attending meetings primarily reflect their own lack of time or a view that they are happy to leave matters in the hands of the Community Council rather than a concern that the Community Council is not effective
- **Community Engagement** – There is significant interest among Panel members to be kept informed or asked for their views on proposals for the delivery of services, particularly where changes to services are being proposed. This may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over these decisions. A relatively small proportion said they were given an opportunity to comment on the proposals by public authorities in Argyll and Bute. However, typically two thirds of those being asked to comment were satisfied with the consultation process

## **Appendix 1 The Spring/Summer 2009 Questionnaire**





Dear Panel Member

Welcome to the Spring/Summer 2009 survey of the Argyll and Bute Citizens' Panel.

The response to recent surveys was excellent; nearly three quarters of all Panel members completed the questionnaires.

This survey asks for your views on the current economic recession and how it is affecting you as well as some questions on community engagement in Argyll and Bute.

As always, your responses will be treated in strictest confidence.

Please return your completed questionnaire in the freepost envelope enclosed, to reach us within the next two weeks.

My thanks in advance for your help.

Yours faithfully

A handwritten signature in blue ink that reads "Dick Walsh".

Councillor Dick Walsh  
Chair of the Argyll and Bute Community Planning Partnership

**Section 1: The Economic Recession**

We would like to know how the current economic downturn is affecting you, and how you think it is affecting our area more widely.

We also would like to know how you think we can do more to help.

**Q1. Do you think that the economy of Argyll and Bute is being adversely affected to a greater or lesser degree by the current economic downturn than either Scotland or the UK?**

	Compared to Scotland	Compared to the UK
Argyll and Bute is more adversely affected	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Argyll and Bute is less adversely affected	<input type="checkbox"/> 2	<input type="checkbox"/> 2
There is no real difference	<input type="checkbox"/> 3	<input type="checkbox"/> 3

**Q2. Do you feel it is likely the economic downturn may encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute**

Very likely	<input type="checkbox"/> 1
Quite likely	<input type="checkbox"/> 2
Not very likely	<input type="checkbox"/> 3
Not likely at all	<input type="checkbox"/> 4

**Q3. Compared to this time last year, how would you describe the effect of the economic downturn on yourself, across Argyll and Bute as a whole as well as in your local community?**

	Better off than last year	The same as last year	Worse off than last year	Don't know
Yourself	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Argyll and Bute	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Your local community/area	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

**Q4. What do you think the situation will be like this time next year for yourself, across Argyll and Bute as a whole as well as in your local community?**

	Better off than now	The same as now	Worse off than now	Don't know
Yourself	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Argyll and Bute	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Your local community/area	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

**Q5. What do you think the situation will be like in three years time for yourself, across Argyll and Bute as a whole as well as in your local community?**

	Better off than now	The same as now	Worse off than now	Don't know
Yourself	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Argyll and Bute	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Your local community/area	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

**Q6. Are you facing any of the following challenges as a result of the economic downturn? Please tick all that apply.**

Debt (mortgage or other loan arrears)	<input type="checkbox"/> 1
Accessing finance (mortgage or other loans)	<input type="checkbox"/> 1
Reduced value of your pension or savings	<input type="checkbox"/> 1
Being made unemployed	<input type="checkbox"/> 1
Having a cut in pay	<input type="checkbox"/> 1
Having to accept reduced hours at work	<input type="checkbox"/> 1
Fall in the value of your home	<input type="checkbox"/> 1
Want to move but are unable to	<input type="checkbox"/> 1

**Q7. Have you taken any of the following steps in response to the changed economic climate? Please tick all that apply.**

Updated your CV	<input type="checkbox"/>	1
Registered for additional training or courses	<input type="checkbox"/>	1
Put off moving house (for example, because of difficulties getting a mortgage, concerns about a fall in house values)	<input type="checkbox"/>	1
Had to consider moving house (for example, to reduce housing costs)	<input type="checkbox"/>	1
Put off improving your existing property (for example, because of difficulties getting a loan)	<input type="checkbox"/>	1
Considering improving your existing property as an alternative to moving	<input type="checkbox"/>	1
Spending less by going out less often	<input type="checkbox"/>	1
Spending less by growing your own fruit and vegetables	<input type="checkbox"/>	1
Spending less by having fewer/less expensive holidays	<input type="checkbox"/>	1
Tried to save more	<input type="checkbox"/>	1

**Q8. Have you noticed any impact of the economic downturn on local shops, pubs/restaurants/hotels and other local businesses? Please tick any that apply in your area.**

	Have closed	Struggling to stay in business
Local shops	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Local pubs/restaurants/hotels	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Other local businesses	<input type="checkbox"/> 1	<input type="checkbox"/> 1

**Q9. What could the Argyll and Community Planning Partnership do more of to help local people and businesses? Please tick all that apply.**

- |  |                            |
|--|----------------------------|
| Career planning advice                                 | <input type="checkbox"/> 1 |
| Help with updating CVs and completing job applications | <input type="checkbox"/> 1 |
| Help people with skills to retrain                     | <input type="checkbox"/> 1 |
| Provide debt advice                                    | <input type="checkbox"/> 1 |
| Provide benefits advice                                | <input type="checkbox"/> 1 |
| Support initiatives to help town centres               | <input type="checkbox"/> 1 |
| Support local businesses                               | <input type="checkbox"/> 1 |

## **Section 2: Community Councils**

**This section asks you about Community Councils and whether you have had any involvement with your local Community Council.**

**Q10. How aware are you of the role played by Community Councils across Argyll and Bute?**

- |                  |                                      |
|------------------|--------------------------------------|
| Very aware       | <input type="checkbox"/> 1 Go to Q11 |
| Quite aware      | <input type="checkbox"/> 2 Go to Q11 |
| Not very aware   | <input type="checkbox"/> 3 Go to Q11 |
| Not aware at all | <input type="checkbox"/> 4 Go to Q12 |

**Q11. Which of the following would you say are the responsibility of Community Councils?  
Please tick all that apply.**

- |   |                            |
|---|----------------------------|
| Identifying and expressing the views of the community it represents to local authorities and other public bodies                              | <input type="checkbox"/> 1 |
| Being engaged with regard to local Community Planning and planning authority issues   | <input type="checkbox"/> 1 |
| Carrying out local surveys and issuing newsletters  | <input type="checkbox"/> 1 |
| Producing or endorsing a Community Plan identifying key local priorities and engaging with partners to deliver actions identified within this | <input type="checkbox"/> 1 |
| Liaising with local delivery bodies e.g. Development Trusts   | <input type="checkbox"/> 1 |
| Participating in local area forums  | <input type="checkbox"/> 1 |
| Acting to further the interests of their communities  | <input type="checkbox"/> 1 |
| Exercising their powers to object to the granting, renewal or transfer of liquor licenses   | <input type="checkbox"/> 1 |
| Developing or initiating local projects   | <input type="checkbox"/> 1 |

**Q12. Is there a Community Council in your area?**

- |            |  |
|------------|--|
| Yes        | <input type="checkbox"/> 1 Go to Q13       |
| No         | <input type="checkbox"/> 2 Go to Section 3 |
| Don't know | <input type="checkbox"/> 3 Go to Section 3 |

**Q13. Are you a member of your Community Council?**

- |     |                            |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No  | <input type="checkbox"/> 2 |

**Q14. Which of the following forms of contact have you had with your Community Council in the last year? Please tick all that apply.**

- |   |                            |
|---|----------------------------|
| Received a newsletter through your letterbox      | <input type="checkbox"/> 1 |
| Have seen posters advertising meetings            | <input type="checkbox"/> 1 |
| Have seen advertisements or articles in the press | <input type="checkbox"/> 1 |
| Have seen information on a web site               | <input type="checkbox"/> 1 |
| Have raised an issue with the Community Council   | <input type="checkbox"/> 1 |
| Have attended a meeting of the Community Council  | <input type="checkbox"/> 1 |

**Q15. What issues does your local community raise with the Community Council? Please tick all that apply**

- |  |                            |
|--|----------------------------|
| Health services  | <input type="checkbox"/> 1 |
| Transport (bus and train services, ferry services)         | <input type="checkbox"/> 1 |
| Planning applications                                      | <input type="checkbox"/> 1 |
| Housing  | <input type="checkbox"/> 1 |
| Water/Sewerage issues (e.g. the quality of drinking water) | <input type="checkbox"/> 1 |
| Roads (repairs and improvements)                           | <input type="checkbox"/> 1 |
| Local schools  | <input type="checkbox"/> 1 |
| Forestry   | <input type="checkbox"/> 1 |
| Wind farms   | <input type="checkbox"/> 1 |
| Broadband coverage   | <input type="checkbox"/> 1 |
| Other (please specify)                                     |                            |

\_\_\_\_\_

**Q16. If you have attended meetings of the Community Council, would you say they ....**

	Yes	Sometimes	No
Were well attended	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Discussed issues relevant to you and your community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Informed you of representations made by the Community Council to public authorities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q17. If you have not attended meetings of the Community Council, why was this? Please tick all that apply.**

Not interested in the issues being discussed by the Community Council	<input type="checkbox"/> 1
The Community Council has no power or status to get things done	<input type="checkbox"/> 1
Don't have the time	<input type="checkbox"/> 1
Travel difficulties	<input type="checkbox"/> 1
Child care responsibilities	<input type="checkbox"/> 1
Don't understand the role of the Community Council	<input type="checkbox"/> 1
Satisfied the Community Council is doing a good job and I'm happy to leave matters in their hands	<input type="checkbox"/> 1
The Community Council is cliquy	<input type="checkbox"/> 1

**Q18. How well do you feel the Community Council represents the views of your local community?**

Very well	<input type="checkbox"/> 1	Go to Section 3
Quite well	<input type="checkbox"/> 2	Go to Section 3
Not very well	<input type="checkbox"/> 3	Go to Q19
Not at all	<input type="checkbox"/> 4	Go to Q19
Don't know	<input type="checkbox"/> 5	Go to Section 3



**Q19. Why do you feel the Community Council does not represent the views of your local community very well? Please tick all that apply.**

The Community Council does not have the time or resources to do the job effectively	<input type="checkbox"/> 1
Residents are not interested in the issues being discussed by the Community Council	<input type="checkbox"/> 1
The public believes the Community Council has no power or status to get things done	<input type="checkbox"/> 1
The Community Council does not try to understand the views of local people	<input type="checkbox"/> 1
Other (please specify)	<input type="checkbox"/> 1

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**Section 3: Community Engagement**

This section asks for your views on how you would like to be involved in decisions about the delivery of services in Argyll and Bute.

**Q20. First of all, what level of involvement would you want to have in relation to the following decisions about services? Please tick one box for each type of service delivery decision.**

Service delivery decision	No involvement	Kept informed	Asked for my views	Directly involved in decision making
How funds are allocated between services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The development of broad plans for services in your local community (for example, the Local Community Plan)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
How individual services are run in your local community (for example, schools and health services)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Q21. Do you feel you have influence in each of the following service delivery decisions?  
 Please tick one box for each type of service delivery decision.**

Service delivery decision	Yes	Sometimes	No
How funds are allocated between services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The development of broad plans for services in your local community (for example, the Local Community Plan)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
How individual services are run in your local community (for example, schools and health services)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Q22. In the last year, have you received information on how services would be delivered in your local area from any of the following organisations? Please tick all that apply in row 'A' below.**

**Were you given an opportunity to comment on the proposals? If yes, please tick all that apply in row 'B'.**

	Argyll and Bute Council	NHS Highland Argyll and Bute CHP	Strathclyde Police	Strathclyde Fire and Rescue	Scottish Water	Argyll and Bute Community Planning Partnership
<b>A</b> Received information	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<b>B</b> Given opportunity to comment	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1

**Q23. If you were given an opportunity to comment, were you satisfied with this process?  
Please tick in row 'A' if you were satisfied.**

**If you were not satisfied, what were the main reasons for this? Please tick all that apply  
in column 'B' against the appropriate organisation.**

	Argyll and Bute Council	NHS Highland/Argyll and Bute CHP	Strathclyde Police	Strathclyde Fire and Rescue	Scottish Water	Argyll and Bute Community Planning Partnership
<b>A.</b> Satisfied with process	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<b>B.</b> <b>Reasons for Dissatisfaction</b>						
Not given enough time	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Not given any feedback after you made your comments	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Did not feel your comments were treated seriously	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Did not feel the exercise was a genuine attempt to consult	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Could not access venues for public events	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Times of public events were not convenient	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Information was not provided in an accessible format	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1

<b>Q24. Are you aware of any decisions taken by public authorities in Argyll and Bute in the last year that you would have liked to be consulted on but were not asked?</b>	
No	<input type="checkbox"/> 1
Yes (please specify)	<input type="checkbox"/> 2
<hr/>	
<hr/>	
<hr/>	

*Thank you for taking part in this very important survey*

*Please return your questionnaire in the enclosed FREEPOST envelope*

*If you have lost the FREEPOST envelope, send it free in an envelope marked:*

**FREEPOST RRZE-SGEY-KCHX  
Hexagon Research and Consulting  
Suite 401  
47 Timber Bush  
Edinburgh  
EH6 6QH**

## **Appendix 2 The Argyll and Bute Citizens' Panel**

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Citizens' Panel on behalf of the CPP. Recruitment should meet two key objectives:

- It should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

We recommended that postal recruitment of Panel members offered many advantages over recruitment through personal interviewing. In particular:

- It is a **more cost effective** means of filtering out those who are not interested in joining the Panel and recording the basis information needed at the recruitment stage to profile Panel members
- It is a **more inclusive** approach to recruitment, allowing a larger initial sample of residents to be contacted
- It will **generate a bigger Panel**, allowing the analysis of sub groups to be carried out more robustly

A short recruitment questionnaire was agreed with the CPP which explained the purpose of the Panel and recorded basic social and demographic information on each Panel member.

To ensure the Panel was as representative as possible, a sample of 10,000 residents was drawn by random systematic sampling from the edited edition of the Electoral Register (in this way, each area within Argyll and Bute would have a sub sample in direct proportion to the size of its adult population).

The recruitment questionnaires were issued, along with return Freepost envelopes, to this sample in two phases in order to monitor the take up from residents. The first phase was issued in mid May 2008 and generated 582 residents who wished to join the Panel. The second phase was issued by mid June 2008 and by the end of June a total 1,286 residents had agreed to become Panel members, exceeding the target set for the recruitment exercise.

**The Argyll and Bute Citizens' Panel**

<b>Area</b>	<b>% of 2006 Argyll and Bute Population</b>	<b>% of Argyll and Bute Panel</b>	<b>Size of Panel</b>	<b>Sampling Error</b>
Oban, Lorn and the Isles	21.4%	21.9%	282	± 5.8%
Bute and Cowal	24.9%	26.6%	342	± 5.3%
Helensburgh and Lomond	29.6%	28.7%	369	± 5.1%
Mid Argyll, Kintyre and Islay	24.1%	22.8%	293	± 5.7%
Argyll and Bute	100.0%	100.0%	1,286	± 2.7%

The table above presents a breakdown of the Panel by Administrative area, indicating that:

- The distribution of the Panel by Administrative area closely reflects the distribution of the adult population in each area
- The size of the Panel in each area limits sampling errors to under ± 6%, allowing a robust analysis of survey findings not only for Argyll and Bute but also for each Administrative area

**Panel Characteristics**

Overall, the Panel reflects many of the characteristics of the Argyll and Bute adult population, with most variations being limited to only a few percentage points (a full breakdown is provided in Tables 1-5 of Appendix 2 to this report). This is particularly the case in terms of the following characteristics:

- Residents aged 30-55 (55% of the Panel compared to 51.1% in the Council's 2006 estimate)

*Argyll and Bute Citizens' Panel Spring/Summer 2009 Survey*

- Gender (55% of the Panel are female compared to 50.4% in the Council's 2006 estimate)
- Residents in employment (60% of the Panel compared to 61.1% in the 2001 Census estimate)

However, the principal differences are that

- The Panel has a higher proportion of owner occupiers (85% compared to the 2001 Census estimate of 64.6%) and a lower proportion of those in social rented housing (6% compared to 10.4% in the 2001 Census estimate)
- There are more Panel members who are wholly retired from work (29% compared to the 2001 Census estimate of 16.3%)

As a result of these differences, all survey findings are re-weighted to ensure any bias in the profile of those responding to the surveys is fully corrected.



## **Appendix 3**

### **Comments on decisions taken without consultation**

No consultation to change Union flags to Saltires

Scottish Water upgraded sewerage system in Innellan (?) but did not consult on possibility of including some houses in Toword (?)

Future of Rockfield school site (Oban) x 2

Planning permission for houses built behind me

Council budget allocation

Decision to re-site Co-op on site of caravan park (Lochgilphead)

Building of affordable housing in Garelochhead

Decision to join our area with NHS Highland

Asked for my views on planning approvals and then ignored

Allocation of funding for roads on Mull

Scottish Water's plans for waste water treatment in Lochgair

Future of the ferry service from Gourock to town centre of Dunoon x 2

House building on green field sites x 2

Planning matters x 4

Scottish Water's 'improvement' to sewerage works x3

Change of franchise from BA to Flybe (Tiree)

Closure of Helensburgh swimming pool x 2

Decision to cancel community council elections

Changes to class room assistant hours (Garelochhead)

Decision not to allocate funding for play equipment to our area (Tarbet)

Changes in NHS facilities

Structural work to Iona pier

New system of refuse collection (public meeting not advertised)

Advert regarding houses to be build in Connel was not published in Oban Times so many did not object and there was no public enquiry

Allocation of funds for low cost housing x 2

Proposed Science Park at Dunbeg

Budget allocation for roads

Consultation on Core Paths Plan ignored vital information freely available to officers

Changes to the delivery to the well women's services and family planning

Council service changes

Food waste collection

Closure for maintenance of Helensburgh swimming pool for 9 months

Decision not to replace Helensburgh leisure facility/failure to utilise Clyde Street school building

Future of pier and car park in Helensburgh

Future of Vale of Leven hospital

Desecration of roadside south of Tarbet and Council trying to hide the mess by hand

A&E hospital facilities

New surgery at Tighnabruaich

Making Port Askaig pier available to small boats at all states of the tide

Consultation on access to beaches for wheelchair users was just imparting of information and not proper consultation

Gaelic road signs

The proposed destruction of green areas to make way for the new ring road (from an Oban resident).

Road repairs, street lighting repairs and maintenance of flower beds in West Icing Street and Cairndhu Avenue, Helensburgh

Lack of consultation about the use of community buildings e.g. Soroba Community Centre and ex Rockfield school building (Oban resident)

The plan to close the kitchens in six small rural schools which was shelved following a public outcry (Tarbert resident)

The request for fish farm on/off island – the Council did a terrible, lacklustre attempt at a public enquiry and the community had to defend why we didn't want a fish farm (Bute resident)

The refurbishment of Campbeltown Grammar school

The current recycling scheme was forced on us without consultation

The selection of roads to be resurfaced

Planning applications

Gaelic road signs

Allocation of funding for housing

Changes to the refuse collection service

Registration of septic tanks that are privately owned

Hospital/health centre closures and changes

Permission given for a supermarket on a caravan site – my objections were ignored (Tarbert resident)

Changes to the roads in centre of Helensburgh – they were ok as they were

Town centre traffic flow in Dunoon

Ferry access/Calmac terminal (Hunter's Quay resident)

Just about everything with the National Park authority

Scottish Water not consulting about waste Water treatment plans on Mull

Closure of local swimming pool

Policy on wind farms