
Title: Citizens' Panel: 2010 surveys

1. SUMMARY

- 1.1 Despite calling for themes for the Citizens' Panel survey, only two sets of questions were proposed for the survey scheduled to take place this spring. This is not enough to justify running a survey.
- 1.2 The contract with Hexagon Research and Consulting requires that they carry out two surveys a year. However, the contract appears not to specify the precise timing of these surveys.
- 1.3 A third of the panel is due for refreshment at this point in the contract.

2. RECOMMENDATIONS

- 2.1 We ask Hexagon Research and Consulting to proceed with the refreshment of the panel membership.
- 2.2 We delay the running of the 'spring' survey until early autumn, by which time we should have more themes to include in the survey.
- 2.3 As the contract to run the Citizens' Panel runs until the end of 2011, with an option to extend it into 2012, we begin to think about its role in the longer term.

3. BACKGROUND

- 3.1 We have a contract with Hexagon Research and Consulting to manage the Citizens' Panel membership and to carry out two surveys a year. These surveys are usually carried out in Spring and Autumn.
- 3.2 We received three suggestions for themes to include in the Spring 2010 survey. However, only two sets of questions have been proposed. These relate to:
 - Child protection
 - Volunteering.
- 3.3 The proposed questions are, on their own, not enough to fill a survey. The question set would also benefit from the addition of a theme that would appeal to the panel membership, thereby acting as a 'hook' and helping to increase response rates.
- 3.4 As Partners are making limited use of the Citizens' Panel, questions arise about its future role and purpose. There is a need to review this before the current tender is due for renewal.

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