

## **1. Summary**

The Spring / Summer 2011 Citizens' Panel survey was carried out in June. A copy of the summary results is attached for information.

## **2. Recommendations:**

2.1 That the CPP Management Committee note this information.

## **3. Detail**

The Spring / Summer 2011 Citizens' Panel survey was carried out in June, and achieved a response rate of 72%.

Topics covered in the survey related to:

- Volunteering behaviour
- Trading standards / bogus callers
- Policing / crime
- Child protection

In addition, the council also took the opportunity to ask members of the Citizens' Panel if they were willing to become 'mystery shoppers' for the Council. A total of 267 Panel members agreed to this and the Council has been sent a database with their contact details.

A summary of the survey's results is appended to this report for information. The full report has been forwarded on to those partners who had themes included on their behalf in the survey. (Full survey results are available on request from Eileen Wilson.)

The Autumn 2011 survey was centred on council activities and included questions on:

- Factors panellists considered to be important in making somewhere a good place to live and which of these factors are most in need of improvement in their area
- Panellists' satisfaction with a range of Council services
- The council's budget consultation
- Council's service review options.

As the Autumn survey was centred on council activities, its results have been fed back through council channels and are not included in this report.

**Jane Fowler**  
**Head of Improvement and HR, Argyll and Bute Council**

For further information:

Chris Carr  
Research and Information Office, Argyll and Bute Council  
Tel: 01546 604260  
Email: [chris.carr@argyll-bute.gov.uk](mailto:chris.carr@argyll-bute.gov.uk)



## Argyll and Bute Citizens' Panel Spring 2011 Survey

Report

by



*For further information contact:*

*Jim Patton*

*Director*

*Hexagon Research and Consulting*

*Suite 401*

*47 Timber Bush*

*Edinburgh EH6 6QH*

*Tel: 0131 669 9574*

*e-mail: [jim@hexagonresearch.co.uk](mailto:jim@hexagonresearch.co.uk)*

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## Summary of Key Findings

### Section 3: Trading Standards – Bogus Callers and Workmen

- Just over half of all Panel members (52%) said they had been approached by bogus callers or workmen in the last five years
- Fewer than one in ten of this group (9%) made a purchase or paid money for goods or services. In most cases the amount paid was up to £500 (80%) and more than three quarters (77%) received the goods they paid for. However, 23% did not receive any goods after making payment
- Overall, the level of dissatisfaction with the goods or services received is very high (79%)
- Panel members who have been approached by bogus callers or workmen over the last five years have suffered a wide range of scams. The most common have been telephone scams (affecting 88% of this group), closely followed by email scams (85%), letter scams (69%), bogus workmen (61%) and bogus callers at the doorstep (58%)
- All Panel members were asked who they would contact if they were targeted by bogus callers or a scam. The vast majority (83%) said they would contact the Police, while another 24% would also contact Council Trading Standards
- There is a very high level of agreement that the Council's regular press releases regarding scams are very useful in making Panel members aware of potential scams in their area (78%)
- Awareness is relatively low that the Trading Standards Team is working with businesses and residents to identify bogus traders and scams within Argyll and Bute (26%), that Consumer Direct provide advice and guidance in relation to scams (24%) and that individuals can report scams to Consumer Direct so that they can help to warn others (29%)

#### **Section 4: Child Protection Services**

- There is a strong correlation between where people go if they have a concern about a child or young person and where they would prefer to go. The local community Police officer, Social Work/Children's Reporter, the school or nursery the child is attending and helplines are the four channels currently used and also those most preferred by respondents
- Virtually all respondents (97%) said they would take action if they were aware a child was being abused, most of whom would refer it to the Police or Social Work. Although the sample of respondents saying they would take no action is very small, the vast majority (93%) said this was because they were most concerned about 'getting it wrong' while over a third said they 'didn't wish to get involved'
- Awareness of NSPCC (89%) and Childline/Parentline (82%) is very high among Panel members, while awareness of the Child Protection Committee website falls to 28%. However, almost half of all Panel members (48%) said they would like to know more about what the Child Protection Committee does, with most of this group saying they would like to find out through the local press (67%), leaflets/flyers in the mail (47%) and through a website (44%)

#### **Section 5: Volunteering**

- Almost two thirds of panel members (61%) said they have given time to help clubs, charities, campaigns or organisations in an unpaid capacity. The largest proportion of this group (45%) said they first got involved through a friend or relative while 22% said they were a user of a voluntary group or service and decided to get involved as a volunteer
- More than half of those involved in undertaking voluntary work (57%) do so at least once a week with another 35% volunteering up to a few times per month. There is a wide variation in the number of hours volunteers give each month, with the largest group (25%) giving 5-10 hours while another 17% each give 3-4 hours or 1-2 hours
- Approximately half of all Panel members feel more people would be encouraged to volunteer if they were more aware of the opportunities (54%) and if they had more time (48%). Between a quarter and a third also felt more help and advice to possible

volunteers (36%) and getting their expenses paid (24%) would encourage more people to volunteer

- Panel members have a very positive perception of volunteering. For example, 97% agree volunteers do useful work that would not get done otherwise, 89% agree voluntary groups usually provide good services and facilities and 85% agree more should be done to encourage volunteering
- Overall, a very high proportion of Panel members (80%) agree time banking is a good idea and just over a third (34%) would be interested in taking part in a time banking scheme
- Thinking of the future, the largest group of Panel members said they would be interested in the following volunteering activities; education/teaching support (27%), mentoring of others (24%), caring for others (21%) and buddying/befriending (21%)

#### **Section 6: Strathclyde Police**

- In relation to violent crime, just over three quarters (76%) of Panel members across Argyll and Bute said they had seen no change in the last year. However in Dunoon, 45% of Panel members and 30% in Oban North and Lorn said it was higher
- In terms of drunk and disorderly behaviour, a third of Panel members (33%) across Argyll and Bute perceived this had got higher in the last year, peaking at 50% in Oban North and Lorn, 49% on Bute and 48% in Dunoon. Oban South and Isles recorded the greatest perception of a decline in drunk and disorderly behaviour (22%)
- Only 5% of Panel members felt there had been a decline in drugs/drug misuse in the last year (rising to 30% in Oban South and Isles and 18% on Bute). However, the wards recording the greatest perception of a higher incidence included South Kintyre (93%), Oban North and Lorn (71%) and Bute (72%)
- More than half of Panel members (58%) feel the problem of speeding motorists is greater compared to a year ago, rising to 73% in Kintyre and Islands, 70% in Dunoon, 69% on Bute, 64% in Oban North and Lorn and 61% in South Kintyre