

1.0 SUMMARY

1.1 The Citizens' Panel membership and the two annual surveys are available as resources that all Community Planning partners may use.

1.3 We are seeking feedback from the CPP Management Committee about the themes that have been put forward for inclusion in the 'spring' 2012 survey.

2.0 RECOMMENDATIONS

2.2 The CPP Management Committee should make recommendations about priorities for inclusion in the survey of the themes identified in this report:

- Housing
- Impact of the economic downturn
- Transport
- Adult Protection

2.3 The Management Committee should note the timeline that needs to be followed if the 'spring' survey is not to impact on the autumn 2012 survey.

2.1 Members of the CPP organisations should remind their management teams that the Citizens' Panel is a resource available for their use. Partners have been invited to propose questions for inclusion in this survey, and are invited to do so for future surveys.

3.0 DETAIL

3.1 The current Citizens' Panel is made up of approximately 1,250 people who live in Argyll and Bute. Members of the Panel are recruited to be broadly representative of the wider population of the area in terms of their demographic profile and geographic distribution.

3.2 Hexagon Research and Consulting currently have the contract to maintain the Citizens' Panel database and to administer the twice-yearly Citizens' Panel surveys.

3.3 In addition to being able to have questions included in the scheduled surveys, community planning partners may also use the Citizens' Panel membership database to identify people willing to take part in other research activities, such as focus groups or other questionnaire surveys. (Any such additional research is not covered by the citizens' panel contract, and must be paid for by the commissioning service or organisation.)

3.4 According to the terms of the new contract, which came into place in March 2012, the spring surveys are open to all community planning partner organisations. Autumn surveys are now council-only surveys, with the primary purpose to track customer satisfaction across a range of council services.

3.5 Calls for topics to be included in the Citizens' Panel surveys are usually made through the Community Planning Partnership, with the intention that representatives from the various partner organisations will disseminate the call for themes and questions across their organisations.

3.6 Calls for themes and questions for the spring 2012 survey were made in March 2012. No expressions of interest were received. Another call for themes and questions was made in June 2012 (via the CPP Management Committee and Full Partnership meetings, and through an email sent to everyone on the CPP distribution list). A deadline of 30 June was given for responses. The responses received were minimal. A further email request was sent out (26 July 2012) to all Community Planning partners for questions / themes to be included in the survey. A new deadline of 10 August was set for responses.

3.7 As calls for papers do not appear to be being disseminated through partner organisations, one of the purposes of this report is to encourage the dissemination of information about the Citizens' Panel.

3.8 In response to the calls for themes, the following topics have been put forward for inclusion in the survey:

- Housing
- Transport

3.09 Separately, Social Work has requested the inclusion of questions relating to Adult Protection.

3.10 An additional topic that might be included in the survey is an update of questions, previously asked in 2009, about panellists' perceptions of the economic downturn. (An extract of the 2009 survey, which includes these questions, is appended to this report for information.)

3.11 The 'spring' 2012 survey is running behind timetable. The autumn survey contains a core set of questions, and is used to track panellists' responses over time; the survey goes out in late November each year. It would not be desirable for the survey to be delayed. Nor would it be desirable to have two surveys going out very close to each other. For

this reason, it is recommended that the delayed 'spring' survey should go out no later than mid-September 2012.

3.12 Hexagon Research and Consulting require two weeks after the questions have been finalised for the questionnaires to be prepared and printed. In turn, this means that, in order for questionnaires to go out in mid-September, questions would have to be finalised by the end of August.

4.0 CONCLUSION

4.1 The Citizens' Panel is available to community planning partners.

4.2 The timeline for developing the next Citizens' Panel survey is as follows:

- 10 August 2012: deadline for submission of broad topics for inclusion in the survey
- 22 August 2012: CPP management committee; confirmation of topics for inclusion in the survey
- 31 August 2012: deadline for development of questions for inclusion in questionnaire
- First two weeks in September: preparing and printing survey
- Distribution of survey: 14 September 2012.
- Deadline for completed returns: 14 October 2012.

4.3 The Management Committee is asked to approve the themes that have been proposed in this report, and for partners to solicit ideas from their organisations for inclusion in future surveys.

5.0 IMPLICATIONS

5.1 Policy: none

5.2 Financial: none

5.3 Legal: none

5.4 HR: none

5.5 Equalities: none

5.6 Risk: none

5.7 Customer Service: none

6.0 APPENDICES

6.1 Extract from Summer 2009 Citizens' Panel survey

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 |

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(6 July 2012)

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