

Angus Citizens' Panel

NEWS

Edition 7 March 2005

THE LAST SURVEY

The February 2005 survey produced some useful results. It has helped us to think about how we get your views, and how we can do better in future.

SURVEY LENGTH, ISSUES AND TIMING

The survey confirmed our view that **you want shorter surveys**, over 60% wanting surveys of 1 to 4 pages. That said, your comments made it clear that the length should reflect the topics to be covered. In particular, you **want us to ask about those issues and decisions that most impact on you and your local area**. This is also reflected in your **preferences for the timing of surveys**, which are **as and when issues arises**. To make this manageable, you would **like us to coordinate surveys so that we ask about a number of things at one time**.

CORE SERVICES AND THEMES

In addition to covering issues as they arise, **you also want us to continue to cover those areas that we have covered in the past**. Many of you mentioned issues around; **council and local services**, the **police and community safety**, **health and health services**, the **environment**, **roads and transport**, **education** and **the economy**. These are all topics that we have covered in the past and will cover again.

AREAS NOT PREVIOUSLY COVERED

A number of comments also asked that we consider some other **things we have not looked at before**. We are not ignoring these comments and are currently considering how

best to link the surveys we send you to work underway across the council and its services.

OUR RESPONSE

Because of your feedback, **we are changing the panel so that it comes out more often, maybe every two or three months. We'll still take a break over the summer, from May to September, while you're on holiday!**

We are trying to get more people to produce short surveys on core questions. In the meantime you can e-mail penmanw@angus.gov.uk or phone 01307 473762 to get a copy of these current consultations:

- Angus Antisocial Behaviour Strategy
- Tayside Healthy Weight Strategy
- Racist Incident Multi Agency Panel - Angus Consultation on Policy Statement and Working Practices

While they are often lengthy documents, we feel that it is important to move forward one step, by letting you know they are there, rather than not moving at all. The consultations are also available from www.angus.gov.uk/hys.

MORE EFFICIENT SURVEYS

We want to improve the panel and do it without wasting money. For this reason, **we have already moved to using cheaper and quicker methods of conducting surveys. The surveys and newsletters are no longer as glossy or heavy, postage costs half as much and printing ten times less. We are also using the last of our old envelopes and will start using smaller second class envelopes soon!**

CONTINUES OVERLEAF

AS ALWAYS, WE HAVE READ ALL YOUR COMMENTS AND PASSED THEM ON TO THE RELEVANT PEOPLE - WHEN YOU HAVE GIVEN CONTACT DETAILS AND WE CAN RESPOND TO A SPECIFIC QUESTION, WE WILL BE GETTING BACK TO YOU WITH SPECIFIC FEEDBACK!

WEB SURVEYS

There seems to be plenty of support for web-surveys, but limited use. **We only received three responses over the internet.** We have picked up some ideas on making the surveys easier to find and have **changed the location of the files.** **We will continue to offer** those who want the facility the opportunity to complete **web-surveys**, not only because **many of you want them** but also because **they offer the potential of speeding up all aspects of the survey and should save money!**

The current panel web-surveys can be found at www.angus.gov.uk/panel.

INTERESTED IN CREDIT UNION?

Panel members who expressed support for the **creation of a credit union in Angus** may be interested to know that **there is a group actively working towards achieving this goal.**

The **Angus Credit Union Steering Group** has grown out of the community planning process and has the support of a range of statutory, business and voluntary organisations. It has held public information sessions about the benefits of credit unions in various locations around Angus and is planning further presentations during 2005.

Credit unions are owned and run by their members, and the steering group is actively seeking more members from across Angus who are keen to see a credit union start here. If you are interested in finding out more, please **contact Linda McDonald (01241 876727) or Jane Kidd (01241 436872).**

THIS MONTH'S SURVEYS

The surveys this month cover **ACCESS Offices** as part of a review of this service, and **speed (safety) cameras.**

THE RESULTS

502 paper-surveys and 3 web-surveys were returned.

What would be the best length for surveys, in pages?

1-2	84 (17.2%)	3-4	222 (45.4%)
5-6	115 (23.5%)	7-8	44 (9.0%)
9-12	18 (3.7%)	13-16	6 (1.2%)

How would you want to get surveys?

Posted paper surveys	435 (86.7%)
E-mail web-surveys	67 (13.3%)

How would you want to give us your answers?

Posted paper surveys	455 (90.5%)
By phone	25 (5.0%)
On the internet	112 (22.3%)

Which areas would you want surveys for?

Angus	374 (74.8%)
My local area	378 (75.6%)

Should we get your names on surveys to stop people sending in lots of anonymous answers to change the result?

Yes	318 (64.1%)
No	121 (24.4%)
Don't know	18 (26.9%)

How often would you like to get surveys?

Every month	52 (10.4%)
Every two months	146 (29.3%)
Once a quarter	301 (60.3%)

When would you like to get surveys?

January	236 (49.7%)
February	251 (52.8%)
March	196 (41.3%)
April	194 (40.8%)
May	243 (51.2%)
June	215 (45.3%)
July	160 (33.7%)
August	189 (39.8%)
September	238 (50.1%)
October	229 (48.2%)
November	182 (38.3%)
December	155 (32.6%)

AS ALWAYS, WE HAVE READ ALL YOUR COMMENTS AND PASSED THEM ON TO THE RELEVANT PEOPLE - WHEN YOU HAVE GIVEN CONTACT DETAILS AND WE CAN RESPOND TO A SPECIFIC QUESTION, WE WILL BE GETTING BACK TO YOU WITH SPECIFIC FEEDBACK!