



Analysis Report of Angus Citizens' Panel

including comparison with Angus Citizen Survey (2009)

2011



CONTENTS

	Page No
Introduction	3
Full Results and Analysis	
1. Council profiles	
1.1 Priorities	4
1.2 Image	5
2. Services and facilities in local neighbourhoods	
2.1 Satisfaction	7
2.2 Ease of access	8
2.3 Comments	9
3. Neighbourhood Satisfaction Profile	10
4. Contacting the Council	
4.1 Previous contacts	11
4.2 Satisfaction profile - with contact	12
4.3 Most recent contact	14
4.4 Use of Angus Council website	22
5.0 Community/Voluntary Activities	
5.1 Participation profile	23
5.2 Awareness profile	25
5.3 Participation profile	26
6.0 Influence	28
7.0 Satisfaction	
7.1 Environment	29
7.2 Quality of life	30
Appendices	
1 Comments	31

Angus Citizens' Panel

Introduction

Background

This report analyses the results from the survey of the Angus citizens' panel undertaken in January to March 2011. The survey was specifically designed to mirror the Angus citizen survey which was last conducted in 2009. The Angus citizen survey is conducted every two years and by carrying out a similar survey with panel members in the intervening years we are able to gather annual data to help us inform and shape our services.

Sample Size

A total of 407 questionnaires were sent out to panel members with 291 returned. Compared to other methods of consultation, citizens' panels can often achieve high response rates and this survey was no exception achieving a high response rate of 72%.

Angus Citizen Survey 2009 and Angus Citizens' Panel Survey 2011 - Summary of Analysis

The citizens' panel survey gathered views on Angus Council services, experiences of contacting the council and other general information about living in Angus. An analysis of these views is reported in full in this report.

Given the background details to the survey the data has also been analysed against the Angus citizen survey. It should be noted that due to sample sizes, citizens' panel results and the citizen survey are not directly comparable however analysis of the results of each can give an awareness of the commonalities and differences of Angus public opinion and is therefore still useful. Overall the results show high levels of correlation with the 2009 Angus citizen survey with more detailed analysis being provided throughout the document.

Angus Citizens' Panel

Full Results and Analysis

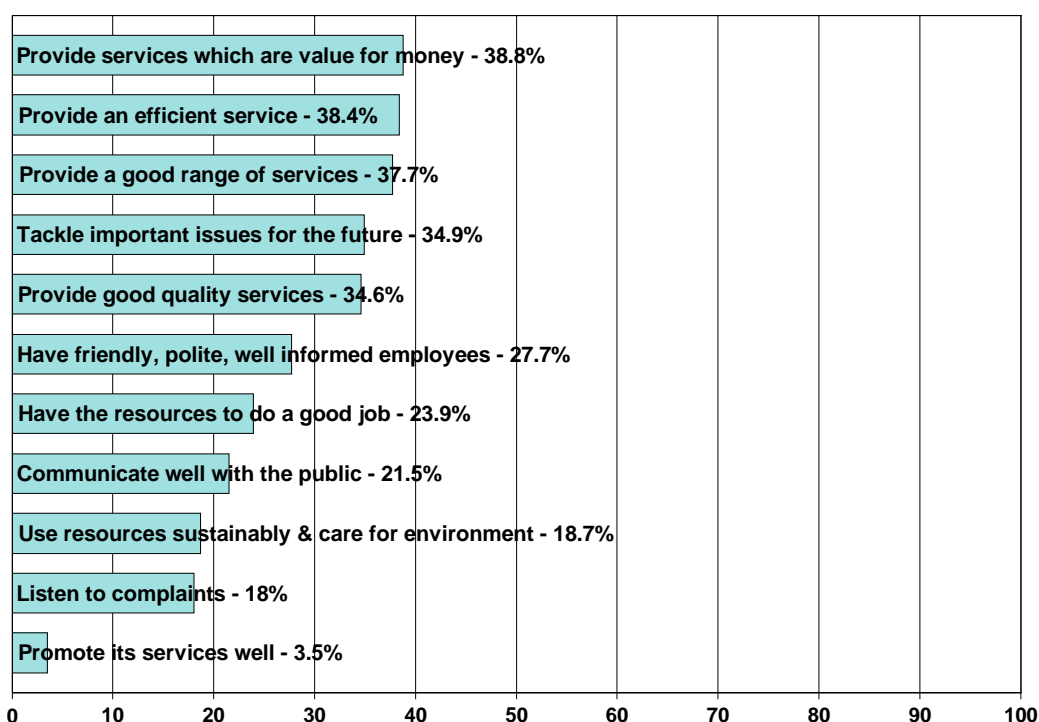
The questions that Angus Citizens' Panel members were asked are in italics.

1.0 Council Profiles

1.1 Priorities

"The following statements are about Angus Council. Please tick which three are of the most importance to you. Angus Council should..."

Figure 1: Angus Council priority profile



Base: All respondents

From Figure 1 it can be seen that the highest priorities amongst respondents in relation to Angus Council were:

- Providing services which are value for money (38.8%)
- Providing an efficient service (38.4%)
- Providing a good range of services (37.7%)
- Tackling important issues for the future of the area (34.9%)
- Providing good quality services (34.6%)

In comparison in the Angus citizen survey the priorities that emerged were:

- Providing an efficient service (51%)
- Offering a good range of services (46%)
- Providing good quality services (36%)
- Having friendly, polite, helpful, well informed employees (34%)
- Listening to complaints (30%)

The differences here, particularly around the priorities of ‘providing services which are value for money’ and ‘tackling important issues for the future of the area’ could be explained by the public awareness raised over the past year with regard to austerity cuts and public spending reviews. Angus Council itself conducted a consultation exercise at the end of 2010 asking for citizens’ views on the approach proposed to deliver £9 million of savings needed from services over the year 2011-2014.

1.2 Council Image

“Based on the same statements please state whether you agree or disagree that Angus Council...”

Table 1: Angus Council performance profile

Analysis % Respondents			
	Agree	Disagree	Neither
Provides a good range of services	82.2%	5.4%	12.3%
Has the resources to do a good job	45.2%	19.6%	35.2%
Provides an efficient service	53.2%	18.6%	28.1%
Provides services which are value for money	40.8%	21.0%	38.2%
Provides good quality services	58.8%	10.1%	31.1%
Has friendly, polite, well informed employees	66.7%	9.0%	24.3%
Promotes its services well	35.7%	24.3%	39.9%
Tackles important issues for the future of the area	32.2%	25.4%	42.4%
Listens to complaints	41.8%	24.0%	34.2%
Communicates well with the public	39.3%	27.1%	33.6%
Ensures sustainable use of resources and care for the environment	39.5%	10.9%	49.6%

Base: All respondents

From Table 1 it can be seen that respondents agreed with the statements under consideration:

- Provides a good range of services (82.2%)
- Has friendly, polite, well informed employees (66.7%)
- Provides good quality services (58.8%)
- Provides an efficient service (53.2%)
- Has the resources to do a good job (45.2%)

Despite this positive profile, however, it should be noted that a quarter of respondents noted their disagreement that the Council:

- Communicates well with the public (27.1%)
- Tackles important issues for the future of the area (25.4%)
- Promotes its services well (24.3%)
- Listens to complaints (24%)

Providing services which are value for money was the top priority for citizen panel respondents (38.8%). 40.8% of people also agreed that the Council achieves this.

Interestingly, despite differing priorities, the Angus citizen survey results also reported that the majority of respondents agreed with the statements under consideration and, in particular, a significant majority agreed that the Council:

- Offers a good range of services (72%)
- Has friendly, polite, helpful, well informed employees (70%)
- Provides good quality services (64%)
- Provides an efficient service (64%)
- Has the resources to do a good job (63%)

Again a quarter of respondents noted their disagreement that the Council:

- Communicates well with the public (27%)
- Tackles important issues for the future of the area (27%)
- Promotes its services well (25%)
- Listens to complaints (25%)

Providing services which are value for money was the sixth priority for citizen panel respondents (23%). 55% of people also agreed that the Council achieves this.

2. Services and facilities in local neighbourhoods

2.1 Satisfaction

“Please state how satisfied you are with the following services and facilities in your neighbourhood”

Table 2: Satisfaction with local services and facilities

Analysis % Respondents					
	Very satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't exist/Don't use
Social Care/Social Work Services	28.1%	52.6%	15.8%	3.5%	-
Schools	50.0%	44.6%	3.6%	1.8%	-
Refuse collections	40.0%	48.3%	5.0%	6.7%	-
Street cleaning	24.6%	39.3%	23.0%	13.1%	-
Sports and leisure facilities	28.6%	58.9%	10.7%	1.8%	-
Community centres	32.7%	47.3%	10.9%	9.1%	-
Libraries	55.2%	37.9%	5.2%	1.7%	-
Parks and open spaces	35.1%	50.9%	8.8%	5.3%	-
Youth facilities	12.5%	41.1%	28.6%	17.9%	-

Base: All respondents excluding those who stated that a service/facility ‘didn’t exist’ in their neighbourhood or they ‘never used’ a service/facility in their neighbourhood.

Table 2 provides a positive profile of services and facilities in respondents’ neighbourhoods, on the basis that a majority, - and, in most cases, a significant majority – of respondents’ stated that they were either fairly or very satisfied with the services and facilities under consideration and, in particular:

- Schools (94.6% satisfied)
- Libraries (93.1%) satisfied)
- Refuse collections (88.3% satisfied)
- Sport and leisure facilities (87.5% satisfied)
- Parks and open spaces (86.0% satisfied)

Lowest satisfaction rates were recorded with regard to:

- Street cleaning (63.9% satisfied)
- Youth facilities (53.6% satisfied)

This reflects the Angus citizen survey which also reported a highly positive profile of services and facilities in respondents’ neighbourhoods with a majority stating their satisfaction with the services and facilities under consideration and, in particular:

- Community centres and libraries (97%)
- Local schools (95%)

- Sports & leisure facilities (93%)
- Social care/social work services (90%)
- Parks & open spaces (89%)

Similarly lowest satisfaction rates for the Angus Citizen survey were recorded with regard to:

- Youth facilities (49% satisfied)

2.2 Ease of Access

“Please state how easy it is for you to access the following services and facilities in your neighbourhood”

Table 3: Ease of access to services and facilities

Analysis % Respondents					
	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/Don't use
Social Care/Social Work Services	46.0%	46.0%	8.0%	-	-
Schools	63.8%	31.9%	4.3%	-	-
Refuse collections	51.9%	33.3%	13.0%	1.9%	-
Street cleaning	29.4%	37.3%	25.5%	7.8%	-
Sports and leisure facilities	50.0%	30.4%	17.4%	2.2%	-
Community centres	42.6%	36.2%	17.0%	4.3%	-
Libraries	75.0%	20.8%	4.2%	-	-
Parks and open spaces	69.4%	24.5%	6.1%	-	-
Youth facilities	21.7%	37.0%	32.6%	8.7%	-

Base: All respondents (excluding those who stated that a service/facility ‘didn’t exist’ in their neighbourhood or they ‘never used’ a service/facility in their neighbourhood.)

Table 3 also provides a largely positive profile in terms of the extent to which respondents find it easy to access services or facilities in their neighbourhood, with particularly positive outcomes being found in respect of ease of access to:

- Libraries (95.8%)
- Schools (95.7%)
- Parks and open spaces (93.9%)
- Social care/Social work services (92%)
- Refuse collections (85.2%)
- Sports and leisure facilities (80.4%)

Lowest satisfaction rates were recorded with regard to:

- Youth facilities (58.7% satisfied)

This also reflects the Angus citizen survey which reported a highly positive profile in respect of ease of access to:

- Local schools (98%)
- Community centres and libraries (97%)
- Parks & open spaces (96%)
- Sports & leisure facilities (96%)
- Social care/social work services (95%)
- Street cleaning (91%)

Again lowest satisfaction rates for the Angus citizen survey were recorded with regard to:

- Youth facilities (63% satisfied)

2.3 Comments

Panel members were invited to give their comments on any of the services and facilities stated. 118 comments were received and these are listed in Appendix 1. Feedback will be given to panel members on any specific comments where appropriate.

3. Neighbourhood Satisfaction Profile

“Please state how satisfied you are with the following in your neighbourhood”

Table 4: Neighbourhood satisfaction profile

Analysis % Respondents				
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
Children's play areas	23.9%	58.0%	12.8%	5.3%
Cleanliness of streets	16.8%	50.7%	22.6%	9.9%
Condition of roads, pavements & street lighting	5.0%	26.8%	38.2%	30.0%
Quality & maintenance of open spaces	14.8%	64.0%	15.2%	6.1%
Cleanliness of the area around your home	23.0%	51.3%	14.1%	11.5%

Base: All respondents

From Table 4 it can be seen that a significant majority of respondents stated they were either fairly or very satisfied with a number of aspects of their neighbourhood ie:

- Children's play areas (81.9% satisfied)
- Quality and maintenance of open spaces (78.8% satisfied)
- Cleanliness of the area around their home (74.3% satisfied)

Lowest satisfaction rates were recorded with regard to:

- Cleanliness of streets (67.5% satisfied)
- Condition of roads, pavements and street lighting (31.8% satisfied)

A significant majority of Angus citizen survey respondents also reported their satisfaction with a number of aspects of their neighbourhood ie:

- Quality and maintenance of open spaces (84% satisfied)
- Cleanliness of the area around their home (84% satisfied)
- Cleanliness of streets (76% satisfied)

Lowest satisfaction rates were recorded with regard to:

- The condition of roads, pavements and street lighting (59% satisfied)
- Children's play areas (54% satisfied)

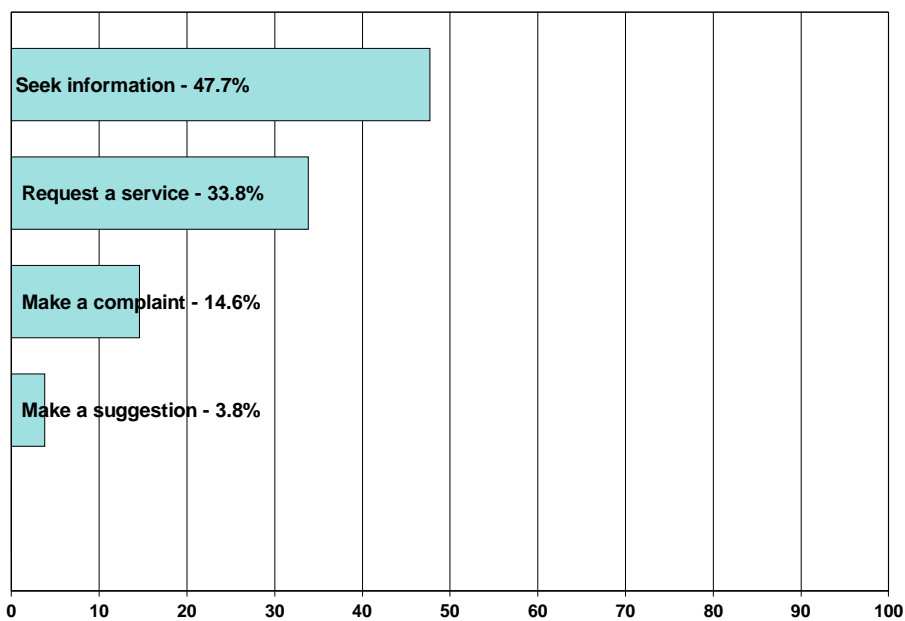
It is worth noting that while the Angus citizens' panel reported highest satisfaction levels with regard to 'children play areas' at (81.9%), Angus Citizen survey respondents stated that they were least satisfied with these areas of their neighbourhoods (54%).

4. Contacting the Council

4.1 Previous contacts with the Council

“When you last contacted the Council, was this contact to...”

Figure 2: Last contact with the Council



Base: All who had contacted the Council

From Figure 2 it can be seen that – amongst those who had contacted the Council – this was principally to ‘Seek information’ (47.7%) Thereafter, almost all remaining respondents had contacted the Council to:

- Request a service (33.8%)
- Make a complaint (14.6%)

In comparison respondents to the Angus Citizen survey reported that those who had contacted the Council had principally done so to “request a service” (50%). Thereafter, almost all remaining respondents had contacted the Council to:

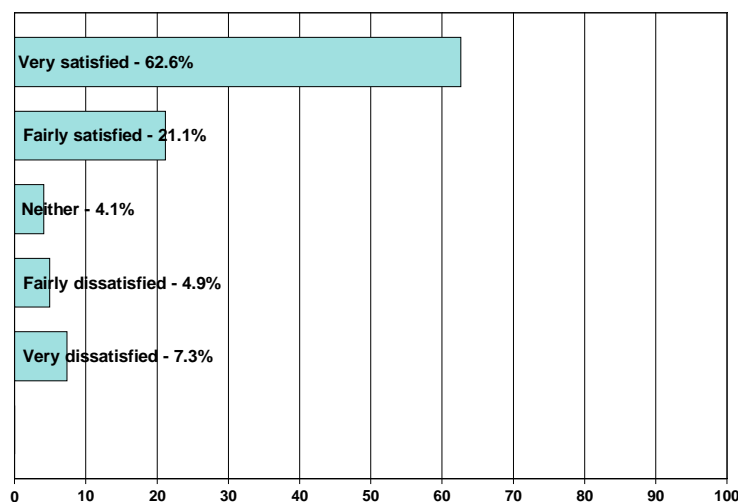
- Make a complaint (29%)
- Seek information (20%)

Panel members were 3 times as likely to contact the council to ‘make a suggestion’ (3.8%) in comparison to citizen survey respondents (1%) which perhaps reflects a generally more proactive attitude towards their engagement with the council.

4.2 Satisfaction with contact

“Overall, how satisfied were you with this contact to seek information?”

Figure 3: Satisfaction with contact to seek information



Base: Those who had contacted the Council to ‘seek information’

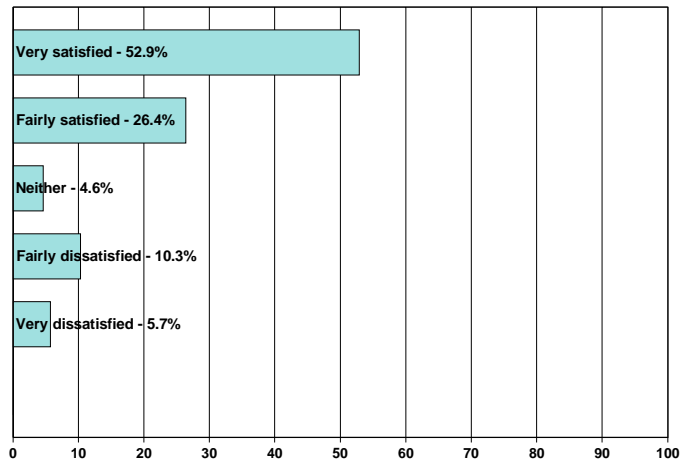
From Figure 3 it can be seen that 4 out of 5 of those who had contacted the Council to seek information (83.7%) stated that they were fairly or very satisfied with this contact. This is the same ratio as the Angus Citizen survey figure in which 79% of respondents had stated that they were fairly satisfied or very satisfied.

Figure 3 also shows that 3 out of 5 respondents (62.6%) specifically stated that they were very satisfied in this regard. This is a better ratio than the citizen survey at 2 out of 5 respondents (38%).

Figure 3 also indicates that 1 in 8 respondents who had contacted the Council to seek information (12.2%) were dissatisfied with this contact. Whilst not being complacent this is again better than the citizen survey which reported levels of 1 in 6 respondents (16%) noting their dissatisfaction.

Overall, how satisfied were you with this contact to request a service?

Figure 4: Satisfaction with contact to request a service



Base: those who contacted the Council to 'request a service'

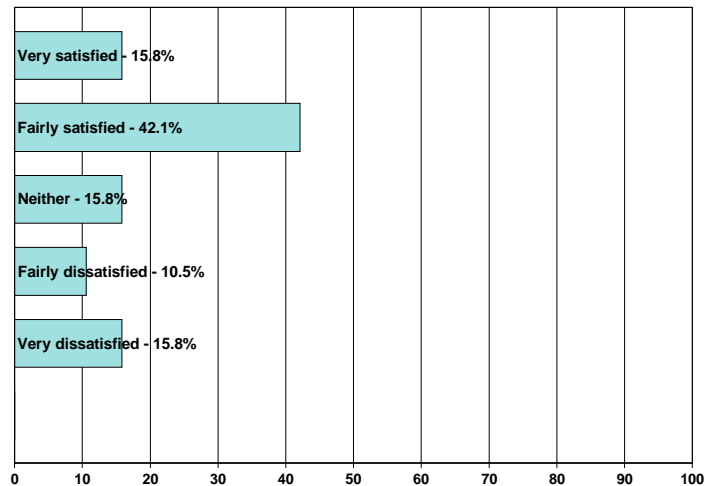
From Figure 4 it can be seen that again over three quarters of those who had contacted the Council requesting a service (79.3%) stated that they were fairly or very satisfied with this contact. This is the same proportion as the Angus citizen survey figure in which 77% of respondents had stated that they were fairly satisfied or very satisfied.

Figure 4 also shows that over half (52.9%) of the respondents specifically stated that they were very satisfied in this regard. Again the same proportion as the Citizen survey, which indicated that 55% were very satisfied.

Figure 4 also indicates that 1 in 6 respondents who had contacted the Council to request a service (16%) were dissatisfied with this contact. The citizen survey reported higher levels of 1 in 5 (20%).

“Overall, how satisfied were you with this contact to make a complaint?”

Figure 5: Satisfaction with contact to make a complaint



Base: Those who contacted the Council to 'make a complaint'

From Figure 5 it can be seen that over half of those who had contacted the Council to make a complaint (57.9%) stated that they were either fairly or very satisfied with this contact. This is compared to a figure in the Angus citizen survey of less than half (44%).

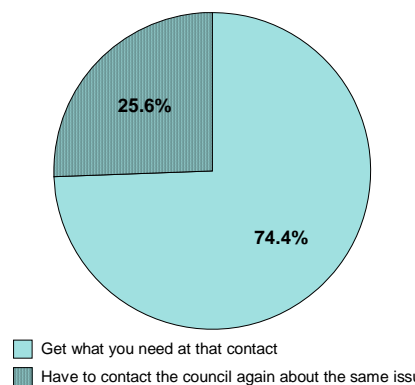
Figure 5 also shows that nearly a sixth (15.8%) of respondents specifically stated that they were very satisfied with the Angus citizen survey reporting a higher figure of a quarter (25%).

Figure 5 also indicates that over a quarter of those who had contacted the Council to make a complaint (26.3%) stated that they were dissatisfied with that contact. This is a better figure than reported in the citizen survey where nearly half of respondents stated that they were dissatisfied (47%).

4.3 Most recent contact

“On your most recent contact with the council did you get what you needed at that contact”

Figure 6: Resolution of Contact



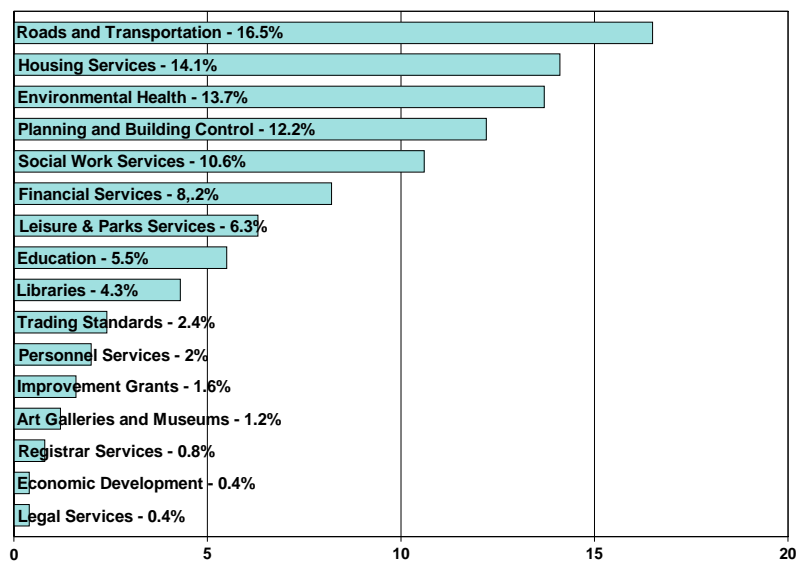
Base: All who had contacted the Council

Figure 6 indicates that three quarters of those who contacted the Council (74.4%) went on to state that in their most recent contact, they had *‘got what they needed at that contact’*. This is slightly higher than the Angus Citizen survey which reported a two thirds figure (64%).

Consequently, as a corollary of this, a quarter of Citizen Panel respondents (25.6%) and just over a third of citizen survey respondents (36%) stated that they *‘had to contact the Council again about the same issue’*.

“Which service was your most recent contact about?”

Figure 7: Which service was your most recent contact about?



Base – All who had contacted the Council

From Figure 7 it can be seen that respondents had contacted a wide range of Council departments in their most recent contact, with highest levels of contact in relation to:

- Roads and transportation (16.5%)
- Housing Services (14.1%)
- Environmental (13.7%)
- Planning and Building Control (12.2%)
- Social Work Services (10.6%)

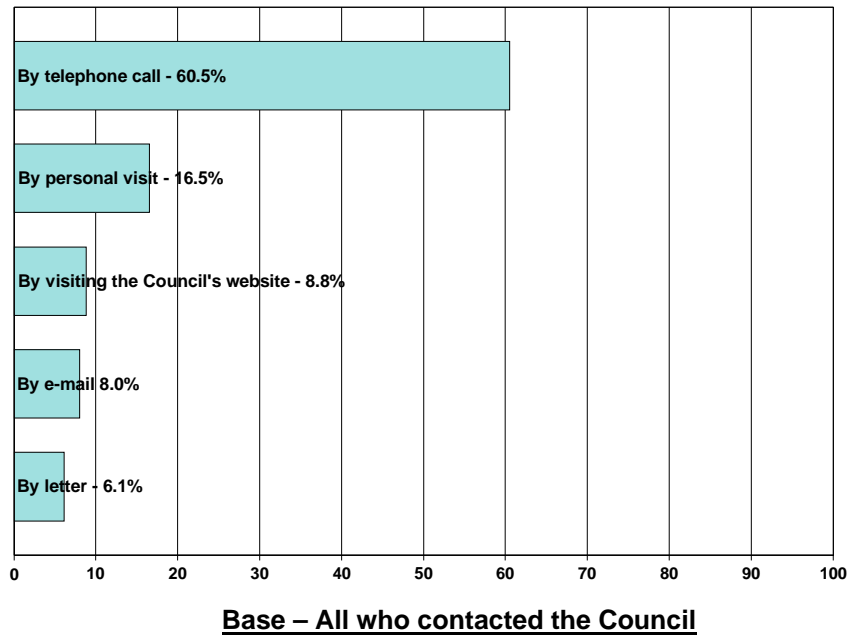
There is a great deal of variance between this and the Angus Citizen survey. Housing and Environmental Health are the only 2 services overlapping in the top 5 of both surveys. Highest levels of contact by Angus Citizen survey respondents related to:

- Housing Services (18%)
- Financial Services (13%)
- Refuse Collection (9%)
- Libraries (8%)
- Environmental Health Services (8%)

It may be that the results for ‘most recent contact’ reflect a snapshot in time of the events running up to the survey being undertaken. For example, roads and transportation services are the main reason Angus citizens’ panel members have contacted the Council as opposed to housing services for the citizen survey. This may well be explained by the severe winter weather experienced in the few weeks preceding the citizens’ panel survey being sent out. Only tracking data on an annual basis will show whether this is the case.

“Was your most recent contact?”

Figure 8: Method of most recent contact



From Figure 8 it can be seen that – amongst those who had contacted the Council – this was most commonly through:

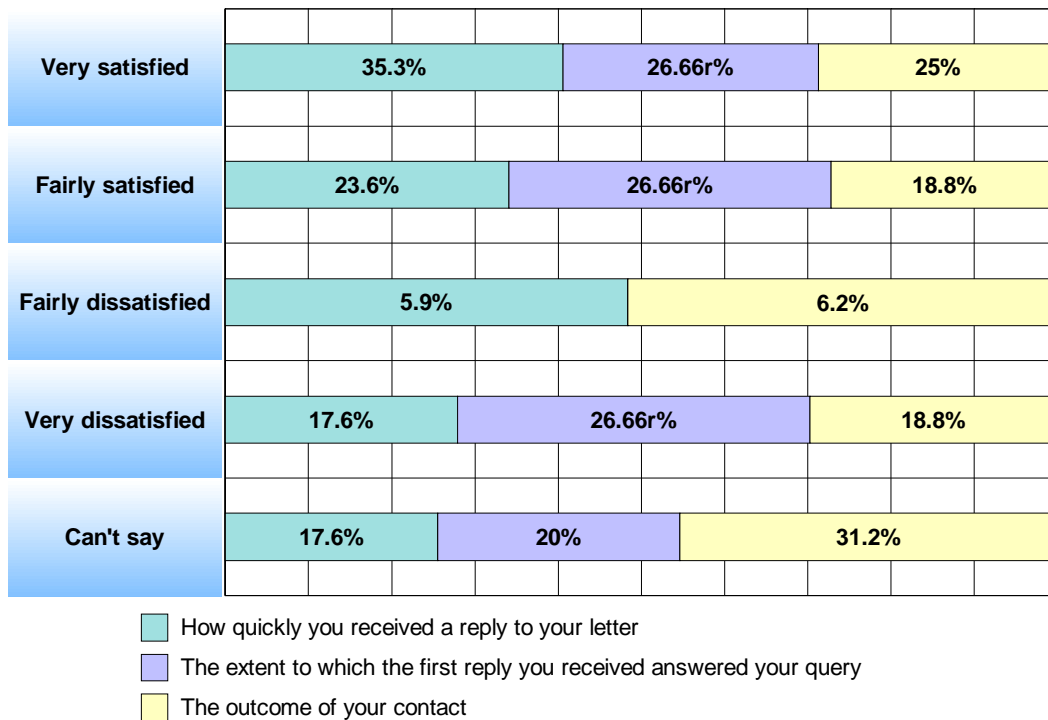
- A telephone call (60.5%)
- A personal visit to a Council office (16.5%)

Accordingly, very few contacts had been either by email (8%) or letter (6.1%)

This is reflected in the Angus citizen survey where contact by telephone is also the main form of contact (54%) followed by a personal visit to a council office (41%). In contrast to the Citizens panel though, contact by letter (4%) was more likely to be used than email (1%).

“How would you rate your most recent contact by letter with the Council in terms of the following?”

Figure 9: Satisfaction Profile – contact by letter



Base: those who contacted the Council by letter

Figure 9 provides a positive profile of opinion amongst those whose most recent contact with the Council had been by letter, respondents noted their satisfaction with the following indicators, namely:

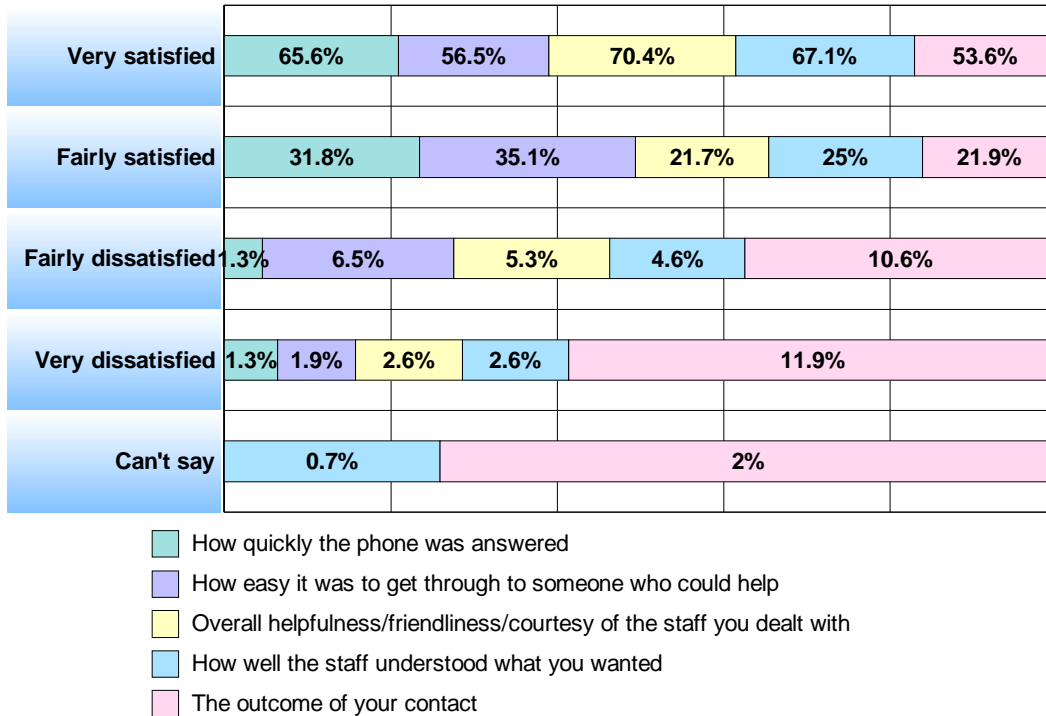
- How quickly they received a reply to their letter (58.9%)
- The extent to which the first reply they received answered their query (53.33%)

A quarter of respondents (25%) stated their dissatisfaction with regard to the ‘outcome of their contact’

No data is reported in the Angus Citizen Survey with regard to the above.

“How would you rate your most recent contact by telephone with the Council”

Figure 10: Satisfaction profile – contact by telephone



Base: those who contacted the Council by telephone

Figure 10 provides a highly positive profile of opinion amongst those whose most recent contact with the Council had been by telephone, on the basis that a significant majority of respondents noted their satisfaction with each of the five indicators under consideration, namely:

- How quickly the phone was answered (97.4%)
- How easy it was to get through to someone who could help (91.6%)
- The overall helpfulness/friendliness/courtesy of the staff they dealt with (92.1%)
- How well the staff understood what they wanted (92.1%)
- The outcome of their contact (75.5%)

Although levels of dissatisfaction were relatively limited here, it should be noted that just over a fifth of respondents (22.5%) were dissatisfied with the ‘outcome of their contact’

The Angus Citizen survey also provided a highly positive profile of opinion namely:

- How quickly the phone was answered (98%)
- How easy it was to get through to someone who could help (89%)

- Overall helpfulness, friendliness and courtesy of the staff they dealt with (88%)
- How well the staff understood what they wanted (87%)
- The outcome of their contact (73%)

A quarter of respondents (24%) noted their dissatisfaction with the ‘outcome of their contact’, a slightly higher figure than the citizens’ panel.

“How would you rate your most recent contact by visiting a council office with in terms of the following?”

Figure 11: Satisfaction profile – contact by visiting a council office

Very satisfied	77.5%	43.3%	70.3%	62.5%	57.5%
Fairly satisfied	20%	45.9%	21.6%	30%	22.5%
Fairly dissatisfied	2.5%	8.1%	5.4%	2.5%	15%
Very dissatisfied	2.7%	2.7%	5%	5%	
Can't say					

- How easy it was to get to the office
- The suitability of the office eg waiting areas, privacy, access for people with disabilities
- Overall helpfulness/friendliness/courtesy of the staff you dealt with
- How well the staff understood what you wanted
- The outcome of your contact

Base: those who contacted the Council by visiting a council office

Figure 11 again provides a highly positive profile of opinion amongst those whose most recent contact with the Council had been by visiting a council office on the basis that a significant majority of respondents also noted their satisfaction with each of the five indicators under consideration, namely:

- How easy it was to get to the office (97.5%)
- The suitability of the office eg waiting areas, privacy, access for people with disabilities (89.2%)
- The overall helpfulness/friendliness/courtesy of the staff they dealt with (91.9%)
- How well the staff understood what they wanted (92.5%)
- The outcome of their contact (80.0%)

Again levels of dissatisfaction were relatively limited here, with a fifth of respondents (20.0%) dissatisfied with the ‘outcome of their contact’.

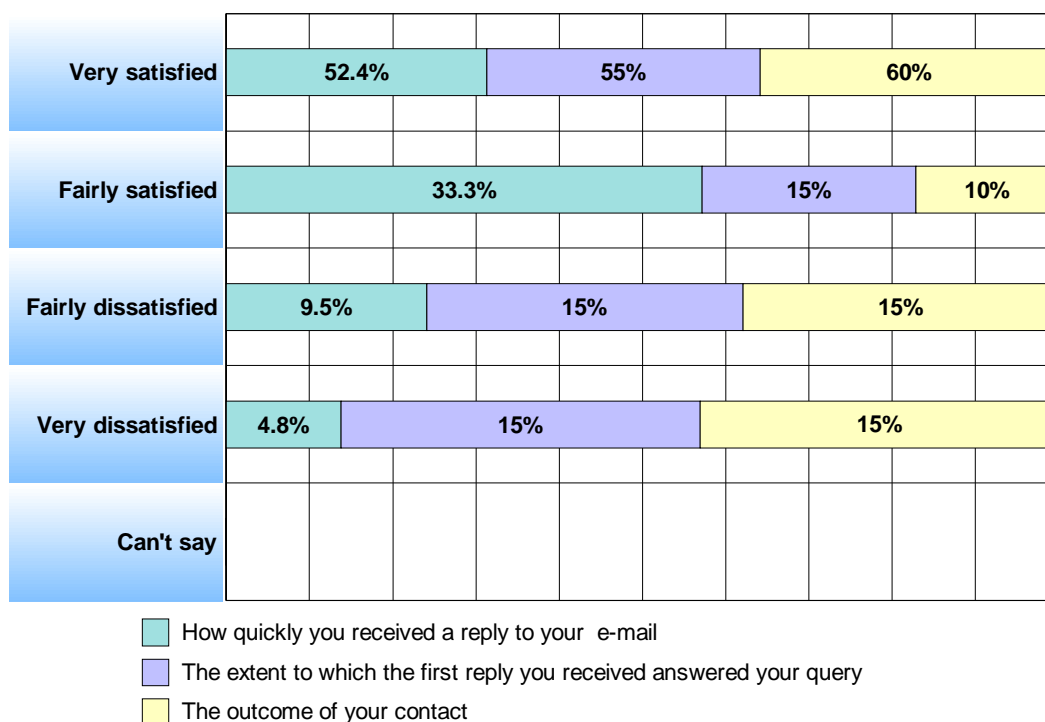
The Angus Citizen survey also provided a highly positive profile of opinion namely:

- How easy it was to get to the office (90%)
- The suitability of the office e.g. waiting areas, privacy, access for disabled people etc. (88%)
- How well the staff understood what they wanted (84%)
- Overall helpfulness, friendliness and courtesy of the staff they dealt with (82%)
- Outcome of their contact (67%)

A third of respondents (30%) noted their dissatisfaction with the ‘outcome of their contact’, again a higher figure than citizens’ panel respondents.

“How would you rate your most recent contact by email with the Council in terms of the following?”

Figure 12: Satisfaction profile – contact by email



Base: those who contacted the Council by email

Figure 12 shows a sustained positive profile of opinion amongst those whose most recent contact with the Council had been by email on the basis that a significant majority of respondents noted their satisfaction with each of the three indicators under consideration, namely:

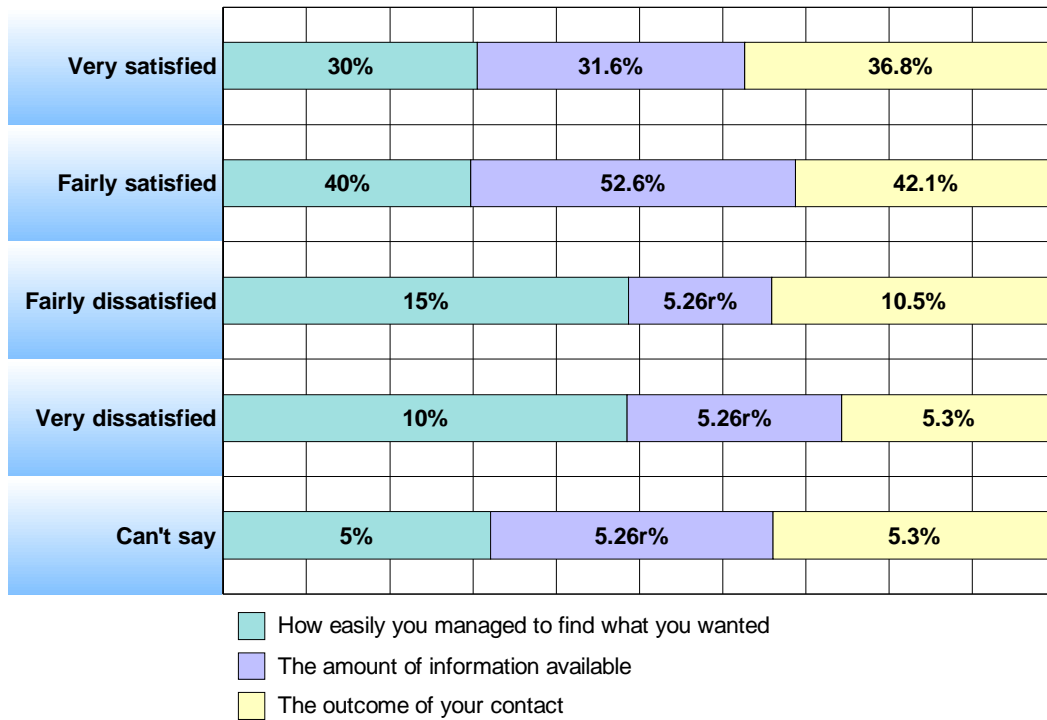
- How quickly they received a reply to their email (85.7%)
- The extent to which the first reply they received answered their query (70%)
- The outcome of their contact (70%)

Although levels of dissatisfaction were also relatively limited here, it should be noted that a third of respondents (30.0%) were dissatisfied with the both the extent to which the first reply received answered their query and the outcome of their contact.

No data is reported in the Angus Citizen Survey with regard to the above.

“How would you rate your most recent contact by visiting the Council’s website in terms of the following?”

Figure 13: Satisfaction profile – contact by visiting the council’s website



Base: those who contacted the Council by visiting the website

Figure 13 shows a positive profile of opinion amongst those whose most recent contact with the Council had been by visiting the Council’s website on the basis that a majority of respondents noted their satisfaction with each of the three indicators under consideration, namely:

- How easily they managed to find what they wanted (70%)
- The amount of information available (84.2%)
- The outcome of their contact (78.9%)

Although levels of dissatisfaction were also relatively limited here, it should be noted that a quarter of respondents (25.0%) did not find what they wanted easily.

Angus citizen survey results corresponded with these high satisfaction levels

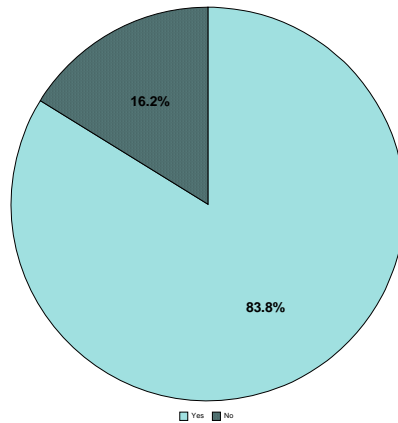
- How easily they managed to find the information they wanted (84%)
- The amount of information provided on the website (83%)

- The outcome of their contact (71%)

A fifth of respondents here (21%) noted their dissatisfaction with the ‘outcome of their contact’.

“Generally do you feel that you receive or have access to enough information about the Council and the services it provides”

Figure 14: Receive enough information about the Council and its services



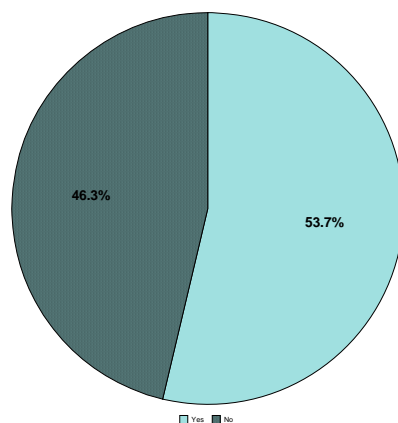
Base: All respondents

Figure 14 indicates that 4 out of 5 respondents (83.8%) believe that they receive enough information about the Council and the services it provides. In the citizen survey 3 out of 5 respondents (61%) believed the same.

4.4 Use of Angus Council Website

Have you ever used the Council’s website?

Figure 15: Have you ever used the Council’s website



Base – All Respondents

Figure 15 indicates that just over half of all respondents have used the council’s website (53.7%). Just under half (46.3%) have not. This is a higher figure than the Angus Citizen Survey which reported that just 1 in 5 respondents (20%) stating that they had used the Council’s website with 80% stating that they had not.

5.0 Community/Voluntary Activities

5.1 Participation

“How often, you, or anyone living in your home take part in any of the activities below”

Table 5: Community/Voluntary Activities/Participation Profile

Analysis % Respondents					
	Daily	Weekly	Monthly	Seldom	Never
After school/children's clubs	1.9%	5.4%	1.5%	3.5%	87.6%
Youth clubs, youth organisations, youth projects or drop-in centres	-	5.9%	0.8%	4.3%	89.1%
Information, advice and guidance services for young people	0.8%	2.3%	1.6%	4.7%	90.7%
Organised sporting activities/classes/clubs	1.9%	22.2%	4.6%	10.3%	60.9%
Organised social/leisure activities/classes/clubs	2.0%	17.6%	7.8%	14.5%	58.2%
Organised arts, cultural or heritage groups	0.4%	4.7%	7.0%	21.4%	66.5%
Learning groups or adult education classes	0.4%	7.6%	2.4%	19.2%	70.4%
Self-help or social care groups	0.8%	4.0%	2.4%	7.5%	85.4%
Other community based projects/groups	3.1%	8.1%	8.5%	11.2%	69.1%

Base: All respondents

From Table 5 it can be seen that the community and voluntary activities most commonly participated in by respondents, or someone living in their home were:

- Organised sporting activities, classes and clubs (26.8%)
- Organised social, leisure activities, classes and clubs (27.4%)
- Other community based projects/groups (16.6%)
- Organised arts, cultural or heritage groups (12.1%)
- Learning groups or adult education classes (10.4%)

There are some variances here between the above and the citizen survey results which reported highest levels of participation in relation to:

- Organised social, leisure activities, classes and clubs (18%)

- Organised sporting activities, classes and clubs (14%)
- After school/childrens clubs (8%)
- Organised arts, cultural or heritage groups (7%)
- Youth clubs, youth organisations, youth projects or drop in centres (6%)

Table 5 also indicates that the community and voluntary activities most commonly undertaken by respondents, or someone living in their home, on at least a weekly basis were:

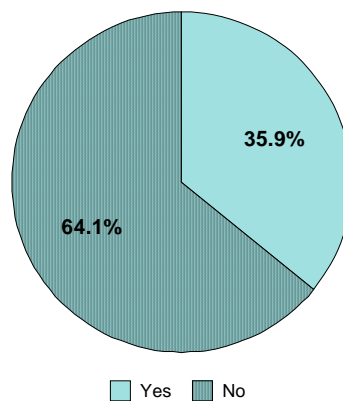
- Organised sporting activities, classes and clubs (24.1%)
- Organised social, leisure activities, classes and clubs (19.6%)

Citizen survey results agreed with these being the top 2 most commonly undertaken.

- Organised social, leisure activities, classes and clubs (15%)
- Organised sporting activities, classes and clubs (11%)

“Do you undertake any voluntary work for groups or organisations in Angus?”

Figure 15: Undertake voluntary work

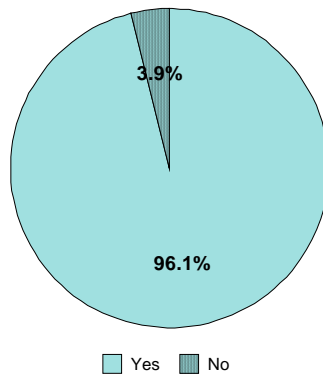


Base – All respondents

From Figure 15 it can be seen that 1 in 3 respondents (35.9%) stated that they undertake work on a voluntary basis for groups or organisations in Angus. This is vastly different to the Citizen survey where only 1 in 10 respondents (11%) stated that they undertake work on an unpaid basis for groups or organisations in Angus. It should be noted here that the wording was deliberately changed in the citizens’ panel to be explicit about ‘voluntary’ work as opposed to ‘unpaid’ work and this may have made a difference.

“Is your experience of volunteering a positive one”?

Figure 16: Volunteering experience positive



Base – all those who undertook voluntary work

From Figure 16 it can be seen that – amongst respondents stating that they undertook voluntary work for groups or organisations in Angus – virtually all (96.1%) stated that their experience of volunteering was a positive one. This high level is reflected in the Citizen survey with a figure of 98%.

5.2 Awareness

Which of the following are you aware of in your area?

Figure 17: Awareness of community development activities



Base – All respondents

From Figure 17 it can be seen that levels of awareness of community development activities and organisations were highest in relation to:

- Community Councils (77.1%)
- Community Events (64.6%)
- Local consultation activities or events (54.7%)

Lowest levels were in relation to:

- Local area partnerships (39.1%)
- Tenants of residents associations (37.4%)

There were slight variances here with regard to the Citizen survey which returned highest levels of awareness in relation to:

- Community Councils (67%)
- Community festivals or events (54%)
- Tenants or Residents Associations (49%)

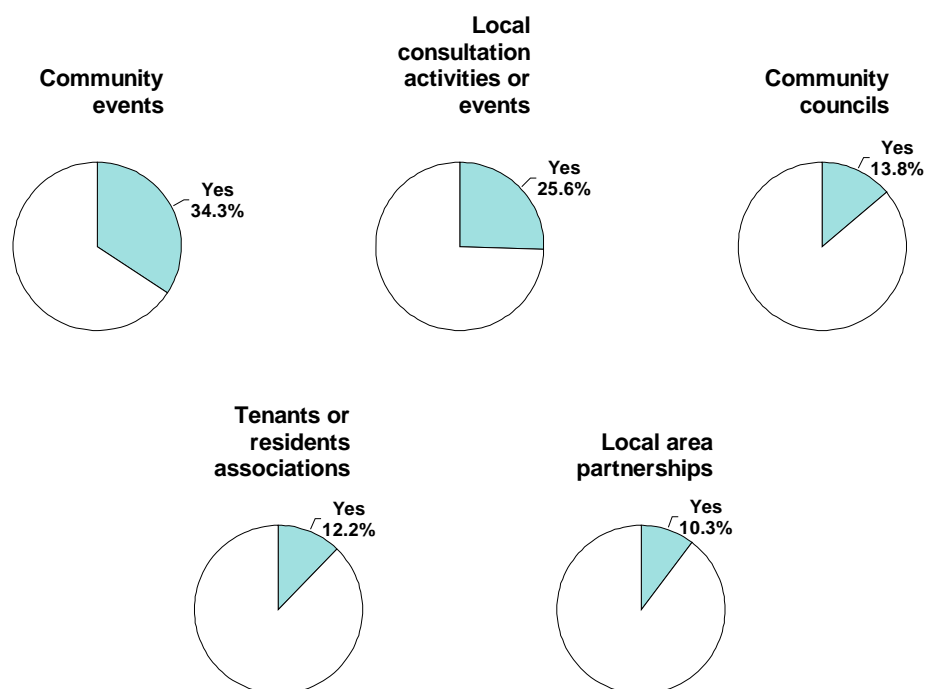
And lowest levels in relation to:

- Local consultation activities or events (26%)
- Local area partnerships (24%)

5.3 Participation

Which of the following have you taken part in, in the last year?

Figure 18: Participation in community development activities



Base – All respondents

From Figure 18 it can be seen that levels of participation in local community engagement activities and organisations were limited, but most notable in respect of:

- Community events (34.3%)
- Local consultation activities or events (25.6%)

Lowest levels of participation reflected, albeit inversely, the lowest levels of awareness:

- Tenants of residents associations (12.2%)
- Local area partnerships (10.3%)

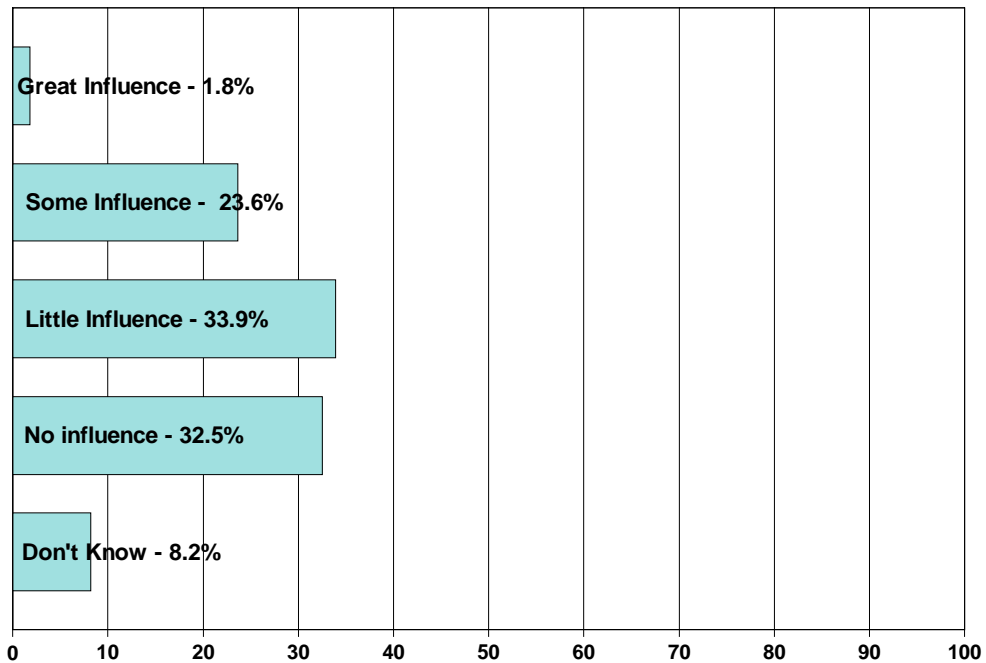
Levels of participation for Community events were also the highest reported in the Angus Citizen survey at 14% with the lowest participation levels being in local area partnerships at 1%.

Whilst participation in local area partnerships was lowest in the citizen panel at 10.3% this is still 10 times higher than the citizen survey results at 1%. This difference is probably explained by the fact that citizen panel members are probably more likely to participate in community organisations given their proactive nature (as evidenced by committing to being a member of the panel.)

6.0 Influence

How much influence do you feel you have over decision which affect your neighbourhood?

Figure 19: Extent of influence



Base – All respondents

A quarter of respondents (25.4%) stated their belief that they have some degree of influence over decisions which affect their neighbourhood.

A third of respondents stated that they had no influence over decision which affect their neighbourhood and, indeed, two thirds (66.4%) stated that they had 'little or no influence' over such decisions.

People responding to the citizens' panel felt that they had a greater extent of influence over decisions which affect their neighbourhood (59.3%), compared to the citizen survey (30%). It is reasonable that this response is directly attributable to being a citizen panel member which increases feelings of influence.

7.0 Satisfaction

7.1 Environment

How satisfied are you with the following?

Table 6

Analysis % Respondents	
The built environment in Angus eg buildings, heritage, towns, villages etc	
Very satisfied	18.9%
Fairly satisfied	60.0%
Fairly dissatisfied	13.7%
Very dissatisfied	2.8%
Don't know	4.6%

Table 7

Analysis % Respondents	
The natural environment of Angus eg parks, open spaces, countryside etc	
Very satisfied	42.9%
Fairly satisfied	50.4%
Fairly dissatisfied	3.2%
Very dissatisfied	2.1%
Don't know	1.4%

From Table 6 it can be seen that most respondents (78.9%) stated that they were 'fairly satisfied or very satisfied' with the '*built environment in Angus eg buildings, heritage, towns, villages etc*', although less than a fifth of respondents (18.9%) stated that they were very satisfied with the built environment.

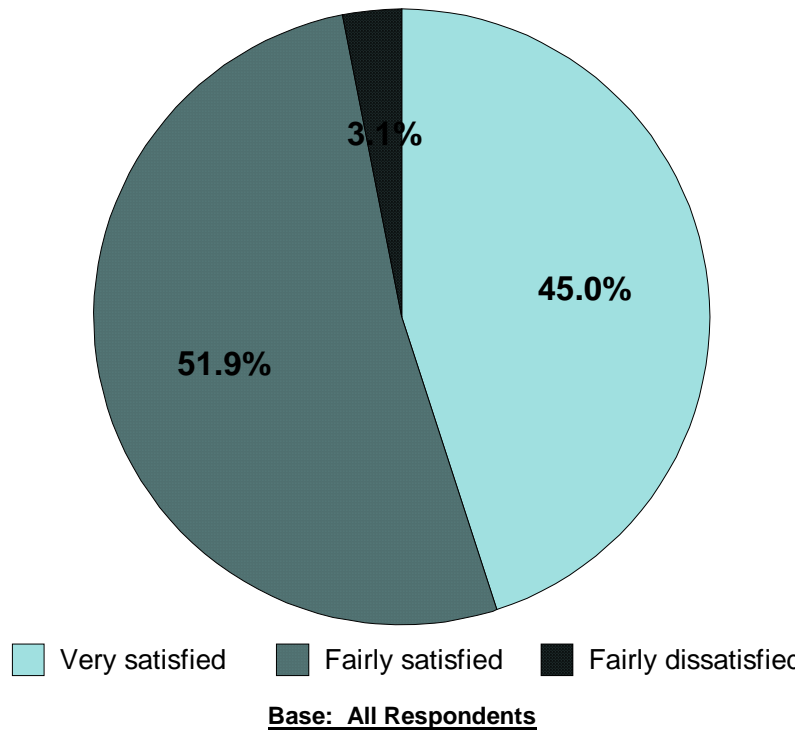
From table 7 it can be seen that almost all respondents (93.3%) stated that they were 'fairly satisfied or very satisfied' with the '*natural environment of Angus eg parks, open spaces, countryside etc*', with approaching half (42.9%) specifically stating that they were very satisfied with the natural environment.

Members of the citizens' panel were less satisfied with the built environment (78.9%) than was reported in the citizen survey (94%) but equally satisfied with the natural environment (both 94%).

7.2 Quality of life

“Overall how satisfied are you with the quality of life in Angus”

Figure 20: Satisfaction with quality of life



From Figure 20 it can be seen that over 9 out of 10 respondents (96.9%) stated that they were either 'fairly satisfied or very satisfied' with the quality of life in Angus. With approaching half of all respondents (45%) specifically stating that they were very satisfied with the quality of life in Angus.

Overall Angus citizens' panel members were more satisfied (96.9%) than Citizen survey respondents (93%) with the quality of life in Angus.

Whilst citizen survey respondents were not given the opportunity to make any additional comments during interview it would seem that even when this is the case, as with this survey, critical comments have no correlation to overall satisfaction levels.

Appendix 1

“Do you have any comments you would like to make about these services and facilities...”

Refuse collections & recycling

1. Grey bins need emptying weekly
2. Never had bins and recycling collected when there was snow - our road considered too dangerous/difficult.
3. I don't have any recycling services as part of the refuse collection though the centres are well run and I use them
4. We do we not have recycling boxes. We have to take ours. I would recycle a lot more if I could, but do not have the space to save everything.
5. Refuse collections - outlying area still have no recycling facilities and garden refuse collection at least would be helpful.
6. I want refuse collections to remain weekly and not be disrupted by the festive season or snow.
7. Why can't the residents at Elliot have green bins, newspaper bins?
8. Bin men empty bins not very good
9. Refuse - fortnightly collections not enough.
10. I would like local recycling facilities as we have to use our vehicle to deposit recycling or pick up the same as the towns have.
11. Refuse collection should include facility to recycle cardboard.
12. As a recent home buyer I believe it would be useful to be told when my bins are collected the first week I was emptying my house and didn't know when to put it out.
13. Difficulty in having large items removed ie Health and safety issues and expense on individual items.
14. During the recent bad spell there seemed to be a difference in information re refuse collections dependant on whether you were on-line or phone access offices.
15. When after emptying our green recycle bin to put the lid back on instead of just thrown down on ground beside it, as this is why they get broken/cracked.

16. It would be better if you collected more recyclable items from door to door collection.
17. Refuse collections in rural areas have no facility for recycling.
18. Organic waste - why does it no longer take waste vegetable peelings etc. Fife provide bags for domestic food waste which go in an organic bin.
19. Why only towns have kerbside recycling? how about all households having access.
20. Refuse collection - our bins have to be taken along a grass verge which I cannot manage, fortunately my husband or neighbour can. Given the amount of council tax we pay we should not have to do so much ourselves. We have no recycling bins which means we have to travel to the skips in Arbroath.
21. I feel refuse collections during the bad weather was unacceptable because we were paying our council tax but did not receive this service for a whole month.
22. Our dustmen are very hardworking, efficient and courteous council workers.
23. Why do we not have weekly refuse collections every two weeks is too long.
24. Green box collection putting box out and it not being emptied watched the lorry come they say only two boxes out and they drove off without emptying them. I was waiting on bus.
25. I have only 1 black bin collection per week. I wish the men who empty the small green boxes would try harder not to drop the recycling stuff on the roads and keep it in the compartments on their wagon
26. Would like to see more items uplifted at kerbside recycling collection eg card /cardboard.
27. Could have recycling available later during the week to help those who work.
28. Collecting a wider range of recyclable waste in the green box would be good.
29. A cardboard recycling bin would be nice it's the only thing I have to go to the recycling for now.
30. Not reliable to put paper / tins on pavement not in box – terrible

Roads and Street Cleaning

1. Amount of dog waste seems to be increasing

2. The pavements in village are very seldom swept.
3. I have never seen anyone cleaning in the Arbroath Road, Broadlands, West Haven areas to mention a few.
4. Street cleaning, some would be an improvement.
5. Drains in high street sometimes small. chewing gum on pavements, railway close a disgrace, dog poo!
6. Very good snow clearing on roads and paths, thank you.
7. Street cleaning in this area is a forgotten dream, yes drains get cleaned bi-monthly if lucky but that is all.
8. Very disjointed snow clearing.
9. During recent bad weather street road cleaning, refuse collections and information generally available at ACCESS office fell well short of satisfactory.
10. Have no particular problems or complaints to view, feel the snow cleaning efforts were fairly good given the difficulty conditions.
11. Angus Council did a fantastic job keeping the roads/paths as clear as they did during the adverse weather we recently suffered - well done Angus - you are second to none for that alone!!
12. Dog fouling an ongoing problem, penalties seem to be ignored, offenders not easy to catch.
13. Small country villages almost never see any kind of street cleaning.
14. Grit boxes could be filled in advance of winter, more grit boxes and then residents could take responsibility for roads in estates.
15. The streets are covered in litter after school lunch breaks why are no litter wardens around at this time of day.
16. Quality of street cleaning abysmal.
17. Many minor street flooding incidents are caused by choked drains/gulleys. More frequent cleaning might lessen the problems
18. Street cleaning in my area is non existent.
19. The vast amount of litter in Bankhead Road must cost a lot to remove. It would be better tackled at source - Forfar Academy Pupils.

20. We live in the country so answering questions about street cleaning is more difficult to answer. We don't see the refuse collection cleaning roads.
21. Street cleaners try their best but they have a problem around the high street town centre areas during term time.
22. I was most disappointed during the very cold spell recently at the lack of attention to very icy pavements on the town centre in Forfar. The icy pavements were left untreated and remained in that condition for over five weeks.
23. Street cleaning of mess should not be tolerated hot spots of dog fouling should be checked more often and cleaned up.
24. Through paths could be kept cleaner along with papers, cans etc from play parks near schools.
25. I don't know who to contact if dissatisfied with street cleaning and find Orange Lane not cleaned regularly

Libraries

1. Not happy Letham library was closed, so much for mobile libraries! they don't go out in the snow!
2. There should be no reduction in the services provided by Carnoustie Library. This is an excellent institution.
3. The libraries and schools give excellent service, very happy with these, also sports facilities.
4. Library books on bottom shelf too low for elderly disabled and expectant mothers
5. Library is not well served by lighting. Anyone with slight difficulties finds it dark.
6. Please bring back Edzell library. You have to look after the building so why not use it.
7. More books for libraries and less other activities, get back to core of lending books
8. Library catalogue online is badly organised ill set out and very slow.
9. The Monifieth Library is excellent, both staff and facilities although some new books would be welcome.

10. The removal of the library facilities has denied its citizens a very well loved facility. The mobile library is a failed substitute, very little money is saved. The expense of a large van (to also visit the Glens) is not wanted in Edzell.
11. While the library is a pleasant environment it requires renovation and reform long overdue to make it relevant for today's and futures public needs. IT software requires upgrading and will continue to require upgrades a need to embrace new technologies eg e-books the building and library facilities.
12. Library door is a nuisance for getting a pram into an automatic door would be better served also a better selection of books.
13. We have lost our library and I work fulltime the mobile library only comes during the day.
14. Very disappointed at the closure of Letham Library which is within walking distance of my home. I now have to make a journey into Forfar.

Community centres

1. Arbroath community centre badly needing upgrading, present charging for use should reflect present conditions
2. We need much more community services available locally in Tealing Hall. Angus council does not offer any outreach services in our hall.
3. I live in monifieth, little or no access to community centre.
4. There is no community centre in my local area
5. More community/youth facilities are required in Monifieth.
6. Carnoustie badly needs a community centre as a focal point for town organisation.
7. No community centre in Monifieth
8. Feel there is a distinct lack of suitable premises - either for rent or hire - for use for activities outwith Council or sports services.
9. Why do we have to pay to get into community centres when we pay our poll tax.
10. I use the community lounge in Lochside school in Montrose and find them helpful and pleasant in the office.
11. Lack of leisure community facilities in Monifieth.
12. Monifieth does not have a community centre

Youth facilities

1. Carnoustie desperately needs a young trendy accessibly youth centre for 13-18 year olds. Ask them what they'd like and they'd use it.
2. Carnoustie lacks services for youth
3. Monifieth lacks youth facilities
4. Youth facilities appear to be more 'self help' with little outside help but I might be wrong.
5. No facilities for children in this area also where there are parks they build houses, give us more space.
6. Don't use youth facilities but would like to hear of more thought put into some organised facility especially friday nights for those not attending youth organisations ie scouts, guides, BB
7. Youth work /facilities are mainly through voluntary sector.
8. I do not know about youth facilities are available although I have a 10yr old child.
9. There are no youth facilities, parks in our area residents tend to complain if children/youth use the open spaces in our area Warddykes.
10. There is a lack of youth centres in my area they hang around the shops in groups bit scary sometimes.
11. In Monifieth there is a lack of activities for young people (teenagers).

Sports and leisure facilities

1. Swimming pool changing rooms need upgrading and cleaned more regularly
2. Leisure services need to get payment by debit card
3. Monifieth lacks sports facilities
4. I live in Monifieth, little or no access to sports facilities/community centre.
5. There is no sports and leisure facilities in my local area
6. Sports and leisure facilities cleanliness is very poor.
7. No sports facilities except evening classes in Monifieth High.

8. Leisure services poorly promoted and advertised. Brechin swimming pool, no public consultation re closure of the pool
9. I am a direct debit customer and have had classes cancelled at short notice the instructors and reception staff at Forfar and Kirrie are EXCELLENT but you need to spread the classes out a bit more.
10. I find leisure facilities quite expensive.

Parks and open spaces

1. Parks and open places are being ruined with some dog owners allowing their dogs to mess pathways, verges and open spaces. Watching the dogs doing it, not picking up the mess and then walking away.
2. All our services are first rate. It is the people that use them, or don't use them that's the problem. Our parks are made for people not cars on grass. It would help if school kids put their litter in the bins. Around our schools and playing fields are terrible.
3. Scott Park in Montrose is a nightmare when raining or frosty as you can't keep your feet near the old fountain green park always floods at the entrance.
4. The trees and bushes are too high - they all need cutting and trimmed.
5. The forest at Springfield and others are just a mess.
6. When the parks open spaces are sprayed a notice should be placed beforehand in libraries for instance to let people know in advance.
7. There are parks around but the state of them is not good equipment the ground eg glass dog mess teenagers hanging about but there is not enough places for them to go.

Budget

1. I can not understand why when facilities are available it costs a fortune to use them! put up costs - less people use them then they become a white elephant. Why are the schools not open 16 hours a day being used as community centres in the evenings.
2. In this time of monetary restraint the council has a very hard job prioritising needs.
3. I think Monifieth library should have a larger budget
4. Having lost our library I understand capital is to be spent on Letham Park! Traffic, parking and access over unadopted road add to this burden

5. Closing of Edzell Library money spent on Pictish Centre would have been better spent on library.
6. Under funding of social services mean social workers are hard to access and incapable of taking action when you do get hold of them. It's not an attitude problem it's a lack of resources.

Ease of access to services

1. No public transport in my area. I have to drive to use the above services and facilities
2. The main difficulty getting to community and leisure centres is transport.
3. I am very rural so the services have to be accessed by car which given inflation etc is not ideal.
4. Because we have chosen to live in a rural area, nothing is on our doorstep - we travel to Montrose or Brechin for any facilities.

Education

1. Forfar Academy is not obvious secondary school choice for Tealing.
2. Schools are generally poor with bad leadership and discipline.
3. School's don't cater well for gifted and talented pupils oriented towards the low achieving pupils.

Social care

1. Social Care is excellent in Angus - thank you
2. Social Work services create dependency not independence

General

1. Poor management of contracting resulting in some very bad workmanship
2. The school buses seem adequate in the country but touring size buses are far too big for our roads and churn up edges
3. Provides facilities for certain areas ignores other towns requirements spends money on unnecessary work which often makes situation worse. MAY LISTEN TO COMPLAINTS/SUGGESTIONS BUT SELDOM ACT ON THEM.

Accessline

1. Accessline not available over holiday time and week ends resorted to phoning police re burst water pipe in Angus Council property (Public Toilets).

2. Access office gives me info

Economic development

1. Monifieth has opportunities to invest in leisure facilities at the sea front which would encourage both home and visitor use.