

## November 2008 Citizens' Panel Survey

# Feedback of Results

In November 2008, we sent out our 18th Citizens' Panel survey. The survey had two main themes; Information and Involvement, and Health and Well-Being. We received 1,027 completed surveys by the closing date, representing a response rate of 64%. Thank you to those of you who responded!

This feedback sheet aims to highlight the main findings from the survey and provide you with some information about what officers are currently using the results for. The full results analysis can be downloaded from our website [www.worcestershire.gov.uk/citizenspanel](http://www.worcestershire.gov.uk/citizenspanel)

### Information and Involvement

While 40% of you feel that you are kept well or fairly well informed about the services and benefits provided by the council, only 21% feel similarly well informed about the value for money provided.

We asked how important it is to you to be informed about a range of services. Health and Social Care services and Waste Disposal were the issues important to the most respondents.

41% of you rate overall county council services as good or very good, compared to just 5% who feel that quality is poor or very poor. However almost half of you (49%) think that services are expensive or very expensive and only 1% think they are inexpensive. Nevertheless 18% describe overall value for money as good or very good, compared to 13% rating it as poor or very poor.

84% of you would like to be involved in decisions affecting your local area, and the most popular means of influencing decisions would be responding to surveys, voting for councillors and attending local community consultation events.

Half of all respondents know how to contact their county councillor, and the figures are similar for district and parish/town councillors.

However, only 33% of you know who your county councillor is, a reduction since April 2006 when 51% of the panel knew this. County councillors are most well known in Worcester City and Malvern Hills districts and least well known in Bromsgrove and Redditch.

The most popular factor to encourage voting in future elections is the opportunity to vote online, followed by opportunities for dialogue with councillors and polling stations in alternative locations.

We wanted to explore the factors that influence a sense of belonging by asking you to select three factors that most make you feel you belong to the area, or would make you feel that way. The four factors selected most often overall were living in the area for a long time (55%), owning property in the area (48%), having friends in the area (37%) and having pride in the local area (36%).

**In response to these findings our Community Engagement Manager said:** “The team will continue to develop methods of how we engage and the Citizens’ Panel findings will enable us to focus and expand on suggestions. There is an increasing trend of better awareness of how to contact County, District or Parish and Town Councillors with increasing age of respondent we will continue to achieve better results as a result of the information contained in the Panel findings. We continue to attempt to improve voter turn out of younger people which is also highlighted within the Panels’ comments.”

### **Health and Well-being**

When we asked you to select the three most important health and well-being issues for us to address the two issues most commonly selected were physical disabilities amongst older people and teenage pregnancy and adolescent sexual health (both 38%), followed by dementia (35%). However, all of the 9 issues listed were selected by at least 23% of you.

**In response to these findings our Joint Intelligence Group said:** “We are pleased that the Citizens’ Panel feel that the priorities being identified are important to people in the wider community. We will be working further on these areas as part of our development work in the coming years.”

Worcestershire Primary Care Trust included some questions at the end of the survey looking to monitor satisfaction with local healthcare services. The results compare well with a regional survey previously carried out by the Strategic Health Authority; they confirm current perceptions and give confidence that the Citizens’ Panel could be used to track progress in the future.

25% of you believe that health services in your area will get better or much better and a similar proportion (27%) think they will get worse or much worse.

64% of you are satisfied or very satisfied with local health services overall. 80% of users who have used GP services and community based services (such as district nurses, physiotherapy) are satisfied with the services.

To the best of our knowledge all information was correct at the time of printing: May 2009.