

Voice!

Graffiti

Flyposting

Community Payback Orders

Healthfit 2020

City Voice Feedback



Welcome

Welcome to the 29th citizens' panel newsletter! This newsletter gives feedback to you, a member of Aberdeen's citizens' panel, on the results of the 29th questionnaire that you completed in June 2013. Topics in that questionnaire included graffiti, flyposting, community payback orders, Healthfit 2020 and your views on the City Voice

Your responses are important in informing and contributing to future plans by all partners of the City Voice. The data is analysed by our research consultants at The Robert Gordon University. As always, all information provided is kept strictly confidential.

The 30th survey, focusing mainly on the Community Planning themes of 'Smarter' and 'Greener' is included with this newsletter. Many thanks to all of you who have continued to complete the questionnaires and have returned them promptly over the last couple of years.

Please continue to get in touch if you wish to make any comments on the citizens' panel.

Philippa Mason

City Voice Co-ordinator

Future Questionnaires

This newsletter, and the full results of the 29th questionnaire, are available to view on the Community Planning website www.aberdeencityvoice.org.uk Internet access is provided at libraries throughout Aberdeen and hard copies will be available at the Marischal College Customer Service Centre and all city libraries. Alternatively, hard copies can be posted to you by contacting me on the details below.

I plan to issue Newsletter No.30, a summary of the results of the enclosed questionnaire in February 2014, along with the 31st Questionnaire.

If you have any further queries or would like to feedback your comments, please contact me:

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Aberdeen City Voice is an initiative by Aberdeen's Community Planning Partnership, including Aberdeen City Council, Police Scotland, Scottish Fire & Rescue Service, NHS Grampian and Aberdeen Council of Voluntary Organisations.

Community Planning - The new Single Outcome Agreement is coming!

As I'm sure you're aware, the City Voice was established, and is supported by Aberdeen's Community Planning Partnership. The Partnership includes the City Council, NHS Grampian, local Police and Fire, higher and further education, as well as voluntary organisations and representatives of the community. The Partnership and the Scottish Government have recently signed a new "Single Outcome Agreement (SOA)" for the City. The SOA sets an ambitious vision for Aberdeen based on achieving better outcomes across 6 priority areas:-

- Economic Growth
- Children and Young People
- Learning and Workforce
- Older People
- Safer Communities
- Health and Well-being

As such, future editions of City Voice will reflect these new priorities and will be replacing the old themes of smarter, fairer, greener, wealthier, safer, stronger, and healthier. All new questions in City Voice will fit into one of these new priorities and this will ensure that all consultation done via the City Voice feeds directly into the outcomes of the new Single Outcome Agreement.

For further information on Community planning Aberdeen, including the Single Outcome Agreement, visit <http://www.communityplanningaberdeen.org.uk>

FAQ-How representative is the City Voice?

When you join the City Voice panel, you are asked to give specific details about yourself including your gender, age and postcode. We use this information to measure how similar our panel is when compared to the wider population of the City and make sure we are broadly representative. Our most recent analysis tells us that in terms of gender, we are doing well. According to new census data, Aberdeen City's 16+ population consists of 51% women and 49% men. This compares well against the City Voice where we have 53% women and 47% men.

Geography wise, the panel are pretty evenly spread over the North, Central and South but we have more varied representation at the local, neighbourhood level. We keep note of any neighbourhood that demonstrates more than a 0.5% difference between actual population and representation on the panel. Neighbourhoods currently under represented are George Street, Northfield, Mastrick, Bucksburn, Kincorth, Leggart and Nigg and Torry.

Age group wise, the panel has long struggled with recruiting younger people. Only 3% of our panel are aged 16-24 when national statistics tell us this should be much higher. This is something we will continue to monitor and try to increase.

City Voice Process group: In January 2013, the City Voice Editorial Board Chair decided to hold 3 additional meetings a year in order to discuss issues relating to performance management and continuous improvement. Previously, these issues have been dealt with on an ad-hoc basis but it was decided that a formal meeting would help us to give these important issues the priority they deserve. So far, the group have agreed the customer satisfaction questions you completed in City Voice 29 and have worked to increase membership levels by taking action on publicity and promotion ideas. The group has a busy agenda and their next job is to fully analyse the responses you gave us on how we could improve the City Voice in the future.

and finally... just to let you know that I will be going on maternity leave this month and therefore this will be the last newsletter you get from me for a year or so. In the meantime, it will be 'business as usual' and you will continue to receive questionnaires and newsletters from the dedicated City Voice team, so if you need to contact us, please continue to do so as the normal address.

29th Questionnaire - Panel Response

Here are the results of the 29th questionnaire you completed in June 2013. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, there were 1020 of you on the panel — we received 674 questionnaires which gives us an overall response rate of 66%. Interestingly, we are starting to see a difference in the response rates between our paper-based and email panellists. The results from City Voice 29 showed that 73% of paper based panellists completed and returned the survey, but only 61% of email panellists. It is vital for the success of the City Voice that we keep response rates as high as possible so please continue to complete them and if you wish to swap back to paper based format, please do not hesitate to contact us.

Thank you to everyone who responded. If there is a reason you are not replying, please let me know. Are the questionnaires too complicated? Too long? Are we asking about things of little interest to you? What would you like us to ask you about? Please let me know by letter, email or telephone.

Please recycle this newsletter when you have finished with it

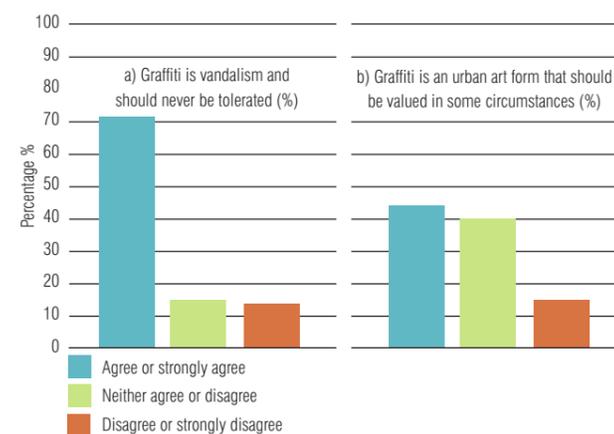


Stronger and Safer - Graffiti

Graffiti is unauthorised writing or drawing on any surface in a public place. The Council has a zero tolerance approach to graffiti and has a dedicated city wide team tasked with removing graffiti from all council properties. They also provide surveys and quotes for graffiti removal from non-council properties. The Council were keen to find out how panellists felt about the extent of graffiti in the City, their general perceptions and the way the council deals with it.

Panellists were initially asked for their opinion on two statements. The results can be seen in Figure 1.

Figure 1



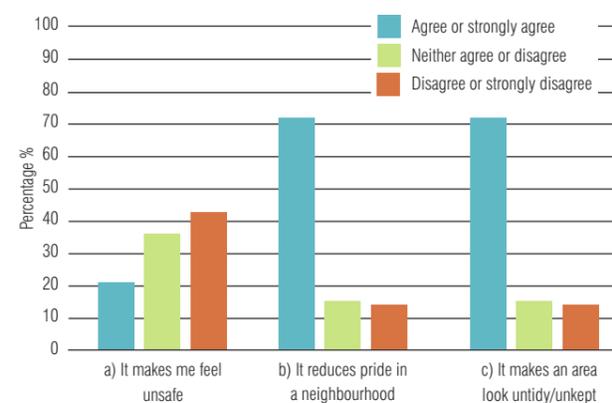
The results in Figure 1 tell us that when we combine the strongly agree/ agree and strongly disagree/ disagree options, almost three quarters of panellists agree with statement a). Opinion is split more equally to statement b). Interestingly, men were more likely to agree with statement a) than women by 10 percentage points. This difference in gender is also reflected in statement b) where women were more likely to agree that graffiti is an urban art form should be valued in some circumstances.

Panellists were then asked how extensive they thought graffiti was in the City. The results tell us that the vast majority do not think it's a wide spread problem with 82% rating the problem as a 2 or a 3 out of a possible 5 (where 1 = very isolated and 5=very widespread). The panel were then asked to comment on

whether they had seen graffiti in their local area in the past year. Overall, 43% of the panel commented that they had, and 57% had not. Of the 43% that had, only 7% had reported it. Panellists who said they had seen graffiti but not reported it were asked why not. The top three responses given were that they didn't know who to report it to; they didn't think it would make any difference or they assumed someone else would see it and deal with it.

Respondents were then asked how strongly they agreed or disagreed with statements about how graffiti affects community safety and pride. The results can be seen in figure 2. The results tell us that 43% of the panel disagree/ strongly disagree that 'graffiti makes them feel unsafe' with only a fifth of the panel agreeing/ strongly agreeing. However, the vast majority of panellists agree/ strongly agree that graffiti reduces pride in a neighbourhood and makes it look untidy/ unkept.

Figure 2 - To what extent do you agree or disagree with the following statements (Graffiti)



The final questions in this section were about the Council's graffiti removal policy and Removal Team. When asked if current graffiti removal times were appropriate, 83% commented that the current policy of removing offence graffiti within 48 hours and non-offensive within 21 days was 'about right'. Only 12% of panellists had heard about the City Council's dedicated Graffiti Removal Team before reading about it in the City Voice.

This is what we are doing

The finding that the majority of respondents (72.%) either agree or strongly agree that graffiti is vandalism and should never be tolerated confirms that Environmental Services is following the correct line by removing graffiti as soon as possible and working with Police Scotland to investigate them and assist with prosecutions as and when they arise.

Panel opinion on whether graffiti is an urban art form that should be valued in some circumstances is split. This mixed view of graffiti as art provides some validity to the support of provision of graffiti walls such as that at Transition Extreme where graffiti artists can display their work.

It was pleasing to note that only a minority of respondents felt that graffiti was widespread or very widespread and that the majority of people hadn't seen graffiti in their area. This emphasises the good work of Environmental Services in identifying and removing graffiti before it has an impact on the community.

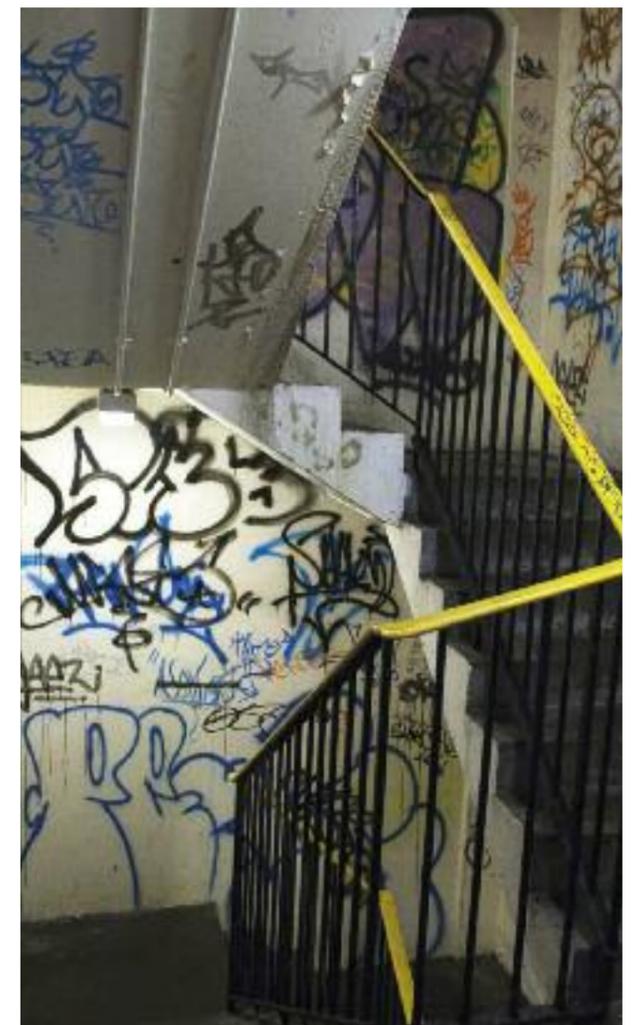
It was disappointing to note that of the panellists who had seen graffiti in the past year, only 7% had reported it. The reasons given by panellists for not doing this are really useful and we will use this information to work on improving communication about graffiti removal in the future.

Most interesting was the response to the statement that 'graffiti makes me feel unsafe'. We were surprised that only 21% agreed or strongly agreed with this statement as the predominant theory is that the presence of graffiti increases people's fear of crime. There is more concern from respondents regarding how untidy graffiti makes the neighbourhood look and that it reduces pride in the area. This, along with affirmation that our response times are set correctly, confirms that we are doing the right thing for neighbourhoods by removing graffiti promptly.

Environmental Services are grateful for the panel's feedback. As well as feeding into our service plans and helping us develop our service in the future, these results are shared and compared with other local authorities in the UK.

Lorna Graham

Performance and Development Officer - Housing and Environment
Aberdeen City Council



Flyposting

Aberdeen City Council wanted to ask the City Voice panel for their views on flyposting in the City. Flyposting is the display of advertising material in an unauthorised place; that is, on buildings, lampposts, railings, telephone boxes, trees or street furniture, without the owner's consent.

The Council were keen to find out how panellists felt about the extent of flyposting in the city and their perceptions of flyposting in general. They currently operate a 'zero tolerance' policy on flyposting and have implemented an anti-flyposting strategy so were also keen to find out what impact this is having.

The first question asked panellists to rate the extent to which they agreed with 2 statements. For ease of analysis, the results have been compressed to combine the agree/strongly agree and disagree/strongly disagree categories. The results can be seen in Figure 3.

Figure 3

	Strongly agree/ agree	Neither agree or disagree	Strongly disagree/ disagree
a) Flyposting is informative and useful	17%	33%	50%
b) Flyposting is unsightly and makes the area look untidy	74%	21%	5%

The results tell us that strength of feeling towards statement b) is much stronger with almost three-quarters of panellists agreeing that flyposting is unsightly and makes the area look untidy.

Panellists were then asked how extensive they thought flyposting was in Aberdeen City. As with the issue of graffiti, panellists didn't think it was particularly widespread with the majority of panellists (80%) scoring its extent as either a '2' or a '3' (out of a possible 5). City Voice panellists were subsequently asked to say whether they had seen flyposting in their local area over the past year. The results tell us that 70% of respondents had not.

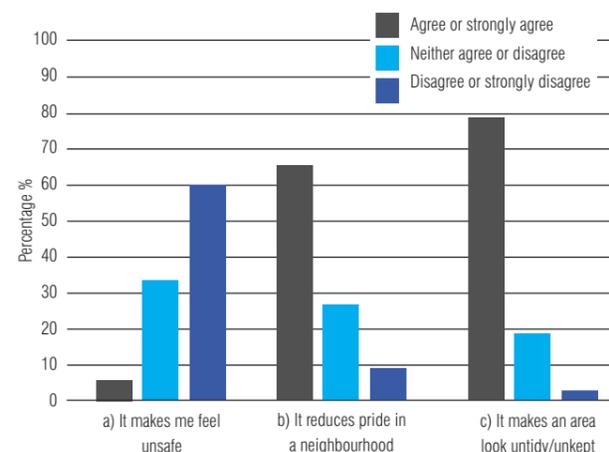
When this result is broken down geographically, it is interesting to note although perhaps not surprisingly, that panellists in central neighbourhoods were more likely to have seen flyposting (34%) when compared to panellists in the north (25%) or south (32%) of Aberdeen. There was also an age correlation with younger panellists more likely to have reported seeing flyposting than older panellists.

As with graffiti, the vast majority of those who had seen flyposting had not reported it. When asked why not, the top three reasons given were that the information it conveyed was inoffensive, valuable or important, that they didn't know who to report it to or they didn't know they should report it.

The next question asked panellists if their street had been affected by flyposting in the last 5 years. 78% of panellists stated that their street had not been affected with only 61 respondents (9%) stating that they had. Once again, panellists in central neighbourhoods were more likely to have been affected (14%) than in the south (8%) or north of the city (5%).

As with the graffiti questions, the Council were keen to find out how flyposting affects community safety and pride. The results can be seen in figure 4. The results tell us that 60% of the panel disagree/strongly disagree that 'flyposting makes them feel unsafe' with only 5% of the panel agreeing/strongly agreeing. This means that flyposting seems to affect resident's feelings of safety even less than graffiti. The vast majority of panellists agree/strongly agree that flyposting reduces pride in a neighbourhood and makes it look untidy/unkept, but strength of feeling isn't quite as strong with graffiti seeming to affect this feeling more.

Figure 4 - To what extent do you agree or disagree with the following statements (Flyposting)



This is what we are doing

The response to the first question was encouraging. The figures of only 17% agreeing or strongly agreeing that fly posting is informative and useful and 74% agreeing or strongly agreeing that it is unsightly and makes the area look untidy positively backs the Councils' zero tolerance approach to fly posting and we hope that this is why so few panellists have reported seeing fly posting in their area.

As with graffiti, levels of reporting are low and we need to ensure residents are made aware of how they can report flyposting in the future.

As with the graffiti question, we were surprised that flyposting did not seem to affect the panels feelings of safety but it does seem to affect pride in a neighbourhood with a large majority of respondents agreeing with statements b) and c)

We were pleased to note a broad satisfaction regarding our response times to removing flyposting and this performance information will be fed back to heads of service so we can target future improvement work.

The Council's Environmental Services Team is very grateful for the panel's feedback on both flyposting and graffiti removal and will continue to improve these services in the future.

Lorna Graham

Performance and Development Officer - Housing and Environment
Aberdeen City Council

Community Payback Orders

Community Payback Orders (CPO's) are imposed by a court of law and require an individual to undertake unpaid work for the benefit of the community. This was previously called 'community service' and is designed to both punish the offender and offer 'payback' to the community for any harm caused. Between February 2012 and January 2013, 798 offenders undertook a total of 103,328 hours of unpaid work. Amongst other things, this work included shovelling snow, gardening, maintaining parks, painting buildings, making and repairing goods for sale in charity shops, participating in recycling projects and providing shopping services for some sheltered housing tenants.

Community Payback Orders are managed by the Health and Care Service Group. As well as having to report back annually to the Scottish Government, it's vital to the success of the scheme that they promote awareness and understand how the scheme could be developed in the future to best match the needs and expectations of the community.

Question 1 asked panellists if they were aware of any unpaid work that had been done in their local area as part of Community Payback in the last year. Only 7% of panellists answered positively. These panellists were then asked to state the nature of the work they were aware of. The most frequently observed types of work were gardening, litter picking, maintenance (e.g. painting, repair work) and helping with charity work.

All panellists were then asked for their views on what type of unpaid work would be most beneficial to their local area. Of the options given, the most top three are shown in Figure 5

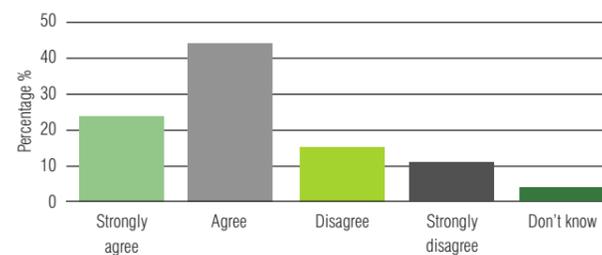
Figure 5 - Thinking about the options given, which 2 types of unpaid work would be most beneficial to your local area?

1) Litter Removal	64%
2) Environmental projects	55%
3) Parks Improvement	29%

For the next question, it was explained that CPO's are aimed at helping people to take a more positive role in their communities and that this can be achieved by giving them skills and experiences that will reduce the risk of reoffending in the future. Panellists were then asked which initiatives they thought would be helpful in reducing reoffending. Overall, the most popular option was to 'develop skills to help improve employability'. This was followed by 'making people aware of the impact of their offending behaviour' and 'help with drug/ alcohol issues'.

The final question in this section aimed to establish the extent to which panellists agreed or disagreed that prison should reserved for only the highest risk offenders. The results can be seen in Figure 6.

Figure 6 - To what extent do you agree or disagree with the following sentence. 'Prison should be reserved for the highest risk offenders who pose a danger to the public. Lower risk offenders should carry out their sentences by doing community based work.'



This is what we are doing

A relatively small percentage, 7.2%, of respondents said that they were aware of unpaid work being carried out in their community. While this is perhaps not surprising - some of the comments further on in the survey suggest that there may be a perception that council employees have done some of the work - there is clearly a need for us to improve how we communicate information about the considerable amount of unpaid work undertaken as part of Community Payback Orders. It is also interesting to note that, of those who said they were aware of unpaid work having taken place; this was

across a wide range of locations, across and even beyond, the city.

It is encouraging that most respondents, 68.5%, either agreed or agreed strongly that prison should be reserved for the highest risk offenders who pose a danger to the public. Offenders live in the community and there was recognition in the responses that there are interventions which are delivered as part of a Community Payback Order that can achieve a reduction in reoffending. Some respondents appeared to favour a more correctional, punitive approach but were very much in the minority. There was considerable support in favour of making people aware of the impact of their offending behaviour. This is a constructive way of addressing the issue of the harm caused, whether to individuals or the wider community. Improving employability skills and literacy and numeracy skills, as well as help with alcohol or drug issues were all recognised as key initiatives in helping people to make a more positive contribution to their communities. We are working with partners to further develop all of these initiatives.

We asked an open question, inviting comments on Community Payback Orders. Some comments suggest that there is not universal support for community based sentencing. However the majority of responses were very helpful in terms of our future planning, ranging from suggestions about types of unpaid work that could be undertaken, to comments and suggestions about how to increase public awareness of and confidence in Community Payback Orders. From respondents' comments it is clear that there is a level of misinformation about Community Payback Orders. One very helpful suggestion was to include more information on unpaid work, including the type of work undertaken and the locations, on the council's website, which we will be very happy to do.

The responses and comments will go to the Criminal Justice Performance Management Board and will be considered in conjunction with responses to a wider consultation that is being carried out in the city about Community Payback Orders. This will help to influence the future delivery of the service in Aberdeen. The outcome of the consultation will also be reported to the Northern Community Justice Authority.

Sally Wilkins

Planning and Development Manager - Social Care and Wellbeing, Aberdeen City Council

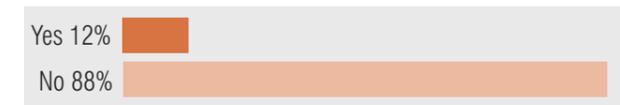


NHS Grampian is undergoing changes to ensure the services they provide are fit for purpose over the coming decade. To help achieve this, they have adopted a new vision 'Healthfit 2020'. This vision sets out in practical terms how the NHS would change to become more person-centred, applying best practice, improving efficiency, developing staff, using new technologies efficiently and reorganising facilities.

NHS Grampian were keen to understand the panel's current awareness of this vision and how they could best promote the vision in the future. They also wanted to hear about panellist's experiences of recent planned and unplanned care with NHS Grampian and their views on how this could be improved.

The first question asked panellists whether they were aware of the 'Healthfit 2020' vision before reading about it in City Voice. The results can be seen in Figure 7.

Figure 7 - Were you aware of NHS Grampian's 'Healthfit 2020' vision before reading about it in City Voice?



There was no significant difference in terms of gender or neighbourhood areas, but awareness did seem to correlate with age groups. Awareness was lowest with 16-34 year olds (5%), rising to 10% of those aged 35-54, 14% of 55-64 year olds and up to 17% among those aged 65+.

The next questions focussed on trying to establish how well-informed panellists were in relation to some of the main issues facing the NHS today. These issues included;

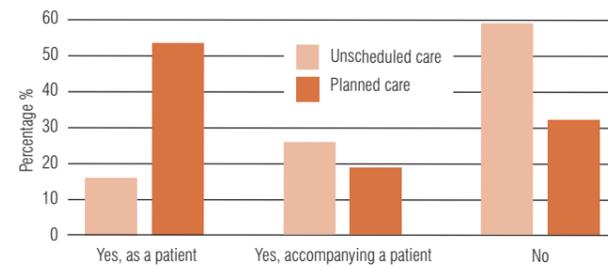
- Increasing public health challenges (e.g. obesity, physical inactivity, alcohol misuse)
- Financial pressures (e.g. budget constraints, costs for new treatments)
- Buildings and equipment (e.g. maintenance of old buildings not suitable for modern healthcare)
- Staffing (e.g. aging workforce, recruitment difficulties for some jobs)
- Increasing public expectations (quicker access, availability of treatment)
- Advances in technology and new drugs

Panellists were asked if they felt 'very informed', 'quite informed' or 'not very informed'. The most popular response for each of these statements was 'quite informed' and for 5 of the 7 statements, a clear majority of respondents felt this way. Panellists felt least informed about issues regarding buildings and equipment and staffing.

The final group of questions sought to find out about panellists experiences of unscheduled and planned care in the last year. Unscheduled care is care which cannot be foreseen or planned in advance, for example care received at Accident and Emergency, GMED out-of-hours and emergency ambulance services. Planned care is anything that can be scheduled or booked in advance, for example outpatient clinic appointments

or coming into hospital for a planned procedure. Figure 8 shows the percentage of panellists who have experienced planned and unscheduled care in the last 12 months.

Figure 8 - Have you had an experience of unscheduled/ planned care in the last 12 months?



Men are less likely than women to have had an experience of unscheduled care as either a patient or accompanying a patient in the last 12 months. There are no significant geographical differences but there are some interesting results in relation to age. The group most likely to have experienced unscheduled care were the 16-34 year old age group (25%). This was followed by the 65+ year olds where 1 in 5 had experienced unscheduled care. Only 15% of 35-54 year olds have had a personal experience of unscheduled care but they were the age group most likely to have accompanied a patient (35%).

The panel were then asked how their experience of unscheduled care could have been improved. 40% of the comments given were regarding waiting times for attention and treatment. 10% were comments calling for improvements to GMED / NHS24 and a further 10% were general comments about how good the care was.

In relation to planned care, once again there is a gender difference with women more likely to report having experienced planned care either as a patient or accompanying a patient in the last 12 months. When broken down by age, panellists aged 65+ were most likely to have experienced planned care (62%)

The panel were also asked for their comments on how their experience of planned care could have been improved. 32% of comments were in regard to waiting times, 15% were stating that nothing could be improved and the service was very good and a further 10% said that fewer cancellations/ delayed appointments would improve the service.

This is what we are doing

NHS Grampian welcomes the the City Voice survey results which provide a level of information that we have not previously had. The results evidence the lack of awareness of our Healthfit 2020 vision and we are keen to address this. The results also highlight that it would be beneficial to use a range of methods to do this, particularly to ensure we reach all age groups.

The results on how informed the panellists were about the challenges facing the NHS were surprising, with a high level of awareness of population changes, public health challenges and financial pressures but lower levels of awareness about other challenges, for example, buildings and equipment; staffing; and advances in technology. This will help inform where to focus our communication efforts.

We now have a 2020 communication plan and actions include: developing a webpage www.nhsgrampian.org/healthfit2020, establishing a Healthfit 2020 public reference/ communication group with an overview role; and continuing to involve public representatives in individual 2020 projects.

We were pleased to hear that, for most panellists, their experiences of unscheduled and planned care were either "very good" or "good". However, the survey also highlights that, for a minority, their experiences could have been better. Panellists' suggestions for improvement provide support for our plans around both unscheduled care and planned care which should help to address the issues raised around waiting, communication and co-ordination of care.

These results will be shared with the Steering Groups for planned care and unscheduled care (which includes NHS 24 and Scottish Ambulance Service representation); the unscheduled care project evaluation group, and the Healthfit 2020 public reference group. We will also consider how to share them more widely across the organisation to ensure public feedback fully informs our future plans.

Laura Dodds

Public Involvement Manager
NHS Grampian



The Aberdeen City Voice has been running for over a decade and has been used by the City's public sector partners to consult residents on shaping policy, improving services and measuring performance. It has become a vital consultation tool and is one of the longest running panels in Scotland. Considering all the work expected of our panellists, we have very rarely asked you what you think about the City Voice and how it could be improved. This year, the City Voice Editorial Board requested the inclusion of a set of questions to help us monitor our performance and find out what we could be doing better. We want to ensure that we do everything we can to enable participation and make being a panellist an enjoyable and positive experience.

We started with asking about the frequency and length of questionnaires. 89% of panellists think the frequency, and 95%

of panellists think the length of the questionnaires is 'about right'. We then asked panellists to what extent they agreed or disagreed with a series of statements on the content and format of the questionnaires. These statements included 'they use clear language', 'they are interesting' etc. In all cases, a majority of panellists answered positively.

The final question in this section asked panellists if they had any other comments about the questionnaires. When we grouped the comments by theme the most popular responses were of general approval (15%), followed by a feeling that the response options available to panellists are not always nuanced enough to reflect their opinion (13%). 11% of panellists provided suggestions for future topics with a further 11% expressing concern over the 'real world' impact of the City Voice.

Panellists were then asked for their opinions on the City Voice newsletters. Newsletters are only sent to paper based panellists but all newsletters are available to view on the Community Planning website at <http://www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp>. We didn't ask about the frequency of newsletters as they reflect the number of questionnaires issued but we did ask about the length. 87% of respondents thought the length was about right and 4% thought they were too long. Once again, panellists were asked for any general comments they had about the newsletter. When broken down into themes, 17% of the comments were showing general approval, 15% said that the newsletters should be less general, more detailed and contain more tangible information on the impact of City Voice and 13% said they didn't read it.

Panellists were then asked to indicate their level of satisfaction or dissatisfaction with the Citizens' Panel over the last year (or less if they have only recently joined). The results can be seen in Figure 9.

Figure 9 - On a scale of 1-10 (where 1 is very dissatisfied and 10 is very satisfied) overall, how satisfied or dissatisfied have you been with the Citizens' Panel during the last year?

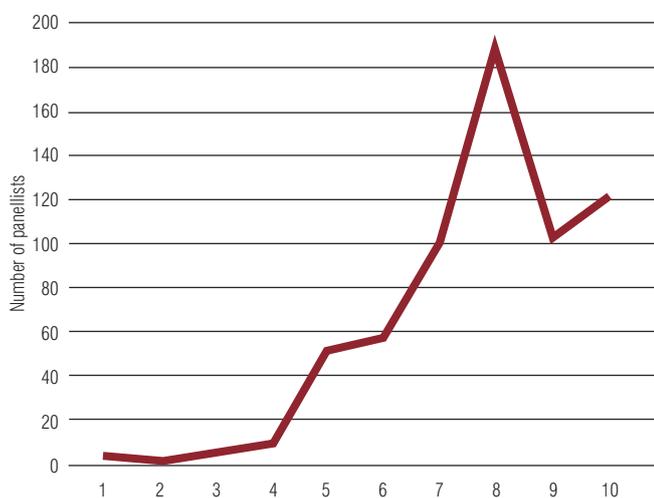


Figure 9 tells us that the most popular choice or the 'mode' choice was 8 with 30% of the panel choosing this option.

The final question in City Voice 29 asked panellists for any other comments or suggestions for improvements. We had 79 responses in total and 24% of these were voicing uncertainty about what real impact the City Voice was having. 17% of comments were general approval and 6% were saying that the City Voice helped keep panellists aware of what was going on in the City.

This is what we are doing

The questions asked in the 29th City Voice were our first attempt at trying to measure how well the City Voice is performing. It is really important that we understand and act on our panellists experiences of being involved with the Panel and critically assess what we are doing right, and what we could be doing better! The questions were designed to give us lots of rich data on your personal experiences of the panel, as well as provide us with some baseline information that we can use to monitor our progress in the future.

We are really happy that the vast majority of you feel that the length and frequency of the questionnaires and newsletters is 'about right'. Interestingly, about 70 panellists (roughly 10% of respondents) would like more questionnaires. This gives us some interesting food for thought in regards to panellists being involved in further consultations or 'offshoots' of the City Voice.

It was great to hear that generally, satisfaction with the language, clarity and format of the questionnaires and newsletters is very high but this doesn't mean we ignore the minority that didn't feel this way. It was interesting to note that in regards to the questionnaire, the lowest performing categories were about the subject matters being of little interest to the panel. The City Voice covers a wide and extensive range of subjects but we need to try and ensure that the panel feel they are relevant and interesting. With regards to the newsletter, the lowest satisfaction was with the statement 'they always tell you what happened as a result of each questionnaire'. We need to make sure that we raise this with our question submitters so they provide more detailed and tangible information in the future. You also commented that it would be good to hear about the results in the longer term so perhaps we could incorporate this type of feedback into future editions.

Finally, as well as the 'box ticking' questions, you provided some very insightful and useful comments on the City Voice. This has given us loads of ideas for future improvements and we will be discussing this at future City Voice meetings and deciding how we can take these forward.

On behalf of the City Voice Editorial Board and all the Community Planning Partners who have used it, I would like to say thank you for your continued support!

Tom Snowling

Senior Research Officer

(On behalf of the City Voice Editorial Board)