



Welcome to the citizens' panel newsletter which tells you about the results of the last survey and a number of focus groups. Thank you for signing up to the panel and participating in the surveys. A special thanks to those of you who signed up for the focus groups. The full panel reports can be found at www.northyorks.gov.uk/citizenspanel

About your local area

General satisfaction and sense of belonging

The great majority of you (93%) are satisfied with your local area as a place to live, whilst 3% were 'neither satisfied nor dissatisfied' and 4% were dissatisfied.



More of you feel that you belong 'strongly' to your immediate neighbourhood than when we asked you before in 2015. Four-fifths of you (81%) said you feel that you belong 'strongly', compared to 77% in 2015.

Over half of you (55%) disagreed that you can influence decisions in your local area, whilst 38% agreed, and 7% 'did not know'.

Volunteering

Nearly half (44%) of you said that over the last 12 months you have given unpaid help 'by volunteering for any group, club or organisation' once a month or more often. However, 19% of you have 'never' given unpaid help in this way



Over a quarter of you (29%) said that in the last 12 months you have given unpaid help 'as an individual to someone who is not a relative' once a month or more often.

The things that stop you from volunteering or giving unpaid help are 'not enough time/ too busy' (52%), a 'lack of information about opportunities' (26%), 'ill health or mobility issues' (11%), 'lack of interesting or relevant opportunities' (11%), 'don't feel it is needed in my neighbourhood' (6%), 'lack of training and/ or support' (6%), and 'lack of transport' (6%).

Quality of life

The great majority of you (90%) rated your quality of life as 'very good' (38%) or 'good' (53%), whilst 8% felt it is 'neither good nor poor', and 2% that it is 'poor'. This is almost identical to when we asked you in 2015 (91% 'good'/ 1% 'poor').



Impact of this information

This information is of great use to our [Stronger Communities team](#) who support community initiatives across the county.

Citizens' Panel surveys



75% of you stated you have completed 'all' (54%) or 'most' (21%) of the Citizens' Panel survey questionnaires you have ever received.

Those of you who have not completed all the surveys you have received said this was because you had 'forgotten' (37%), 'did not have enough time/ were too busy' (36%), 'the topics did not interest me' (15%), 'the questionnaire was too long' (14%), 'you did not understand the issues' (3%), and the 'questionnaire was difficult to complete' (3%).

You are split on preferences for survey frequency and length. The preferred options are ranked in order below:

- four medium length questionnaires a year on a number of topics
- six short questionnaires, each on one topic only
- twelve very short questionnaires, each on one topic only
- two long questionnaires a year on a number of different topics
- one or two long questionnaires on a number of topics
- a number of very short surveys or links to other consultations in between
- one very long questionnaire on a number of topics

We will consider if we are able to do more than the usual 2 questionnaires in a year – this has financial impacts so we need to carefully review how we can do this.

A significant number of you would be interested in getting involved in other ways. 'User testing online systems from home' appeals to 60% of you, 'Mystery Shopping from home' appeals to 53% of you, 'Focus Groups' to 43% of you and 'user testing as part of a meeting' to 36% of you. We are looking at how we can get customers involved in user testing so there may be some opportunities for this In the future.

We are sending you this newsletter as a 'summary newsletter sent with next survey' was a close second in terms of the options we gave you on receiving feedback – the first being update emails. We will consider using update emails in the future.

Focus Groups

Customer strategy: Members of the panel were invited to discussions on our developing customer strategy. Information from these meetings is being considered and a questionnaire will be available in the near future.



If you would like any further information about the panel or have any queries, please contact Claire Lowery email: claire.lowery@northyorks.gov.uk or Tel: 01609 535416