

GENERAL PURPOSES AND LICENSING COMMITTEE – 12 JANUARY 2006
LEISURE REVIEW PANEL – 16 JANUARY 2006
CRIME AND DISORDER REVIEW PANEL – 16 JANUARY 2006
ECONOMY AND PLANNING REVIEW PANEL – 17 JANUARY 2006
ENVIRONMENT REVIEW PANEL – 18 JANUARY 2006
HOUSING, HEALTH AND SOCIAL INCLUSION REVIEW PANEL – 24 JANUARY 2006
CORPORATE OVERVIEW PANEL – 25 JANUARY 2006

CORPORATE CONSULTATIONS – INCLUDING CITIZENS’ PANEL AND YOUNG PEOPLE’S PANEL

1. INTRODUCTION

- 1.1 This report aims to:
- Remind Members of how the Citizens’ Panel and the Young People’s Panel function and their many uses and, give details of the Equalities Network;
 - Inform Members of which Citizens’ Panel and Young People’s Panel consultations have already taken place for the year 06/07 and which are still to be completed;
 - Ask Members if they would like to consult with the Citizens’ Panel, Young People’s Panel, or the Equalities Network during the year 07/08;
 - Inform Members of the Best Value Performance Indicator survey that are currently underway;
 - Give Members the opportunity to offer their comments on the ‘What the Residents Thought’ section held in the council’s performance plan 2006/07 ‘Performance Matters’.

2. THE CITIZENS’ PANEL AND THE YOUNG PEOPLE’S PANEL

- 2.1 The Citizens’ Panel and the Young People’s Panel are corporate tools that are used to consult with residents on issues relevant to them. They seek to contribute the views of residents into the decision making process and to inform not only service delivery but also the Council’s aims and objectives. These two panels can be particularly useful to services when developing their service plans, fulfilling an important part of the ‘consult’ element by providing information to help inform decision making. These panels represent public opinion that can enhance and supplement existing information.
- 2.2 There are currently approximately 900 members on the Citizens’ Panel and 120 on the Young People’s Panel. Recruiting additional members for both panels will take place during 2007.

- 2.3 The panels can be consulted using the following consultation methods - written questionnaires, telephone questionnaires, focus groups or interviews. Everyone on the panels are usually consulted but sub groups can be established so that only those who, for example - are aged over 65, have a disability or are male - are consulted.
- 2.4 Costs are allocated corporately for the use of the Citizens' Panel although extensive requirements may incur a negotiated charge. Costs are allocated to the relevant services/Review Panels for the use of the Young People's Panel.
- 2.5 Partners can also use the panels; past examples include Community Safety Partnership, New Forest Primary Care Trust and the Local Criminal Justice Board.

3. THE EQUALITIES NETWORK

- 3.1 The Equalities Network was formed in 2005 to gather views from individuals who fell into minority groups and whose voices may not have been heard as clearly as others. This included people with disabilities, different ethnic backgrounds and/or religions/beliefs, and those from the lesbian, gay and bisexual community.
- 3.2 The network has steadily grown over the past 18 months and now has approximately 75 members covering all the minority areas, some of whom represent the views of groups/organisations that they belong to.
- 3.3 A number of consultations have been carried out – the largest being with disabled individuals who have been working with the Council over the past year in setting up a three year Disability Equality Scheme and are helping to carry out actions identified. The members of the network are keen to be involved.
- 3.4 Costs for consulting the network are incorporated into the corporate budget.

4. CORPORATE CONSULTATIONS 2006/07

- 4.1 The following questionnaires have been completed from the 2006/07 programme:

Questionnaire Topic	Results Published	Citizens' Panel	Young People's Panel	Corporate Plan Link/s
Leisure	July		✓	4.7,3.3,4.3
Leisure, tourism and arts	July	✓		4.7,3.3
Complaining to the Council	August	✓		1.3
Local Criminal Justice Board	August	✓		2
Focus on media	September		✓	4.3
Sharing performance information	October	✓		1.3
Traffic management	October	✓		5.7
Alcohol	December		✓	4.3
Taxis	December		✓	4.3

4.2 Questionnaires to be completed in 2007 are:

Questionnaire Topic	Target Date for Results	Citizens' Panel	Young People's Panel	Corporate Plan Link/s
Clean issues	January	✓	✓	5.1,4.3
The future of your district	January		✓	3.2,2.2, 4.6,4.3
Community safety	March	✓	✓	4.1, 4.3
A picture of health	May	✓	?	4.2

4.3 The results of all questionnaires are available on ForestNet.

5. CORPORATE CONSULTATIONS PROGRAMME 2007/08

5.1 Members are asked to input into developing the Citizens' Panel, Young People's Panel and Equalities Network consultation programmes for next year. If Members would like to consult with either of the panels or the network they will need to consider the following:

- Which particular topic or issue would they like to ask questions on;
- Which consultation method do they see as most appropriate;
- When would they like the results by; and
- Who will be the lead contact/s when compiling the questions.

5.2 The timetable for the Citizens' Panel and Young People's Panel questionnaires is as follows:

Slot No.	Start date	Fieldwork undertaken	Results published by
1	2 April 07	June 07	16 July 07
2	21 May 07	End July/early August 07	3 September 07
3	9 July 07	September 07	22 October 07
4	27 August 07	End October/early November 07	10 December 07
5	22 October 07	January 08	18 February 08
6	10 December 07	February 08	31 March 08
7	4 February 08	April 08	19 May 08

5.3 All bids to consult with the panels using written questionnaires will be considered for input into the programme that will consist of a maximum of seven questionnaires. Some questionnaires may cover more than one topic area.

5.4 Heads of Service will be given the opportunity to input into the programme before it is considered for agreement by the Corporate Management Team (CMT) in March.

5.5 Any bids to use the Equalities Network will be dealt with separately by the equalities team.

6. BEST VALUE PERFORMANCE INDICATOR (BVPI) SURVEYS 2006-07

- 6.1 The four triennial BVPI surveys are well underway, they are:
- Tenant's – survey to 2,500 randomly selected NFDC tenants;
 - Benefits – survey sent to 1,300 randomly selected residents who have applied for council tax or housing benefit;
 - Planning – survey sent to all 563 applicants for planning permission;
 - General – survey sent to 2,500 randomly selected households in the district.
- 6.2 A consortium of eight Hampshire authorities (including NFDC) employed an external agency to undertake the work as by working together a very competitive rate was achieved. The agency is completing the benefits, planning and general surveys for NFDC. The tenant's survey is being completed in-house by the Performance and Strategic Development Team.
- 6.3 Results from all surveys should be available in sometime in April 2007 and will be shown on ForestNet.

7. WHAT THE RESIDENTS THOUGHT

- 7.1 All Members should have received a copy of 'Performance Matters' which contained 'What the Residents Thought'. This was a round up of research conducted during 2005/06 with residents living in the New Forest.
- 7.2 We would like to know what Members thought about the document – what they liked, what they disliked, how it could be improved, how it could be made more useful to them, how they felt it sat within Performance Matters.

8. ENVIRONMENTAL AND CRIME AND DISORDER IMPLICATIONS

- 8.1 The results gained in several of the questionnaires planned should assist the council in its work towards improving the environmental well being of the district as well as its work towards crime and disorder/community safety.

9. FINANCIAL IMPLICATIONS

- 9.1 The Citizens' Panel questionnaires will be contained within the Citizens' Panel budget for 2005/06.
- 9.2 The proposed Young People's Panel questionnaires will be funded by the relevant services and could cost up to £600 per questionnaire for the printing and postage. It is hoped that the cost of inputting and analysing the questionnaires can be contained within the corporate budget but this will need to be kept under review.
- 9.3 Any qualitative consultations will need to be funded by the relevant services.

10. CONCLUSIONS

- 10.1 The 2006/07 Citizens' Panel and Young People's Panel programmes have enabled the council to successfully consult with both young and adult residents in the district on a variety of topics that has provided the council and its partners with reliable and valid information. 2007/08 will provide further opportunities for consultations to take place not only with the panel but also with the Equalities Network.
- 10.2 It is important to make use of the information gained from these consultations in order to:
- Inform the relevant decision making processes;
 - Confirm that the council is taking the actions that residents want;
 - Indicate what needs to be done and any improvements that need to be made; and
 - Identify new directions for the council to look into.
- 10.3 This is an important part of the council's Performance Management System.

11. RECOMMENDATIONS

That Members:

- 11.1 Note the corporate consultations that have been conducted in 2006/07, those that are still to be undertaken, and the BVPI surveys that are currently taking place.
- 11.2 Decide whether they would like to consult with the Young People's Panel, Citizens' Panel and/or the Equalities Network during 2007/08 - and if so - when, on which particular topics/issues and who will be the main contact/s.
- 11.3 Offer their comments and suggestions on 'What the Residents Thought'.

For further information

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Background papers

Results of Citizens' Panel
questionnaires on ForestNet
Results of the Young People's
Panel questionnaires on
ForestNet
Citizens' Panel and Young People's
Protocols on Forest