

**EMPLOYMENT, HEALTH AND WELL BEING REVIEW PANEL – 8 JANUARY 2010**  
**LEISURE, CULTURE AND YOUTH MATTERS REVIEW PANEL – 12 JANUARY 2010**  
**ENVIRONMENT REVIEW PANEL – 14 JANUARY 2010**  
**GENERAL PURPOSES AND LICENSING COMMITTEE – 15 JANUARY 2010**  
**CRIME AND DISORDER REVIEW PANEL – 19 JANUARY 2010**  
**PLANNING AND TRANSPORTATION REVIEW PANEL – 20 JANUARY 2010**  
**HOUSING REVIEW PANEL – 20 JANUARY 2010**  
**CORPORATE OVERVIEW PANEL – 21 JANUARY 2010**  
**STANDARDS COMMITTEE – 29 JANUARY 2010**

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

### **1. INTRODUCTION**

1.1 This report aims to:

- Inform and remind Members of how the Citizens’ Panel and the Young People’s Panel function, their many uses and, give details of the Equalities Network;
- Inform Members of which panel and network consultations have already taken place for the year 2009/10 and which are still to be completed;
- Most importantly, ask Members if they would like to consult with the Citizens’ Panel, Young People’s Panel, and/or the Equalities Network during the year 2010/11;
- Inform Members that a review of how we consult with citizens and young people is currently taking place; and
- Inform Members of the place survey and young person’s questionnaire due to be undertaken during 2010/11.

### **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 were 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 were particularly useful to services when developing improvement plans, fulfilling an important part of the ‘consult’ element, by providing information to help inform decision making. These panels represented public opinion that could enhance and supplement existing information.

2.2 There are currently approximately 1087 members on the Citizens’ Panel and 151 on the Young People’s Panel. The profile of the Citizens’ Panel in terms of gender representation is very healthy. In terms of age there is the predictable lack of 18 to 34 year olds.

2.3 All Citizens’ Panel and Young People’s Panel questionnaires were also published on the internet for any resident to complete online. This was firstly to attract more respondents to the questionnaires but also used as a recruitment tool for additional panel members.

2.4 Costs were allocated corporately for the use of the panels.

### 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 and now has approximately 145 members covering all the minority areas, some of whom represent the views of groups/organisations that they belong to. There are also a number of 'gate keepers' who feed through to existing networks such as Hampshire Constabulary's lesbian, gay, bisexual and transgender independent advisory group; Totton College for students with learning difficulties; and Chrysalis who represent the transgender community.
- 3.3 A number of consultations have been carried out – the largest being with disabled individuals, who have been working with the council on 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. PANEL CONSULTATIONS 2009/10

4.1 The following questionnaires have been completed from the 2009/10 programme:

Questionnaire Topic	Results Published	Citizens' Panel	Young People's Panel	Corporate Plan Link/s (all 1.3)
Transport	July '09	✓	✓	7.1, 8.3
Tourism	July '09	✓	✗	
Being Active	Oct '09	✓	✗	4.2, 7.2
Health and Leisure Centres	Oct '09	✓	✓	4.2, 7.1, 7.2
Customer access	Nov '09	✓	✗	2.3
Keeping food and workplaces safe	Nov '09	✓	✗	4.1
Reviewing the Citizens' Panel	Jan '09	✓	✗	1.2
Councillor ethics and standards	Jan '09	✓	✗	
Combating benefit fraud	Jan '09	✓	✗	2.1
Receiving information on crime and anti-social behaviour	Jan '09	✓	✗	3.1
816 at Health and Leisure Centres	Jan '09	✗	✓	4.2, 7.1, 7.2

The results of all questionnaires are available on the council's website at [newforest.gov.uk/citizenspanel](http://newforest.gov.uk/citizenspanel) and [newforest.gov.uk/youngpeoplespanel](http://newforest.gov.uk/youngpeoplespanel).

4.2 Questionnaires to be completed are:

Questionnaire Topic	Target Date for Results	Citizens' Panel	Young People's Panel	Corporate Plan Link/s (all 1.3)
Community safety	March '10	✓	✓	3.1, 7.1
Health and well being	May '10	✓	✓	4.2

## 5. EQUALITIES NETWORK CONSULTATIONS 2009/10

5.1 Since April 2009 the network have been involved in the following consultations:

<b>Questionnaire Topic</b>	<b>Results published</b>	<b>Corporate Plan Link/s (all 1.3)</b>
Applemore H&LC wet side changing rooms	July 2009	4.4, 7.2
Disability Equality Scheme	Event Sept 2009	1.2, 4.4

5.2 Network consultations planned but not yet completed are:

<b>Questionnaire Topic</b>	<b>Target Date for Results (2009)</b>	<b>Corporate Plan Link/s (all 1.3)</b>
Equality Impact Assessments	Ongoing	1.2, 4.4
Website information and communication tools	January 2010	1.2, 4.4
Lymington H&LC wet side changing rooms	February 2010	4.4, 7.2

## 6. PANEL AND NETWORK CONSULTATIONS PROGRAMME 20010/11

6.1 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/both of the panels or the network they will need to consider the following:

- Which particular topic or issue they would 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?

6.2 The timetable for the Citizens' Panel and Young People's Panel questionnaires 2009/10 is as follows:

<b>Slot No.</b>	<b>Start date</b>	<b>Fieldwork undertaken w/c</b>	<b>Results published by</b>
1	5 April	31 May	July
2	31 May	26 July	September
3	2 July	27 September	November
4	27 September	22 November	January
5	1 December	3 February	March

6.3 All bids to consult with the panels using written questionnaires will be considered for input into the programme which consists of a maximum of five questionnaires. Questionnaires may cover more than one topic area.

6.4 Heads of Service will be given the opportunity to input into the programme proposed by Members before it is considered for agreement by the Executive Management Team (EMT) in March 2009.

6.5 It should be noted that a review on how both the Citizens' Panel and the Young People's Panel operate is currently taking place to identify opportunities to make both as efficient and effective as reasonably possible. A formal report is due to go to EMT during January 2010 outlining the findings from the review. This may result in any review panel bid being undertaken in a different way. This may have some impact on the timing of the consultation.

6.6 The final consultation programme for the panels will always be a draft so that it remains flexible and requests can be considered at any time.

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

## **7. YOUNG PEOPLE'S QUESTIONNAIRE THROUGH SECONDARY SCHOOLS**

- 7.1 Secondary schools within the district will be invited to take part in a large consultation project during February 2011. We hope that all nine schools will agree to take part in the exercise as they did in 2009. This consultation will enable the council to gain real information on how young people feel about the topic areas being considered. The results of this consultation should be published by June 2011. Suggestions for topic areas are welcome.
- 7.2 We will be taking this opportunity of reaching thousands of young people as a recruitment tool which will hopefully result in many more members being on the Young People's Panel.
- 7.3 An update will be given during Review Panel meetings in January 2011.

## **8. NATIONAL PLACE SURVEY**

- 8.1 It is envisaged that households across the New Forest will be asked for their views on living in the area in a Central Government prescribed satisfaction survey to be sent out during September 2010. Questions may range from topics such as refuse collection and the level of crime to more everyday concerns such as shopping, sports and voluntary activities. Residents may be asked to give their opinions and satisfaction scores on the quality of life in their community. The Place Survey was distributed to a cross-section of 2,500 homes during 2008 and we foresee very similar areas for questioning and consultation methods being used.
- 8.2 An update will be given during Review Panel meetings in January 2011.

## **9. ENVIRONMENTAL AND CRIME AND DISORDER IMPLICATIONS**

- 9.1 The results gained in several of the questionnaires 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.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 The Citizens' Panel and Young People's Panel questionnaires will be contained within the Citizens' Panel budget for 2010/11, as will the questionnaire to young people through schools.
- 10.2 If the Place Survey takes place additional funds may be required to help fund it. The total cost for this survey is estimated as being between £8,000 and £9,000 based on the costs incurred for the survey conducted in 2008.
- 10.3 Equalities Network consultation will be contained within the equalities budget.

## 11. CONCLUSIONS

11.1 In the past 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, which has provided the council and its partners with reliable and valid information. 2010/11 will provide further opportunities for consultations to take place, not only with the panels, but also with the Equalities Network.

11.2 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.

11.3 This is an important part of the council's Performance Management System.

## 12. RECOMMENDATIONS

It is recommended that members:

12.1 Note the corporate consultations that have been conducted in 2009/10 and those that are still to be undertaken; and

12.2 Decide whether they would like to consult with the Young People's Panel, Citizens' Panel and/or the Equalities Network during 2009/10 - and if so when, on which particular topics/issues and who will be involved in putting the questions together.

### **For further information**

Debbie Holmes  
Corporate Consultations Officer  
New Forest District Council  
Appletree Court, Lyndhurst  
Tel: 023 8028 5434  
Fax: 023 8028 5366  
Email: [debbie.holmes@nfdc.gov.uk](mailto:debbie.holmes@nfdc.gov.uk)

### **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 ForestNet