ABSTRACT
This report gives a brief overview of the key findings from the 2010/11 Citizens’ Panel Survey.

1 RECOMMENDATION
The Committee note the findings to emerge from the 2010/11 Citizens’ Panel Survey.

2 BACKGROUND
The council’s corporate improvement plan 2010/11 agreed at the meeting of Angus Council on 10 June 2010 included a commitment to re-establish the Angus Citizens’ Panel and to carry out one survey in 2010/11.

Following a recruitment exercise membership of the citizens’ panel now stands at 412 and a further recruitment exercise is underway to both increase membership and improve the demographic profile of the panel.

During the period January to March 2011 a panel survey was undertaken. The survey was designed to mirror the Angus Citizens’ Survey which was undertaken in 2009 and which will be conducted every two years. Undertaking a similar panel survey, during intervening years, will enable an annual perspective of views to be gained.

This report gives a brief overview of the key findings from the panel survey – a copy of the full Citizens’ Panel Survey report is attached.

3 KEY FINDINGS
The survey gives a very positive picture of life in Angus with over nine out of 10 people stating that they were either ‘very’ or ‘fairly’ satisfied with the quality of life in Angus (96.9%). This is up 3.9% from the Angus Citizens’ Survey in 2009.

In regard to the council there were high levels of agreement that the council:

- provides a good range of services;
- has friendly, polite, well informed employees;
- provides good quality services;
- provides an efficient service.

Areas that reported less positively were:

- the council does not promote its services well;
- satisfaction with responses to complaints;

These findings are consistent with the findings of the 2009 Angus Citizens’ Survey. Interestingly, one area in which there is no consistency is opinion as to whether the council has the resources to do a good job, which has dropped substantially from 65% in 2009 to 45.2%.
In terms of panel members’ priorities a shift has occurred since 2009 with more importance placed on:

- Providing services which are value for money;
- Tackling important issues for the future of the area.

However other priorities remain common to and are consistent in both surveys:

- Providing an efficient service;
- Offering a good range of services;
- Providing good quality services.

4 FINANCIAL IMPLICATIONS

There are no financial implications associated with the terms of this report.

5 HUMAN RIGHTS IMPLICATIONS

There are no human rights implications associated with this report.

6 EQUALITIES IMPLICATIONS

The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

7 CONSULTATION

The Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted on the terms of this report.

RICHARD STIFF
CHIEF EXECUTIVE

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NOTE  No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.