

ANGUS COUNCIL

STRATEGIC POLICY COMMITTEE – 19 MARCH 2013

CITIZENS PANEL SURVEY 2012

REPORT BY CHIEF EXECUTIVE

**ABSTRACT**

This report gives a brief overview of the key findings from the 2012 Citizens Panel Survey.

**1 RECOMMENDATION**

The Committee note the findings to emerge from the 2012 Citizens' Panel Survey ([Appendix 1](#)).

**2 BACKGROUND**

This report highlights the key findings to emerge from the Citizen Panel survey 2012. The survey was specifically designed to mirror the Angus citizen survey which was last conducted in 2011. The Angus citizen survey is conducted every two years and by carrying out a similar survey with panel members in the intervening years we are able to gather annual data to help us inform and shape our services.

Given the background details to the survey the data has also been analysed against the Angus citizen survey. It should be noted that due to sample sizes, citizens' panel results and the citizen survey are not directly comparable however analysis of the results of each can give an awareness of the commonalities and differences of Angus public opinion and is therefore still useful.

**3 KEY FINDINGS**

The 2011 Citizen Survey gives a positive picture of satisfaction with life in Angus and of satisfaction with council services.

While the Executive Summary within the report itself summarises the key findings to emerge from the survey the following areas are highlighted:

- Overall satisfaction with quality of life in Angus is high, with 96% of respondents stating that they are either very satisfied or satisfied in this respect.
- The majority of respondents indicated that there has been 'no change' in their neighbourhood over the past 5 years. 24% believe their neighbourhood has worsened in the last 5 years and 14% believe it has improved.
- In relation to local services and facilities where comparable data exists, satisfaction levels have fluctuated but remained high across services. Satisfaction is lowest in relation to local youth facilities (59% satisfied).
- Respondents were asked the extent to which they feel that *they* have influence over decisions which affect their neighbourhood. Almost one in three, 34%, stated that they feel they have some influence compared to 27% who stated that they have no influence. Only 5% stated that they don't know. This is an improvement compared to 2011 when 24% stated they believed they had some influence and 33% said that they had no influence.

With specific regard to council services:

- 76% believe that the council offers a good range of services (82% in 2010)
- 73% believe that the council has friendly, polite and helpful employees (67% in 2010)
- 54% believe that the council provides good quality services (59% in 2010)
- 54% stated that the council provides an efficient service (53% in 2010)
- Satisfaction with how the council responds to complaints has increased 2% points to 60%.
- 3 out of the 4 respondent's top priorities are also 3 out of the 4 highest in terms of performance indicating that the Council is performing in the main, best where it is of most importance to residents.

#### **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 as required by legislation. 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.