

North Yorkshire County Council
Citizens' Panel 30 – Summer 2016 Survey
Survey Report

Analysis and report by
NWA Social Research

Contents

	Page No.
1.0 Summary of Main Findings.....	3
2.0 Background, Objectives & Methodology	8
3.0 About Your Local Area.....	11
3.1 General satisfaction and sense of belonging	11
3.2 Influencing local decisions.....	13
3.3 Volunteering/ unpaid help	15
3.4 Satisfaction with facilities and services.....	18
3.5 Overall quality of life	20
4.0 Citizens’ Panel and Future Consultation Methods	21
4.1 Completion of Citizens’ Panel surveys	21
4.2 Additional research activities	26
4.3 Survey feed-back and outcomes	28
4.4 Online consultations.....	31

Appendices:

Appendix 1 - Copy of questionnaire marked-up with top-line findings

Appendix 2 - Unweighted frequencies

Appendix 3 - Weighted tables of results

Appendix 4 - Open comments

1.0 SUMMARY OF MAIN FINDINGS

About Your Local Area

General satisfaction and sense of belonging

- 1.1 The great majority of all respondents (93%) were satisfied with their local area as a place to live, whilst 3% were 'neither satisfied nor dissatisfied' and 4% were dissatisfied. (2015 Panel survey responses were very similar - 93% 'satisfied' / 3% 'dissatisfied'.)
- 1.2 Four-fifths of all respondents (81%) feel that they belong 'strongly' to their immediate neighbourhood, whilst 15% said that they belong 'not very strongly', and 4% 'not strongly at all'. In 2015, the percentage of respondents having a strong sense of belonging to their neighbourhood was a small (statistically significant) amount lower at 77%.

Influencing local decisions

- 1.3 Over half of all respondents (55%; higher than the 2015 figure of 50%) disagreed that they can influence decisions in their local area, whilst 38% agreed, and 7% 'do not know'.
- 1.4 When asked if, generally speaking, they would like to be more involved in decisions that affect their local area, the majority of all respondents (69%) said that this 'depends on the issue'. However, 24% of respondents said 'yes' they would like to be more involved, whilst 4% said 'no' – they would not like to be more involved, and 3% 'don't know'. Compared to the 2015 results (31% 'yes' / 60% 'depends on the issue'), respondents to the current survey were less likely to say 'yes' they would like to be more involved and more likely to say it 'depends on the issue'.

Volunteering/ Unpaid Help

- 1.5 Nearly half (44%) of all respondents said that over the last 12 months they have given unpaid help 'by volunteering for any group, club or organisation' once a month or more often (including 26% 'at least once a week'), whilst 17% have given this kind of unpaid help 'less often' than once a month, 20% have not given such unpaid help in the last 12 months, and 19% have 'never' given it.
- 1.6 Over a quarter of all respondents (29%) said that in the last 12 months they have given unpaid help 'as an individual to someone who is not a relative' once a month or more often (including 12% 'at least once a week'), whilst 31% have given such unpaid help

‘less often’ than once a month. A fifth each of respondents have either not given this kind of unpaid help in the last 12 months (20%) or have never given it (20%).

- 1.7 When asked what, if anything, stops them from volunteering or giving unpaid help, just over half of all respondents said there’s ‘not enough time/ too busy’ (52%), whilst a quarter of respondents said there is a ‘lack of information about opportunities’ (26%), 11% each referred to ‘ill health or mobility issues’ and ‘lack of interesting or relevant opportunities’, and smaller numbers gave the reasons that they ‘don’t feel it is needed in my neighbourhood’ (6%), ‘lack of training and/ or support’ (6%), and ‘lack of transport’ (6%). One-third of respondents stated that they ‘already volunteer or give unpaid help’ (32%).
- 1.8 When looking to find ‘relevant information about volunteering opportunities’ around a third of respondents said they would look in the ‘local press’ (33%) or consult ‘family or friends’ (30%), whilst around a quarter would go to a ‘library’ (28%), a ‘relevant place of volunteering (e.g. charity shop)’ (25%), the ‘North Yorkshire County Council website’ (25%), use ‘social media (e.g. Facebook, Twitter)’ (24%), go to a ‘specific charity website’ (24%), and look at a ‘parish council newsletter or noticeboard’ (23%). Fewer respondents referred to ‘district council website’ (15%), ‘volunteer centre’ (14%), and ‘community building’ (10%).

Satisfaction with Facilities and Services

- 1.9 Regarding satisfaction with services in the local area, when ‘no opinion/ don’t know’ responses are excluded from the analysis, 86% of respondents expressed satisfaction with ‘libraries’, 59% were satisfied with ‘community transport services’, 56% were satisfied with ‘activities for young people, children and families’, and 53% were satisfied with ‘support for older and more vulnerable people to remain involved and active within the community’. These results are similar to the 2015 survey findings, except that there has been a fall in satisfaction with ‘community transport services’ from 67% ‘satisfied’ in 2015 to 59% currently.

Overall quality of life

- 1.10 The great majority of all respondents (90%) rated their 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’ (no respondents considered their quality of life to be ‘very poor’). These results are almost identical to those reported in 2015 (91% ‘good’/ 1% ‘poor’).

Citizens' Panel and Future Consultation Methods

Completion of Citizens' Panel surveys

- 1.11 Three-quarters of all respondents (75%) stated that they have completed 'all' (54%) or 'most' (21%) of the Citizens' Panel survey questionnaires they have ever received, whilst 7% have completed 'some' of them, 2% 'none of them', and the remaining 15% of respondents either 'haven't received any surveys before' (11%) or were 'not sure' (4%).
- 1.12 Those respondents who have not completed all the Citizens' Panel surveys they have received were invited to give their reasons as to why not. Over a third of these respondents said that they had 'forgotten' (37%) or that they 'did not have enough time/ too busy' (36%), whilst 15% said that the 'topics did not interest me', 14% said the 'questionnaire was too long', 3% said 'I did not understand the issues', and 3% that the 'questionnaire was difficult to complete'.
- 1.13 The large majority of all respondents (82%) would be willing to spend no more than 20 minutes completing a Panel survey (6% 'up to five minutes', 26% '6-10 minutes', 27% '11-15 minutes' and 23% '16-20 minutes'). Equivalently, 59% of all respondents would be willing to spend no more than 15 minutes to complete a Panel survey, and 32% would be willing to spend no more than 10 minutes.
- 1.14 When asked on which day(s) of the week they would prefer to receive Citizens' Panel surveys, the large majority of respondents said that they have 'no preference' (83%). Those respondents who indicated a preference for specific days were most likely to say 'Friday' (8%), followed by 'Monday' (4%), 'Saturday' (3%), and 'Sunday' (3%).
- 1.15 Respondents were queried as to their preferences for survey frequency and length: given six different possible options, they were asked to rank the options from '1' to '6', with '1' being the most preferred option and '6' the least preferred option. Results have been analysed to 'mean scores', where the lower the score, the more preferable the option.
- 1.16 Overall, the most preferred options were 'four medium length questionnaires a year on a number of topics' (Mean Score 2.34) and 'six short questionnaires, each on one topic only' (2.37). The next most preferred options were 'twelve very short questionnaires, each on one topic only' (3.39) and 'two long questionnaires a year on a number of different topics' (3.40). The least favoured options overall were 'one or two long questionnaires on a number of topics plus a number of very short surveys or links to

other consultations in between' (4.25) and 'one very long questionnaire on a number of topics' (5.18).

Additional research activities

- 1.17 Respondents were asked about their level of interest in participating in four research activities in addition to completing Panel surveys. Of the possibilities listed on the questionnaire, 'user testing from home (testing out new online self-service options to make sure they are easy to use)' (60% 'very/ fairly interested') was most likely to be of interest, followed by 'Mystery Shopping from home' (53% 'very/ fairly interested'), 'Focus Groups' (43%), and 'user testing as part of a meeting' (36%).
- 1.18 Thinking about the most convenient times for attending 'Focus Groups', a quarter of all respondents (24%) said that 'weekday early evenings (between 6:00pm and 8:00pm)' would be a convenient time, 19% said that 'weekday mornings (between 9:30am and 12:00 noon)' would be convenient, 17% referred to 'weekday afternoons (between 2:00pm and 5:00pm)', 12% to 'weekend mornings (between 9:30am and 12:00 noon)' and 11% to 'weekend afternoons (between 2:00pm and 5:00pm)'. However, the major response overall was 'I am not interested in attending a Focus Group' (44%).

Survey feed-back and outcomes

- 1.19 Respondents were asked to rank in order of preference seven different options for feeding back to them the results of Citizens' Panel surveys and other Panel activities. Results have been analysed to 'mean scores', where the lower the score, the more preferable the option.
- 1.20 The most favoured options for feeding-back results overall were 'email updates on results' (Mean Score 2.71) and 'summary newsletter sent with next survey' (2.80). Third most highly ranked was 'summary newsletter sent before next survey' (3.05), whilst in order of preference the next most favoured options were 'interactive webpage with opportunity for members to comment' (4.39), 'summary information on NYCC's website' (4.58), 'full survey report on NYCC's website' (4.67), and 'full survey on the Council's data site datanorthyorks.org.uk' (5.37).
- 1.21 Opinions were divided as to what extent respondents feel the Council are paying attention to their responses in Citizens' Panel surveys: a total of 26% feel that the Council are paying 'a great deal' (3%) or 'a fair amount' (23%) of attention, whilst a total of 22% feel the Council are paying 'not very much' (19%) attention or 'none at all' (3%). Just over half of all respondents (52%) 'don't know' or are 'not sure' whether the Council pays attention to their survey responses.

Online consultations

- 1.22 Three-fifths of all respondents (60%) said that they have ‘never’ responded to ‘any of the online consultations on the NYCC website (other than the Citizens’ Panel)’, and a further quarter (25%) were ‘not sure/ can’t recall’. Overall, however, a total of 15% of respondents have responded to online consultations on the NYCC website: 1% ‘yes – often’, 10% ‘yes – occasionally’ and 4% ‘yes – only once’.
- 1.23 Over three-quarters (78%) of those respondents who have never responded to any of the consultations on the NYCC website said this was because ‘I did not know NYCC has consultations on its website’, whilst smaller minorities of respondents said ‘I know that NYCC has consultations on its website but I have never seen one which I felt was relevant to me’ (13%), and ‘I do not use the internet or have no access to it’ (6%).

2.0 BACKGROUND, OBJECTIVES & METHODOLOGY

2.1 Background and Survey Objectives

2.1.1 North Yorkshire County Council Citizens' Panel was set up to assist the Council in planning its services to meet the needs and priorities of its residents. The Panel, which consists of approximately 2,000 residents of the council area, was originally recruited in early 2004. Since then its members have been consulted on a wide range of council services, such as highways, education, libraries, the council budget, adult social care and many others. Questions may also be included at the request of the County Council's partners in district councils, health, police or fire services.

2.1.2 More recently due to budget constraints the number of surveys has been limited to one or two a year, and, in order to reduce the costs of managing the Panel further, the majority of membership has been limited as far as possible to those who are willing to complete the surveys online, via a link sent in contact emails. The Panel currently consists of 2,307 members, with around 300 members being resident in each of the seven District areas, and all but around 200 members choosing to complete their surveys online, rather than fill in a paper survey.

2.1.3 The overall themes of the survey related to:

- About your local area
- Citizens' Panel and Future Consultation Methods.

2.1.4 A copy of the questionnaire, marked up with 'weighted' top-line results, is attached as **Appendix 1** to this report.

2.2 Methodology/ Achieved Sample

2.2.1 On 23 June 2016 all Panel members were sent an email alert informing them that the questionnaire was available online, (with the exception of those who have elected to complete by post – currently 234). Reminders were sent to those who had yet to complete their survey on 8 July 2016.

2.2.2 A total of 695 completed questionnaires were returned prior to analysis (including 73 by post) giving a response rate of 30%.

2.3 Analysis

2.3.1 The data was analysed using the statistical package SPSS (Statistical Package for the Social Sciences).

2.3.2 As the Panel was recruited so as to give roughly similar numbers of respondents in all areas of the County to facilitate comparisons between areas, the achieved sample was not representative of the County in terms of geography. The achieved sample was also

not representative of the County in terms of age, there being an under-representation of younger people (particularly males) responding to the survey, and an under-representation of older females (aged 75 years and over). 'Weightings' were therefore applied so as to make the achieved sample more representative of the County.

- 2.3.3 1) Weights were calculated to ensure that the County was representative of its population in terms of 'age x gender'.
- 2) Weights were calculated on a geographic ('District') basis, to ensure that the numbers of respondents from each of the seven Districts were proportionate to the adult populations therein.
- 2.3.4 Tables were produced from the 'weighted' data, showing 'weighted percentages' and 'unweighted counts' for the sample overall, and for the sub-groups: 'gender'; 'age group'; and 'District'. These Tables of Results are attached as **Appendix 3**.
- 2.3.5 As is usual with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence. Such 'missing data' is excluded from the Tables of Results and marked-up questionnaire (unless otherwise stated), but included in the Tables of Frequencies. Unweighted frequency counts, showing details of 'missing' responses, are attached as **Appendix 2**. Responses to 'open-ended' questions (verbatim) are attached as **Appendix 4**.
- 2.3.6 At the Council's request, reported Panel survey results are in 'whole percentages' and the tables produced show results where the figures have been rounded to the nearest whole. Because of this 'rounding' process, however, there may be some instances when two response categories are added (e.g. 'very satisfied' + 'fairly satisfied'), where the total may be 1% greater or smaller than the two individual responses, e.g. 'very satisfied' (3.4% - 3%) plus 'fairly satisfied' (10.4% - 10%) gives 'total satisfied' (13.8% - 14% : not 13%).
- 2.3.7 The table below shows the Confidence Intervals at the 95% Confidence Level relating to a selection of randomly selected sample sizes, i.e. with a randomly selected sample of 100, if 50% of respondents gave a 'yes' response, this means there is a 95% probability that between 40.2% and 59.8% (50% + 9.8%) of the population from which the sample were selected would have the 'yes' opinion. This table can be used as a guide to give an indication of the Confidence Interval at the 95% Confidence Level relating to the overall sample and/or sample sub-groups.

		Sample Size						
		100	200	300	400	500	600	695
		± %	± %	± %	± %	± %	+ %	± %
Response	50%	9.8	6.9	5.7	4.9	4.4	4.0	3.7
	40% or 60%	9.7	6.8	5.6	4.8	4.3	3.9	3.6
	30% or 70%	9.0	6.4	5.2	4.5	4.0	3.7	3.4
	20% or 80%	7.9	5.6	4.5	3.9	3.5	3.2	3.0
	10% or 90%	5.9	4.2	3.4	2.9	2.6	2.4	2.2

3.0 ABOUT YOUR LOCAL AREA

3.1 General satisfaction and sense of belonging

Q.1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

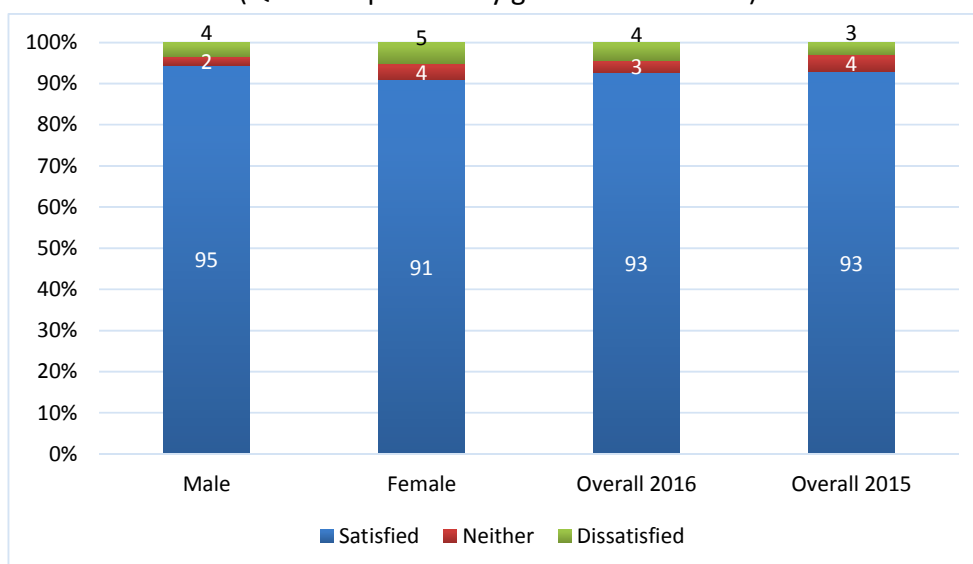
Q.2 How strongly do you feel you belong to your local area?

Appendix 3 - Pages 1 to 2

3.1.1 The great majority of all respondents (93%) were satisfied with their local area as a place to live (46% 'very satisfied' and 46% 'fairly satisfied'), whilst 3% were 'neither satisfied nor dissatisfied' and 4% were dissatisfied (1% 'very dissatisfied' and 3% 'fairly dissatisfied'). Responses to the 2015 Panel survey were very similar, with 93% expressing satisfaction with their local area as a place to live and 3% being dissatisfied.

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

(Q1: % response – by gender and overall)

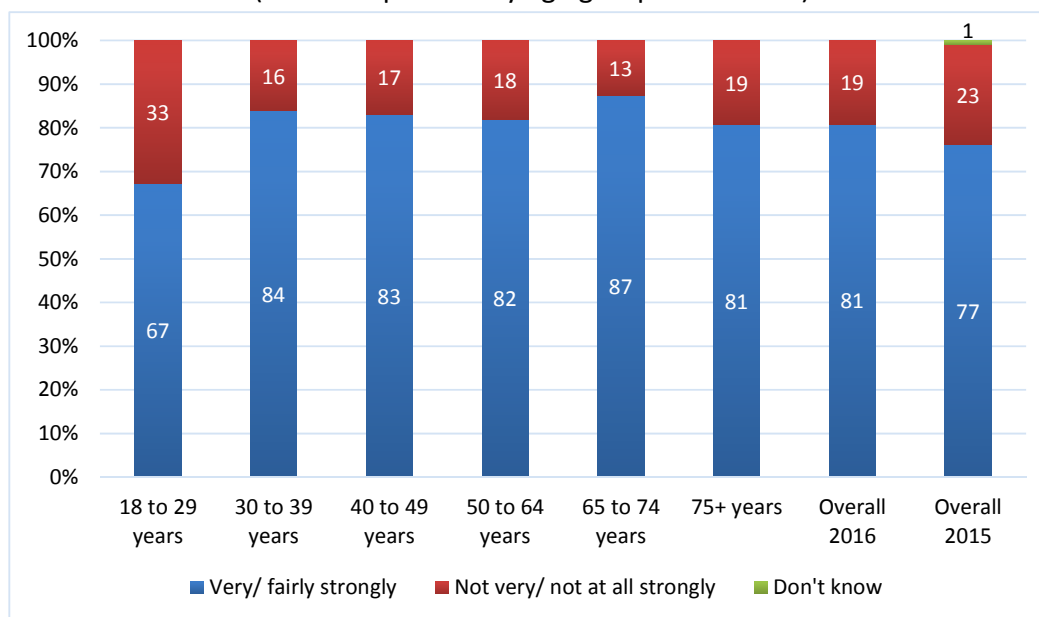


3.1.2 The level of satisfaction increased to 95% of male respondents, but was lower among residents of 'Scarborough' (88%) of whom 10% were dissatisfied. Dissatisfaction also rose slightly to 8% of those respondents aged 50 to 64 years. (Other variations by age group and District were not significant.)

3.1.3 Four-fifths of all respondents (81%) feel that they belong ‘strongly’ to their immediate neighbourhood (33% ‘very strongly’ and 48% ‘fairly strongly’), whilst 15% said that they belong ‘not very strongly’, and 4% ‘not strongly at all’. In 2015, the percentage of respondents having a strong sense of belonging to their neighbourhood was a small (statistically significant) amount lower at 77%.

How strongly do you feel you belong to your immediate neighbourhood?

(Q2: % response – by age group and overall)



3.1.4 Feelings of having a strong sense of belonging to the immediate neighbourhood were lowest among those respondents aged 18 to 29 years (67% ‘very/ fairly strong’), rising to 87% of those aged 65 to 74 years. (Variations by gender and District were not significant.)

3.2 Influencing local decisions

Q.3 Do you agree or disagree that you can influence decisions affecting your local area?

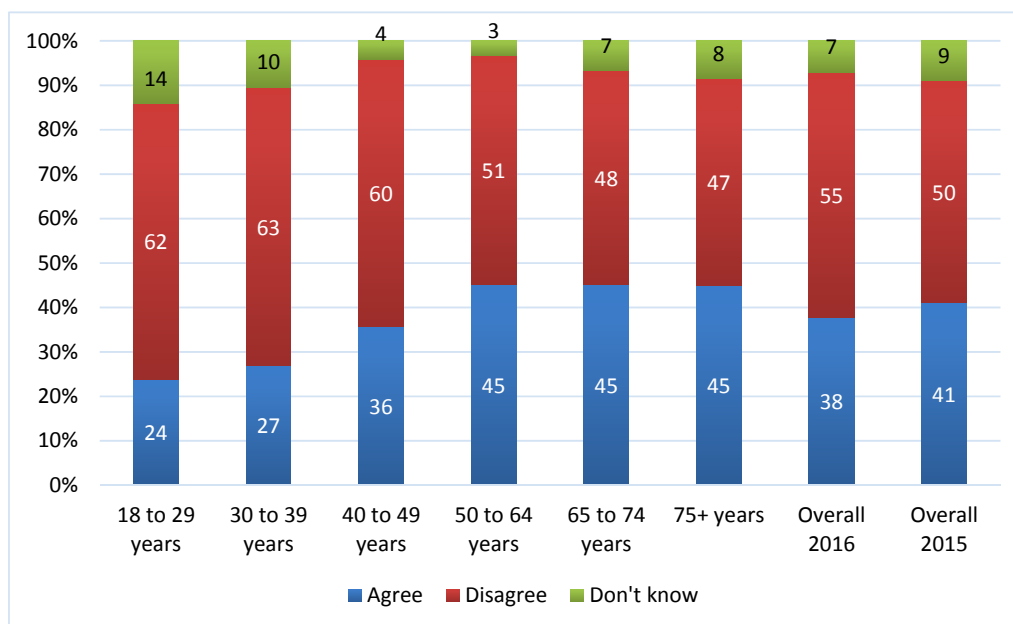
Q.4 Generally speaking, would you like to be more involved in decisions that affect your local area?

Appendix 3 - Pages 3 to 4

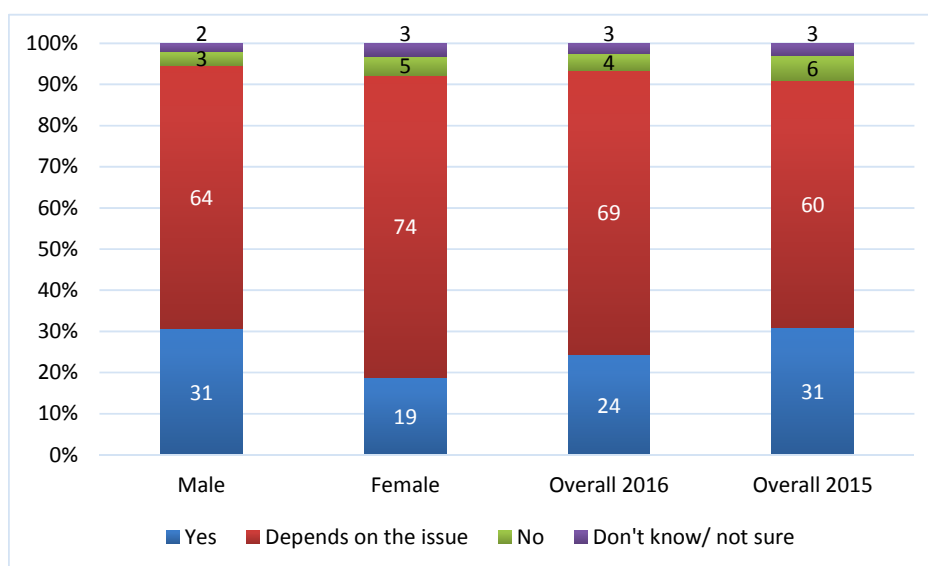
3.2.1 Over half of all respondents (55%; higher than the 2015 figure of 50%) disagreed that they can influence decisions in their local area (14% 'definitely disagree' and 42% 'tend to disagree'), whilst 38% agreed (5% 'definitely agree' and 33% 'tend to agree'), and 7% 'do not know'. By age group, the level of agreement increased from 24% of those respondents aged 18 to 29 years to 45% of those aged 50 years and over; whilst by District, residents of Selby were significantly less likely to agree that they can influence decisions (28% 'agree') (other area variations were not significant).

Do you agree or disagree that you can influence decisions affecting your local area?

(Q3: % response – by age group and overall)



Generally, speaking would you like to be more involved in decisions that affect your local area?
 (Q4: % response – by gender and overall)



3.2.2 When asked if, generally speaking, they would like to be more involved in decisions that affect their local area, the majority of all respondents (69%) said that this ‘depends on the issue’. However, 24% of respondents said ‘yes’ they would like to be more involved, with this figure being higher among men than women (31% ‘yes’ compared to 19%), and rising to 36% of those respondents aged 30 to 39 years. Of the remaining respondents, overall 4% said ‘no’ – they would not like to be more involved, and 3% ‘don’t know’. Compared to the 2015 results (31% ‘yes’/ 60% ‘depends on the issue’), respondents to the current survey were less likely to say ‘yes’ they would like to be more involved and more likely to say it ‘depends on the issue’.

3.3 Volunteering/ Unpaid Help

Q.5 How often, if at all, over the last 12 months have you given unpaid help in the following ways?

Q.6 What, if anything, stops you volunteering or giving unpaid help?

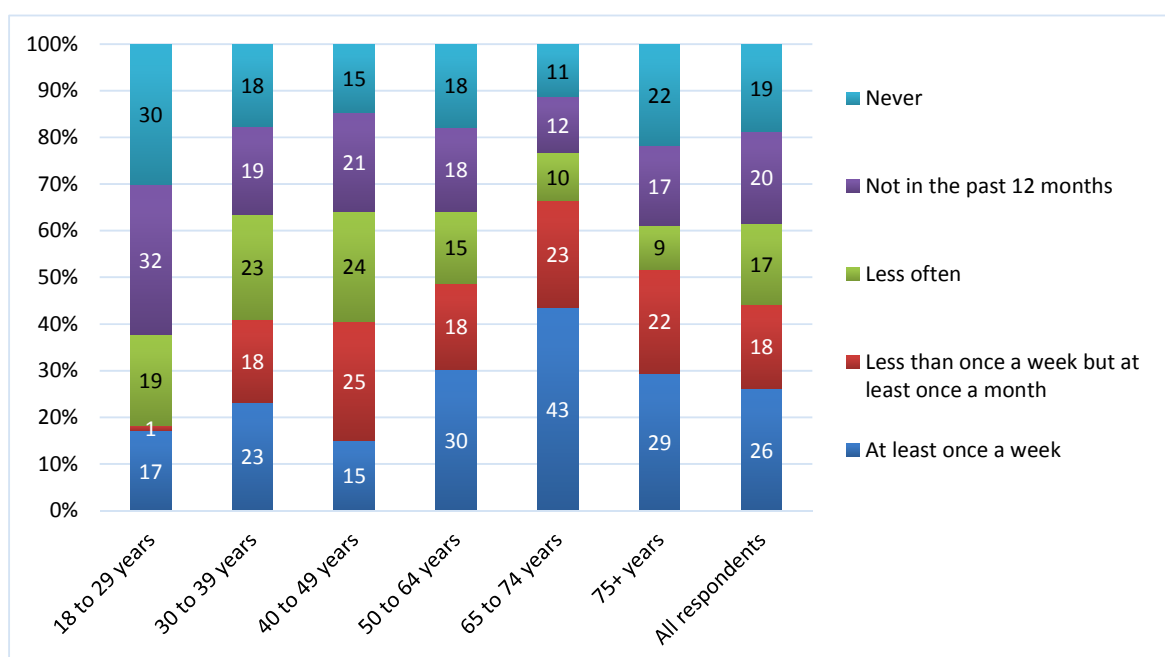
Q.7 Where would you look to find relevant information about volunteering opportunities?

Appendix 3 - Pages 5 to 8

3.3.1 Nearly half (44%) of all respondents said that over the last 12 months they have given unpaid help ‘by volunteering for any group, club or organisation’ once a month or more often (26% ‘at least once a week’ and 18% ‘less than once a week but at least once a month’), whilst 17% have given this kind of unpaid help ‘less often’ than once a month, 20% have not given such unpaid help in the last 12 months, and 19% have ‘never’ given it.

How often, if at all, have you given unpaid help by volunteering for any group, club or organisation?

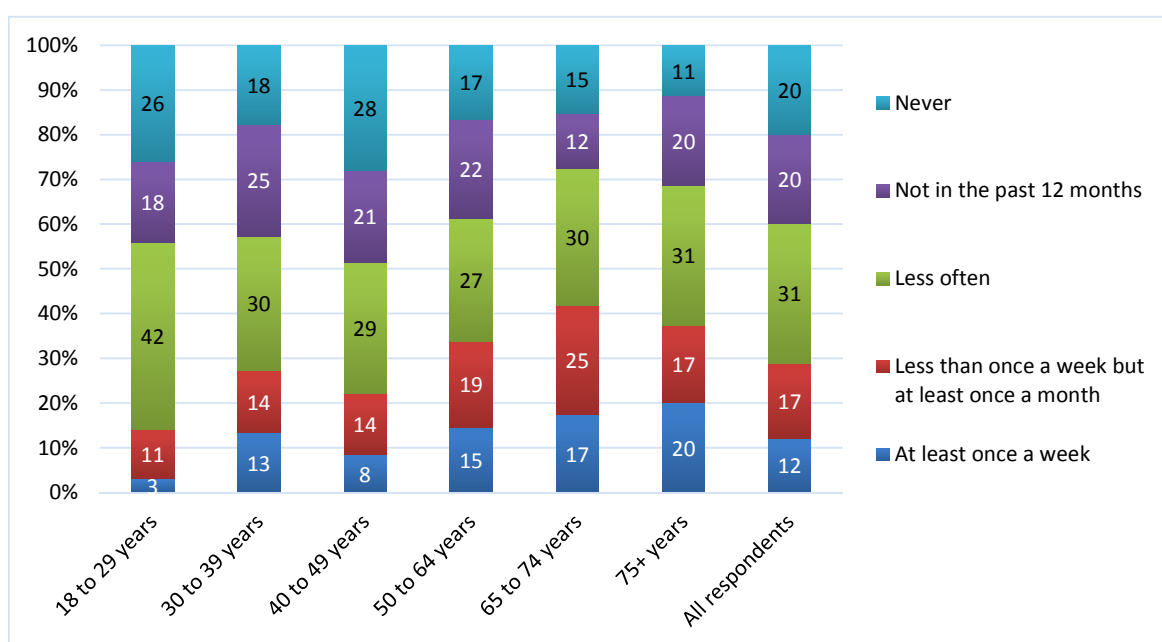
(Q5a: % response – by age group and overall)



3.3.2 The percentage of respondents giving unpaid help by volunteering for any group, club or organisation ‘at least once a month’ tended to increase with age, being lowest among those aged 18 to 29 years (18%) and highest for those aged 65 to 74 years (66%).

3.3.3 Over a quarter of all respondents (29%) said that in the last 12 months they have given unpaid help ‘as an individual to someone who is not a relative’ once a month or more often (12% ‘at least once a week’ and 17% ‘less than once a week but at least once a month’), whilst 31% have given such unpaid help ‘less often’ than once a month. A fifth each of respondents have either not given this kind of unpaid help in the last 12 months (20%) or have never given it (20%).

How often, if at all, have you given unpaid help as an individual to someone who is not a relative?
(Q5b: % response – by age group and overall)

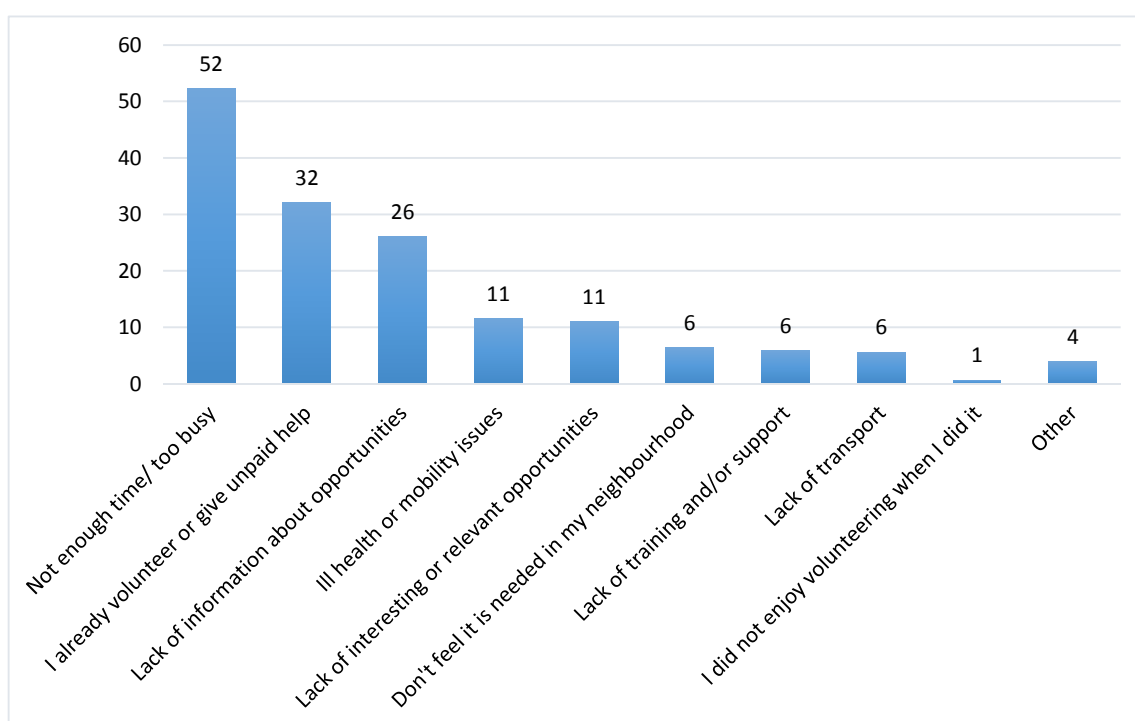


3.3.4 Those respondents aged 18 to 29 years (14%) were least likely to have given unpaid help to someone who is not a relative at least once a month in the last 12 months, with this figure rising to 42% among those aged 65 to 74 years. There was just one area variation, with residents of ‘Harrogate’ being less likely to give such unpaid help once a month or more often (20%, compared to 29% overall).

3.3.5 When asked what, if anything, stops them from volunteering or giving unpaid help, just over half of all respondents said there’s ‘not enough time/ too busy’ (52%; reducing with age from 78% of those aged 18 to 29 years to 2% of those aged 75 years and over), whilst a quarter of respondents said there is a ‘lack of information about opportunities’ (26%; rising to 51% of 18 to 29 year olds), 11% each referred to ‘ill health or mobility

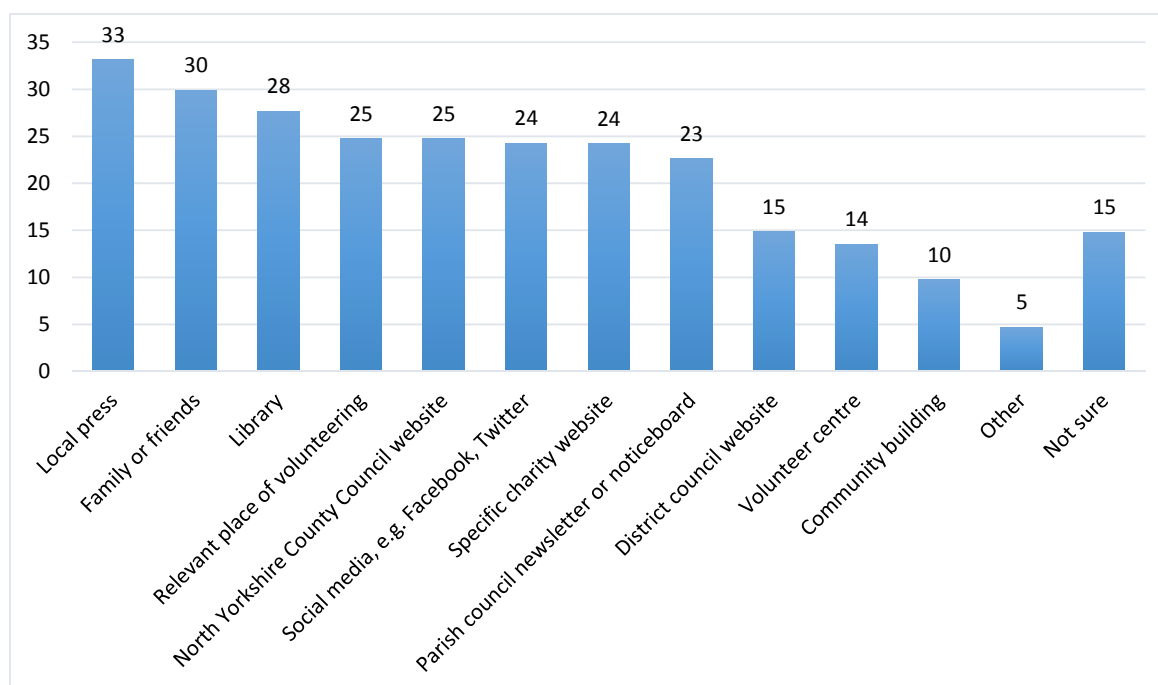
issues’ and ‘lack of interesting or relevant opportunities’ (rising to 31% of 18 to 29 year olds), and smaller numbers gave the reasons that they ‘don’t feel it is needed in my neighbourhood’ (6%), ‘lack of training and/ or support’ (6%; rising to 17% of 18 to 29 year olds), ‘lack of transport’ (6%), ‘I did not enjoy volunteering when I did it’ (1%) and 4% gave ‘other’ reasons. One-third of respondents stated that they ‘already volunteer or give unpaid help’ (32%), with this rising to nearly half of those aged 65 to 74 years (47%) and those aged 75 years and over (48%).

What, if anything, stops you volunteering or giving unpaid help?
(Q6: % response - overall)



3.3.6 When looking to find ‘relevant information about volunteering opportunities’ around a third of respondents said they would look in the ‘local press’ (33%) or consult ‘family or friends’ (30%), whilst around a quarter would go to a ‘library’ (28%; falling to 10% of 18 to 29 year olds), a ‘relevant place of volunteering (e.g. charity shop)’ (25%), the ‘North Yorkshire County Council website’ (25%), use ‘social media (e.g. Facebook, Twitter)’ (24%; rising to 50% of 18 to 29 year olds), go to a ‘specific charity website’ (24%), and look at a ‘parish council newsletter or noticeboard’ (23%). Fewer respondents referred to ‘district council website’ (15%), ‘volunteer centre’ (14%), and ‘community building’ (10%), or gave ‘other’ (5%) responses, and 15% were ‘not sure’.

**Where would you look to find relevant information about volunteering opportunities?
(Q7: % response – overall)**



3.3.7 Women respondents were more likely than men to say they would go to a ‘library’ (33% compared to 22%), a ‘relevant place of volunteering (e.g. charity shop)’ (33% compared to 16%), and a ‘volunteer centre’ (17% compared to 10%), or to use ‘social media’ (28% compared to 20%) or a ‘specific charity website’ (29% compared to 19%) when looking to find relevant information about volunteering.

3.4 Satisfaction with Facilities and Services

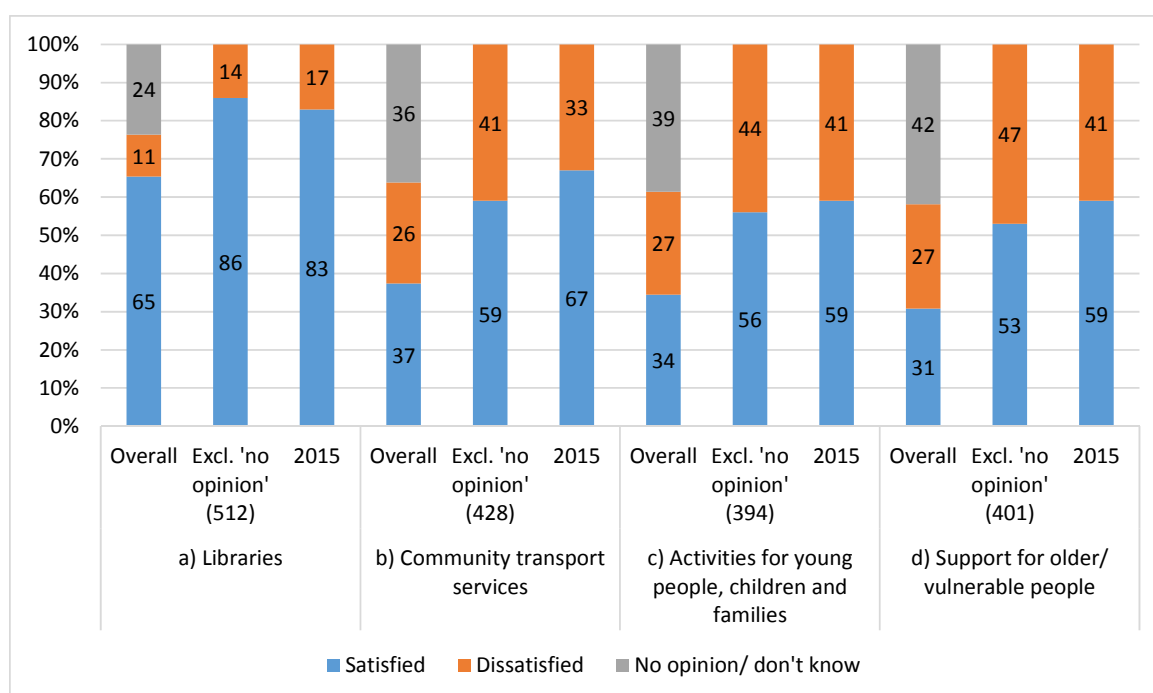
Q.8 How satisfied or dissatisfied are you with the following in your local area?

Appendix 3 - Pages 9 to 12

3.4.1 Regarding satisfaction with services in the local area, when ‘no opinion/ don’t know’ responses are excluded from the analysis, 86% of respondents expressed satisfaction with ‘libraries’ (27% ‘very satisfied’ and 58% ‘fairly satisfied’), 59% were satisfied with ‘community transport services’ (8% ‘very satisfied’ and 50% ‘fairly satisfied’), 56% were satisfied with ‘activities for young people, children and families’ (7% ‘very satisfied’ and 50% ‘fairly satisfied’), and 53% were satisfied with ‘support for older and more vulnerable people to remain involved and active within the community’ (7% ‘very

satisfied’ and 46% ‘fairly satisfied’). These results are similar to the 2015 survey findings (excluding ‘no opinion/ don’t know’ responses), except that there has been a fall in satisfaction with ‘community transport services’ from 67% ‘satisfied’ in 2015 to 59% currently.

How satisfied or dissatisfied are you with the following in your local area?
(Q8a-d: % response – overall and excluding ‘no opinion/ don’t know’ responses, and showing comparative figures from 2015)



3.4.2 There were the following sub-group variations in responses (analysis again excluding ‘no opinion/ don’t know’ responses):

- Libraries: Satisfaction reduced to 82% for male respondents and to 79% for residents of ‘Richmondshire’ (compared to 86% overall).
- Community transport services: Satisfaction was higher for respondents aged 65 to 74 years (68%) and for those living in ‘Harrogate’ (75%), but fell to 38% in ‘Hambleton’ (compared to 59% overall).
- Activities for young people, children and families: Satisfaction increased from 40% of those aged 18 to 29 years to 88% of those aged 75 years and over.
- Support for older and more vulnerable people to remain involved and active within the community: Satisfaction rose to 59% for male respondents, 69% for those aged 65 to 74

years, 71% for residents of 'Ryedale' and 65% for residents of 'Scarborough' (compared to 53% overall).

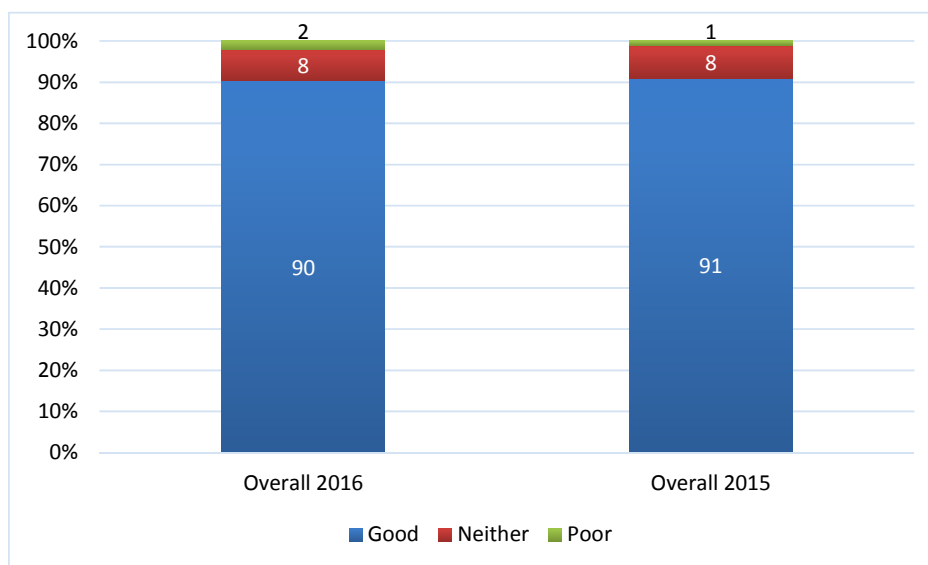
3.5 Overall quality of life

Q.9 Overall, how would you rate your quality of life?

Appendix 3 – Page 13

3.5.1 The great majority of all respondents (90%) rated their 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' (no respondents considered their quality of life to be 'very poor'). These results are almost identical to those reported in 2015 (91% 'good'/ 1% 'poor'). 'Good' ratings for quality of life increased slightly to 93% among those respondents aged 50 to 64 years, but otherwise sub-group variations were not significant.

Overall, how would you rate your quality of life?
(Q21: % response – by District and overall)



4.0 CITIZENS' PANEL AND FUTURE CONSULTATION METHODS

4.1 Completion of Citizens' Panel surveys

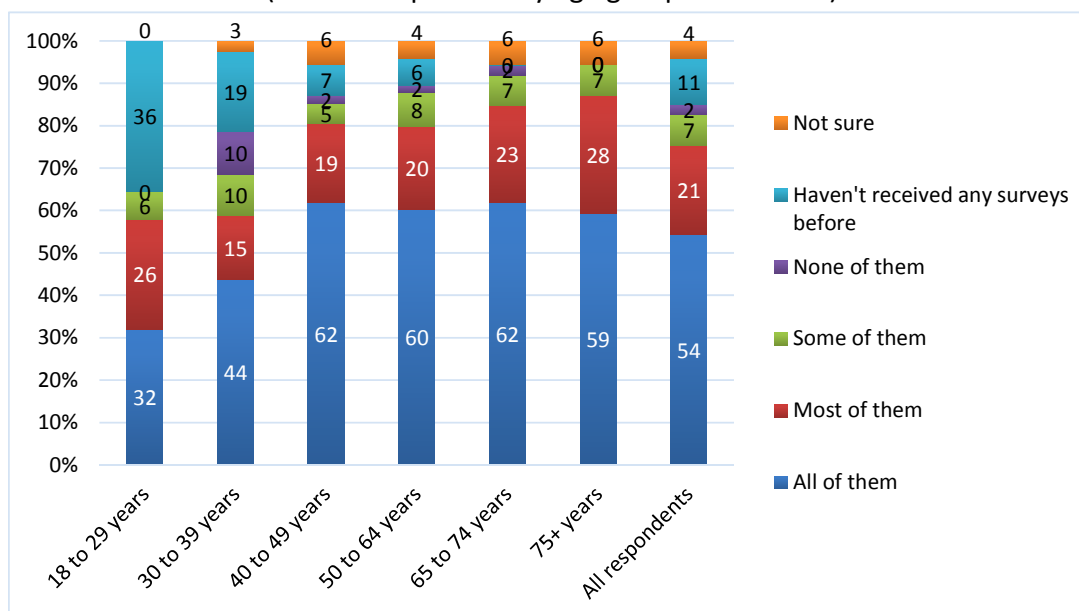
- Q.10** Thinking about all of the North Yorkshire Citizen Panel surveys you have received, how many have you completed (prior to this one)?
- Q.11** If you have not completed all the Panel surveys you have previously received, please tell us why not?
- Q.12** What is the maximum amount of time you would be willing to spend completing a panel survey?
- Q.13** On which day(s) of the week would you prefer to receive the panel survey?
- Q.14** Please tell us your preferences for survey frequency and length:

Appendix 3 - Pages 14 to 24

- 4.1.1 Three-quarters of all respondents (75%) stated that they have completed 'all' (54%) or 'most' (21%) of the Citizens' Panel survey questionnaires they have ever received, whilst 7% have completed 'some' of them, 2% 'none of them' (rising to 10% of 18 to 29 year olds) and the remaining 15% of respondents either 'haven't received any surveys before' (11%) or were 'not sure' (4%).

How many Citizens' Panel surveys have you completed (prior to this one)?

(Q10: % response – by age group and overall)

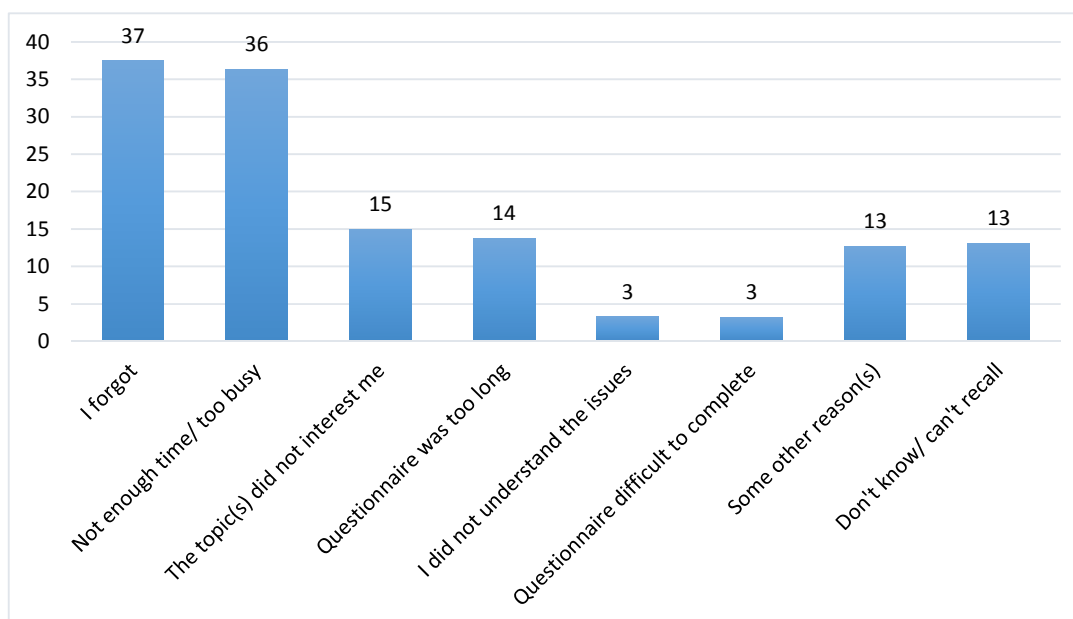


4.1.2 The percentage of respondents who claim to have completed all or most of the Citizens' Panel surveys they have ever received increased with age from 58% of those aged 18 to 29 years and 59% of those aged 30 to 39 years, to 85% of those aged 65 to 74 years and 87% of those aged 75 years and over.

4.1.3 Those respondents who have not completed all the Citizens' Panel surveys they have received were invited to give their reasons as to why not. Over a third of these respondents said that they had 'forgotten' (37%) or that they 'did not have enough time/ too busy' (36%; tending to reduce with age from 52% of those aged 30 to 39 years to 6% of those aged 75 years and over), whilst 15% said that the 'topics did not interest me' (rising to 23% of those aged 65 to 74 years), 14% said the 'questionnaire was too long' (rising to 31% of those aged 40 to 49 years), 3% said 'I did not understand the issues', and 3% that the 'questionnaire was difficult to complete'. A further 13% gave 'other reasons', and 13% 'don't know/ can't recall'.

Why have you not completed all the Panel surveys?

(Q11: % response – those who have not completed all surveys – 194 respondents)

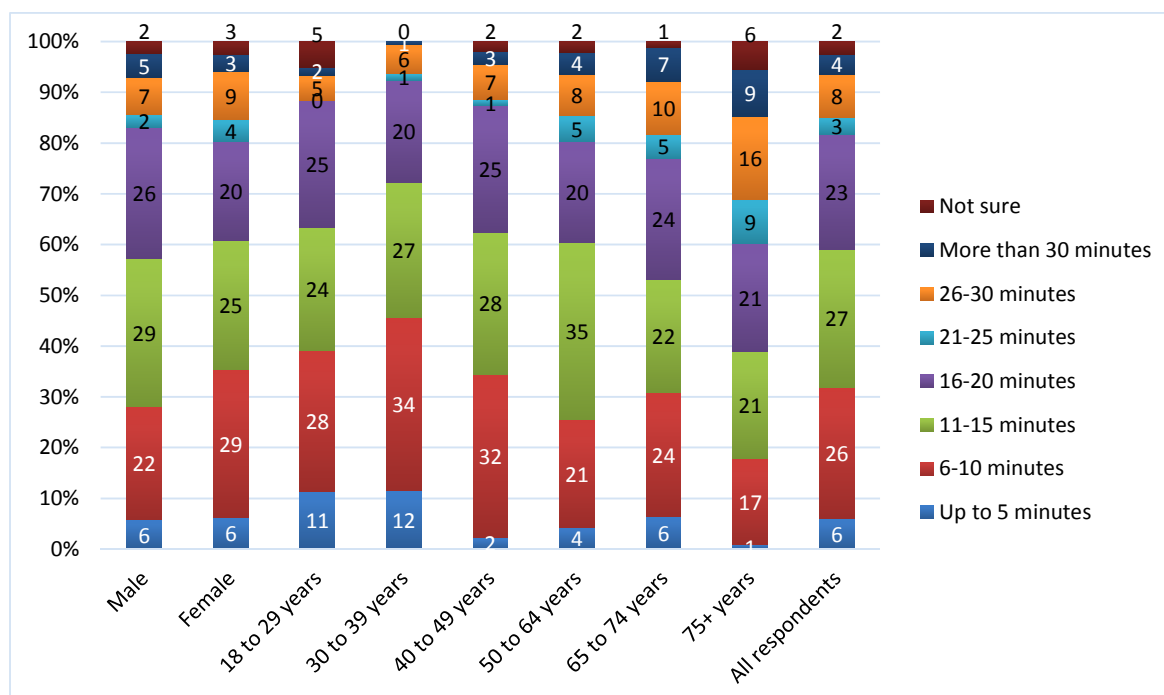


4.1.4 The large majority of all respondents (82%) would be willing to spend no more than 20 minutes completing a Panel survey (6% 'up to five minutes', 26% '6-10 minutes', 27% '11-15 minutes' and 23% '16-20 minutes'). Equivalently, 59% of all respondents would be willing to spend no more than 15 minutes to complete a Panel survey, and 32%

would be willing to spend no more than 10 minutes. The percentage of respondents wishing to spend a maximum of 10 minutes completing a Panel survey was higher among women than men (35% compared to 28%) and those aged 30 to 39 years (46%), but reduced to 25% of those aged 50 to 64 years and 18% of those aged 75 years and over.

What is the maximum amount of time you would be willing to spend completing a Panel survey?

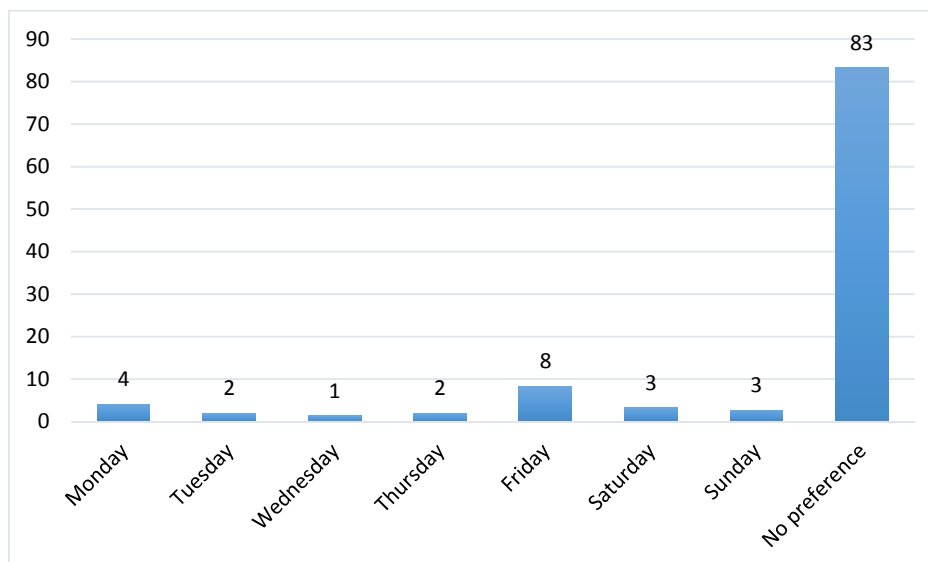
(Q12: % response – by gender, age group and overall)



4.1.5 When asked on which day(s) of the week they would prefer to receive Citizens’ Panel surveys, the large majority of respondents said that they have ‘no preference’ (83%). Those respondents who indicated a preference for specific days were most likely to say ‘Friday’ (8%; rising to 19% of 40 to 49 year olds), followed by ‘Monday’ (4%), ‘Saturday’ (3%; rising to 9% of 18 to 29 year olds), ‘Sunday’ (3%), ‘Tuesday’ (2%), ‘Thursday’ (2%) and ‘Wednesday’ (1%).

On which day(s) of the week would you prefer to receive the Panel survey?

(Q13: % response – overall)



4.1.6 Respondents were queried as to their preferences for survey frequency and length: given six different possible options, they were asked to rank the options from ‘1’ to ‘6’, with ‘1’ being the most preferred option and ‘6’ the least preferred option. Results have been analysed to mean scores as illustrated overleaf (the lower the score, the more preferable the option).

4.1.7 Overall, the most preferred options were ‘four medium length questionnaires a year on a number of topics (one every three months)’ (Mean Score 2.34) and ‘six short questionnaires, each on one topic only (one every two months)’ (2.37) – these were also the top two most favoured options across the age and gender sub-groups. The next most preferred options were ‘twelve very short questionnaires, each on one topic only’ (3.39) and ‘two long questionnaires a year on a number of different topics (one every six months)’ (3.40). The least favoured options overall were ‘one or two long questionnaires on a number of topics plus a number of very short surveys or links to other consultations in between’ (4.25) and ‘one very long questionnaire on a number of topics’ (5.18).

Q14: Preferences for survey frequency and length

(Mean Scores by gender, age group and overall – top three most favoured options highlighted in blue)

		Q14a) One very long questionnaire on a number of topics	Q14b) One or two long questionnaires on a number of topics plus a number of very short surveys or links to other consultations in between	Q14c) Two long questionnaires a year on a number of topics (one every six months)	Q14d) Four medium length questionnaires a year on a number of topics (one every three months)	Q14e) Six short questionnaires, each on one topic only (one every two months)	Q14f) Twelve very short questionnaires, each on one topic only
		Mean	Mean	Mean	Mean	Mean	Mean
Gender	Male	5.06	4.18	3.36	2.43	2.44	3.44
	Female	5.30	4.32	3.44	2.26	2.29	3.35
Age Group	18 to 29 years	4.78	4.15	3.29	2.39	2.41	3.46
	30 to 39 years	5.31	4.36	3.59	2.43	1.99	3.13
	40 to 49 years	5.44	4.46	3.49	2.46	2.27	3.11
	50 to 64 years	5.30	4.17	3.45	2.30	2.42	3.39
	65 to 74 years	5.02	4.08	3.37	2.13	2.50	3.92
	75+ years	4.96	4.51	3.02	2.37	2.70	3.39
Total	All respondents	5.18	4.25	3.40	2.34	2.37	3.39

4.2 Additional research activities

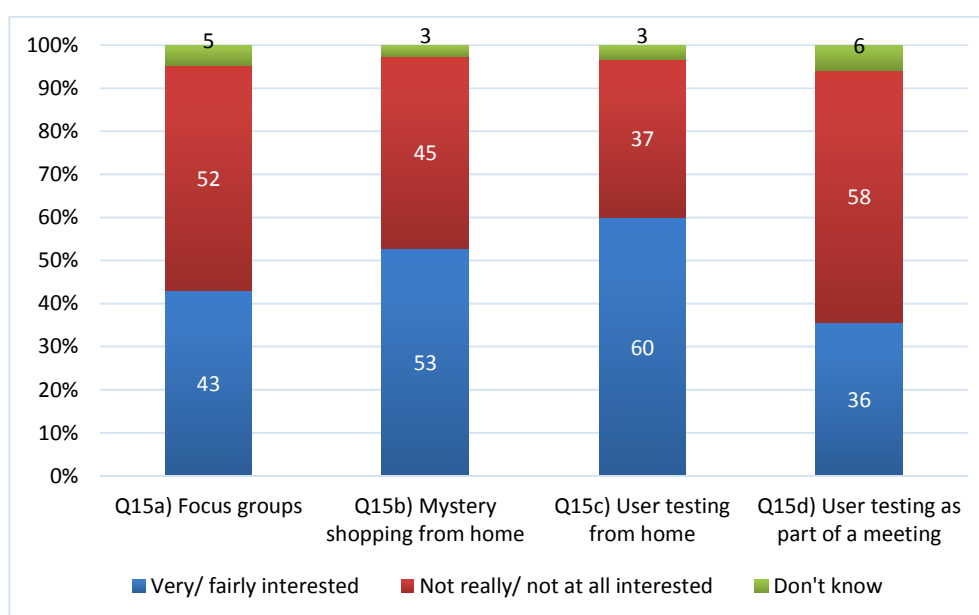
Q.15 How interested would you be in participating in the following activities?

Q.16 Please state which times you would find most convenient for attending a focus group?

Appendix 3 - Pages 25 to 29

4.2.1 Respondents were asked about their level of interest in participating in four research activities in addition to completing Panel surveys. Of the possibilities listed on the questionnaire, ‘user testing from home (testing out new online self-service options to make sure they are easy to use)’ (60% ‘very/ fairly interested’) was most likely to be of interest, followed by ‘Mystery Shopping from home (testing the Council’s services by phone or on-line to see if they are easy to use and meet the required customer standard)’ (53% ‘very/ fairly interested’), ‘Focus Groups’ (43% ‘very/ fairly interested’), and ‘user testing as part of a meeting (testing out new online self-service options to make sure they are easy to use)’ (36% ‘very/ fairly interested’).

How interested would you be in participating in the following activities?
(Q15a-d: % response – all respondents)

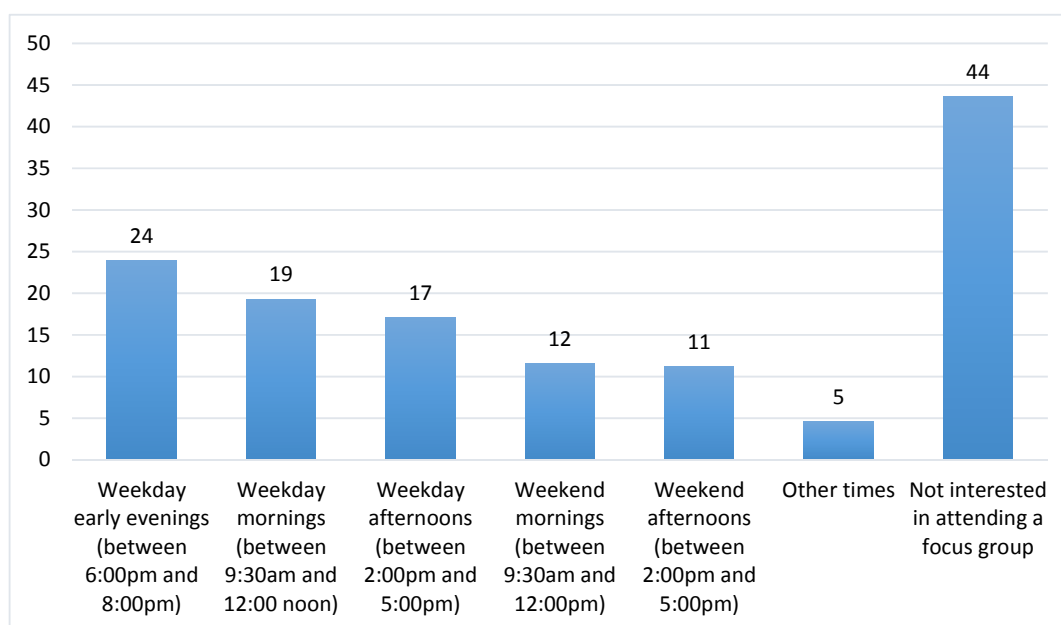


4.2.2 Interest in participating in ‘Focus Groups’ increased to 49% ‘very/ fairly interested’ for those respondents aged 50 to 64 years and to 63% among residents of ‘Craven’, but fell to 32% in ‘Ryedale’ (compared to 43% overall). Interest in ‘Mystery Shopping’ was higher among women respondents than men (60% compared to 45%), and increased to 62% in ‘Harrogate’, but was lower in ‘Selby’ (42%), ‘Ryedale’ (39%) and among

respondents aged 75 years and over (34%) (compared to 53% overall). Interest in ‘user testing from home’ was highest in ‘Harrogate’ (70%), falling to 50% in ‘Ryedale’, 52% among those aged 65 to 74 years and 34% of those aged 75 years and over (compared to 60% overall). ‘User testing as part of a meeting’ was of most interest to those aged 50 to 64 years (45%), reducing to 30% of those aged 65 to 74 years and 17% of those aged 75 years and over (compared to 36% overall).

4.2.3 Thinking about the most convenient times for attending ‘Focus Groups’, a quarter of all respondents (24%) said that ‘weekday early evenings (between 6:00pm and 8:00pm)’ would be a convenient time, 19% said that ‘weekday mornings (between 9:30am and 12:00 noon)’ would be convenient, 17% referred to ‘weekday afternoons (between 2:00pm and 5:00pm)’, 12% to ‘weekend mornings (between 9:30am and 12:00 noon)’ and 11% to ‘weekend afternoons (between 2:00pm and 5:00pm)’ (5% of respondents said none of these listed times would be convenient or gave ‘other’ suggestions for convenient times). However, the major response given by 44% of all respondents was ‘I am not interested in attending a Focus Group’.

Which times would you find most convenient for attending a Focus Group?
(Q16: % response – all respondents)



4.2.4 Those respondents aged 18 to 29 years were more likely than others to say it would be convenient for them to attend a Focus Group at the weekend (‘weekend morning’ 22% and ‘weekend afternoon’ 28%, compared to 12% and 11% overall, respectively), whilst

those aged 65 to 74 years were more likely to say it would be convenient to attend on a 'weekday morning' (30% compared to 19% overall) or 'weekday afternoon' (37% compared to 17% overall).

4.3 Survey feed-back and outcomes

Q.17 Please rank the following possible options for feeding back to you the results of Citizens' Panel activities:

Q.18 To what extent do you think the Council are paying attention to your responses in Panel surveys? **Q.18b** Why do you say that?

Appendix 3 - Pages 30 to 38

4.3.1 Respondents were asked to rank in order of preference seven different options for feeding back to them the results of Citizens' Panel surveys and other Panel activities. Results have been analysed to Mean Scores as shown in the table overleaf (the lower the score the more preferable the option).

4.3.2 The most favoured options for feeding-back results overall were 'email updates on results' (Mean Score 2.71) and 'summary newsletter sent with next survey' (2.80) – these were also the top two most preferred options across the age sub-groups, except for those aged 18 to 29 years and those aged 75 years and over, for which 'summary newsletter sent before next survey' was the second ranked option.

4.3.3 Third most highly ranked overall was 'summary newsletter sent before next survey' (3.05), whilst in order of preference the next most favoured options were 'interactive webpage with opportunity for members to comment' (4.39), 'summary information on NYCC's website' (4.58), 'full survey report on NYCC's website' (4.67), and 'full survey on the Council's data site datanorthyorks.org.uk' (5.37).

Please rank the following seven options for feeding-back to you the results of Citizens’ Panel activities in order of preference

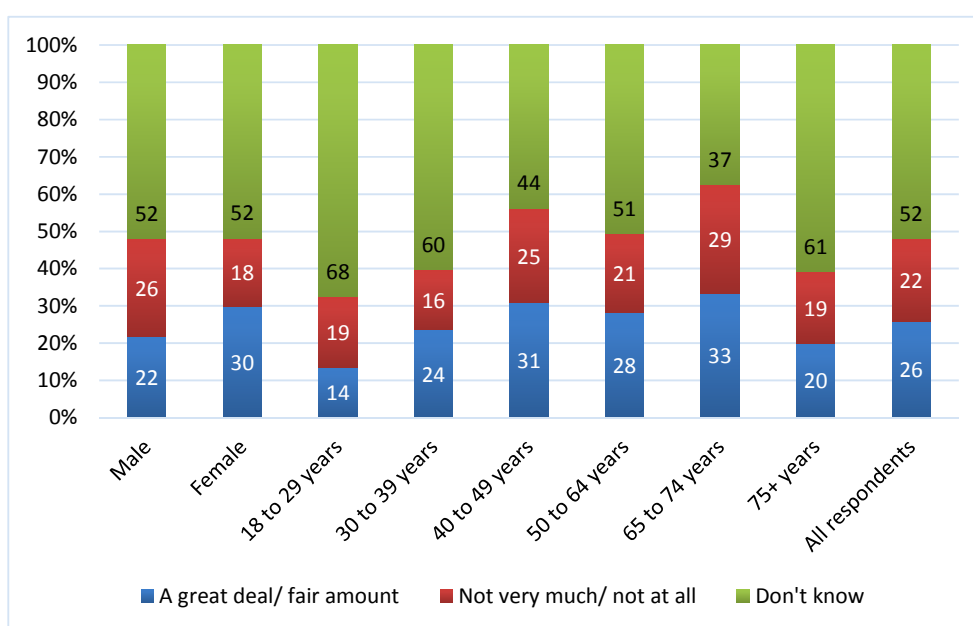
(Q17: Mean Scores by gender, age group and overall – the lower the score the more preferable the option)

(Top three most favoured options highlighted in blue)

		Q17a) Summary newsletter sent with next survey	Q17b) Summary newsletter sent before next survey	Q17c) Full survey report on NYCC’s website	Q17d) Summary information on NYCC’s website	Q17e) Email updates on results	Q17f) Full survey on the Council's data site	Q17g) Interactive webpage with opportunity for members to comment
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Gender	Male	2.96	3.00	4.61	4.57	2.78	5.33	4.39
	Female	2.65	3.11	4.72	4.59	2.64	5.42	4.39
Age Group	18 to 29 years	3.71	3.55	4.65	4.85	2.55	4.90	3.67
	30 to 39 years	2.51	3.35	4.20	4.30	2.71	5.36	4.33
	40 to 49 years	2.95	3.09	4.83	4.73	2.60	5.47	3.98
	50 to 64 years	2.66	2.84	4.86	4.45	2.67	5.53	4.47
	65 to 74 years	2.62	2.82	4.53	4.55	2.64	5.40	4.98
	75+ years	2.14	2.72	4.58	4.44	3.47	5.55	5.36
Total	All respondents	2.80	3.05	4.67	4.58	2.71	5.37	4.39

4.3.4 Opinions were divided as to what extent respondents feel the Council are paying attention to their responses in Citizens’ Panel surveys: a total of 26% feel that the Council are paying ‘a great deal’ (3%) or ‘a fair amount’ (23%) of attention, whilst a total of 22% feel the Council are paying ‘not very much’ (19%) attention or ‘none at all’ (3%). Just over half of all respondents (52%) ‘don’t know’ or are ‘not sure’ whether the Council pays attention to their survey responses.

To what extent do you think the Council are paying attention to your responses in Panel surveys?
(Q18: % response – by sub-group and overall)



4.3.5 Women respondents were more likely than men to think the Council are paying attention to their Panel survey responses (30% ‘a great deal/ a fair amount’ compared to 22%), and those aged 65 to 74 years (33%) were also more likely to believe this to be the case.

4.3.6 Respondents were then asked in an open question to give their reasons for their answer at Question 18 – responses here are listed verbatim at Appendix 4, sorted by the response to Question 18.

4.4 Online consultations

Q.19 Have you ever responded to any of the online consultations on the North Yorkshire County Council website (other than the Citizens’ Panel)?

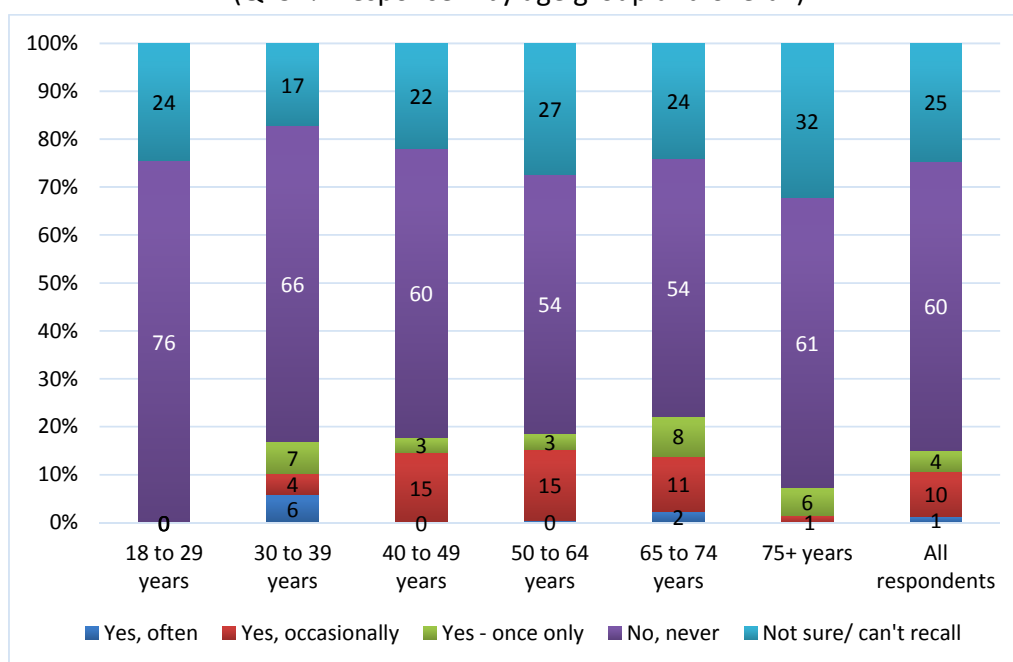
Q.20 If you have never responded to any online consultations on the NYCC website, please tell us why not:

Appendix 3 - Pages 39 to 40

4.4.1 Three-fifths of all respondents (60%; rising to 76% of those aged 18 to 29 years, but reducing to 54% of those aged 50 to 74 years) said that they have ‘never’ responded to ‘any of the online consultations on the NYCC website (other than the Citizens’ Panel)’, and a further quarter (25%) were ‘not sure/ can’t recall’.

Have you ever responded to any of the online consultations on the NYCC website (other than the Citizens’ Panel)?

(Q19: % response – by age group and overall)



4.4.2 Overall, however, a total of 15% of respondents (none in the age group 18 to 29 years, but rising to 19% of those aged 50 to 64 years and 22% of those aged 65 to 74 years) have responded to online consultations on the NYCC website: 1% ‘yes – often’, 10% ‘yes – occasionally’ and 4% ‘yes – only once’.

4.4.3 Over three-quarters (78%) of those respondents who have never responded to any of the consultations on the NYCC website said this was because ‘I did not know NYCC has consultations on its website’ (rising to 97% of 18 to 29 years olds, 95% of 30 to 39 year olds and 90% in ‘Ryedale’), whilst smaller minorities of respondents said ‘I know that NYCC has consultations on its website but I have never seen one which I felt was relevant to me’ (13%; rising to 20% of 65 to 74 year olds and 22% in ‘Scarborough’), and ‘I do not use the internet or have no access to it’ (6%; rising to 33% of those aged 75 years and over and 21% in ‘Craven’). (4% of respondents gave ‘other’ reasons.)

If you have never responded to any online consultations on the NYCC website, please tell us why not:

(Q20: % response – by age group and overall)

