
Report of Assistant Chief Executive (Customer Access & Performance)

Report to the Outer North West Area Committee

Date: 6 February 2012

Subject: Clarifications on the Leeds Citizens' Panel

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s): All wards are affected		
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

Summary of main issues

This paper follows on from the December 2011 paper 'Leeds Citizens Panel in Support of Locality Working' and provides updates and clarifications on a number of points discussed at this and other Area Committees during the December 2011 round of meetings. Specifically this paper withdraws the recommendation that the Area Committee considers the possible support the Panel might offer to Wellbeing Fund decision-making. Appendices include information on current recruitment progress and the form used for recruiting new panel members.

Recommendations

The Outer North West Area Committee is asked to:

- Note the contents of the report

1.0 Purpose of this report

This paper follows on from the December 2011 paper 'Leeds Citizens Panel in Support of Locality Working' and provides updates and clarifications on a number of points discussed at this and other Area Committees during the December 2011 round of meetings. Specifically this paper clarifies the recommendation that the Area Committee considers the possible support the Panel might offer to Wellbeing Fund decision-making.

2.0 Background information

2.1 The December 2011 Area Committee meeting considered the paper 'Leeds Citizens Panel in Support of Locality Working'. A number of aspects of the paper were discussed in some detail which has been very helpful in further developing the Panel itself and how it may best support local working and local engagement needs.

2.2 The minutes of that meeting note:

"That in respect of the second recommendation within the submitted report, (namely, to support the use of the new Leeds Citizen's Panel and to take up it's use as part of the Committee's community engagement activities in support of Wellbeing fund priority setting and in the development of the Area Business Plans), further clarification be sought, particularly in respect of what it would commit the Area Committee to, with the relevant details being submitted to the next meeting of the Area Committee for consideration."

This paper seeks to meet that request.

3.0 Main issues

As part of a process of developing the Leeds Citizens' Panel, a report was presented to the Area Chairs forum in November and the ten Area Committees in the December round of meetings.

This section summarises a number of the issues raised, particularly those that were discussed at the December Outer North West Area Committee meeting, provides clarification and suggests next steps for involving Area Committees in the development of the Leeds Citizens' Panel. Please also see the information on recruitment progress in the accompanying Appendices.

3.1 How can the Citizens' Panel be used to support the development of Area Business Plans?

Citizens' Panel consultations can inform annual Area Business Plan review process, as the Residents Survey has done in the past, without placing any extra resource requirements on Area Committees. Further work will be undertaken with Area Management to map how a calendar of engagement specifically links to the 5 Leeds Initiative priorities and what analysis and reporting can be produced at the Area Committee level within existing resources.

3.2 The Citizens' Panel and Wellbeing Fund priorities

The recommendation that the use of the Citizens' Panel be taken up to support the identification of Wellbeing fund priorities attracted a number of concerns from elected members.

We recognise Area Committees should be left to make their own judgement about how the findings of Citizens' Panel can aid in this process. This recommendation has therefore been withdrawn.

3.3 How will you ensure that the Citizens' Panel will be representative of local people?

Most Area Committees have rightly highlighted the importance of ensuring representation, concerned that local demographics might not be represented on the final panel.

Ensuring that panel membership is representative of age, gender and ethnicity at the Area Committee level is a key design principle of the programme and has been built into the recruitment process. We have used latest population estimates to set demographic targets at Area Committee and have systems in place to track our progress against these.

The Appendices illustrate current progress, with around a third of the desired total membership recruited. It also contains the recruitment questionnaire, to show what information we are asking members to tell us about themselves, to help manage representation, and also to inform analysis of future consultations.

3.4 What will you do if you have gaps in local representation?

Most Area Committees have asked for details of how gaps in local representation will be filled. Some have encouraged us to contact particular groups or organisations as part of the recruitment process. We welcome this local knowledge.

Phase 1 of recruitment which began in Oct 2011 has yielded around 2100 new members out of a target of 6000 through low cost recruitment from existing council and partner mailing lists and local media outlets. Phase 2 will focus on postal recruitment at the household level, which is expected to fill much of the remaining gaps and reach groups with lower internet coverage. Phase 3 of the recruitment process will target the individual gaps in each of the 10 areas of the city and may require us to work directly through local groups and organisations who represent specific sections of the community.

3.5 Equality and Diversity

The report states that there are no specific equality considerations, but this has been challenged by three area committees. We should have made it clear that a stage one equality review (screener form) was completed and published which highlighted that the Citizens' Panel represents good practice and that a full Equality Impact Assessment would not be required. For more information use the following weblink:

<http://www.leeds.gov.uk/files/Internet2007/2011/38/a%20new%20citizens%20panel%20for%20leeds.pdf>

3.6 How much is the Citizens' Panel going to cost? Is it value for money?

The Panel is intended to be a cost effective replacement for a number of major surveys the council is committed to for performance monitoring and service development. The Business Case for the Panel has always been that recruitment and use of the Panel must be at least cost-neutral compared to these surveys.

Although the process is ongoing, it is estimated that c£15K of existing budget will be used to complete the initial recruitment of the panel. The bulk of this will be print, postage and data capture of recruitment forms. All expenditure is set against allocated budget within Customer Access and Policy.

We currently expect to be able to show significant like-for like savings, for example:

Recruitment of the Panel c£15K + Delivery of equivalent to 2009 Residents Survey c£6K
= c£21K
Against
Cost of 2009 Residents Survey (3400 face to face interviews) £64K
Saving = c£43K

Clearly, the more existing surveys and other consultations that are transferred to the Panel, the more savings can be shown, particularly in materials costs, due to a combination of relatively high response rates and online response from a proportion of Panel members.

3.7 How does the Citizens' Panel link to existing community engagement activity undertaken by Area Committees?

There were a number of questions about the how we will link the Citizens' Panel to existing programmes of engagement such as Community Leadership Teams in ENE.

The Citizens' Panel should add value to local engagement activity as the responses provided from surveys will provide a good starting point for developing a wider programme of engagement which can target areas where greater detail on local opinion is required.

3.8 What surveys will be part of the calendar of consultation?

There were a range of comments and questions received about the thematic content of Citizens' Panel surveys.

To date the following requests to consult the Panel have been received:

- 'Residents Survey' equivalent to capture agreed Business Plan / City Priority Plan indicators
- Health and Wellbeing Survey
- Anti-Social Behaviour consultation
- Environmental Services consultation
- Harmonious Communities consultation
- Parks and Countryside survey

These consultations are owned by the originating service, or partner, and usual approval and governance procedures apply.

4.0 Next Steps

- Identify recruitment gaps at the Area Committee level. Confirm how recruitment to these gaps will be addressed.
- Further develop the calendar of consultation for the Panel.
- Area Management to develop more detailed information on the opportunities for the Panel consultations to supply useful evidence to support Area Business Plan development.

5.0 Recommendations

The Outer North West Area Committee is asked to:

- Note the contents of the report

Background documents

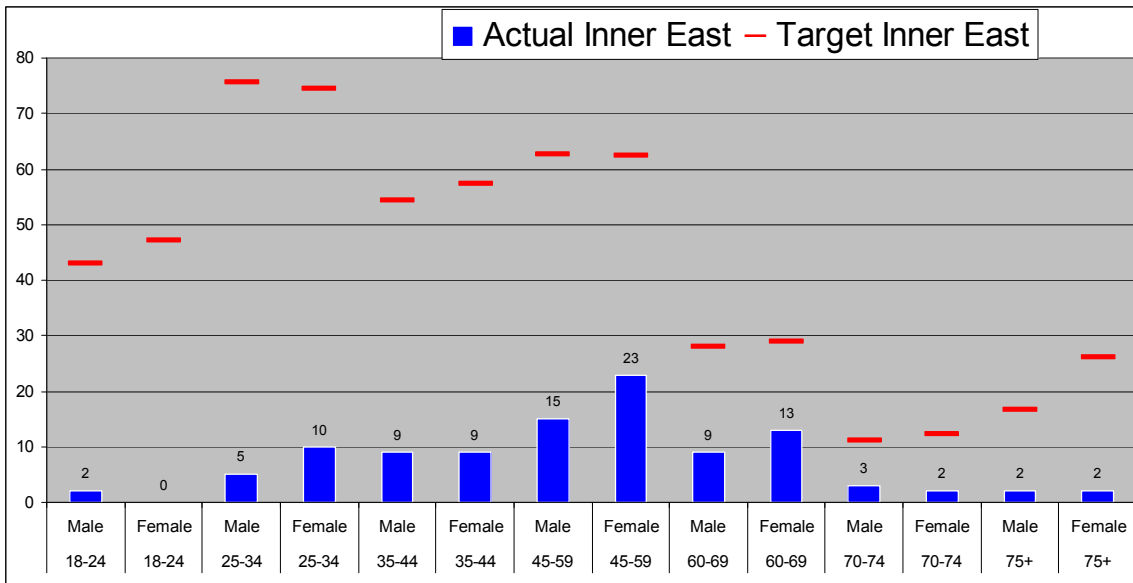
- Appendix 1 – Citizens Panel Recruitment Profile as of 12 January 2012
- Appendix 2 - Citizens Panel Recruitment Form
- December 2011, Report to Outer North West Area Committee on Citizens' Panel and Locality Working
- December 2010, Report to Executive Board, Toward Integrated Locality Working
- July 2011 Report to Corporate Leadership Team, A New Citizens Panel for Leeds

Appendix 1 – Recruitment profile progress as of 12 January 2012
Overall city-level recruitment progress

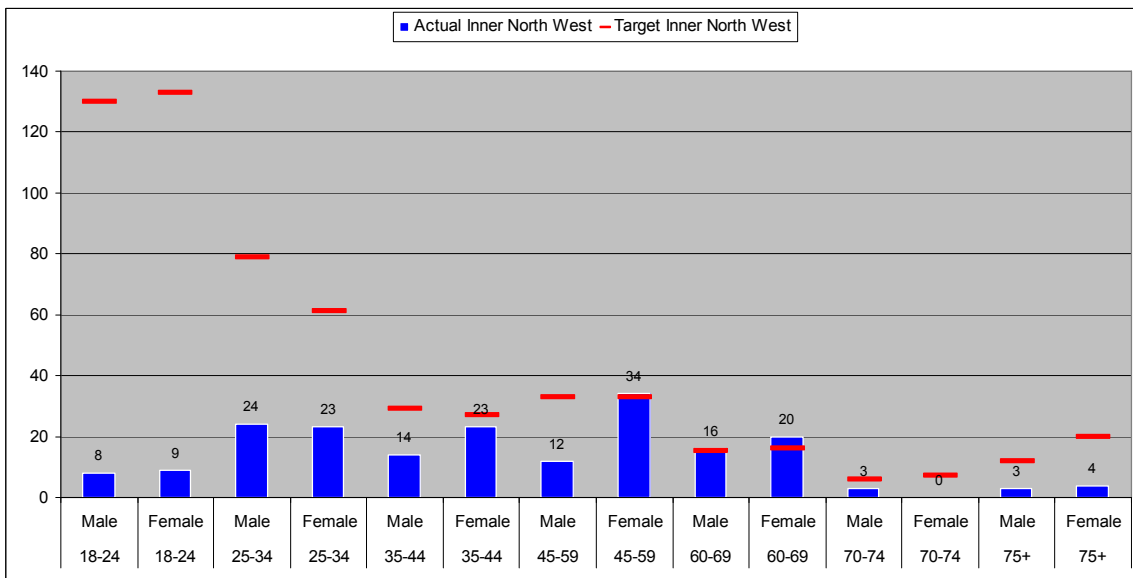
	Count	% of Total Target		
Total Recorded:	2158	36.0%	No. of Emails:	1957 (90.7%)
		Total	Target	% of Target
Age Groups:	18-24	55	912	6.0%
	25-34	311	1262	24.6%
	35-44	437	1036	42.2%
	45-59	600	1301	46.1%
	60-69	456	680	67.0%
	70-74	75	272	27.6%
	75+	93	536	17.3%
	TOTAL	2027	6000	33.8%
Gender:	Female	1057	3065	34.5%
	Male	965	2935	32.9%
	TOTAL	2022	6000	33.7%
Ethnicity:	White	1680	5505 (91.8%)	30.5%
	Mixed Race	28	82 (1.4%)	34.0%
	Asian	57	277 (4.6%)	20.6%
	Black	34	88 (1.5%)	38.8%
	Other	33	48 (0.8%)	68.2%
	TOTAL	1832	6000	30.5%
Area Committee:	Inner East	106	600	17.7%
	Inner North East	296	600	49.3%
	Inner North West	197	600	32.8%
	Inner South	148	600	24.7%
	Inner West	142	600	23.7%
	Outer East	255	600	42.5%
	Outer North East	183	600	30.5%
	Outer North West	277	600	46.2%
	Outer South	252	600	42.0%
	Outer West	206	600	34.3%
	TOTAL	2062	6000	34.4%
		Total	% of Returns	
Long Term Illness:	Yes	355	16.5%	
	No	1689	78.3%	
	No Response	114	5.3%	
Faith:	Buddhist	15	0.7%	
	Christian	1091	50.6%	
	Hindu	10	0.5%	
	Jewish	38	1.8%	
	Muslim	27	1.3%	
	Sikh	14	0.6%	
	No Religion	666	30.9%	
	Other	71	3.3%	
	No Response	226	10.5%	
	TOTAL	2158		

Progress against age/gender targets by Area Committee (numbers *not* % shown)

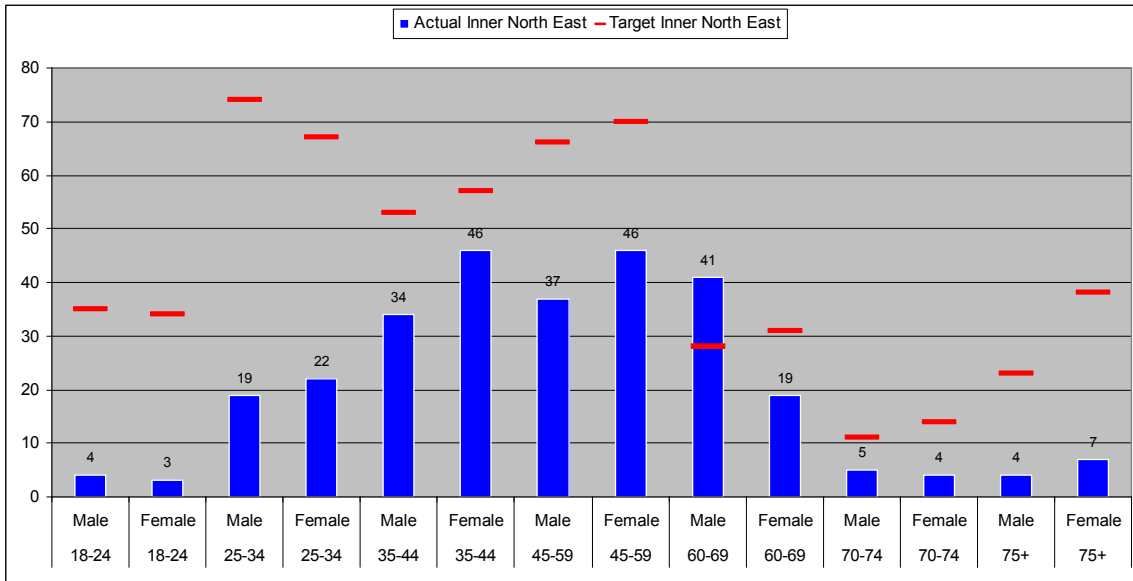
Inner East



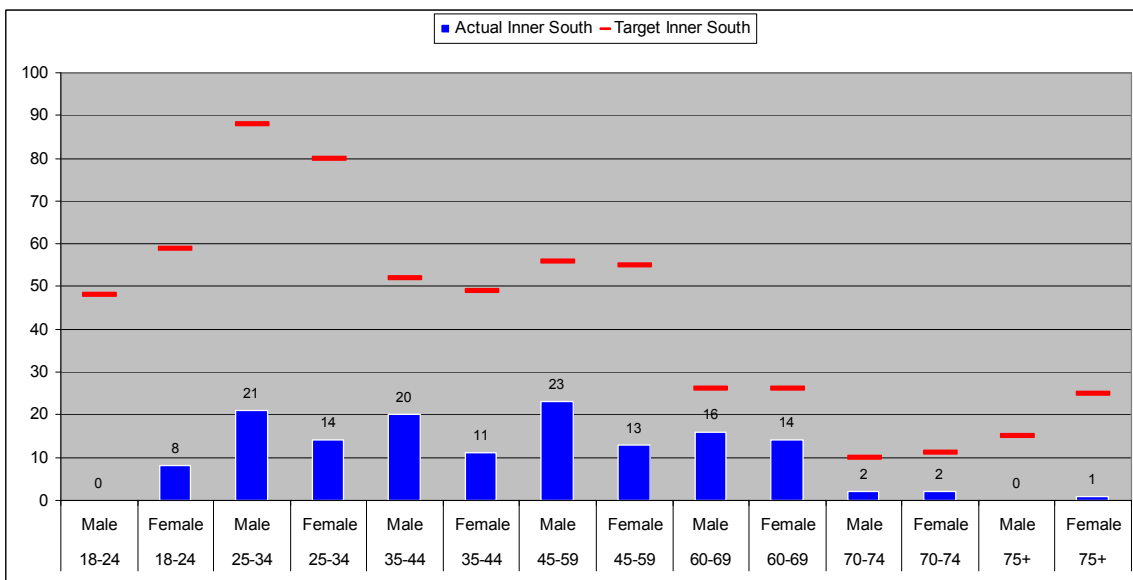
Inner North West



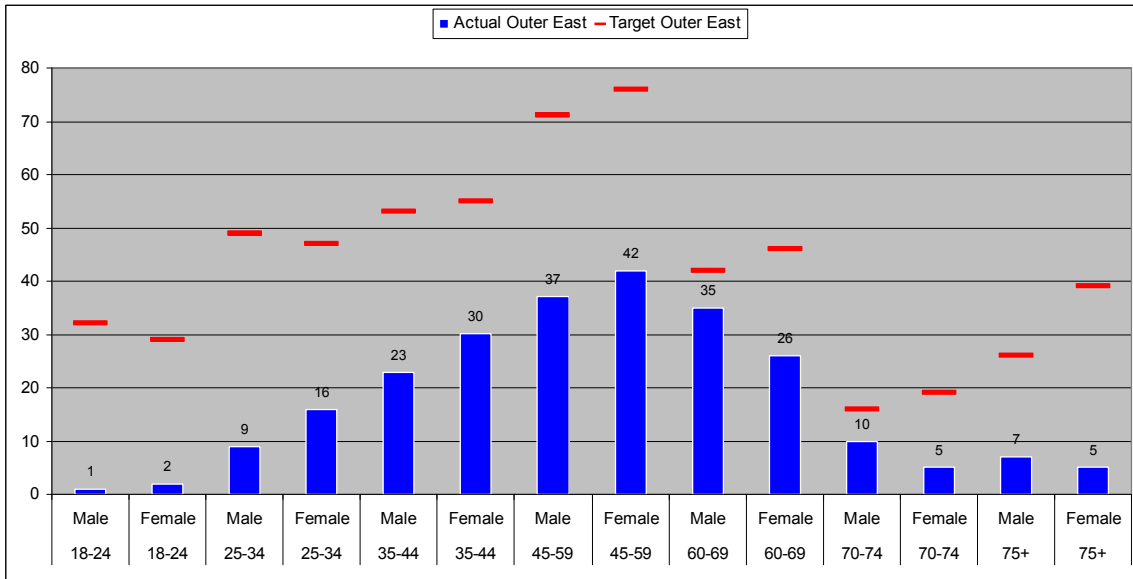
Inner North East



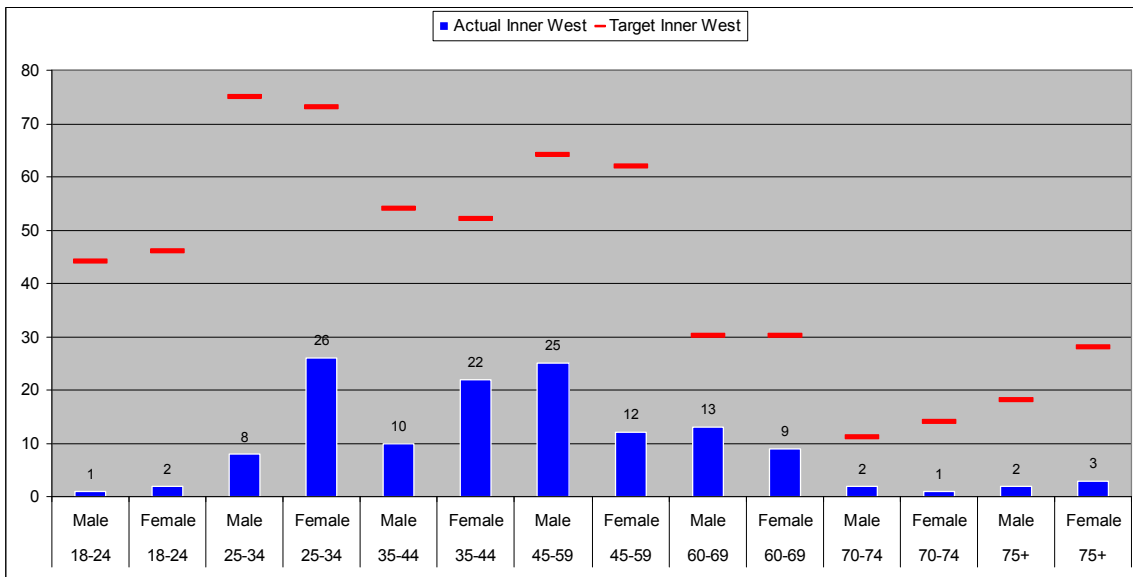
Inner South



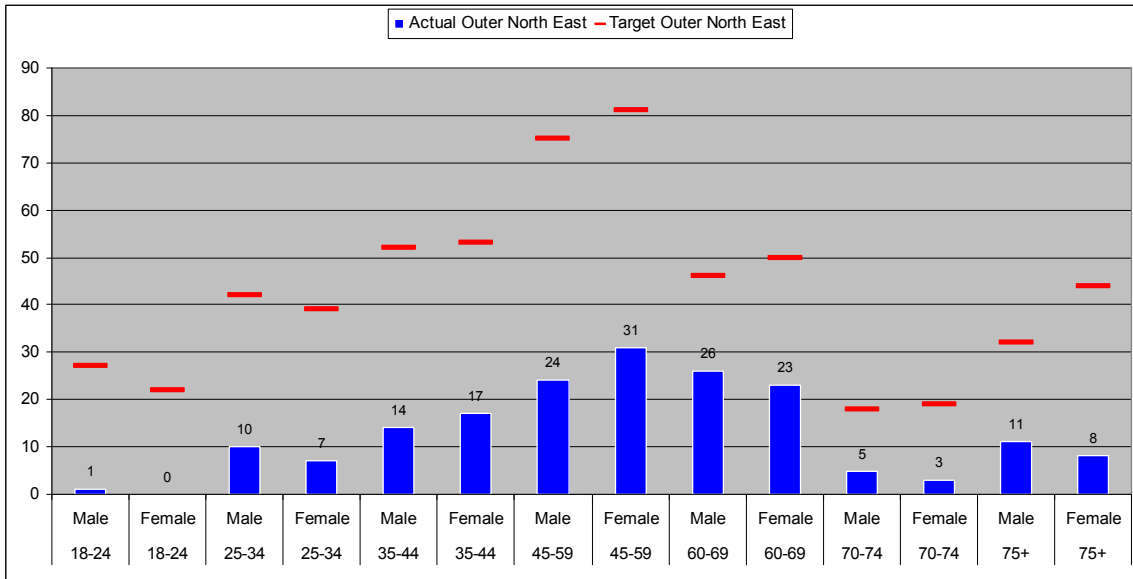
Outer East



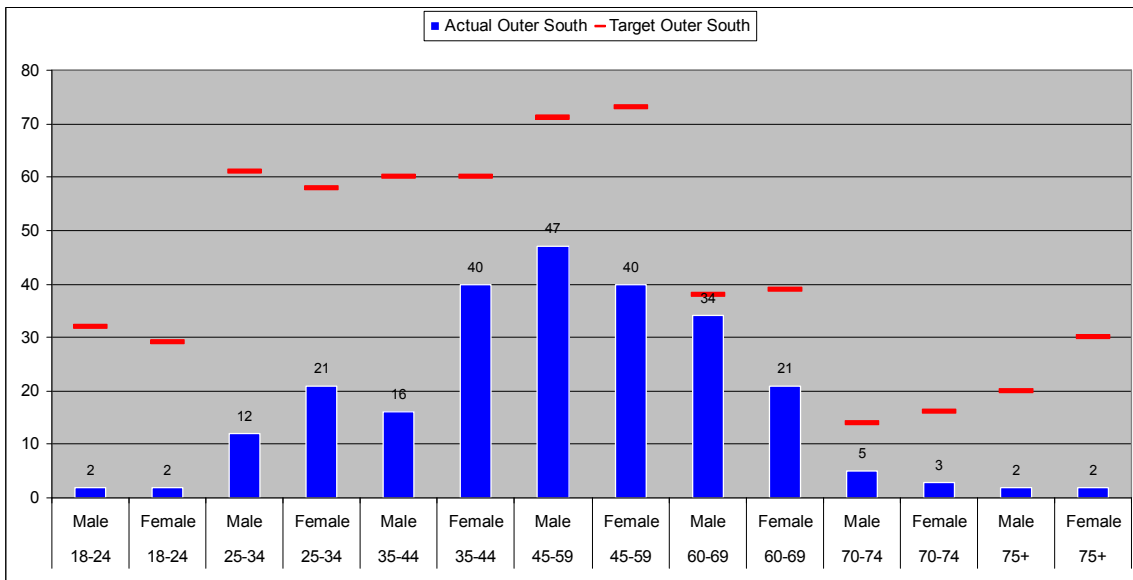
Inner West



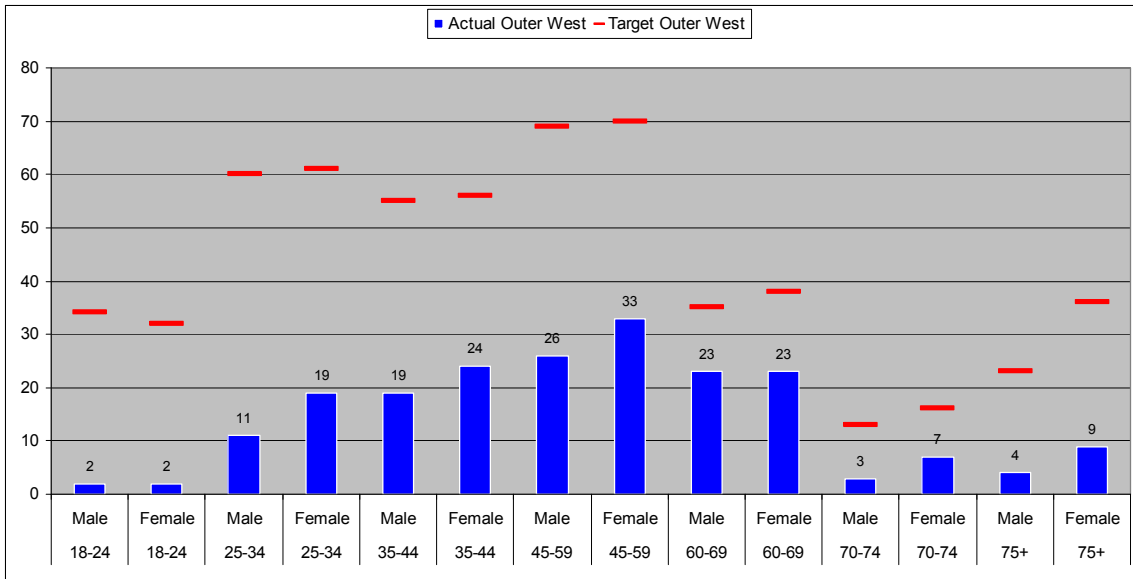
Outer North East



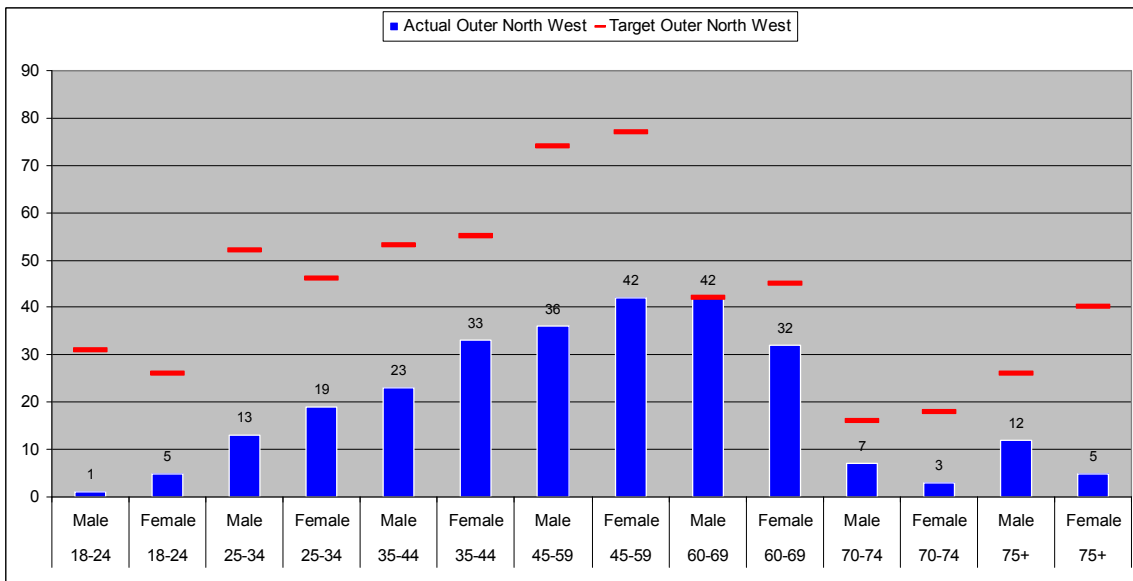
Outer South



Outer West

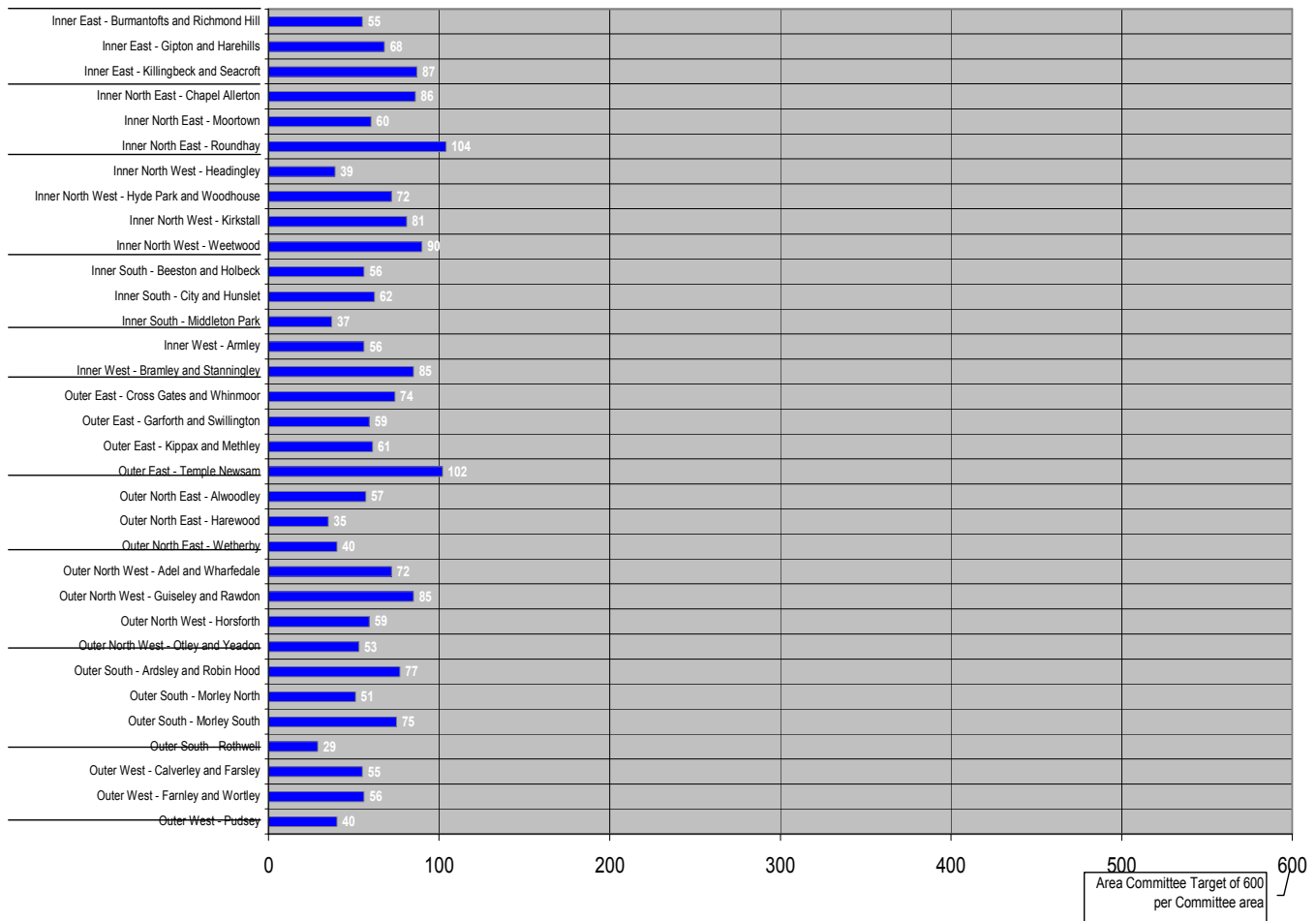


Outer North West



Overall return (numbers of members to date) by ward

Returns by Ward



Appendix Two – Recruitment questions



Make a difference and get involved Joining the new Citizens' Panel for Leeds

By filling in this form you are telling us you are interested in joining the new Leeds Citizens' Panel.

We need to know some things about you to make sure the Citizens' Panel members come from a wide range of backgrounds.

By asking you for this information once now, you save time and we save public money by not having to ask every time you take part in the panel. We want to make sure the Citizens' Panel has representatives from people of different ages, backgrounds and from different places in Leeds. When we analyse the results of the surveys you take part in, we also use this information to see if different groups of people have different views and experiences.

We will keep your information safe in line with the Data Protection Act. Your contact details and personal information will be held securely by Leeds City Council and will not be shared with other organisations. What you tell us now, and when you take part in Citizens' Panel surveys and discussions, is in confidence and will only be used to send you information about the panel and other ways to get involved. Four questions are mandatory and must be completed to join the panel. The rest of the questions are voluntary, but it will help us to know as much about you as you feel comfortable with.

1. Getting in touch with you

Please tell us how we can contact you about the Citizens' Panel in future:

A. Tick your Title

Miss Mrs Ms Mr Other

Please write in below

B. First Name

C. Surname

An email address we can send surveys and information about the panel to

E. Postal address

House/Flat number Street

Town/District

Postcode

* You need to tell us this to be able to join the Citizens' Panel*

F. Telephone numbers we can contact you on about the panel

Main

Alternative

G. Please tell us how you heard about the new Leeds Citizens' Panel

- Poster/Leaflet In an email I received Through Twitter
- On Leeds City Council Website At a meeting or event Through Facebook or similar social media
- On the NHS Leeds website Word of Mouth In a local newspaper eg the YEF
- In the About Leeds newspaper Through my workplace Other (Please write in below)

Record 2



2. About you

A. Are you: Male Female * You need to answer A & B to be able to join the Citizens' Panel*

B. What is your date of birth? (DD/MM/YYYY) --

C. Please tick one option that best describes your ethnic background * You need to tell us this to be able to join the Citizens' Panel*

White

- British
- Irish
- Any other White background (Please write in below)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Any other Asian background (Please write in below)

Other Ethnic Group

- Chinese
- Arab
- Gypsy/Traveller
- Any other background (Please write in below)

D. Do you have any long term illness, health problem or disability that limits your daily activities?
 Yes No (if No, please go to E)

If Yes how would you describe your type of impairment?

(Tick all that apply to you)

- Physical Impairment (such as a wheelchair to get around and/or difficulty using your arms)
- Sensory Impairment (such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment)
- Mental Health Condition (such as depression or schizophrenia)
- Learning Disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head injury)
- Long standing illness or health condition (such as cancer, diabetes, chronic heart disease or epilepsy)

Record 2



From time to time we will be asking Citizens' Panel members their view on local health services, therefore, it will help us to know which GP you are registered with. We will never pass on any comments you make in surveys or discussions directly to your GP, unless you ask us to do so.

E. Which GP are you registered with?

Surgery Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

I'm not registered with a GP

F. Please tick one box that best describes your current employment situation?

- Employed full-time (More than 30 hours per week)
 Employed part time (less than 30 hours per week)
 Looking after home/family
- Retired
 Self employed
 Unemployed and seeking work
- Unable to work due to long term sickness or disability
 Student/full time education
 Government apprenticeship/ training scheme
- Other (Please write in)

--

G Please tick one box that best describes your religion or belief

- Buddhist
 Christian
 Hindu
 Jewish
 Muslim
 Sikh
 No Religion
 Other (Please write in)

--

H. Please tick one box that describes your sexual orientation

- Hetrosexual/Straight
 Lesbian/Gay Woman
 Gay man
 Bisexual
 Prefer not to say

I. Do you consider yourself to be a carer? (A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability)

- Yes No

J. Do you have a particular need to complete surveys in a different way? Please tell us below

- Large Print
 Audio CD
 Other (Please write in below)
- Braille
 Audio Tape

3. About your household

A. Who usually lives in your household, including yourself? Children = age 16 or younger

- 1 adult no children
 1 adult with 1 or more children
 Other - (Please write in below)
- 2 adults, no children
 2 adults with 1 or more children

B. Do you:

- Own your own home (with or without a mortgage)
 Rent from a housing association
- Rent from Leeds City Council
 Live with family
- Rent from a private landlord
 Other (Please write in below)

--

Record 2



C. Is the place you live:

- | | |
|--|--|
| <input type="checkbox"/> A detached house or bungalow | <input type="checkbox"/> A room/rooms |
| <input type="checkbox"/> A semi-detached house or bungalow | <input type="checkbox"/> Caravan, mobile home or houseboat |
| <input type="checkbox"/> A terraced/end of house or bungalow | <input type="checkbox"/> Some other kind of accomodation |
| <input type="checkbox"/> A flat or maisonette | |

4. About your interests

A. As well as the consultations we will be sending to everyone on the Citizens' Panel, we may also ask panel members with particular interests to take part in targeted surveys and discussion groups. Please tick any issues that especially interest you:

- | | | |
|---|---|---|
| <input type="checkbox"/> Children and Young People | <input type="checkbox"/> Health and Wellbeing | <input type="checkbox"/> Local environment |
| <input type="checkbox"/> Community safety and crime | <input type="checkbox"/> Social Services | <input type="checkbox"/> Housing and improving neighbourhoods |
| <input type="checkbox"/> Education | <input type="checkbox"/> Lelsure and/or culture | <input type="checkbox"/> Other (Please write in) |

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What will happen now?

Thank you for completing this form. If a place is available on the Citizens' Panel we will send you a membership pack including your unique ID number. This might take a few weeks from you returning your information.

Shortly after this you will receive the first opportunity to take part in a Citizens' Panel consultation.

However, if we get too many people of the same background wanting to join, we'll select some people at random to join the panel straight away.

If you aren't selected at this stage, we will still get in touch to ask you if it's okay to keep your details on a waiting list for up to two years, to replace people that leave the panel. If you don't want to do this, just let us know. We will keep in touch and send you updates on the Citizens' Panel while you are on the waiting list.

For more information visit www.leeds.gov.uk/citizenspanel, email citizenspanel@leeds.gov.uk or leave us a message on 0113 247 4610