

**COMMUNITY ORGANISATION, LEISURE AND CULTURE
SCRUTINY AND PERFORMANCE PANEL**

6 OCTOBER 2005

**AGENDA
ITEM:**

9b

RECRUITMENT OF THE WALSALL BOROUGH CITIZENS' PANEL

Ward(s) All

Portfolio: Councillor Zahid Ali

Service Area: Corporate Support (Policy Unit)

Summary of report: This report provides a copy of the recruitment survey used to expand the Walsall Borough Citizens' Panel and a copy of a map profiling the distribution of citizen panel members.

Background Papers:

Citizens' Panel presentation on Thursday 16 June 2005

Reason for Scrutiny:

This panel, at its meeting on 16 June 2005 following a presentation on the development of the Walsall Borough Citizens' Panel, requested that a copy of the recruitment questionnaire and a distribution map of recruited panel members be presented to members at their next meeting, for their information.

Signed

Executive Director

Date

Contact Officers:

John Pryce-Jones, Principal Policy Officer (ext. 2077)
pryce-jonesj@walsall.gov.uk

Andrew Mellors, Senior Policy Officer (ext. 3520)
mellorsa@walsall.gov.uk

Legal Considerations

There are no resource or legal considerations arising from this report.

Citizen Impact

The recruitment and implementation of a citizens' panel assists the council and its services to understand and meet the needs and priorities of local people and stakeholders within the Borough. This is achieved by providing one method, amongst a variety of methods, of seeking and analysing prevailing views on strategic priorities and service delivery which can be used to improve services and to inform service planning for the future.

Environment Impact

There are no specific environmental impacts arising from this report.

Performance Management and Risk Management Issues

The development of a citizens' panel provides an effective methodology for engaging with local residents and stakeholders and, within the context of the overarching consultation strategy, can be considered a key component in the performance management framework of the council. Through consultation and effective engagement with local people, the council can ensure that its vision for the Borough is a shared vision amongst all stakeholders, and that it tackles the key issues affecting local communities. The outcomes of consultation should feed into service planning, and ensure that the council's vision, strategic priorities, and pledges continue to reflect citizen and stakeholder priorities and concerns.

Equality Implications

An important underpinning value of all effective consultation is the commitment to engage and consult with all sections of the community, and to ensure that all contributions are valued. This report provides information to highlight current progress in recruiting the Walsall Citizens' panel by providing a general location map of citizen panel members currently recruited.

Consultation

The citizens' panel is a key element in the corporate consultation strategy and along with local neighbourhood partnerships (LNP) is one of the main vehicles for consulting with local residents and stakeholders. It should be further noted that the size and make-up of the panel, in as far as possible, will reflect LNP boundaries and allow analysis of results at this local level.

Vision 2008:

The development of the citizens' panel is a key element of the Vision 2008 priority to "listen to what people want" and is an agreed pledge for 2005/ 2006; the commitment being to "expand our Citizens' Panel of residents and use it as one way of shaping our services to reflect local needs and priorities".

Recruitment of Walsall Borough Citizens' Panel

Following a presentation by BMG (Bostock Marketing Group), independent consultants working with Walsall Council to deliver the Walsall Borough Citizens' Panel, and Karen Adderley, Head of Corporate Support, a request was made to see further specific information relating to the process of recruiting the citizens' panel.

This included providing members of the scrutiny and performance panel with:

1. A copy of the recruitment questionnaire and sample questions put to potential members of the citizens panel

and

2. A profile map detailing current citizen panel members per ward

Please see appendix one for a copy of the recruitment questionnaire. Due to continuing recruitment of the panel, please note that an update version of the location map (appendix two) will be tabled at the meeting.

Several points should be noted when reviewing this information:

- The version of the recruitment survey here is in electronic format and is not the final printed presentation. This includes the attached invitation to join letter in draft format.
- When being sent out, the recruitment survey was distributed on a random basis across the borough.
- The profile map is the latest update on panel recruitment and may not include the full panel membership.
- When looking at the map, postcodes have been used to define the distribution of panel members and not exact houses/address.
- As the Geographical Information System (GIS) package used to create this map works on the basis that it selects the 'centroid' position in each postcode boundary to place the point, this means that instead of the exact location, the central position for the postcode area is selected. From using this process, it can appear therefore, that some areas are not covered which will not be the case.
- Gaps in some areas are due to land use i.e. land use not being residential and being rural open land.

Draft

APPENDIX ONE

Your Ref:
Our Ref: AM/05
Date: 15th August 2005
Please Ask For: Andrew Mellors
Direct Line: 01922 653520
E-mail: mellorsa@walsall.gov.uk

Dear Local Resident

Walsall Borough Citizens' Panel

I hope that you do not mind me contacting you, but I am writing to ask for your help. Walsall Council is a listening Council and we intend to listen to all residents' views on the services that we provide and the issues that are important to our residents. To help us achieve this, we are expanding our Walsall borough-wide citizens' panel which is an initiative aimed at bringing together the views and opinions of over 1,250 residents across the borough. I would like to invite you to become one of the panel's members, which you can do by answering and returning the attached questionnaire. If you are currently an existing panel member, then please also fill in the questionnaire so that we can ensure that you continue to be a valued member. The panel is being managed by BMG Research, a market research agency with many years experience of Citizens' Panels, on the Council's behalf and this enables your feedback to be confidential.


The information you provide will help us to make sure that the panel is made up of a cross section of the borough's population and is therefore as representative as possible of the views of local people. I believe this is an important piece of voluntary work as giving your time to the Panel does influence future services for our residents. All information will be kept confidential and will not be used for any other purpose other than to analyse the results of future surveys. We will not give your name and address to any other organisation.

As a member of the Walsall Borough Citizens' Panel, you will be sent questionnaires about every three to four months, asking you about various aspects of the Council and its services. As well as questionnaires, we may also invite you to take part in discussion groups or telephone surveys. You can contact us at any time with questions about the panel or questionnaires we have sent you. If you have any concerns about providing us with any information, then please call us, using the contact details above.

Should you decide to become a panel member, we recruit new members to the panel each year and you may remain a member for up to three years.

I do hope that you will consider joining our Panel and that you decide to complete the questionnaire. Your views will be very valuable to us as we plan services in the coming years. Thank you for reading this letter and considering this request.

Yours sincerely,



Annie Shepperd
Chief Executive

If you require a large print copy please contact the BMG Research helpline on: 0800 358 0337

આ પ્રશ્નાવલિ તમારા મંડળની સેવાઓ વિષે તમારા અભિપ્રાયો પૂછે છે. જો પ્રશ્નાવલિ પૂરી કરવા માટે તમને મદદ જોઈતી હોય અથવા પ્રશ્નાવલિ તમારી ભાષામાં જોઈતી હોય તો કૃપા કરી નીચે આપેલા નંબર પર અમારો સંપર્ક કરો અથવા તમારા નામ અને સરનામા અને ટેલિફોન નંબરન ભરો અને આ આખી આગળની શીટને તમારા મંડળને પાછી મોકલો.

તમારું નામ :
તમારું સરનામું :
તમારો ટેલિફોન નં :

এই প্রশ্নাবলীতে আপনার কাউন্সিলের সেবাগুলো সম্পর্কে আপনার মতামত জানতে চাওয়া হচ্ছে। যদি এই প্রশ্নাবলী সম্পূর্ণ করার ব্যাপারে আপনার কোনো সাহায্যের প্রয়োজন হয় অথবা যদি নিজেই ভাষায় এই প্রশ্নাবলী চান তাহলে যোগাযোগ নম্বরে আমাদের সঙ্গে যোগাযোগ করুন অথবা নিজের নাম, ঠিকানা ও ফোন নম্বর লিখে এই সম্পূর্ণ সাহায্যের পৃষ্ঠটো আপনার কাউন্সিলে পাঠিয়ে দিন।

আপনার নাম :
আপনার ঠিকানা :
আপনার ফোন নম্বর :

यह प्रश्नावली आपकी काउंसिल की सेवाओं के बारे में आपके विचार जानने का अनुरोध करती है। यदि आप इस प्रश्नावली को भरने में मदद चाहते हैं अथवा अपनी भाषा में प्रश्नावली चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर टेलीफोन करें, अथवा अपना नाम, पता और टेलीफोन नम्बर भरकर इस पहले पृष्ठ को अपनी काउंसिल को वापस भेज दें।

आपका नाम :
आपका पता :
आपका टेलीफोन नम्बर :

ਇਸ ਸਵਾਲਨਾਮੇ ਵਿਚ ਤੁਹਾਡੀ ਕੌਂਸਲ ਦੀਆਂ ਸੇਵਾਵਾਂ ਸਬੰਧੀ ਤੁਹਾਡੇ ਵਿਚਾਰ ਪੁੱਛੇ ਗਏ ਹਨ। ਜੇ ਤੁਹਾਨੂੰ ਸਵਾਲਨਾਮਾ ਭਰਨ ਵਿਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੋਵੇ ਜਾਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਸਵਾਲਨਾਮਾ ਚਾਹੀਦਾ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ, ਜਾਂ ਆਪਣਾ ਨਾਮ, ਪਤਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਭਰ ਕੇ ਇਹ ਪੂਰਾ ਮੁਹਰਲਾ ਪੰਨਾ ਵਾਪਸ ਆਪਣੀ ਕੌਂਸਲ ਨੂੰ ਭੇਜ ਦਿਉ।

ਤੁਹਾਡਾ ਨਾਮ :
ਤੁਹਾਡਾ ਪਤਾ :
ਤੁਹਾਡਾ ਟੈਲੀਫੋਨ ਨੰਬਰ :

اس سوالنامے میں آپ کی کونسل کی خدمات سے متعلق آپ کی آراء دریافت کی گئی ہیں۔ اگر یہ سوالنامہ مکمل کرنے میں آپ کو مدد درکار ہو یا آپ خود اپنی زبان میں سوالنامہ حاصل کرنا چاہیں تو براہ کرم نیچے لکھے نمبر پر ہمیں فون کریں یا اپنا نام، پتہ اور ٹیلی فون نمبر لکھ کر اور یہ پورا اوپری صفحہ اپنی کونسل کو واپس ارسال کر دیں۔

آپ کا نام :
آپ کا پتہ :
آپ کا ٹیلی فون نمبر :

0800 358 0337

APPENDIX ONE**Walsall Borough Citizens Panel - Recruitment Questionnaire**

If you have not already done so, please read the accompanying letter inviting you to join the Walsall Borough Citizens' Panel. If you would like to join the Panel, please complete this questionnaire and return it to BMG Research in the envelope provided.

In this questionnaire we would like to find out some details about you. This will enable us to ensure that the people who agree to join the Panel are able to reflect the views of all residents from Walsall metropolitan borough. To give you a flavour of the sorts of questions we will ask you in future, we have also included some questions about the services we provide giving you an opportunity to share your views with us. This will also give you an idea as to the length of surveys we will be asking you to complete in future.

All the information you provide will be kept entirely confidential. It will only be used to ensure that the services Walsall Council provides meet the needs of all people living in the area. The findings from this questionnaire will be reported back to all participating panellists, but your own views and opinions will not be passed on to anyone else. Please note that if you currently work for Walsall Council you cannot take part in the Panel.

Please complete this questionnaire by ticking the appropriate box(es) for each question and return your completed questionnaire in the prepaid envelope provided by **Friday 16th September**.

If you have any questions or queries about the Walsall Borough Citizens' Panel or this questionnaire, please contact Sarah Baillie of BMG Research on telephone 0121 333 6006 or e-mail Sarah.Baillie@bmgresearch.co.uk. Alternatively, you may also contact Andrew Mellors, Senior Policy Officer for Walsall Council on telephone 01922 653520 or email mellorsa@walsall.gov.uk.

For office use only:	Ref: «BMG_ID»	* «BMG_ID» *
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Section One: Your details

In the first section we would like to ask a few questions about you and your household. This will help us to ensure that the people who join the Panel can reflect the views of all residents of Walsall Metropolitan Borough.

- Q1. Are you or an immediate member of your family employed directly by Walsall Council? **Please tick one box only**

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂
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If you have ticked yes, please note that you are ineligible to become a member of the Walsall Borough Citizens' Panel, and that as a member of staff and a local resident, there are alternative ways to make your views known.

- Q2. Are you male or female? **Please tick one box only**

Male	<input type="checkbox"/> ₁	Female	<input type="checkbox"/> ₂
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- Q3. What was your age on your last birthday? **Please tick one box only**

18-24	<input type="checkbox"/> ₁	55-64	<input type="checkbox"/> ₅
25-34	<input type="checkbox"/> ₂	65-74	<input type="checkbox"/> ₆
35-44	<input type="checkbox"/> ₃	75+	<input type="checkbox"/> ₇
45-54	<input type="checkbox"/> ₄	Would rather not say	<input type="checkbox"/> ₈

- Q4. How long have you / your household been living in this area? **Please tick one box only**

Less than 1 year	<input type="checkbox"/> ₁	Between 6 and 10 years	<input type="checkbox"/> ₄
Between 1 and 2 years	<input type="checkbox"/> ₂	Between 11 and 20 years	<input type="checkbox"/> ₅
Between 3 and 5 years	<input type="checkbox"/> ₃	More than 20 years	<input type="checkbox"/> ₆

- Q5. How long have you / your household been living in your current accommodation? **Please tick one box only**

Less than 1 year	<input type="checkbox"/> ₁	Between 6 and 10 years	<input type="checkbox"/> ₄
Between 1 and 2 years	<input type="checkbox"/> ₂	Between 11 and 20 years	<input type="checkbox"/> ₅
Between 3 and 5 years	<input type="checkbox"/> ₃	More than 20 years	<input type="checkbox"/> ₆

Q6. In which of these ways does your household occupy your current accommodation? **Please tick one box only**

Own outright including leasehold	<input type="checkbox"/> ₁	Rent from private landlord	<input type="checkbox"/> ₄
Buying on mortgage	<input type="checkbox"/> ₂	Other, Please tick and write in below	<input type="checkbox"/> ₉₅
Rent from Housing Association / Trust	<input type="checkbox"/> ₃		

Q7. How many adults aged 18 or over normally live here? **Please tick one box only**

One	<input type="checkbox"/> ₁	Four	<input type="checkbox"/> ₄
Two	<input type="checkbox"/> ₂	Five	<input type="checkbox"/> ₅
Three	<input type="checkbox"/> ₃	More than five, please write in	

Q8. Which of the following best describes your family status? **Please tick one box only**

Married / living with partner – with children	<input type="checkbox"/> ₁
Married / living with partner – without children	<input type="checkbox"/> ₂
Separated / divorced / widowed – with children	<input type="checkbox"/> ₃
Separated / divorced / widowed – without children	<input type="checkbox"/> ₄
Single – with children	<input type="checkbox"/> ₅
Single – without children	<input type="checkbox"/> ₆

Q9. Do you have any long-standing illness, disability or infirmity? By this we mean anything that has affected your work or other regular daily activities over a period of time, or is likely to affect you over a period in the future. **Please tick one box only**

Yes	<input type="checkbox"/> ₁
No	<input type="checkbox"/> ₂

Q10. Which of the following applies to you and your household? **Please tick one box only**

I currently have access to the Internet / e-mail at home for personal use	<input type="checkbox"/> ₁
I have access at work to the internet or elsewhere other than the home	<input type="checkbox"/> ₂
I expect to gain access to the Internet / e-mail for personal use in the next 12 months	<input type="checkbox"/> ₃
I do not have access or expect to gain access to the Internet / e-mail in the next 12 months	<input type="checkbox"/> ₄

Q11. Which of these best describes your ethnicity? **Please tick one box only**

White British		Asian / Asian British	
British	<input type="checkbox"/> ₁	Indian	<input type="checkbox"/> ₈
Irish	<input type="checkbox"/> ₂	Pakistani	<input type="checkbox"/> ₉
Other White	<input type="checkbox"/> ₃	Bangladeshi	<input type="checkbox"/> ₁₀
Mixed British		Other Asian	<input type="checkbox"/> ₁₁
White and Black Caribbean	<input type="checkbox"/> ₄	Black / Black British	
White and Black African	<input type="checkbox"/> ₅	Caribbean	<input type="checkbox"/> ₁₂
White and Asian	<input type="checkbox"/> ₆	African	<input type="checkbox"/> ₁₃
Other mixed	<input type="checkbox"/> ₇	Black other	<input type="checkbox"/> ₁₄
		Chinese	<input type="checkbox"/> ₁₅
		Other, Please tick and write in below	<input type="checkbox"/> ₁₆

Q12. Which of the following best describes your work status? **Please tick one box only**

Working full time (30+ hours per week)	<input type="checkbox"/> ₁	Permanently sick / disabled and unable to work	<input type="checkbox"/> ₇
Working part time (under 30 hours per week)	<input type="checkbox"/> ₂	Wholly retired from work	<input type="checkbox"/> ₈
Self-employed, full or part time	<input type="checkbox"/> ₃	Looking after the home	<input type="checkbox"/> ₉
On a government supported training scheme (e.g. Modern Apprenticeship / Training for Work)	<input type="checkbox"/> ₄	Doing something else, Please tick and write in below	<input type="checkbox"/> ₉₅
Full-time education at school, college or university	<input type="checkbox"/> ₅		
Unemployed and available for work	<input type="checkbox"/> ₆		

Q13. If you are currently in paid employment, either full or part time, what is your occupation? **Please write in your job title and main duties in the spaces provided.**

Job title:

Main duties:

Section Two: Local Public Services

In the next few sections, we are asking a number of questions about our services. We are doing this so that you can get a better idea of what the Walsall Borough Citizens' Panel is about. By joining the panel, you will be asked to complete three surveys a year about Council services.

Environmental services

Walsall Metropolitan Borough Council is responsible for providing environmental services, including things such as refuse and recycling facilities, cleaning contaminated land and street cleansing. Recyclable materials may be collected through doorstep collection; recycling bins (often near shops and in car parks), where you take materials to be recycled; and Council Tips, where a wider range of materials can be deposited.

Q14. How frequently do you use each of the following? **Please tick one box only for each row**

	At least once per week	At least once per fortnight	About once per month	In the last 6 months	In the last 7-12 months	Have never used	Don't know	Service not available
1. Doorstep recycling facilities (Kerbside recyclable scheme)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
2. Recycling bins (where you drop off recyclable materials) – Mini 'bring' sites situated in places like supermarkets, car parks etc.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
3. Council Tip(s) – Civic amenity sites at Fryers Road and Merchants Way	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q15. Do you know where the following sites are in Walsall? **Please tick one box only for each row**

	Yes	No
1. Recycling bins (where you drop off recyclable materials) – Mini 'bring' sites situated in places like supermarkets, car parks etc.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
2. Council Tip(s) – Civic amenity sites at Fryers Road and Merchants Way	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q16. Please rank the following seven environmental services in order of which you believe to be the most important. **Please tick one box under the 1st, 2nd, 3rd, 4th, 5th, 6th and 7th most important columns below.**

	1 st most important	2 nd most important	3 rd most important	4 th most important	5 th most important	6 th most important	7 th most important
1. How clean the streets are	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
2. How clean other public land which the Council controls is	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
3. Provision of street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
4. The provision of local recycling facilities (e.g. bottle banks, mini 'bring' sites)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
5. Doorstep recycling facilities (Kerbside recyclables scheme)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
6. Waste collection services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
7. Council Tip(s) – Civic amenity sites at Fryers Road and Merchants Way	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q17. Again, thinking about environmental services, using a 100 point scoring system, please can you give a score to each service, so that the total score adds up to 100?

For example, you may feel that only one service is important and give this 100. All other services would then score 0. You may feel that four of the services have equal importance so that they receive a score of 25 and the remaining receive a score of 0 etc. **You need to give a score to each issue, the higher the score the more important it is to you. You must ensure the total box adds up to 100.**

EXAMPLE 1:

1	Service 1	0
2	Service 2	100
3	Service 3	0
4	Service 4	0
5	Service 5	0
6	TOTAL	100

EXAMPLE 2:

1	Service 1	25
2	Service 2	25
3	Service 3	0
4	Service 4	25
5	Service 5	25
6	TOTAL	100

Please write in your scores totalling 100 for environmental services in the table below:

1	How clean the streets are	
2	How clean other public land which the Council controls is	
3	Provision of street lighting	
4	The provision of local recycling facilities (e.g. bottle banks, mini 'bring' sites)	
5	Doorstep recycling facilities (Kerbside recyclables scheme)	
6	Waste collection services	
7	Council Tip(s) – Civic amenity sites at Fryers Road and Merchants Way	
8	TOTAL (must add to 100)	

Q.18. Overall, how satisfied are you with each of the following? **Please tick one box only for each row even if you have not used the service in the past 12 months**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1. How clean the streets are	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2. How clean other public land which the Council controls is	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3. Provision of street lighting	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4. The provision of local recycling facilities (e.g. bottle banks, mini 'bring' sites)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5. Doorstep recycling facilities (Kerbside recyclables scheme)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6. Waste collection services	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7. Council Tip(s) – Civic amenity sites at Fryers Road and Merchants Way	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Please only answer questions 19 and 20 if you did not say you were very/fairly satisfied with waste collection services (codes 4 or 5 at Q18/6 'waste collection services'), others please go to Q21

Q19. Why are you not satisfied with waste collection services? **Please write in below**

Q20. What improvements would make you satisfied with this service? **Please suggest up to three improvements and rank them in order of importance, where 1 is most important**

1

2

3

Please only answer questions 21 and 22 if you did not say you were very/fairly satisfied with Council Tips (codes 4 or 5 at Q18/7 'Council Tips'), others please go to Q23.

Q21. Why are you not satisfied with Council Tips? **Please write in below**

Q22. What improvements would make you satisfied with this service? **Please suggest up to three improvements and rank them in order of importance, where 1 is most important**

1

2

3

Section Three: Cultural and Leisure Services

This next section will ask you some questions regarding the cultural and leisure facilities in the local area.

ALL ANSWER

Q23. Please indicate how frequently you have used the following cultural and leisure facilities in the local area in the past 12 months? **Please tick one box only for each row**

	At least once per week	At least once per fortnight	About once per month	In the last 6 months	In the last 7-12 months	Have never used	Don't know	Not available
1. Sports and leisure facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆ Continue	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
2. Public libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆ Continue	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
3. Museums and galleries (e.g. Art Gallery, Leather Museum and Walsall Museum)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆ Continue	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
4. Theatres and concert halls (e.g. Bloxwich Library Theatre, and Walsall Town Hall)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆ Continue	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
5. Public parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆ Continue	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Please answer questions 24 and 25 if you answered 'Have never used' to any of the facilities in Q23 (code 6), all others please go to Q26

Q24. If you have not used any of the cultural and leisure facilities above, why not? **Please tick all that apply**

Lack of time	<input type="checkbox"/> ₁	Poor car parking	<input type="checkbox"/> ₄
Lack of interest	<input type="checkbox"/> ₂	Other Please write in below	<input type="checkbox"/> ₉₅
Lack of money	<input type="checkbox"/> ₃		

Q25. What, if anything, would encourage you to use these facilities? **Please tick all that apply**

Nothing	<input type="checkbox"/> ₁	Better facilities for disabled	<input type="checkbox"/> ₆
Nearer facilities	<input type="checkbox"/> ₂	Car parking	<input type="checkbox"/> ₇
Lower costs	<input type="checkbox"/> ₃	Better maintenance	<input type="checkbox"/> ₈
Improved transport to facilities	<input type="checkbox"/> ₄	Cleaner facilities	<input type="checkbox"/> ₉
More convenient opening hours	<input type="checkbox"/> ₅	Other Please write in below	<input type="checkbox"/> ₉₅

All Answer

Q26. Please rank the five cultural and leisure facilities in order of which you believe to be the most important. **Please tick one box under the 1st, 2nd, 3rd, 4th and 5th most important columns below.**

	1 st most important	2 nd most important	3 rd most important	4 th most important	5 th most important
1. Sports and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Public libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Museums and galleries (e.g. Art Gallery, Leather Museum and Walsall Museum)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Theatres and concert halls (e.g. Bloxwich Library Theatre and Walsall Town Hall)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Public parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q27. Again thinking about cultural and leisure services, using a 100 point scoring system, please can you give a score to each service, so that the total score adds up to 100?

For example, you may feel that only one service is important and give this 100. All other services would then score 0. You may feel that four of the services have equal importance so that they receive a score of 25 and the remaining receives a score of 0 etc. **You need to give a score to each issue, the higher the score the more important it is to you. You must ensure the total box adds up to 100**

1	Sports and leisure facilities	
2	Public libraries	
3	Museums and galleries (e.g. Art Gallery, Leather Museum and Walsall Museum)	
4	Theatres and concert halls (e.g. Bloxwich Library Theatre and Walsall Town Hall)	
5	Public parks and open spaces	
6	TOTAL (must add to 100)	<input type="text"/>

Q28. How satisfied are you with sports and leisure facilities in the local area? **Please tick one box only**

Very satisfied	<input type="checkbox"/> 5	GO TO Q31
Fairly satisfied	<input type="checkbox"/> 4	GO TO Q31
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> 2	CONTINUE
Very dissatisfied	<input type="checkbox"/> 1	CONTINUE

Please answer questions 29 and 30 if you did not say you were very/fairly satisfied with sports and leisure facilities (codes 1-3 at Q28), others go to Q31.

Q29. Why are you not satisfied with sports and leisure facilities in the local area? **Please write in below**

Q30. What improvements would make you satisfied with sports and leisure facilities? **Please suggest up to three improvements and rank them in order of importance, where 1 is the most important**

1

2

3

ALL ANSWER

Q31. How satisfied are you with public libraries in the local area? **Please tick one box only**

Very satisfied	<input type="checkbox"/> ₅	GO TO Q34
Fairly satisfied	<input type="checkbox"/> ₄	GO TO Q34
Neither satisfied nor dissatisfied	<input type="checkbox"/> ₃	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> ₂	CONTINUE
Very dissatisfied	<input type="checkbox"/> ₁	CONTINUE

Please answer questions 32 and 33 if you did not say you were very/fairly satisfied with public libraries (codes 1-3 at Q31), others go to Q34.

Q32. Why are you not satisfied with public libraries in the local area? **Please write in below**

Q33. What improvements would make you satisfied with public libraries? **Please suggest up to three improvements and rank them in order of importance, where 1 is the most important.**

1

2

3

ALL ANSWER

Q34. How satisfied are you with museums and galleries (e.g. Art Gallery, Leather Museum and Walsall Museum) in the local area? **Please tick one box only**

Very satisfied	<input type="checkbox"/> 5	GO TO Q37
Fairly satisfied	<input type="checkbox"/> 4	GO TO Q37
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> 2	CONTINUE
Very dissatisfied	<input type="checkbox"/> 1	CONTINUE

Answer questions 35 and 36 if you did not say you were very/fairly satisfied with museums and galleries (codes 1-3 at Q34), others go to Q37.

Q35. Why are you not satisfied with museums and galleries in the local area? **Please write in below**

Q36. What improvements would make you satisfied with museums and galleries? **Please suggest up to three improvements and rank them in order of importance, where 1 is the most important**

1	<hr/>
2	<hr/>
3	<hr/>

ALL ANSWER

Q37. How satisfied are you with theatres and concert halls (e.g. Bloxwich Library Theatre and Walsall Town Hall) in the local area? **Please tick one box only**

Very satisfied	<input type="checkbox"/> 5	GO TO Q40
Fairly satisfied	<input type="checkbox"/> 4	GO TO Q40
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> 2	CONTINUE
Very dissatisfied	<input type="checkbox"/> 1	CONTINUE

Answer questions 38 and 39 if you did not say you were very/fairly satisfied with theatres and concert halls (codes 1-3 at Q37), others go to Q40.

Q38. Why are you not satisfied with theatres and concert halls in the local area? Please write in below

Q39. What improvements would make you satisfied with theatres and concert halls? Please suggest up to three improvements and rank them in order of importance, where 1 is the most important

1	<hr/>
2	<hr/>
3	<hr/>

ALL ANSWER

Q40. How satisfied are you with public parks and open spaces in the local area? Please tick one box only

Very satisfied	<input type="checkbox"/> ₅	GO TO Q43
Fairly satisfied	<input type="checkbox"/> ₄	GO TO Q43
Neither satisfied nor dissatisfied	<input type="checkbox"/> ₃	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> ₂	CONTINUE
Very dissatisfied	<input type="checkbox"/> ₁	CONTINUE

Please answer questions 41 and 42 if you did not say you were very/fairly satisfied with public parks and open spaces (codes 1-3 at Q40), others go to Q43.

Q41. Why are you not satisfied with public parks and open spaces in the local area? Please write in below

Q42. What improvements would make you satisfied with public parks and open spaces? Please suggest up to three improvements and rank them in order of importance, where 1 is the most important

1	<hr/>
2	<hr/>
3	<hr/>

ALL ANSWER

Q43. Overall, how satisfied or dissatisfied are you with the cultural and leisure facilities in the local area? **Please tick one box only**

Very satisfied	<input type="checkbox"/> 5	GO TO Q46
Fairly satisfied	<input type="checkbox"/> 4	GO TO Q46
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	CONTINUE
Fairly dissatisfied	<input type="checkbox"/> 2	CONTINUE
Very dissatisfied	<input type="checkbox"/> 1	CONTINUE

Please answer questions 44 and 45 if you did not say you were very/fairly satisfied with cultural and leisure facilities (codes 1-3 at Q43), others go to Q46.

Q44. Why are you not satisfied overall with cultural and leisure facilities in the local area?
Please write in below

Q45. What improvements would make you satisfied overall with cultural and leisure facilities? **Please suggest up to three improvements and rank them in order of importance, where 1 is the most important**

1	<hr/>
2	<hr/>
3	<hr/>

Section Four: Overall Satisfaction with Council

Q46. Taking everything into account, how satisfied or dissatisfied are you with the way your Council runs things? **Please tick one box only**

Very satisfied	<input type="checkbox"/> 5
Fairly satisfied	<input type="checkbox"/> 4
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3
Fairly dissatisfied	<input type="checkbox"/> 2
Very dissatisfied	<input type="checkbox"/> 1

Section Five: Additional Information

Q47. We would like to make sure that we have an accurate record of your contact details.
Please write your name in the spaces provided below

TITLE

FORENAME

SURNAME

Q48. If your address is any different from the address printed on the covering letter, please write your correct address in the spaces provided below.

ADDRESS 1

ADDRESS 2

ADDRESS 3

VILLAGE or TOWN

POST CODE

Q49. From time to time we may wish to conduct surveys over the phone, please write your home telephone number and mobile number in the space provided below.

HOME TELEPHONE NUMBER

MOBILE NUMBER

Q50. We may also use email to contact you or to conduct surveys, please write your email address in the space provided below.

EMAIL ADDRESS

Q51. Occasionally the Council may invite some panel members to take part in other forms of consultation such as a focus group or panel event. Would you be willing for us to contact you in the future to invite you to take part in such an event? **Please tick one box only**

Yes ☐ ₁

No ☐ ₂

Section Six: Branding the Panel

We would like to give the panel a brand name and let those of you joining the panel decide what this should be.

Q52. What would you like the panel to be called? **Please tick one box only**

Viewpoint	<input type="checkbox"/> 1
Listening Post	<input type="checkbox"/> 2
WBCP – Walsall Borough Citizen's Panel	<input type="checkbox"/> 3
Walsall Whispers	<input type="checkbox"/> 4
Walsall Spotlight	<input type="checkbox"/> 5
Viewfinder	<input type="checkbox"/> 6
Street Talk	<input type="checkbox"/> 7
All around the borough	<input type="checkbox"/> 8
Neighbourhood Voice	<input type="checkbox"/> 9
Up your street	<input type="checkbox"/> 10
Community Voice	<input type="checkbox"/> 11
Hear & Now	<input type="checkbox"/> 12
Have your say	<input type="checkbox"/> 13
Walsall Voice	<input type="checkbox"/> 14
Other Please write in below	<input type="checkbox"/> 95

Thank you for completing this questionnaire.

If you have any queries, please contact Sarah Baillie on telephone 0121 333 6006 or email Sarah.Baillie@bmgresearch.co.uk

Please return the questionnaire in the reply paid envelope to BMG, 7 Holt Court North, Heneage Street West, Aston Science Park, Birmingham, B7 4AX

Please post your questionnaire by Friday 16th September 2005