

AT A MEETING  
of the  
**SPECIAL COMMUNITY  
ORGANISATION , LEISURE AND  
CULTURE SCRUTINY AND  
PERFORMANCE PANEL WORKSHOP  
– CITIZEN'S PANEL SURVEY** held at  
The Council House, Walsall on **Friday 6  
January 2006** at 6.00pm

**PRESENT**

Councillor Towe                    (Chairman)  
Councillor Ault  
Councillor Bott

**Officers in Attendance**

John Pryce-Jones  
Simon Maydew                    (BMG)  
Sue Granger  
Pat Warner

**CITIZEN'S PANEL SURVEY**

John Pryce-Jones presented to members details of the second main survey being organised via the Citizen's Panel. The focus of the survey is on exploring in more detail the views of residents regarding culture and leisure services provided in the borough and how the provision of these services are communicated to them. The aim is to receive the citizen's panel's feedback on their understanding of the services with the view to targeting needs.

The specific services within Culture and Leisure which will form the main focus on the survey are Libraries, Museums, Galleries, Theatres, Concert Halls and Community Arts.

It was not intended to look at parks, open spaces and other areas within Culture and Leisure which have already been examined.

John circulated a document which set out the concepts for producing the questionnaire, this document he said would be used as the basis for preparing the survey and the questionnaire would be prepared by Simon Maydew from BMG.

Simon advised members that this was a scoping document from which the range of issues would be taken to design the questionnaire. It was his view that Scrutiny's

role is to look at the scope of the issues within the document and identify issues which could be included within the questionnaire.

Members were of the view that although the scoping document was very useful in terms of preparation for the questionnaire itself this panel was expecting to receive the proposed questionnaire for submission to the Citizen's Panel to enable this scrutiny panel to give its views on how the questions are presented to residents.

Members were of the view that the questions should be carefully formed to ensure the most appropriate answer is obtained from residents.

The object of the survey is to ascertain whether the services are being used by residents, whether residents are aware of the range of services in existence within the borough and if not how residents would wish to be advised of the availability of these services.

Members were of the view that clear communication channels are the key to the optimum use of the services being provided within the borough.

Discussions ensued regarding scrutiny's role following the preparation and completion of the questionnaire and members were of the view that they would wish to have the opportunity to review the document being prepared by BMG which sets out the results of the survey prior to its submission to cabinet.

In summary, the panel concluded that the questionnaire when prepared should enable residents to be able to strongly emphasise what they know about the service provisions; if the service is adequate for the public needs within each ward of the borough; the convenience of the services provided; the opening hours that people would prefer and the distances people would be willing to travel to use these services.

Councillor Towe enquired from Simon when the survey itself would be ready for members to review.

Simon advised the meeting that he would be preparing the questionnaire between the 16 and 17 January and John Pryce-Jones further advised that it was imperative that the survey itself was complete and ready to be sent out by the end of January.

Members AGREED:

- In view of the tight deadline that a further special meeting of this panel be arranged for the 18 January 2006 to enable members to review the draft survey questionnaire being prepared by BMG. Members noted that the questionnaire would be tabled at the meeting on the 18 January 2006.

There being no further business the meeting terminated at 7.20 p.m.