

## Cannock Chase Council

### Consultation Survey with Residents of Brereton, 16<sup>th</sup> & 17<sup>th</sup> November 2006

As part of the Work Programme for Social Inclusion and Housing Select Committee 2006/07, Cannock Chase Council have undertaken some face to face consultation exercises with local residents. The purpose of the consultation survey was to find out exactly how residents would like the Council to consult on issues.

This survey was undertaken simultaneously with the "Chase in the Future" survey to avoid duplication of effort and make best use of resources. Additionally, the Committee recognised the importance of developing a dialogue with a particular community to gain an idea of what the council might consider best practice in consultation.

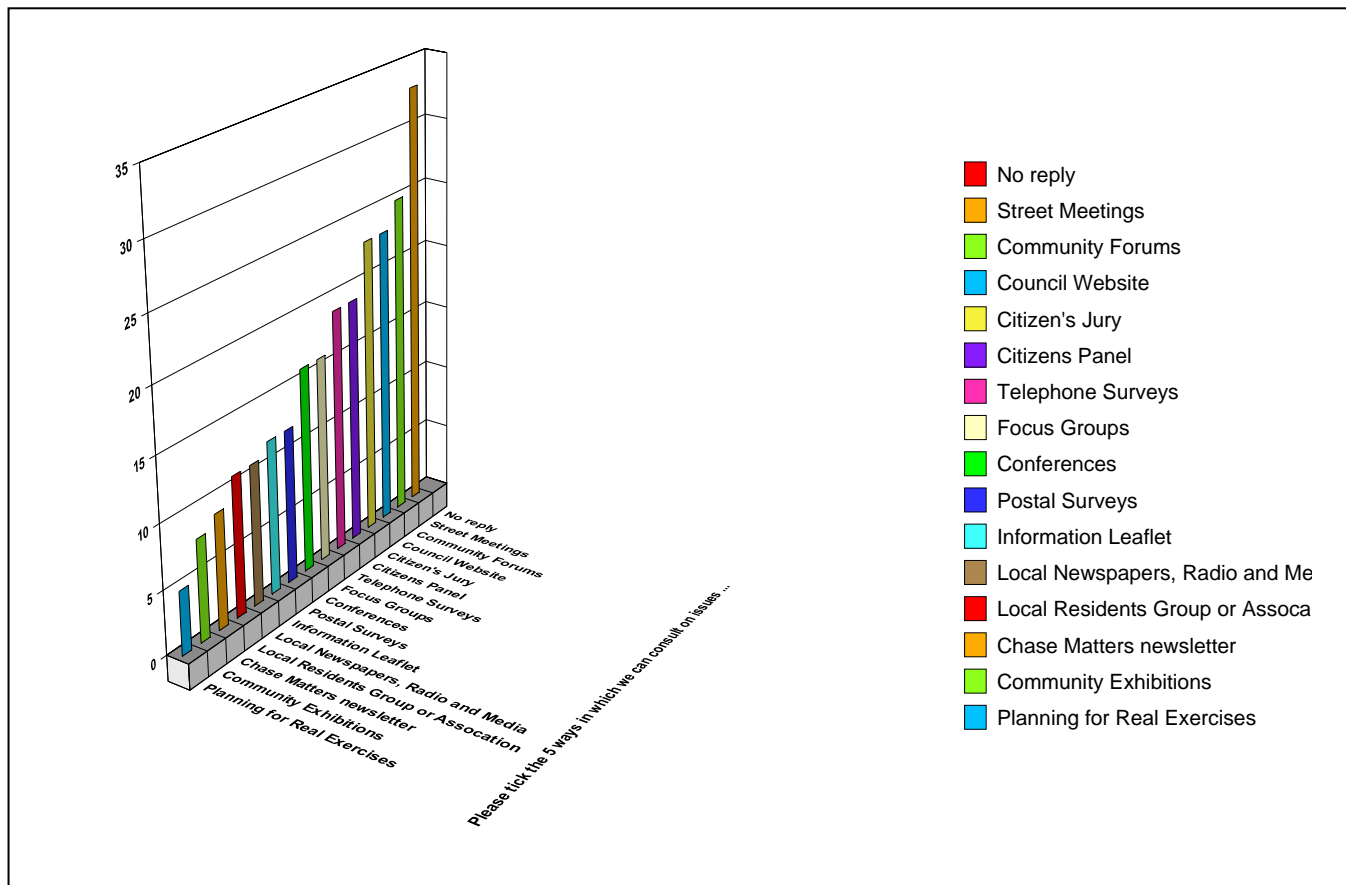
The Survey was a multiple choice style survey asking for residents to name 5 ways they would like to be consulted with from the following options:-

- Community Forums
- Council Website
- Focus Groups
- Street Meetings
- Conferences
- Citizen's Jury
- Citizen's Panel
- Telephone Surveys
- Postal Surveys
- Planning for Real Exercises
- Local newspapers, radio and media
- Information leaflet
- Chase matters newsletter
- Community exhibitions
- Local residents groups or associations
- Other

The residents were then asked to give their age range to that it can be established how differing age groups differ in their needs.

# Results

Q. Please tick the 5 ways that we can consult on issues that affect you:



As the above graph demonstrates, the Top 5 preferences seem to be:-

1. Street Meetings
2. Community Forums
3. Council Website (Joint 3<sup>rd</sup>)
3. Citizen's Jury
4. Citizen's Panel (Joint 4<sup>th</sup>)
4. Telephone Surveys
5. Focus Groups

| Absolute Respondents  | Missing   |           | What is your age range? |          |          |          |          |          |          |
|---|-----------|-----------|-------------------------|----------|----------|----------|----------|----------|----------|
|   | Base      | No reply  | 17-24                   | 25-34    | 35-44    | 45-54    | 55-64    | 65-74    | 75+      |
| <b>Base</b>   | <b>54</b> | <b>14</b> | <b>4</b>                | <b>2</b> | <b>7</b> | <b>8</b> | <b>9</b> | <b>5</b> | <b>5</b> |
| <b>Missing</b>  |           |           |                         |          |          |          |          |          |          |
| No reply  | -         | -         | -                       | -        | -        | -        | -        | -        | -        |
| <b>Please tick the 5 ways in which we can consult on issues ...</b> |           |           |                         |          |          |          |          |          |          |
| Community Forums  | 25        | 12        | 1                       | -        | 3        | 3        | 3        | 1        | 2        |
| Council Website   | 23        | 6         | 3                       | 1        | 4        | 2        | 3        | 1        | 3        |
| Focus Groups  | 16        | 4         | -                       | -        | 3        | 2        | 4        | 2        | 1        |
| Street Meetings   | 33        | 11        | 1                       | -        | 5        | 5        | 5        | 3        | 3        |
| Conferences   | 16        | 10        | 1                       | -        | -        | -        | 3        | 1        | 1        |
| Citizen's Jury  | 23        | 5         | 3                       | 1        | 2        | 4        | 4        | 1        | 3        |
| Citizens Panel  | 19        | 5         | 1                       | -        | 1        | 4        | 4        | 1        | 3        |
| Telephone Surveys   | 19        | 4         | -                       | 1        | 3        | 1        | 2        | 4        | 4        |
| Postal Surveys  | 12        | -         | 1                       | -        | 1        | 2        | 3        | 1        | 4        |
| Planning for Real Exercises   | 5         | -         | 1                       | -        | 1        | 1        | 1        | -        | 1        |
| Local Newspapers, Radio and Media                                   | 11        | -         | 2                       | 1        | 1        | 2        | 1        | 2        | 2        |
| Information Leaflet   | 12        | 1         | -                       | -        | 3        | 3        | 2        | -        | 3        |
| Chase Matters newsletter  | 9         | -         | 1                       | -        | 1        | 3        | 2        | 1        | 1        |
| Community Exhibitions   | 8         | 1         | -                       | -        | 1        | 3        | -        | 1        | 2        |
| Local Residents Group or Association                                | 11        | -         | -                       | -        | 2        | 3        | 3        | 2        | 1        |

As this simple table demonstrates, the clear favourite amongst the majority is Street Meetings with other highly interactive consultation activities favoured.

The fact that residents have chosen a very interactive form of consultation shows that they seem to possess a high level of interest for their community and are willing to get involved with the Council to make improvements.

NB: no reply is where residents did not supply their age but answered the questions

# Recommendations

## Short Term / Immediate

- Publish results of the exercise in the Local newspaper and publish next steps / actions
- Write to residents to thank them for their involvement using community newsletters
- Enclose a simple survey centred around an issue which may affect the residents
- Use the results of the survey to organise a street meeting
- Follow up with further feedback to the residents

## Mid to Long Term

- Use the exercise as a pilot to eventually roll out to other residents
- Use active residents to educate other residents in other areas
- Use residents to help with further consultation exercises
- Build relationships with local media and involve residents with publicity