

Cannock Chase Council

Consultation Survey with Residents of Norton Canes 13th & 14th September 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

The 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.

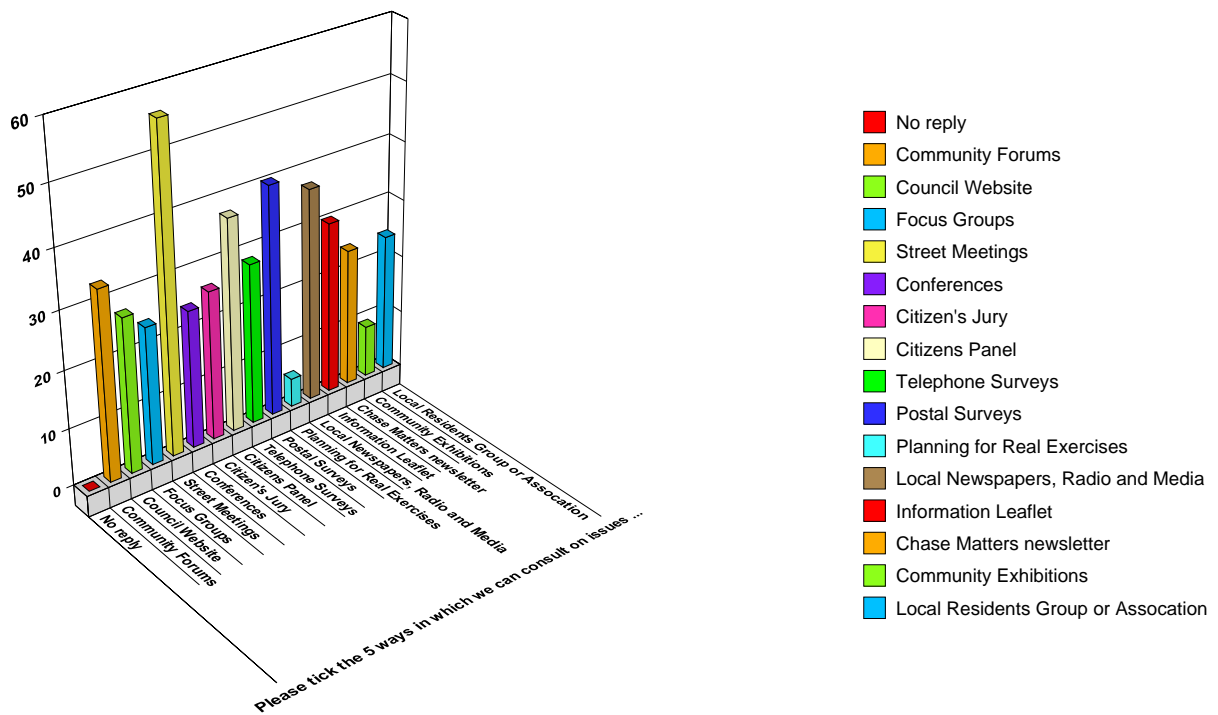
The survey was multiple choice style, asking for residents to name 5 ways they would like to be consulted with the following options:

- 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 so that it could 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. Postal Surveys
3. Citizens Panel (Joint 3rd)
3. Local Newspapers, Radio and Media
4. Community Forums
5. Information Leaflet

Absolute Respondents	Missing		What is your age range?						
	Base	No reply	17-24	25-34	35-44	45-54	55-64	65-74	75+
Base	99	16	8	18	11	18	12	9	7
Missing									
No reply	-	-	-	-	-	-	-	-	-
Please tick the 5 ways in which we can consult on issues ...									
Community Forums	33	5	3	7	4	6	5	3	-
Council Website	27	8	6	4	3	5	1	-	-
Focus Groups	24	5	2	5	-	4	4	2	2
Street Meetings	56	10	4	11	8	10	7	5	1
Conferences	24	8	3	3	3	2	3	2	-
Citizen's Jury	26	7	3	5	3	3	3	1	1
Citizens Panel	37	8	5	4	3	6	6	3	2
Telephone Surveys	28	6	3	6	2	7	2	1	1
Postal Surveys	40	2	5	8	5	7	3	6	4
Planning for Real Exercises	5	1	-	-	-	1	2	1	-
Local Newspapers, Radio and Media	37	1	3	7	4	7	7	3	5
Information Leaflet	30	2	3	8	4	4	6	1	2
Chase Matters newsletter	24	-	-	5	2	7	2	2	6
Community Exhibitions	9	1	-	2	1	2	1	-	2
Local Residents Group or Association	24	4	-	4	1	5	5	3	2

As this simple table demonstrates, the clear favourite amongst the majority is Street Meetings with Postal Surveys as second choice and Citizens Panel drawing with Local Media for third choice by age.

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.

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
- 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