

Policy, Strategy & Partnerships
Strategic Intelligence & Performance team



Bristol Citizens' Panel

June 2019

Experience of panel membership

Citizens' Panel – May/June 2019 Survey

Experience of Citizens' Panel membership

Executive Summary

Response

- **1123** panellists were invited to complete the online only survey and **716** responded giving almost a **64%** response rate

How would you rate your experience of being a member of Bristol's Citizens' Panel?

715 people rated their experience, as:

- **69%** (453 people) were **Satisfied** (very or fairly)
- **29%** (194 people) were **Neither satisfied nor dissatisfied**
- **2%** (14 people) were **Dissatisfied** (very or fairly)

What do you like about being a member?

544 people responded to this and their comments were categorised as:

- **Residents being asked for their opinions** (by **302 people** or **58%** of those who answered this question)
- **Involvement** (by **131 people** or **25%** of those who answered this question)
- **Governance & decision making** (by **90 people** or **17%** of those who answered this question)

Panellists were glad to be given the chance to express their views and have an influence towards decisions made by the council. They also felt they were contributing to the city and its needs, and it was good that the council sought its resident's views on the policies it made.

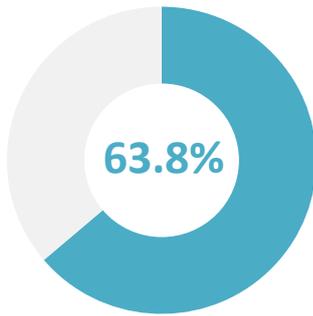
What do you not like about being a member of the panel, or what you would you like us to do differently in future?

Whilst 387 people answered this in total, 140 stated they did not dislike anything, so **247** people provided comments on things they did not like or potential changes they would like to see, categorised as:

- **Feedback from the surveys** (by **115 people** or **46.5%** of specific comments provided)
- **The design of the surveys** (by **95 people** or **38.5%** of specific comments provided)
- **How the panel was run** (by **37 people** or **15%** of specific comments provided)

Some commented that they would like more public meetings and events, and some that they would like to be able to choose which subjects the survey was about. There were also comments that the surveys could be too long and too detailed.

Response to the survey



1123 panellists were invited to complete the online only survey. **716** responded giving almost a **64%** response rate.

Replies came from all 34 wards across the city.

The highest response was 9% from Westbury-on-Trym & Henleaze.

The lowest response was 1% from St George Troopers Hill.

Initial responses

“I want to make the council aware of areas I feel strongly about”

“I want to do anything I can to improve the narrow inequalities of opportunity”

First impressions of those who stated that this was their first survey were positive. They answered **Question 13 “What you like about being a member of the panel?”** with comments such as:

- I think it is appropriate to get the views of citizens in this way. Democracy experienced merely through elections allows many issues to fall through the cracks as people vote on headline issues. There may in fact be broad agreement in the citizenry on certain topics but it may get lost in the noise of right vs left or leave versus remain.
- It's nice that there is feedback being taken.
- I love my City of Bristol. I want to do anything I can to improve it, especially to narrow inequalities of opportunity between the better off and poorer areas of the city, including the huge difference in life expectancy. I feel that membership of the Citizens Panel allows me to contribute and to make a difference.
- I guess more feedback later. It's important though I feel to have as much feedback as possible on everything so that in general it is easier to shape the needs of the community into seeing something implemented.
- There are areas I feel strongly about and I would like to make BCC aware of these.

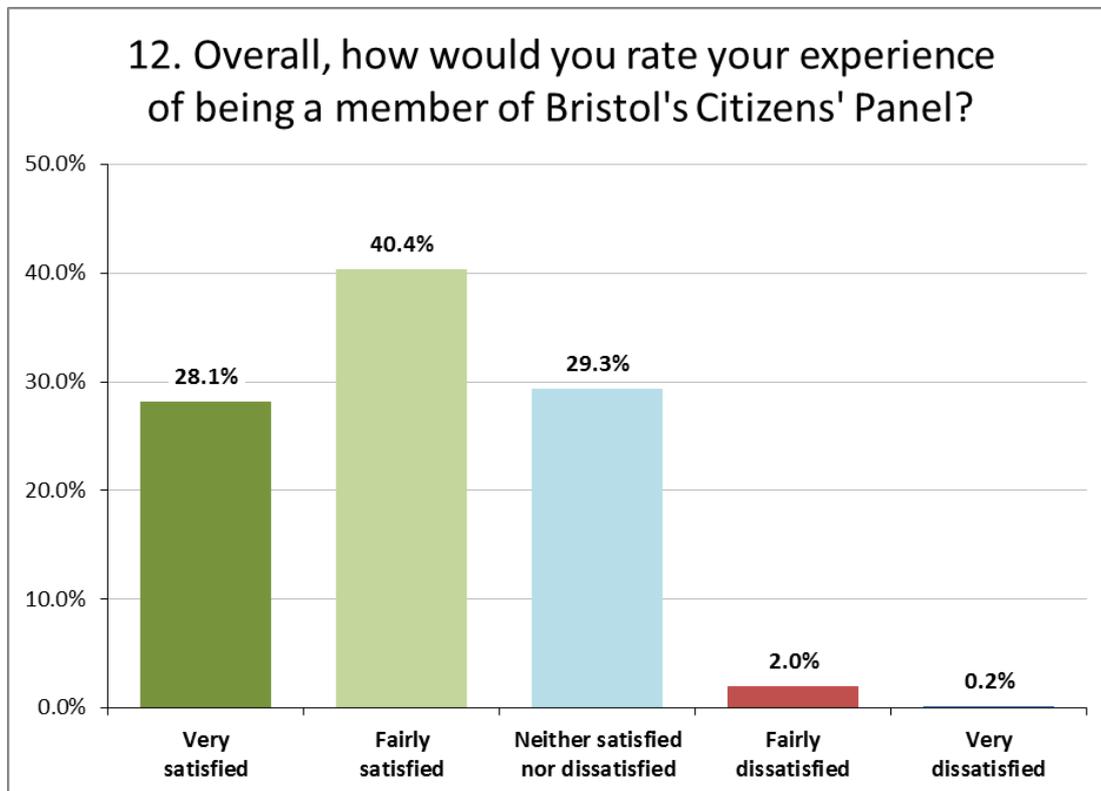
When asked **Question 14 “What do you not like about being a member of the panel, or what you would like us to do differently in future?”** the same group said:

- I don’t know enough to say and I don’t know whether the citizens’ panel will be able to influence BCC decisions, given the financial constraints at the moment.
- The things that are important to me are improving air quality and the environment, sorting out public transport, making Bristol carbon neutral, maintaining parks and green spaces, planting and maintaining trees, keeping all our libraries.

Results

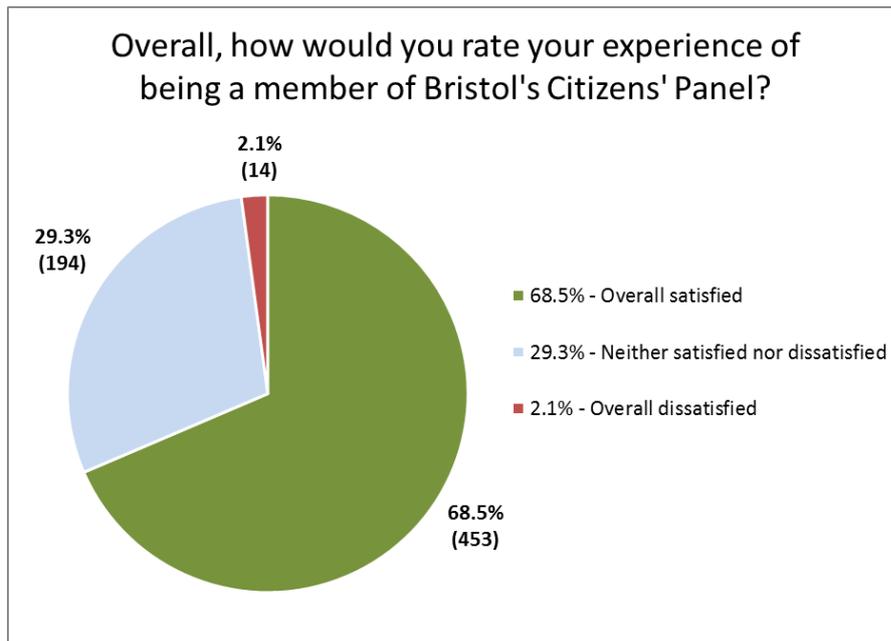
Question 12 - Overall, how would you rate your experience of being a member of Bristol's Citizens' Panel?

715 people (every respondent bar one person) gave an answer to this question.



	<i>Percent</i>	<i>Count</i>
Very satisfied	28.1%	186
Fairly satisfied	40.4%	267
Neither satisfied nor dissatisfied	29.3%	194
Fairly dissatisfied	2.0%	13
Very dissatisfied	0.2%	1

Simplifying this breakdown, the overall categories this can be shown as:

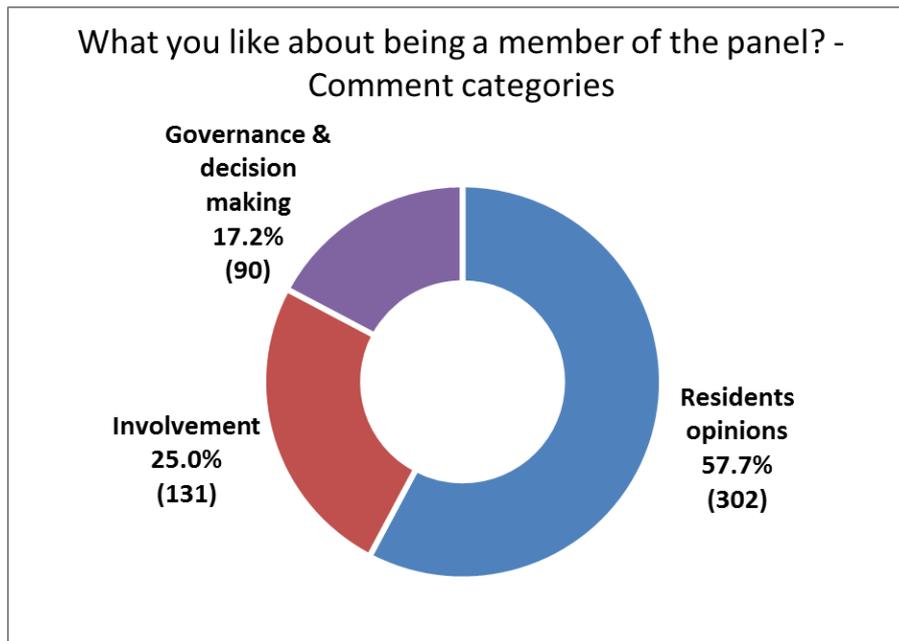


Additionally, 54 people stated that they were too new to comment.

Q13: What you like about being a member of the panel?

544 people (or 76% of those who replied to the survey) commented about what they liked. Within this total 21 people remarked that they were unsure or too new to the panel to make a comment. The comments themselves are contained in the annex.

The remarks covered three main areas:



“membership of the Citizens Panel allows me to contribute and to make a difference”

The main areas were sub-categorised as below:

	Percent	Count
Residents opinions (302 comments)		
Able to give my views and opinions	31.5%	165
Being kept informed	6.5%	34
Being asked for my opinion	5.7%	30
I am being listened to	4.4%	23
My opinion is valued	4.0%	21
I’m making a difference	2.1%	11
Thinking about the variety of topics	1.7%	9
Makes me feel useful	1.3%	7
Hearing other people’s views	1.4%	2
Involvement (131 comments)		
Being involved in the community and the city	22.8%	119
Adding to the community and the city	2.3%	12

“it’s good that feedback is being taken”

“it’s important to have feedback so that it is easier to see something implemented for the needs of the community”

Governance & decision making (90 comments)		
Opportunity to influence decision making	8.0%	42
To improve the city and services	6.9%	36
Simple way to engage	1.7%	9
Helping the council understand its residents	0.6%	3
<i>Total</i> 100.0% 523		

Recurring themes that came from these comments included:

- People were glad to be given the chance to express their views on a variety of topics whether or not they agree with the outcome
- Having the opportunity to comment on citywide proposals
- Feeling they're contributing towards a better understanding of their community, the City and its needs
- Having an influence towards decisions made by the council
- It's good that the Council gives this chance to its residents to feedback on policies
- Keeping in touch with issues in the City

Q14: What do you not like about being a member of the panel, or what you would you like us to do differently in future?

387 people (or 54% of those who replied to the survey) commented about what they did not like, or wanted us to do something differently. This included 118 people who stated they were happy with the Panel or that there was nothing they did not like, and 22 people who remarked that they couldn't comment or they were not a regular contributor to the panel.

This leaves **247 comments regarding potential changes** – these are contained in the annex.

The comments made covered three main areas:

	Percent	Count
Feedback	46.5%	115
Survey design	38.5%	95
The running of the panel	15.0%	37
<i>Total</i>	100.0%	247

These categories could be split as below:

	Percent	Count
<u>Feedback</u> (115 comments)		
Need better and more feedback	29.6%	73
Are the results taken into consideration	17.0%	42
<u>Survey design</u> (95 comments)		
Questions need improving	18.6%	46
Too distant from real life	9.7%	24
Surveys too long and too detailed	6.9%	17
Suggestions made	3.2%	8
<u>The running of the panel</u> (37 comments)		
More public meetings and focus groups	6.5%	16
More surveys	2.8%	7
Need greater promotion	1.6%	4
The data breach was embarrassing	1.6%	4
Confusing emails	1.2%	3
More consideration for panel members	0.8%	2
Need more incentives	0.4%	1
<i>Total</i>	100.00%	247

“I don't know whether the citizens' panel will be able to influence BCC decisions, given the financial constraints”

“democracy experienced merely through elections allows issues to fall through the cracks as people vote only on headline issues”

Recurring themes that came from these comments included:

- More feedback
- Background information needs to be clear and simple
- Survey questions to be clear and simple
- The surveys should state how many questions will be within the survey (as a guide as to how long it may take to complete the survey)
- The surveys should also state that they may not always be relevant to all panel members as the topics may be regarding specific aspects of what the council does and is responsible for

Respondents also commented that they would like more public meetings and events, and some mentioned that they would like to choose which subjects that the survey would be about, including

- Public transport
- Interacting with cyclists on the pavement
- Activities for the over 70's
- Should busking within earshot of residential properties be allowed?
- Opportunities for those on the autistic spectrum
- Issues local to where they live

Further notes / contacts

Bristol Citizens' Panel and Consultation surveys are online at:

Citizens' Panel <https://bristol.citizenspace.com/business-change/bristols-citizens-panel/>
email contact research@bristol.gov.uk

Consultation Hub <https://bristol.citizenspace.com/>
email contact consultation@bristol.gov.uk

During Autumn 2019 we are conducting an internal review of how to improve the effectiveness and member experience of the Bristol Citizens' Panel, building in part on the comments expressed through this survey. Further details on future plans will be issued to Panel members in due course.

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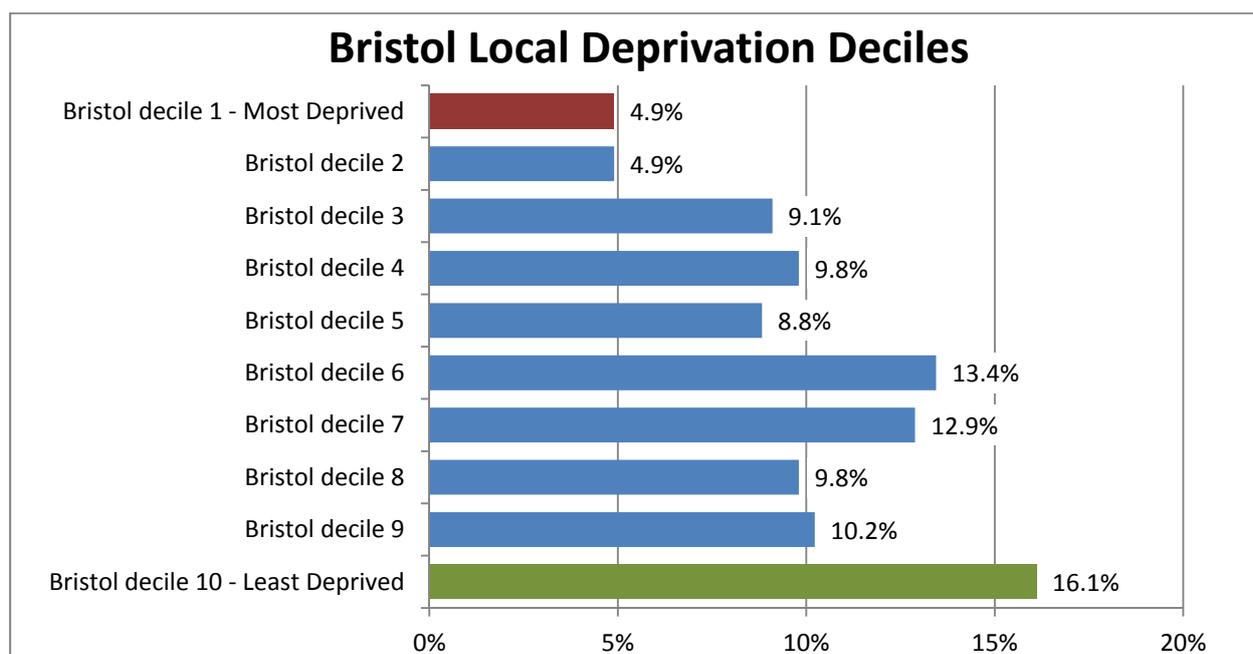
Physical Activity in Bristol

Demographic Summary

Demographic Breakdowns

by Bristol Deprivation Decile

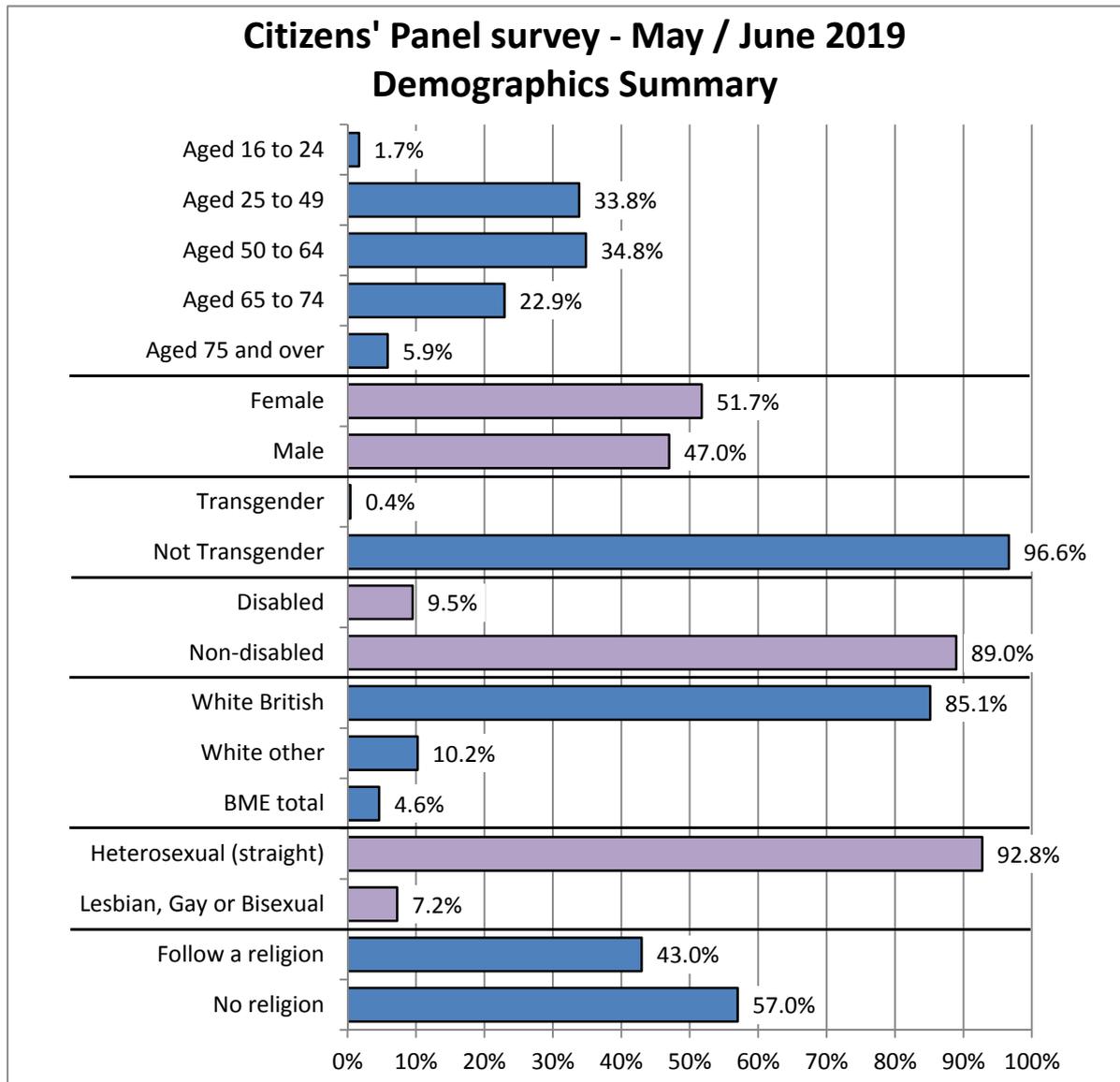
- Bristol Local Deprivation Deciles show the ranking of the most to the least deprived Lower-layer Super Output Areas (LSOA) in the authority divided into ten categories with approximately equal numbers of LSOAs in each. The graph shows the respondents spread within these deciles (based upon income, employment, education, health deprivation, etc).
- The top 5 'least deprived' areas of Bristol gave 62.5% of the response with 16.1% of the respondents coming from the Bristol's 10% least deprived area
- The bottom 5 'most deprived' areas gave 37.5% of the total response with 4.9% coming from Bristol's 10% most deprived area



Citizens' Panel – May/June 2019 Survey

Physical Activity in Bristol

Overall Demographic summary



Citizens' Panel – May/June 2019 Survey

Physical Activity in Bristol

Demographic Breakdowns

The demographics of the respondents to the survey (all aged 16 and over) are shown below.

Age group	%	number
Aged 16 to 24	1.7%	12
Aged 25 to 49	33.8%	242
Aged 50 to 64	34.8%	249
Aged 65 to 74	22.9%	164
Aged 75 and over	5.9%	42
Sex		
Female	51.7%	370
Male	47.0%	336
Transgender		
Transgender	0.3%	less than 5
Not Transgender	96.6%	691
Disability		
Disabled	9.5%	68
Non-disabled	89.0%	636
Ethnicity		
White British	85.1%	590
White other	10.2%	71
BME total	4.6%	32
Orientation		
Heterosexual (straight)	92.8%	615
Lesbian, Gay or Bisexual	7.2%	48
Religion		
Follow a religion	43.0%	297
No religion	57.0%	394

by Age group

- 70.3% of the survey respondents are aged under 65 years
- 28.8% were aged 65 or older

by Sex

- 51.7% Female
- 47.0% Male
- 0.4% said they were Transgender

by Long-term Limiting Illness (Disability)

- Overall, 9.5% of all respondents said they had a long-term limiting illness
 - 4.9% being Female and 4.5% being Male respondents
- 89.0% were non-disabled

Citizens' Panel – May/June 2019 Survey

Physical Activity in Bristol

by Ethnic background

- 92.6% came from a White background including 9.9% from a White other, with
 - 1.3% White Irish descent
 - 1.1% Eastern Europeans (Polish and Non-Polish descent)
 - 0.1% Gypsy (including English, Scottish and Roma Gypsy) or Irish Traveller
- 4.9% came from a BME background, including
 - 1.3% Asian or Asian British descent
 - 1.1% Black or Black British descent
 - 2.1% Mixed descent
 - 0.4% Other Ethnic groups

by Sexual Orientation

- 6.7% said they were Lesbian, Gay or Bisexual
- 86.0% said they were Heterosexual

by Religion

- 41.5% belong to a faith group
 - 36.5% Christian and 5.0% a faith other than Christianity
- 55.1% said they did not follow a religion

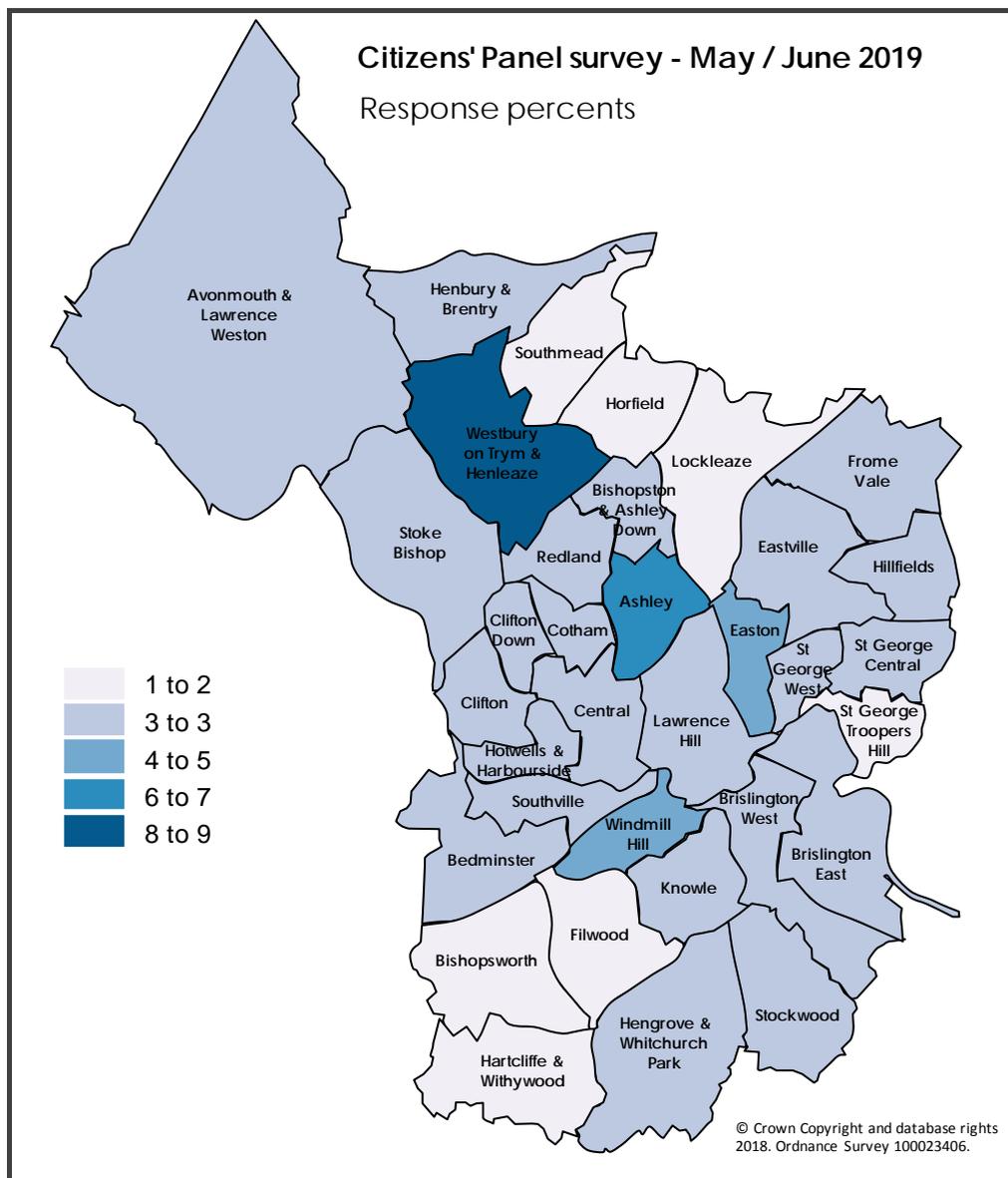
by Ward

- The members come from all 34 wards across the city giving a 100% coverage.
The highest response came from Westbury-on-Trym & Henleaze with 9.1%
The lowest response came from St George Troopers Hill with 1.1%

Citizens' Panel – May/June 2019 Survey

Physical Activity in Bristol

Ward map of survey respondents



Citizens' Panel – May/June 2019 Survey

Physical Activity in Bristol

Numbers of respondents per Ward

