



Panel obywatelski jako narzędzie recenzowania usług publicznych - doświadczenia Gdynińskiego Dialogu z Seniorami

Seminarium organizowane jest w ramach projektu "Kurs - Partycypacja!", współfinansowanego przez Szwajcarię w ramach szwajcarskiego programu współpracy z nowymi krajami członkowskimi Unii Europejskiej oraz Fundację im. Stefana Batorego.



pracownia badań
i innowacji
społecznych



Panel obywatelski jako narzędzie recenzowania usług publicznych - doświadczenia Gdyńskiego Dialogu z Seniorami

Seminarium organizowane jest w ramach projektu "Kurs - Partycypacja!", współfinansowanego przez Szwajcarię w ramach szwajcarskiego programu współpracy z nowymi krajami członkowskimi Unii Europejskiej oraz Fundację im. Stefana Batorego.



Czym jest panel obywatelski?

- Narzędzie służące zasięgnięciu przez administrację publiczną w **powtarzalny sposób** opinii dużej, możliwie reprezentatywnej grupy mieszkańców danego terytorium lub użytkowników określonych usług publicznych.
- **Te same osoby** pozostają w grupie panelowej przez kilka lat (2-4)
- Panel jest **regularnie uzupełniany** ze względu na fakt "wypadania" z niego poszczególnych uczestników.
- Często konieczne jest dodatkowe **motywowanie** uczestników do pozostania w grupie panelowej (np. poprzez nagrody).
- duży potencjał do wdrożenia w życie wyników (**współdecydowania**)

więcej:

 partycypacjaobywatelska.pl



Przykłady zagraniczne

Wigan

Leeds

Oxford

Bristol

wigan

Citizens Panel

In a bid to improve our consultation with residents, we use feedback from our Citizens Panel. The panel is made up of approximately 1,200 adults aged 18-80 who represent the borough and provide their personal opinions on council matters and services. They provide useful feedback for us and many of our partner agencies, such as the Primary Care Trust.

How does the Citizens Panel work?

We get feedback from our panel members through questionnaires and surveys, and many members often join our Readers and Discussion Panel to take part in focus groups, workshops and interviews. We also issue newsletters to every member with the latest council information.

Through the panel, we can consult with a large and easily accessible group of people on a regular basis. Topics covered include advice services, car parks, experience of crime, pest control issues, private housing and quality of life in the borough.

We regularly refresh the panel and include new members to make sure we are fair and include new opinions – please contact us if you would like to get involved.

CONTACT US

-  [Email](#)
-  [Telephone Number](#)
-  [Address](#)

IN THIS SECTION

- [→ Believe Photography Competition](#)
- [→ Consultations](#)
- [→ Citizens Panel](#)
- [→ Discussion Panel](#)
- [→ Readers Panel](#)
- [→ Community Governance Review](#)

SHARE



Oxford

Consultation



Home > Consultation > Talkback Panel

- Consultation
- How and why we consult
- Current consultations
- Closed consultations
- Search consultations
- Talkback Panel

- Hot topics
- Jobs
- Recycling and rubbish collection days
- Leisure centres
- Visiting Oxford
- Council meetings
- Oxford Town Hall

Talkback (Oxford's Citizens' Panel)

Talkback (Oxford's Citizens' Panel) was first established in 1997 and consists of approximately 1,000 residents (aged 16+). The most recent panel was recruited in spring 2012.

Why have a Citizen's Panel?

Talkback is about finding out what views and opinions residents of Oxford hold on a range of services and issues. The panel was set up as a way to keep us informed about public opinion.

Every effort is made to ensure the panel mirrors the population of the city. Panel members are selected on the basis of where they live, age, ethnicity etc. The views of panel members are important in helping us improve local areas and the way we deliver our services.

How does the panel work?

Panel members are invited to take part in up to four postal or online questionnaires a year. Occasionally, panel members may also be invited to take part in other forms of consultation such as telephone surveys and focus groups.

How do I become a member of the Talkback Panel?

✓ [Fill in our Talkback Panel Registration Form](#)

If I am already a Talkback panel member, how do I inform you of a change in my contact details?

If you would like to inform us of a change in your contact details please email Rob.Hack@m-e-l.co.uk with details of the change.

What happens to the results of the surveys?

We carefully examine the results of all the surveys, together with your elected Councillors, and use the panel's views to help develop local policies and improve services.

Results of previous Talkback Panel Surveys

Links to the results for past Talkback surveys can be found below:



How do you rate this page?



[What's this?](#)



Access council services online 24 hours a day

| Date and link to results | Topics |
|--------------------------------|--|
| Winter 2012/13 | 1. Living in Oxford |
| September 2012 | 1. Empty Dwellings 2. Community Safety |
| July 2012 | 1. City Centre 2012 2. Dancin' Oxford |
| December 2011 | 1. Corporate plan and budget |
| November 2011 | 1. Waste and Recycling 2. Community Safety 3. Living in Oxford |
| March 2011 | 1. City Centre 2011 2. Housing and tenancy strategy |
| December 2010 | 1. Budget 2011-15 2. Community Safety 3. Living in Oxford 4. Dog Control Orders |
| June 2010 | 1. Additional licensing of Houses in Multiple Occupation 2. Leisure facilities 3. Museum of Oxford |
| March 2010 | 1. City Centre 2010 2. Website improvements |
| October 2009 | 1. Recycling 2. Feelings of Safety 3. Antisocial behaviour 4. Neighbourhood Policing |
| July 2009 | 1. Council priorities 2. Public toilets |
| March 2009 | 1. Customer Services 2. Website 3. Communications |
| November 2008 | 1. Council priorities |
| October 2008 | 1. Waste and recycling 2. Options for the future 3. Communications |
| July 2008 | 1. Feelings of Safety 2. Antisocial behaviour 3. Neighbourhood Policing 4. Nightsafe |
| February 2008 | 1. Equality and Service provision 2. Leisure Services 3. Website |



What is Talkback?

Talkback is Oxford City Council's long standing and well respected Citizen's Panel of around 1,000 residents.

Panel members receive a survey form (by email or post) three or four times a year. Sometimes we arrange focus group meetings and ask Talkback panellists if they are interested in attending.

Recent Talkback surveys have included questions on topics such as waste, recycling, community safety and the city centre.

The results of Talkback surveys are taken seriously by Oxford City Council and are often shared with our partners. Every year we let you know what has been done as a result of your feedback.

Who can join?

The panel is designed to be representative of the population of Oxford city. Due to a change in circumstance or people moving house, there are often spaces on the panel, so we're always looking for new people to join us.

I want to join. What do I do next?

If you have access to the internet go to www.oxford.gov.uk/talkback for more information and online registration.

If you do not have access to the internet, fill in the tear off slip and return to the address on the back. We will forward your contact details to the independent agency that runs the panel on our behalf who will go through a short registration process with you.



Name:

Address:

.....
.....

Post code:

Email:

Telephone:

Preferred method of contact (please tick)

Email Post

How did you come across this leaflet?

.....
.....
.....



Consultation Officer
Oxford City Council
Freepost OF10
PO Box 10
OX1 1BR



NO STAMP REQUIRED



www.oxford.gov.uk



OXFORD CITY COUNCIL

Talkback
TEAM

JOIN US
AND HELP
SHAPE THE
FUTURE OF
OXFORD

I see Talkback as a good way of helping to get things done for my area

Talkback gives me an opportunity to contribute

I joined Talkback because I want to be involved in my local community and to make a better city for my kids to live in



Bristol



- [Homepage](#)
- [Council and democracy](#)

[Council meetings](#)

[Councillors](#)

[Elections](#)

Have your say

[Citizens Panel](#)

[Petitions](#)

[Scrutiny Commissions and Select Committees](#)

[How the council works](#)

[Council spending and accounts](#)

[Lord Mayor of Bristol](#)

[Statistics and census information](#)

[Data protection and FOI](#)

[Budget consultation 2013-14](#)

[Contacting Bristol City Council](#)

[Neighbourhood Partnerships](#)

[Website](#)

[Local MPs and MEPs](#)

Citizens' Panel



Bristol City Council was one of the first councils in the country to set up a citizens' panel in 1998. Statistically representative of the population of Bristol, the panel has been invaluable to the council and its partners in researching how Bristol people feel on issues and as a sounding-board for future policies and decisions. The panel currently has a member of 2,000 people and during its existence many thousands of people have served on the panel or been given the opportunity to join. The panel's membership is constantly 'refreshed' to continue to provide opportunities for people to get involved in local decision making.

Explore our pages to learn more about the work of the panel, the research it has generated and the influence it has had.

Here's what past members have said about the Citizens' Panel:

"I am delighted and proud to be a member of the panel. It helps me feel valued and involved in decision making"

Katherine, Southville

"I enjoy being on the panel as I feel I can voice my opinions on matters concerning myself, and Bristol. I feel I am listened to"

Martyn, Whitchurch

Citizens' Panel feedback newsletters

Our Citizens' Panel feedback newsletter provides information on previous consultations, as well as details of upcoming issues, developments and future consultations.

[Feedback newsletter - September 2013 \(pdf, 1.5 MB\)](#)

Pages in the section

[Citizens' Panel overview](#)

[Citizens' Panel reports](#)

Contact information

Consultation, Research and Intelligence team

Room G27, Communications and Marketing
City Hall
Bristol, BS1 5TR

consultation@bristol.gov.uk

0117 922 2848

Related documents

[Citizens' Panel information sheet \(pdf, 282 KB\)](#)





Thank you to the 1002 people who responded to the May survey - a 53% response
Full reports can be seen at www.bristol.gov.uk/citizenspanel

Who should get social housing?

The waiting list for social housing in Bristol far exceeds the supply of properties. Some home people with low housing need. We asked who social housing should be for, and who should

87% thought social housing should be for people who have lived in Bristol for over 2 years

- Priority should be for working people on low incomes (78%) and disabled people (74%)
- Social housing should also be for people who are homeless (69%)
- People with mental health problems or learning difficulties (66%)
- 36% thought people without urgent need for housing should still be able to apply and be considered



77% would exclude people from applying

Especially if they:

- Own property elsewhere in the country or abroad (95%)
- Can afford to buy or rent a property privately (89%)
- Have been evicted for anti-social behaviour (88%)
- Do not have an urgent need for housing (53%)
- Have not paid their rent for 2 months or more (49%)

Two or three direct offers of housing

73% thought direct offers of social housing should be made (instead of HomeChoice), so available to be offered to the person at the top of the housing register suited to the property with the greatest need. 70% thought people should be able to refuse two or three offers before being taken off the register.

Health and wellbeing strategy feedback

Your views are being used alongside an Equalities Impact Statement, evidence from Joint Strategic Needs Assessment and views from public consultation to shape a final set of priorities. We are comparing what the strategy hopes to achieve against what is already delivered, targeting specific areas where we can make the most difference.

"We asked, you said, we did" results are available at www.bristol.gov.uk/consultationhub



Bristol Clinical Commissioning Group



ss Great Britain feedback

The outcomes of the Citizens' Panel 5 presented to the Board of Trustees in they will be used to help the Trust shape exciting plans for the next major development project.

The results will form part of a report on audience and community consultation which is being developed as part of the project.

ss GRE

Prize draw winner!
I am pleased to announce the winner
£30 voucher for Marks and Spencer - Kelly from Withywood

Contacting the Council and accessing services

The council needs to reduce costs substantially while maintaining the quality of our services. One way we want to do this is by improving technology to contact and transact with us, for people who have access to the internet. This will free up time to spend with people who need extra help.

89% have internet access but half of those who would report street rubbish would telephone

A mobile phone app for reporting things to the council was popular, 67% would use this. 50% are willing to use an automated telephone answering service when contacting us to help reduce costs.

Using the website was a slightly more popular way of finding out if you were eligible for a discount for Council Tax - 54% would use the internet for this compared to 42% using the internet to report

rubbish. This perhaps suggests some are not aware of our online reporting facility. Online reporting would not be as quick as a telephone call.

More people would choose to visit a service point for finding out if they were eligible for a discount on their Council Tax - 17% to report rubbish.

Despite high levels of internet access, only 50% are willing to apply for/buy council services. A slightly higher proportion (60%) would like to have an online account to receive services. "Webchat" facility to help find what services would help some (37%) use the internet more often.

Improving public transport should be top green priority

1. Improving public transport. 64% thought this the most important green priority.
2. Making homes more energy efficient.
3. Ensuring businesses are reducing their carbon impact.
4. Creating more green jobs in the low carbon sector.
5. Creating a thriving local economy ie, Bristol Pound.

37% have noticed changes in our climate and think it is man made climate change

Half of respondents have not carried out improvements to reduce energy use. Those who would be interested in the services we can take to reduce energy use.

What you are doing less of to reduce impact on the environment

1. Using a car (41%).
2. Eating meat (36%).
3. Flying less (28%).

Avon Fire & Rescue feedback

As well as providing an emergency service, Avon Fire & Rescue work hard with local partners, to reduce risk through advice and education. Your feedback has helped to improve the protection and prevention services delivered are what local people need and want, and delivered in the most appropriate way.



Have your details changed?



If you are moving home, or change your name/other details, please let us know so that we can still contact you.

Contact: Anna McDermott
0117 922 4424
consultation@bristol.gov.uk
G27, City Hall, College Green,
Bristol, BS1 5TR

Stay in touch with your council www.bristol.gov.uk/signup

Design and printed by Print Design Bristol City Council. Printed on 100% Recycled Paper. Bristol City Council. 13/04/2013 10:00:00

Leeds

Citizens' panel

Do you have an opinion regarding services in Leeds? How are changes affecting your town or village?

If you're concerned about issues in your community or Leeds as a whole then we need you.

In challenging times we're asking you what you want from services in our city by putting together a citizens' panel. We want people like you to join and tell us what Leeds needs.

The panel is a large group of Leeds people from all backgrounds who tell us about the services and issues affecting them. This is just one of the ways we get to hear the views of communities in Leeds.

If you're 18 years old or over and live in the Leeds area we're interested in hearing from you.

You can join the citizens' panel by completing the citizens' panel joining form. You can find this in the external links section to the right hand side of this page.

Your views will be heard by local decision makers and you'll find out about new plans and ideas for Leeds.

Citizens' Panel Newsletter

For a copy of the June 2013 newsletter please click in the Downloads Tab below

The citizens' panel is run by Leeds City Council and shared by other local public sector organisations.


For more information call 0113 247 4610 or email citizenspanel@leeds.gov.uk.

Events

23 Farsley Library Open Day
 Farsley library
 23 September 2013 - 10:30am

23 Enterprise Club
 Central library
 23 September 2013 - 6:00pm

24 National Disability Tag Rugby Festival
 24 September 2013 - 10:00am

All events 

External links

Disclaimer: LCC are not responsible for the content on any external site.

[Citizens' panel](#) 
 joining form



Talking Point Leeds having a say on services you use and the place you live



Powered By People Matters Network Ltd

Progress

Getting in touch with you

0%

About you

0%

About your household

0%

Welcome to your opportunity to join the new Citizens' Panel for Leeds.

By filling in this form you are telling us you are interested in joining the new Citizens' Panel for Leeds.

We need to know some things about you to make sure the Citizens' Panel members come from a wide range of backgrounds.

By asking you for this information once now, you save time and we save public money by not having to ask every time you take part in the Citizens' Panel. We use this information to make sure that there is the right balance of people of different ages, backgrounds and from different places in Leeds. When we analyse the results of the surveys you take part in, we also use this information to see if different groups of people have different views and experiences.

We will keep your information safe in line with the Data Protection Act. Your contact details and personal information will be held securely by Leeds City Council and will not be shared with other organisations. What you tell us now, and when you take part in Citizens' Panel surveys and discussions, is in confidence and will only be used to send you information about the Panel and other ways to get involved.

Some questions must be completed to join the Panel. The survey will tell you if you don't complete these questions. The rest of the questions are voluntary, but it will help us to know as much about you as you feel comfortable with.

The questions ask first for your contact details, and then about you and your household.

[Next](#)

Gdyński Dialog z Seniorami



Ogólne założenia

- **Pilotaż**, a po nim jeśli się sprawdzi miał funkcjonować w Gdyni na stałe
- Uczestnicy - **mieszkańcy Gdyni powyżej 55 roku życia**
- Celowo nie była to zlecona na zewnątrz usługa
- Badanie miało mieć zarówno **charakter diagnostyczny** (sposób funkcjonowania i potrzeby gdyńskich seniorów), jak i dotyczyć wybranych **usług publicznych** do nich kierowanych



Przygotowania

- Dużo rozmów, dużo korespondencji
- Wspólne planowanie sposobu realizacji
- Wspólne prace nad kwestionariuszem



Kwestionariusz

- Moje życie w Gdyni (m.in. sposób spędzania czasu)
- Moja okolica (m.in. przestrzeń publiczna)
- Moje miasto (m.in. o rozpoznawalność, korzystanie i ocenę wybranych usług)
- Pytania o kolejną edycję panelu
- Pytanie metryczkowe
- Pytania do ankietera



Realizacja

- Koordynacja realizacji po stronie **Gdyńskie Centrum Innowacji i Miejski Ośrodek Pomocy Społecznej**
- Dwie próby badania: **celowa i losowa** (płeć, kat. wiekowa, miejsce zamieszkania (okręg))
- **Indywidualne listy** zapraszające do udziału podpisywane przez prezydenta Gdyni
- **Ankieterami** pracownicy MOPS i gdyńskich organizacji (oficjalne upoważnienia)

Gdyński Dialog z Seniorami w liczbach

- Ostateczna liczba respondentów: 456 (losowa 245, celowa 211)
- Czas przygotowań: od marca do grudnia 2012
- Czas samej realizacji: poł. stycznia-poł. czerwca 2013
- Liczba ankieterów: 26
- Koszt realizacji: ok. 40 tys. PLN + nasz wspólny czas pracy

Trudności, na które natrafiliśmy

- Zbyt ambitnie podeszliśmy do kwestii warstw w próbie
- Kwestia ochrony danych osobowych
- Czas realizacji i podsumowania był/jest dłuższy niż planowaliśmy

Czego się dowiedzieliśmy?

- nieoczywiste dane dotyczące struktury populacji
- mapa miejsc "bezpiecznych" "niebezpiecznych"
- odpowiedzi dotyczące najbardziej palących problemów / oczekiwań



Co dalej?

- Podsumowanie wyników
- Ich prezentacja uczestnikom panelu, gdyńskim urzędnikom i organizacjom pracującym z osobami starszymi oraz mieszkańcom Gdyni
- Przygotowanie strategii związanej z wykorzystaniem wyników + jej wdrożenie
- Kolejny panel w 2014 r.

