

PRINCIPAL SCRUTINY COMMITTEE

18 January 2010

CABINET

3 February 2010

CITIZENS' PANEL AUGUST 2009 (CP14)

REPORT OF HEAD OF PARTNERSHIPS, COMMUNICATION AND  
IMPROVEMENT

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RECENT REFERENCES:

None

EXECUTIVE SUMMARY:

The purpose of this report is to provide Members with a summary of the results from the August 2009 Citizens' Panel questionnaire. The questionnaire was sent to 1,688 panel members and 940 completed surveys were returned, a response rate of 56%.

A major element of the survey this time was to ask panel members about the Council's Community Strategy. Panellists were asked to select the key outcome from each of the five elements of the strategy and then to select the outcome they thought the most important. Respondents thought that 'Safe & Strong Communities' was the most important outcome for the District with 'low levels of anti-social behaviour' the key priority within that. This information will be used to inform the planned refresh of the Winchester District Community Strategy in Spring 2010.

RECOMMENDATIONS:To Principal Scrutiny Committee

1. That the report be noted.
2. That the Committee consider whether there are any issues they wish to raise with the Leader or, if of significance, with Cabinet.

To Cabinet

1. That the report be noted
2. That Cabinet consider any issues raised by Principal Scrutiny Committee.

## PRINCIPAL SCRUTINY COMMITTEE

18 January 2010

### CITIZENS' PANEL AUGUST 2009 (CP14)

#### REPORT OF HEAD OF PARTNERSHIPS, COMMUNICATION AND IMPROVEMENT

##### 1. Introduction

- 1.1. The August 2009 Citizens' Panel was the fourteenth questionnaire sent to residents who are members of the panel. At the time of the survey there were 1,688 active members of the panel of these 940 returned completed surveys. A response rate of 56%.
- 1.2. The panel were asked questions about the following issues:-
  - i. Community Strategy,
  - ii. Their use of Post Offices,
  - iii. Community Involvement,
  - iv. Perception of the Council,
  - v. The Benefits Service and

##### 2. Results

- 2.1. A full copy of the questionnaire and the top-line results is attached as Appendix A.
- 2.2. The Community Strategy is due to be reviewed during the spring of 2010. The survey questions were a planned part of that review and these results will help inform the final decisions about the future direction of the Community Strategy.
- 2.3. The post office questions were asked as part of the Postal Services Informal Scrutiny Group review into public concerns regarding a worsening service following sub-post office closures and the relocation of the Winchester Crown Post Office over the previous 12 months. The panel's [final report](#) (Report PS392 refers) was considered by Principal Scrutiny Committee on the 16 November 2009.
- 2.4. The results and analysis of the other sets of questions have been sent to the appropriate officers for their consideration and information as they develop future policies for the services.

3. Summary and analysis of results from CP14

3.1. The following short summary of the results has been produced.

**Summary of Results from CP 14 (August 2009)**

**A total of 1,688 surveys were dispatched and 940 were returned a response rate of just under 56%**

**Community Strategy**

- From the five Strategic Outcomes 32% of panel members thought Safe & Strong Communities was the most important priority for the District and Health & Wellbeing second (29%). The other three (Economic Prosperity, High Quality Environment & Inclusive Society each scored less than 20%).
- Within the Safe & Strong Communities strategy the area that was considered key was 'Low levels of Anti-Social Behaviour' (70%)
- The key priority from the Health & Wellbeing strategy was 'Residents make Decisions to help Maintain Healthy Lifestyles' (48%).

**Use of Post Office**

- Almost half (42%) of panel members use a post office at least once a week and another 40% a least once a month.
- Over 80% of respondents use their local post office to post letters and parcels, whilst 14% collect letters and 26% parcels from the post office.
- The next most popular use of post office services was to pay for 'car tax & licence' (41%).
- A quarter of people (26%) use the post office for foreign currency transactions and a similar proportion (24%) use it for passport services.
- More people use the post office to 'pay bills' (15%), for 'savings & investment services' (11%) or to 'access other bank accounts' (10%), than to 'collect their pensions' (4%).
- More than a quarter of respondent (26%) have used the Post Office's online services.

## Summary of Results from CP 14 (August 2009)

### Community Involvement

**We asked what action people had taken to resolve a local issue:-**

- Contacting the appropriate organisation (56%) was the most frequent response.
- Followed by contacting a councillor or MP (36%) and then attending a protest meeting (25%).
- Writing to a local paper (9%) was the least likely form of action, although 12% thought there had been no issues to resolve.

**We also asked whether respondents had been involved in local organisations**

- Well over a third (38%) of people have been involved either actively or by attending meetings in various local organisations.
- The percentages involved range from 28% for sports and social clubs to 11% for political parties/groups.
- Listed below are the various organisations and the percentage of people involved.

| Organisation                           | Total | Active | Attended Meetings |
|--|-------|--------|-------------------|
| Sports or Social Clubs                 | 28%   | 19%    | 9%                |
| Local Charities                        | 27%   | 18%    | 9%                |
| Religious Organisations                | 25%   | 16%    | 9%                |
| Local branch – national charity        | 20%   | 14%    | 6%                |
| Local branch – national organisation   | 18%   | 11%    | 7%                |
| Residents/Tenants Associations         | 17%   | 6%     | 11%               |
| Neighbourhood Watch                    | 16%   | 9%     | 7%                |
| Parent/Teacher – schools support group | 13%   | 7%     | 6%                |
| Political Parties/Groups               | 11%   | 6%     | 5%                |

A surprising result was the percentage of people who said they 'always vote in local elections', at 77% it is more than 60% higher than the actual average turn out of 46%.

### Perceptions of the Council

**We asked you to select from a list of 32 adjectives the 5 that you thought best described the City Council.**

The top five were Average Quality Services (35%); Bureaucratic (28%); Expensive (26%); Accessible (25%) & Community Leader (24%).

The bottom five were Creative (4%); Innovative (3%); Backward Looking (2%); Contemporary (2%) & Dynamic (1%).

## Summary of Results from CP 14 (August 2009)

### Environment issues

**As in previous years the most used energy saving features were 'turning off lights' (91%), 'loft insulation' (87%) & 'double glazing' (86%). All of these showed increases of between 4% & 6% from the survey results in 2002. The energy saving feature that has shown the largest increase is the use of 'low energy light bulbs', increasing from 45% in 2002 to 82% now. This is an increase of 37%.**

The increase in recycling rates has also been very substantial as the table below shows.

| <b>Activity</b>                | <b>March 02</b> | <b>Aug 09</b> | <b>% Change</b> |
|--------------------------------|-----------------|---------------|-----------------|
| <b>Recycle paper/cardboard</b> | 86%             | 95%           | 9%              |
| <b>Recycle plastic</b>         | 79%             | 90%           | 11%             |
| <b>Recycle bottles</b>         | 71%             | 83%           | 12%             |
| <b>Recycle cans</b>            | 71%             | 84%           | 13%             |

Another area showing an increase was the number of people who said they knew a 'fair amount' or 'a great deal' about global warming. This has increased from 76% in 2005 to 85% now. There was however a slight decrease in the number of people who thought changing their personal behaviour would have an impact on climate change. This has decreased from 43% to 41%.

A full copy of the results from the last survey can be found on the City Council's web site ([www.winchester.gov.uk](http://www.winchester.gov.uk)) on the home page select the section headed 'Council and Democracy' then select 'Citizens' Panel' from the links on the left, then the year 2009 and finally the link to the results is at the bottom of that page.

Both the short summary and the 'Top-Line' results documents have been uploaded to the Council's web site. The short summary has also been included in the next Citizens' Panel as feed back report to the panel members.

### OTHER CONSIDERATIONS

#### 4 COMMUNITY STRATEGY AND CORPORATE BUSINESS PLAN (RELEVANCE TO):

- 4.1 The Citizens' Panel helps the Council identify what is important to residents, with this information being used by services to ensure they are meeting residents' needs.

#### 5 RESOURCE IMPLICATIONS

- 5.1 This report does not have any direct resource implications; however actions taken in response to these results may have budget implications.

6 RISK MANAGEMENT ISSUES

6.1 None.

BACKGROUND DOCUMENTS

None.

APPENDICES:

Appendix A – Citizens Panel - August 2009.

APPENDIX A

August 2009

*Citizens'*

**P A N E L**

*Questionnaire*

1,688 Dispatched

940 Responded

**55.7% Response Rate**



## Winchester City Council – Community Strategy

The Community Strategy sets out the most important changes needed over the next 20 years to help our communities become more sustainable. We are aiming to improve the quality of life for everyone - but in a way that leaves a good legacy for future generations.

**Our vision for the Winchester District is of diverse and dynamic communities, where people work together to ensure that everyone has the opportunity to lead a fulfilling life now and in the future.**

This vision is critical to leading the way for the Council's Local Development Framework which sets the framework for how growth and development will be guided over the next 20 years to make sure that it is sustainable and secures benefits for everyone to deliver the shared priorities of the Sustainable Community Strategy.

This Community Strategy is split into five strategic outcomes which we want to achieve for everyone in the Winchester District. These outcomes are supported by 15 key elements which draw out where action is needed most urgently. The responses to the following questions will help us prioritise these strategies and key elements.

For each of the Strategic Outcomes listed below please select the Key Outcome that you think is the most important.

|   | Strategic Outcome             | Key Outcomes                                     |   |  |   |
|---|-------------------------------|--|---|--|---|
| 1 | Health & Well Being           | <b>Residents are active and a healthy weight</b> | Residents make decisions which help them maintain a healthy lifestyle | Children & young people enjoy healthy, fulfilling and active lives | Older people enjoy healthy, fulfilling and active lives |
|   | <i>Please select one only</i> | 25.7%  | <b>48.1%</b>  | <b>10.8%</b>   | <b>15.4%</b>  |

|   |                               |  |  |                                       |
|---|-------------------------------|--|--|---------------------------------------|
| 2 | Safe and Strong Communities   | <b>There are low levels of anti-social behaviour throughout the District</b> | <b>There are low levels of violent crime</b> | <b>Roads are safe in the District</b> |
|   | <i>Please select one only</i> | <b>69.7%</b>   | <b>21.0%</b>                                 | <b>9.3%</b>                           |

|   |                               |  |  |                                       |
|---|-------------------------------|--|--|---------------------------------------|
| 3 | Economic Prosperity           | <b>Winchester District exploits its reputation as a cultural stronghold, using this as a means to stimulate a modern and creative approach to business</b> | <b>The promise of London 2012 is channelled into local opportunities to enhance the skills and ambitions of those who live in the District</b> | <b>Businesses are good neighbours</b> |
|   | <i>Please select one only</i> | <b>66.9%</b>   | <b>13.0%</b>   | <b>20.2%</b>                          |

|   |                               |   |   |
|---|-------------------------------|---|---|
| 4 | High Quality Environment      | <b>The District meets the challenge of climate change</b> | <b>Biodiversity is thriving in the District</b> |
|   | <i>Please select one only</i> | <b>65.0%</b>  | <b>35.0%</b>                                    |

## Winchester City Council – Community Strategy

|   |                               |  |  |  |
|---|-------------------------------|--|--|--|
| 5 | Inclusive Society             | People are able to access services and information that meet their needs | People have access to housing that meets their needs | People are active in their communities |
|   | <i>Please select one only</i> | <b>62.8%</b>   | <b>15.9%</b>   | <b>21.4%</b>                           |

|   |  |                            |                                |                                 |                          |                                    |
|---|--|----------------------------|--------------------------------|---------------------------------|--------------------------|------------------------------------|
| 6 | From the five Strategic Outcomes please select the one that you think is the most important. | <b>Economic Prosperity</b> | <b>Health &amp; Well Being</b> | <b>High Quality Environment</b> | <b>Inclusive Society</b> | <b>Safe and Strong Communities</b> |
|   | <i>Please select one only</i>  | <b>17.2%</b>               | <b>28.7%</b>                   | <b>14.8%</b>                    | <b>7.4%</b>              | <b>31.9%</b>                       |

## Use of Post Office

7 How often do you use your local post office?

| Daily       | Twice a week | Once a week  | Once every two weeks | Once a month | Two or three times a year | Less than once a year | Do not use                       |
|-------------|--------------|--------------|----------------------|--------------|---------------------------|-----------------------|----------------------------------|
| <b>4.6%</b> | <b>18.4%</b> | <b>19.5%</b> | <b>19.5%</b>         | <b>21.6%</b> | <b>12.0%</b>              | <b>1.3%</b>           | <b>3.1%</b>                      |
|             |              |              |                      |              |                           |                       | <i>Please go to question 10?</i> |

8 What is the name & location of your local post office?

9 Which of the following services do you use the post office for? *(Please tick all that apply)*

|                                    |       |                               |              |
|------------------------------------|-------|-------------------------------|--------------|
| Post Letters                       | 81.6% | Collect Letters               | 14.4%        |
| Post Parcels                       | 83.8% | Collect Parcels               | 26.1%        |
| Pay bills                          | 15.1% | Pay car tax & licence         | <b>41.0%</b> |
| Foreign currency service           | 25.6% | Passport services             | <b>24.1%</b> |
| Accessing Post Office Card account | 3.8%  | Accessing Other Bank accounts | <b>9.5%</b>  |
| Collecting pensions                | 4.1%  | Insurance services            | <b>2.6%</b>  |
| Saving & Investment services       | 10.9% | Post Office Credit Card/Loan  | <b>0.7%</b>  |

## Use of Post Office

10 Have you used any online Post Office Services?

|              |
|--------------|
| <b>Yes</b>   |
| <b>26.7%</b> |

|              |
|--------------|
| <b>No</b>    |
| <b>73.3%</b> |

## Community Involvement

11 In the past three years, have you taken any of the following actions in an attempt to resolve a local problem? *(Please tick all that apply)*

|          |  |              |
|----------|--|--------------|
| <b>A</b> | <b>Written to a local paper</b>  | <b>8.5%</b>  |
| <b>B</b> | <b>Contacted the appropriate organisation to deal with the problem (eg. The council, the police, local business)</b> | <b>56.2%</b> |
| <b>C</b> | <b>Contacted a local councillor or MP</b>  | <b>36.3%</b> |
| <b>D</b> | <b>Attended a protest meeting or joined a local action group</b>   | <b>24.7%</b> |
| <b>E</b> | <b>Other form of action</b>  | <b>11.8%</b> |
| <b>F</b> | <b>Thought about doing something, but didn't do so</b>   | <b>17.8%</b> |
| <b>G</b> | <b>None of these</b>   | <b>8.0%</b>  |
| <b>H</b> | <b>There have been no issues</b>   | <b>12.3%</b> |

12 In the past three years have you had any active involvement in or attended any of the following organisations? *(Active involvement means committee member, raising funds, organising events, doing administrative or clerical work)*

|          | Organisation  | Active       | Attended meeting(s) | No Involvement |
|----------|---|--------------|---------------------|----------------|
| <b>A</b> | <b>Parent/teacher association or School support group</b> | <b>7.1%</b>  | <b>6.3%</b>         | <b>86.5%</b>   |
| <b>B</b> | <b>Local branches of national charities</b>               | <b>13.5%</b> | <b>6.4%</b>         | <b>80.1%</b>   |
| <b>C</b> | <b>Local charities</b>                                    | <b>18.1%</b> | <b>8.6%</b>         | <b>73.3%</b>   |
| <b>D</b> | <b>Local branch of a national organisation</b>            | <b>10.6%</b> | <b>7.7%</b>         | <b>81.7%</b>   |
| <b>E</b> | <b>Neighbourhood watch</b>                                | <b>8.6%</b>  | <b>7.2%</b>         | <b>84.1%</b>   |
| <b>F</b> | <b>Political parties/groups</b>                           | <b>6.2%</b>  | <b>5.0%</b>         | <b>88.8%</b>   |
| <b>G</b> | <b>Religious organisations</b>                            | <b>15.9%</b> | <b>9.3%</b>         | <b>74.9%</b>   |
| <b>H</b> | <b>Residents' or tenants' associations</b>                | <b>6.3%</b>  | <b>10.7%</b>        | <b>83.1%</b>   |
| <b>I</b> | <b>Sports or social clubs</b>                             | <b>19.0%</b> | <b>9.2%</b>         | <b>71.7%</b>   |

## Community Involvement

13 Which of the statements below best describes how you feel about voting in local Council elections?

| I always vote in local Council elections | I usually vote in local Council elections | I sometimes vote in local Council elections | I rarely vote in local Council elections | I never vote in local Council elections |
|--|---|---|--|---|
| 75.6%                                    | 16.4%                                     | 4.0%  | 2.5%                                     | 1.6%                                    |

## How Do You See the Council

14 Which of the following words or phrases do you think describe the City Council? *(Please tick up to 5)*

|                |       |                       |       |                  |       |                          |       |
|----------------|-------|-----------------------|-------|------------------|-------|--------------------------|-------|
| Modern         | 9.9%  | Well-Organised        | 15.2% | Complex          | 15.3% | Unaccountable            | 15.2% |
| Inefficient    | 10.2% | Financially Prudent   | 8.4%  | Forward Thinking | 8.4%  | Community Leader         | 24.0% |
| Accountable    | 12.4% | Contemporary          | 2.0%  | Creative         | 4.3%  | Average Quality Services | 34.7% |
| Spendthrift    | 6.7%  | Expensive             | 25.6% | Bureaucratic     | 28.3% | Value for Money          | 4.9%  |
| Historic       | 8.3%  | Accessible            | 24.7% | Responsive       | 13.7% | Staid                    | 4.5%  |
| Slow to Change | 12.7% | Unresponsive          | 10.6% | Disorganised     | 5.3%  | Backward Looking         | 2.1%  |
| Traditional    | 21.9% | Dynamic               | 1.2%  | Old Fashioned    | 5.1%  | Incompetent              | 4.7%  |
| Innovative     | 3.3%  | High Quality Services | 8.1%  | Efficient        | 11.5% | Worthy but Dull          | 14.3% |

5 most selected responses

5 least selected responses

15 How well informed do you think Winchester City Council keeps you informed about the services and benefits that it provides? *(Please tick one box only)*

| Keeps us very well informed | Keeps us fairly well informed | Gives us only limited information | Doesn't tell us much at all about what it does | Don't know |
|-----------------------------|-------------------------------|-----------------------------------|--|------------|
| 13.0%                       | 56.1%                         | 19.2%                             | 7.5%   | 4.2%       |

## How Do You See the Council

### Benefits Service

16 Have you used the Council's Benefits Service, either for yourself or on behalf of someone else?

|              |
|--------------|
| <b>Yes</b>   |
| <b>10.5%</b> |

|                                 |
|---------------------------------|
| <b>No</b>                       |
| <b>89.5%</b>                    |
| <i>Please go to question 20</i> |

17 Does the Benefits Service provide the information you need to make a claim?

|              |
|--------------|
| <b>Yes</b>   |
| <b>77.9%</b> |

|              |
|--------------|
| <b>No</b>    |
| <b>22.1%</b> |

18 Does the Benefits Service provide the information you need to report a change in circumstances?

|              |
|--------------|
| <b>Yes</b>   |
| <b>79.2%</b> |

|              |
|--------------|
| <b>No</b>    |
| <b>20.8%</b> |

19 If you answered NO to either of the previous two questions, which one of the following options do you think would most help to improve 'Making a Claim' or 'Reporting a Change in Circumstances'? *(Please tick one box only for 'Making a Claim'; and one box for 'Reporting a change in Circumstances')*

|          |   | Making a Claim | Reporting a change in Circumstances |
|----------|---|----------------|-------------------------------------|
| <b>A</b> | <b>Advice/information over telephone</b>  | <b>38.9%</b>   | <b>48.6%</b>                        |
| <b>B</b> | <b>Advice/information in City Offices</b> | <b>22.2%</b>   | <b>24.3%</b>                        |
| <b>C</b> | <b>Advice/information in rural areas</b>  | <b>11.1%</b>   | <b>5.4%</b>                         |
| <b>D</b> | <b>Advice/information on website</b>      | <b>16.7%</b>   | <b>10.8%</b>                        |
| <b>E</b> | <b>Other</b>                              | <b>11.1%</b>   | <b>10.8%</b>                        |

If you ticked other please provide some details

*Please note that the percentages above are only representative of a small number of total panel members. Only 10% have used the benefits service and only a fifth of those (ie 2% of the panel) thought that the benefits service did not provide sufficient information.*

## Environmental issues

|    |   |
|----|---|
| 20 | From the list below of energy saving features, that can be installed/used in a house can you please tick all of those that you either have in your house or do yourself? (Please ✓ as many as apply.) |
|----|---|

|          |  |       |
|----------|--|-------|
| <b>A</b> | Double Glazing   | 85.6% |
| <b>C</b> | Keep down the amount of heating energy your household uses | 79.5% |
| <b>E</b> | Loft insulation  | 86.8% |
| <b>G</b> | Turn lights off when not using a room                      | 91.0% |
| <b>I</b> | None of these  | 0.3%  |

|          |                        |       |
|----------|------------------------|-------|
| <b>B</b> | Draft excluders        | 39.5% |
| <b>D</b> | Cavity wall insulation | 55.2% |
| <b>F</b> | Low energy light bulbs | 82.1% |
| <b>H</b> | Other                  | 8.1%  |
| <b>J</b> | Don't know             | 0.2%  |

|    |   |
|----|---|
| 21 | From the list below of 'green' activities can you please tell us which of them, if any, that you do? (Please ✓ as many as apply.) |
|----|---|

|          |   |       |
|----------|---|-------|
| <b>A</b> | Avoid using chemical fertilizers or pesticides in your garden | 40.9% |
| <b>C</b> | Compost kitchen waste   | 52.3% |
| <b>E</b> | Recycle cans  | 92.6% |
| <b>G</b> | Recycle plastic   | 92.6% |
| <b>I</b> | Recycle paper/cardboard                                       | 98.0% |
| <b>K</b> | Other   | 7.7%  |

|          |  |       |
|----------|--|-------|
| <b>B</b> | Compost garden waste   | 63.6% |
| <b>D</b> | Recycle bottles  | 91.2% |
| <b>F</b> | Choose to walk/cycle rather than use a car, when appropriate | 60.0% |
| <b>H</b> | Avoid excess packaging when buying things                    | 49.9% |
| <b>J</b> | None of these/nothing  | 0.3%  |
| <b>L</b> | Don't know   | 0.0%  |

|    |  |
|----|--|
| 22 | How much, if anything, would you say you know about global warming/climate change? |
|----|--|

| A Great Deal | A Fair Amount | Not Very Much | Nothing, but heard of it | Never heard of it |
|--------------|---------------|---------------|--------------------------|-------------------|
| 11.3%        | 73.9%         | 14.2%         | 0.4%                     | 0.1%              |

|    |   |
|----|---|
| 23 | If you changed your own personal behaviour, do you think this would make a difference to reducing the impact of climate change? |
|----|---|

| Yes   | No    | Don't Know |
|-------|-------|------------|
| 40.9% | 47.8% | 11.2%      |

## E-Consultation and E-Panel

|    |  |  |
|----|--|--|
| 24 | <p>In the last Citizens' Panel we asked if people would be interested in being consulted electronically. There was a very good response and we have already used the list of volunteers for a couple of electronic surveys.</p> <p>Unfortunately however some email addresses we received have not been recognised and surveys sent to those addresses have been 'bounced' back. If you provided us with your email address last time, but have not received any electronic surveys from us, but are still interested in doing so could you please provide your email address again.</p> <p>If you have changed your email address, could you please provide the new one so that we can continue to include you any electronic surveys.</p> <p>Finally if you didn't provide your email address last time, but would now like to do so, please complete the boxes opposite.</p> <p><i>(Emails provided in response to this question will only be used in conjunction with your membership of the Citizens' Panel and will not be passed to any one else)</i></p> | <div data-bbox="1149 216 1513 317" style="border: 1px solid black; padding: 5px; text-align: center;">E-Mail address<br/>(Please write legibly)</div> <div data-bbox="1149 363 1513 457" style="border: 1px solid black; height: 45px; margin-top: 10px;"></div> <div data-bbox="1312 491 1349 525" style="text-align: center; margin-top: 10px;">@</div> <div data-bbox="1149 556 1513 657" style="border: 1px solid black; height: 48px; margin-top: 10px;"></div> |
| 25 | <p>The city council is establishing an E-Panel to assist with our consultation procedures. The E-Panel is completely separate from the Citizens' Panel and will be used for short surveys where a quick response is needed. Unlike the Citizens' Panel membership of the E-Panel is open to anyone who applies.</p> <p>If you are interested in being a part of the new E-panel could you send an e-mail to <a href="mailto:jkelly@winchester.gov.uk">jkelly@winchester.gov.uk</a> with 'E-Panel' in the subject line. You will then be sent, via email, a short joining survey to complete.</p>   |  |

Thank you for sparing the time to complete this questionnaire. Can you please return it, in the reply-paid envelope supplied, by Wednesday 30<sup>th</sup> September 2009.

If you have any queries about this survey or the Citizens' Panel in general, please contact John Kelly on 01962 848383 or by email at [jkelly@winchester.gov.uk](mailto:jkelly@winchester.gov.uk) or write to John Kelly, Research and Consultation Officer, Policy Group, Winchester City Council, City Offices, West Wing, Colebrook Street, Winchester SO23 9LJ.

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