

The Voice of Warwickshire Panel

Report 6: Review of Voice of Warwickshire 2022/23 Survey

Version 1.1

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Executive summary

This survey sought to understand how panel members felt about engagement with Warwickshire County Council (WCC) and their thoughts on the Voice of Warwickshire (VoW) over the past year. Responses were compared to a previous survey completed by panel members in December/January 2022 where questions were the same or related.

There were 362 responses to the survey, a response rate of 36.9%. Respondents living in Nuneaton and Bedworth Borough were slightly underrepresented as were those aged 18-49. This was the 6th survey the Voice of Warwickshire panel completed.

Involvement with the Voice of Warwickshire panel

- Of the 357 respondents who responded to this section:
 - 46.1% (n=164) strongly agreed or agreed that they have been more involved in local democracy
 - 52.4% (n=187) strongly agreed or agreed that their voice had been heard
 - 72.7% (n=259) strongly agreed or agreed they had shared their experiences to help others
 - 78.1% (n=279) strongly agreed or agreed that they have found being a member of the panel interesting
 - 47.8% (n=170) strongly agreed or agreed that they had found out more about how the council works
 - 53.7% (n=191) neither agreed or disagreed that they had helped inform policy making
 - 57.7% (n=206) neither agreed or disagreed that they had influenced local decisions
- In the initial onboarding survey in January 2022, respondents were asked for the reasons they wanted to join the panel. In total 299 respondents answered both the initial onboarding survey 1 and this survey reviewing the Voice of Warwickshire. The below shows if respondents strongly agreed or agreed to a statement they had given as a reason for joining the panel originally.
 - 73.6% strongly agreed or agreed they had helped by sharing their experiences
 - 45.8% strongly agreed or agreed they had found out more about how the council works
 - 76.9% strongly agreed or agreed they had found it interesting
 - 33.4% strongly agreed or agreed that they had informed policy making, a total of 53.9% neither agreed or disagreed
 - 26.4% strongly agreed or agreed they had influenced local decisions, a total of 58.5% neither agreed or disagreed.
- Uncertainty as to how insight from surveys had been used was a common theme provided in free text comments about involvement.

- When respondents were asked if they had completed any additional engagement activities in the last 12 months 34.5% (n=118) advised they had not. A third, (n=114) advised they had completed surveys.

Views on engagement

- Of the 357 respondents who responded to the statements on Warwickshire County Council and how the views of residents are currently gathered:
 - 63.9% (n=228) strongly agreed or agreed that there are opportunities to share views on issues that matter to them
 - 17.9% (n=64) strongly agreed or agreed that Warwickshire County Council knows what is important to residents. A total of 50.4% (n=180) neither agreed or disagreed.
 - 38.1% (n=136) strongly agreed or agreed that Warwickshire County Council considers and values resident's experiences and opinions. A total of 40.1% (n=143) neither agreed or disagreed.
 - 21.4% (n=76) strongly agreed or agreed that they are listened to in the decisions that affect them. A total of 53.1% (n=189) neither agreed or disagreed.
 - 25.2 (n=90) % strongly agreed or agreed that residents are told how their views and feedback have been used. A total of 38.7% (n=138) strongly disagreed or disagreed.
- When comparing the responses to this survey and survey 1 (for those respondents who answered both surveys), respondents were more likely to strongly agree or agree with all statements.

Aims of the Voice of Warwickshire panel

- Respondents were shown the original set of aims for the panel and were asked if they felt these had been achieved.
 - 61.2% strongly agreed or agreed that members provide a representative voice from a wide cross section of the community in Warwickshire
 - 59.8% strongly agreed or agreed they help Warwickshire County Council deliver the Council Plan by collecting views on key topics
 - 68.6% strongly agreed or agreed they provided the council with insights about residents' opinions to support and improve their decision making
 - 49.7% strongly agreed or agreed members have a positive experience of engaging with the council about the things that are important to them
- The most common theme provided in free text comments about the aims was a request to share survey results.

Comments and suggestions

- Respondents were asked if they had any comments or suggestions on the Voice of Warwickshire panel. The most common theme shared by 12.4% (n=45) of respondents was that they would like to know how the views they have given have been used by Warwickshire County Council.

The next year of Voice of Warwickshire

- 82.9% (n=300) of respondents indicated that they would like to remain on the panel for another year.
- The 64 respondents that said they no longer wished to remain on the panel were asked why; 32.8% (n=21) indicated they had only wanted to sign up for an initial 12 months, 26.6% (n=17) said that they do not have the time to commit and 21.9% (n=14) said they did not find the topics interesting.

What the survey results have informed

A common theme provided in free text comments was to share the survey results. All surveys have a report and a 'how your views have been used' document, which is published on the Voice of Warwickshire webpage and a link sent in an email to the panel. In response to the feedback provided in this survey the following will be introduced.

- All future surveys will have a dedicated email with an infographic to show the main headlines from the survey
- The infographic will link to the full report which is uploaded to the dedicated Voice of Warwickshire website
- The 'how your views have been used' document will be included on the email as a quick view and will also be uploaded to the Voice of Warwickshire webpage
- All reports will be issued to members, and we will seek to include a quote regarding the report and how the views will be used

Some members requested to understand the demographic make-up of the panel and whether it is representative of Warwickshire. This will be uploaded on the Voice of Warwickshire webpage to ensure members can see the overall demographics of the panel. Demographic information of those who replied to specific surveys will continue to be shown in the reports.

Background

The Voice of Warwickshire panel (VoW) was launched in October 2021 when residents in Warwickshire were invited to register and join the panel. The panel gives residents aged 18 and over in Warwickshire an opportunity to share their views on the big issues in Warwickshire, like health and wellbeing, climate change and sustainability, community safety, education, transport, economic growth, inequalities and inclusion, and more.

This report summarises the results of the sixth survey sent to all Voice of Warwickshire panel members. This survey was intended to gather panel members' views on their engagement with Warwickshire County Council and their thoughts on the first 14 months of the Voice of Warwickshire panel. This information was collected so that the current views could be understood as well as how these had changed since being a member of the Voice of Warwickshire panel. Where possible, results were compared to the results of an on-boarding survey carried out between 15/12/2021 and 17/01/2022.

Method

An online survey was hosted on the Citizen Space 'Ask Warwickshire' site via a private link only available to panel members. All members of the panel were asked how they would prefer to complete surveys when they initially signed up to join the panel. The majority (>99%) of panel members opted to complete online surveys with five members advising they would prefer to complete paper-based surveys. Those opting for paper-based surveys were contacted by phone and asked if they would like to complete the survey via the phone, due to the nature of the survey. The other panel members were sent an email to participate in the online survey with two reminder emails being sent to those who had not yet completed the survey. In total, an email with a link to the survey was distributed to 981 members of the Voice of Warwickshire panel.

The survey ran from 24 February 2023 to 12 March 2023.

Quantitative results have been analysed and open text responses have been themed. Where similar questions were asked these have been compared to results from the onboarding survey (Survey 1); overall 299 respondents answered both Survey 1 and this survey (Survey 6).

[Appendix 1](#) provides the survey questions.

Results

There were 362 responses to the survey: a response rate of 36.9%.

4.1 Respondent Profile

Figure 1 and Table 1 provide details on where panel members responding live in Warwickshire. The place of residence of panel members responding to the survey is broadly similar to the population of Warwickshire (aged 18 and over) with respondents from Warwick District slightly overrepresented and respondents from Nuneaton and Bedworth Borough slightly underrepresented.

Figure 1: Place of residence of respondents

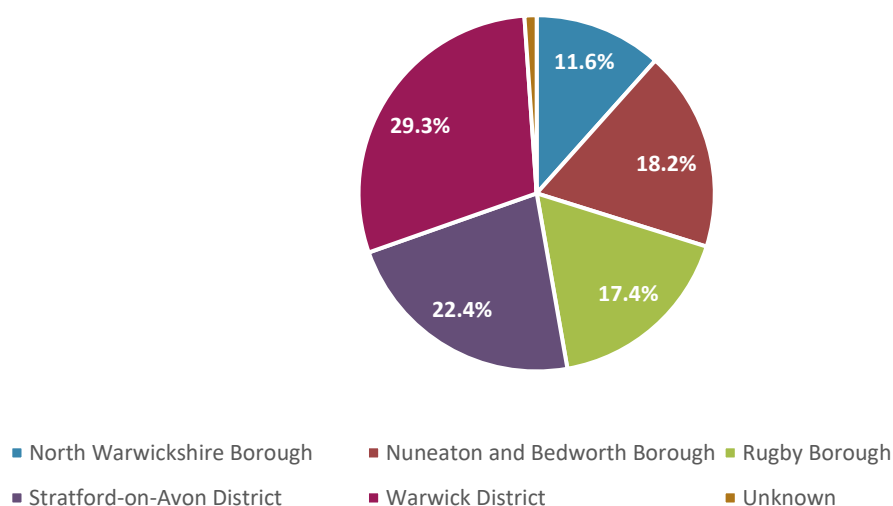


Table 1: Place of residence of respondents compared with panel membership and the Warwickshire population

District	Number of respondents	% respondents	% total VoW panel *	% total Warwickshire**
North Warwickshire Borough	42	11.6%	11.0%	11.0%
Nuneaton and Bedworth Borough	66	18.2%	19.4%	22.1%
Rugby Borough	63	17.4%	17.2%	18.7%
Stratford-on-Avon District	81	22.4%	23.4%	23.1%
Warwick District	106	29.3%	29.0%	25.1%
Unknown	4	1.3%	-	-

*This is the current composition of the Voice of Warwickshire panel (April 2023)

**This is the composition of the Warwickshire population aged 18 and over based on mid-2021 population estimates

Table 2 shows the characteristics of panel members responding to the survey and compares this to the characteristics of the Voice of Warwickshire panel and Warwickshire population (aged 18 and over) where available.

Table 2 – Characteristics of respondents (362 respondents)

Characteristics		Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Gender	Female	166	45.9%	52.6%	51.2%
	Male	176	48.6%	44.4%	48.8%
	Non-binary	3	0.8%	0.4%	-
	Prefer not to say	9	2.5%	1.2%	-
	Prefer to self-describe	4	1.1%	1.3%	-
	Not answered	4	1.1%	-	-
Age in years	18-24	4	1.1%	1.4%	9.3%
	25-39	44	12.2%	18.9%	23.9%
	40-49	33	9.1%	14.5%	15.7%
	50-59	59	16.3%	18.7%	17.9%
	60-64	46	12.7%	11.9%	7.5%
	65-74	122	33.7%	24.3%	13.3%
	75+	45	12.4%	8.9%	12.4%
	Prefer not to say	5	1.4%	1.3%	-
	Not answered	4	1.1%	-	-
Long standing illness or disability	Yes	69	19.1%	16.7%	16.8%
	No	278	76.8%	80.6%	83.2%
	Prefer not to say	11	3%	2.7%	-
	Not answered	4	1.1%	-	-
Ethnicity	Asian or Asian British - Bangladeshi	-	-	0.1%	0.1%
	Asian or Asian British - Indian	4	1.1%	2.4%	4.1%
	Asian or Asian British - Pakistani	1	0.3%	0.4%	0.5%
	Black or Black British - African	-	-	0.5%	0.4%
	Black or Black British - Caribbean	1	0.3%	0.5%	0.4%
	Chinese	1	0.3%	0.5%	0.5%
	Gypsy or Traveller	2	0.6%	0.2%	0.2%
	Mixed - White and Asian	2	0.6%	0.7%	0.8%
	Mixed - White and Black Caribbean	3	0.8%	0.5%	0.2%
	Other Asian background	3	0.8%	0.5%	1.0%

* Based on ONS (Office for National Statistics) 2021 mid-population estimates and 2021 Census data

Ethnicity	Other mixed background	4	1.1%	0.7%	0.5%
	Other White background	307	3.3%	4.3%	5.9%
	White British	259	84.8%	84.3%	82.1%
	White Irish	4	1.1%	1.7%	0.9%
	Prefer not to say	9	2.5%	1.6%	-
	Prefer to self-describe	5	1.4%	0.9%	-
	Not answered	4	1.1%	-	-
Religion	Buddhist	2	0.6%	0.5%	0.4%
	Christian	180	49.7%	49.3%	50.4%
	Hindu	2	0.6%	0.7%	1.8%
	Islam	4	1.1%	1.3%	1.5%
	Judaism	1	0.3%	0.2%	0.1%
	Sikh	1	0.3%	0.8%	2.1%
	Spiritual	3	0.8%	1.2%	-
	Other religion or belief	8	2.2%	2.6%	0.5%
	No religion	134	37%	36.5%	37.6%
	Prefer not to say	21	5.8%	6.0%	-
	Not answered	6	1.7%	0.9%	6.6%
Sexual orientation	Asexual	10	2.8%	3.1%	-
	Bi/bisexual	7	1.9%	1.9%	1.1%
	Heterosexual/straight	292	80.7%	81.9%	90.9%
	Gay Man	5	1.4%	1.5%	1.2%
	Gay woman/lesbian	3	0.8%	0.9%	
	Pansexual	3	0.8%	1.1%	-
	Other	1	0.3%	0.1%	0.3%
	Prefer not to say	30	8.3%	8.6%	-
	Not answered	4	1.1%	0.8%	6.5%

4.2 Involvement with the VoW panel

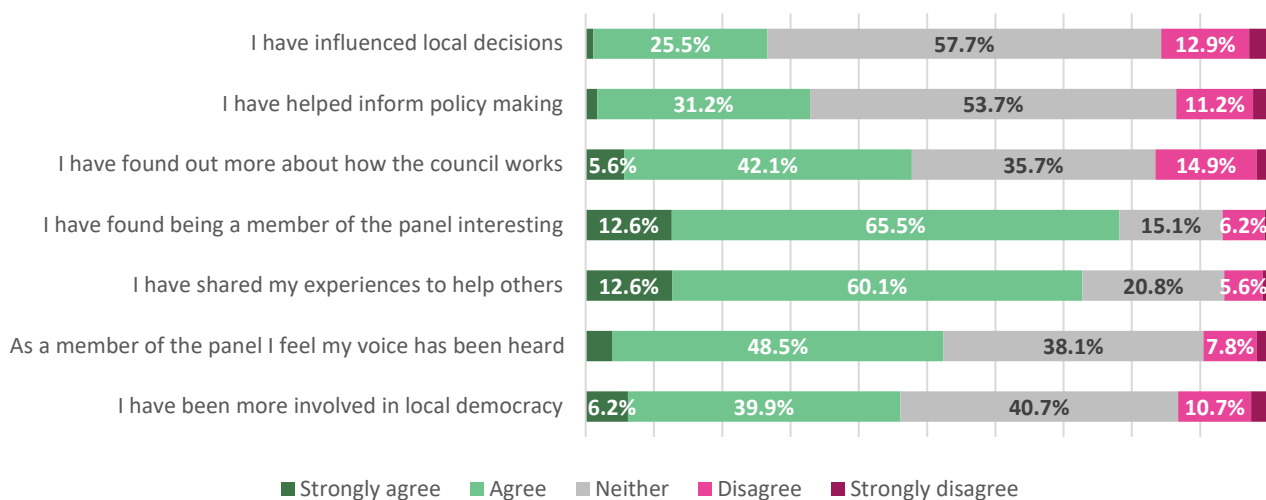
The initial section of the survey asked respondents about their thoughts on involvement with Warwickshire County Council following their membership of the panel. The first question provided the following statements:

- I have been more involved in local democracy
- As a member of the panel, I feel my voice has been heard
- I have shared my experiences to help others
- I have found being a member of the panel interesting
- I have found out more about how the council works
- I have helped inform policy making
- I have influenced local decisions

Respondents were asked if they agreed or disagreed with the statements; the results are shown in Figure 2. These questions were answered by 357 respondents. A total of 78.1% (n=279) respondents advised they strongly agreed or agreed that they have found being a member of the

panel interesting. Over half of the respondents 57.7% (n=206) advised they neither agreed nor disagreed when asked if they felt they had influenced local decisions.

Figure 2: Responses to “statements provided” (percentage of total responses)



Respondents were provided with extra space to explain their answer further; the themes of these responses are shown below in Table 3.

Table 3: themes of further responses given to statements

Theme	Number of responses	Example responses
Unsure how insight has been used	60	<p><i>“It’s hard to know how much impact being on the panel has made as I don’t feel like I know what decisions have been made which panel responses have been involved in influencing”</i></p> <p><i>“I don’t really know whether I have informed policy making or influenced local decisions”</i></p> <p><i>“The impact of the surveys and specific decisions they have driven would be helpful”</i></p> <p><i>“Feedback on survey findings and on consequential decisions would be enlightening”</i></p> <p><i>“It is not clear how much notice is taken of the panel or what our opinions have influenced”</i></p> <p><i>“I don’t remember seeing any updates on how the survey influenced or informed a decision”</i></p>
Box ticking exercise	4	<p><i>“These surveys are just a game, box ticking exercises that are a waste of time”</i></p>

		<i>"Seems to be a box ticking exercise"</i>
Not had the time to dedicate	4	<i>"My participation has been patchy for various reasons"</i> <i>"When I have had time to respond I have, I haven't responded to some of the surveys"</i>
Disappointing subjects for surveys	4	<i>"Survey not about the issues that affect the taxpayer"</i> <i>"They are not written in plain English; they don't seem relevant and are too high level"</i>
Council is not engaging	3	<i>"To me the council is remote I do not feel any closer to the authority or its decision making"</i> <i>"I don't think any council actively engages with their community"</i>
Who has used the insights	2	<i>"Who is using our data sets"</i>
Survey design	2	<i>"I do sometimes find the questions repetitive "</i>
Hope insights have helped	2	<i>"Hope my responses have helped in some way"</i>
Has helped improve understanding	2	<i>"I feel I have improved my awareness"</i>

Comments mentioned by one respondent included: District and Boroughs not listening, have enjoyed surveys, equal opportunities for all District and Boroughs, would like face-to-face meetings, good to have a say, council forums should run, no progression of topics, and have felt a sense of belonging.

An [initial onboarding survey \(Survey 1\)](#) was completed by panel members in January 2022; a total of 768 panel members responded to the survey. Table 4 shows the responses to Survey 1 when respondents were asked why they wished to join the Voice of Warwickshire panel.

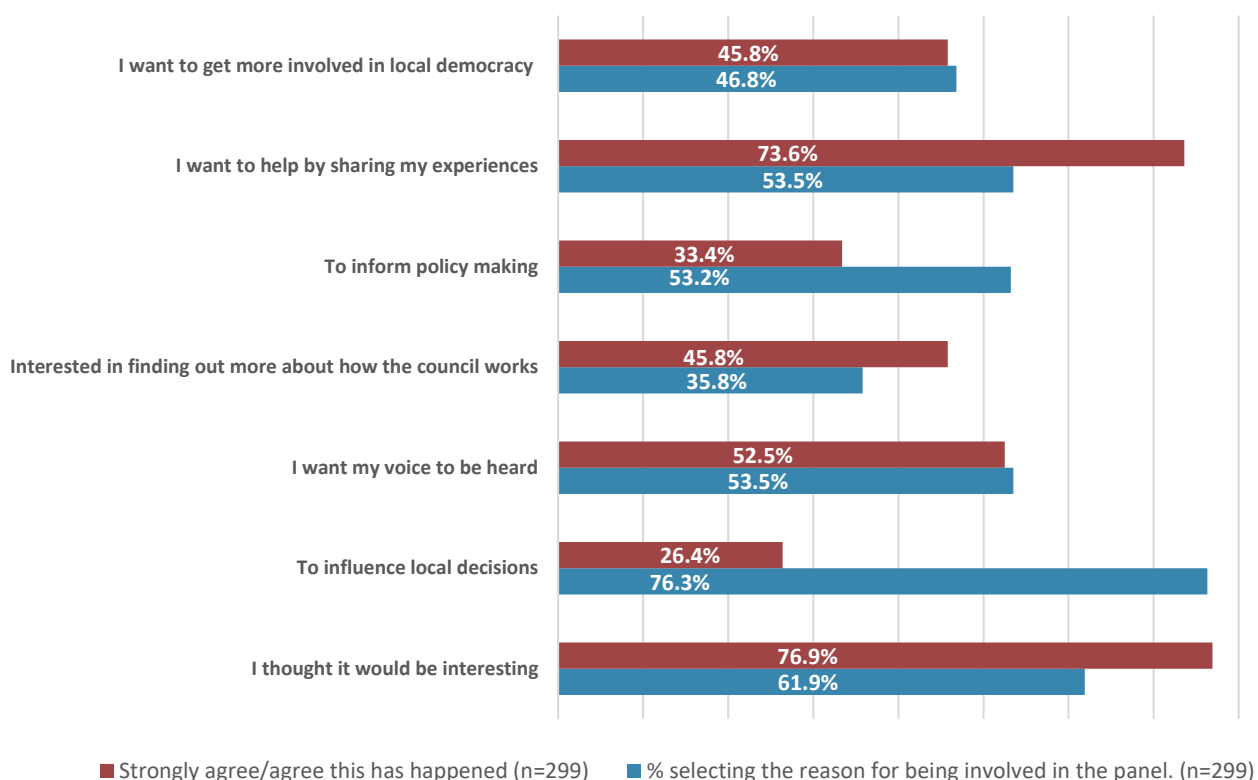
Table 4: Responses to initial Survey 1 asking why panel members got involved with the panel

Option	Total respondents selecting reason	Percent
To influence local decisions	555	72.3%
I thought it would be interesting	429	55.9%
I want my voice to be heard	422	54.9%
To inform policy making	385	50.1%
I want to help by sharing my experiences	375	48.8%
I want to get more involved in local democracy	370	48.2%
It is an opportunity to get involved in a new project	260	33.9%
I am interested in finding out more about how the council works	249	32.4%
Other (Please specify below)	41	5.3%
Not Answered	1	0.1%

Figure 3 shows responses to Survey 1 when respondents were asked why they wanted to be involved in the panel compared to responses to Survey 6 which asked what they felt after being involved in the panel for 12 months. There were 299 respondents who replied to both surveys.

Whilst 76.3% (n=228) of the 299 respondents to Survey 1 advised they wanted to join the Voice of Warwickshire panel to influence local decisions, a total of 26.4% (n=79) advised they either agreed or strongly agreed this had happened. However, whilst 53.5% (n=160) of respondents to Survey 1 said they wanted to help by sharing their experiences, 73.6% (n=220) felt they had shared their experiences to help others.

Figure 3: Responses from Survey 1 and Survey 6 showing reason for joining the panel and whether they strongly agreed or agreed this had been achieved (percentage of total responses)



The next question asked respondents if they had taken part in additional consultation or engagement activities with Warwickshire County Council. Respondents were asked to select all options that applied. A total of 34.5% (n=118) had not completed any extra engagement activities, 33.3% (n=114) indicated they had completed additional surveys (Figure 4).

Figure 4: responses to “have you taken part in additional consultation or engagement activities” (percentage of total responses)

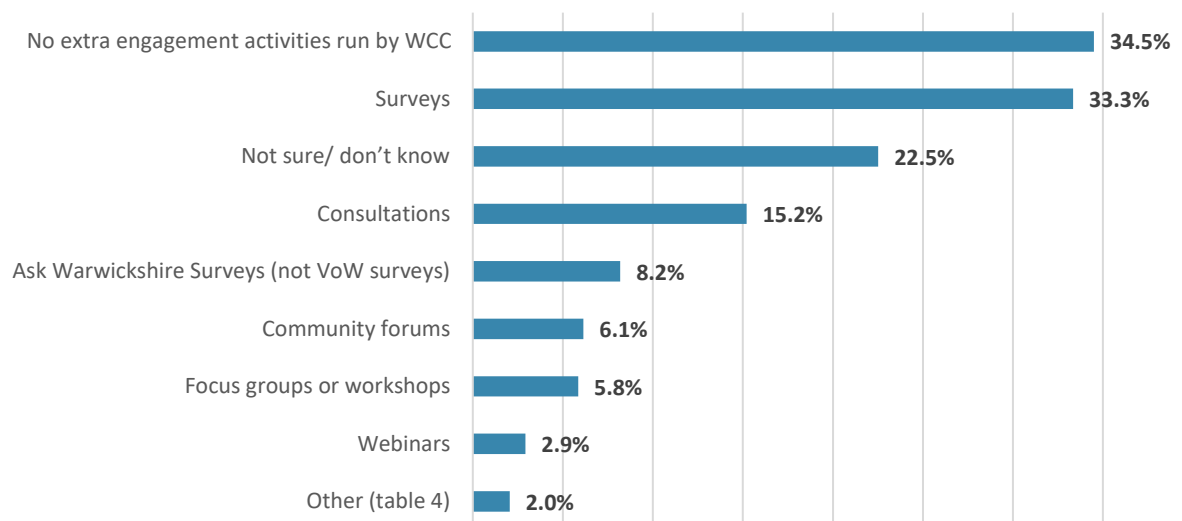


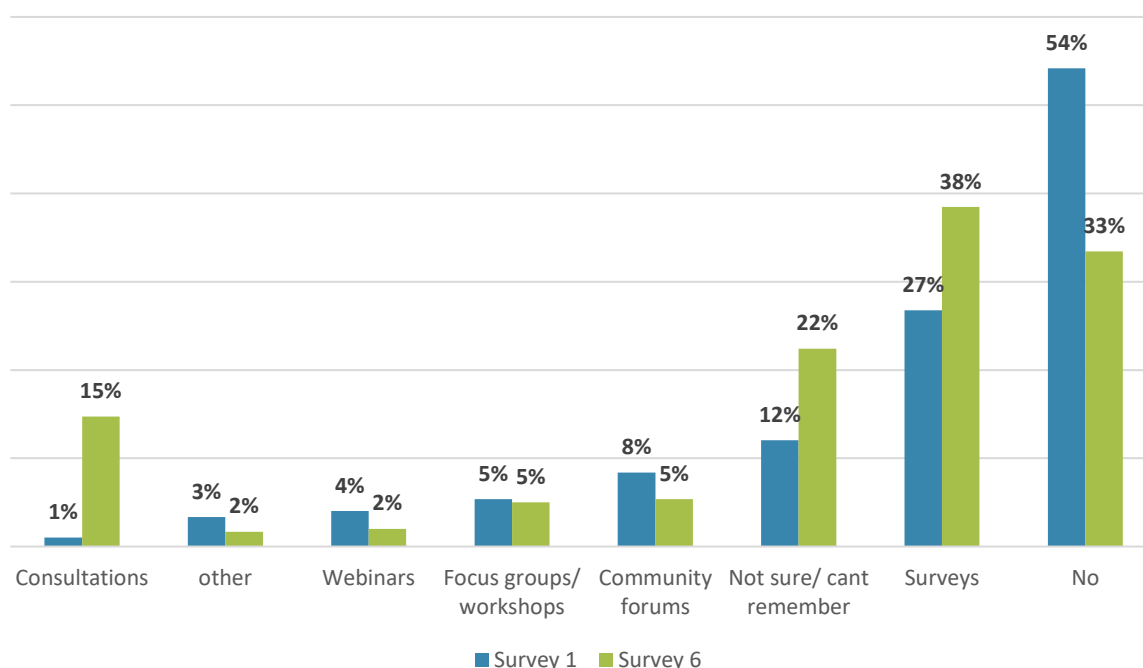
Table 5: Other responses to “have you taken part in additional consultation or engagement activities”

Theme	Number of responses
District and Borough meetings	2
Local plan	2

Comments mentioned by one person include: a new job role which includes engagement, not been offered the opportunity, try to engage and Warwickshire Climate Alliance.

Respondents were asked the same question in Survey 1. Figure 5 shows responses from 299 respondents who completed both Survey 1 and Survey 6. In the initial survey, 1% (n=3) of respondents advised they had completed consultations. A total of 14.7% (n=44) of respondents when asked this question again in survey 6 advised they had responded to consultations.

Figure 5: Responses to “have you taken part in additional consultation or engagement activities” percentage of responses from survey 1 and survey 6 (percentage of total responses)



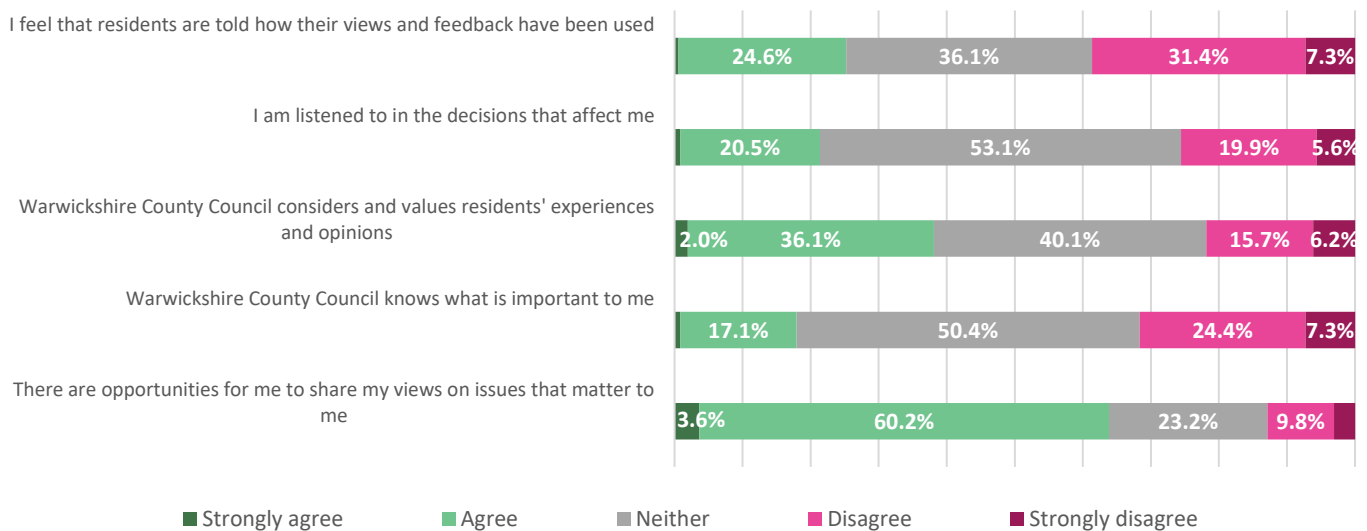
4.3 Your views on engagement

The next section of the survey asked panel members to think about Warwickshire County Council and how the views of residents are gathered and used and asked if they agreed or disagreed with the following statements:

- There are opportunities for me to share my views on issues that matter to me
- Warwickshire County Council knows what is important to me
- Warwickshire County Council considers and values residents experiences and opinions
- I am listened to in the decisions that affect me
- I feel that residents are told how their views and feedback have been used

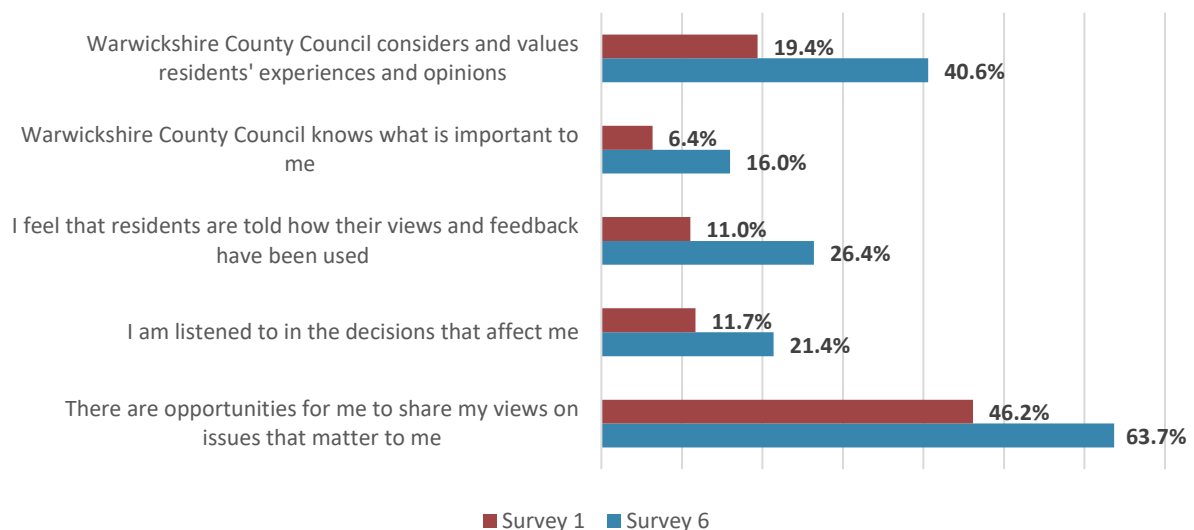
Responses are shown in Figure 6. A total of 63.9% (n=228) respondents indicated they strongly agreed or agreed that there are opportunities to share their views on the issues that matter to them. Whereas 38.7% (n=138) disagreed or strongly disagreed with the statement ‘I feel that residents are told how their views and feedback have been used’.

Figure 6: responses to statements about engagement with residents (percentage of total responses)



The same questions were also asked in the initial Survey 1. Figure 7 shows those that answered agree or strongly agree to the statements in Survey 1 and Survey 6. In Survey 1, 19.4% (n=58) respondents strongly agreed or agreed that Warwickshire County Council considers and values residents' experiences and opinions, in Survey 6, 40.1% (n=120) advised they strongly agreed or agreed to this statement. There was also an increase in the proportion of respondents who said that there are opportunities to share views on issues that matter to them.

Figure 7: Responses to statements about engagement with residents (percentage of respondents strongly agreeing or agreeing from survey 1 and survey 6)



Figures 8-12 show a breakdown of each statement along with the responses given to survey 1 and survey 6 by the same 299 respondents.

Figure 8: Responses to “Warwickshire County Council considers and values residents’ experiences and opinions” (percentage of total responses)

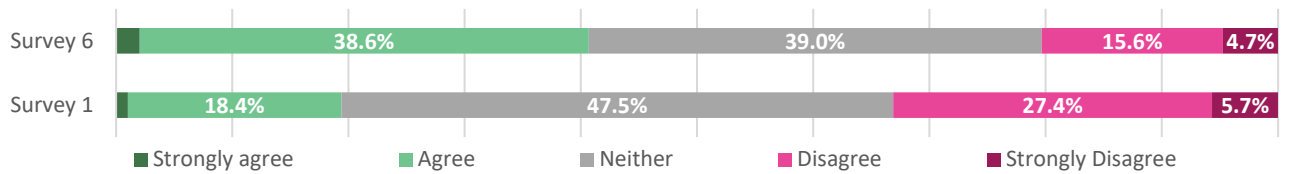


Figure 9: Responses to “Warwickshire County Council knows what’s important to me” (percentage of total responses)

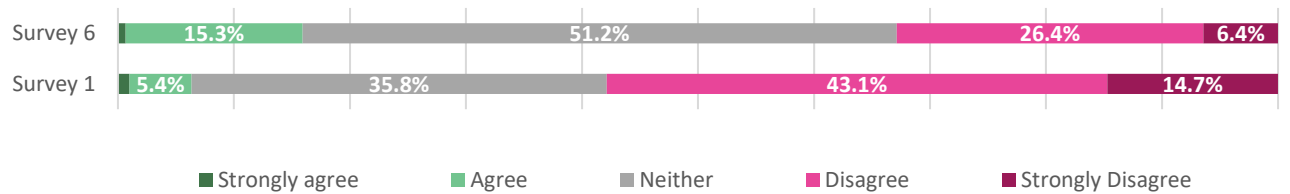


Figure 10: Responses to “I feel that residents are told how their views and feedback have been used” (percentage of total responses)

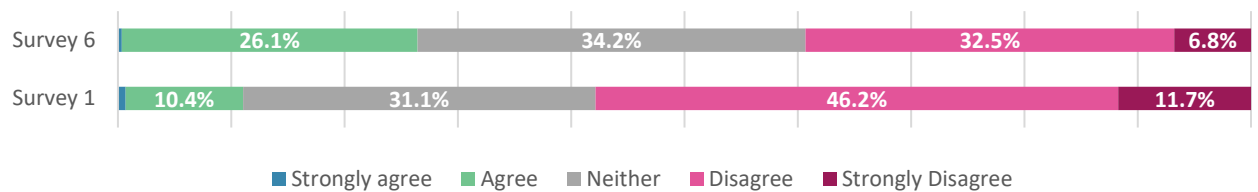


Figure 11: Responses to “I am listened to in the decisions that affect me” (percentage of total responses)

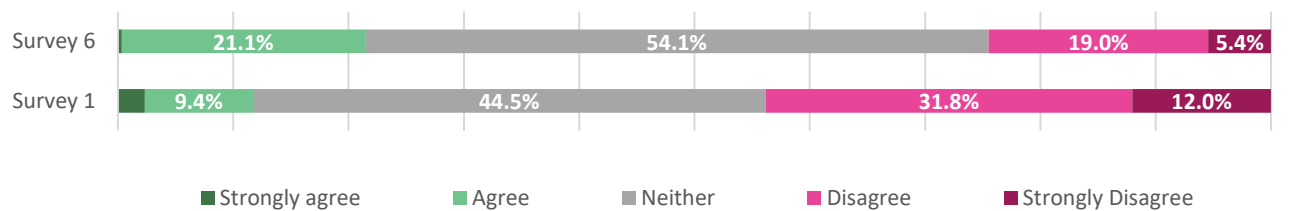
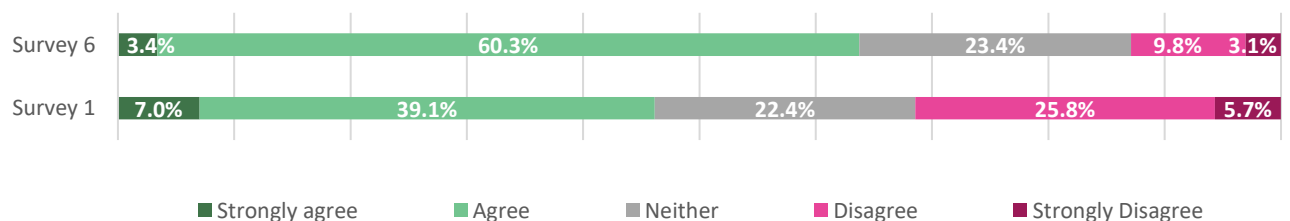


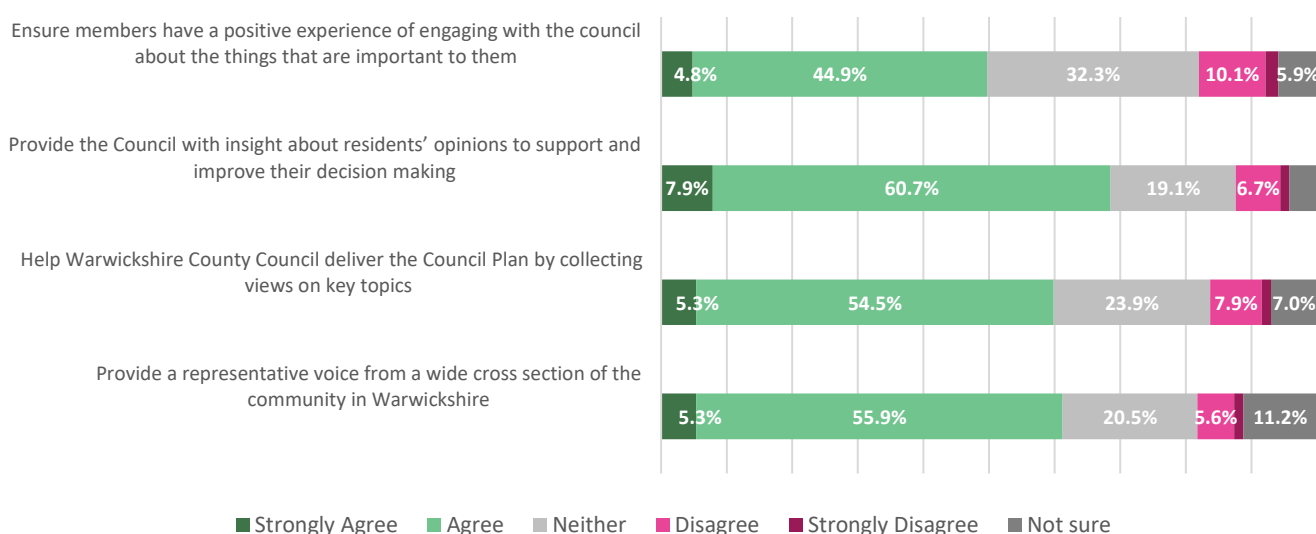
Figure 12: Responses to “There are opportunities for me to share my views on issues that matter to me” (percentage of total responses)



4.4 Aims of the Voice of Warwickshire panel

Respondents were then shown the original set of aims for the panel and were asked if they felt these had been achieved. A total of 68.6%, (n=244) of respondents agreed or strongly agreed that the aim “Provide the Council with insight about residents’ opinions to support and improve their decision making” had been achieved. Fewer respondents agreed or strongly agreed that the panel had ensured panel members had a positive experience engaging with the council about the things that are important to them (49.7%, n=177).

Figure 13: Agreement that original set of aims for the panel had been achieved (percentage of total responses)



Respondents were invited to add further comments about their responses. These have been themed as shown in Table 6. The most common theme was around sharing survey results; 27 respondents commented they would like the results of the surveys shared.

Table 6: Themes for further comments

Theme	Number of responses	Example of responses
Share survey results	27	<p><i>"Please share survey results"</i></p> <p><i>"How has the council used the data from surveys?"</i></p> <p><i>"Have we been told how the council have used the data from the surveys?"</i></p> <p><i>"We need more feedback on what the surveys have been used for"</i></p>
Is the panel representative?	6	<p><i>"I don't know who else has been involved so I don't know whether the panel has been representative"</i></p> <p><i>"I remain concerned about under representation from sections of the community"</i></p>
Feedback from Members	5	<i>"Will depend on the Councillors abiding what the residents want"</i>
More engagement	5	<i>"More needs to be done to ask residents what is important to them and this needs to be ongoing"</i>
Improved subjects	2	<i>The whole scope is too narrow and focussed on issues of minor importance"</i>
Issues with survey	2	<i>"Key issue is the way questions are asked which can limit scope of answers"</i>

Comments made by one respondent included need to deal with short term, feel valued, panel needs to be bigger and how is this funded?

4.5 Comments and suggestions

The next section of the survey asked respondents if they had any comments to share on their involvement with the Voice of Warwickshire panel. Table 7 shows the main themes from respondents' comments. The theme mentioned by 45 respondents was they would like to understand how the views they provide are used by Warwickshire County Council.

Table 7: Themes for “Comments on involvement with the Voice of Warwickshire panel”

Theme	Number of responses	
How are views used	45	<p>“I’d like an update on how the feedback that the panel has given has been used.”</p> <p>“Details on specific decisions that have been made from survey results”</p> <p>“There has been little feedback, no reference to what decisions have been taken”</p> <p>“I would like more feedback from surveys i.e., numbers completed so I can see the process is transparent.”</p> <p>“More feedback for participants”</p> <p>“Give examples of how decisions by WCC have been influenced by our comments”</p>
Feedback from Members and Councillors	10	<p>“If there is no feedback from your councillors you have nothing”</p> <p>“Difficult to determine if your survey results have a material impact on Councillors and officers”</p> <p>“Comments from members of all parties, of how the view are used would be nice”</p>
Representative panel	7	<p>“I have no idea how representative the panel is”</p> <p>“It would be nice to have an overview of the makeup of the panel”</p>
It is important	7	<p>“I do believe it is important”</p> <p>“I feel positive about the panel”</p>
Face to face engagement	5	<p>“Online activity doesn’t work you need to have face to face engagement”</p> <p>“Would be good to have more in person events for locals to meet and share ideas and concerns”</p>
Positive project	5	<p>“Valued the opportunity to engage with WCC. I found it a quick and easy way to engage with important issues”</p> <p>“Like the idea of giving residents a chance to be involved”</p>
Voice my views	5	<p>“I have found being on the panel very useful, being able to voice my views and also learn more about the council”</p> <p>“I am happy to get my views across as I feel knowledge is power”</p>
Have felt informed	4	<p>“I appreciate being better informed”</p> <p>“I have found being involved in the panel and viewing the analysis of the survey results interesting”</p>

Have learnt about Warwickshire County Council	3	"It is interesting and useful to be a member of the panel"
Unable to comment on some subjects	3	"a few surveys asked for views on things I had no views on or didn't use"
Aims are too high	2	"The aims seem unrealistically high"
Well intentioned	2	"Is well intentioned and goes a certain way to enacting local democracy"
Beneficial surveys	2	"I think each survey has been broad and focussed on the main topics"
Long length of surveys	2	"Some of the surveys have taken much longer to complete than the 10 minutes stated"
Too high level	2	"Make the surveys more down to earth"

Responses given by just one respondent included: it is well run, form to submit issues or suggestions, get more people involved, involved in projects early, more free text, more info on subjects, have not been listened too, not had time, not relevant and waste of money.

4.6 The next year of the Voice of Warwickshire panel

Respondents were asked if they wished to remain on the panel for the year ahead 2023/2024. A total of 82.9% (n=300) respondents advised they wished to remain on the panel, 17.1% (n=62) advised they did not wish to remain on the panel.

Respondents who said they did not wish to remain on the panel were asked why; 64 respondents answered this question (Figure 14). Almost one-third of respondents (32.8%, n=21) said they only wanted to sign up for an initial 12-month period, with 26.6% (n=17) saying they did not have the time to commit to the panel. Other reasons for not wishing to remain on the panel are listed in Table 8.

Figure 14: Responses to "please advise why you do not wish to remain on the panel?" (percentage of responses)

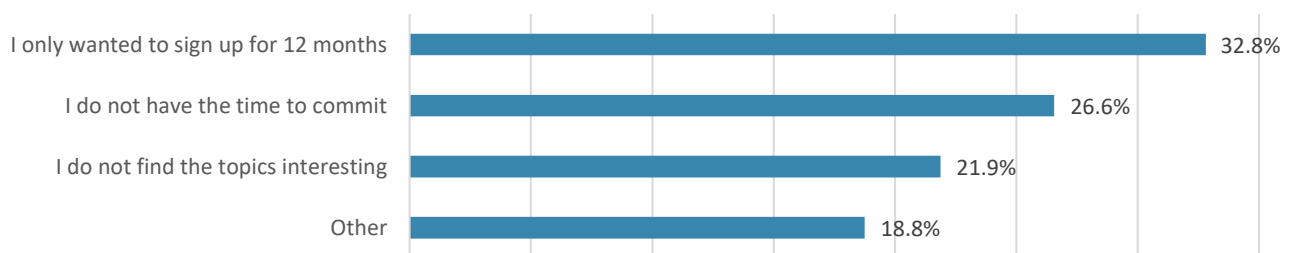


Table 8: Themes of other responses to “why do you not wish to remain on the panel?”

Theme/ description	Number of responses	Examples of comments
How has the Voice of Warwickshire influenced decisions	7	<p>“I have concerns about the influence panel members have had on WCC decisions, especially as very little feedback has been given on this. We have had detailed analysis of the various subjects covered but feel you have not been very forthcoming on how our answers have influenced the county council’s decision making.”</p> <p>“There seems to be no evidence that any one is reading the results”</p>
No interest in subjects	3	<p>“Most of the questions relate to topics I know nothing about”</p>
Waste of money	2	<p>“a waste of money but when I ask no one is prepared to tell me just how much of my council tax goes to pay for the service”</p>

Responses received by just one respondent included: would like others to take a turn, thank you for the opportunity, varied surveys given, not what I anticipated and not high level enough.

What the results have informed

The results from this survey have highlighted that many panel members have not always seen the reports providing the results of each survey that have been emailed. All future surveys will have a dedicated email to advise there is a report to read along with an infographic to show the main headlines from the survey. The infographic will link to the full report which is uploaded to the dedicated Voice of Warwickshire website. All surveys already have a ‘how your views have been used’ document, going forward this will also be included on the email as a quick view and will also be uploaded to the Voice of Warwickshire webpage. All reports will be issued to members, and we will seek to include a quote regarding the report and how the views will be used. Respondents asked about the demographic makeup of the panel, this will be displayed on the Voice of Warwickshire webpage.

Appendix 1 – Voice of Warwickshire residents panel review 2022/ 2023

Copy of survey (the text and space available to comment was much larger on the survey but for the purpose of this report has been reduced):

Overview

Thank you for being a founding member of the Voice of Warwickshire. The panel has run for just over 12 months and will be continuing in 2023. In this survey we want to hear your views on engagement with Warwickshire County Council (WCC) and your thoughts on the Voice of Warwickshire (VoW).

We are keen to collect this information so we can understand your current views and how these may have changed since the start of the VoW panel. Your insight will allow us to develop the panel in the year ahead.

At the end of the survey, we will be asking all members if they wish to remain on the panel. We hope many of you can however understand time commitments may not allow you to.

All those completing the survey will be entered into a prize draw to win a £50 Love to Shop voucher.

The survey should take less than 10 minutes to complete.

Why your views matter

This survey will help us to find out your perceptions of the Voice of Warwickshire residents' panel. It would be great to hear from all panel members to ensure we have a representative overview.

1. To what extent do you agree/ disagree with the following statements?

	Strongly agree	Agree	Neither	Disagree	Strongly Disagree
I have been more involved in local democracy					
As a member of the panel, I feel my voice has been heard					
I have shared my experiences to help others					
I have found being a member of the panel interesting					
I have found out more about how the council works					

I have helped inform policy making					
I have influenced local decisions					

Please use this space if you wish to add any further details:

2. Have you taken part in additional consultation or engagement activities with Warwickshire County Council as well as being an active member of the Voice of Warwickshire panel? (Select all that apply)

- Surveys
- Focus groups or workshops
- Consultations
- As Warwickshire surveys (not VoW surveys)
- Community forums
- Webinars
- No extra engagement activities run by WCC
- Don't know/ not sure
- Other (please specify below)

3. Thinking about Warwickshire County Council and how we currently gather and use the views of residents to what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
There are opportunities for me to share my views on issues that matter to me					
Warwickshire County Council knows what is important to me					
Warwickshire County Council considers and values residents experiences and opinions					
I am listened to in the decisions that affect me					
I feel that residents are told how their views and feedback have been used					

4. Our original set of aims for the panel are shown below, please advise if you feel they have been achieved.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Provide a representative voice from a wide cross section of the community in Warwickshire					

Help Warwickshire County Council deliver the Council Plan by collecting view on key topics					
Provide the Council with insight about residents' opinions to support and improve their decision making					
Ensure members have a positive experience of engaging with the council about the things that are important to them					

Please use this space if you wish to add any further comments:

5. Please use the space below to share any comments on the Voice of Warwickshire panel

We are really pleased to advise that the Voice of Warwickshire (VoW) panel will be continuing for the next year.

Thank you for your participation with the panel over the past year, it has been great to hear your thoughts and opinions on different topics.

We are currently looking ahead to 2023/24 and starting to put a programme of activities together.

You were initially asked to sign up for a 12-month period and we would now like to know if you want to remain as a panel member. It would be fantastic if you are able to remain on the Voice of Warwickshire panel however, we do appreciate you may not have the time to commit to the panel in the coming year.

6. Would you like to continue to be a member of the Voice of Warwickshire panel?

- Yes
- No (if you select no you will be permanently removed from the mailing list)

7. We are keen to understand why you do not wish to remain on the panel for the coming year. (Please select all that apply)

- I do not have the time to commit
- I do not find the topics interesting
- I had technical issues when completing surveys
- I only wanted to sign up for 12 months
- Other

Thank you for your continued support of the Voice of Warwickshire panel, it is great to have you with us for another year.

We are currently speaking with all departments across Warwickshire County Council and putting a programme of activities together.

If you have chosen to remain on the panel the next survey will be with you in the coming months, and we look forward to hearing your thoughts and opinions.