

Oadby and Wigston Citizens' Panel

FAQs - Frequently Asked Questions

Q: What is a Citizens' Panel?

A: A Citizens' Panel is a cross section of local people who agree to take part in research and consultation with the Council on a regular basis. Panel members might fill in questionnaires, attend discussion groups, and take part in other events. The topics discussed vary but generally revolve around local issues and Council services. The Council is aiming to sign up between 1,000 to 3,000 local people who reflect the diverse make-up of the Borough's population.

Q: What's the advantage of having a Citizens' Panel?

A: The advantage of having a Citizens' Panel means that we can seek the views of local people, and the Council is better able to target resources and develop services that meet local needs. The purpose of the panel is to find out in a cost effective way what local residents think about Council services and local issues. This insight helps to influence the Council's future plans.

Q: How does a Citizens' Panel work?

A: Panel members express their views through a number of online questionnaires. Panel members may also choose to get involved in other types of consultation activity such as; focus groups or telephone interviews.

Q: How can I take part in the Citizens' Panel?

A: By filling in an online application form.

Q: Who can be involved?

A: Anyone aged over 13 who; lives, works, or studies in the Borough.

Q: What will I be expected to do?

A: All we ask is that you take part in easy to complete online surveys with questions relating to the Borough. We may ask you about your satisfaction with services, and ask you your thoughts and ideas on new proposals for the Borough.

Q: How will I know that a survey is taking place?

A: We will send you an email each time there is a new opportunity to take part in a survey.

Q: How will my answers be used?

A: The results of these surveys will be used by the Council and its partners. Depending on the questions asked the results may help improve the services you receive, or help identify priorities to improve the local quality of life. You will be able to find the results of all our surveys on our website.

Q: What if I decide that I do not want to be on the Panel anymore?

A: If, at any time, you decide that you no longer wish to be contacted you can simply email our Citizens' Panel to have your name removed from the list.

Q: How do you choose which people can join the Citizens' Panel?

A: Anyone can join the Citizens' Panel if they live, work or study in the Borough. We are encouraging a wide cross section of residents to join the panel in order to ensure we reflect the diverse culture of the Borough.

Q: Is the Panel the only way the Council listens to the views of people living in the Borough?

A: No. There are many other ways that the Council listens but having thousands of committed panellists that can be called upon at any time is very useful to us. We also listen through our Customer Service Centre, elected Councillors, the planning process, work with community groups, the Youth Council, and other routes.

Q: Will my responses to surveys and other activities be kept confidential?

A: Yes. We will treat all your information confidentially in line with the General Data Protection Regulations. When results are shared publicly, or with other organisations, your individual responses will be kept anonymous so that they cannot be linked to you.

Q: Will you give me feedback?

A: It is not possible to reply to every individual comment because the Council expects to receive thousands of responses. However, we will regularly publish the results of different surveys on the Council's website.