

Warrington Citizens Panel

Helping to build a better community

# Newsletter

Autumn 2007

Issue 5

## It's goodbye from Natalie!

After almost one year with Warrington Borough Council, I'm leaving on Wednesday 24th October and as I've been your main point of contact I wanted to let you know who you need to contact until the Research & Consultation Assistant position has been filled.

You can still call the Research Team on 01925 443434 and Colin Wojtowycz, Principal Research Officer or Camille Gamble, Research Manager, will be happy to help you. You can also email them on [cwojtowycz@warrington.gov.uk](mailto:cwojtowycz@warrington.gov.uk) / [cgamble@warrington.gov.uk](mailto:cgamble@warrington.gov.uk).

Finally, I'd just like to thank you for being a part of the Citizens' Panel and I hope you will continue to help the Council provide services that are important to the residents of Warrington.

## Quarter One Panel Survey - May 2007

The sections of this survey were:

- *Health and Lifestyle*
- *Use of voluntary organisations / volunteering activity*
- *Warrington Wolves*

As we said in the last newsletter - we received a great response rate to this survey at 70% and as we promised last time, here are the key results...

### *Health and Lifestyle*

- Almost one third (30.5%) of respondents rated their health over the last 12 months as 'Very Good' and a further 27.4% rated it as 'Good'.
- 33.6% of respondents had a Body Mass Index (BMI - gives a height to weight ratio) in the ideal range.
- 32.5% of respondents said that they take vigorous exercise (that which lasts for more than 20 minutes and leads to breathlessness) one to three times per week. 24.5% never take vigorous exercise.
- Respondents were asked about their alcohol consumption in an average week and this was converted to units and then categorised as low (women = less than 14units, men = less than

21 units), medium (14-35 / 21-50) or high (more than 35 / more than 50) consumption. Medium and high are considered to be unsafe:

- 4.8% of respondents drink an unsafe level of normal strength beer / lager / cider
- 0.2% drink an unsafe level of extra strong beer / lager / cider
- 6.7% drink an unsafe level of wine / sherry / martini
- 0.6% drink an unsafe level of spirits / liqueurs
- None of the respondents drink an unsafe level of alcoholic lemonade/ 'alcopops'
- Number of fruits and vegetables consumed in a typical day:
  - None - 0.9% of respondents
  - One - 4.9%
  - Two - 11.4%
  - Three - 22.8%
  - Four - 25.0%
  - Five - 22.4%
  - Six - 7.0%
  - Seven or more - 5.6%
- Just over half (50.6%) of respondents said that they had never smoked cigarettes / cigars / other tobacco products. 10.2% said they smoke daily and 20.6% said they used to smoke daily but now they do not smoke at all.

## ***Use of voluntary organisations / volunteering activity***

- Almost one quarter (23.1%) of respondents indicated that they had used a service or facility provided by a voluntary organisation, community group or club in the last 12 months.
- When asked about the area of work of these organisations, the most selected options were; 'hobbies/recreation/arts/social clubs (26.0%), 'youth/children's activities' (24.4%), 'social welfare' (22.1%) and 'the elderly' (21.4%).
- The reasons for using these organisations agreed with by most respondents included; 'it provided exactly what I needed' (55.4%), 'because it was local' (51.5%) and 'I have used it before' (36.2%).
- Over half (57.6%) of respondents indicated that they were 'very

satisfied' with the last service / facility they used. A further 39.4% said they were 'satisfied' and only 3.0% indicated that they were 'dissatisfied'.

- Around one third (33.9%) of respondents indicated that they had volunteered for a voluntary organisation, community group or club in the last 12 months.
- When asked about the area of work of these organisations, the most selected options were; 'youth/children's activities' (26.6%), hobbies/recreation/arts/social clubs (23.4%), 'local community/neighbourhood groups' (18.8%) and 17.7% agreed with both 'religion' and 'children's education/schools'.
- Around half of the respondents who volunteer selected the following options as the way in which they volunteered; 'leading the group/being a member of a committee' (53.2%), 'organising/helping to run an activity or event' (52.6%) and 'raising/handling money/taking part in sponsored events' (48.9%).
- When asked how often they formally volunteered, 50.8% of respondents said 'at least once a week'.
- Half of respondents stated that they were 'very satisfied' with their experience as a volunteer and a further 45.7% said they were 'satisfied'.
- The reasons for not volunteering (or not doing so more often) most agreed with by respondents were; 'I have work commitments' (50.0% and 'I do other things with my spare time' (41.5%).
- The highest percentage of respondents agreed with the following as things that would make them more likely to volunteer (or volunteer more often); 'if someone asked me directly to get involved' (42.4%) and 'if more information about the things I could do was available (37.3%).
- 40.3% of respondents said they had given unpaid help to someone who was not a relative in the last 12 months.
- Most respondents said that they had informally volunteered by 'giving advice (42.6%) and 'looking after a property or a pet for someone who is away' (40.0%).
- When asked how often they informally volunteered, 41.2% of respondents said 'less than once a week but at least once a month'.

## **Warrington Wolves**

- Overall 21.3% of respondents attend Warrington Wolves games. 8.7% of them attend less than one game per season and 4.0% attend every game.
- The reasons for not attending games at all or not attending more often that most respondents agreed with were - 'Doesn't interest me' (61.3%), 'Too expensive' (17.9%) and 'Other' (17.3%).
- The majority (92.1%) of respondents do not attend any other rugby club games as a spectator.
- Similarly, only 15.4% of respondents stated that they do attend other sports club games as a spectator.

The individual services / partners are currently working on the results and what actions they are to take to address the findings. It usually takes a few months before future plans are decided as once the report is produced and sent to the relevant department / partner organisation, the key people then need to come together to decide what action to take. Also, when an issue is consulted on, several other groups are usually involved as well as the Citizens' Panel, such as ethnic groups, disability groups etc. to ensure that all different kinds of people are consulted. The Citizens' Panel are often the first step for consulting on a topic, so it can take a long time from you completing the survey / attending the focus group until we are able to tell you what is happening as a result. However, we will always follow up consultation that the Citizens' Panel have been involved in and will pass on details of actions to you through these newsletters.

## **Quarter Two Panel Survey - August 2007**

Thanks to those of you who returned the last survey, which covered three areas:

- *Council's community magazine, 'The Wire'*
- *Councillors Democracy and Elections - your involvement in decision-making*
- *Your views on being involved in Warrington Citizens' Panel*

We had a response rate of 57.6%, which is great considering it was sent out over the summer holiday period.

# Citizens' Panel Satisfaction Survey

We've got some key results about your thoughts on the Citizens' Panel - please read on...

- 85.2% of respondents ⇒ had completed a previous survey
- 14.1% of respondents ⇒ had attended a focus group / discussion session.
- 79.2% of respondents ⇒ had read a Citizens' Panel newsletter.
- 82.3% of respondents ⇒ said being involved with the Citizens' Panel takes up 'just the right amount of time'.

We also asked you about your level of satisfaction with various aspects of the surveys / focus groups / newsletters. See the tables below for levels of satisfaction.

## Surveys / Questionnaires

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Topic covered	11.6%	60.6%	21.1%	6.1%	0.5%
Relevance of issues covered	8.7%	56.3%	28.1%	6.5%	0.4%
Clarity of the questions	20.6%	61.1%	14.4%	3.6%	0.3%
Layout of the questionnaire	27.7%	64.4%	7.6%	0.2%	0.1%
Size of print	36.2%	60.3%	3.2%	0.3%	0.0%
Instructions for completion	31.2%	63.6%	5.2%	0.1%	0.0%
Frequency of questionnaires	18.3%	64.1%	15.2%	2.4%	0.0%

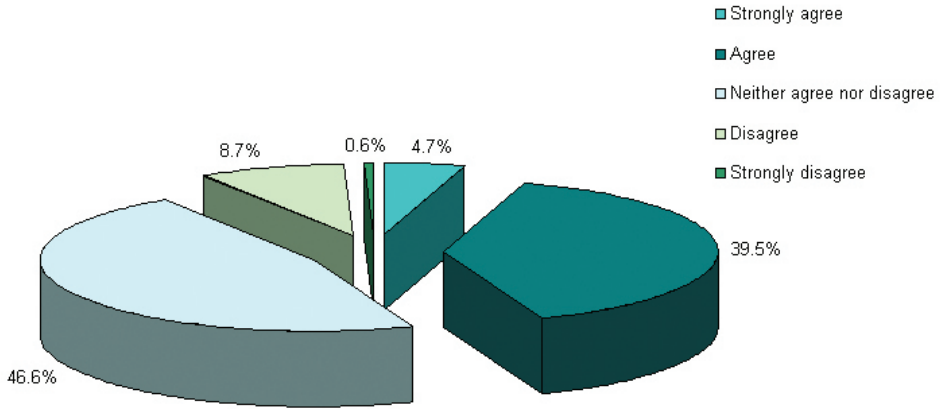
## Focus Groups / Discussion Sessions

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Attendance instructions	37.3%	48.6%	8.4%	4.7%	1.0%
Issues discussed	30.1%	55.0%	12.4%	2.4%	0.0%
Location of meetings	32.4%	54.8%	7.6%	3.6%	1.5%
Time of meetings	28.6%	50.9%	11.1%	9.3%	0.0%
Day of meetings	27.1%	57.2%	11.8%	3.9%	0.0%
Facilities provided at the venues	28.1%	48.9%	17.1%	3.7%	2.2%
The way the meetings are run	24.1%	37.7%	24.9%	13.3%	0.0%

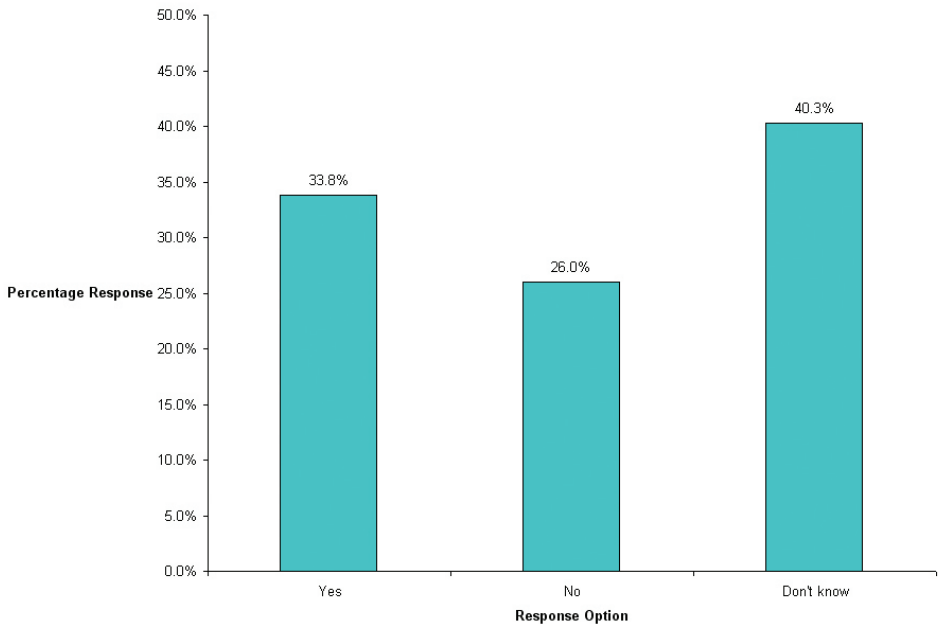
## Newsletters

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Overall layout	16.8%	71.5%	9.5%	1.8%	0.4%
Type of information included	14.0%	67.6%	15.4%	2.6%	0.4%
Amount of detail included	12.7%	61.9%	21.3%	3.2%	0.9%
Clarity of the information included	14.7%	69.0%	14.4%	1.4%	0.5%
Frequency of newsletters	13.5%	62.2%	19.6%	4.1%	0.6%
Size of print	25.4%	67.2%	5.8%	1.2%	0.4%
Size of newsletter	24.3%	68.5%	5.0%	1.9%	0.4%

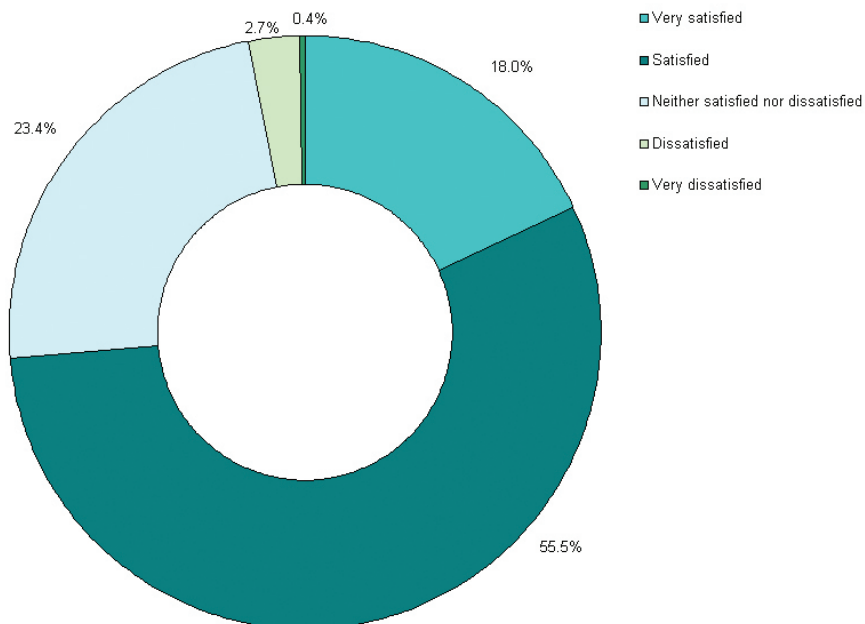
We asked how much you agree that the views you express through your involvement are listened to...



We also asked if you think that being a member of the Citizens' Panel allows you to influence Council services...



Finally, respondents' overall satisfaction with the Citizens' Panel was as demonstrated in the chart below:



In addition to these questions we asked for your written responses about Citizens' Panel surveys, focus groups, newsletters, what you like and dislike about the Citizens' Panel, your overall satisfaction and any other comments you wanted to make. The responses are really helpful and will allow us to improve the way we work to meet your needs. We're just in the process of picking out the key issues and we'll give you an update in a future newsletter. Results on the other two sections of the Quarter Two Survey will follow next time as well.

## ***Visiting Colleges***

A number of you commented on the last survey that there are not enough 16-24 year olds at focus groups for the Citizens' Panel. This is because we don't have enough panel members in that age group - we are currently 10% under-represented.

We are always making efforts to address this - we told you in the last newsletter that we were in the town centre trying to recruit young people during National Volunteers Week. This helped us to get a few more residents involved but we are not yet representative enough.

So...we are now visiting local colleges to make presentations to students about the opportunity of becoming involved with Warrington Citizens' Panel. The sessions are really interactive with students watching a DVD about Warrington, which highlights key issues for the borough. Then students work in teams on a quiz about Warrington and finally we 'explain' how they can 'have a say' through joining the Citizens' Panel. For the things they don't like we explain how they can 'have a say' about it through the Citizens' Panel. We'll let you know next time how we've got on.

## **Warrington Primary Care Trust -** *additional information on the survey topic*

You'll probably remember that in the last issue of the Citizens' Panel Newsletter, we mentioned that we'd be working with one of our partners, Warrington Primary Care Trust (PCT), who would like to involve the Citizens' Panel in their development of a vision for the future of healthcare in Warrington.

We detailed how Warrington PCT had ran a public consultation, 'Improving Local Health Services', between February and May 2007, which asked for the public's views on Warrington PCT's vision for transforming the health service in Warrington.

The vision centred on developing five large, state of the art health centres situated around the borough. The aim of the vision was to streamline a lot of the delays and blockages that can happen in the current system and develop capacity to deliver services outside of the hospital. The vision proposed that the first two pilot sites should be based in the Town Centre and at Orford Park.

The public consultation showed little support for the vision that was described in the consultation and no support for the five large health centres; this included the Town Centre and Orford Park developments if they were to be set up as described in the vision document.

There were two main actions from the consultation:

- Firstly, to establish a clinical reference group (e.g. GP's, hospital Drs, Dentists, social services) to look closely at the health needs of people living in inner wards of Warrington. Also, to consider whether the Town Centre and Orford Park developments are needed, albeit for a different purpose that was described in the vision.

- The second piece of work was to start to engage much more openly with the public about health services and ask people what they believe is important in their local health service. This information would then be included in the main stream planning of services. Talking honestly with the public about what health services could and should look like is key to success and that is why Warrington PCT are talking to you, the Citizens' Panel.

As promised in the last newsletter, Warrington PCT are now asking you what you, as a citizen of Warrington, believe is important within local health services. They would also like to update you on their progress regarding the possibility of developing a new health facility at Orford Park and redeveloping the existing health site at Garven Place in the Town Centre.

Please read on for more information from the PCT..

### ***So, what do we know?***

We know people living in the inner wards of Warrington (Town Centre and surrounding areas) have poorer health than those living in the outer wards. We need to address this and improve the overall health of those people living in the inner wards so we start to narrow the health gap between inner and outer Warrington.

We also know that we could do much more to support the Warrington hospital by providing some real alternatives to Accident and Emergency (A&E). By building modern health facilities, we can start to reorganise health services. This will, over time, start to improve the health of the people living in the inner wards and also give people living across the town better access to treatment for some conditions (e.g. minor treatments that would normally be seen in a hospital A&E setting). Our doctors and other health and social care professionals are clear that these developments are different to those proposed in the 'Improving Local Health Services' consultation in Spring 2007 and local general practitioners (local doctors) fully support and encourage these developments.

### ***Town Centre Development (Garven Place site)***

The clinicians feel that the Town Centre development is ideally situated to provide a range of treatment type services like GP surgeries, Warrington's Out of Hours Service (which sees and treats patients when GP's are closed), family planning and district nursing services. We could also start to provide some real alternatives to emergency hospital services if we had good premises on which to provide them.

## **Orford Park Development**

With the Orford Park development, the clinicians and social care professionals think that given the health needs of the local population this site should concentrate on improving health and giving people the skills and knowledge to keep well.

The health service would sit alongside the Council's Orford Park Project which is an exciting project, which will provide sport, health and community facilities on a former landfill site between Winwick Road and Orford Park, transforming the area into valuable green space with greenways and cycleways. The Project is being led by Warrington Borough Council in partnership with The Orford Neighbourhood Project, Warrington Collegiate, William Beamont Community High School, Warrington Wolves, Warrington Primary Care Trust, Football Association, North West Development Agency, Sport England and the Learning Skills Council.

As the Orford Park Project is very much focussed on fitness and well being, the health service development would sit side by side and give local people easy access to a range of services which will ultimately improve their health.

## **Next Steps**

There is a long way to go before the PCT make the final decision to build and apply for planning permission. We have to understand the costs associated with building and running the new facilities. We plan to be as open with our public as possible and will share information as we work through the process. From October to January 2007 we are engaging with our public, patients, stakeholders and clinical community to share the ideas and ask people what they want from local health services. We aim to formally consult from February 2008 once we have more detailed proposals (which are being worked up at the moment) and we have considered what our public and stakeholders think. We will keep the Citizens' Panel updated as we move through the next six months of engagement and planning.

If you would like to discuss getting more involved or want information about health services please ring the PCT's Patient Advice and Liaison Service on 0800 389 6973 or ring Jan Holding, Head of Partnerships at the PCT on 01925 843672.

The content of this publication is available  
in other formats Tel: 01925 443434

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If you have any comments, ideas or queries about the Citizens' Panel please contact: Colin Wojtowycz on 01925 443434, email: [cwojtowycz@warrington.gov.uk](mailto:cwojtowycz@warrington.gov.uk)

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