



Nottingham Citizens' Panel

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0115 876 4871



Nottingham Citizens' Panel

Your City, Your Say – Nottingham Citizens' Panel

Group of citizens who have volunteered to get involved and share their views to help the Council deliver great services

Panel members have the opportunity to get involved in a variety of ways and provide the Council with valuable feedback, opinions and ideas, helping the Council shape services and ensuring Nottingham citizens are at the heart of everything we do



Panel Facts

Citizens' Panel was set up in 2014

300 members

Youngest member is aged 18

Oldest member is aged 94

How the Panel works

Panel members are invited to take part in activities throughout the year including:

Postal
Surveys

Online
Surveys

Mystery
Shopping

Focus
Groups

How often panel members get involved is completely up to them

No previous expertise is required to become a panel member

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Using the Panel

'A great way to involve citizen's views in decision-making'

Recent Panel participation activities include:

Mystery Shopping at Leisure Centres

Testing a new telephone system for Nottingham Revenue and Benefits Ltd

Forming an interviewing panel to recruit the new Head of Service for Customer Access

Focus groups on Welfare Reform, Health and Wellbeing Strategy and the Care Act

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Citizen Panel Newsletter

Our regular 'Your City Your Say' Nottingham Citizens' Panel Newsletter provides members with information on previous engagement and consultation activity as well as details of upcoming issues, developments and future opportunities to get involved



Your City, Your Say | A citizens' panel for improving Nottingham

Welcome
Hello and welcome to Your City, Your Say – Nottingham City Council's Citizens' Panel.

My name is Zoe McAtamney and I have recently joined the Research, Engagement and Consultation Team as a Consultation and Engagement Officer. My role includes supporting the Citizens' Panel and I am looking forward to working with you in the future and hearing your views, opinions and ideas about the services offered by the Council.

Thank You
I would like to say a BIG thank you to all panel members who agreed to get involved with the panel over the last 12 months and for the opinions and views you have provided so far. Your input helps us to make sure we are putting our citizens at the heart of what we do. Recently panel members helped to test a new telephone service for Nottingham Revenue and Benefits Ltd. Panel members were praised for their invaluable feedback which led to changes to the script for the new telephone service which is now up and running.

Get Involved in 2015
Throughout 2015 I will ask you to give your views and ideas 3 or 4 times via surveys plus occasional invitations to get involved in other opportunities, including mystery shopping or discussion groups. How often you get involved is completely up to you. In return, I will let you know how the Council has used your answers to shape our services with a regular newsletter so you know you are really making a difference and the Council is listening to your views.

I fully appreciate the time that you are giving to provide your valuable feedback to the Council therefore, if unfortunately you no longer feel able to get involved in the panel please let me know.

Get involved and have your say on other services and events: Visit: www.nottinghamcity.gov.uk/consultation

The Panel Today
Our Citizens Panel was set up in 2014 to help the Council shape future services. Today we have over 1,000 panel members: our youngest member is 19 years old and our oldest is 94 years old!

Have your details changed?
If you are planning to move home, would prefer to be contacted by email or have changed any other details or please let me know so that I can still contact you.

Email: engage@nottinghamcity.gov.uk

Address:
Nottingham City Council,
Loxley House,
Station Street,
Nottingham,
NG2 3NG

Phone: 0115 878 4871

Recommend a friend...
Do you know someone living in the City who might be interested in becoming a member? See how to contact us or for more info: www.nottinghamcity.gov.uk/citizenspanel

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Joining the Panel

Must be aged 18 or over

Live in the Nottingham City local authority area

Online/paper application form

Provide information about yourself, such as age, gender, ethnicity and topics of interest

Panel to reflect the wide range of people living in Nottingham City

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What Citizens say about being involved in the Panel

"I would encourage all members of the panel to participate in any way they can"

"We all learned so much more about the organisation, its aims and objectives for the future"

"As a Nottingham Citizens Panel Member I feel it has been a great honour to be involved in the recruitment of the new head of service for customer access"

"This opportunity I feel has taken "Have your Say" to another level making me as a citizen feel my views really do matter and that we as citizens are valued"

"This experience will benefit me in future employment and look good on my CV"

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What colleagues say about using the Panel

“Gaining the opinions, thoughts and preferences of these Nottingham City Citizens was invaluable and a successful candidate was selected on the day”

“To be recommended by a group of individuals who are part of our genuine efforts to engage citizens, for me, was a really powerful endorsement”

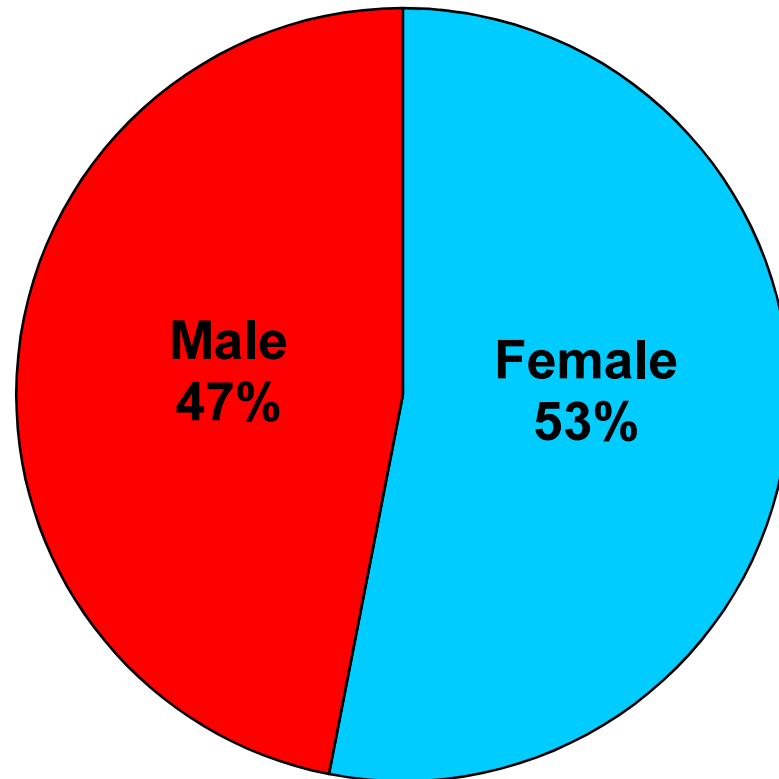
“Engaging our citizens is vital in shaping our services and systems and I’m really looking forward to continuing the relationship as we strive to put citizens at the heart of Nottingham City Council”

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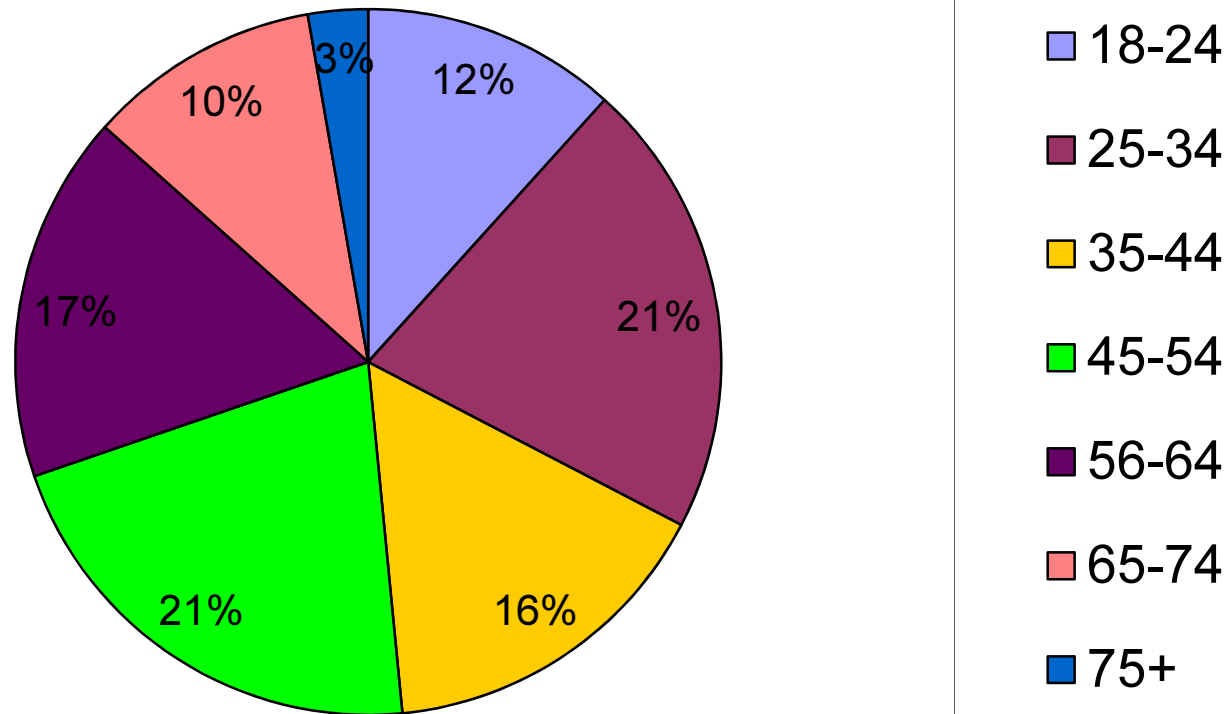
Panel Demographics

Gender



Panel Demographics

Age

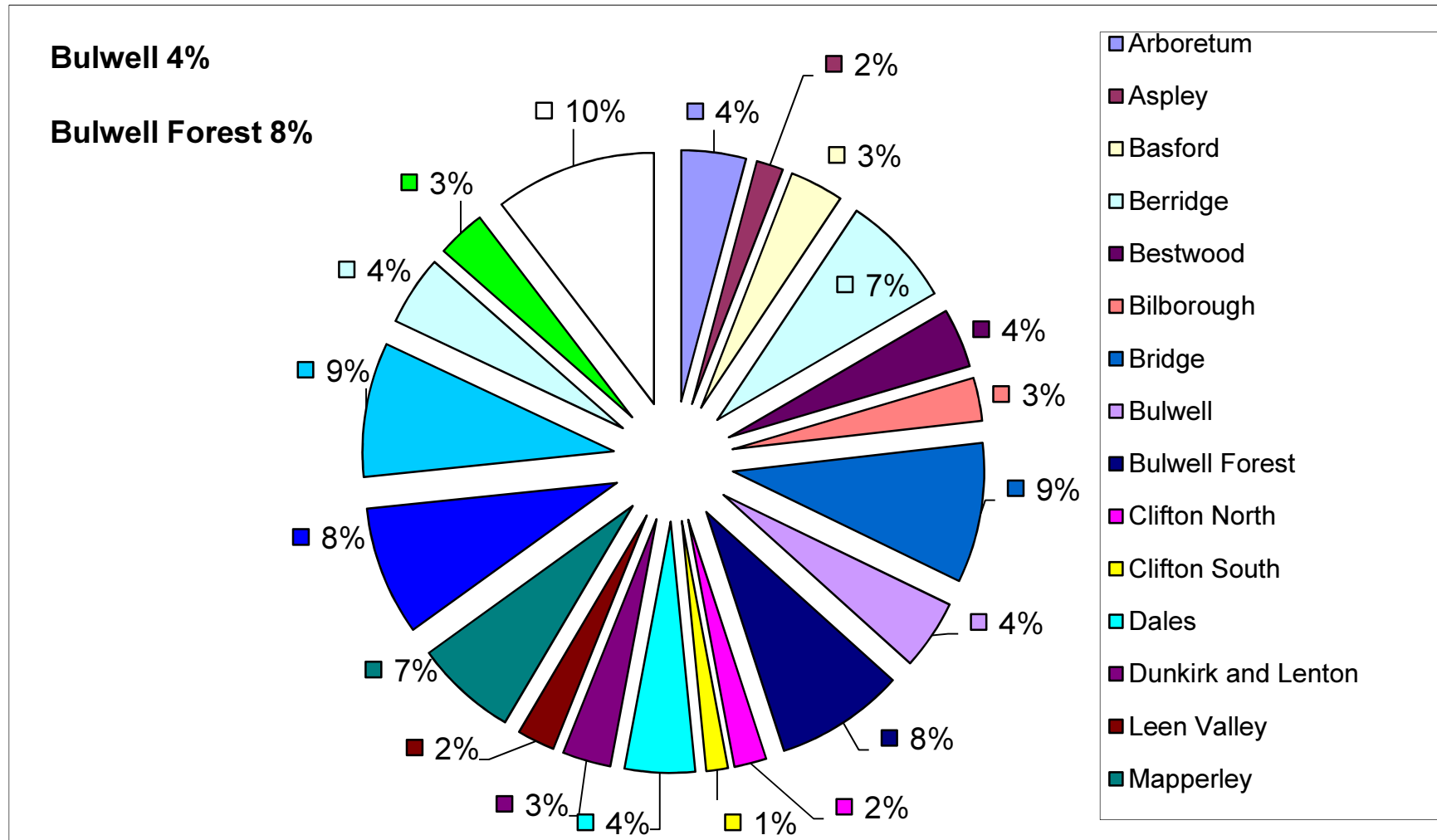


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Panel Demographics

Ward



Any questions?



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www.nottinghamcity.gov.uk/consultation



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