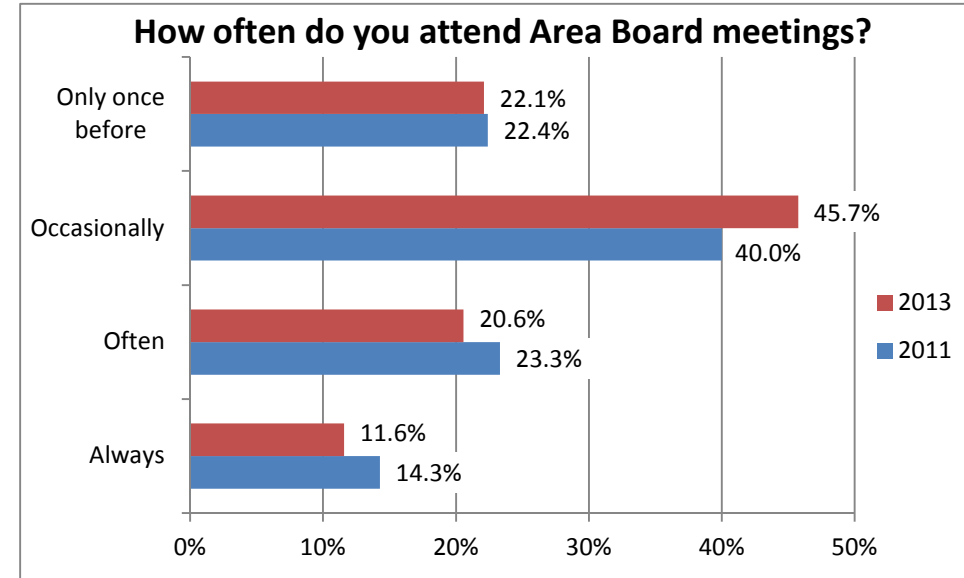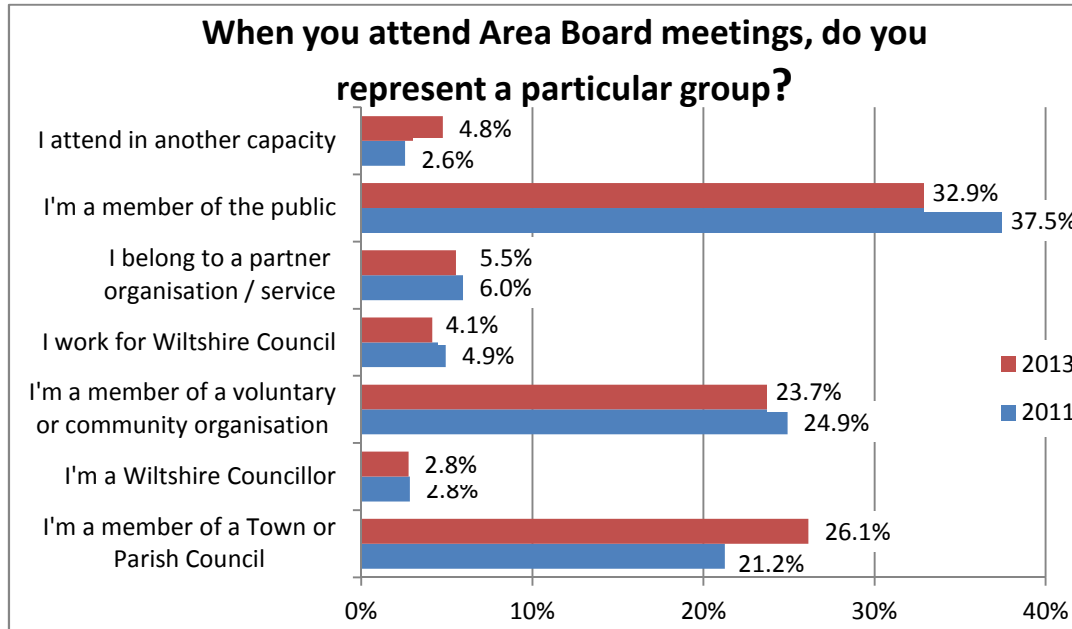# Area Boards review, 2013: summary of survey results

1200 responses were received to an electronic survey distributed between 22nd March and 22nd April 2013. The number of respondents that had attended at least one Area Board meeting was 846. These figures form the base of respondents used in the following tables.

Respondents

(Base 796)

When you attend Area Board meetings, do you represent a particular group?

Category	2013	2011
I attend in another capacity	4.8%	2.6%
I'm a member of the public	32.9%	37.5%
I belong to a partner organisation / service	5.5%	6.0%
I work for Wiltshire Council	4.1%	4.9%
I'm a member of a voluntary or community organisation	23.7%	24.9%
I'm a Wiltshire Councillor	2.8%	2.8%
I'm a member of a Town or Parish Council	26.1%	21.2%

How often do you attend Area Board meetings?

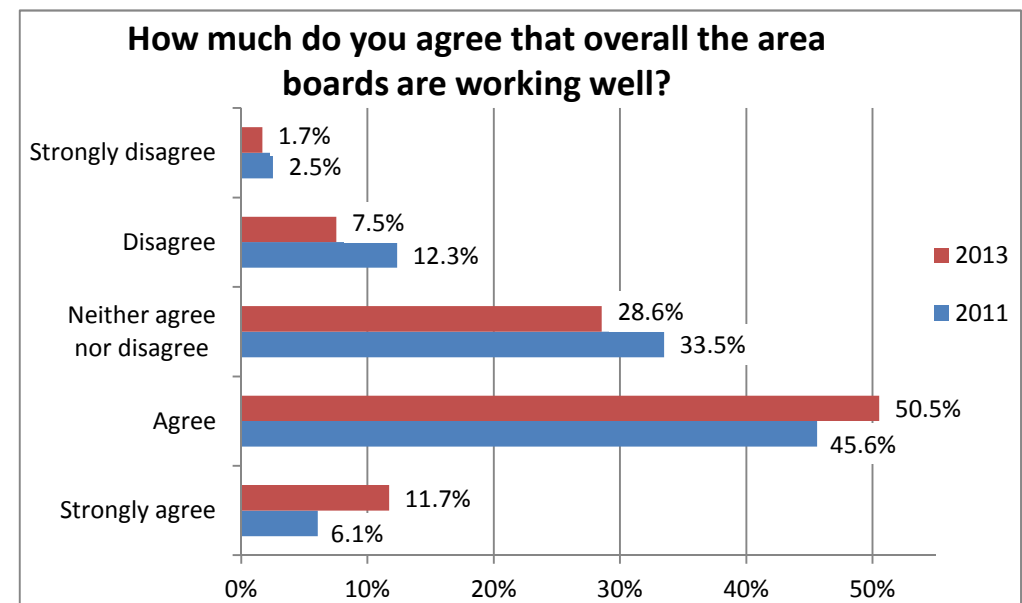| Category	2013	2011
Only once before	22.1%	22.4%
Occasionally	45.7%	40.0%
Often	20.6%	23.3%
Always	11.6%	14.3%

Overall satisfaction with the Area Board

This graph shows the views of those who have attended at least one meeting of the Area Boards. Overall in 2013, 62.2% of respondents agree that the Area Boards are working well while 9.2% disagree. This shows an **improvement of 22%** from when this survey was last run in summer 2011.
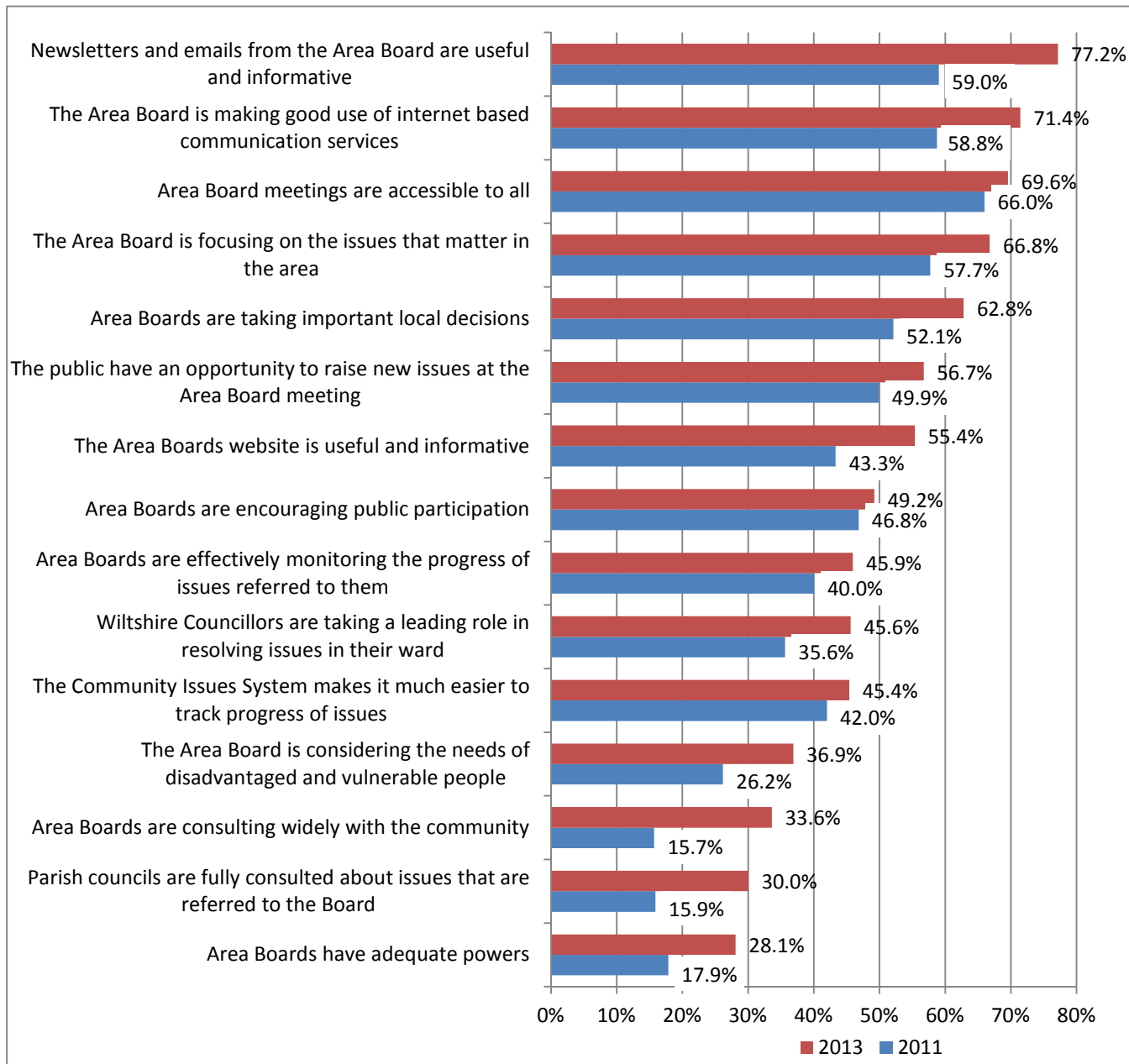
Overall the area board is working well (Base 837)

	2011	2013	Change
Strongly Agree	6%	12%	+100%
Agree	46%	51%	+11%
Neither agree or disagree	34%	29%	-15%
Disagree	12%	8%	-33%
Strongly disagree	3%	2%	-33%

How much do you agree that overall the area boards are working well?

Category	2013	2011
Strongly disagree	1.7%	2.5%
Disagree	7.5%	12.3%
Neither agree nor disagree	28.6%	33.5%
Agree	50.5%	45.6%
Strongly agree	11.7%	6.1%

Operation of the Area Boards

(Base 846) This graph shows the views of those who have attended at least one meeting of the Area Boards. The ranking has been derived by subtracting negative scores (disagree + strongly disagree) from positive scores (agree + strongly agree) to achieve a 'net satisfaction' rating
The graph shows that between 2011 and 2013 there has been an increase in net satisfaction in every attribute of area boards measured by this survey. The biggest increases in satisfaction are seen in the attributes which performed worst in 2011.

Attribute	2013	2011
Newsletters and emails from the Area Board are useful and informative	77.2%	59.0%
The Area Board is making good use of internet based communication services	71.4%	58.8%
Area Board meetings are accessible to all	69.6%	66.0%
The Area Board is focusing on the issues that matter in the area	66.8%	57.7%
Area Boards are taking important local decisions	62.8%	52.1%
The public have an opportunity to raise new issues at the Area Board meeting	56.7%	49.9%
The Area Boards website is useful and informative	55.4%	43.3%
Area Boards are encouraging public participation	49.2%	46.8%
Area Boards are effectively monitoring the progress of issues referred to them	45.9%	40.0%
Wiltshire Councillors are taking a leading role in resolving issues in their ward	45.6%	35.6%
The Community Issues System makes it much easier to track progress of issues	45.4%	42.0%
The Area Board is considering the needs of disadvantaged and vulnerable people	36.9%	26.2%
Area Boards are consulting widely with the community	33.6%	15.7%
Parish councils are fully consulted about issues that are referred to the Board	30.0%	15.9%
Area Boards have adequate powers	28.1%	17.9%

Operation of the Area Boards (Base 846)

This table shows total agreement and total disagreement with each attribute of area boards along with the figure for 'net satisfaction'. The colour coding is shown below. The final column shows the change in satisfaction from 2011 to 2013. For every attribute measured here, there has been an increase in satisfaction.

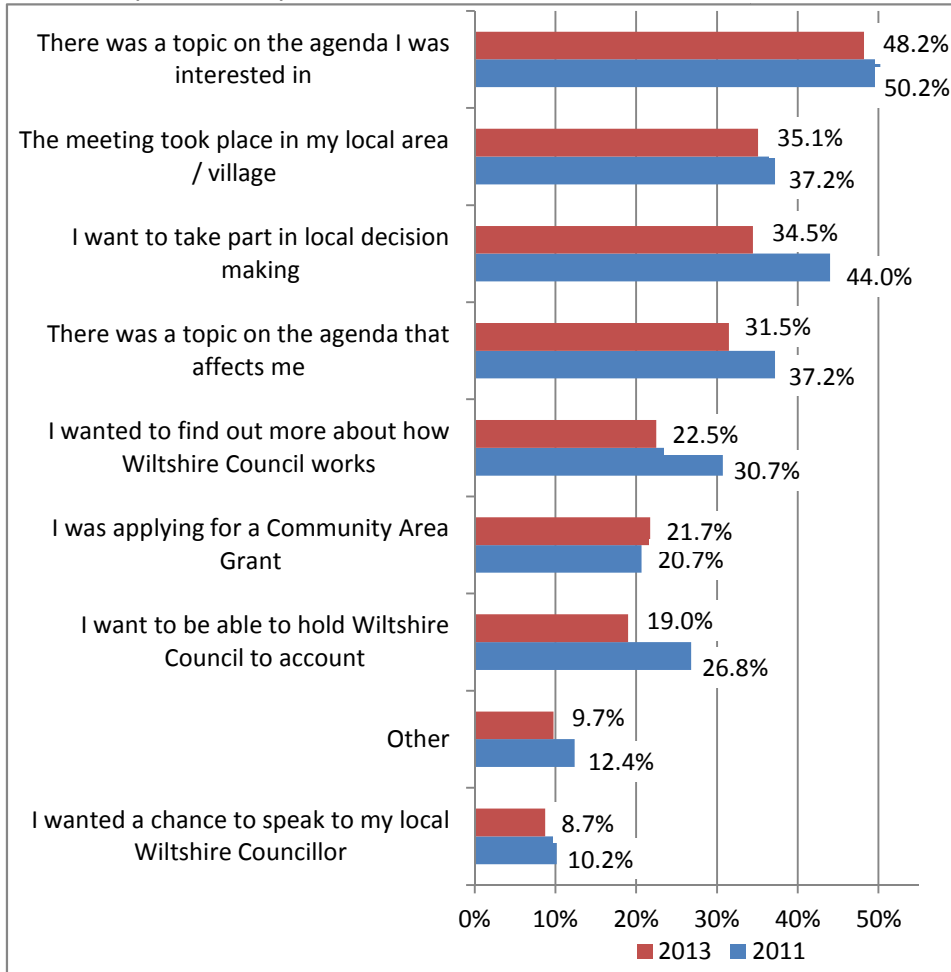|	2013 results				Change '11 to '13
	Agree	Disagree		Net satisfaction	
Newsletters and emails from the Area Board are useful and informative	81.5%	4.3%		77.2%	+30.7%
The Area Board is making good use of internet based communication services	76.7%	5.3%		71.4%	+21.6%
Area Board meetings are accessible to all	78.5%	8.9%		69.6%	+5.4%
The Area Board is focusing on the issues that matter in the area	72.9%	6.2%		66.8%	+15.7%
Area Boards are taking important local decisions	72.4%	9.6%		62.8%	+20.6%
The public have an opportunity to raise new issues at the Area Board meeting	69.5%	12.7%		56.7%	+13.7%
The Area Boards website is useful and informative	61.5%	6.2%		55.4%	+27.8%
Area Boards are encouraging public participation	64.6%	15.4%		49.2%	+5.1%
Area Boards are effectively monitoring the progress of issues referred to them	54.7%	8.7%		45.9%	+14.7%
Wiltshire Councillors are taking a leading role in resolving issues in their ward	59.6%	14.0%		45.6%	+28.0%
The Community Issues System makes it much easier to track progress of issues	52.4%	7.0%		45.4%	+8.1%
The Area Board is considering the needs of disadvantaged and vulnerable people	47.2%	10.3%		36.9%	+40.8%
Area Boards are consulting widely with the community	51.8%	18.2%		33.6%	+114.1%
Parish councils are fully consulted about issues that are referred to the Board	40.3%	10.3%		30.0%	+89.0%
Area Boards have adequate powers	46.8%	18.7%		28.1%	+57.2%

Key

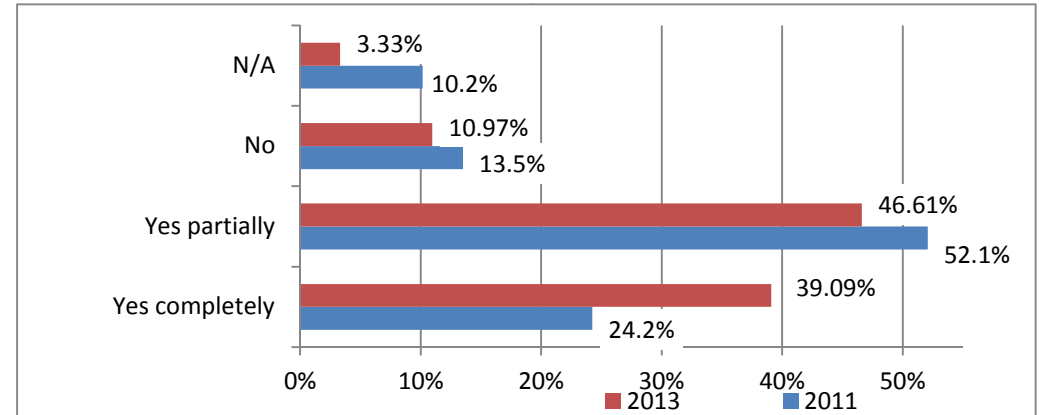|	
%	No concerns
%	No serious concerns
%	Some concern
%	Serious concern

Attendance at Area Board meetings

The survey in 2013 included a number of questions regarding why people go to area board meetings, whether they got what they wanted out of attending the meeting and a number of measures that might encourage them to attend more often in future.

Why attendees come to Area Board meetings (Base 846)

Reason	2013	2011
There was a topic on the agenda I was interested in	48.2%	50.2%
The meeting took place in my local area / village	35.1%	37.2%
I want to take part in local decision making	34.5%	44.0%
There was a topic on the agenda that affects me	31.5%	37.2%
I wanted to find out more about how Wiltshire Council works	22.5%	30.7%
I was applying for a Community Area Grant	21.7%	20.7%
I want to be able to hold Wiltshire Council to account	19.0%	26.8%
Other	9.7%	12.4%
I wanted a chance to speak to my local Wiltshire Councillor	8.7%	10.2%

Did attending the Area Board meeting satisfy these reasons? (Base 846)

	2013	2011
N/A	3.33%	10.2%
No	10.97%	13.5%
Yes partially	46.61%	52.1%
Yes completely	39.09%	24.2%

What would make people attend more often?

	2013	2011
More local topics on the agenda	36.2%	37.3%
More topics that I can make the decision on	28.9%	29.9%
Better publicity / information about the…	26.6%	28.0%
A greater chance to have my say	25.9%	31.7%
Meetings held at different times of the day	25.2%	21.1%
Meetings to have more information about…	19.2%	23.0%
I need more information about what Area…	17.4%	19.2%
Other	16.8%	19.5%
Meetings to be held all around the…	15.3%	20.7%
Meetings held where there are public…	9.3%	12.2%
Venues to be more accessible	6.5%	10.7%