

Q. How do I join the Residents e-panel?

A. Visit the Bucks Strategic Partnership website at http://www.buckinghamshirepartnership.co.uk/partnership/BSP/have_your_say.page. Click the “resident’s panel” link and complete the registration form to join.

Q. Why do you need to know details like my age and ethnic origin?

A. We have to ensure that the panel is representative of all residents, so we use this demographic data to ensure that as far as possible all groups in the community are represented. It also helps us select special interest groups for particular topics of interest to them. Because we ask for this information when you join, we don’t ask for it again in specific Residents’ Panel surveys (although we do occasionally invite the Residents Panel to take part in wider council wide surveys where questions ‘about you’ are asked).

Q. If I join the Citizens Panel what am I committing myself to?

A. Your only commitment is to agree to receive occasional email alerts from us advising you of a new survey. You are under no obligation to complete every survey – just complete those that you are interested in or have strong opinions on.

Q. Once you have my email address, will I be bombarded with ‘spam’ from the partnership organisations?

A. No! Your email and personal data are held securely and will not be shared with any other department or outside organisation. We will only use information you provide for the stated purpose of consultation.

Q. Do I have to attend focus groups?

A. If you are invited to join a focus group your attendance is voluntary. You decide whether to accept or ignore the invitation. If you never want to be invited to attend focus groups you can opt out of this option in the registration questionnaire.

Q. How do you select people to invite to focus groups?

A. We try to select people who have expressed an interest in the subject or who fit the demographic profile of a group we wish to consult.

Q. If I join how long am I committed for?

A. You may leave the Residents Panel at any time. Just send an email to research@buckscc.gov.uk advising us that you wish to leave and your details will be removed from the database. Likewise if you move away from Buckinghamshire, please send us an email and we can close your account.

Q. Why can't people without internet or email to join the panel?

A. The Bucks Strategic Partnership organisations use postal or phone surveys for certain types of consultation, but web-based consultations typically cost very little to run and attract a much higher response rate. The majority of the partners consultations are now undertaken either solely or predominantly online.

Q. Do you actually take note of what people tell you in the survey results?

A. Absolutely! - The results from surveys are used to inform our decision makers of public perception and experience. We can't always deliver what you want if the money isn't available, but we will always try to find a way to respond as positively as we can to suggestions made by the panel. When we ask for your views, we always want to hear what you honestly think.