

## Data Briefing – Weekend 7

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### Introduction

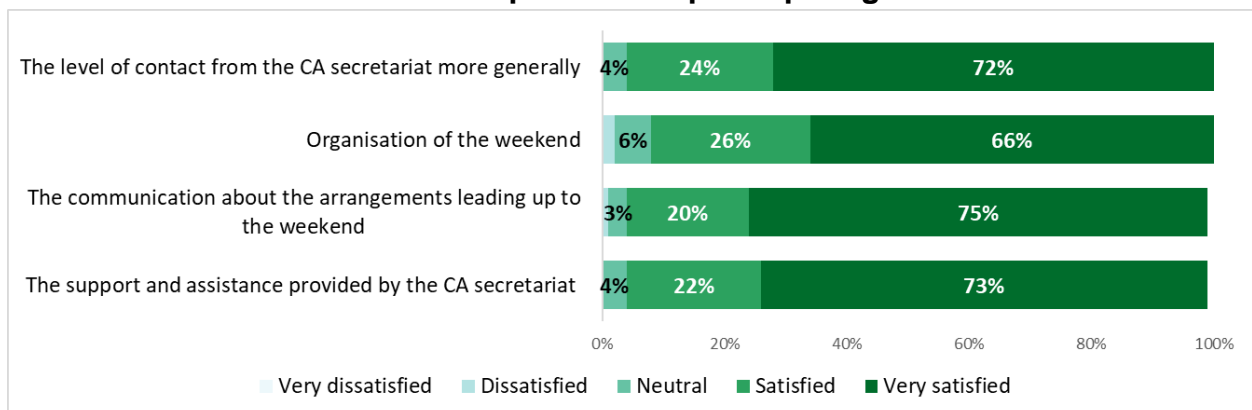
This briefing describes data generated from 91 member questionnaires completed at the end of weekend 7 and fieldnotes from three researchers attending the weekend. The survey data represents 91% of members who attended weekend 7; further technical information is provided in Appendix A. The figures reported are based on those responding to the survey. The briefing shows some comparisons over the weekends. However, reporting on the statistical significance of any differences is beyond the scope of this briefing. Full analysis will be provided in the final report.

### How do participants experience the Citizens' Assembly process?

This briefing focuses on Assembly members' experiences of weekend 7.

After weekend 7, between 92% and 96% of respondents were 'very satisfied', or 'satisfied', with the level of contact from the Secretariat; communication about arrangements; support and assistance provided by the Secretariat; and organisation of the weekend.

#### 1. Overall satisfaction and experience of participating online

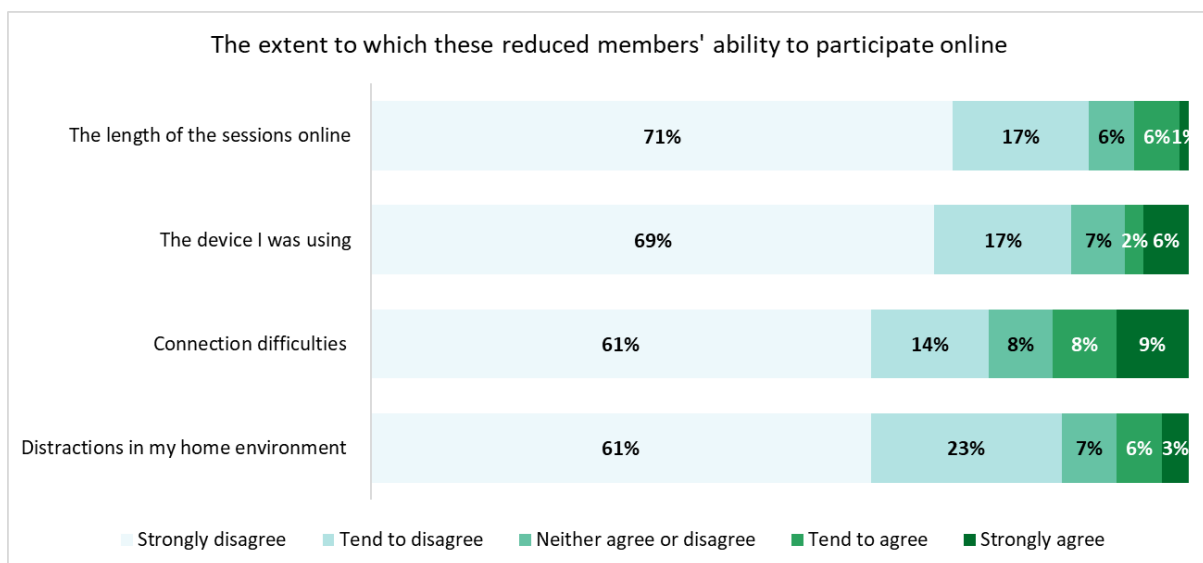


Source: Member Questionnaires – After weekend 7

The table below shows the proportion of members who had used different devices to participate in weekend 7.

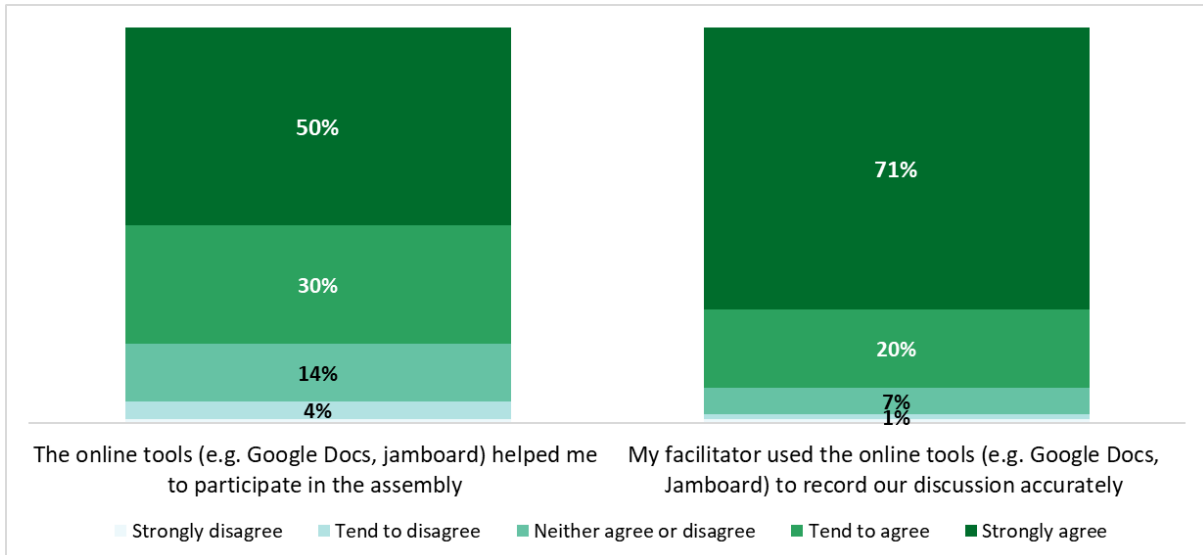
Device	% of respondents
Computer/laptop with video camera	62%
Tablet/iPad	18%
Smartphone	10%
Computer/laptop without video camera	7%
Mobile Phone	4%
Other	0%
Landline	0%

This weekend, 17% ‘strongly agreed’, or ‘agreed’, that connection difficulties reduced their ability to participate. This compares to 10% in weekend 6. Free text comments indicated some members had experienced technical issues e.g. “*Due to power cut had to use phone on roaming data which disconnected me frequently*” and “*Technical problems i.e. local internet connection and change of equipment (chromebook to phone) prevented me from fully participating*”. Appendix B provides a selection of the free text responses.



Source: Member Questionnaires – After weekend 7

Comments from members in the survey also highlighted positive experiences in relation to the weekend as well as gratitude towards the organisers e.g. “*The best ever (online!)*” and “*I would like to thank everyone for their hard work this weekend*”. Other comments suggested some difficulties with the online experience. The following illustrates a concern with navigating documents digitally “*I do not own a printer therefore sometimes it's difficult to go back & forward looking at various documents*” and some members highlighted perceived limitations of the move online e.g. “*Notwithstanding my personal difficulties with technology, I feel the Assembly does not function as well as it did in person. The interaction among members is sporadic and lacks the immediacy and warmth of meeting face to face. 2D rather than 3D. Black and white instead of Technicolor!*”



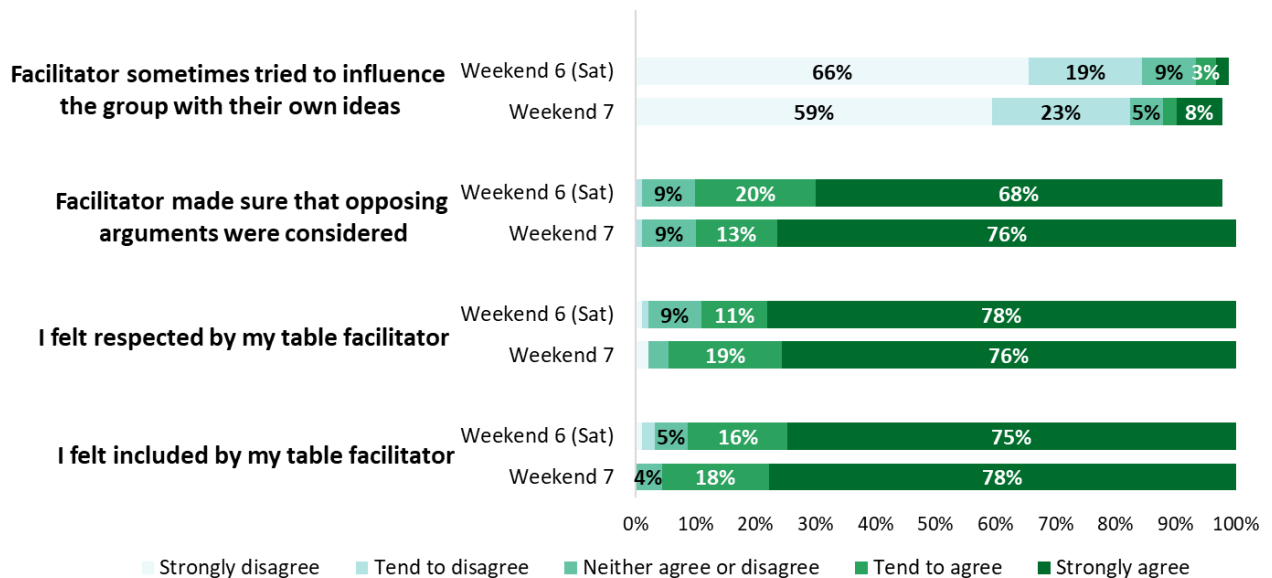
Source: Member Questionnaires – After weekend 7

Observations during the weekend showed that members miss the more social side of the assembly, which is much more constrained in the online environment. There was some use of the chat function at times to write small messages of greeting to each other, and, in particular, to offer support to members who presented their group’s recommendations at the end of the weekend. The lunchbreak was not used for any social interaction. The majority of members chose not to use their video in plenary sessions, but most, with a small exception of those without a video camera, were visible in the group discussions.

## 2. Members’ experiences of the facilitators, being included and group dynamics

The majority of weekend 7 was spent in small groups discussing recommendations. Members worked with the same group and facilitator all weekend. After weekend 6, over 90% of respondents ‘strongly agreed’, or ‘agreed’, that they had felt included and respected by their facilitator. In addition, 90% ‘strongly agreed’, or ‘agreed’, that their facilitator had made sure opposing arguments were considered. Overall, 82% ‘strongly disagreed’, or ‘disagreed’, that their facilitator tried to influence the group with their own ideas and 10% ‘strongly agreed’ or ‘agreed’. Free-text comments from members highlighted positive experiences of the breakout room facilitator. For example, “...was a *delight to work with this weekend. Her professionalism shone through in the way our sessions ran smoothly and politely allowing all members a fair input*” and “...was *exceptionally good at managing the group and interpreting the views of everyone in the [group]. He allowed us to explore our ideas in great depth and helped us focus*”. Some members also raised some concerns about the quality of facilitation e.g. “...was *great however a bit slow in keeping the room under control ... also felt [member name] could have been encouraged more as the 4 others were strong opinions...*”.

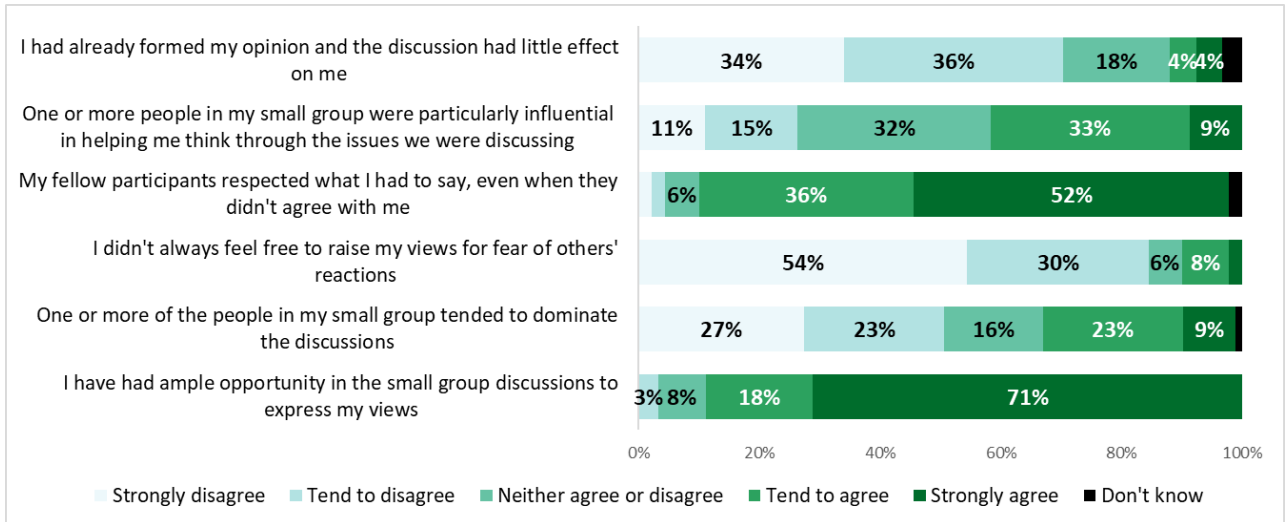
Observation data showed high levels of involvement and engagement by members in the group discussions, with a few exceptions. Facilitators had more time with their group than previous weekends, and less material to work through with groups. Jamboard was used to capture early ideas, and then the canvas template for the recommendations. This appeared to work smoothly and allowed facilitators to engage closely with groups.



Source: Member Questionnaires – After weekend 6 and 7

At the end of weekend 7, 10% of respondents ‘strongly agreed’, or ‘agreed’, with the statement ‘I didn’t always feel free to raise my views for fear of others’ reactions’, compared to 20% in weekend 6. This weekend, 3% ‘strongly disagreed’, or ‘disagreed’, that they had ample time in the small groups to express their views, compared to 13% in weekend 6. At the same time, 32% ‘strongly agreed’, or ‘agreed’, that one or more people in their small group tended to dominate the discussions, similar to 27% in weekend 6. It was also noted by the observational data that gender representation in plenary speaking was uneven, with 11 groups represented by men and 5 groups by women.

Free-text comments in the member survey helped to illustrate different experiences of group dynamics. For example, one member commented “*once again, a very enjoyable weekend, well organised. its team work really, and my table (and facilitator) were all willing to work together as adults to come to conclusions on our subject*”. On the other hand, another commented “*I just feel a little disheartened, I feel my views were not heard/ talked about much, there were people who had strong views who, took the spotlight for most of the weekend and that my group talked mostly of covid and topics that went round and round the same issues to later find out that the government have already put things in place for those issues*”. Appendix B provides a selection of the free text responses.

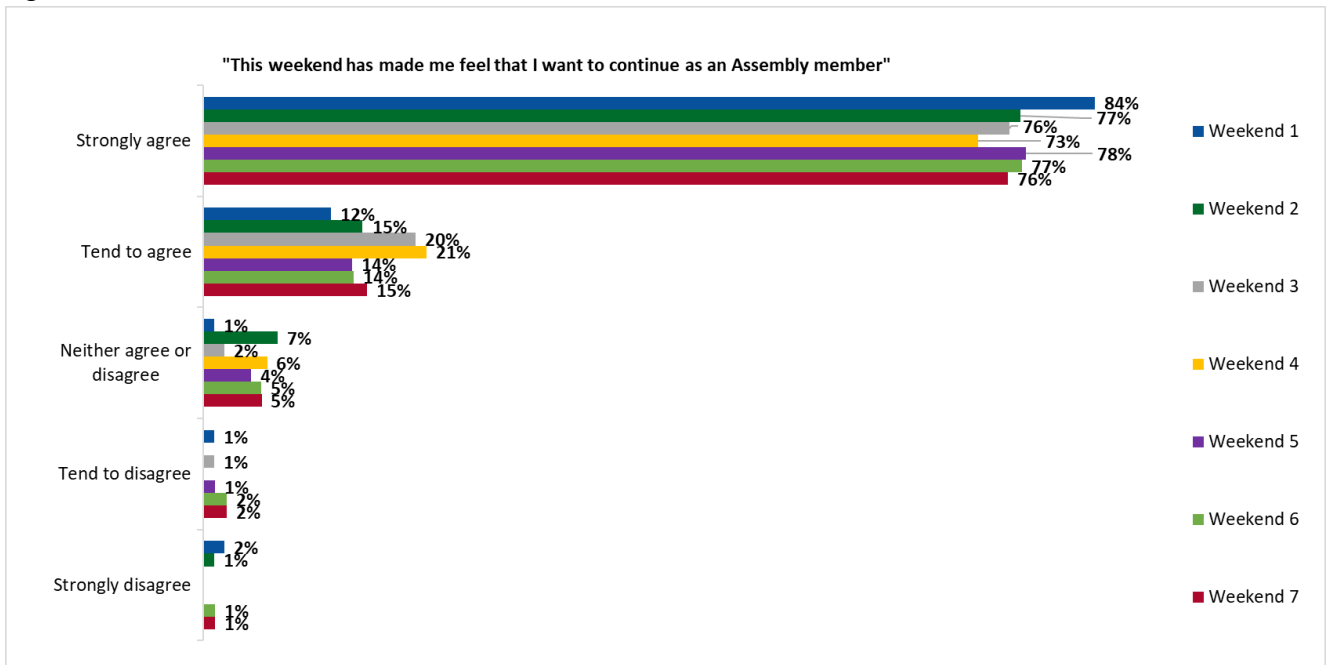


Source: Member Questionnaires – After weekend 7

### 3. Overall feelings about participation

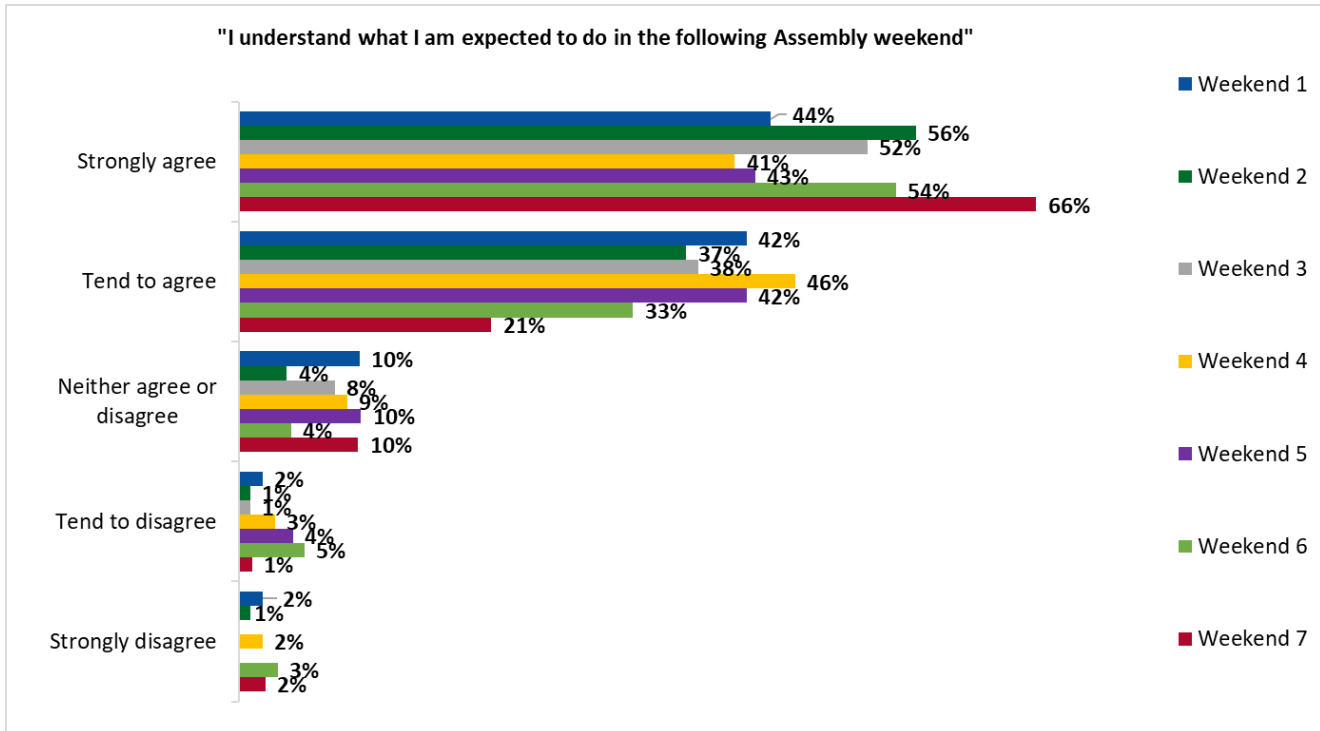
After weekend 7, 98% of members reported that they intended to participate in the next Assembly weekend and 2% were unsure. These results are the same as those from the end of weekend 6.

Overall, 91% ‘strongly agreed’, or ‘tended to agree’, that weekend 7 had made them want to continue as an Assembly member and 3% ‘strongly disagreed’, or ‘tended to agree’.



Source: Post-Weekends 1-7 Member Questionnaires

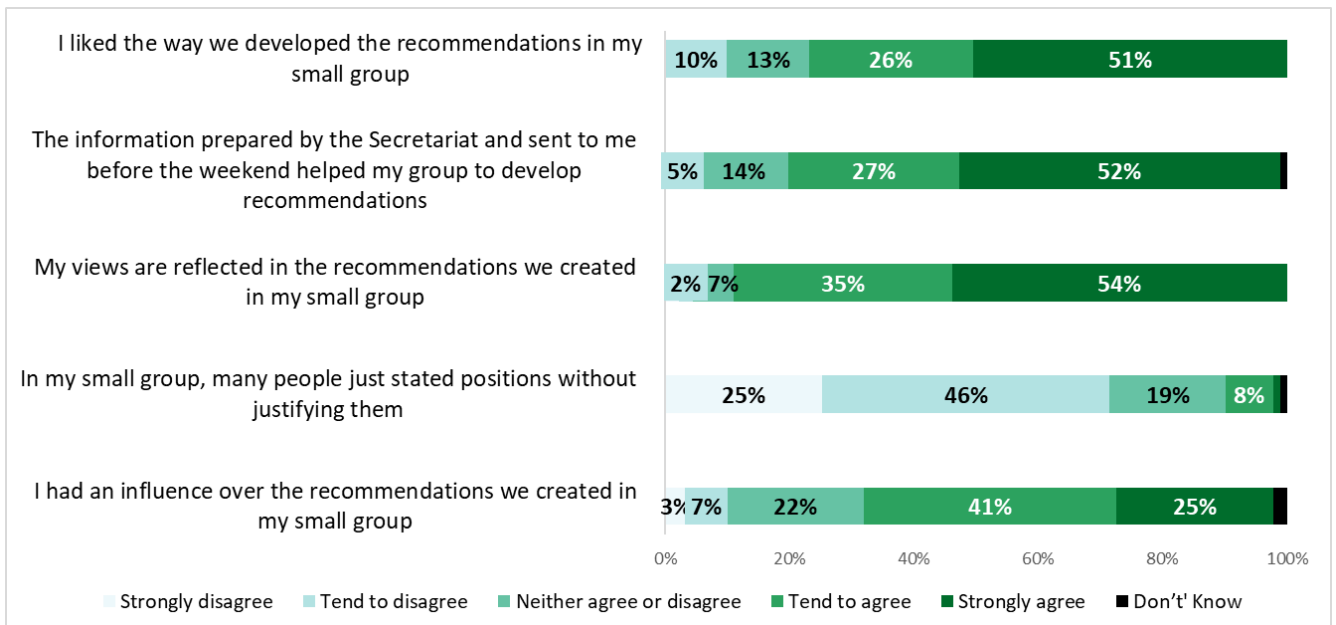
In addition, 87% ‘strongly agreed’, or ‘tended to agree’, that they understood what was expected of them in the final Assembly weekend.



Source: Post-Weekends 1-7 Member Questionnaires

#### 4. Members' experiences of weekend 7: Developing recommendations

With regard to members' experiences of working in their small groups to create the recommendations, 77% 'strongly agreed' or 'tended to agree' that they liked the way they did this and 10% 'strongly disagreed' or 'tended to disagree'. Nearly 90% 'strongly agreed' or 'tended to agree' that their views were reflected in the recommendations created within the small groups and 66% 'strongly agreed' or 'tended to agree' that they had influenced the recommendations created.



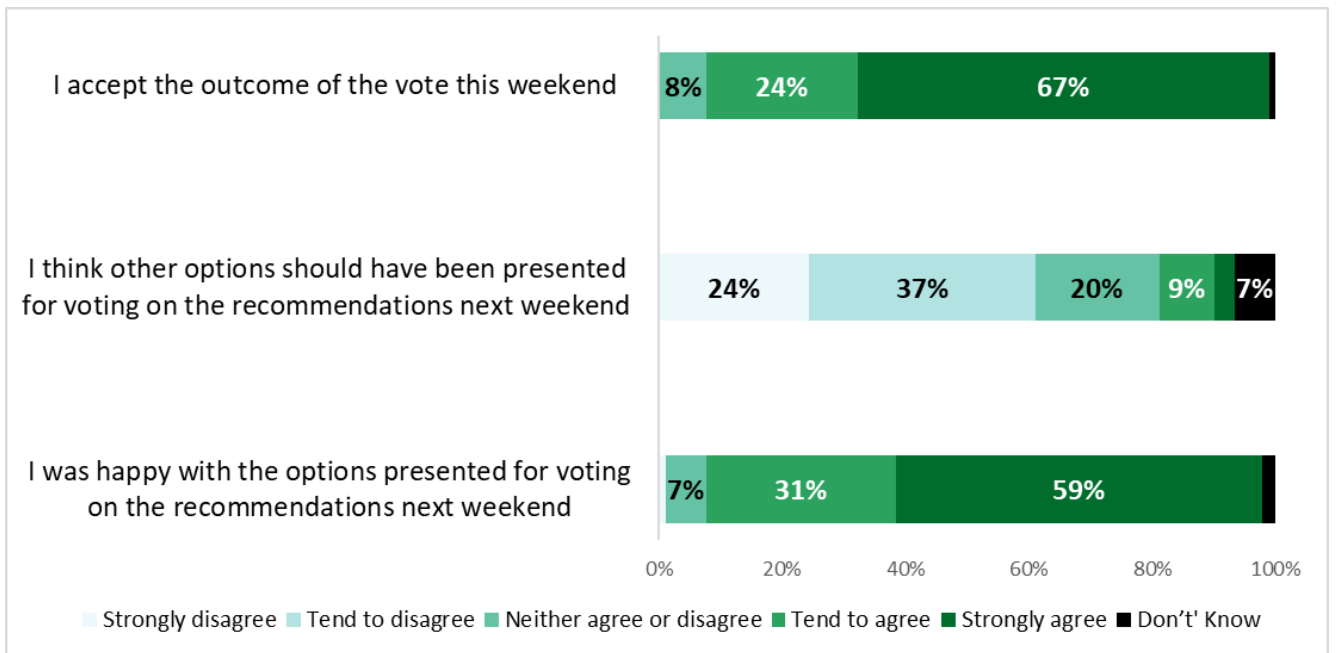
Source: Member Questionnaires – After weekend 7

Members were informed of the topic area for recommendations they would be discussing in advance of the weekend. The observational data indicated that some members came prepared with evidence to support their recommendations and others found this more difficult. Some members noted the limitations of the evidence provided through the Assembly process, which did not cover all the topics that were deliberated on. Facilitators were supportive, reminding members about some of the evidence sessions and acknowledging the time lapse. In the survey, completed at the end of the weekend, members were asked what evidence they used to help them develop their recommendations. The results are shown in the table below.

<b>Evidence</b>	<b>% of respondents</b>
Evidence from my life experience	89%
Evidence from speakers in Assembly sessions	75%
Evidence offered by other Assembly members	68%
Evidence from my family, friends or community	60%
Evidence from the information sent to me before this weekend	56%
Evidence from my professional experience	51%
Papers provided at the Assembly	45%
Evidence from sources outside the Assembly	30%
Other sources	7%

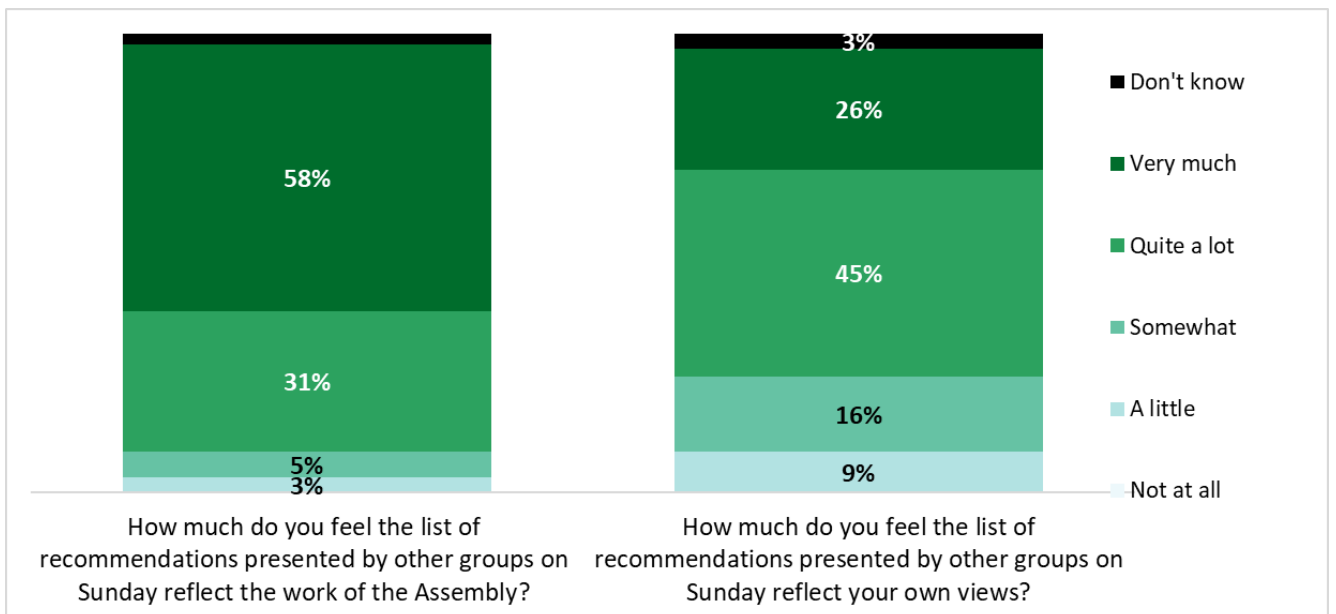
The observational data noted that the guidance given to members for crafting the recommendations emphasised that the text needed to speak to a wide-ranging readership i.e. be understandable and actionable for parliament and government, while being accessible and usable by the wider public. Some groups were able to identify specific recommendations with relative ease, other groups found this harder. There was a broad variation in the quality of deliberation. Quite a lot of the time in groups focused on agreeing the specific text and wording of the recommendations; less time was spent on the reasons the recommendation was important; and less time still on the evidence supporting that recommendation.

During weekend 7, members were asked to vote on the process for agreeing recommendations. Overall, 90% or more of members 'strongly agreed' or 'tended to agree' that they were happy with the options presented and that they accepted the outcome of the vote. In addition, 12% 'strongly agreed' or 'tended to agree' that other options should have been presented for voting on the recommendations.



Source: Member Questionnaires – After weekend 7

At the end of weekend 7, each group presented their recommendations to the rest of the Assembly. Nearly 90% of respondents indicated these recommendations reflected the work of the Assembly ‘very much’, or ‘quite a lot’. Overall, 71% of respondents felt the recommendations reflected their views ‘very much’, or ‘quite a lot’, 16% felt they ‘somewhat’ did and 9% felt they did ‘a little’, or ‘not at all’.



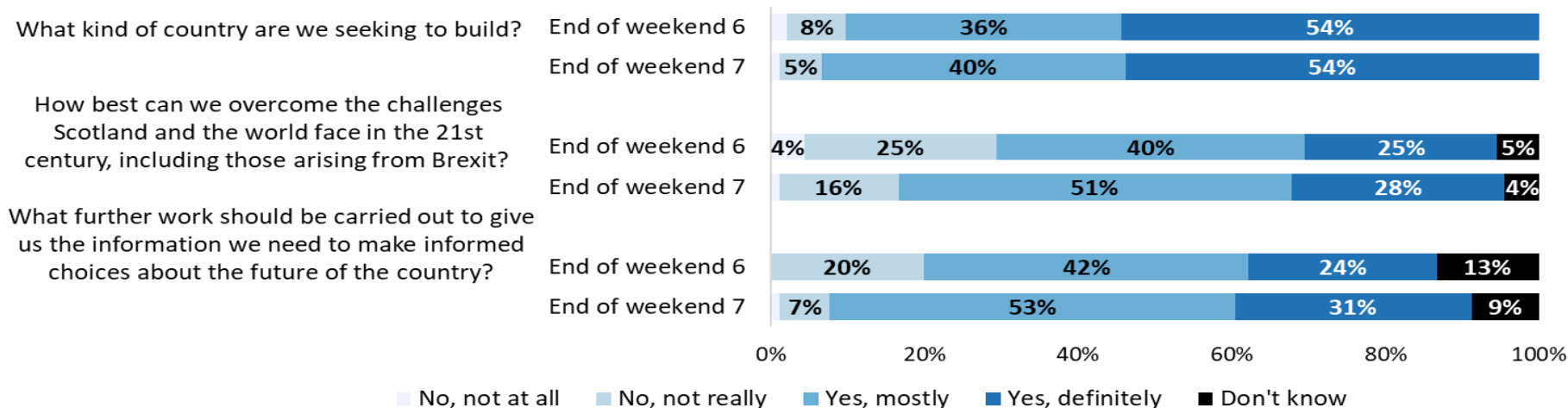
Source: Member Questionnaires – After weekend 7

The research tracks members’ perceptions of their own ability, and the ability of the Citizens’ Assembly of Scotland as a whole, to answer the 3 remit questions. The percentage of respondents who felt that either they themselves, or the Assembly as a whole, was able to answer the remit questions (‘yes, definitely’ or ‘yes, mostly’) increased from the end of weekend 6 to the end of weekend 7. At the end of

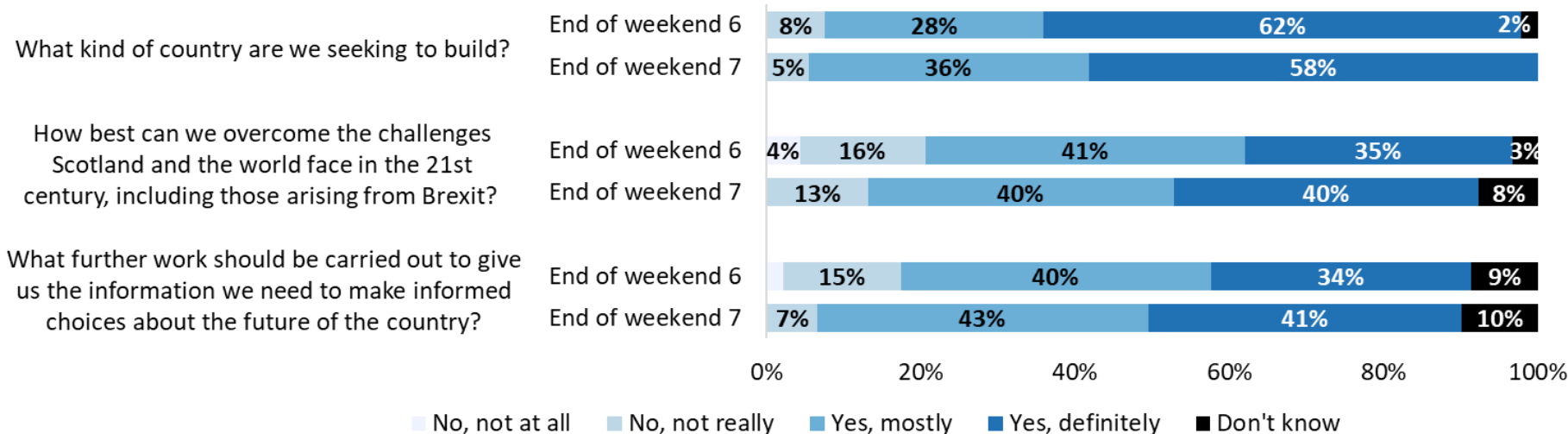


weekend 7, 95% felt the Assembly as whole could answer the first remit question ('yes, definitely' or 'yes, mostly'); 79% the second remit question and 84% the third remit question.

### Do you feel you have the information required to answer this question yourself?



### Do you feel the Citizens' Assembly as a whole is able to answer it?



Source: Member Questionnaires – End of weekend 6 and After weekend 7

## Appendix A: Profile of Survey Respondents

Characteristic	Category	Weekend 1 <sup>a</sup>	Post- Weekend 5 <sup>b</sup>	Post- Weekend 6 <sup>c</sup>	Post- Weekend 7 <sup>d</sup>
		% of respondents			
Gender	Man	49%	47%	43%	48%
	Woman	50%	53%	56%	51%
	In another way	1%	0%	1%	1%
Age	16-21	12%	8%	6%	7%
	22-29	12%	10%	10%	10%
	30-44	19%	22%	22%	22%
	45-59	25%	27%	30%	27%
	60-74	23%	27%	26%	27%
	75+	8%	7%	7%	7%
Educational Qualifications	University Degree / Higher Education	38%	39%	42%	41%
	Other further education, including apprenticeships and professional qualifications (e.g. diplomas and NVQS)	32%	34%	33%	32%
	Secondary school/College (up to 18 years of age)	17%	14%	14%	15%
	Secondary school (up to 16 years of age)	13%	12%	11%	13%
	Primary Schooling (up to 11 or 12 years old)	0%	0%	0%	0%
	Other	1%	0%	0%	0%

n.b <sup>a</sup>Base = 114; <sup>b</sup>Base = 90; <sup>c</sup>Base = 88; <sup>d</sup>Base = 88

## Appendix B: Selection of responses to open-text questions

### Do you have any other comments about your ability to participate this weekend? (Post Weekend 7 Questionnaire)

Generally positive	All above expectation. Well done to everyone
	Very interesting and enjoyable session .
	whew .... that was hard work!! ..... but very interesting too
	I think the weekend went really well, but I am Struggling to understand everything
Technical and connection difficulties	Due to the bad weather this weekend, my WiFi was cutting on and off at times
	The weather upset the connection but this was overcome
	Other people having technical issues was a distraction. People would disappear from the chat and when they came back in the conversation would go back to things that had already been discussed and it was more difficult to move on
	At the beginning of the weekend I had a problem hearing as my facilitator spoke quietly This was very frustrating but after the break I used headphones & all was well after that
Support provided	Finding it easier as the weeks have gone by as I get used to the technology , but always know there is help available if I need it which I have a couple of times lol , MUCH APPRECIATED!! 👍
	Due to WiFi problem I had issues but the teams support and understanding was amazing
	I became very anxious due to not getting connected in Saturday but was reassured not to worry and felt such a relief
	I would like to say a big thank you to all who helped resolve issues both in Saturday and Sunday
Online experience	Just that the jamboard was too small for me and it was difficult to read.
	I'd hoped that we would be able to edit the documents ourselves as this was what was explained in the tech training sessions. I felt our facilitator didn't log all our points and we stayed on the one topic for too long. If we had access to edit the docs then I feel we as the assembly members would have more control over our recommendations. After all our group only got the chance to log one point, which I think is poor.
	I do not own a printer therefore sometimes it's difficult to go back & forward looking at various documents
	I am aware I am used to using these kind of platforms and tools through my job but I liked how they were used and organised.

### Do you have any other comments you'd like to make about your experience of taking part this weekend? (Post Weekend 7 Questionnaire)

Generally positive	Everyone performed extremely well in all aspect of duties.
	I find the whole assembly process has been enjoyable and informative .
	Interesting and informative session.
	Full of admiration for the whole team behind the weekend, it is effective and efficient, informative, fair and encouraging, Thank you, I have been so grateful to have been part of it all.

Drafting recommendations	I've enjoyed the experience very much, although i sometimes feel frustrated simply because some of our recommendations need permission from westminster.
	More professional guidance from established industry figures and personnel who can have validated facts and can interact with accumulated ideas/opinions and protracted discussions
	I FELT THERE WAS NOT ENOUGH TIME TO DISCUSS ALL THE MATTERS IN OUR GROUP RELATING TO TAX . ITS VERY COMPLICATED AND NEEDED QUITE A LOT OF FACT FINDING TO DETERMINE A STATEMENT .
	Our group worked well together in getting an outcome for the recommendation. The two days was enough time to do the recommendations, but I feel that the e-mail that was sent out on Saturday night was too much to read after working all day.
Group Dynamics / Facilitation	I found it very interesting and informative and enjoyed working together sharing our thought and ideas with the group .
	I really enjoyed the group I was in and believe everybody came together as one and as I said earlier the facilitator kept everything running smoothly and professionally
	The weekend was probably more intense than previous weekends, however I felt our group worked hard in a collaboratively and constructive way. I feel we put forward solid 'realistic' recommendations to be considered. Our facilitator was very good too.
	Being in the group with the same people where we made previous statements made the weekend more enjoyable. It was also easier when working together on the topic. This was in my opinion the best weekend I have had. It was a very mixed group of ages and back grounds. Please don't change it