

Member Survey - Overall Summary of Main Points

<p>What you expect to hear about?</p>	<p>Ward matters – top priority for all Councillors</p> <p>Wider issues, major policy decision, legislative changes, Borough wide initiatives etc – most Councillors want to have an understanding of wider issues and how this links with the local agenda</p> <p>Many Councillors gave examples of good communication practice e.g. CFYA</p> <p>Most Councillors felt that communications were good overall but most stated that there had been occasions where there had been a lack of communication about ward issues – some examples given</p>
<p>What you would like to hear about?</p>	<p>Changes to staffing structures / responsibilities (who does what) – office moves</p> <p>More consistent levels of communication from all services</p> <p>Bad news stories (and what the Council is doing about it) as well good news stories</p> <p>Several Councillors felt that ward councillors should be copied into responses to residents and parish councils where appropriate</p> <p>Several Members suggested that there should be a formal mechanism for reporting back from outside bodies</p> <p>Several Members commented that there should be better report of incidents of crime and anti social behaviour in wards</p> <p>One Councillor suggested that there should be consultation with ward councillors where appropriate before the issue of press releases</p> <p>One Councillor commented that there was a need for Councillors to be “on the radar” of more officers (not just senior officers) and that officers needed to understand the important role that Members could play in getting messages across to residents.</p>
<p>How you want to hear about it</p>	<p>Most Cllrs commented that they were inundated with information. However, a number of Councillors commented that it was impossible to officers to make a decision about what was important for them. “Difficult to know what is relevant” was a recurring comment</p> <p>Suggestions for making this manageable were:</p> <ul style="list-style-type: none"> - more summary info enabling Councillors to scan information at a glance - bulletins with headlines with links - Graded with what cllrs were expected to do with the information (eg for info/ action, circulation to residents...) - Better targeting of information for Members who have expressed an interest in a particular subject - More meaningful wording in title messages (esp emails) - Better co-ordination of information from the range of external bodies, partners and the third sector <p>Email fine but not for large documents or big attachments (A number of comments were received about unnecessary graphics and logos resulting in blocked in boxes.</p> <p>A lot of duplication in the information Councillors receive</p>

	<p>“Councillors don’t want long reports that they don’t have time to read”</p> <p>Less jargon – info needs to be presented in an easy to understand format</p> <p>Seminars difficult for working cllrs to attend – need to circulate info in other ways as well for those that cant attend. (Powerpoint handouts are often meaningless without the detail).</p> <p>Minutes to Council not a good way of finding out info – better to have bulletins from LSP groups and external bodies.</p> <p>Need dates on the footer of all documents and publications to help Councillors manage the huge volume of paperwork they receive.</p>
<p>When you want to hear about it</p>	<p>Before anything goes public</p> <p>Before governing bodies are informed about proposals.</p> <p>Need more informal discussions at earlier ideas stages</p>
<p>Do you know how to feed back your views?</p>	<p>Most Councillors were generally clear about how to feed back their views.</p> <p>A number of Councillors felt that it was difficult to navigate your way around the system and suggested that structure charts with contact details would help)</p>
<p>Any other comments?</p>	<p>Several Members commented on the invaluable support from Democratic Services in helping Members with information requests.</p> <p>Several Members found the new telephone system frustrating as it did not enable Councillors to see which officers had called.</p> <p>One Member felt that there was some abuse of voice mail and felt that this should be examined.</p>