

Committee Support Survey

SURVEY RESPONSE REPORT

PROJECT NAME:

Member Training and Support Satisfaction Survey



SURVEY QUESTIONS

Q1 | **Your name**

Anonymous
2/08/2024 03:26 PM

Anonymous
2/08/2024 03:35 PM

Anonymous
2/08/2024 03:40 PM

Anonymous
2/08/2024 03:50 PM

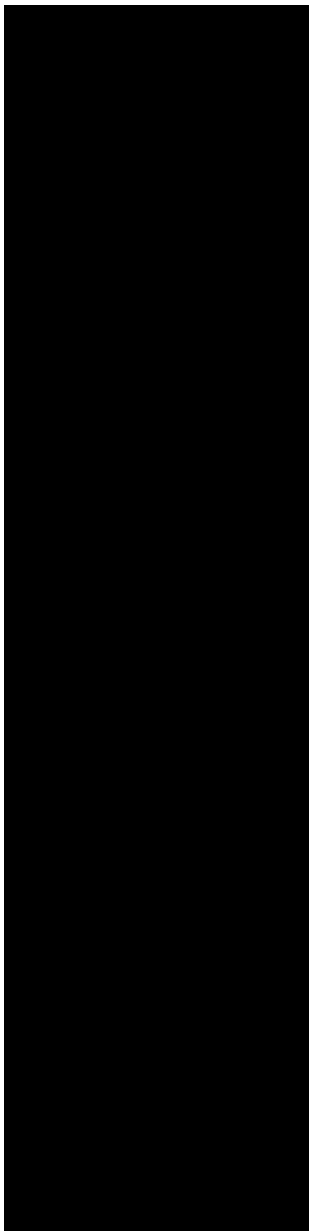
Anonymous
2/08/2024 06:47 PM

Anonymous
2/08/2024 07:57 PM

Anonymous
2/09/2024 03:08 PM

Anonymous
2/13/2024 09:38 AM

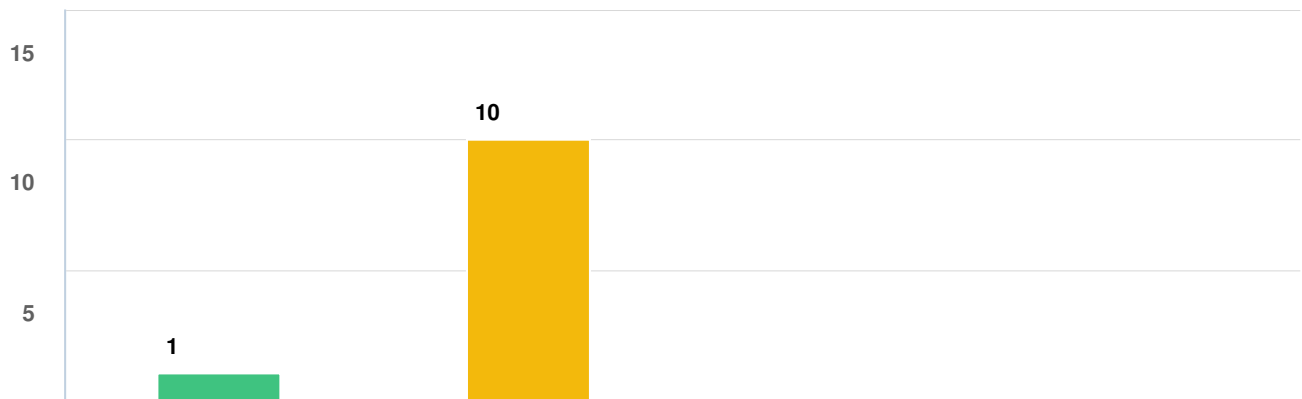
Anonymous
2/19/2024 04:09 PM



Optional question (9 response(s), 1 skipped)

Question type: Single Line Question

Q2 Committee Support Which Committees do you sit on?

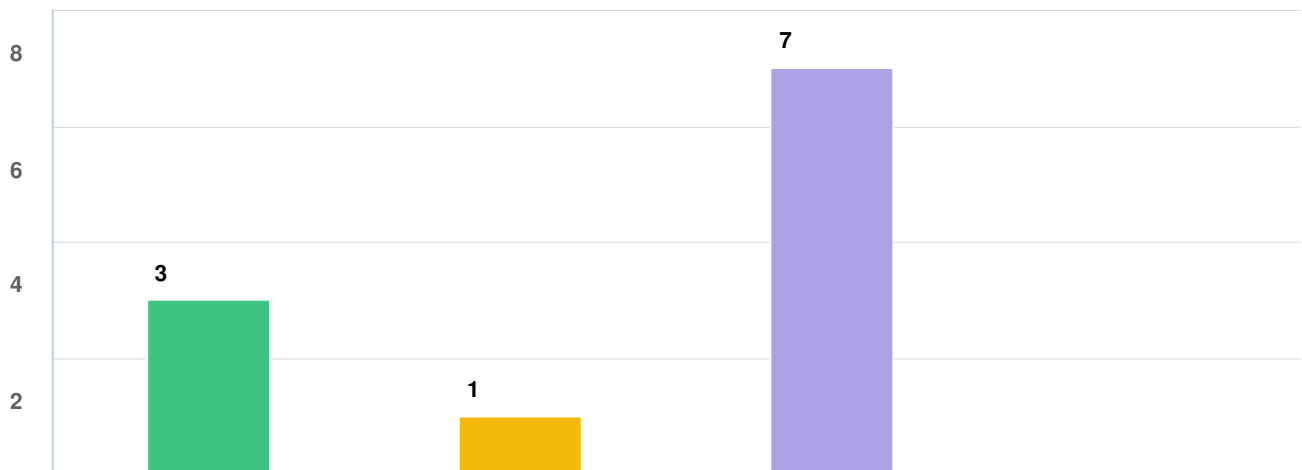


Question options

- Cabinet
- Regulatory (Appeals, Audit, Council Business Committee, Licensing, Planning, Standards, People & Organisational Development)
- Scrutiny (including task groups)
- None

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q3 Would you like to receive training for any of the Regulatory Committees below? Please tick all that apply.



Question options

- People & Organisational Development
- Planning
- None
- Licensing

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q4 Do you feel you have received adequate training to sit on the Committees to which you have been appointed?



Mandatory Question (10 response(s))
Question type: Likert Question

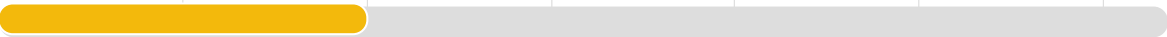
Q4 | Do you feel you have received adequate training to sit on the Committees to which you have been appointed?

People & Organisational Development

Not sure : 2



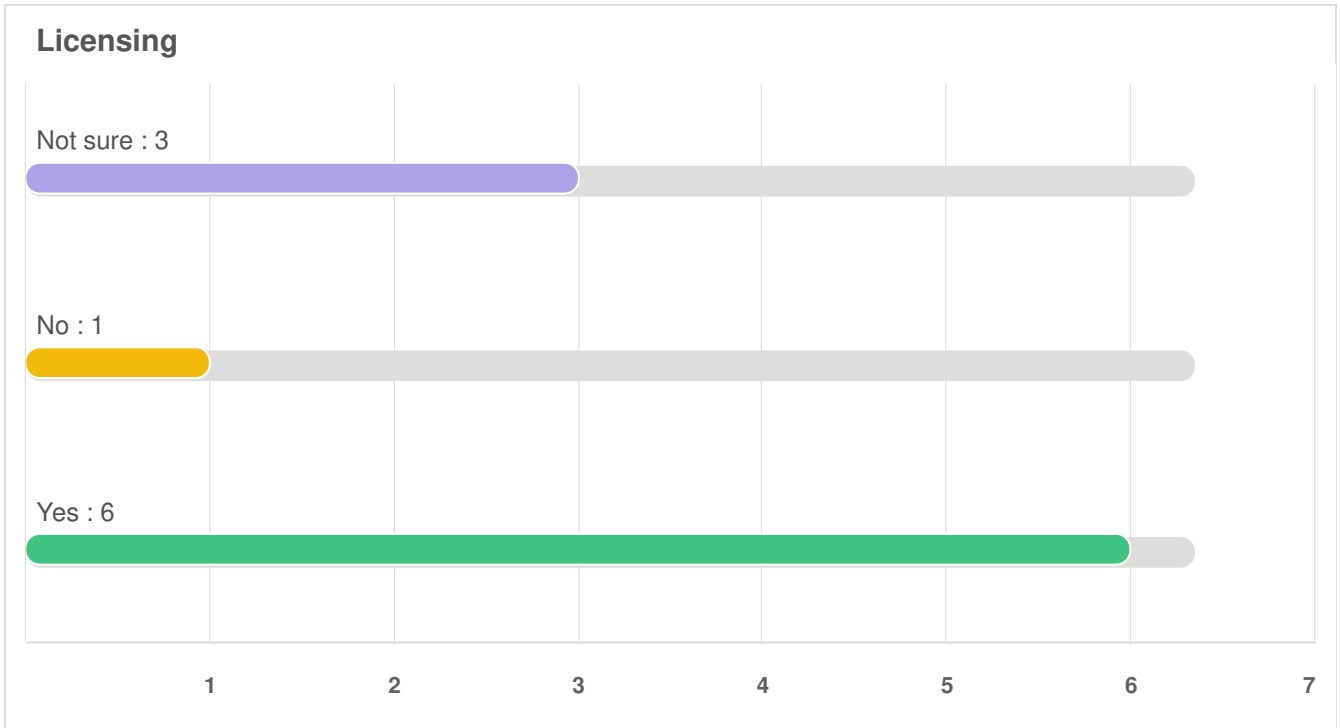
No : 2

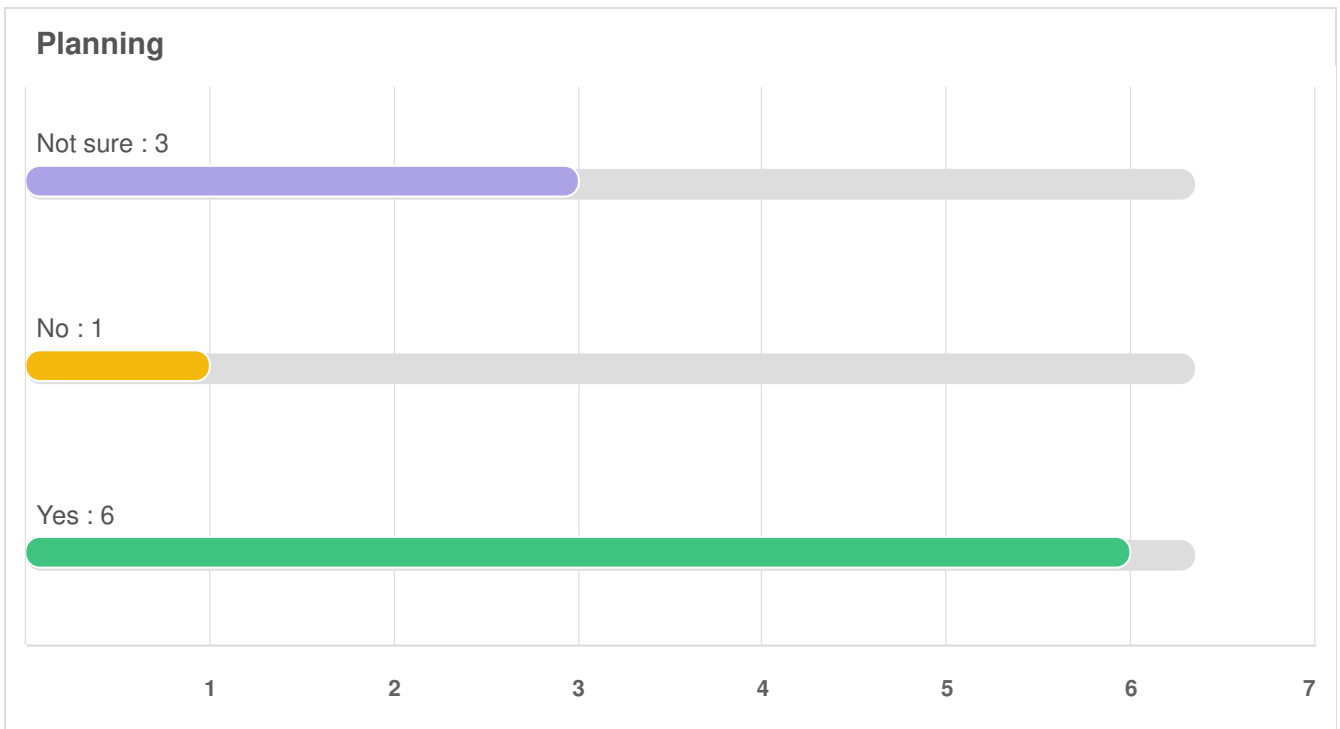


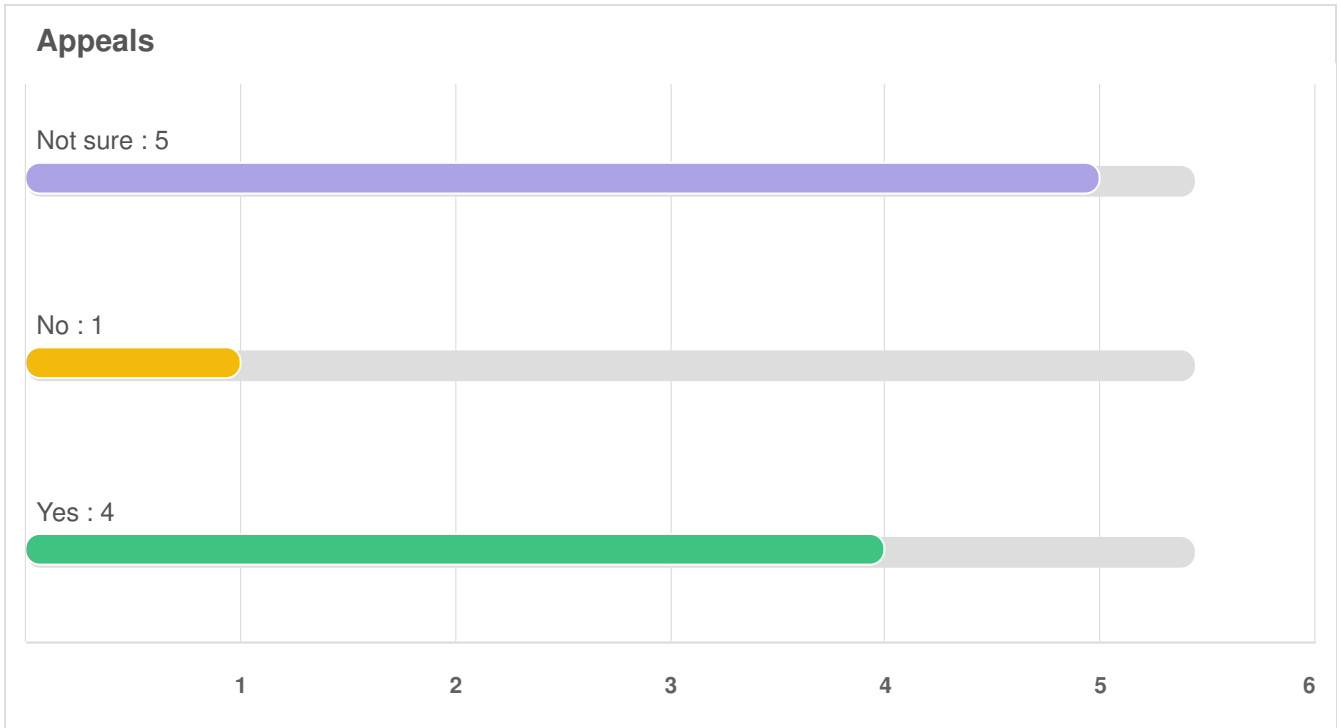
Yes : 6

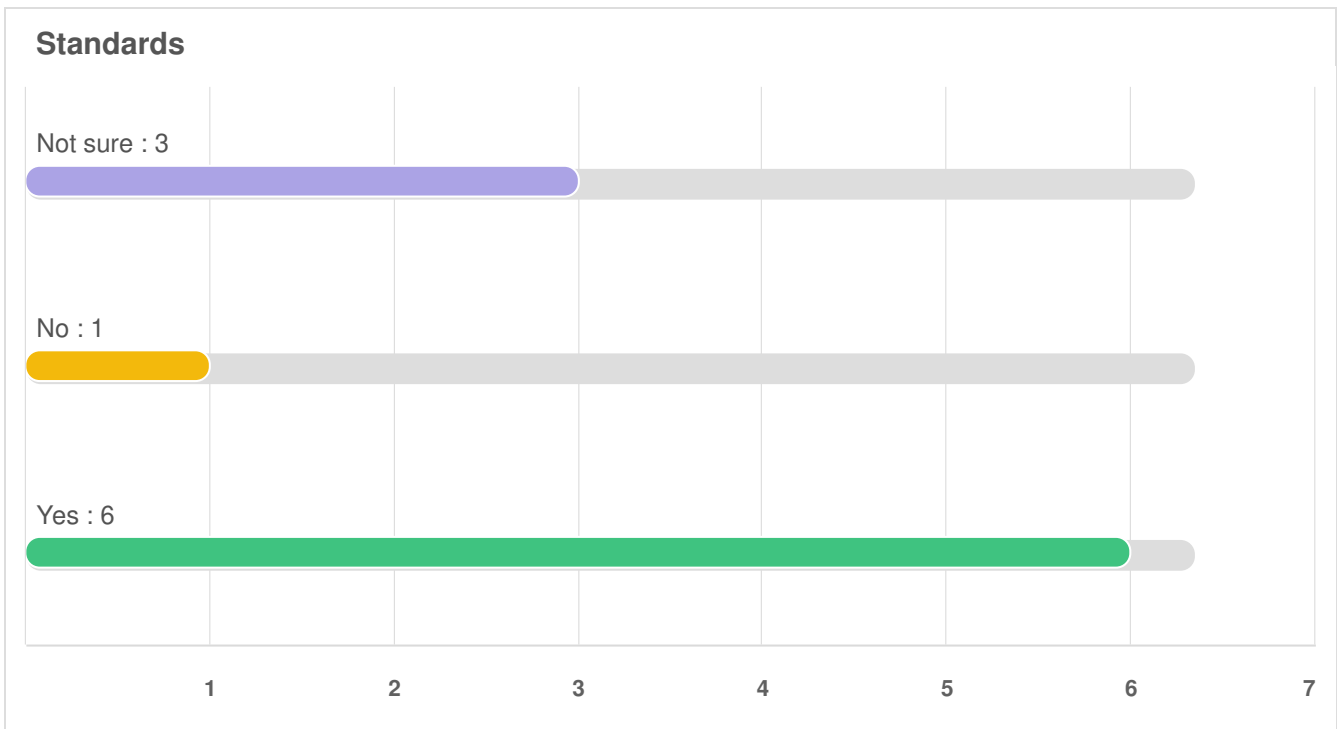


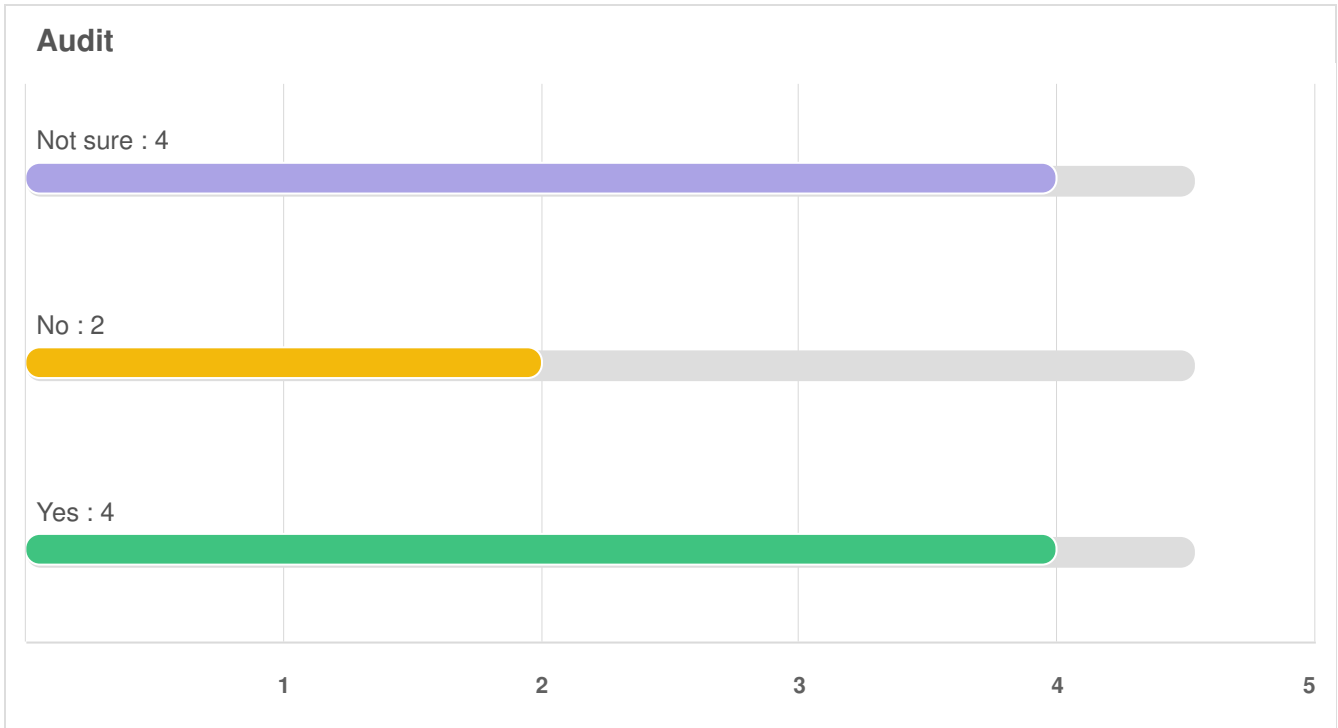
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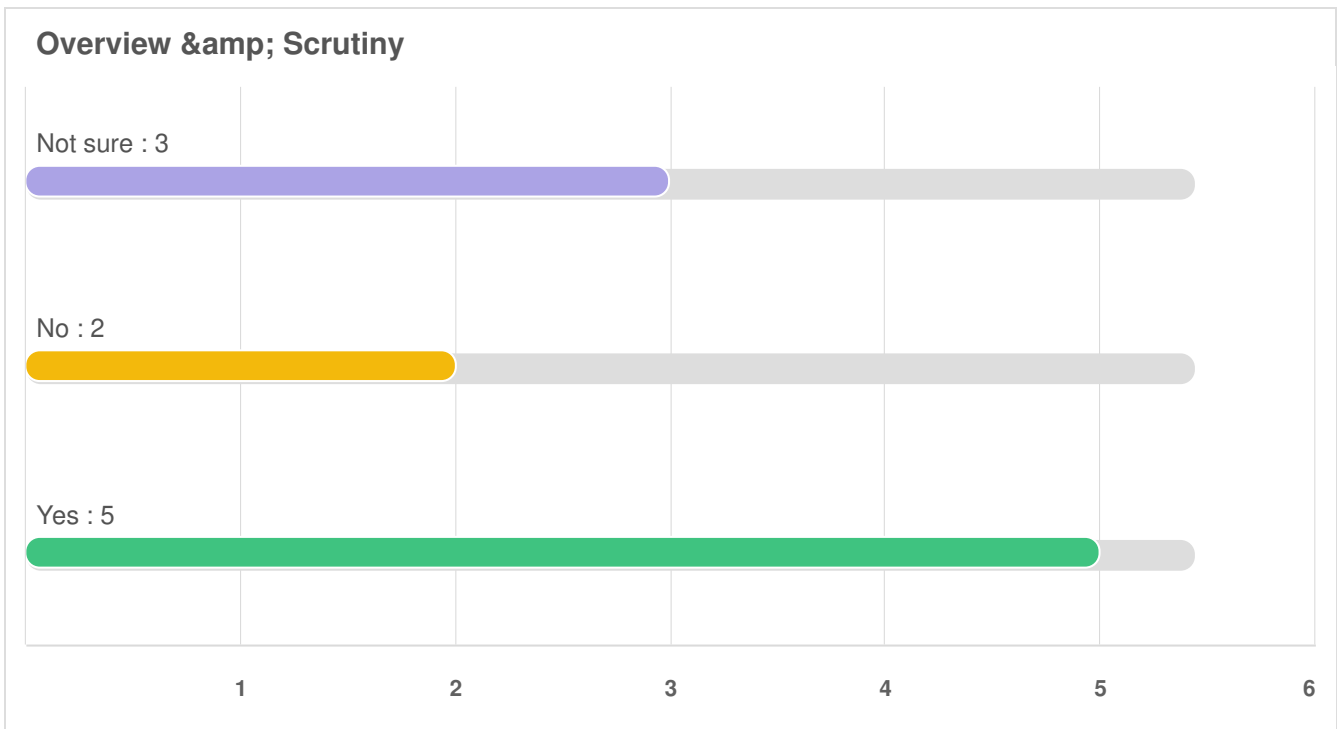












Q5 | If you have chosen no or not sure to Q3 please advise us how we could improve this.

Anonymous

2/08/2024 03:40 PM

I am not on those committees!

Anonymous

2/08/2024 03:50 PM

I have sat as a substitute on People & Organisational Development and may be asked again. As far as I am aware I have not been offered any training. I have had to answer 'not sure' on the other committees - I don't sit on them and not likely to have to sub onto them but due to a design flaw I need to say 'not sure' when 'not applicable' would be a better answer.

Anonymous

2/08/2024 06:47 PM

I have answered not sure because I don't sit on those committees. I am sure The Training will be of good quality if I did undertake Training to sit on those committees.

Anonymous

2/08/2024 07:57 PM

pressed the wrong committee sorry am only on licence

Anonymous

2/09/2024 03:08 PM

I haven't received any training for Business committee, only clicked yes to submit the survey

Anonymous

2/12/2024 01:53 PM

I'm not on these committees, but have to answer the questions!

Anonymous

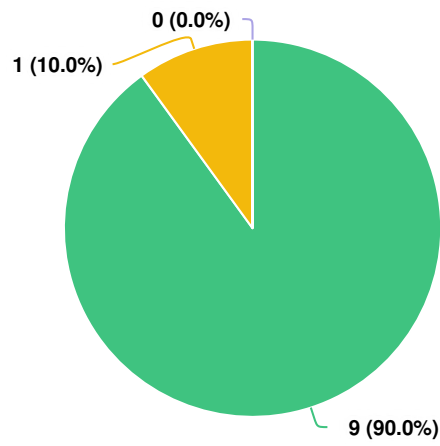
2/13/2024 09:38 AM

I don't sit on the not sure committees !! should there not be a N/R option

Optional question (7 response(s), 3 skipped)

Question type: Essay Question

Q6 Training Support Have you completed all the mandatory training that you are required to undertake? (Equalities, code of co...

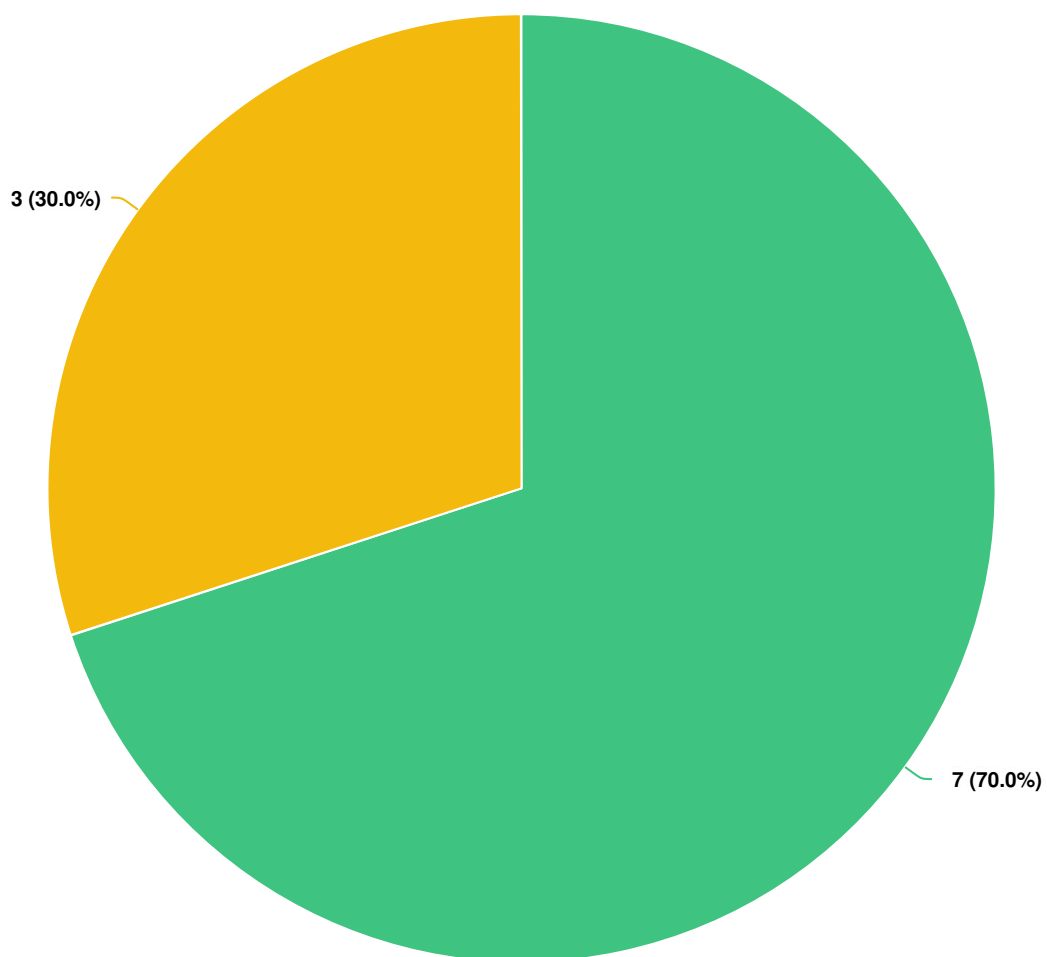


Question options

- No
- Not sure
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q7 Have you undertaken any online training using the Learning Zone



Question options

- No
- Yes

*Mandatory Question (10 response(s))
Question type: Dropdown Question*

Q8 | If you haven't used the Learning Zone please tell us why

Anonymous

2/08/2024 03:26 PM

Prefer face to face training

Anonymous

2/08/2024 03:35 PM

No need

Anonymous

2/08/2024 03:40 PM

I have done stuff on the Learning Zone but find it hard to access and am far from sure it recorded. You might like to check- and send a link please. I use an iPad and that may have been the problem... I don't use the council laptop- and will return it.

Anonymous

2/08/2024 03:50 PM

Just to flag (as there seems to be nowhere else to put this comment) that I have repeatedly asked for in-person Equalities Training to be provided to all councillors. The passive, online experience of the Learning Zone is not appropriate for such a sensitive topic, and councillors need to know how others feel and where to look to for peer support if they are in a position of having to challenge poor behaviour by another councillor in relation to an equalities issue, especially if the behaviour relates to something that is not a protected characteristic (e.g. non-binary gender identity)

Anonymous

2/08/2024 06:47 PM

I have used it but it is difficult to access .

Anonymous

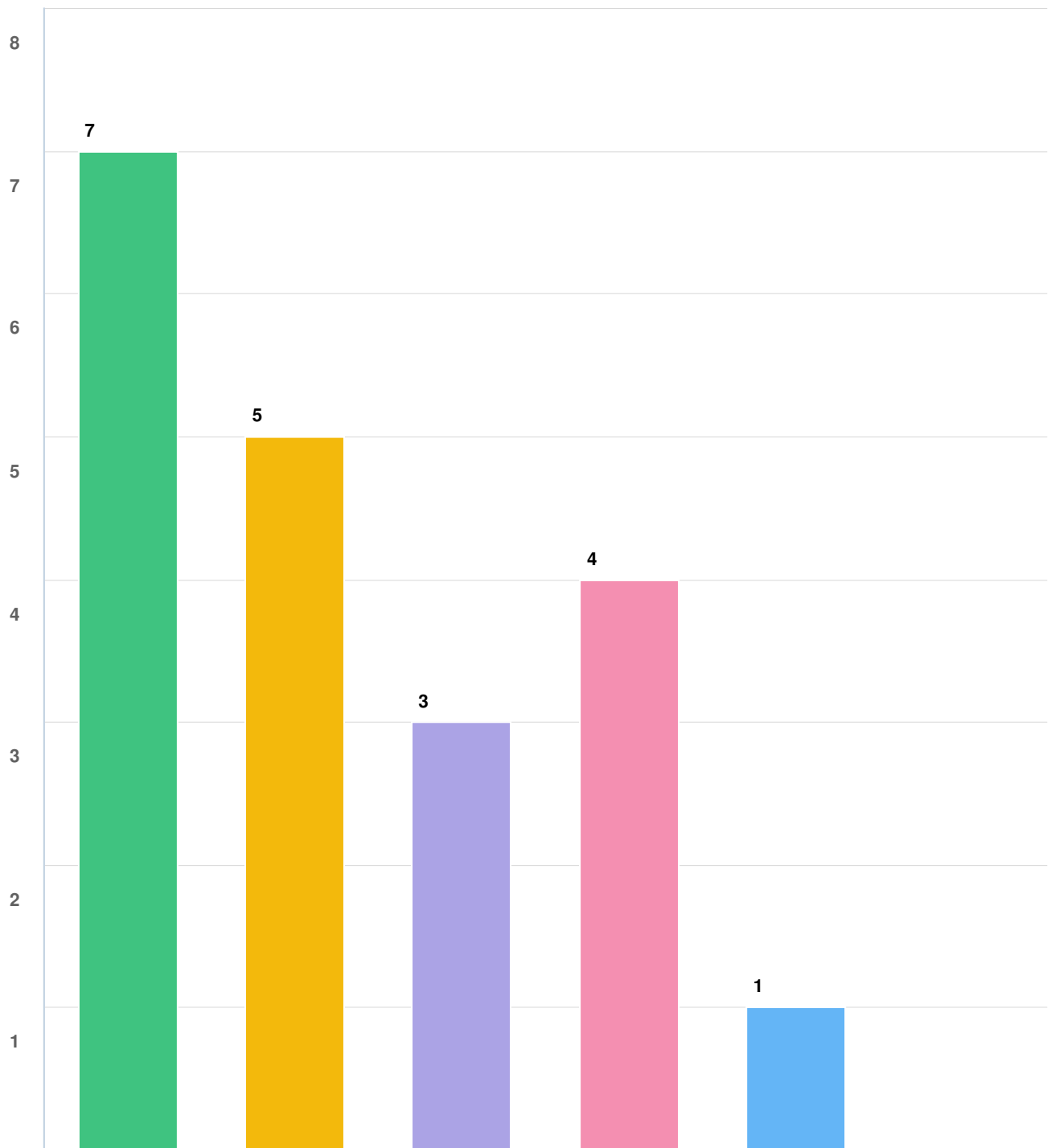
2/12/2024 01:53 PM

Time. I need things to be timetabled in to my diary.

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q9 What do you think are the best ways to deliver training? Please tick all that apply.

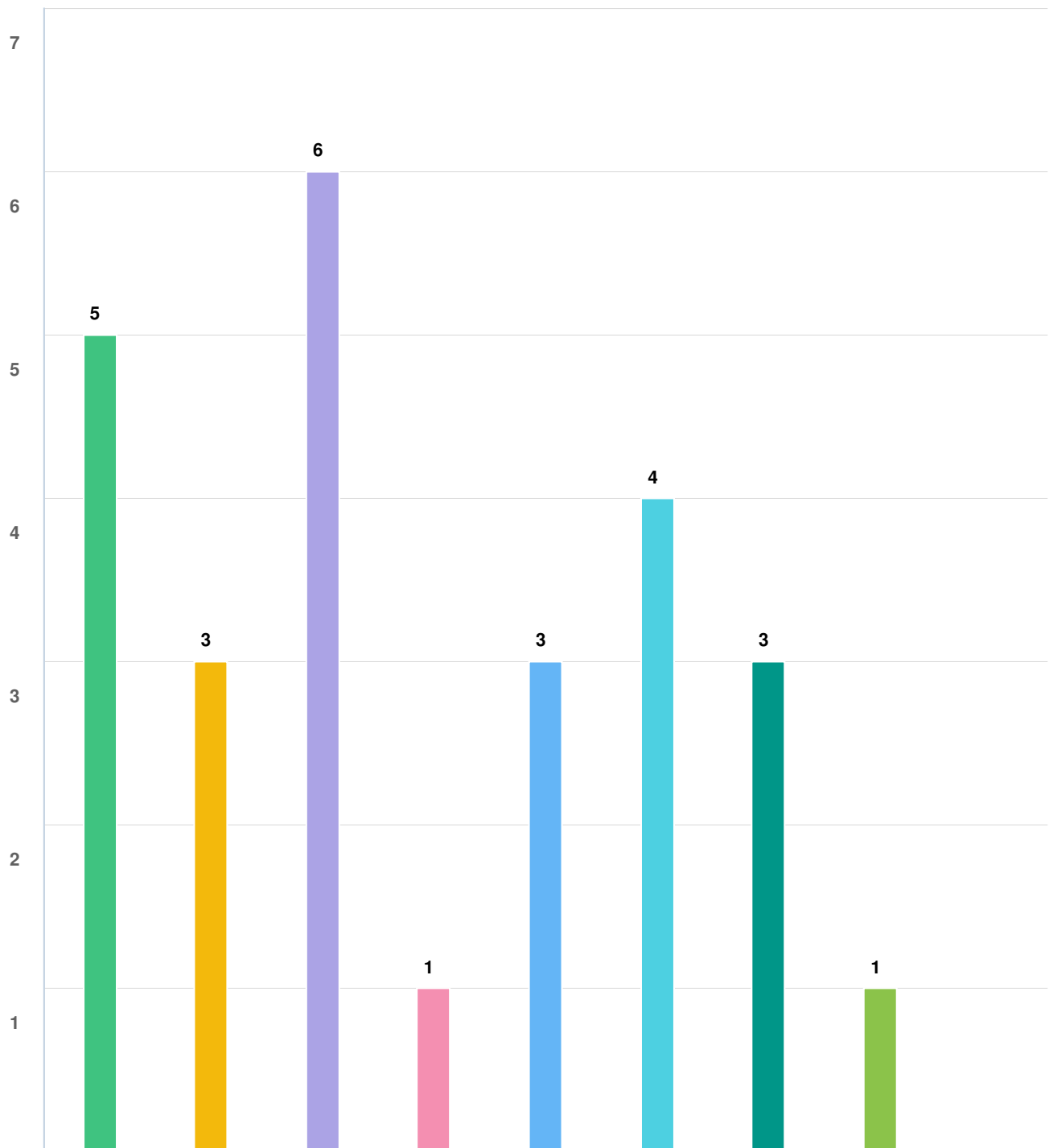


Question options

- Other (please specify)
- Hand out
- Online
- Group activities
- Small table discussions
- Powerpoint presentation

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q10 Thinking about above, which types of training would be most helpful to your work as a councillor?

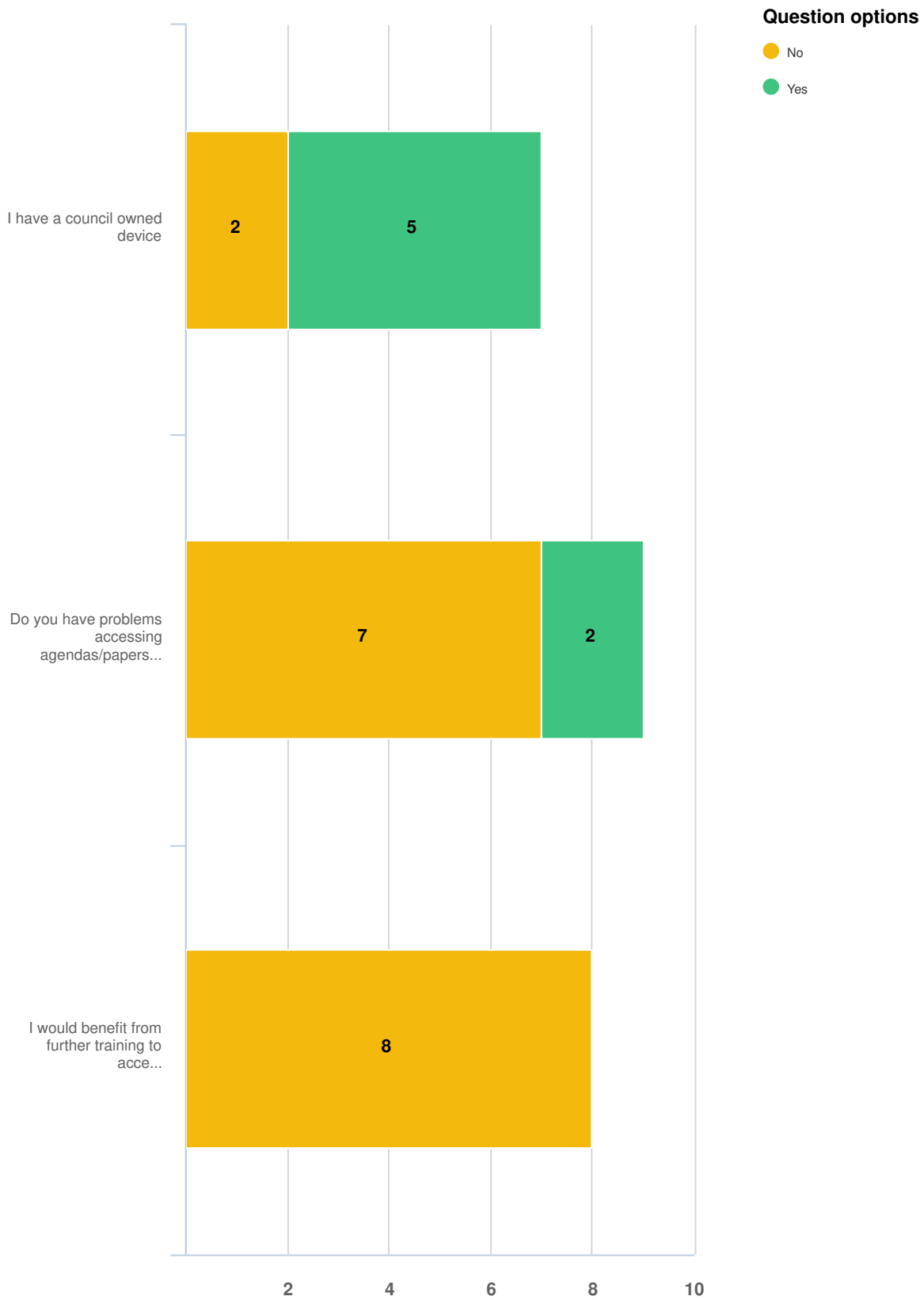


Question options

- Other (please specify)
 ● None of above
● Questioning skills
● Negotiating skills
● IT training
- Overview and Scrutiny
 ● Community Leadership
● Chairing skills
● Media training

Mandatory Question (10 response(s))
 Question type: Checkbox Question

Q11 | If you ticked IT training, please tick all that apply to you



Optional question (9 response(s), 1 skipped)
Question type: Likert Question

Q11 | If you ticked IT training, please tick all that apply to you

I have a council owned device

No : 2



Yes : 5



1

2

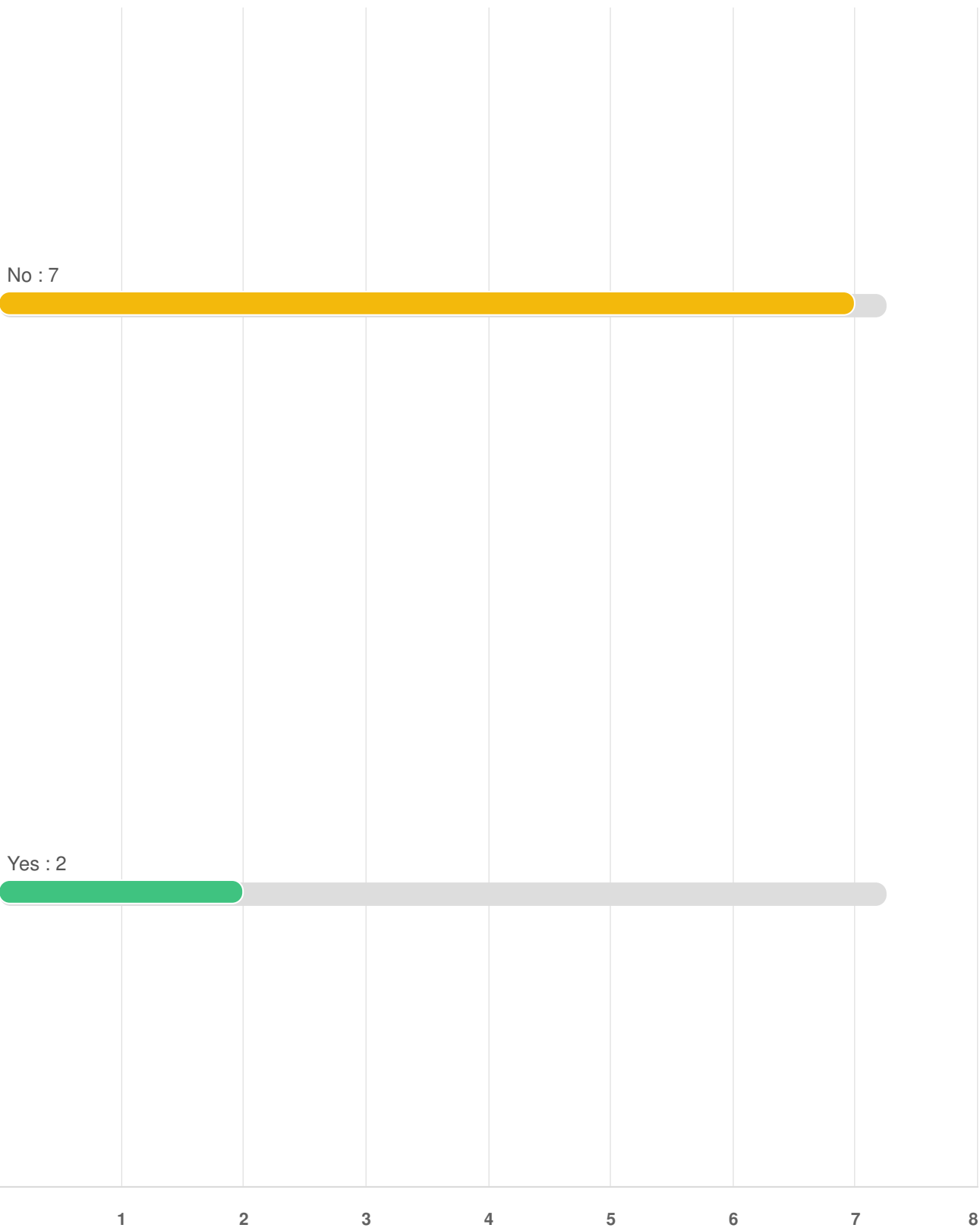
3

4

5

6

Do you have problems accessing agendas/papers online



I would benefit from further training to access agendas/minutes online

No : 8

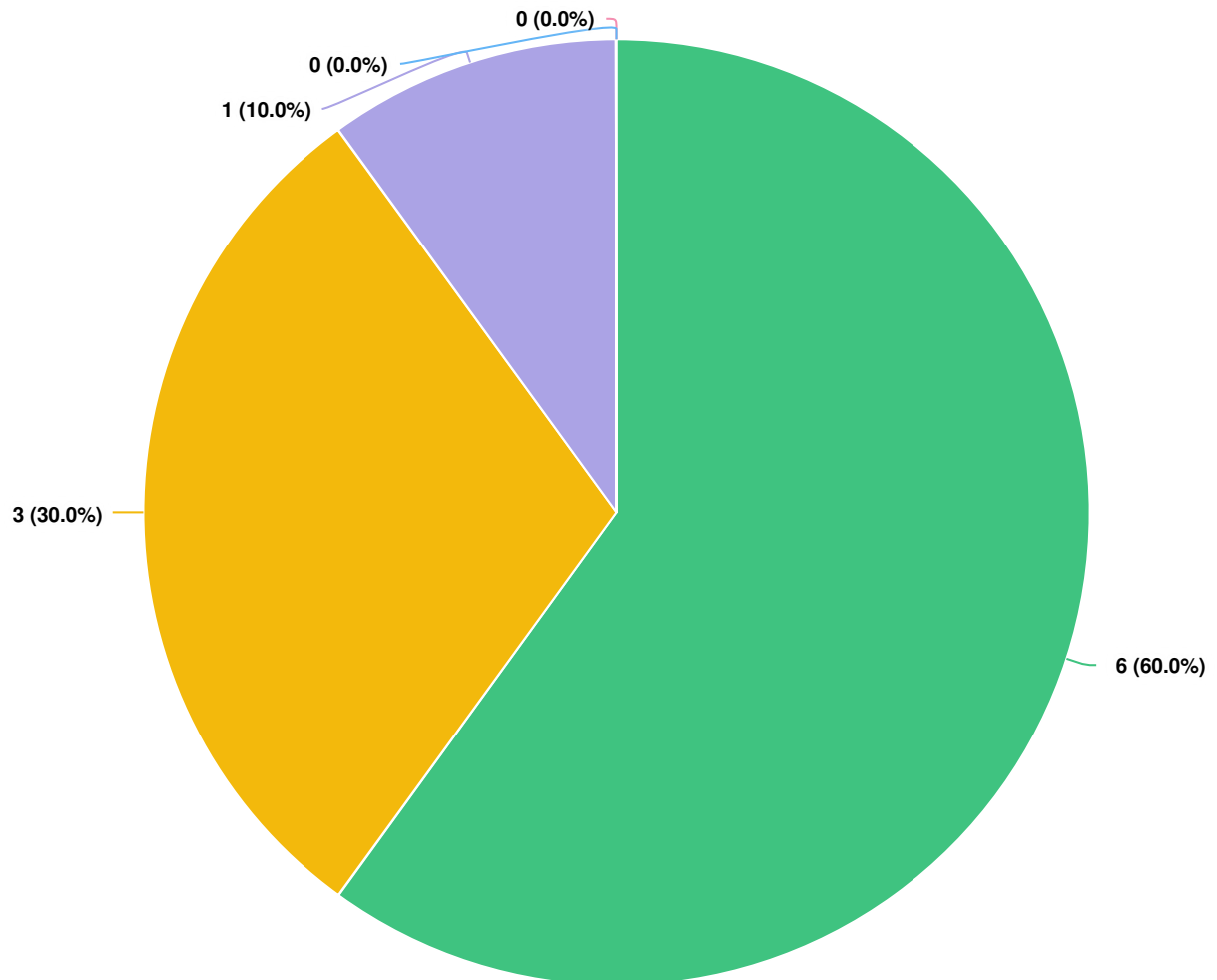


Yes : 0



1 2 3 4 5 6 7 8 9

Q12 | Much of our communication with you is via email . Occasionally we may need to get a message to you urgently . How frequently do you access your council emails



Question options

- Less frequently
- Fortnightly
- Weekly
- Every other day
- Daily

Optional question (10 response(s), 0 skipped)
Question type: Dropdown Question

Q13 | We are looking to provide some external IT training in the near future. If you feel you would benefit from such training please indicate below what sort of training you require: teams/outlook/out of office messages/accessibility features etc

Anonymous

2/08/2024 03:26 PM

None

Anonymous

2/08/2024 03:40 PM

Outlook

Anonymous

2/08/2024 03:50 PM

The big issue for me is the unreliability of the new VPN. This leads to problems with Teams in particular (e.g. my council laptop sometimes loses access to my microphone and speakers during a Teams meeting). I'm not sure that this is a training need so much as practical issue for the IT staff to look into.

Anonymous

2/08/2024 07:57 PM

Teams,out Of Office Messages

Anonymous

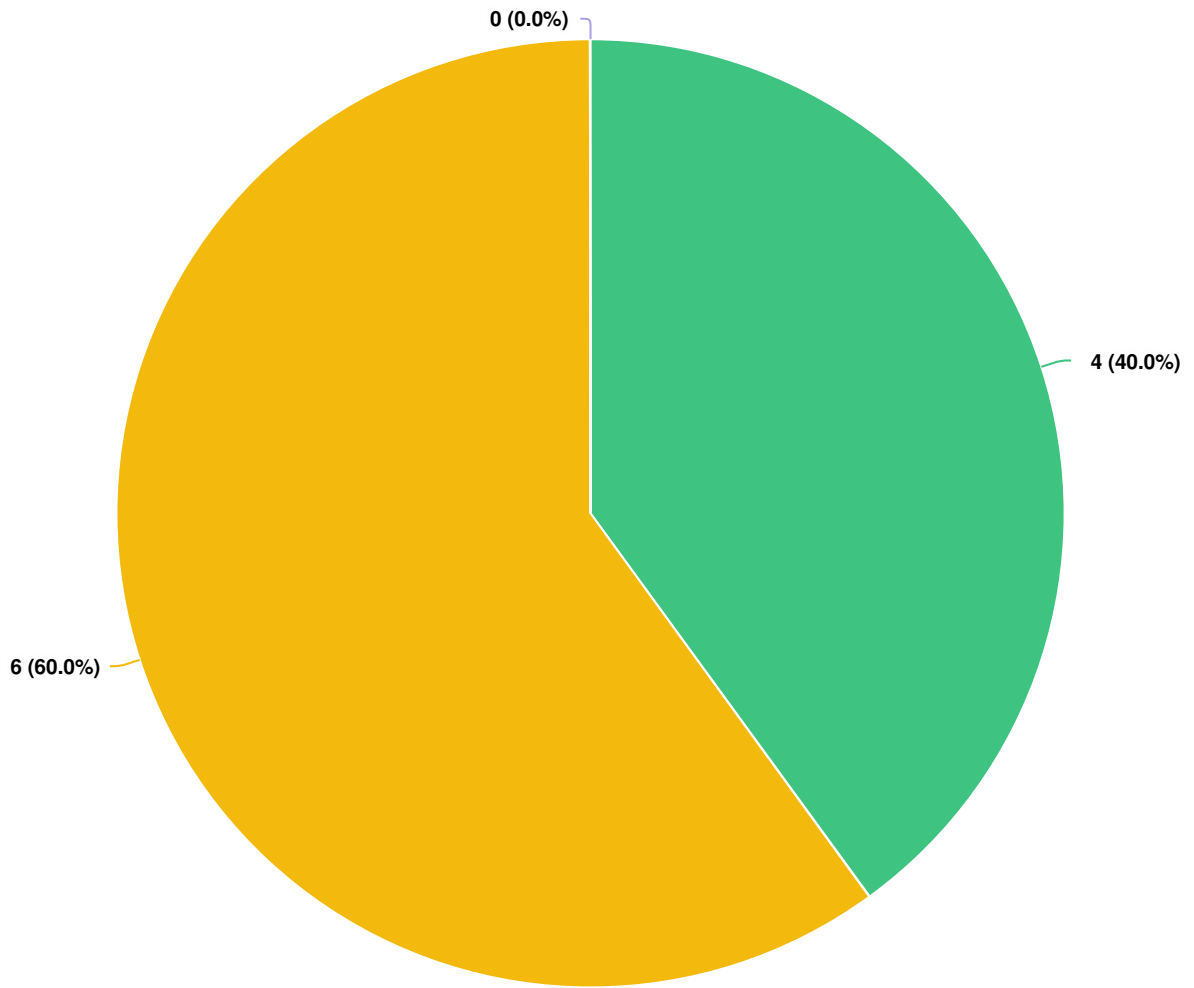
2/12/2024 01:53 PM

All the above

Optional question (5 response(s), 5 skipped)

Question type: Essay Question

Q14 How often do you attend member briefings?

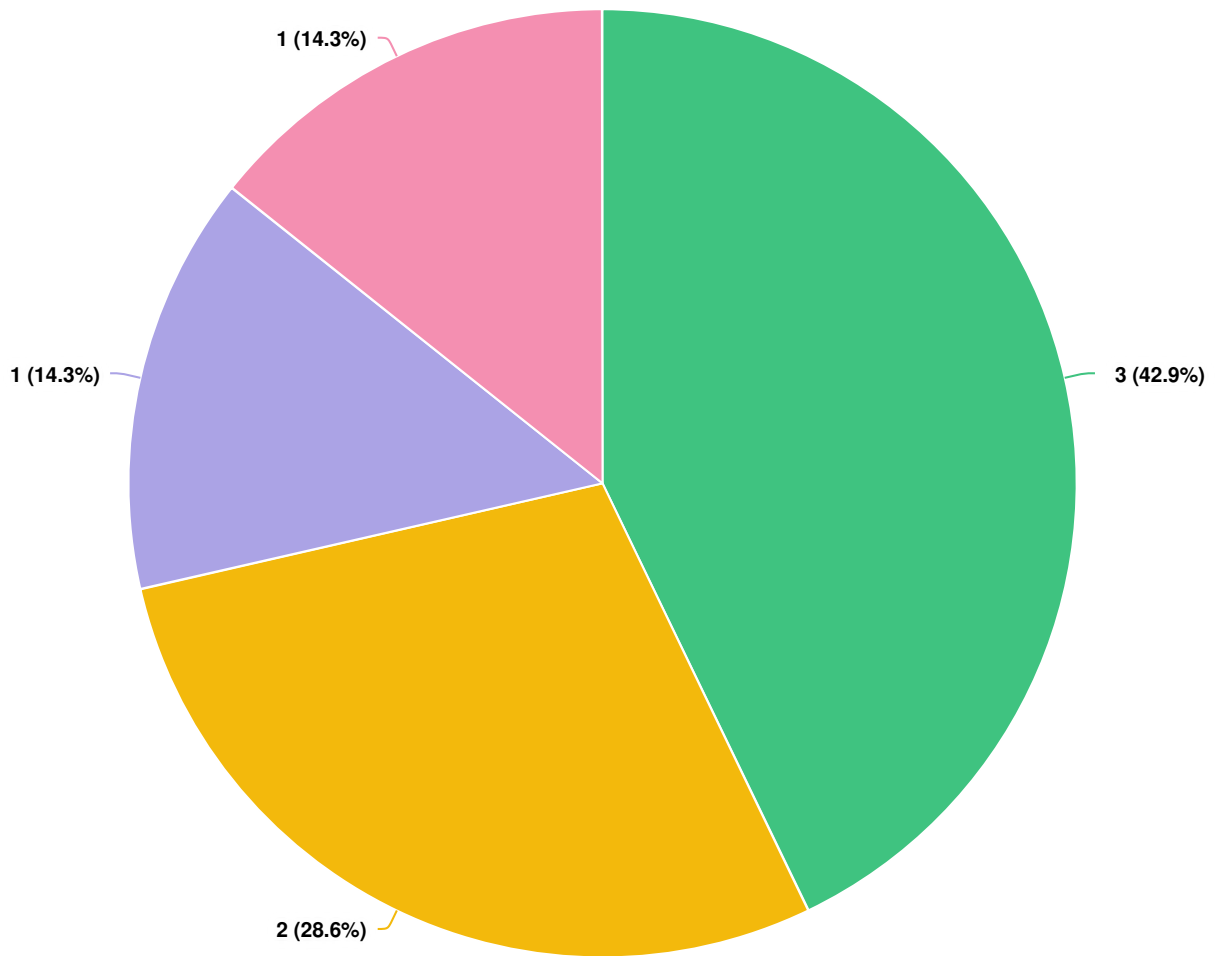


Question options

- Never
- Occasionally
- Frequently

Optional question (10 response(s), 0 skipped)
Question type: Dropdown Question

Q15 What prevents you from attending member briefings?

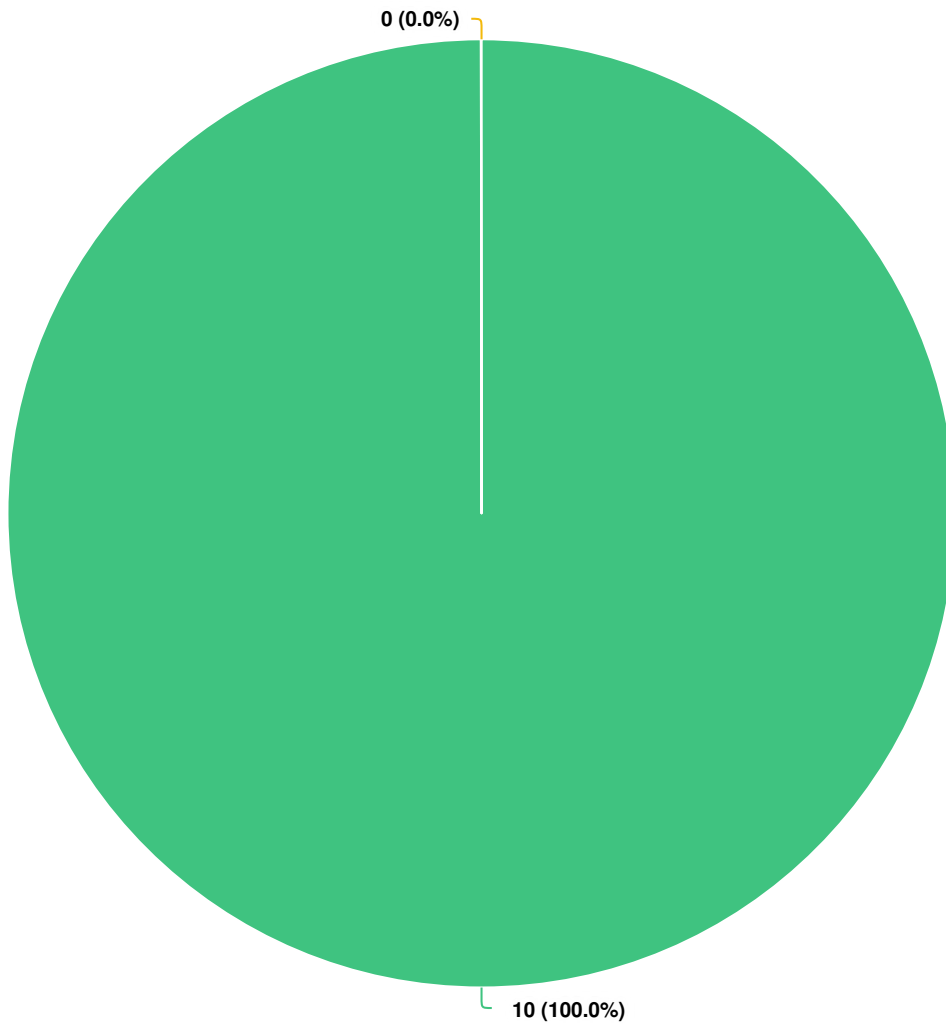


Question options

- Other (please specify)
- Struggle to access them online
- Subject of the briefing
- Timing of the briefing

Optional question (7 response(s), 3 skipped)
Question type: Dropdown Question

Q16 | Are you aware that we record member briefings whenever possible so you can view them at a time convenient to yourself?

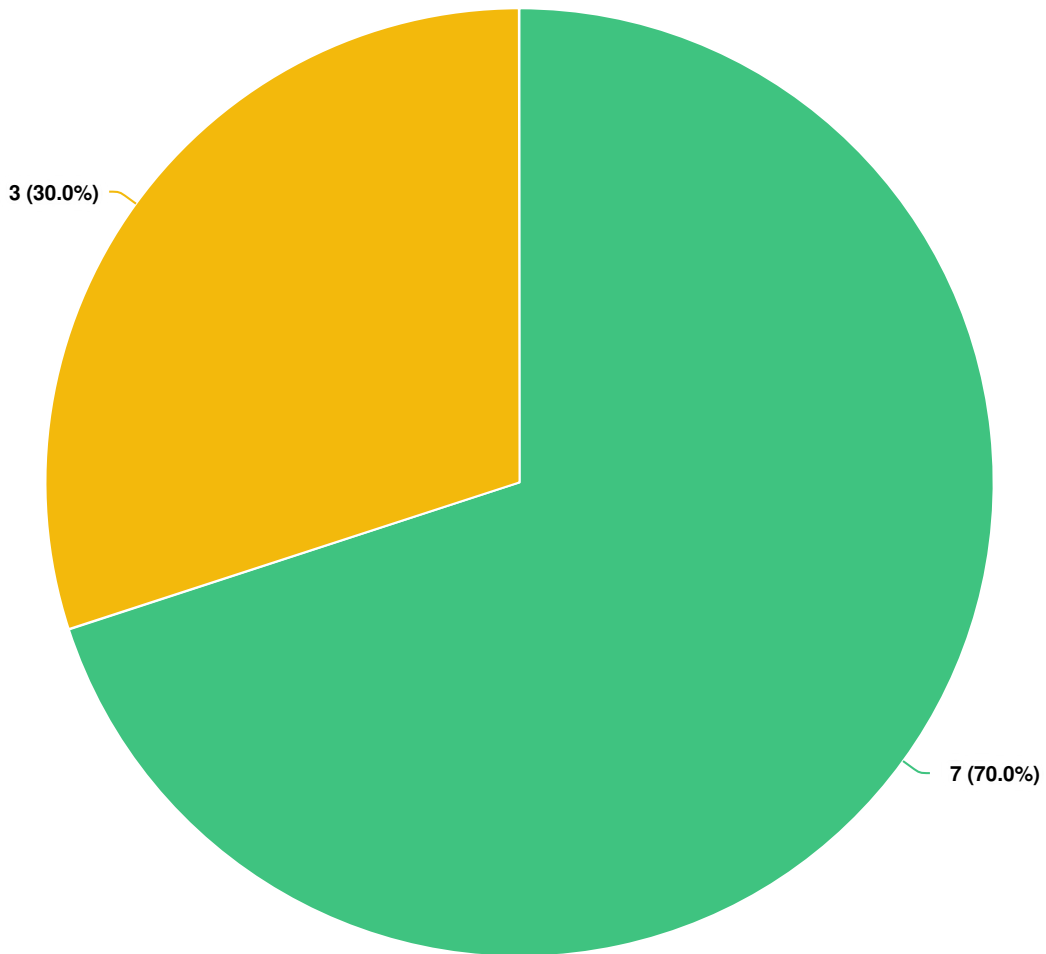


Question options

- No
- Yes

*Mandatory Question (10 response(s))
Question type: Dropdown Question*

Q17 | Would you like to automatically receive a recording of all member briefings when they are available

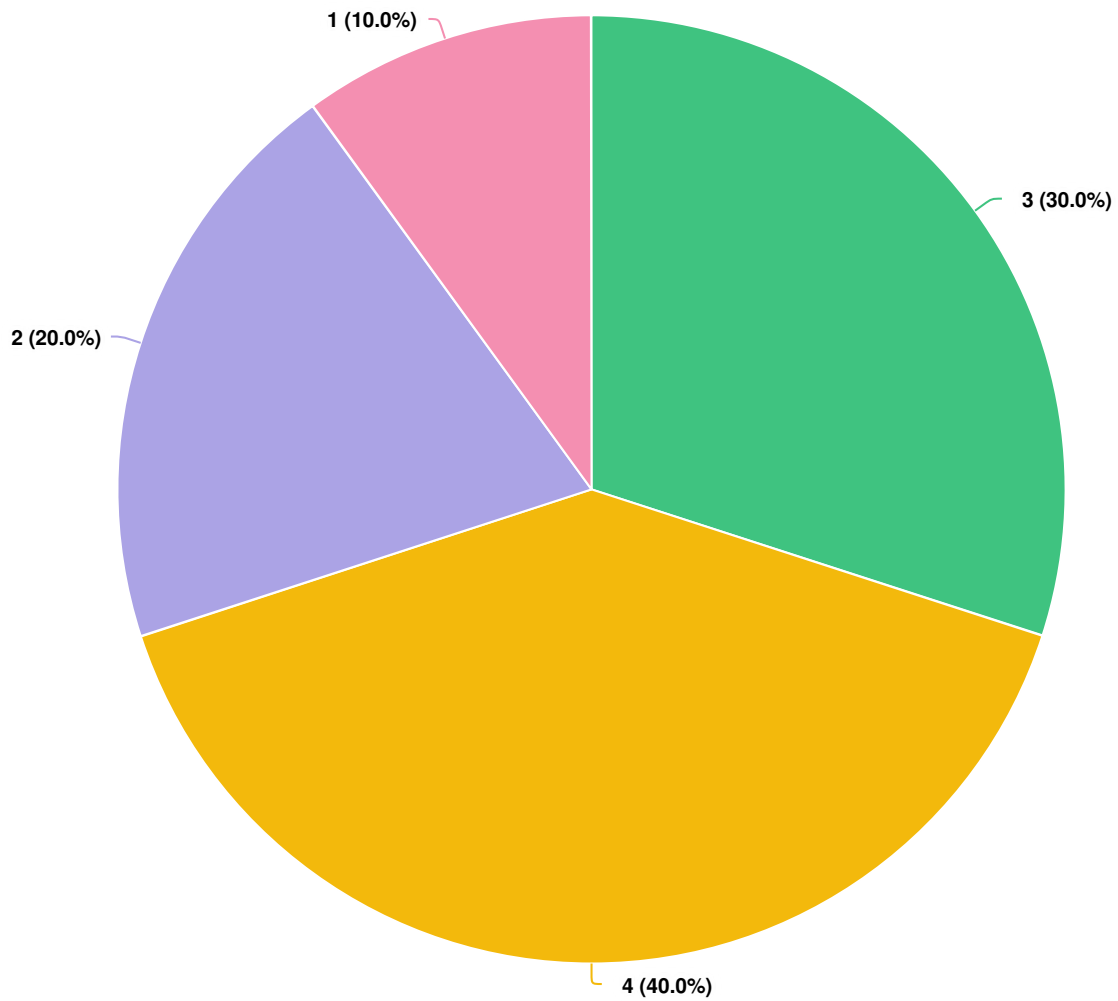


Question options

- No. would prefer to ask Democratic Support to share a recording
- Yes – would like the recording when available

*Mandatory Question (10 response(s))
Question type: Dropdown Question*

Q18 Thinking about future member briefings what kind of information would be most helpful to your work as a councillor?

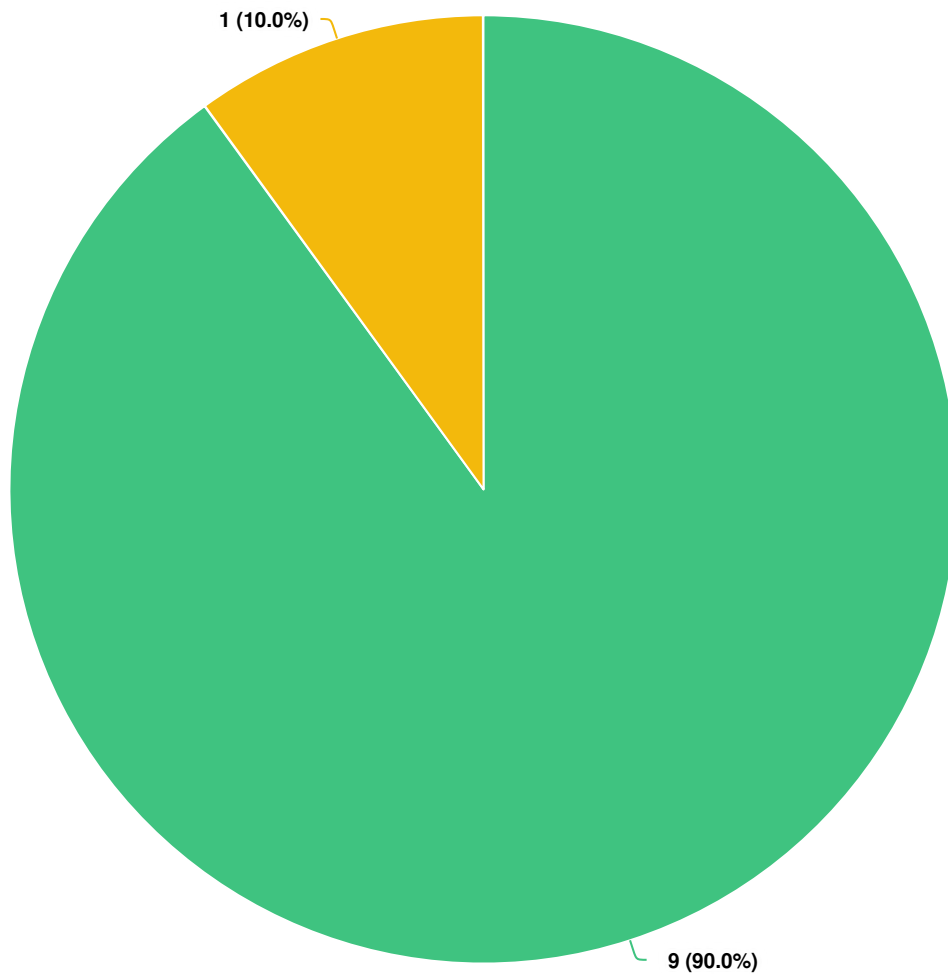


Question options

- Other (please specify)
- The district and its residents
- Statutory requirements
- Services provided by the council?

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q19 | Are you aware of the Councillors section on the intranet and the information that is available to you at that site ?



Question options

- No
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q20 | Is there anything that you feel should be included that currently isn't included?

Anonymous

2/08/2024 03:26 PM

I tend to obtain information from the public council pages - there's more on there.

Anonymous

2/08/2024 03:40 PM

Don't know how to access it!

Anonymous

2/08/2024 03:50 PM

Just to note that I clicked the link to the 'councillor section' in order to answer this question and was hugely frustrated to see that it opened in the same tab. That meant I lost all the progress I had made in completing this survey!! Perhaps some further training is needed for staff involved in setting up member satisfaction surveys - it shouldn't be too difficult to ensure that links click through to a new tab or window. I now need to fill everything in again. Also in relation to the form of this survey, I think you are overlooking some of the most basic aspects of member induction. Yes there is a link to the member expenses form but I have been provided with no guidance on where to submit this form (I understand from Phil Abel that I can pass it directly to him, but this was because of a conversation we had, not because of any training). I need guidance on how far back claims will be allowed (3 months, 6 months, a year, anytime during the current term??). I expected to receive a payslip each month in relation to my allowance but this has not been provided in any obvious way; I need to check back through messages to see whether I have overlooked something. We also need guidance on the facilities available to members in the two Town Halls. I know where the members' room in LTH but not how to get paper for the printers. Can I put letters in the outgoing post? Can I claim back any expenses relating to needing to communicate with residents by letter? I have heard rumours of a members' room in MTH but have no idea where it is nor what facilities are available there. It has been difficult to get the codes for the cycle sheds. This is really basic stuff that was covered as part of my induction at County Hall when I was a County Councillor and I am surprised and disappointed that we seem to be expected to work all this out for ourselves. There are a lot of new councillors from the 2023 intake and also some councillors elected in by-elections during the past term, and it seems that none of us have been very well served by the induction process.

Anonymous

2/08/2024 07:57 PM

No

Committee Support Survey

Anonymous

2/12/2024 01:53 PM

I'm unable to log in

Anonymous

2/13/2024 09:38 AM

same as Q22?

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q21 | If you haven't already accessed this site then please do before responding to the following questions. What are your initial impressions of the Councillor page?

Anonymous

2/08/2024 03:26 PM

Not enough info.

Anonymous

2/08/2024 03:35 PM

difficult to navigate to find specific info

Anonymous

2/08/2024 03:40 PM

Do not know how to find it.

Anonymous

2/08/2024 03:50 PM

Very limited information there - see my comment above about the lack of guidance on expenses claims and member facilities.

Anonymous

2/08/2024 07:57 PM

Its A very interesting and helpful page as long as its kept up to date

Anonymous

2/13/2024 09:38 AM

useful well set out.

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q22 | Is there anything that you feel should be included that currently isn't included?

Anonymous

2/08/2024 03:26 PM

I use the main council site

Anonymous

2/08/2024 03:50 PM

As above - though an in-person induction to the facilities at LTH and MTH would be very useful.

Anonymous

2/08/2024 07:57 PM

No

Anonymous

2/13/2024 09:38 AM

I am aware of committee meeting changes / additions eg Budget and Performance that have occurred since July 23 when the committee timetable was last published. Is there any way of keeping it up to date? Quick links to monthly meetings and agendas don't seem to work for me from my desktop at home. although other links do. Might be useful to have a list of all the committees and what their remit is. Or is this somewhere else?

Optional question (4 response(s), 6 skipped)

Question type: Essay Question

Q23 | Is there anything included that you feel should not be included

Anonymous

2/08/2024 07:57 PM

No

Anonymous

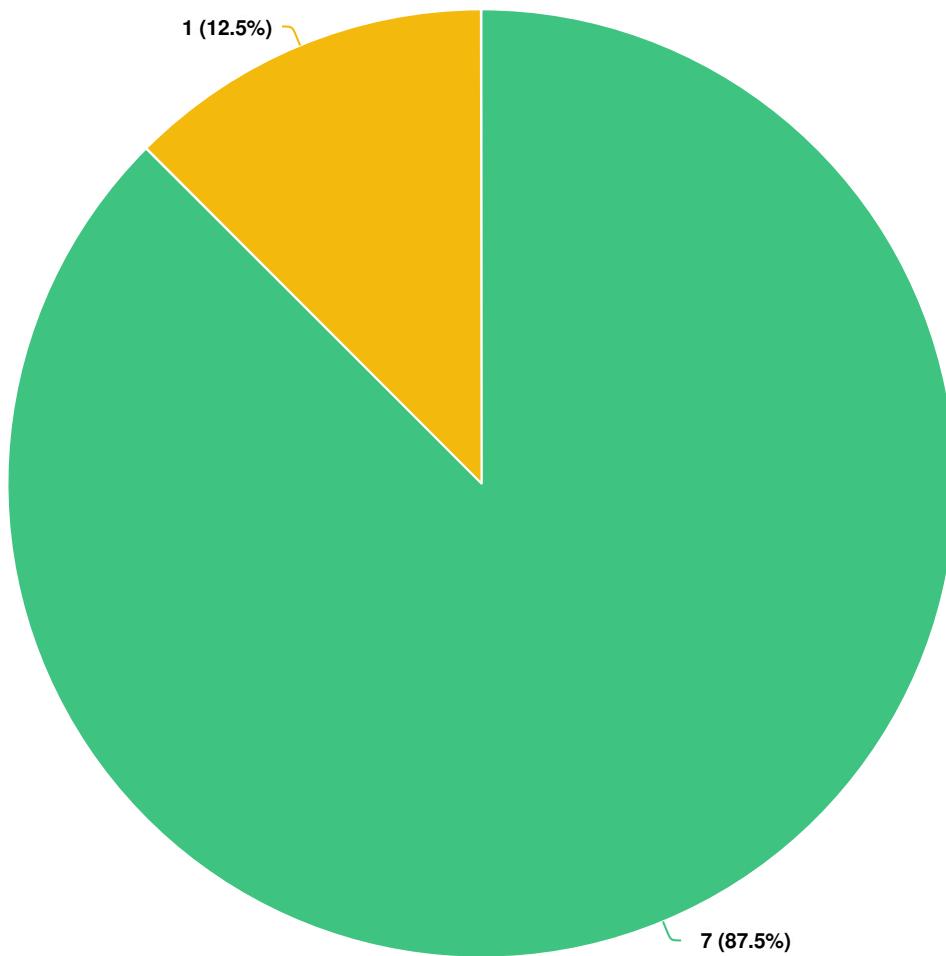
2/13/2024 09:38 AM

nil in particular

Optional question (2 response(s), 8 skipped)

Question type: Essay Question

Q24 | Having now viewed the Councillor page are you likely to access it again and is it something that you think Democratic Support should continue to support or abandon?
Democratic Support should continue to support the Councillor Page



Question options

- No
- Yes

Optional question (8 response(s), 2 skipped)

Question type: Dropdown Question