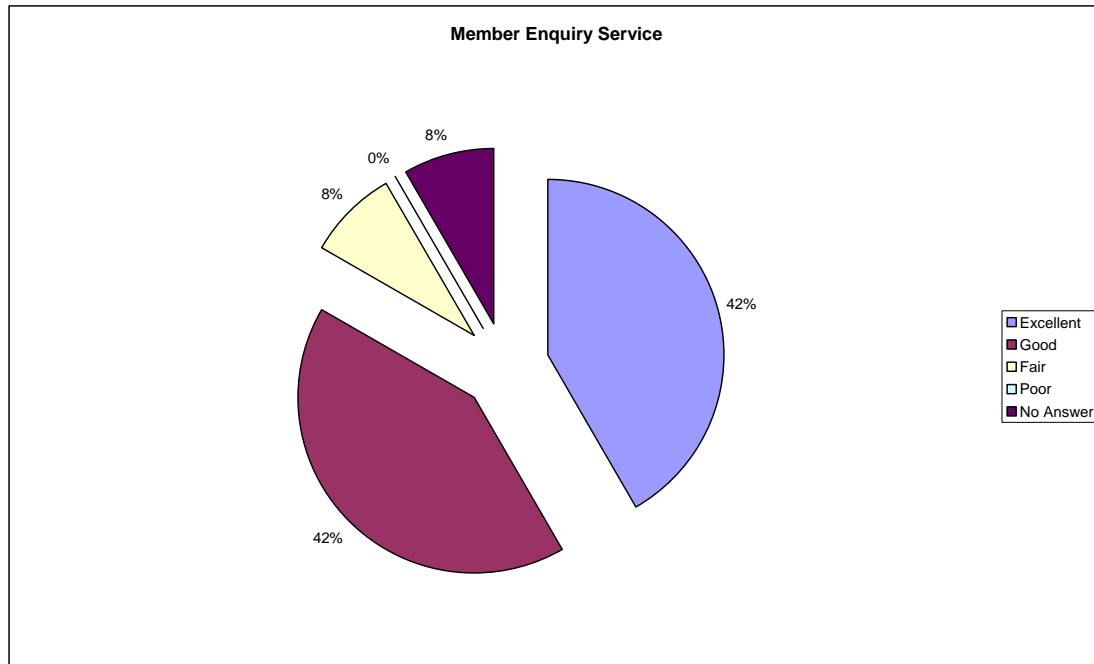


Analysis of Member Questionnaires

12 questionnaires were received (33.3% response rate) and the results are set out below:

Question 1

How well do we meet your requirements in relation to answering your questions when using the Member Enquiry Service?



General Comments received on this question:

Unaware of the Members' Enquiry Service.

Things seem to be improving; however, there is some way to go.

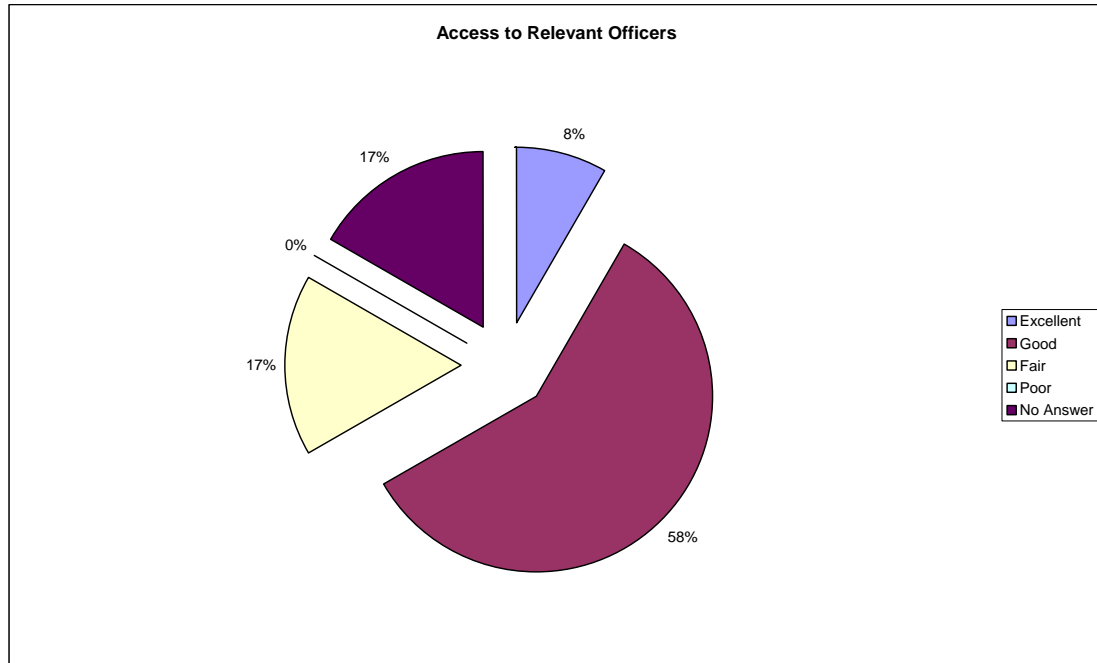
Some queries have not been replied to. Some remain unresolved for a long period of time.

What are we going to do to improve this?

To ensure that all Elected Members are aware of the Member Enquiry Service Democratic Services will formally re-launching the Service and set out the standards by which you can expect to receive a full response.

Question 2

How well do we meet your requirements in relation to access to relevant officers?



General Comments received on this question:

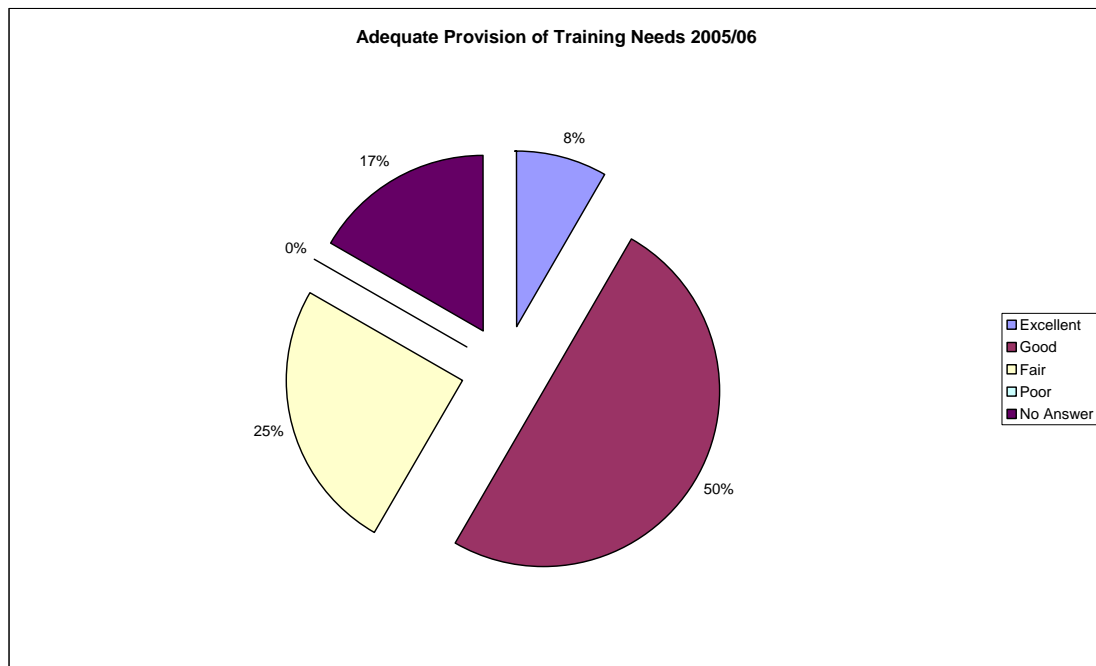
Members have difficulty accessing officers who are in meetings but when they do meet they are generally satisfied with co-operation of officers.

What are we going to do to improve this?

As you can appreciate some officers do have a busy diary however, through the support of the Senior Management Team we will always try to ensure that you get to meet the relevant officer at the earliest opportunity. We will also link this to the Member Enquiry Service and set a standard for all staff to work to so that Members' know when they can expect to meet the officer.

Question 3

Member Development is a corporate priority. Do you feel that there has been provision of appropriate training needs for the year 2005/06?



Comments received on ways that member training could be improved:

- Need more than one date for training event as if you miss the session you miss the training.
- Venues, pre-training information on content, objectives to be clearly stated and feedback on evaluation of training should be given to members
- Prefer in-house training/discussions with officers.
- Some bought in training not relevant and boring
- Pleased to see officer led session on draft training schedule
- Need more interaction with Councillor and officers and not so much 'expert' advice/training
- Would like it to be more focused however thinks that this has been addressed in 2006/07
- More training in development control, planning and legal issues
- Give lots of notice as to when training will be held
- Too many meetings
- IT Training is very poor particularly on the use of laptops. Some members require small group tuition.
- Seems to be officer led. What do elected members want/need?

What are we going to do to improve this?

We received some really useful information which will help our approach to member development.

We are now circulating presentations and other paperwork which is circulated at member training sessions to ensure that those members that couldn't attend also receive the information.

We circulate evaluation sheets at all sessions and we now analyse each session and will begin to feedback the information to members.

We will continue to give as much advance notice as possible of training sessions. We have now published an Annual Training Schedule so that Members are aware of the in-house and other planned events which will take place during the year.

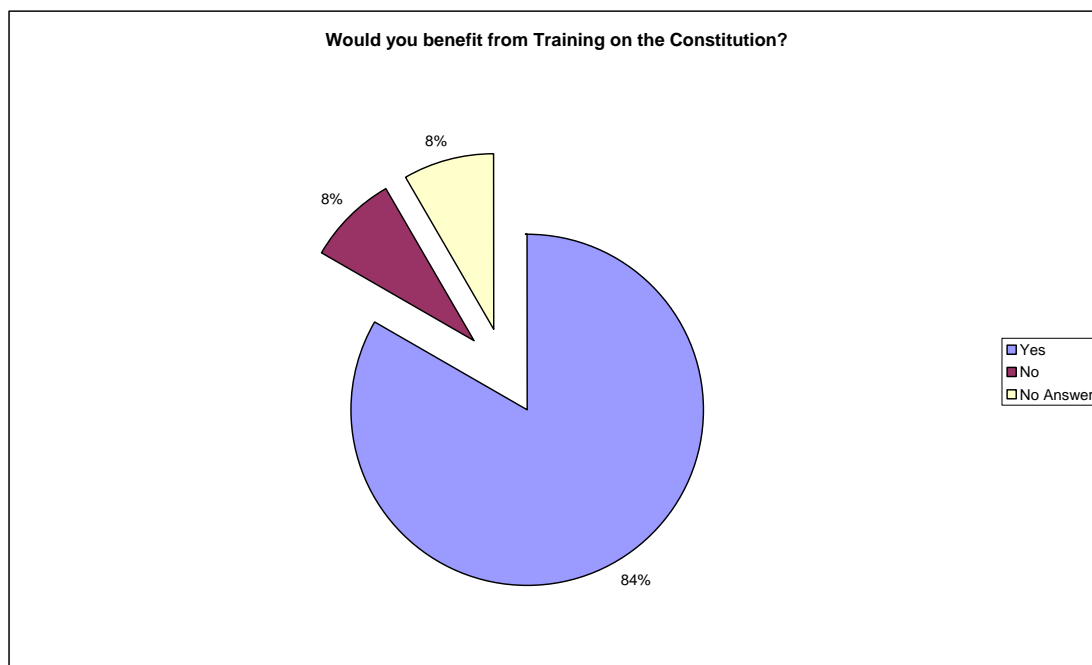
Through the Personal Development Plan (PDP) process we will identify with members their individual training needs and this will feed into the 2007/08 training programme to ensure that the Member Development Programme is tailored to members requirements.

From the previous feedback we have received from Members, we have increased the number of officer-led member sessions as these were more positively received. The Member Development Programme offers a wide range of training both internally and externally and members can select the training they attend in accordance with their identified needs.

It is proposed to roll out one to one IT training for elected members and this will be complete by the end of September.

Question 4

Would you benefit from training in relation to the Constitution and how it works?



What are we going to do to improve this?

Training on the Constitution will take place 26th September 2006.

Question 5

Please consider the attached draft timetable for Member Development. Have you any comments/suggestions to make?

The following comments were made:

- Need proper training on laptops
- Make sure all members have training before they go onto Committees such as Planning or Licensing
- Excellent to have dates and times for the year
- Good to have it clearly laid out in advance
- This is better – mainly Tuesdays which makes timetabling easier
- Must make allowance for training and instruction

What are we going to do to improve this?

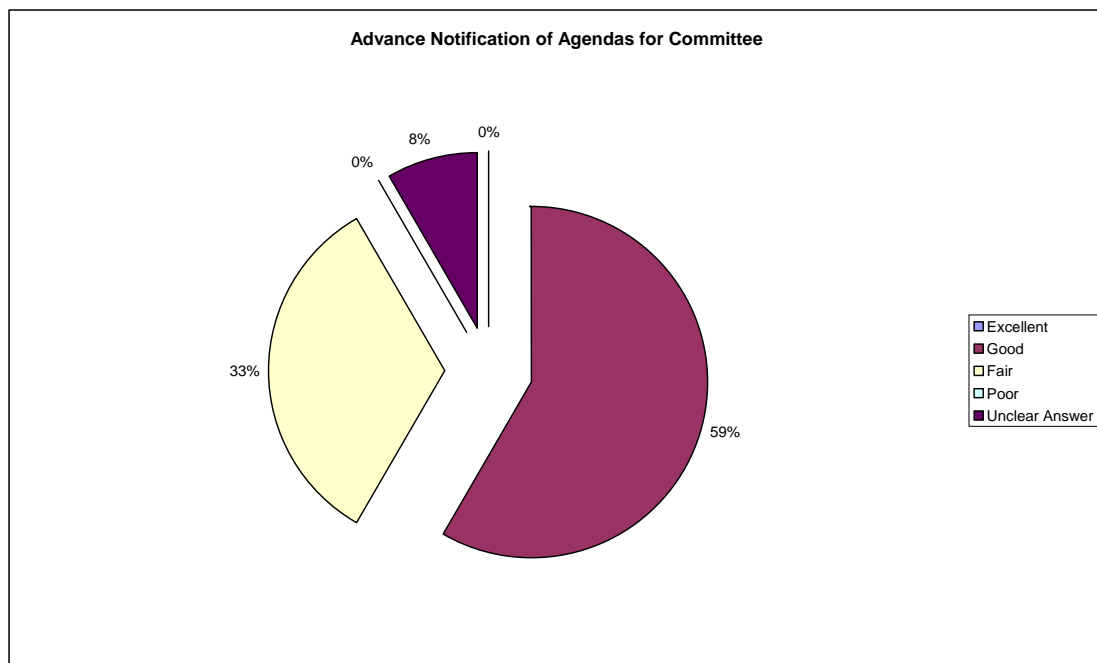
We received very useful feedback on the Annual Programme of training and it appears that the planned approach to training for the year has been well received by Members.

It is proposed that members will receive one to one training on use of the laptops and this will be on three levels: basic, intermediate and advanced.

As a result of the positive feedback from Members we will continue to plan member training on an annual basis so that all members are aware of the training which is offered.

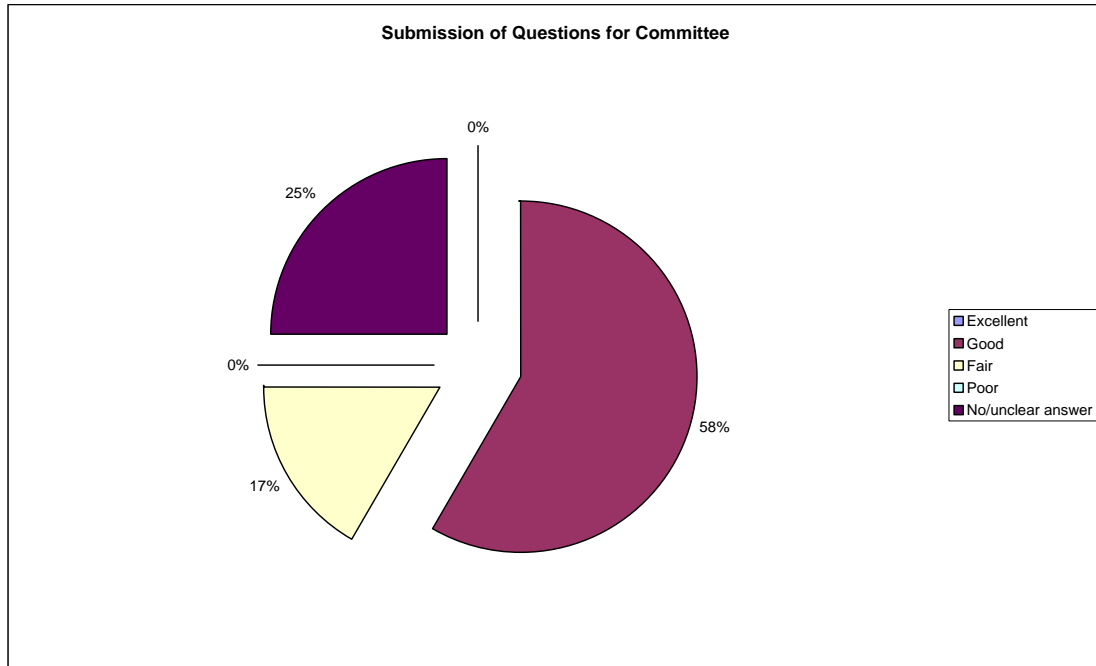
Question 6

Advance notification of Agendas for Committee



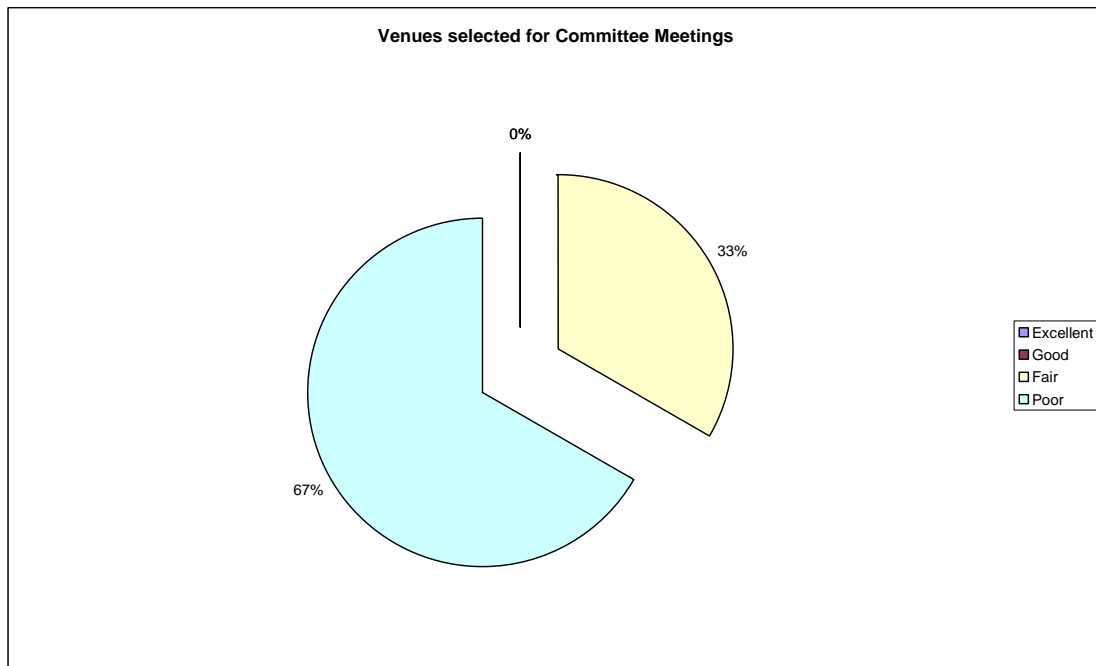
Question 7

Submission of Questions for Committee



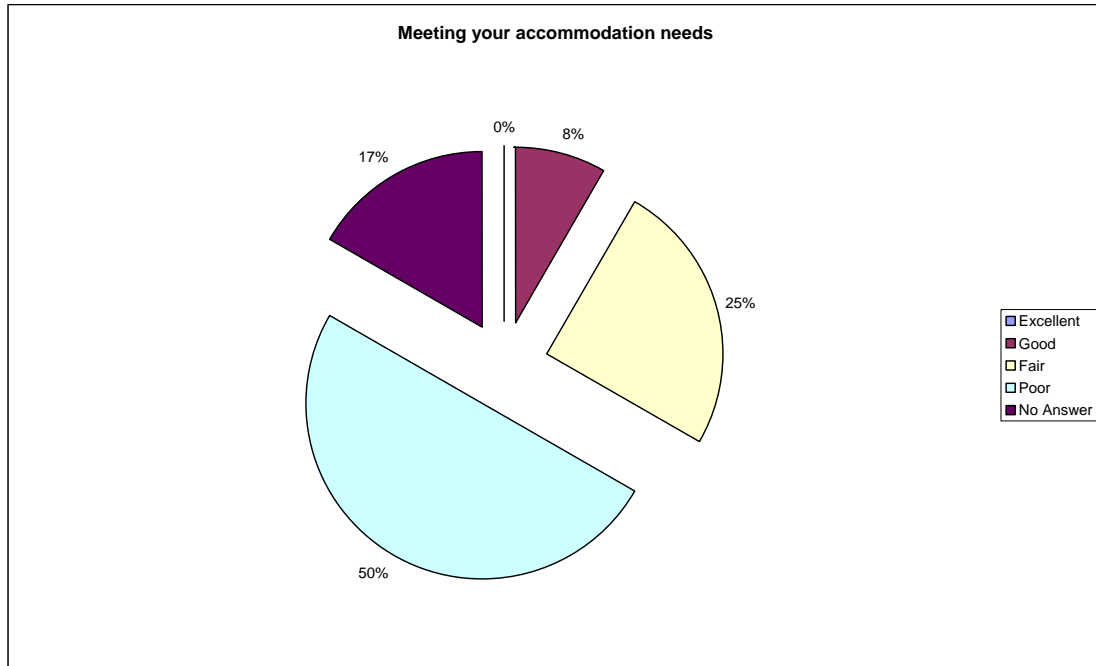
Question 8

Venues selected for Committee meetings



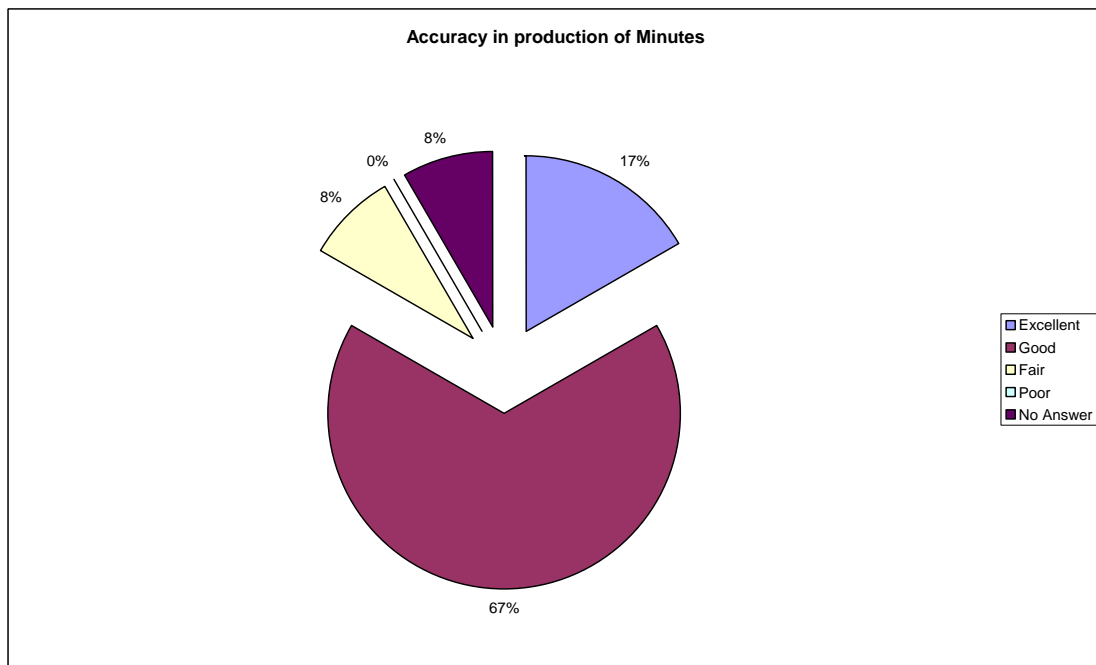
Question 9

Meeting your accommodation needs



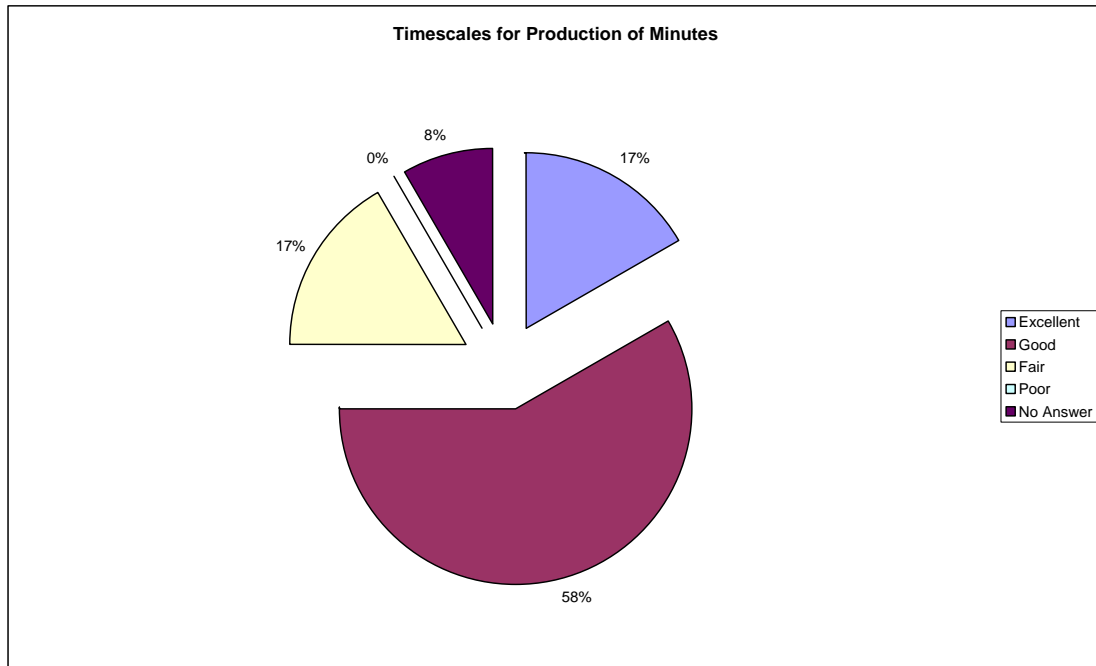
Question 10

Accuracy in production of Minutes



Question 11

Timescales for production of Minutes



What are we going to do to improve? (questions 6 to 11)

A Service Charter for Democratic Services will be published. This will set out the broad range of services that the Team provides and will ensure that resources are targeted where members have identified the greatest need.

We will produce Agendas for formal Committee meetings 5 clear days before the meeting.

We will produce and publish Minutes 4 working days after the meeting.

We will circulate action sheets following each meeting so that officers are aware of the decisions made and the action they need to take.

The Council has agreed interim civic facilities and a Member Working Group has been set up to look at the longer term accommodation strategy.

Question 12

Any person in particular within Democratic Services who goes out of their way to assist your requirements and reason for recognition.

- Most Members – courteous and helpful
- Heather Moore – Nothing is too much trouble for her and she goes out of her way to make sure we have everything we need and always with a smile
- Susan Pickup and Pat Couch – These are the only ones I have had contact with on a regular basis. Highly efficient, high level of skill and in particular person-to-person skills
- Everyone is always very helpful and professional
- Heather Moore – always polite and gets back in touch very quickly
- Heather Moore – excellent backup at meetings. Wealth of knowledge of procedures. Very pleasant manner.
- Heather Moore – Excellent knowledge, communication skills, service to members and always with a smile.
- Happy with Scrutiny Officer who has settled in well
- Not met anyone who does not respond to a request
- Heather Moore – Always very helpful. If I ring her nothing is too much trouble she is always very helpful