Report of: **Director of Corporate Resources**

Meeting of	Date	Agenda Item	Ward(s)
Standards Committee	19th January 2012	7	

Delete as appropriate	Exempt		Non-exempt	

SUBJECT: ANNUAL MEMBERS' SURVEY 2011

1. Synopsis

This report sets out a summary of the comments made by Members on the 2011 survey.

2. Recommendation

That the Committee note the comments made and the action being taken.

3. Background

3.1 This is the eleventh annual survey that asks Members a number of questions about the services provided directly by Democratic Services and colleagues in Information Technology.

3.2 23 out of 48 councillors responded to the survey, which gave a return rate of 47.92%. 95% of respondents voted the overall service provided by Democratic Services to be good or excellent.

3.3 A summary of the responses to the questions, excluding specific questions relating to the Political Group Offices are set out in Appendix A.

3.4 The major areas of concern related to IT equipment, access to the Council's systems and security requirements. One or two councillors also mentioned support with Ward Partnerships and the new Members' Room.

3.5 Since the survey was completed, IT have contacted every councillor who raised any outstanding IT issues they had and these have now been dealt with. On the more general problem of the

governments security requirements in terms of Code of Connection, the following action has been taken. Councillors who have access to an Iphone or Android device were offered a new application which allows them to more quickly access their Council emails in a secure environment, rather than having to use Citrix to log onto the Council's systems remotely.

3.6 Councillors have reported that this has made accessing their emails when they are at work or away from the Town Hall much quicker and easier. It was also much easier to open attachments since these could be manipulated to make them bigger and move them around the screen.

3.7 Blackberries have also been offered to those councillors who have requested them if they do not have Android phones to enable them to access their Council emails easier.

3.8 Both groups have had presentations and been provided with information on issues around data protection. All councillors have now been registered with the Information Commissioner for the handling of casework information.

3.9 Officers are continuing to work closely with the Whips over other IT issues to ensure these are all resolved in the near future.

3.10 As part of various office moves within the Town Hall, the Members' Room was moved to a slightly smaller room to enable Democratic Service staff to all move onto the same floor as councillors and other Member Support staff. The new Members Room provides an extra two PC's to give 4 work stations for members to use. All Councillors have now been set up to enable them to use the multi-functional printing and copying devises in the Secretariat.

Tea, coffee and fresh milk is provided for all councillors to use in the Members' kitchen area.

3.11 A number of meetings have been held with councillors and their link officers to share good practice and provide support to Ward Partnerships across the borough.

3.12 The Head of Democratic Services continues to work closely with both Chief Whips to ensure both Group and individual training requests are identified and met.

4. Implications

Legal

There are no implications arising directly from this report.

Financial

There are no financial implications arising directly from this report and any training and development will be met from within existing budgets.

Equality Impact Assessment

All training and support offered to councillors tries to meet their individual needs.

Background papers:
(Insert details here)

Final Report Clearance

Signed by ……………………………………………….. ………………….
Director of Corporate Resources Date

Received by ……………………………………………….. ………………….
Head of Democratic Services Date

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