

Report of: **Corporate Director of Resources**

Meeting of	Date	Agenda Item	Ward(s)
Standards Committee	3 February 2011		

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Subject: ANNUAL MEMBERS' SURVEY 2010

1. Synopsis

This report sets out a summary of the comments made by Members on the 2010 Survey.

2. Recommendation

That the Committee note the comments made and the action proposed.

3. Background

- 3.1 This Committee at their last meeting asked to be provided with the feedback from the 2010 Members' Survey. This Survey asks Members a number of questions about the services provided directly by Democratic Services and other key sections across the Council.
- 3.2 The Survey for 2010 also asked a number of questions directly related to Members Induction and training following the May local elections.
- 3.3 25 councillors returned the Survey, which was just over half the Members, and nearly all of the new intake of councillors returned the questionnaire.
- 3.4 A summary of the responses to all the questions is set out in Appendix A. The Head of Democratic Services will use the feedback to amend future training events but also to meet needs which are not currently being met.
- 3.5 The Information Technology team have contacted all the Members who expressed problems or issues with their equipment. The longer term issues over the governments' security requirements

on Councils is still causing problems for some councillors. Some are happy to use "citrix" and remote access and others find this difficult, especially if they work during the day and cannot access their e-mails until they get home in the evening. This issue is still under discussion with the Chief Whips and officers.

- 3.6 Since the Survey was completed, the Members Casework system has been up and running and training has been offered to those councillors who expressed an interest in it. Equalities briefings have also been given to both Groups and a Public Speaking course has been arranged for 10 councillors on the 27 January, and the transport and benefits issues raised by a councillor have all been addressed.
- 3.7 Both Groups have had their Group awaydays since they were elected, together with the Joint Board awayday for the Executive and Directors.
- 3.8 The Group offices and Chief Whips have been encouraged to identify any further training and development needs of Members and to remind them of the help and support that is available from officers.

4. Implications

4.1 Legal Implications

There are no legal implications arising directly from this report.

4.2 Financial Implications

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

4.3 Equalities Impact Assessment

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

Background papers:

None.

Signed by:

Received by: Corporate Director of Resources Date

Head of Democratic Services Date

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