

Introduction

This survey has been commissioned to seek your views on the support and learning opportunities available to Members. It will ask you about your experiences in your Council role and your opinions on improvements to the services offered to you.

A section of the survey will ask about your experiences of bullying and discriminatory behaviour. The specific findings in this area will be reported to the Standards and Ethics Committee as part of its monitoring of unacceptable behaviours experienced by Councillors.

The full findings of this survey will be used to inform the provision of support services and Member development in the future. This survey will be conducted periodically so that Member Services can monitor its impact and changes in Member support needs.

This survey will take about 15 minutes to complete.

Guarantee of confidentiality and anonymity

Your responses will be treated as confidential and will be anonymised. Any possible identifying characteristics of individual respondents will not be included in the presentation and reporting of the survey findings.

Your experience as a Councillor

1. How long have you served as a Councillor in your current term?

- Since May 2017
- Since May 2012, or since a by-election during the 2012-2017 term
- Since May 2008 or earlier

2. Which of the following roles do you currently serve in the Council?

- Cabinet Member or Leader of the Council
- Assistant Cabinet Member
- Chair of a Scrutiny Committee
- Member of a Scrutiny Committee
- Chair of another Council Committee
- Member of another Council Committee
- None of the above

Induction activities and courses

3. The following activities were made available to all elected Members on the induction day. If you attended any of these, please rate how useful these were in your role as Councillor.

	Not useful	Useful	Very useful	<i>Did not attend</i>
Introduction to services (Officers were available at stalls in a committee room to introduce their service area to Members)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation to Council offices and Council facilities (staff from Committee and Members services offered tours of County Hall)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT equipment overview (IT Officers explained options and demonstrated use of various equipment available to Councillors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any additional comments you would like to make on the induction day.

4. The following induction courses and activities were made available to all elected Members. If you attended any of these, please rate how useful these were in your role as Councillor.

	Not useful	Useful	Very useful	<i>Did not attend</i>
Code of Conduct and Ethics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Governance and Data Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting Ready for Full Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equalities Workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit to Connect 2 Cardiff and the Active Response Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not useful	Useful	Very useful	<i>Did not attend</i>
Introduction to Local Government Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to Planning in Cardiff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education Matters -- including School Admission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welsh Awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to the Council's Policy Framework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UN Child Rights Approach (Part 1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UN Child Rights Approach (Part 2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to Performance and Performance Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transforming Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guardianship -- Members' Role as a Corporate Parent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for Older People -- Independent Living Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything You Need to Know About Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have on any of these sessions.

5. The following induction courses were made available to the members and Chairs of the relevant Committees. If you attended any of these events, please rate how useful they were in your role for this Committee.

	Not useful	Useful	Very Useful	<i>Did not attend</i>
Audit Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Parenting Advisory Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing and Public Protection Committees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pensions Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to Scrutiny	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scrutiny Questioning Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your views on current learning approaches

6. The following is a list of structured learning approaches and opportunities that Members are able to access.

Please rate the usefulness of these approaches using the rating scale below.

If you have not accessed these opportunities can you please specify whether these would be useful to offer in the future.

	Not useful	Useful	Have not accessed	Would be useful to offer in the future
Formal training sessions taught/facilitated in a group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online courses and modules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance at local, regional, and national workshops and facilitated events (e.g. WLGA's Five-years to Make a Difference event)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structured mentor or peer support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fact-finding/best-practice site visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face-to-face briefings and meetings with Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observing other meetings/working groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meetings and discussions within groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify any other structured learning opportunities that you would like to benefit from in the future)

Your views on ICT equipment

7. The equipment listed below have been issued to you to assist with the performance of your duties.

Please rate the usefulness of the equipment you have received.

	Not useful	Useful	Very useful	Did not receive equipment
Smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blackberry Works app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dell tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dell laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iPad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any other comments you may have on the suitability of IT provision on space provided below.

On using Modern.gov

* 8. Modern.gov is the electronic platform that allows elected Members access to Council and Committee papers and various internal and external information resources.

How confident are you with using the Modern.gov app to access Council documentation and other Council information?

- Confident
- Not confident

On using Modern.gov

* 9. If you are not confident, would you like further assistance?

Yes

No

Support using Modern.gov

10. How would you prefer to be supported in using the Modern.gov app?

- In a small group
- One-to-one with an Officer
- Other (please specify)

Your experience of the Modern.gov app

11. How useful is the Modern.gov app in enabling you to access documents and information?

- Not useful
- Useful
- Very useful

If you have any other comments on using the Modern.gov app, please specify below:

Accessing information (ICT)

* 12. Which of the skills listed below would you like to develop further? (Please tick all that apply)

- Emailing
- Internet searching
- Social media
- Using the apps on your device
- Using the Members enquiry system
- Uploading content (e.g. photos or documents) to the Member enquiry system
- No support needed
- Other ICT support required (please specify)

Accessing information (ICT support)

13. How would you prefer to receive the IT support that will be provided?

- Written documentation
- Training in a small group
- One-to-one training
- Other (please specify)

Accessing Committee papers or written documentation

* 14. Cardiff Council aims to become a "paper light" local authority. The Directorate's printing costs are monitored and reported quarterly to the Senior Management Team.

In May 2017, Councillors were asked whether they would prefer to receive hard copies of meeting papers or would prefer to receive electronic copies.

Did you opt to receive hard copies of Committee or meeting papers?

Yes

No

15. What would encourage you to receive and use these papers in their electronic format?

Your training needs

This section will ask you about areas of support that would help you to develop your knowledge and skills required for your Council role.

16. If you need further support in developing your knowledge in any of the subject areas listed below, please tick the options that apply.

- | | |
|----------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Understanding the Council's services and policies | <input type="checkbox"/> Effecting change in Council and government |
| <input type="checkbox"/> Accessing Council information and documents | <input type="checkbox"/> Casework management |
| <input type="checkbox"/> Working with other bodies and individuals | <input type="checkbox"/> None of the above |

If you need further support in any other knowledge areas, please specify below:

17. If you need further support in developing any of the following skills listed below, please tick the options that apply.

- Presentation skills/public speaking
- Chairing and facilitation of meetings
- Handling the media
- Networking and advocacy
- Diplomacy and negotiation
- Questioning skills
- Resolving and dealing with conflict
- Work-life balance
- None of the above

Please specify below any other skills set that you would like to develop further

18. Please use the space below to add any other recommendations or comments that you have on how the Member development programme could be improved.

Support from Members Services

19. Please rate the effectiveness of the general support that Members Services provides to you.

	Not Effective	Minimally Effective	Effective	Highly Effective	Exceptional
Maintaining and developing information about Councillors on the Council's web pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support in the use of new technology or equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping Members access meeting agendas, minutes, and reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response to queries raised through Member Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members' weekly meeting diary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processing Members' expenses claims	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing booking arrangements for use of Council venues and facilities for ward surgeries and ward-related meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging Member enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other clerical and administrative support (e.g. correspondence, surgery notices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. If you have any other suggestions on how Members' support can be improved, please specify in the space below.

On caring responsibilities

* 21. Do you have any caring responsibilities? (This could be for child or adult dependents.)

Yes

No

Awareness of Councillors' care allowance

22. Cardiff Council provides an allowance to reimburse care expenses incurred by Councillors when performing their duties. Are you aware of this provision?

Yes

No

Takeup of Councillors' care allowance

* 23. Have you made use of the Councillors' care allowance?

Yes

No

Take-up of Councillors' care allowance

24. If you have not taken up this allowance, please explain why not.

Support from your political group

The questions in this section relates to the support offered by your political group (if applicable). The findings will be shared with your respective Group Whips. As with all of your answers to this survey, your responses will be treated as confidential and will be anonymised.

* 25. Which group are you a member of?

Conservatives

Plaid Cymru

Labour

Independent

Liberal Democrats

Support from your political group

26. Do you feel that your group provides you with sufficient support to effectively fulfil your role as Councillor?

- No
- Yes
- Not sure

27. What other types of support should your group provide its members?

Experience of bullying since May 2017

28. Since the start of your term in office in May 2017, have you **personally experienced** any of the following unacceptable behaviours?

- Bullying
- Discriminatory behaviour
- No personal experience of incident
- Other unacceptable behaviour experienced (please elaborate)

Reporting your experience of bullying/discriminatory behaviour

* 29. Did you report the incident at the time?

Yes

No

Reporting your experience of bullying/discriminatory behaviour

30. If you did not report the bullying/discriminatory behaviour you experienced, please explain why not in the space below.

Reporting of bullying/discriminatory behaviour

31. Whom did you report the incident to?

- Group Leader
- Group Whip
- Monitoring Officer
- Other (please specify)

32. When you reported the incident, were you satisfied with how it was dealt with?

- Yes
- No

If No, please elaborate in space below

Knowledge of bullying/discriminatory behaviour since May 2017

33. Since the start of your term in office in May 2017, have you **witnessed** any of the following unacceptable behaviours?

- Bullying between Councillors
- Bullying between Councillors and Officers
- Discriminatory behaviour between Councillors
- Discriminatory behaviour between Councillors and Officers
- Have not witnessed any of the above
- Other unacceptable behaviours witnessed (please specify)

Reporting bullying/discriminatory behaviour that you witnessed

* 34. Did you report the incident at the time?

Yes

No

Reporting bullying/discriminatory behaviour that you witnessed

35. If you did not report the bullying or discriminatory behaviour that you witnessed, please explain why not in the space below.

Reporting bullying/discriminatory behaviour that you witnessed (continued)

36. Whom did you report the incident to?

- Group Leader
- Group Whip
- Monitoring Officer
- Other (please specify)

37. When you reported the incident, were you happy with how it was dealt with?

- Yes
- No

If No, please elaborate in space below

Preventing bullying/discriminatory behaviour

38. What do you think should be done to prevent bullying and discriminatory behaviours in the future?

Your name

39. So that Members Services staff can follow up with Members who are yet to complete the survey, it would be helpful for us to know who has completed this survey. Your identity will be kept confidential. Please state your name below.

Equality monitoring information

40. Are you:

- Female Female-to-male (F-t-M)
- Male Prefer not to say
- Male to female (M-t-F)
- Other (please specify)

41. How old are you?

- Under 24 years old 55 - 64 years old
- 25 - 34 years old 65+ years old
- 35 - 44 years old Prefer not to say
- 45 - 54 years old

42. Do you identify yourself as a disabled person?

This can include hearing or sight impairments, mental health difficulties or learning disabilities, mobility impairments, or long-term health conditions. For example: depression, diabetes, asthma, multiple sclerosis, HIV, or cancer.

- Yes
- No
- Prefer not to say

43. Are you:

- White Black/African/Carribbean/Black British
- Mixed/multiple ethnic groups Prefer not to say
- Asian/Asian British
- Other ethnicity (please specify)

44. What is your religion?

- | | |
|-----------------------------------------------------|-----------------------------------------|
| <input type="radio"/> Christian (all denominations) | <input type="radio"/> Muslim |
| <input type="radio"/> Buddhist | <input type="radio"/> Jewish |
| <input type="radio"/> Hindu | <input type="radio"/> No religion |
| <input type="radio"/> Sikh | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Other (please specify) | |

45. What is your sexual orientation?

- | | |
|----------------------------------------------|-----------------------------------------|
| <input type="radio"/> Heterosexual/straight | <input type="radio"/> Bisexual |
| <input type="radio"/> Gay man | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Gay woman or lesbian | |
| <input type="radio"/> Other (please specify) | |

Thank you for taking the time to complete this survey.