

APPENDIX A

MEMBER SURVEY 2017 RESULTS

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Methodology

The Members Survey 2017 was based on was commissioned by the Democratic Services Committee to seek feedback from all Elected Cardiff Council Members on the Member Induction; various types of support that they make use of; and to identify areas of support and resources that they would benefit from.

The survey also asked respondents about their experience of bullying and other unacceptable behaviours. The findings of this section of the survey will be reported to the Standards and Ethics Committee.

Questions were agreed by the Democratic Services Committee 10 October 2017, with reference to the annual Member Survey undertaken in June 2016 and the Member Exit Survey undertaken in March 2017. This was to allow data comparisons of answers.

Members were assured in an introductory statement to the survey that their answers would be kept confidential and not reported on in such a way that their identity could be determined.

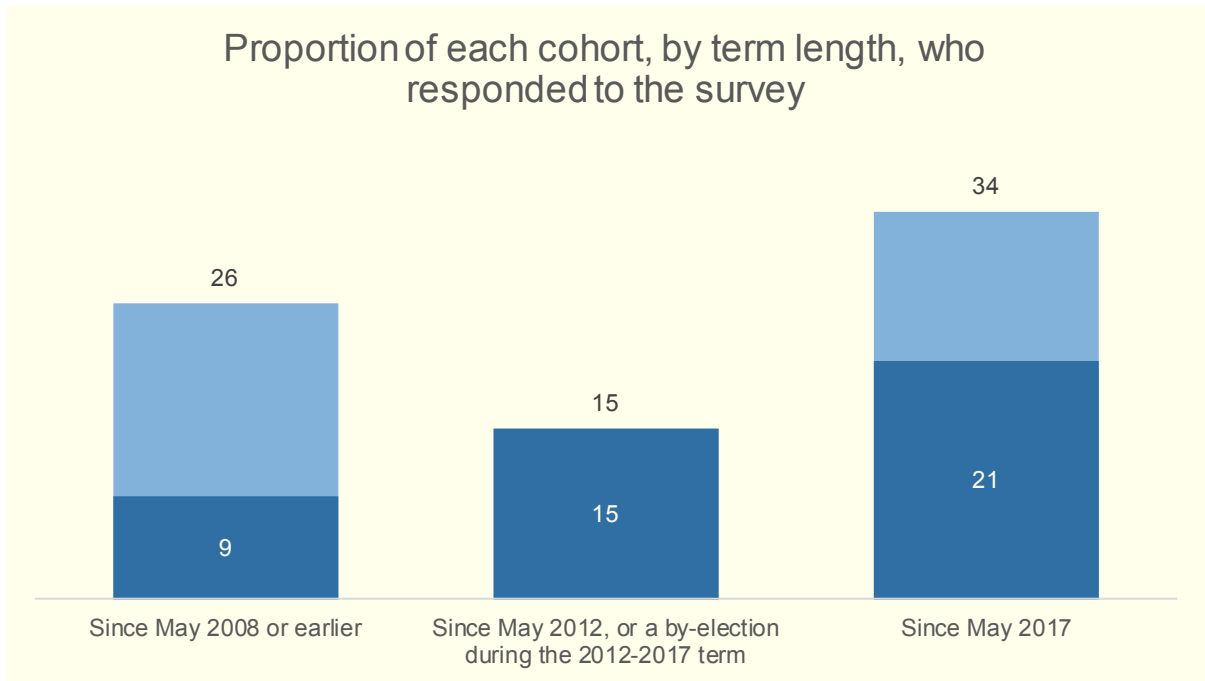
All Councillors were emailed on 30 November 2017 with links to Welsh and English versions of the survey questions on Survey Monkey. A two reminders were emailed in December 2017. Printed copies were also made available at the Council meeting of 30 November 2017, and in Members Business Offices, with instructions to return the completed copies to Members Services, for inputting on to Survey Monkey.

The survey was closed to new responses in early January 2018 and the results downloaded to a spreadsheet. Access to this spreadsheet was restricted to the officer analysing the results and to the Committee and Members Services Manager.

Individual survey responses were kept so that answers could be cross-referenced with demographics, term-length, etc.

Who answered?

47 of 75 Councillors (63%) answered all or part of the survey.



Councillors who had been in office since before 2012 were less likely to respond to the survey (35%, compared to 73% of Councillors who had been serving since May 2012 or later).

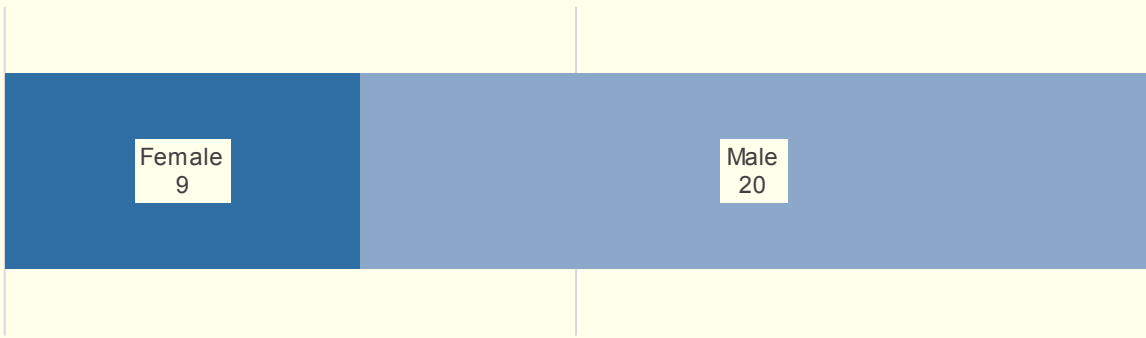
Numbers of respondents serving combinations of roles

	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
Cabinet Member or Leader of the Council	5			1	2		
Assistant Cabinet Member		4					
Chair of a Scrutiny Committee			2	1			
Member of a Scrutiny Committee	1		1	6	2	9	
Chair of another Council Committee	2			2	2	2	
Member of another Council Committee				9	2	11	
None of the above							2

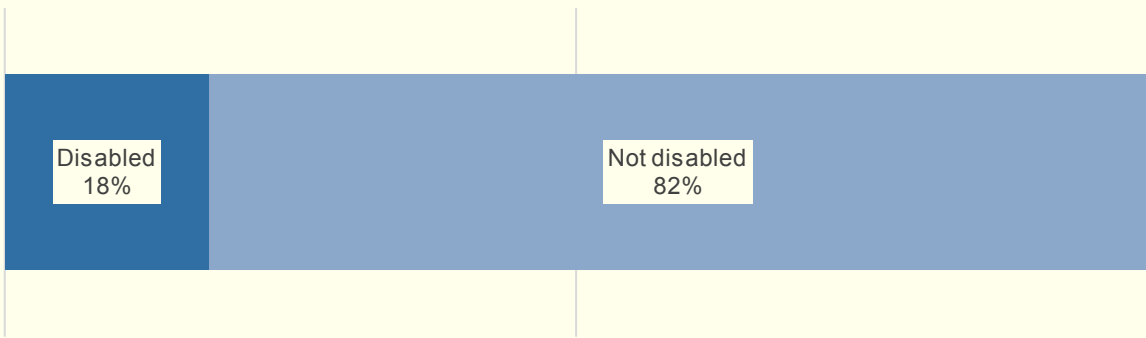
Councillors with a wide range of roles were represented, allowing analysis of the needs of Councillors with different responsibilities.

Committee Chairs, however, were underrepresented. A more effective way to assess the specific needs of the Chairs could be through one-to-one or group discussions.

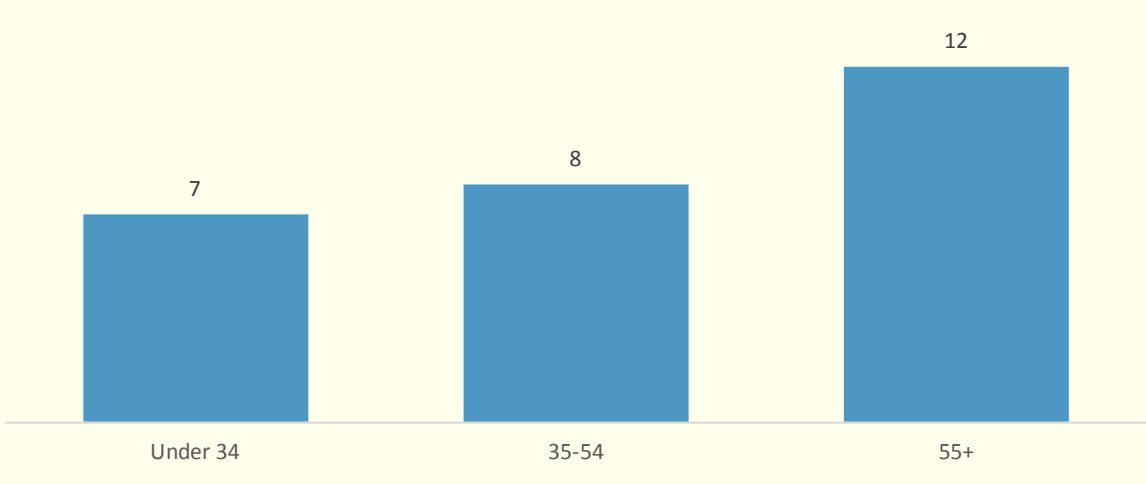
Respondents by gender

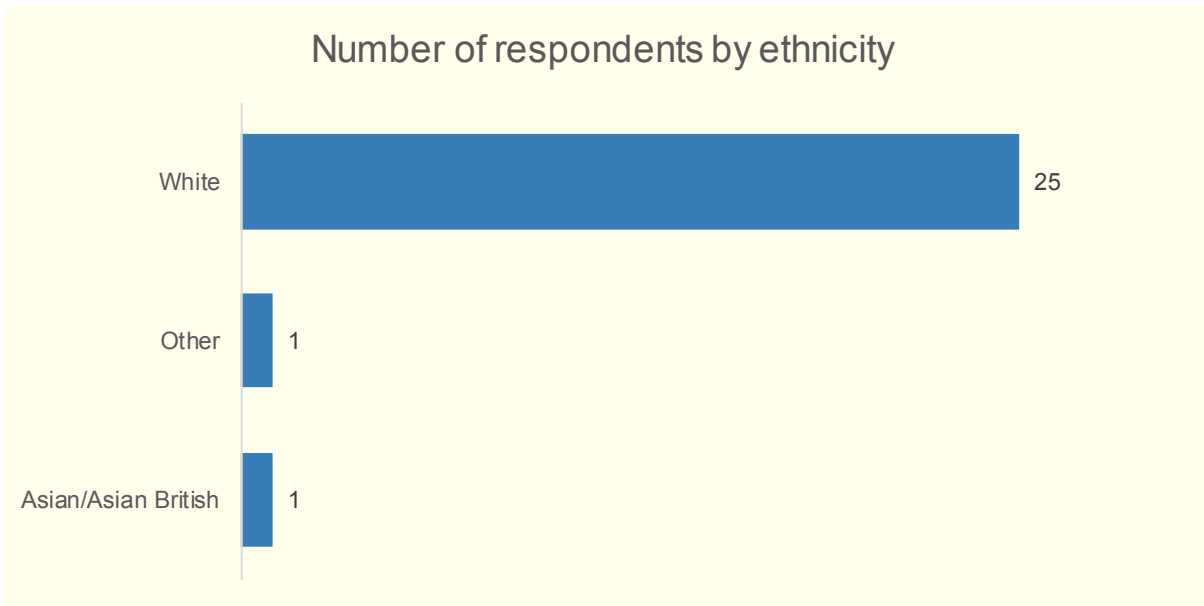


Percentage of respondents who identified as disabled



Number of respondents by age



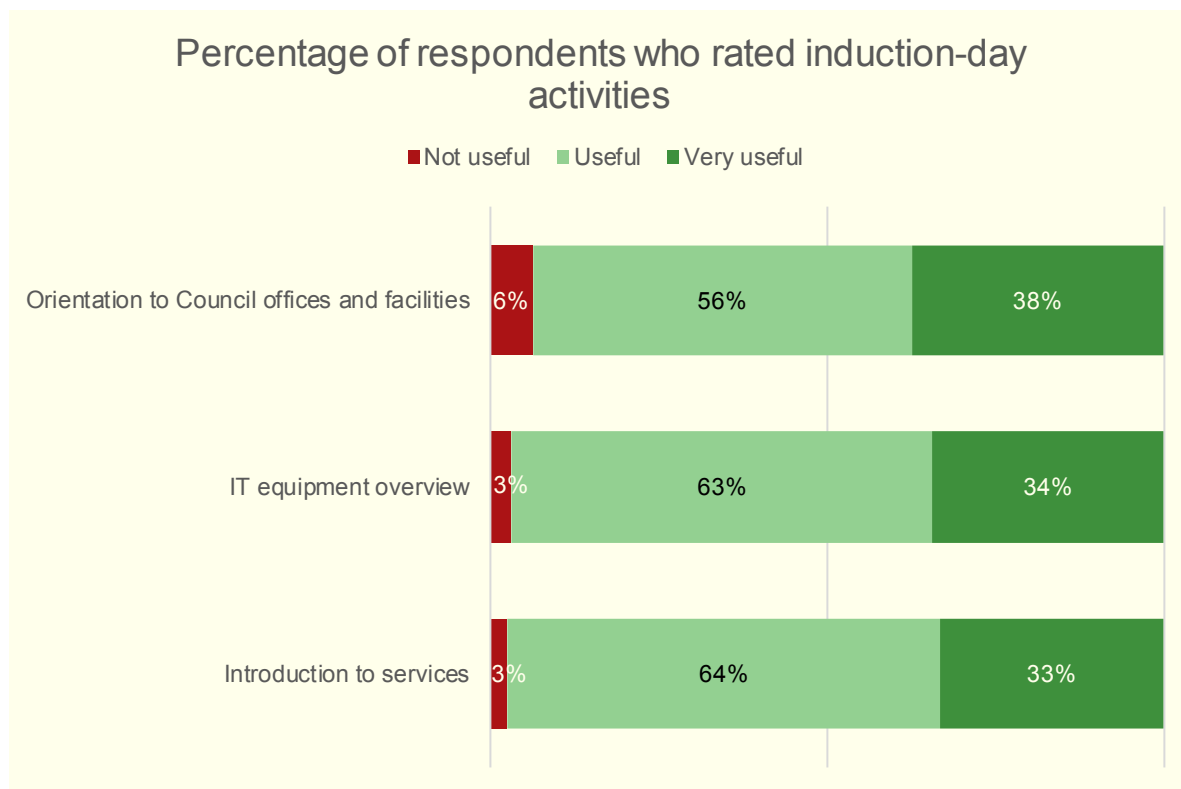


The ethnic diversity of survey respondents does not mirror the ethnic diversity of the Members elected in 2017. This is disappointing, but it should be noted that the corporate equalities-monitoring questions came at the end of a long survey. The question on ethnicity received 28 responses out of 47 responses.

Induction

Induction day

Councillors were overwhelmingly positive (97% positive across all activities, or 84 of 87 ratings) about the Induction-day activities.

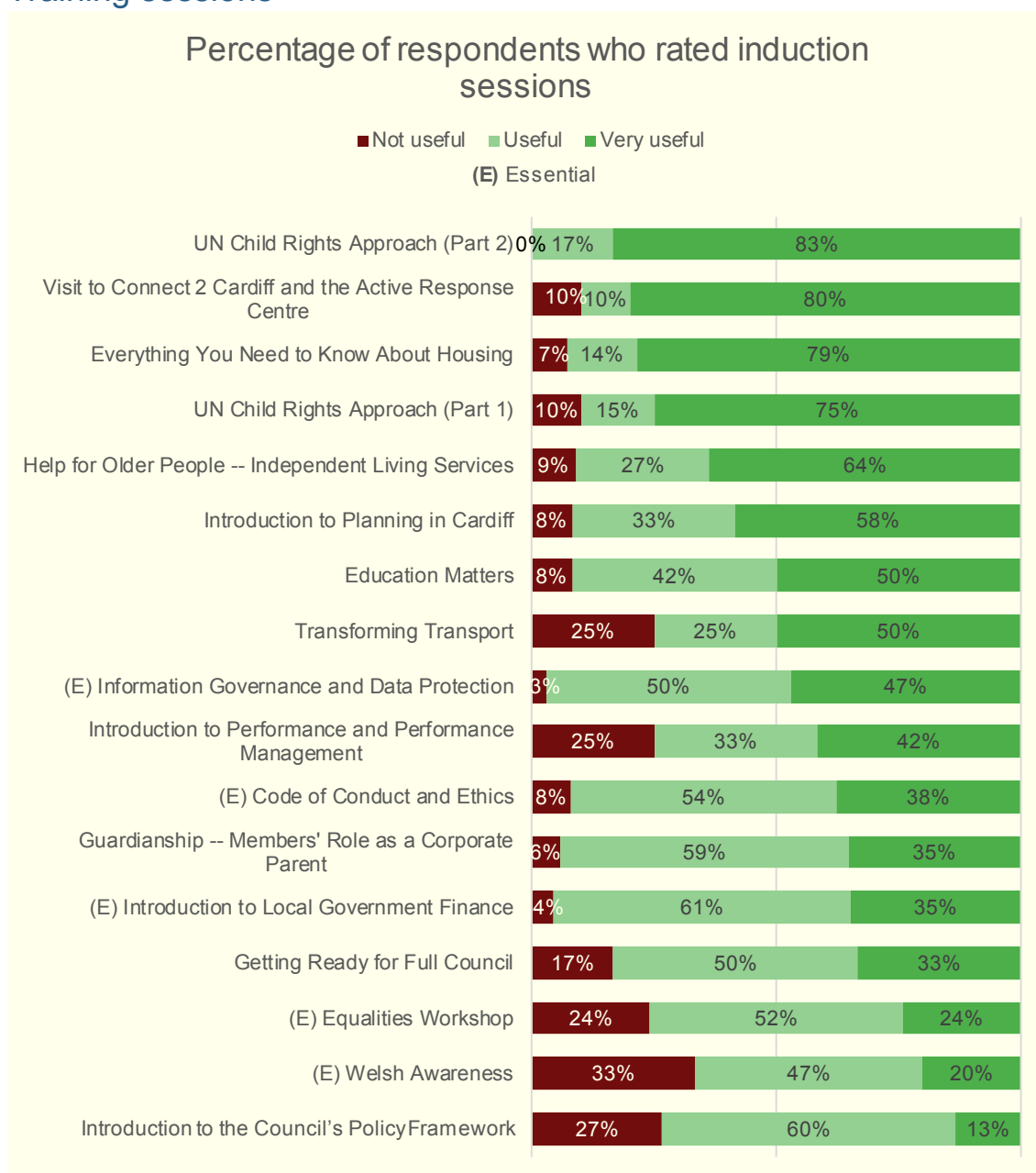


Two respondents also said that they would have liked to have known the induction arrangements longer in advance.

One Councillor who was first elected in 2012 said they got more out of this session than their own induction, as they felt no pressure to take everything in.

Some criticisms of the induction day were the high volume of information for Councillors to take in, and the demand on Councillors was overwhelming.

Training sessions

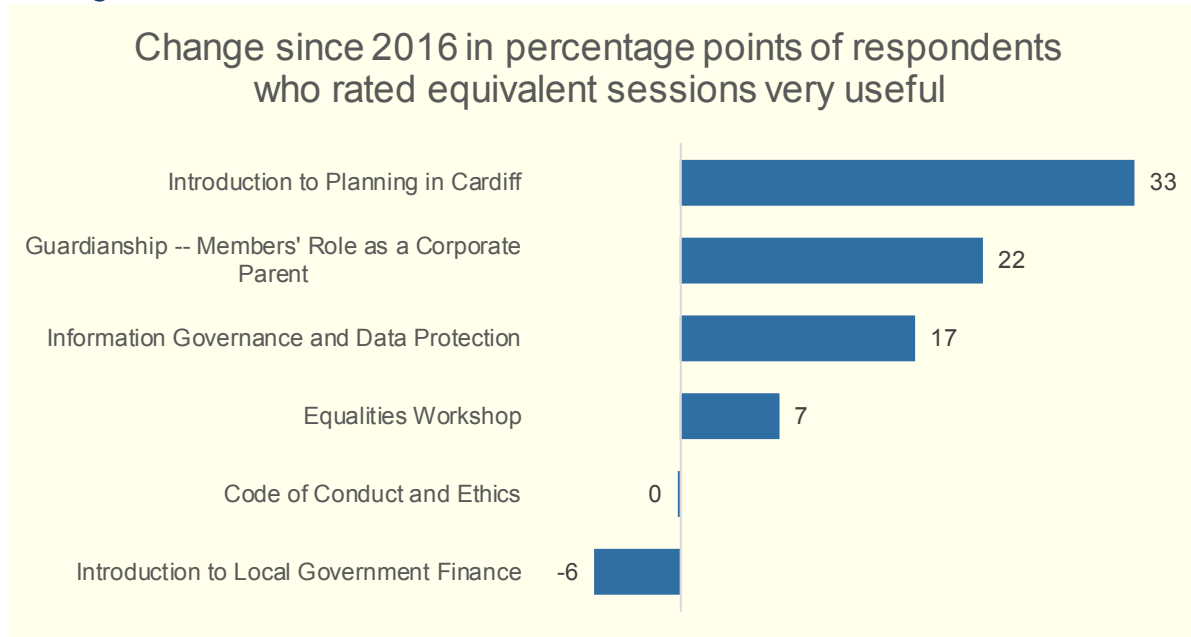


Views on the training sessions since May 2017 varied, although largely positive. No Essential training sessions were rated very useful by a majority of respondents.

The only session that drew criticism when Councillors were asked to elaborate on their answers was the Equality & Diversity Workshop, which one Member raised an issue on the objectivity of one of the presenters. Another Member was favourable but wanted practical guidance from the session.

Members who attended Essential Committee-specific training universally approved of the sessions, rating them either useful or very useful.

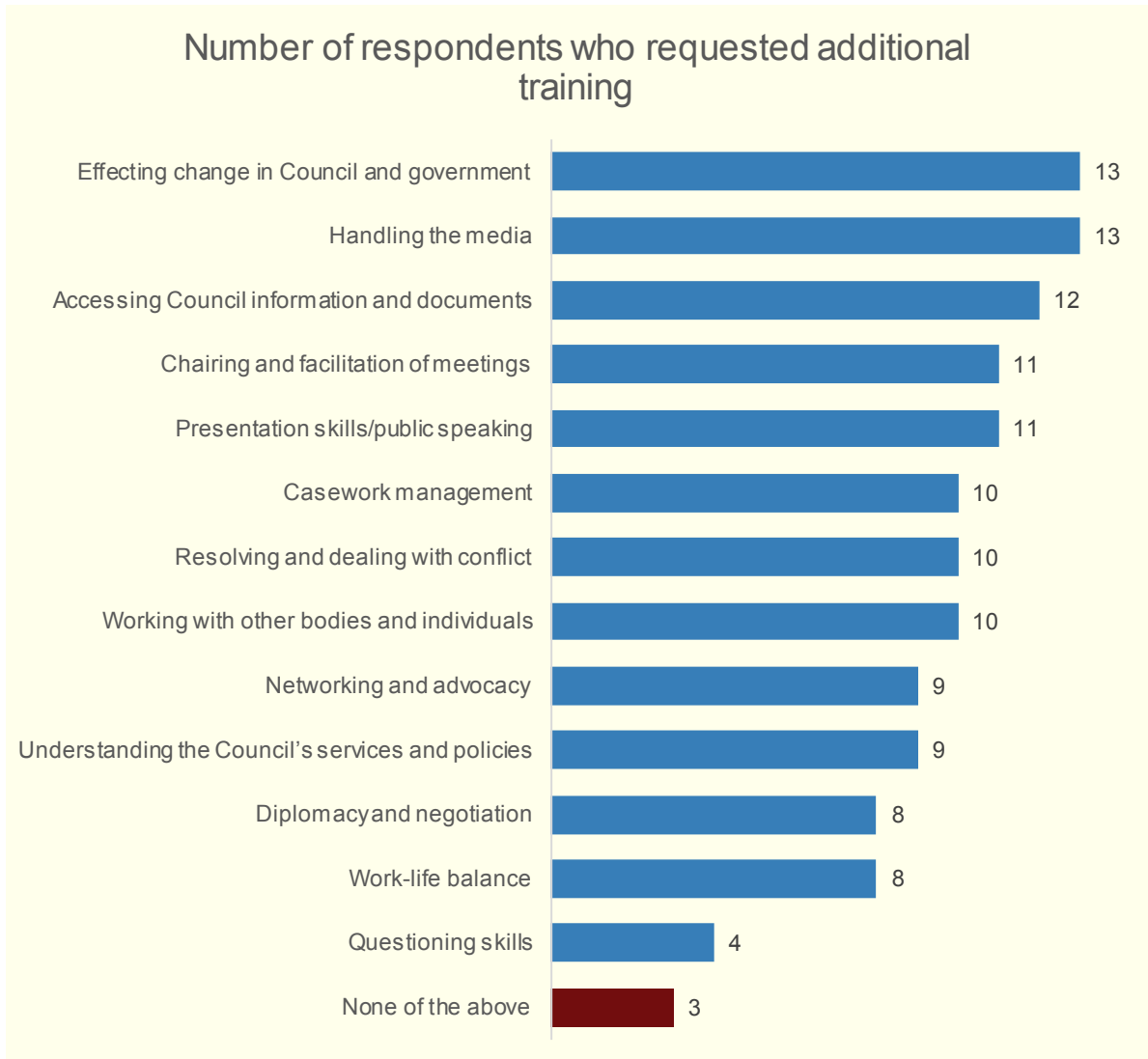
Change since 2016



The percentage of respondents rating equivalent training sessions very useful has generally increased since 2016.

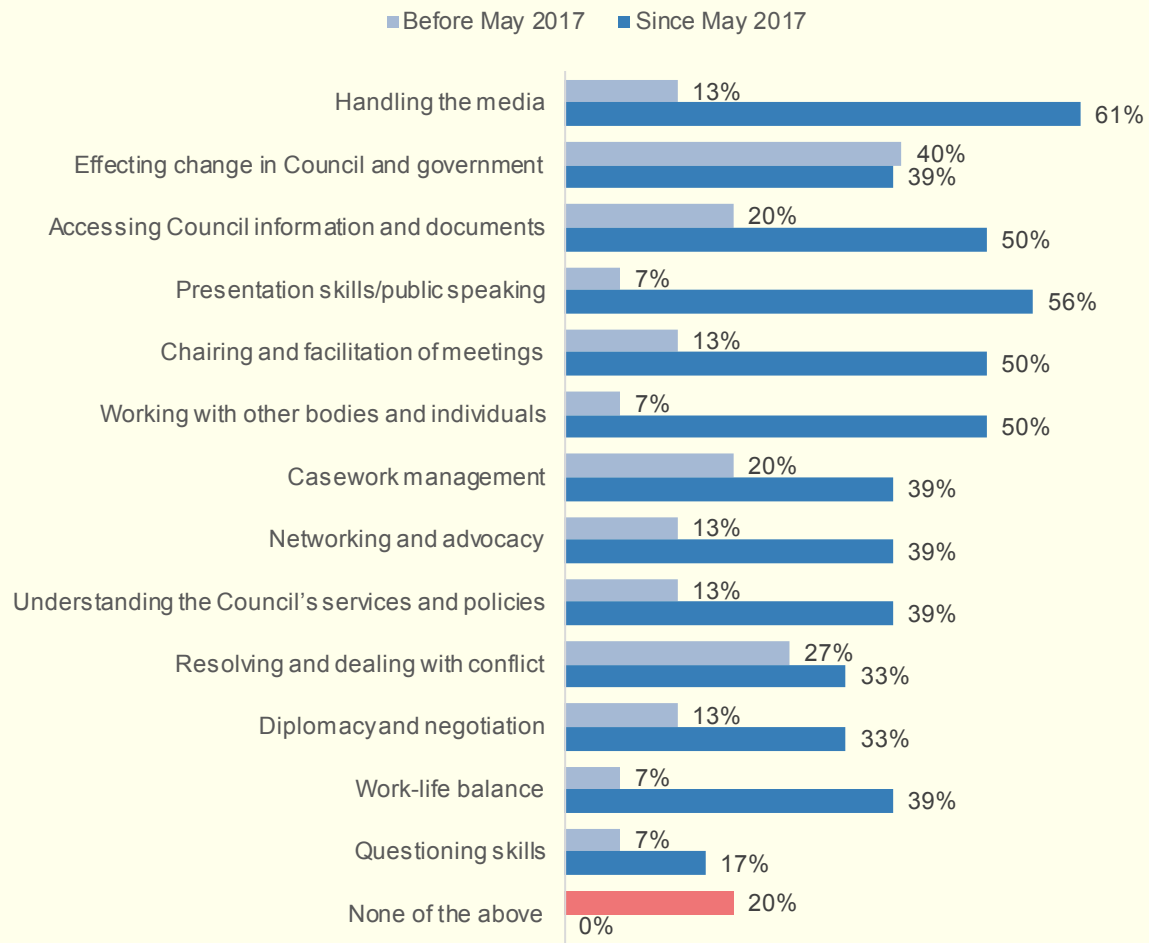
Future training provision

Areas of need



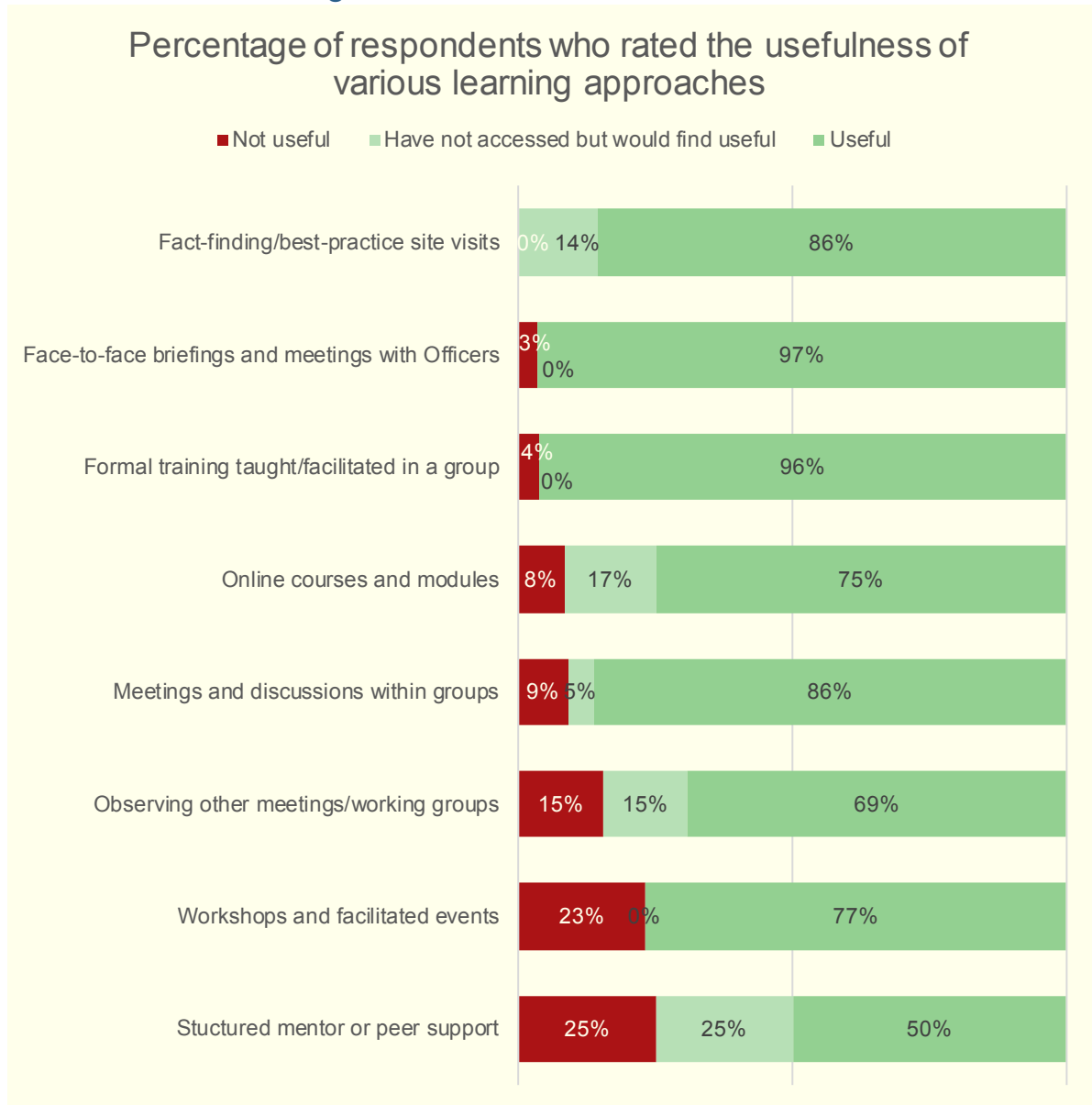
The above list of skills should inform decisions about future training offerings to all Councillors.

Percentage of respondents who requested additional training, newer versus longer-serving respondents



Newer Councillors were more likely (100% likely, or 18 of 18 respondents) to report that they needed additional training than Councillors who had served since before May 2017 (80% likely, or 12 of 15 respondents).

How to deliver training



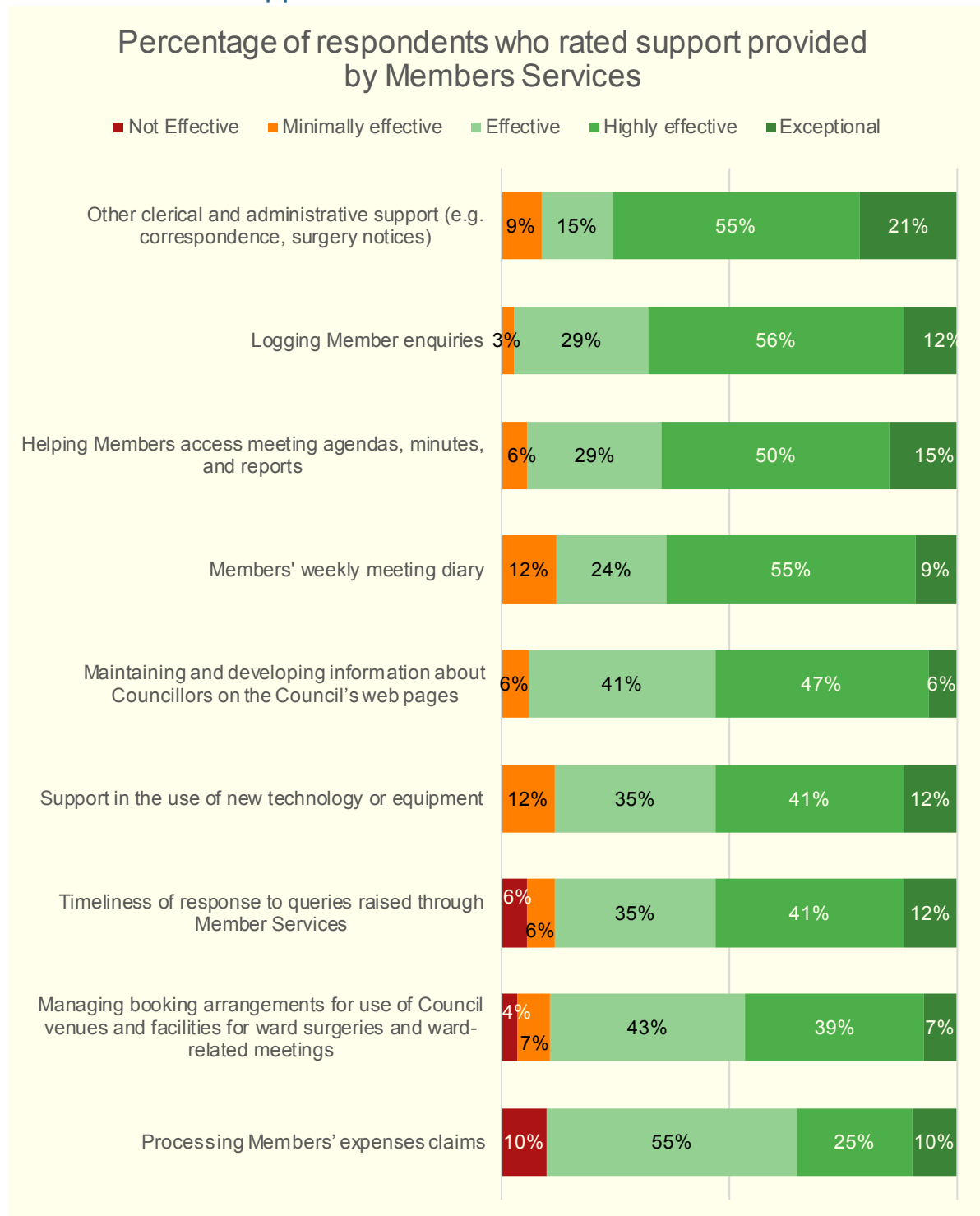
Formal training sessions were rated as useful by 96% (26 respondents) of those who answered the question. Councillors were happy with the individual sessions that have been provided.

However, three respondents remarked negatively on the large number of sessions. Both new and returning Councillors reported feeling overwhelmed by the demands on their time. One said that they felt so overwhelmed they had lost track of what training they had and had not attended and what they needed to attend, so that they now ignored training-related emails.

One respondent felt that the benefit of training sessions to Councillors personally, and to their residents, needed to be better explained.

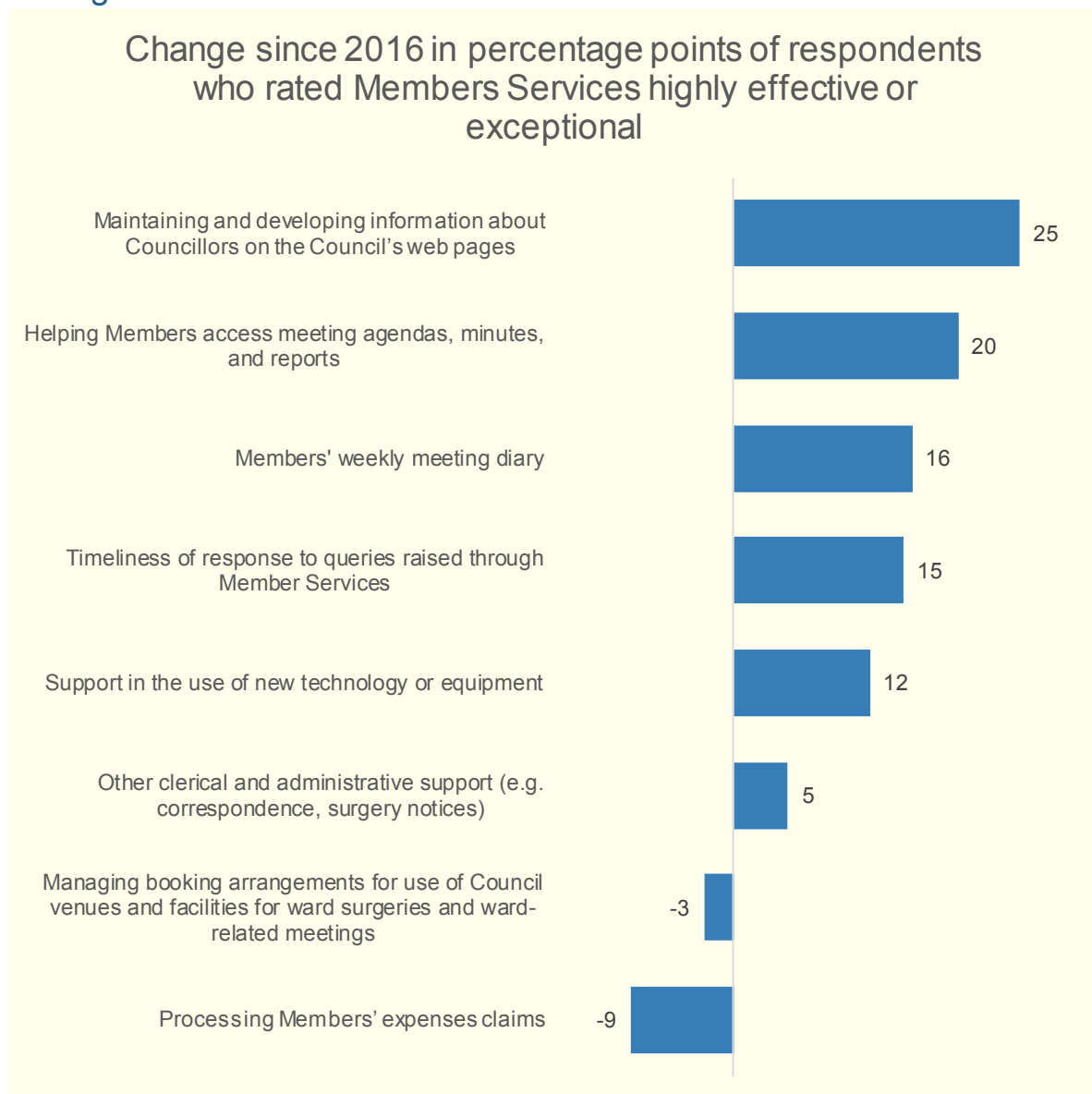
Support from Members Services

Effectiveness of support



Ratings and comments on the support provided by Members Services were positive. However, the processing of expenses claims and booking of venues were identified as areas for improvement.

Change since 2016

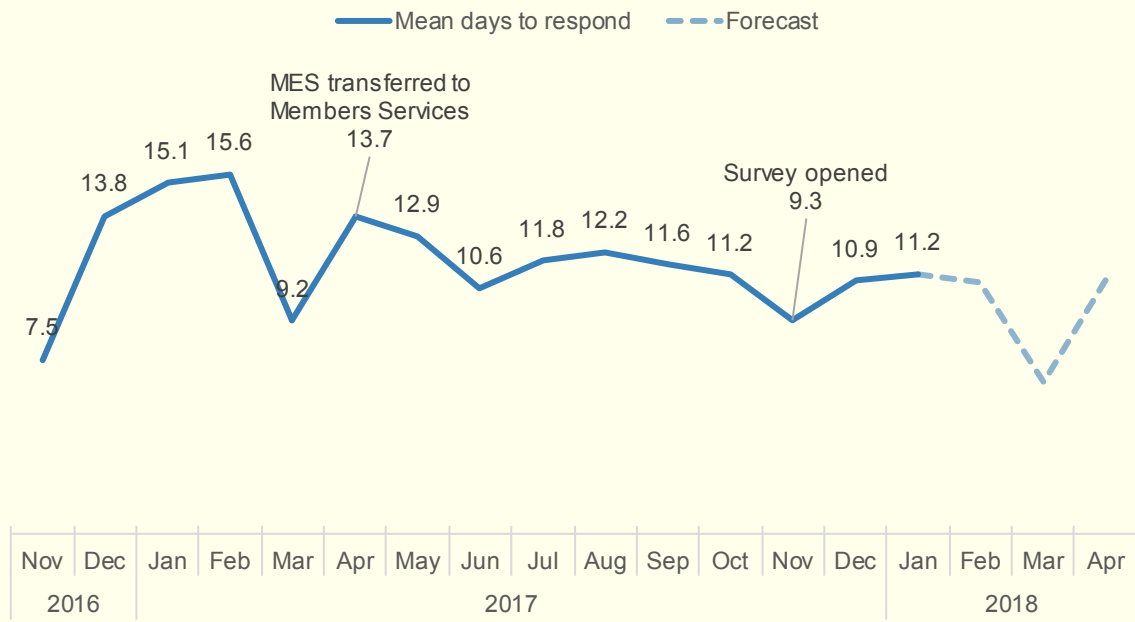


The percentage-point change in very high ratings of effectiveness (i.e. “exceptional” or “highly effective”) was positive in all but two areas.

Members’ satisfaction with the timeliness of responses to queries raised through Members Services has increased after this was identified in the 2016 survey as an area for improvement.

Timeliness of responses to queries is also measured by the case-management software used to administer enquiries.

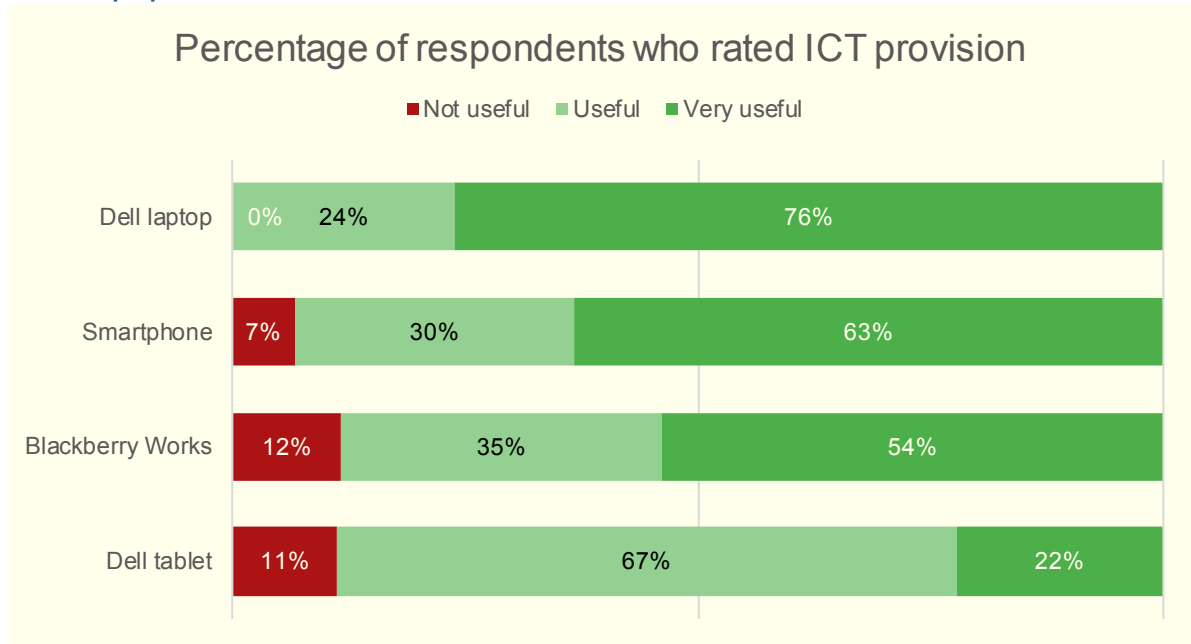
Average time taken for enquiries submitted to the MES to receive a response



In April 2017, administration of the Member Enquiries System had been taken over by Members Services. The average time taken for enquiries to be answered had been trending downwards throughout 2017. Unfortunately, data does not exist prior to November 2016. It will be possible in 2018, however, to compare how respondents' satisfaction with timeliness changes with the actual timeliness of responses.

ICT

ICT equipment and software



Councillors were very enthusiastic about the newly offered Dell laptops, with more than two quarters (76%, or 16 of 21 respondents) calling them very useful.

The Dell tablets were less well liked, with less than a quarter (22%, or two of nine respondents) calling them very useful. One comment from a tablet user was that the device would be more useful with a stylus digitizer. This would allow the device to distinguish contact with skin from contact with the stylus, allowing the user to rest their hand on the screen and write naturally.

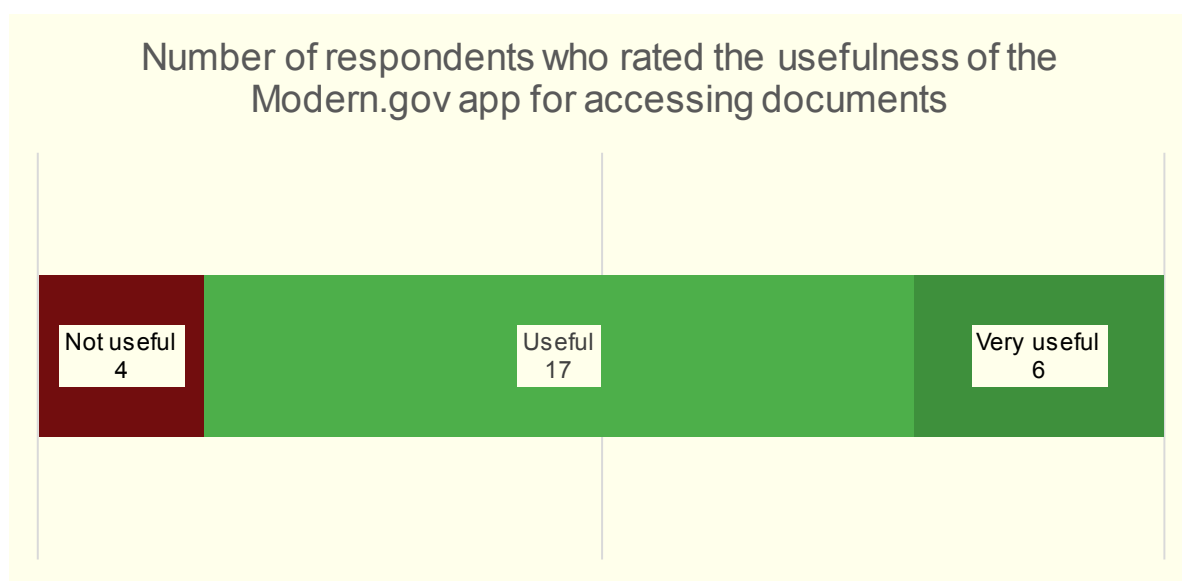
Three respondents commented negatively on the Blackberry Works app. Two of those compared them unfavourably to alternatives, such as Office365.

Modern.gov

Modern.gov is a programme that facilitates access to Council and Committee papers on PCs and mobile devices.

About half, (16 of 34 respondents or 47%) said that they were not confident using the Modern.gov app. All 16 of those also said they would like additional support to become familiar the app. Half of those said they would like to learn more in a small group and half would prefer a one-to-one with an officer.

Informal sessions have been offered to Members in the past. This offer should be repeated to encourage additional take-up of the app for reading committee papers.



Three different respondents identified three different problems with the app.

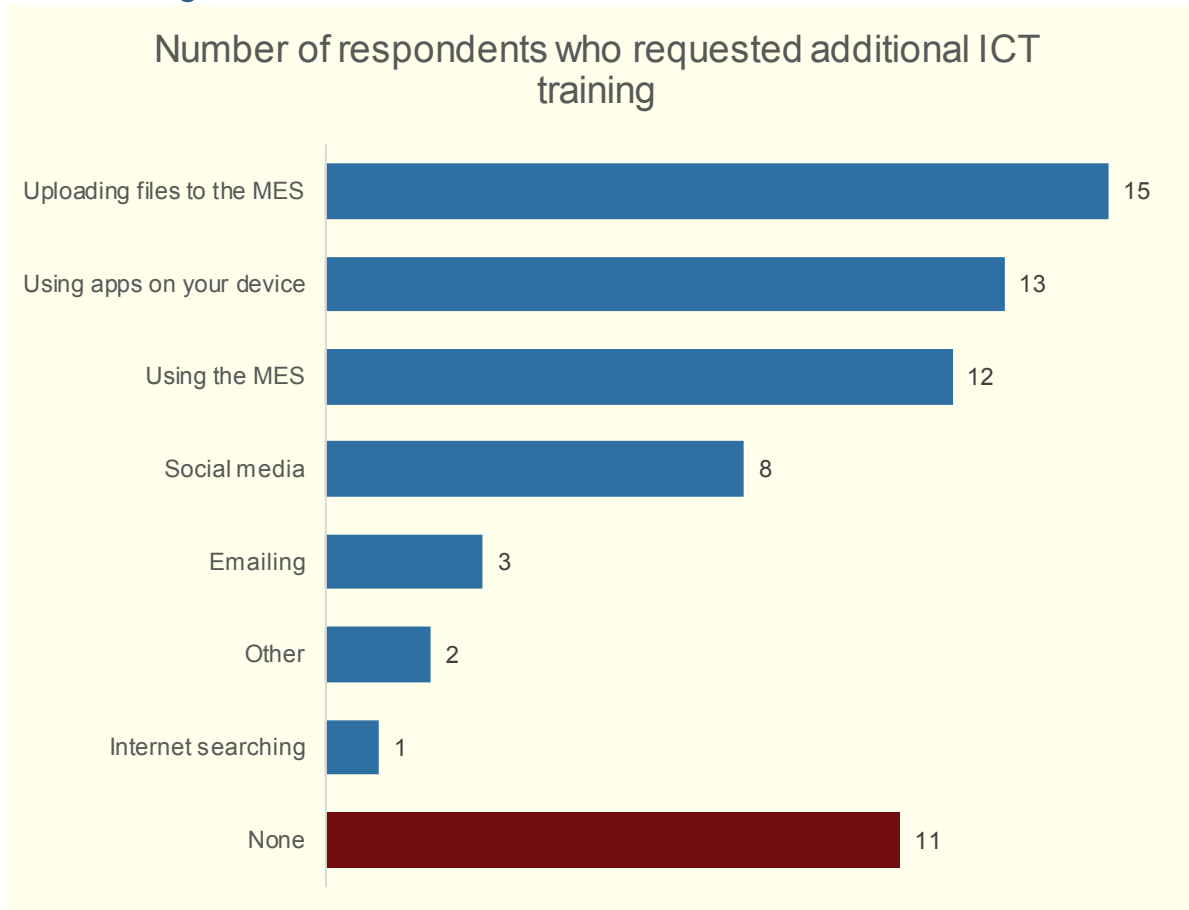
Firstly, the app does not allow one to view more than one document at a time.

The app also does not recognise text in documents that have been scanned. This makes text in scanned documents impossible to search or to copy and paste.

Another user liked the app but said they would prefer to save documents locally. The app doesn't, however, allow the user to save the documents as files that can be organised using the native file explorer or read with alternative programmes.

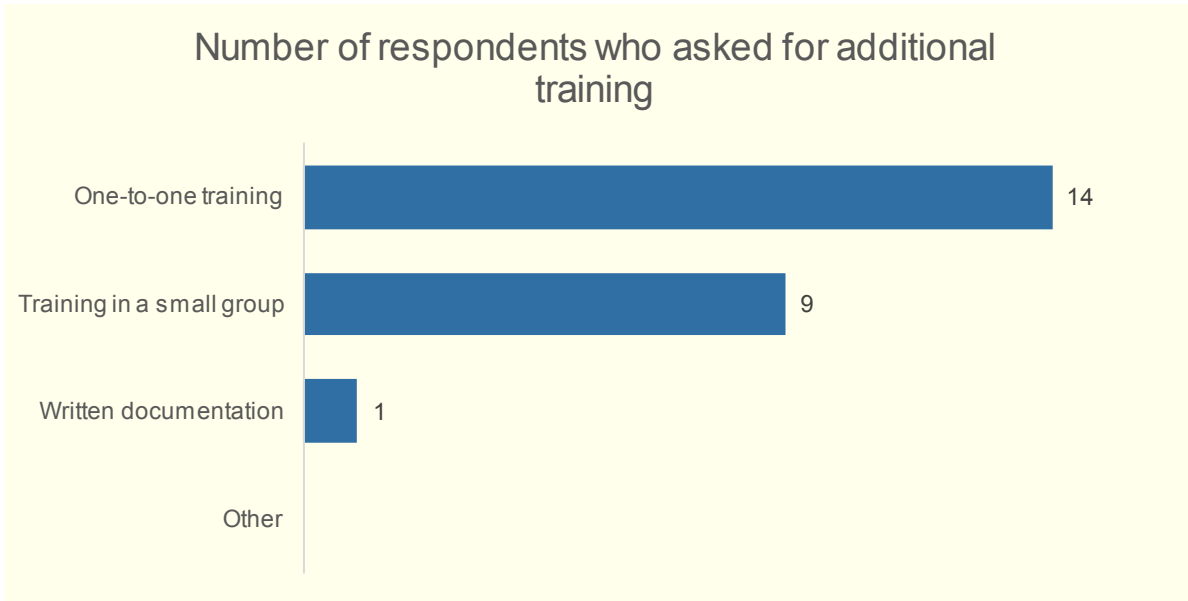
These feature requests should be conveyed to the developers of Modern.gov.

ICT training



One respondent asked for network access to folders and another asked for training in an unrelated non-ICT skill.

19 respondents asked for support either using the Member Enquiry System (MES) or uploading files to it. This should be prioritised, along with training in Modern.gov.



Again, respondents stated they would prefer one-to-one training or training in a small group. Members Services staff are available to provide support with the MES, and an offer of informal drop-in sessions should be made to help Members gain a familiarity with the system.

Provision of printed papers

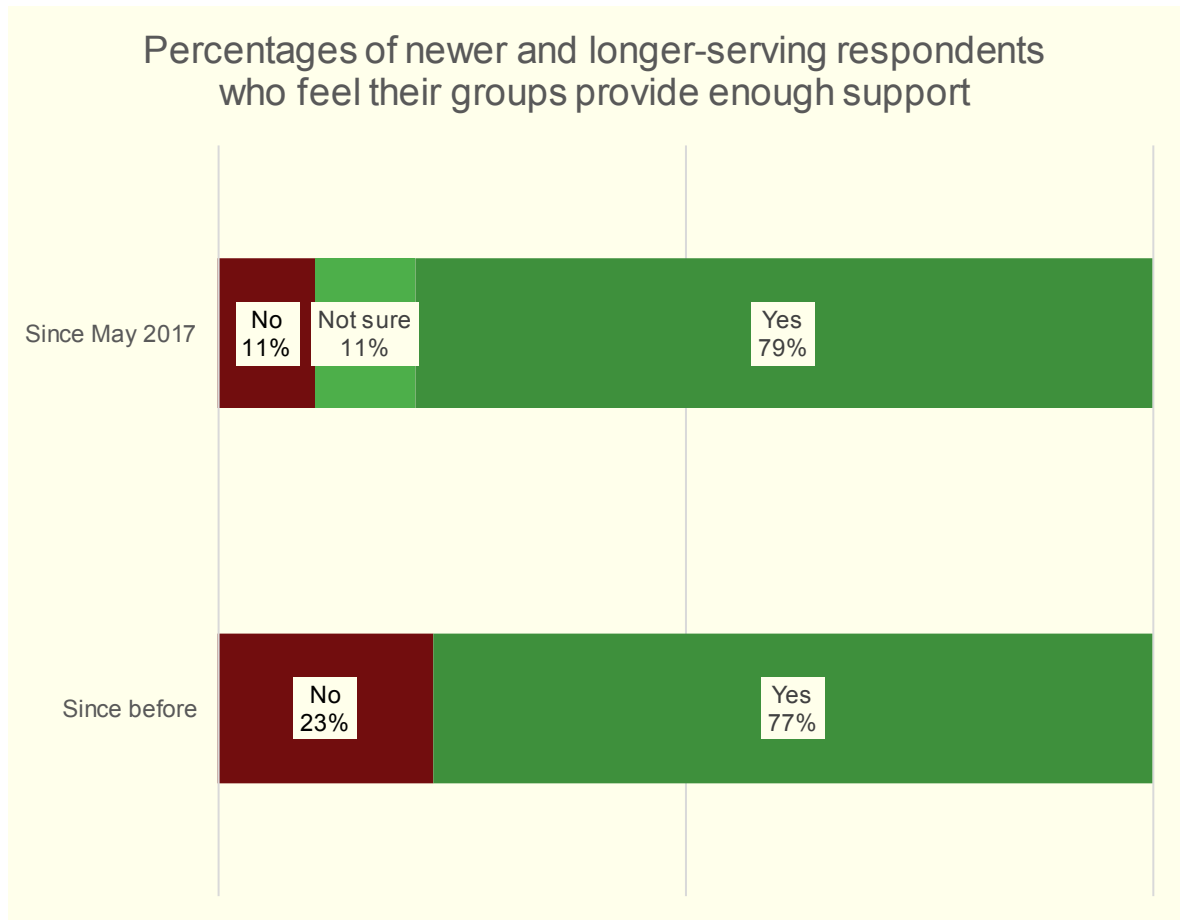
A performance indicator for Democratic Services is the amount of money spent on printing. The main cause of this expense is committee papers. For this reason, the survey respondents who had opted to receive printed copies of papers rather than electronic copies were asked whether they might change their minds and what could be done to help them read documents electronically.

Variations of “nothing” were the most common answers (three of six responses). Accessibility issues (headaches, eye strain, etc.) and a preference for working with paper were given as apparently insurmountable issues.

Those who gave positive responses said that better software, or a better understanding of the Modern.gov software, would encourage them to use electronic versions of committee papers.

Support from political groups

The majority (78% or 25 of 32 respondents) believe their party group provides enough support to effectively fulfil their role as Councillor.



Although only six respondents said their groups did not provide enough support to their Councillors, seven gave answers when asked what more their groups should do to support Councillors. Three Councillors, who were first elected in May 2017, asked for more support from their fellow Councillors to help get started in their work. One also noted that the lack of support could feel isolating.

Appendix 1: Data tables

When comparing part-to-whole relationships across several categories (e.g. the percentage of respondents who rated induction-day activities, as on page 8), percentages have been used instead of whole numbers¹. This allows the reader to compare proportions of wholes, even though the wholes may be of different sizes. Giving proportions as 34% versus 33% (of respondents who rated very useful the IT equipment overview versus the introduction to services) describes the small difference more intuitively than does the equivalent 11/32 versus 13/39.

In the interests of completeness, the tables below show the numbers used to calculate percentages in the graphs in this report.

Page 8: Percentage of respondents who rated induction activities

	Not useful	Useful	Very useful	Total
IT equipment overview	1	20	11	32
Introduction to services	1	25	13	39
Orientation to Council offices and facilities	1	9	6	16

Page 8: Percentage of respondents who rated induction-day activities, compared to 2016 survey

	Not useful	Useful	Very useful	Total
2016	8	28	7	43
2017	3	54	30	87

Page 9: Percentage of respondents who rated induction sessions

	Not useful	Useful	Very useful	Total
UN Child Rights Approach (Part 2)	1	3	15	19

¹ With the exception of the proportion of each cohort, by term length, who responded to the survey (page 3). The different sizes of the wholes to which the parts are being compared is important here.

	Not useful	Useful	Very useful	Total
Visit to Connect 2 Cardiff and the Active Response Centre	1	1	8	10
Everything You Need to Know About Housing	3	18	14	35
UN Child Rights Approach (Part 1)	2	3	15	20
Help for Older People -- Independent Living Services	3	18	14	35
Introduction to Planning in Cardiff	1	4	7	12
Education Matters	1	5	6	12
Transforming Transport	2	2	4	8
(E) Information Governance and Data Protection	1	17	16	34
Introduction to Performance and Performance Management	3	4	5	12
(E) Code of Conduct and Ethics	3	20	14	37
Guardianship -- Members' Role as a Corporate Parent	3	18	14	35
(E) Introduction to Local Government Finance	1	4	7	12
Getting Ready for Full Council	3	9	6	18
(E) Equalities Workshop	7	15	7	29
(E) Welsh Awareness	5	7	3	15
Introduction to the Council's Policy Framework	4	9	2	15

Page 12: Percentage of respondents who requested additional training, newer versus longer-serving respondents

Page 13: Percentage of respondents who rated the usefulness of various learning approaches

	Not useful	Useful	Have not accessed but would find useful	Total
Fact-finding/best-practice site visits	0	12	2	14
Face-to-face briefings and meetings with Officers	1	28	0	29
Formal training taught/facilitated in a group	1	26	0	27
Online courses and modules	1	9	2	12
Meetings and discussions within groups	2	19	1	22
Observing other meetings/working groups	2	9	2	13
Workshops and facilitated events	3	10	0	13
Structured mentor or peer support	2	4	2	8

Page 14: Percentage of respondents who rated support provided by Members Services

	Not Effective	Minimally effective	Effective	Highly effective	Exceptional	Total
Other clerical and administrative support (e.g.	0	3	5	18	7	33

	Not Effective	Minimally effective	Effective	Highly effective	Exceptional	Total
correspondence, surgery notices)						
Logging Member enquiries	0	1	10	19	4	34
Helping Members access meeting agendas, minutes, and reports	0	2	10	17	5	34
Members' weekly meeting diary	0	4	8	18	3	33
Maintaining and developing information about Councillors on the Council's web pages	0	2	13	15	2	32
Support in the use of new technology or equipment	0	4	12	14	4	34
Timeliness of response to queries raised through Member Services	2	2	12	14	4	34
Managing booking arrangements for use of Council venues and facilities for ward surgeries and ward-related meetings	1	2	12	11	2	28
Processing Members' expenses claims	2	0	11	5	2	20

Page 17: Percentage of respondents who rated ICT provision

	Not useful	Useful	Very useful	Total
Blackberry Works	3	9	14	26
Smartphone	2	9	19	30
Dell tablet	1	6	2	9
Dell laptop	0	5	16	21

Page 22: Percentage of newer and longer-serving respondents who feel their groups provide enough support

	No	Not sure	Yes	Total
Since May 2017	2	2	15	19
Since before May 2017	3	0	10	13