| Members Survey Theme | Members Responses | Comments Potential actions |
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| **1.      Member Induction** | | |
| **Please add any additional comments you would like to make on the induction day.** | The presence of officers providing introduction to services was useful and the only reason and  I didn't say very useful was that there was so much information and other requirements, photo, signing forms etc. that I hadn't been prepared for the information opportunities. | |
| | The one in 2017 was more useful than 2012, as when first elected there's so much to take in. | |
| | From a personal perspective and I had previous experience it was a lot to take in for new Councillors at a time when many were still excited that they had been elected | |
| | It was a lot to take in all on in one day and it would have been nice for dates to be circulated in advance of the elections so that we had some prior notice of what to expect if elected. | Party Groups were advised of the Induction Day sessions.  In future this will be included in the information to candidates |
| | It would have been good for all candidates to be aware of the induction day in advance of the election result. As having to arrange days off for the following week is difficult for many work places. For example  my workplace has a policy you must book holiday/ability to work four day weeks  at least a week in advance | |
| | I was unable to get time off work for the induction day, as I was informed on Friday following the count. In future elections it would be useful if these | |

| | details were communicated to candidates further in advance, so that they can plan their work commitments around | |
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| | I was not introduced to a number of essential IT tools, later learning of their availability | An IT stand was available supported by IT staff and a Committee & Member Services Officer and offered details of the IT available and was signing new Councillors up for their IT equipment. |
| **2.      Member Induction Essential Session** | | |
| **Please add any comments you have on the All-Member Essential Sessions** | Code of Conduct and Ethics was shockingly poor. One of the most inane and patronising "training" sessions I have ever had the misfortune to be subjected to. | We are sorry to hear this. Cabinet Members feedback that it was one of the best sessions they attended, so there are clearly conflicting views. This session was designed to be a group session and was run on a number of different occasions with differing numbers of councillors present and different levels of engagement form the participants. This may have had an impact on how it came across. |
| | I have attended many of these courses over the past years & so did not need to attend | The Democratic Services Committee designated sessions as Essential for all new and returning Councillors to ensure they are all up to date and are able to discharge the role of the Office of Councillor and comply with relevant legislation. |

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| | It would be really helpful if these sessions were made available as an online portal | The All Wales Academy ELearning Portal has on-line generic courses for Councillors. Members have been issued with their log on details and some Councillors have used these courses. A reminder will be sent as part of the ongoing Member Learning Programme. |
| | More advance notice of sessions would be helpful and more online modules for those who are unable to make dates even after sessions have been rerun. | |
| | Some of these courses were a bit death by PowerPoint and at the end of a long day concentration levels lapse. | |
| | Due to a number of meeting clashes I could not attend as many as I would like, as generally I find these useful, even in areas where I have had training before or experience of the service. The Equalities training was partly useful, but as with many members who attended, felt it should be restructured to see if it could provide more practical guidance for Councillors | We had invited external equalities groups to run part of this session. They were all given the same briefing, and I understand the Stonewall contribution was excellent however other parts of the session were not as useful. We will structure this session differently another time |
| | The Equalities & Diversity Workshop featured a white employee of Race Equalities First telling us that ethnic minority people cried wolf on hate crimes as a means to unfairly progress up the housing ladder. When I politely challenged this at the end by suggesting it might be wise to drop that part from his presentation in future he became defensive and hostile, declaring repeatedly "it's the truth!" | |

| 3. IT Provision | | |
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| **Please add any other comments you may have on the suitability of IT provision.** | The smartphone itself has been great, but the signal strength is poor- I miss calls regularly. A problem with EE? | All the phones are 4G Unfortunately some areas or buildings can be a problem with any provider. |
| | Blackberry works app is not a patch on Office 365 | This option will be investigated. |
| | Accessing BlackBerry off mobile is not good. | Further information on this issue is needed before it can be investigated. |
| | My issue with it is that the file formats utilised by officers to communicate with Members are not accessible using your phone. This is inconvenient as we often work on the move | This is linked to the capability of Blackberry Works. There is a more expensive option with additional functionality which could be investigated if appropriate. |
| | Happy with both items, but would like to keep a printer as I often have to print out papers that day and not just when in County Hall | The aim of the Council is to reduce printing costs to focus spending on statutory requirements and front line services. The Multi-Functional Devices used through the Council for Smart printing provide a less expensive copy cost. |
| | Blackberry Works is awful. It is better than nothing, but is very poor in comparison to any other email app I have used. That is the reason I put the smartphone as useful rather than very useful. I think a smart phone is essential, but better email app is required | The phones are not designed for a lot of email communication. A tablet may be a better option. |

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| | All very useful for communicating with constituents, officers and others.<br><br>Mod.gov needs development in some areas.<br><br>The hardware would be even more practical if it were to use a stylus like the iPad pro where a touch on the screen by anything other than the stylus does not leave a mark! | |
| | Generally the standard of the IT equipment and operating systems are appalling and in the current digital age can be classed as archaic | The Council has to comply with stringent security requirements and operate within a tight budget. |
| | Samsung phone is difficult to operate and not user friendly. Would prefer iPhone | It was agreed that within available resources an Android device would be provided to all Members who currently didn't already have a device. |
| **4. Modern Gov App** | | |
| **Comments on using the Modern.gov app** | It is fairly good but personally I prefer to be able to save documents locally as I find that is easier to sort documents and refer back to later. | Documents remain on App for a period that can be set by the Administrator and we recommended 12 months.  The information is available on the Website for 6 years. |
| | The ability to access more than one document at a time would be useful, (as with windows). | |
| | If documents are scanned in then you can't search easily | This is noted |

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| | Haven't yet had it installed on my laptop. | There is an ongoing programme of one to one sessions to ensure Councillors are set up and given instruction on how to use the App. |
| | I have not used it so I can't say | |
| **5. Other IT Support Needs** | | |
| | Network access to folders | Councillors have access to their own drive.  Support can be given on how to set up and access folders |
| **6.    Electronic Council & Committee Papers** | | |
| **What would encourage you to receive Committee papers in their electronic format?** | Better understanding of Mod gov | There is an ongoing programme of one to one sessions to ensure Councillors are set up and given instruction on how to use the Mod.Gov and the App. |
| | Nothing!  I need to have them in paper format as I don't use a tablet | |
| | Using electronic format gives me a headache and eye strain. Also, I find it difficult to order information and ideas when I can't see them in front of me and have to scroll through emails, documents etc. I also spend a lot of time writing notes from electronic information. Really time consuming. | Where Councillor s have specific needs we provide hard copies. |
| | Simplicity | |

| 7. Member Development | | |
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| **Any other recommendations or comments that you have on how the Member development programme could be improved.** | There needs to be peer led training on a what you need to know as a Councillor, not what an officer thinks you ought to know as a councillor, as the latter is a conflict of interest. | Both are valid. We understood that the political groups would be providing mentoring/peer support. In future we will ask for experienced Councillors to volunteer to lead sessions. |
| | Fewer compulsory sessions | The Democratic Services Committee decided on which sessions should be compulsory. The Committee will review these. |
| | Having been a Councillor for many years, I feel confident about finding my way around. If I was starting again I would have welcomed many of the things now on offer. | |
| | By conveying to Councillors the benefits to them, personally, and in helping their constituents, of the awareness, development and information sessions that are offered | |
| | The flurry of training in the first months of this administration has risked swamping councillors to the point that I don't know what I should have attended, what I haven't attended, when I need to attend etc. It's got to the point where I simply ignore training related emails. | Comments are noted and will be taken on board when designing |
| | Don't try to get it all in straight away - becoming a Councillor is an emotional and confusing time, and feeling bombarded with demands on your time can | |

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| | feel overwhelming. Perhaps we could have an informal cross party buddy system where new councillors are able to informally get advice and support from more experienced councillors and/or officers | |
| | I think to be able to talk to officers easier. When we get a reply from Members Enquiries it doesn't tell us sometimes who the officer was which makes it difficult to follow up. | Members Services Support team are able to follow up queries on the Councillors request. |
| | Personal mentoring for new members | Party Group Whips advised that groups would Mentor colleagues |
| | Public speaking, how to deal with confrontational constituents, ways of working - best practice advice sharing between councillors | This will be included in the Member Learning Programme |
| **8.     Members' Services Support** | | |
| **If you have any other suggestions on how Members' support can be improved, please specify in the space below** | All seem to be doing a good job in my experience | |
| | We need to see papers at the latest 48 hours in advance of meetings but ideally a week.  At the moment we do not get enough time to scrutinise everything on the agenda at full council and this is a big concern | The law requires agenda and reports to be available three clear working days in advance of the meeting (not including the day of the meeting and the day of publication). The Council could decide to publish them earlier. That would lead to a longer lead in time for decision taking and changes being made to |

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| | | the meetings diary. A request to consider doing this could be made to Constitution Committee. |
| | Greater recognition from Senior Officers about the important role they play in providing support to Members. | Examples of specific problems should be raised with the relevant Director or Chief Executive |
| **9.  Other Support** | | |
| **If you have not taken up Care allowance, please explain why not.** | Negative public perception | IRPW has made adjustments to how reporting of Care Allowance is made and is keen to encourage and ensure that Councillor s are able to freely claim if support is required by a Councillor to undertake their role. |
| | We try to arrange my partner's shifts around my meetings. About once a month I have had to arrange something. I either take step-daughter with me to engagement, or use informal arrangement with a friend who is a neighbour | |
| | I'm not the right kind of carer. E.g. I used to collect my grandchildren from school on Thursdays and sometimes on other days. | |
| | My mother lives in England and I provide respite for her | |
| | No information on what can be claimed on expenses. | An information factsheet was provided as part of the WLGA Councillor Handbook and details of how to claim and who to contact are available in the Councillor Handbook. |

| 10. | Support from Party Groups | |
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| **What other types of support should your group provide its members?** | Perhaps some better communication between members | Council is able to offer training and support to Mentors who can then within Party Groups support individuals. |
| | Peer mentoring. Crash courses in getting started | |
| | More face to face time and support from fellow Councillors - can be very isolating | |
| | Mentoring | |
| | We already offer: Mentoring; advice from experienced Councillors; the opportunity to discuss issues; I feel totally supported | |
| | I think we have fairly good practices in information sharing during meetings, the social media strategy seems quite useful and helpful, and generally found moral support when I have needed it and answers when I have sought them | |
| | Our group is quite good at supporting each other but there's a definite generational divide in terms of expectation of a more professional work environment coupled with a desire for a bit more of an even work/life balance | |