
REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES

MEMBERS SURVEY AUTUMN 2017

Reason for this Report

1. The purpose of this report is to inform the Democratic Services Committee on outcomes from the Member Survey Autumn 2017.

Background

2. The Democratic Services Committee on 8 March 2017 received a report on the findings of the Members Exit Survey February 2017 in relation to factors that fell within the remit of the Committee. The Standards & Ethics Committee on 22 March 2017 considered factors from the Exit Survey that related to the conduct and behaviour of Councillors. Both Committees recommended to the new Council that a similar Survey be run in Autumn 2017.
3. The Member Exit Survey February 2017 was made available to all Elected Members who had held the Office of Councillor since May 2012 and 46 responses were received. The report is available on the following link <http://cardiff.moderngov.co.uk/documents/s15193/Item%205%20-%20Cover%20-%20Exit%20Survey.pdf?LLL=0>
4. The Democratic Services Committee on 10 October 2017 agreed the Member Survey format and questions and gave delegated authority to the Chair in consultation with the Director of Governance and Legal Services to finalise the Survey for circulation to all Members in November 2017.
5. The Survey was available electronically and in hard copy from 30 November until 2 January 2018.
6. In total 47 responses were received by the closing date.

Issues

7. An analysis of the responses to the Member Survey 2017 which fall within the remit of this Committee are attached as **Appendix A**, and the Standards and Ethics Committee on 28 March 2018 will receive an analysis of the conduct and behaviour questions

8. Some headline data showed that:
 - 97% rated the induction day very useful or useful;
 - 96% found the formal training or facilitated group training useful;
 - 97% found the logging of Member Enquiries system either Highly effective or effective
 - 88% found the timeliness to queries raised through the Members Services effective or highly effective
 - 100% found the Dell Laptop useful or very useful
9. Actions were required in relation to:
 - Support in the use of new technology or equipment including the Modern.Gov App.
 - Lack of capability of Blackberry Works.
 - Processing and support with Members Allowances and Expense claims
 - Mentoring/Peer support.
10. Attached as Appendix B is the Director of Governance and Legal Services responses and actions taken or to be taken in respect of matters raised in the 'free' text boxes on the Survey.

Legal Implications

11. There are no direct legal implications arising from the recommendations of this report

Financial Implications

12. There are no direct financial implications arising from this report.

RECOMMENDATIONS

The Committee is requested to consider the outcomes of the Member Survey Autumn 2017 and consider the potential actions and make any recommendations in relation to any of the actions.

GEOFF SHIMELL
Interim Head of Democratic Services
29 January 2018 V0.2

APPENDICIES

Appendix A – Member Survey Autumn 2017 Results Analysis
Appendix B – Comments and Proposed Actions