

MEETING	Democratic Services Committee
DATE	29 June 2021
SUBJECT	Member Satisfaction Survey
PURPOSE	To share the responses to the Member Satisfaction with the Democracy Services Team Survey
RECOMMENDATION	The Democratic Services Committee is asked to note the observations and accept the report.
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1. In April, the Member Satisfaction Survey was sent out via e-mail to all Council members. Members were able to respond to the survey until mid-June.
2. A range of questions were asked in terms of satisfaction with the work of the team, any developments the team could make to the future, as well as being an opportunity for Members to give their opinion on future committee arrangements.
3. 38 responses were received, and this report outlines the main messages highlighted by the members.
4. In terms of satisfaction with the service offered to members, 92% stated that the service was very good or good, with 8% stating it was acceptable. A number of additional responses were received, which included the following:

"It can be peace of mind knowing that someone is available to assist us if needed and always willing to help"

"Since becoming a Gwynedd Councillor I have learned from a number of sources. The assistance and guidance have been excellent. Your professionalism is there for all to see."

"In light of covid, the Council must be praised for the way things are arranged under difficult circumstances."

5. Members were asked if there were any developments or changes the team could implement to further support members in their role as Councillors. Among the observations, dissatisfaction with the Cabinet system was noted once more, but it must be emphasised that this is the statutory system and that there are no steps the Team can take to change this system.
6. The need for training sessions on time management and developing self-confidence was noted. The observations have been sent to the Learning and

Development Service. Members also asked about support with work in the community, and the team will consider the possibilities in terms of such support, starting with asking the Welsh Local Government Association about any support they can provide.

7. Attention was drawn to the need to ensure regular contact with members. The team will look at various options for keeping in contact, particularly at a time when meetings continue to be held virtually. Informal sessions have been held with female Councillors, and it may be possible to add similar sessions for all members. They will be an opportunity to raise any questions, discuss any problems and to socialise.
8. The need for further sessions on the use of Zoom, Teams and the Members Intranet was highlighted, and sessions have already been arranged by the IT and Democracy teams.
9. Once again, a few members requested phone numbers to be able to contact Council officers directly. Although a list of useful contacts appears on the new members intranet, the department, as well as the IT department, are looking at the possibility of creating an internal directory on the Members Intranet which will list generic e-mail addresses.
10. One member noted that the cost of using a mobile phone has increased substantially over the past year - we do not have arrangements to respond to this at present, but it will be considered in the future.
11. This year, as a result of changes to working arrangements due to Covid-19, members' opinion was sought on holding future committees. 84% of members noted the desire for committees to be a combination of meetings in the Chamber and virtual meetings, with 8% noting Chamber meetings only and 8% noting virtual meetings only.
12. The team is working on solutions for holding hybrid meetings in accordance with the requirements of the act, and this matter will be discussed further during item 6. Inevitably, there was a difference of opinion regarding this matter. The following are some of the observations received from Members:

"It is obvious that the system will change in the future and virtual committees have worked well. Looking to the future, it would make sense to hold committees that do not last long virtually, as has been said, it can take longer to travel by car to Caernarfon than the time spent at the committee. It is clear that it would be better to hold large meetings e.g. Full Council in the chamber due to the numbers present (although Officers need to be praised for the work undertaken to hold meetings of the Full Council virtually)"

“There is definitely a place for Virtual meetings, They have their advantages. No traveling, Money saved on traveling expenses. Attend from virtually anywhere. But, there is no interaction between members and a lack of dynamics that a live meeting has. I think a mixture of both is here to stay”

"The Planning Committee should be in the chamber in fairness to all including the applicants. All Committees should possibly meet in the chamber once a year in order to keep in contact and network. The Full Council in the chamber again to ensure contact and networking."

"I think that doing things virtually is much more convenient, especially for someone who works full time, and it means that you don't have to travel which adds to the time. Mainly, I would prefer for most meetings to be virtual, but it would be good for the Full Council to be held face-to-face in the chamber possibly."

"I think that a 'hybrid' system could be beneficial but it would need to be trialled carefully to ensure fairness for virtual attendees"

"Virtual meetings do not give Members an opportunity to look into the eyes of contributors and this deprives them of the ability to fully appreciate the direction of the discussion"

"sometimes it's good to have a face-to-face meeting"

13. We will consider the observations when developing our arrangements for holding hybrid and fully virtual meetings in future.

14. DECISION SOUGHT

The Democratic Services Committee is asked to note the observations and accept the report.