

<b>MEETING</b>	<b>Democratic Services Committee</b>
<b>DATE</b>	<b>16 November 2021</b>
<b>SUBJECT</b>	<b>Member Satisfaction Survey</b>
<b>PURPOSE</b>	<b>To share the responses received to the Member Satisfaction with the Democracy Services Team Survey</b>
<b>RECOMMENDATION</b>	<b>The Democratic Services Committee is asked to note the observations and accept the report.</b>
<b>AUTHOR</b>	<b>Annes Sion Democracy Team Leader</b>

1. We are eager to improve our service continually and provide the support that Councillors need. Therefore, as a result of recent discussions, it was decided to send out the Members Satisfaction with the Democracy Services Team Survey more regularly than once a year. It was sent to all members during the second half of October.
2. A range of questions were asked, including the satisfaction with the work of the team and any developments the team could make to the future.
3. 23 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, 88% stated that the service was very good or good, with one Councillor stating it was acceptable, one Councillor noting that the service was poor and one noting poor / very poor.
5. A number of additional responses were received, which included the following:

"Papers always on time, e-mails answered promptly. You have coped well with the change to virtual meetings"

"I have always found the support from the Democracy Service to be very good both in providing answers and providing information."

"The Service has assisted and advised in a very effective and extremely professional way over the years.  
I am very grateful.  
Thank you."
6. 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.

7. The individual who responded saying that the service was poor expressed his dissatisfaction towards the work of another department within the Council - the observations have already been forwarded to the relevant department.
8. The member who noted that the service was very poor / poor, his/her frustration about the availability of Council Officers along with the response from Officers from some of the Council's Departments to his/her enquiries as a Councillor. The Head of Democratic Services is working with the Chief Executive and heads of department across the Council to address concerns about the ability to respond to queries in a timely manner.
9. A further conversation was had with the individual who noted that the service was unacceptable in order to understand his observations, and consequently steps were put in place in order to prevent any future problems.
10. In terms of the other observations, requests were made from a few members for direct contact phone numbers for Council officers. It is stressed once more that a list of useful contacts can be found on the Members' Intranet and is regularly updated by the Departments.
11. One member expressed a wish to re-start meetings in the chamber and a report on this matter is on today's agenda.

#### NEXT STEPS

12. We have already stated that we are eager to improve our service and respond to Councillors' requirements. In addition to the survey twice a year, we intend to develop a space on the members' intranet where any member can submit observations at any time. Also, we believe that talking to individuals will give us a better insight, therefore, we intend to try to have a conversation with two or three Councillors every month in order to discuss the support offered to you.

#### **13. DECISION SOUGHT**

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