

**NORTH LANARKSHIRE COUNCIL  
REPORT**

To: Corporate Services Committee	Subject: SURVEY OF ELECTED MEMBERS JANUARY 2012
From: Executive Director of Corporate Services	
Date: 26 January 2012	Ref: JOH/BN

**1. Purpose**

1.1 The purpose of this report is to submit for consideration of the Committee the findings of the Elected Members Survey conducted in December 2011 – January 2012.

The questionnaire aimed to

- elicit members views on the existing support services
- examine how services to Elected Members can best be provided in the next Council and
- identify scope for economies

**2. Background**

2.1 Elected Members were invited to give their views on existing support services, elected members training and development, equipment provided arrangements for civic functions and twinning

2.2 There were twelve sections to the questionnaire in which Elected Members were invited to give their views on arrangements for

- Customer Care
- Document Production
- Administrative Support
- Civic Functions/Events
- Complaints
- Multi Member Wards
- Further/Higher Education
- Equipment provided
- IT Resources
- IT Training
- Members Training and Development Programme

Elected Members were invited to express their views on any aspect of the current/future service by their comments, suggestions for improvement and opportunities for making savings.

**3. Findings**

Thirty six Elected Members responded to the survey giving a response rate of 51.42%

### 3.1 Customer Care

Respondents expressed high satisfaction with the helpfulness of the Members Services Team, in dealing with enquiries by telephone and in person, from the public, officers of the Council and Elected Members. Positive comments received include “excellent service”, “We have an excellent team of officers at Members Services with excellent leadership. It is much appreciated”

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Helpfulness of staff	26	8			2
Performance of staff in connection with telephone enquiries from members of the public/constituents	24	9	2		1
Performance of staff in connection with telephone enquiries from customers (i.e. elected members, officers of the council, etc)	24	11			1
Performance of staff when dealing with members of the public/constituents in person	24	11			1
Performance of staff when dealing with customers in person	23	11			2

### 3.2 Document Production

The survey results indicate 97% of respondents scored excellent or good for document production.

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Accuracy of Documents	23	11	1		1
Return of Normal Work	25	9	1		1
Return of Urgent Work	27	6	2		1
Winscribe Dictation System	10	5	2		19
Overall rating of document production	23	12			1

### 3.3 Administrative Support from Members Services

78% of respondents gave an overall satisfaction rating of “Excellent” or “Good” for the current support service provided by the Members Services Team

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Receiving daily mail	18	10	2	3	3
Receiving telephone messages	25	1			10
Receiving committee agendas	18	13	3	2	
Receiving Email	24	9			3
Surgery arrangements	22	11	3		
Surgery advertisements	19	12	2	2	1
Library and Information Service	13	13	3	3	4
Information available on services/facilities	15	12	5	1	3
Assistance with filing	14	11	3		8
Assistance with Caseload Management	14	5	5		12
Current support service Overall Rating	19	13			4

### Comments/Suggestions

A range of comments and suggestions were received including training requests in respect of caseload management and mail

### 3.4 Civic Functions/Events

89% of respondents gave an overall satisfaction rating of "Excellent" or "Good" for Civic events arranged by the Members Services Team, 3% rated the arrangements Satisfactory and 3% rated the arrangements unsatisfactory

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Advice on arrangements before event	18	13	1		1
Support in the discharge of civic duties	21	11			2
Provision of civic transport, where applicable	16	14	1		1
Provision of transport when taxi service is used	15	13	2		1
Standard of civic transport	17	14			1
Standard of transport when taxi service is used	13	14	3		1
Allocation of invitations to civic events	17	11	3	1	
Format of civic events	15	14	2	1	
Overall rating of procedures in relation to civic events	16	14	1	1	4

### 3.5 Complaints

33% of respondents indicated they had made a complaint. 92% of members who had a complaint indicated the complaint had been resolved.

	Yes	No	N/A
Was your complaint handled satisfactorily?	12	6	18
Was your complaint resolved?	11	5	21
Do you have any outstanding complaints at this time?	2	34	

### Comments/Suggestions

A range of comments and suggestions were received in respect of handling complaints

### 3.6 Multi Member Wards

67% of respondents indicated the multi member ward protocol introduced following the 2007 elections was helpful.

	Yes	No	N/A
Is the protocol helpful?	24	7	5

### Comments/Suggestions

A range of comments and suggestions were received in respect of handling complaints

### 3.7 Further/Higher Education

75% of respondents indicated that the current arrangements are satisfactory, 6% indicated the arrangements were not satisfactory and could be improved by publicising the arrangements. 19% did not respond.

Are the current arrangements satisfactory?	Yes	No	N/A
	27	2	7

#### Comments/Suggestions

Publicise arrangements

### 3.8 Equipment

#### Individual Workstations

70% of respondents indicated there is still a need for elected members to have individual workstations, 5% indicated an individual workstation was not required and 25% did not respond to this question.

Is there still a need for members to have individual workstations	Yes	No	N/A
	25	2	8

#### Printers

94% members responded positively to the opportunity being taken to achieve savings by introduction of multi function devices/removal of individual printers.

#### Optional Items

9% respondents indicated their mobile telephone met their needs, 38% of respondents use and have a preference for a blackberry device to meet their needs. 3% indicated they found the blackberry cumbersome

#### Home Working

28% of respondents indicated the home working arrangements met their needs, 14% indicated the home working arrangements did not meet their needs. 58% indicated home working was not applicable to them.

#### Comments/Suggestions

A wide range of comments were received in respect of equipment supplied

#### Essential equipment

91% of respondents did not identify any essential equipment not supplied

#### Comments/Suggestions

A range of comments were received in respect of equipment

### 3.9 Provision of IT resources/equipment

75% of respondents gave an overall IT service rating of “Excellent” or “Good”

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Office PC and printer	16	12	4		4
Home PC and printer	9	6	3	4	14
Microsoft Office	13	13	5	2	3
Microsoft Outlook	15	13	6	1	1
MARS (Minutes, Agendas Reports System)	10	13	5	1	7
Microsoft Internet Explorer	11	13	5	3	4
ConnectNL (Intranet)	11	13	4	2	6
COINS (Councillors Information System)	10	13	5	1	7
IT Service Desk	13	13	2		8
Administrative Services IT Support	19	13	2		2
Overall, IT service rating	13	14	3		6

#### Comments/Suggestions

A range of comments were received in respect of hardware and software in use

### 3.10 IT Training

54% of respondents had undertaken IT training, 42% of respondents did not comment as they had not undertaken IT training

	Excellent	Good	Satisfactory	Unsatisfactory*	N/A
Word - Word Processing	13	7		1	15
Excel – Spreadsheets	13	7		1	15
Powerpoint – Presentations	13	7		1	15
Access – Databases	13	7		1	15
Outlook – Email	14	7		1	14
MARS (Minutes, Agendas Retrieval System)	10	7		1	18
Internet	11	7		1	17
Intranet	10	7		1	18
COINS (Councillors Information System)	10	7		1	18
ECDL (European Computer Driving Licence)	12	6	1	1	16
Excel - Members Expenses Form	9	9	1	1	16
Home Working	5	7	1	1	22

#### Comments/Suggestions

“On line training would be useful”

### 3.11 Members Training and Development Programme

Members were asked to indicate sessions they would be interested in attending and would like to see in the next Members Training and Development Programme and put forward their suggestions. Responses were as follows:

<b>Subject</b>	<b>Potential topics for next MTP</b>
Best Value 2	16
Community Planning Partnerships	16
Corporate Parenting	7
Council appointments to outside organisations	14
Common Repair Issues and Owners Scheme of Assistance	21
Current Issues in each Service (separate Sessions)	16
Council approaches to Anti Social Behaviour	20
Councillor's Code of Conduct	15
Current issues for local Government	17
Data Protection	11
Dealing with the Media	13
Equalities	12
Freedom of Information	16
Health and Safety for Members	13
Information Security	9
Local Government Finance	17
Members Allowances and Pensions	18
Presentation Skills	14
Planning – Local Plans	16
Practical explanations of officer statutory roles	13
Single Outcome Agreement	17

### 3.11 Comments/Suggestions

"Introduction of regular discussion of Hot Topics in small groups/over coffee?"

"Shared resources; Community Planning Partnerships - New Approaches."

"Housing allocations"

"Induction for New Members."

"Processes and practices associated with property management."

"Processes, practices of contract arrangement of audit and monitoring of these."

#### 4. Recommendations

It is recommended that the Committee notes

- ( a ) the general satisfaction with the existing level of service
- ( b ) that detailed comments/suggestions received for the most part have been supportive but clearly there are different views on the part of individual members to the level and content of future support
- ( c ) approves the establishment of a member/officer working group to go through in more detail individual returns/comments and for that to form the basis of a recommendation for future provision



**Executive Director of Corporate Services**

*Members seeking further information on the contents of this report are asked to contact Brenda Nardone, Chief Administrative Services Manager on Extension 2324.*