

**LDS/23/8**

Member Development Steering Group

15 June 2023

## Responding to feedback from the Member Wellbeing Survey

### Report of the Director of Legal and Democratic Services

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Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

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#### **1) Recommendation**

That the Member Development Steering Group be asked to:

(a) Review the responses and additional analysis of the Member Wellbeing Survey.

#### **2) Background**

This report is designed to provide a response to the comments and feedback provided in the 2022 Member Wellbeing Survey. The Member Wellbeing Survey ran from 1<sup>st</sup> December 2022 to 3<sup>rd</sup> January 2023 and the results were reported to the Steering Group at its meeting on the Friday 10<sup>th</sup> March 2023. Members asked Officers to look at a number of action points which are included in this document to provide feedback to Steering Group Members.

#### **3) Responses to Members asks**

The following asks/concerns were in response to Question 10 of the Member Wellbeing Survey: "What one thing could the Council do to better support you at this time?"

The responses from Members on this question included:

- Keep me informed with community projects.
- Access to rooms.
- It is not DCC that is the problem. It is the lack of funds for us to be able to do our role within the local communities and the abuse that some residents give.
- To be fair to members and for procedures to take better care of members and to see us as people.
- I would like some more support around Sharepoint, extranet, etc.
- Locality Budget there seems to be a lack of response regarding forms being processed. In my first Term we were given regular updates and I could speak to an Officer. We seem to have gone backwards.

For these points, Members were individually contacted to share their concerns and find resolutions by the Deputy Head of Democratic Services.

In response to Question 11, “Thinking ahead for the next 2 years of the Council term, what areas of training and development should we focus on for Members?”

Members suggested a range of training sessions which have been incorporated into a Forward Plan for the upcoming All Member Development Sessions.

#### **4) Analysis of Members elected in 2021 and returning Members**

At the Member Development Steering Group meeting of Friday 10<sup>th</sup> March, Members requested that Officers analyse the responses received from Members first elected in 2021 against returning Members.

Out of the 29 responses received, 8 were from Members first elected in 2021 whilst 21 responses were received from returning Members.

In summary, Members first elected in 2021 are somewhat in the middle of those returning Members. Taking questions 4 and 10 and 12a as examples, those elected in 2021 were less likely to pick the extremely positive or extremely negative answers at both sides e.g., “Very satisfied or “Not at all satisfied” or “Very confident” or “Not at all confident”

Appendix 1 includes side by side graphs to compare of the results from Members first elected in 2021 and returning Members for questions 2, 3, 4, 10 and 12a.

#### **5) Options / Alternatives**

Not applicable as the Steering Group is not a decision-making body.

#### **6) Consultations / Representations / Technical Data**

Not applicable as the Steering Group is not a decision-making body.

#### **7) Strategic Plan**

<https://www.devon.gov.uk/strategic-plan>

While this report does not align with the six priorities of the strategic plan, it aligns to how the Council will deliver the plan. Well supported, informed Members will help ensure good decision making and part of the Council’s commitment to be a trusted, inclusive and innovative Council.

#### **8) Financial Considerations**

There are no specific financial considerations associated with this report.

## **9) Legal Considerations**

There are no specific legal considerations associated with this report.

## **10) Environmental Impact Considerations (Including Climate Change)**

There are no specific environmental impact or climate change considerations associated with this report.

## **11) Equality Considerations**

There are no specific equality considerations associated with this report.

## **12) Risk Management Considerations**

There are no specific risk management considerations associated with this report.

Member Effectiveness is included on the service area's risk register with Member training and development activities being co-ordinated by the Member Development Steering Group.

## **13) Summary / Conclusions / Reasons for Recommendations**

The report responds to the asks from Members at the previous Member Development Steering Group meeting.

### **Maria Price**

Director of Legal and Democratic Services

**Electoral Divisions:** All

## **Local Government Act 1972: List of background papers**

Nil

### **Contact for enquiries:**

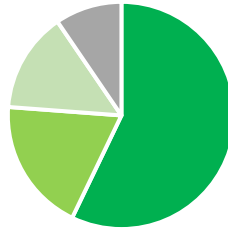
Name: Charlie Fisher

Telephone: 01392 838691

Address: G31, County Hall, Topsham Road, Exeter

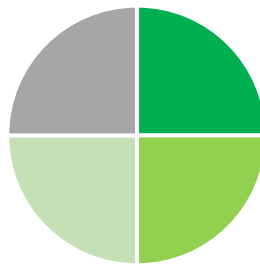
# Appendix 1

Q2 - Which of the following describes how you currently feel?  
(Returning Members)



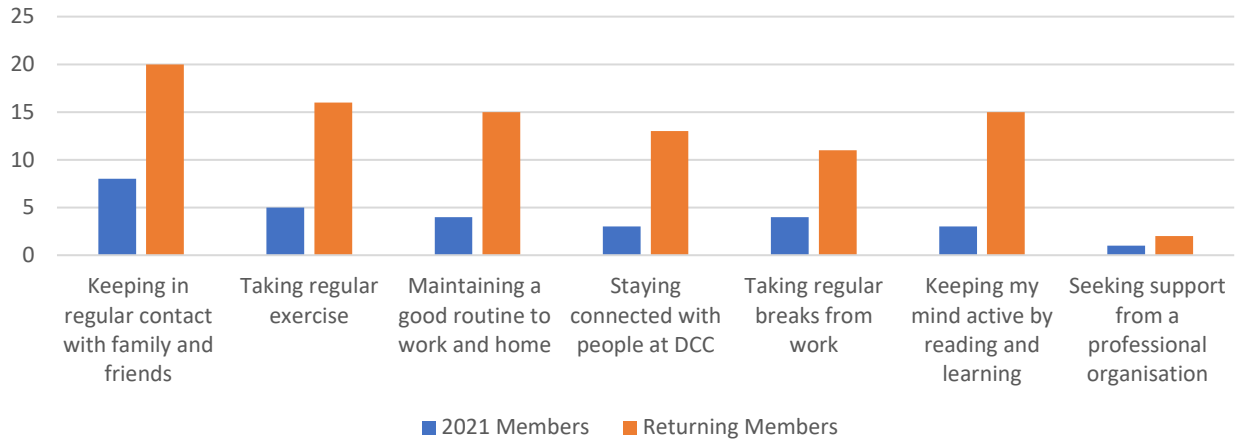
- I am good and feel positive
- I feel ok and hopeful
- I am ok, but concerned
- I am not sure what to make of things at the moment/I have mixed emotions

Q2 - Which of the following describes how you currently feel?  
(2021 Members)

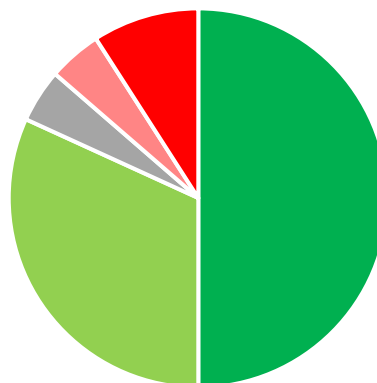


- I am good and feel positive
- I feel ok and hopeful
- I am ok, but concerned
- I am not sure what to make of things at the moment/I have mixed emotions

### Q3 - What are you doing to support your overall health and wellbeing?

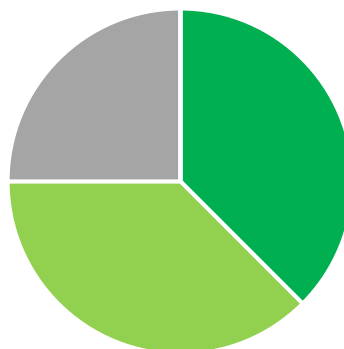


### Q4 - How well supported by DCC do you feel at this time? (Returning Members)



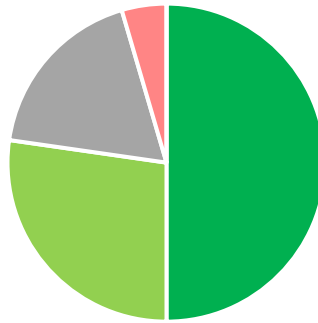
■ Extremely well ■ Somewhat well ■ Neutral ■ Somewhat not well ■ Extremely not well

### Q4 - How well supported by DCC do you feel at this time? (2021 Members)



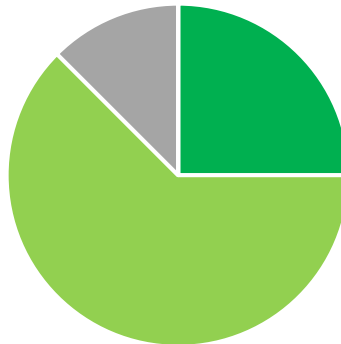
■ Extremely well ■ Somewhat well ■ Neutral ■ Somewhat not well ■ Extremely not well

Q10 - How satisfied are you about the Council's overall member development offer? (Returning Members)



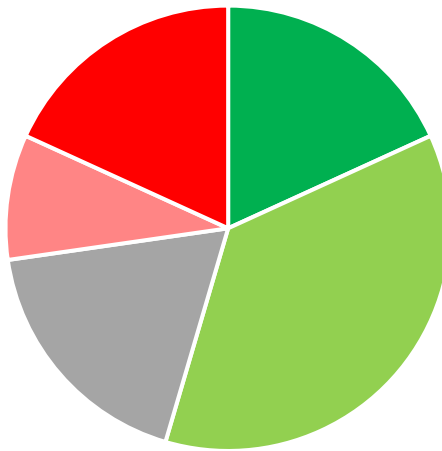
■ Very satisfied      ■ Somewhat satisfied      ■ Neither satisfied nor dissatisfied  
■ Somewhat dissatisfied      ■ Very dissatisfied

Q10 - How satisfied are you about the Council's overall member development offer? (2021 Members)



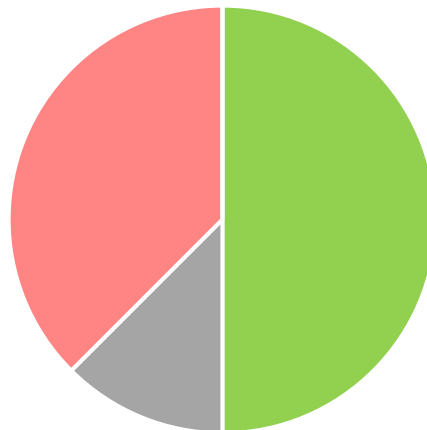
■ Very satisfied      ■ Somewhat satisfied      ■ Neither satisfied nor dissatisfied  
■ Somewhat dissatisfied      ■ Very dissatisfied

Q12a - How confident are you in using SharePoint?  
(Returning Members)



■ Very confident ■ Confident ■ Neither confident nor unconfident ■ Not so confident ■ Not at all confident

Q12a - How confident are you in using SharePoint? (2021 Members)



■ Very confident ■ Confident ■ Neither confident nor unconfident ■ Not so confident ■ Not at all confident