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**Area Community Planning Group – Members Satisfaction Survey  
Results Feedback**

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**Summary**

The purpose of this report is to provide feedback to members on the findings of the Area Community Planning Group – Members Satisfaction Survey

**1. Purpose**

1.1 The purpose of this report is to provide feedback to members on the findings of the Area Community Planning Group – Members Satisfaction Survey 2016.

**2. Recommendations**

2.1 Members are requested to consider the findings of the survey and to provide comment to help inform the creation of an Area Community Planning Group Improvement Plan which will take forward improvements to working arrangements during the 2016/17 financial year

**3. Background**

3.1 The purpose of the Area Community Planning Group – Members Satisfaction Survey was to gauge the satisfaction of members with working arrangements for Area Community Planning Groups in order to identify potential areas of improvement. This was an Action Point in the Customer Service Development Plan (GL10) and was undertaken during Q4 2015/16.

3.2 A survey face questionnaire was launched on the 18th of February 2016 a period of 4 weeks. This timescale allowed Community Councils time to discuss the survey at a meeting. The survey was circulated round Area Community Planning Group Members distribution lists.

#### 4. Detail

4.1 In total 25 individuals responded to the survey. There was a good geographical spread of respondents as shown in Table 1 below.

A breakdown of the results relating to individual questions is included in Appendix 1.

|  |        |
|--|--------|
| Bute and Cowal   | 43.48% |
| Helensburgh and Lomond   | 26.09% |
| Mid Argyll, Kintyre and Islay  | 47.83% |
| Oban, Lorn and the Isles   | 39.13% |
| <i>Table 1: Area Community Planning Group – Members Satisfaction Survey % age of respondents by geographical area NB Some respondents indicated they attended more than 1 Area CPG meeting</i> |        |

4.2 The main findings were as follows:

- The responses show that, while there are a variety of views, members are satisfied with the new working arrangements with only 8% (2 respondents) indicating that they were not satisfied.
- There was also general satisfaction with the agenda setting process. However, some dissatisfaction was expressed with the current format of meetings and the follow up of actions identified at meetings. Comments were also made about the amount of information that is provided and a suggestion was made that a 1 page summary suitable for further dissemination would be helpful.
- Satisfaction levels varied when the respondents considered communication links with other groups. There was general satisfaction with regards to communication with the Community Planning Partnership Management Committee with 64% of respondents being either very satisfied or quite satisfied with this area. However satisfaction levels dropped when considering communication links the wider community with 42% of respondents being either very satisfied or quite satisfied respectively and only 33% were either very satisfied or quite satisfied with the communication with other Area CPGs
- 83.34% of respondents were either 'very satisfied' or 'quite satisfied' with the time of day meetings were held while 66.67% were either 'very satisfied' or 'quite satisfied' with the current meeting locations. One respondent mentioned the cost of travel in relation to rotating meetings. Lack of VC

facilities and clashes with other meetings were also highlighted in the comments.

- There is a high level of satisfaction with the administrative support given to the meetings with 95.65% of respondents being either 'very satisfied' or 'quite satisfied' with the administrative service provided by the Area CPG teams. The only area where there was any dissatisfaction recorded was in connection with the Front Page Agenda being circulated 4 weeks in advance of the meeting date. 1 respondent indicated that they were 'quite dissatisfied' with this and there was a comment that it was 'too much notice'.

4.3 5 respondents indicated they attended Oban, Lorn and the Isles Area CPG meetings. None of the respondents indicated that they also attended CPG meetings in other areas.

In general, the responses were similar to the overall survey, however there were some local differences which may be of interest to members

- No respondent indicated that they were dissatisfied with the new working arrangements
- All respondents were either 'quite satisfied' or 'neither satisfied or dissatisfied' with the communication with the CPP Management Committee and the wider community and 4/5 were either 'quite satisfied' or 'neither satisfied or dissatisfied' with the communication with other Area CPGs
- There was a higher level of satisfaction with the current format of meetings, agenda setting process, follow up actions identified at meetings, the time and location of meetings than in other areas with no respondents indicating that were either 'quite dissatisfied' or 'very dissatisfied'.

## **5. Conclusions and Next Steps**

5.1 The survey found that there is a high level of satisfaction with the administrative support given to the meetings and the new working arrangements in general.

5.2 However five areas for potential improvement have been identified, namely:

- Communication links with the wider community and other

Area CPGs could be improved

- Consideration should be given to the format of reports and the volume of information provided to the meetings
- Consideration should be given to the current format of meetings and the follow up of actions identified at meetings
- The use of venues with reliable VC facilities should be encouraged
- Potential clashes with other scheduled meetings held by partnership organisations should be considered when setting the annual meeting cycle

5.3 Members are requested to consider the areas for improvement and to provide comment to help inform the creation of an Area Community Planning Group Improvement Plan which will take forward improvements to working arrangements during the 2016/17 financial year

## **6.0 SOA Outcomes**

N/A Relates to Area CPG working practices

### **Name of Lead Officer**

Shirley MacLeod, Area Governance Manager

01369 707134

### **For further information please contact:**

Lorna Elliott, Community Governance Manager

01631 567995

## Appendix 1 – Breakdown of Survey Results

The survey was designed to explore member's satisfaction with three main aspects of Area CPG activity:

- The new working arrangements
- Meeting times and locations
- General administration

The findings relating to each area are presented below. The results are given as percentages with the actual number of respondents included in brackets for information.

### 1. Working arrangements

This section of the survey asked members to reflect on the revised ways of working which included changes to chairing arrangements, agenda setting and more structured format had been in operation for a period of one year.

Table 2 below summarises the responses to the questions asked.

| How satisfied are you with the new working arrangements? | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
|--|----------------|-----------------|----------------------------------|--------------------|-------------------|
|  | 28% (5)        | 36% (9)         | 28% (7)                          | 4% (1)             | 4% (1)            |
| Answered Question: 25<br>Skipped Question: 0             |                |                 |                                  |                    |                   |
| How satisfied are you with the communication with the    | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
| CPP Management Committee                                 | 20% (5)        | 44% (11)        | 20% (5)                          | 12% (3)            | 4% (1)            |
| The wider community                                      | 12.5% (3)      | 29.17% (7)      | 29.17% (7)                       | 16.67% (4)         | 12.5% (3)         |
| Other Area CPGs  | 12.5% (3)      | 20.83% (5)      | 41.67% (10)                      | 12.5% (3)          | 12.5% (3)         |
| Answered Question: 25<br>Skipped Question: 0             |                |                 |                                  |                    |                   |
| How satisfied are you with the following arrangements:   | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
| The current format of meetings                           | 24% (6)        | 40% (10)        | 24% (6)                          | 8% (2)             | 4% (1)            |
| The agenda setting process                               | 33.33% (8)     | 33.33% (8)      | 33.33% (8)                       | 0% (0)             | 0% (0)            |
| The follow up of actions identified at meetings          | 20.83% (5)     | 33.33% (8)      | 33.33% (8)                       | 12.5% (3)          | 0% (0)            |
| Answered Question: 25<br>Skipped Question: 0             |                |                 |                                  |                    |                   |

Table 2: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 1 – 3

### 2. Meeting times and location

Each Area CPG sets the time of day and location of meetings to suit local circumstances. This section asked respondents to reflect on their local meeting arrangements. In addition to the question below respondents also had the opportunity to provide additional comment

| How satisfied are you with the following: | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
|---|----------------|-----------------|----------------------------------|--------------------|-------------------|
| The time of day meetings are held         | 41.67% (10)    | 41.67% (10)     | 8.33% (2)                        | 8.33% (2)          | 0% (0)            |
| The current meeting locations             | 25% (6)        | 41.67% (10)     | 16.67% (4)                       | 12.5% (3)          | 4.17% (1)         |
| Answered Question: 24                     |                |                 |                                  |                    |                   |

Table 3: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 4

## General Administration

Respondents were asked to indicate the length of time they had been receiving the services provided by the Area CPG teams.

The majority of respondents (53.1%) had been receiving the service for more than three years while 39.13% indicated they had been using the service for 1 – 3 years with the remainder having received the service for less than a year.

The survey then asked more detailed questions on particular aspects of the administrative service provided. The results are shown in Table 5 below

| How satisfied are you with the administrative service provided by the Area CPG teams with regards to the following | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
|--|----------------|-----------------|----------------------------------|--------------------|-------------------|
| General meeting administration   | 65.22% (15)    | 30.43% (7)      | 4.35% (1)                        | 0% (0)             | 0% (0)            |
| The way you receive meeting information  | 56.52% (13)    | 34.78% (8)      | 8.7% (2)                         | 0% (0)             | 0% (0)            |
| The accuracy of the minutes of the meeting   | 65.22% (15)    | 21.74% (5)      | 13.04% (3)                       | 0% (0)             | 0% (0)            |
| Answered Question: 23<br>Skipped Question: 2   |                |                 |                                  |                    |                   |
| How satisfied are you with the timescales relating to the following:   | Very satisfied | Quite satisfied | Neither satisfied / dissatisfied | Quite dissatisfied | Very dissatisfied |
| The Call Out for Agenda items being issued 6 weeks in advance of the meeting date                                  | 52.17% (12)    | 47.83% (11)     | 0% (0)                           | 0% (0)             | 0% (0)            |
| The Front Page Agenda being circulated 4 weeks in advance of the meeting date                                      | 56.52% (13)    | 34.78% (8)      | 4.35% (1)                        | 4.35% (1)          | 0% (0)            |
| The meeting papers being circulated seven days in advance of the meeting   | 63.64% (14)    | 31.82% (7)      | 4.55% (1)                        | 0% (0)             | 0% (0)            |
| Answered Question: 23<br>Skipped Question: 2   |                |                 |                                  |                    |                   |

Table 4: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 6 – 7

Respondents were also asked if they found it easy to identify the appropriate contact within the Governance service should they wish to do so.

91.3% of respondents found it easy to contact the correct person. Of the two respondents that answered No to this question, 1 noted that they had not had any need to do so and were unable to comment while the other mentioned it could be clearer but gave no other detail.