

Report on Members Satisfaction Survey

1. SUMMARY

Every year Elected Members are asked to complete a short survey which is intended to measure the effectiveness of the support offered to them, and to thereafter identify any improvements which can be made and delivered. This paper advises of the results of the 2014 survey.

2. That Members:-

- 2.1 Note the survey information provided ;
- 2.2 Acknowledge the reduced response rate in the annual return.

3. DETAIL

- 3.1 Every year the 36 Elected Members of Argyll and Bute are asked to complete a short satisfaction questionnaire. The submitted information is then used to tailor the approach of the relevant parts of the Governance and Law service to address any concerns raised by Members. There is usually a variation each year in the questions asked in the survey due to the changing landscape in which Members and the Council operate; however, there are also a number of recurring themes. This year, members were asked to complete the survey online using a tool called Surveyface. As in previous years, the questions posed covered most areas of the Governance remit where support is provided to Councillors.

In an effort to extract as much useful information as possible, a few of the questions were open to varying interpretations, and where this is the case, it is accounted for in the results.

- 3.2 All members were asked to complete the survey, however only 14 did so, with 2 not finishing the exercise. The remaining 22 did not participate. This compares with 18 participating last year. While the figures extracted from the survey are an accurate reflection of the returns, the figures may be biased since a significant portion of members did not complete the questionnaire; which is very disappointing given that its main purpose is to improve the service offered and effectively target resources.

3.3 The Governance and Law Service Plan for 2014-15 in the Area Team Plan section includes the elements below:-

(d) Maintain the percentage of Members very satisfied or satisfied with Member Services support	90%	AG4	Routinely highlight profile of services available through members services, building on input at induction programme Survey Members to identify satisfaction levels
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3.5 The 90% satisfaction rating set in the Service plan is extremely challenging and it should be noted that there is no single question which tied directly back to it. The closest approximations are the questions “how happy are you with the overall service you receive”, which had an 85% satisfaction rate, the average of the responses to all questions asked which was 74.% and “How well do staff do their jobs” which had a 93% satisfaction rating with one member not answering the question.

3.6 There were several indicators this year where were not in the 75th percentile or higher, which included :-

- satisfaction with Members workspace (down from last year;
- report quality; (similar to 2013 but one less member noted as dissatisfied);
- being kept up to date (new question);
- the time taken to deal with enquiries (new question);
- Video Conferencing issues. (down from 2013)

3.7 It is noticeable that the majority of these queries relate to areas which are not fully under this services’ control, and departmental management and staff will use their team meetings and other resource to investigate how best to progress the issues raised to improve the responses received.

3.8 A number of elected members have been very complimentary about the staff and the efforts they make, but some have also commented that they seemed over-stretched at times e.g.

“Staff are always pleasant and keen to help. Occasionally they seem stretched but never voice concerns “

“While I am very satisfied I think looking in from outside that the staff are sometimes overwhelmed and need more help”

It is to be hoped that the new departmental structure which has very recently been discussed with the staff, will alleviate at least some of these concerns.

4. CONCLUSION

4.1 As noted previously, the response to this survey was very disappointing, and has actually dropped from last year, however a number of possible improvements have been identified, and will be progressed.

5. IMPLICATIONS

Policy -	The survey is fully in compliance with the Council objective of continuous improvement.
Financial –	None
Legal -	None
HR -	None
Equalities -	None
Risk -	None
Customer Service -	Adoption of the suggested improvements will enhance the service offered by the Governance and Law team to support members.

Executive Director of Customer Services
19th May 2014

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Total Started Survey: 14 No Filter

Total Completed Survey: 12 (85.7 %)

		2013/14		2012/13	
1. We provide an efficient secretarial service (e.g typing, photocopying, diary administration)					
Very satisfied	57.14%	8	78.57%	Explanation/Comment	100% 16 responses
Fairly satisfied	21.43%	3			
2. We can organise successful civic events and functions					
Very satisfied	42.86%	6	71.43%		100% 17 responses
Fairly satisfied	28.57%	4	This discrepancy is likely to be because this year members were given the option of saying Not applicable		
3. The arrangements we put in place for your video/lync conferences					
Very satisfied	35.71%	5	50.00%		88%
Fairly satisfied	14.29%	2	Members May have higher expectations now than in previous years, and a new system has been delayed in its implementation		
4. The organisation of your constituency surgeries					
Very satisfied	38.46%	5	46.15%		100%
Fairly satisfied	7.69%	1	As 2 Above		
5. We can ably assist you in resolving constituent enquiries					
Very satisfied	61.54%	8	76.92%		94%
Fairly satisfied	15.38%	2			
6. The quality of briefings and reports we provide for you					
Very satisfied	53.85%	7	53.85%		85%
Fairly satisfied	0%	0	These are across the board		
7. The time taken to deal with your enquiries					
Very satisfied	38.46%	5	69.23%	No comparable question	
Fairly satisfied	30.77%	4			
8. Being able to deal directly with someone who could help you					
Very satisfied	61.54%	8	84.62%	No comparable question last year for question 8, 9 and 10	
Fairly satisfied	23.08%	3			
9. Someone took responsibility for your enquiry					
Very satisfied	61.54%	8	84.62%		

Fairly satisfied	23.08%	3		
10. The quality of the information you received				
Very satisfied	53.85%	7	76.93%	
Fairly satisfied	23.08%	3		
11. Being given information that was easy to understand				
Very satisfied	53.85%	7	92.31%	94%
Fairly satisfied	38.46%	5		
12. Being given all the information you needed				
Very satisfied	46.15%	6	84.61%	No comparable question last year
Fairly satisfied	38.46%	5		
13. Being given accurate information				
Very satisfied	53.85%	7	84.62%	No comparable question last year
Fairly satisfied	30.77%	4		
14. Being kept up to date with progress				
Very satisfied	23.08%	3	61.54%	No comparable question last year
Fairly satisfied	38.46%	5		
15. I am clear about the different roles and responsibilities of the staff within the Team				
Very satisfied	38.46%	5	69.23%	70%
Fairly satisfied	30.77%	4		
16. How well the staff did their jobs				
Very satisfied	76.92%	10	92.30%	No Comparable question Last Year
Fairly satisfied	15.38%	2		
17. Being treated fairly				
Very satisfied	76.92%	10	84.61%	No Comparable question Last Year
Fairly satisfied	7.69%	1		
18. How your privacy was protected				
Very satisfied	53.85%	7	69.23%	No comparable question last year
Fairly satisfied	15.38%	2		
19. How polite staff were				
Very satisfied	69.23%	9	84.61%	No comparable question last year
Fairly satisfied	15.38%	2		
20. How friendly staff were				

Very satisfied	84.62%	11	84.62%	100	No
Fairly satisfied	0%	0			
21. Having sufficient staffing resources to meeting your needs					
Very satisfied	15.38%	2	46.15%	77	
Fairly satisfied	30.77%	4			
22. How sensitive staff were to your needs					
Very satisfied	69.23%	9	76.92%	No comparable question last year	
Fairly satisfied	7.69%	1			
23. The time taken to deal with the enquiry from start to finish					
Very satisfied	46.15%	6	76.92%	No comparable question last year	
Fairly satisfied	30.77%	4			
Very satisfied	30.77%	4	69.23%	No comparable question last year	
Fairly satisfied	38.46%	5			
25. The overall service that you received					
Very satisfied	53.85%	7	84.62%	No comparable question last year	
Fairly satisfied	30.77%	4			
26. The workspace available for your use at Kilmory					
Very satisfied	30.77%	4	61.54%	94%	
Fairly satisfied	30.77%	4			

27. Lastly, are there any services not currently provided by the Member Services and Area Governance Team that would benefit you in terms of assisting you with your workload or any additional comments you wish to make?

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| 1. As a policy lead I'm not clear whether there is any resource available to help with issues like diary mgmt., etc. I end up dealing with lots of different staff which can be frustrating at times. Generally happy with service but still think there's a bit of an issue with it not being clear exactly what support is available. |
| 2. being able to pass constituent problems to staff and them giving me the answer to give to my constituent. there should be a research service |
| 3. There are lots of services that it would be good to have provided by the Council such as mobile communications etc. that would be of assistance in carrying out my councillors responsibilities but no consideration should be given to enhancing any services while the Council is under severe financial pressure. |
| 4. services provided by staff are excellent and I am very grateful to them |
| 5. Need to speed up access to Group Office. |
| 6. I am very happy with the service I receive but do feel Area Governance Staff are over stretched, covering two Area Committees and associated meetings. |

Average satisfied or very satisfied

73.95%

Dissatisfied

3%

It should be noted that although the service has not achieved its 90% satisfaction target, it does have only a 3% average dissatisfaction rating, with no single question attracting more than 8% dissatisfaction.

don't know/other/not applicable

17%

It is also important to note that the don't know/other/not applicable figure is significantly higher than the dissatisfied, and where a member chose to enter a comment, this was counted as "other". Since most comments were positive, had they been included with the satisfaction rating it would have significantly boosted the 74% figure

