

Partnership Survey 2008

A total of 18 responses to this survey were received. The number of responses to each individual question is indicated in the top right hand section of the table.

Q1 Have you been made aware of Charnwood Borough Council's Vision and Priorities are?

	18
Missing	
No reply	2 11.1%
Have you been made aware of Charnwood Borough Council's V...	
Yes	13 72.2%
No	3 16.7%

Continued on next page...

Q2 How did you find out what they were?

	15
Missing	
No reply	1 6.7%
If yes, which of the following sources did you get the in...	
From a Councillor	- -
From a Council Officer	1 6.7%
From the Council Website	1 6.7%
Via an E-Mail Correspondence	10 66.7%
At a Council Meeting	2 13.3%
In Chamwood News	- -
From the Corporate Plan	1 6.7%
From Other Council Publications (e.g. leaflets)	2 13.3%
From the Local Media	- -
From a Partnership Manager	2 13.3%
Other (please specify below)	1 6.7%

Q3 As a result, are you clear about what Charnwood Borough Council's Vision and Priorities?

	15
Missing	
No reply	1 6.7%
Are you clear about what Charnwood's Borough Council's Vi...	
Yes	14 93.3%
No	- -

Q4 If you have answered no to the above question, please explain why in the box provided below. (E.g. the information was unclear, the method of communication was inappropriate)

No Responses

Q5 Which of the following methods would you most prefer the Council to use to keep you informed about its Vision, Priorities and Key Decisions?

	18
Missing	
No reply	-
Which of the following methods would you most prefer the ...	
Partnership Manager ...-	3 16.7%
Partners Meetings with Senior Officers	4 22.2%
E-Mail Bulletin / Newsletter	5 27.8%
Paper Bulletin / Newsletter	3 16.7%
Online Bulletin / Newsletter on our Website	2 11.1%
Annual Report	- -
No Preference	- -
Other (please provide details below)	1 5.6%

Q6 How would you rate our Partnership Matters newsletter?

	18
Missing	
No reply	-
How would you rate our Partnership Matters newsletter? Pl...	
Excellent	1 5.6%
Good	9 50.0%
Ok	6 33.3%
Poor	-
Don't Know	2 11.1%

Q7 Is there anything you like to see included in Partnership Matters that hasn't been so far?

- "Early warning of consultations might be helpful"
- "Not having knowingly seen one I cannot comment"

Q8 Overall, how would you rate the way the council communicates with you?

	18
Missing	
No reply	- -
Overall, how would you rate the way the council communica...	
Good	8 44.4%
Average	9 50.0%
Poor	1 5.6%

Q9 How satisfied are you with the way in which the Council involves your organisation / partnership in the decisions it makes? (i.e. working parties, project membership)

	18
Missing	
No reply	-
How Satisfied are you with the way in which the Council i...	
Very Satisfied	3 16.7%
Satisfied	5 27.8%
Neutral	9 50.0%
Dissatisfied	1 5.6%
Very Dissatisfied	-

Q10 Please explain your answer to the above question (including details of any specific decision(s) that have influenced your opinion).

- "Get the impression that decisions have been taken before others are asked for their input. Normally within impossible timescales - we are invariably asked the day after a PC meeting with a response before the next."
- "It depends on how broadly you define involvement. Planning matters - there have been decisions made that appear to have undervalued local views, although the consultation took place, so at that level, there was involvement. Area Forums - my Council isn't entirely happy with our allocated cluster."
- "Not enough involvement/consultation with further education. Value of ESOL/Basic Skills as a tool for community cohesion not given enough recognition"

- "The Council engages with us at a number of levels, including regular liaison meetings and direct contact on specific issues."
- "The Students Union has representation at any Council meeting that even slightly affects the Student body and has the opportunity to input fully and influence decisions."
- "It would seem that we are often only involved when necessary to meet a target or are involved with very limited timescale or information."
- "Trying to get answers. For example I was sent a questionnaire on the environment and in the covering letter it stated that if the recipient had further questions they were to ring a number. I did and rang to only receive an answer phone message. I left a message with my contact number and have not been contacted. I have emailed to one department with a copy to a County Councillor - the Councillor received a reply I am still waiting to receive my reply. I have emails where the Contact Centre have in one instance emailed me to acknowledge that it had been received and was being passed to the appropriate department - I still await a reply. Another instance the Contact Centre rang me to see if I was the person that they have on their system and was then told I would be contacted. We have lost Legal Assistance through Leicester Cares because the Legal Department would not reply to our solicitors. Often you ring and leave a message and the people say that they do not receive the message."
- "planning matters; computer courses"
- "Lots of committees but most seem ineffective and make little contribution to decision making"
- "Am invited to some meetings but not sure of their effectiveness"

Q11 How satisfied are you with the way in which the Council consults your organisation / partnership on the decisions it makes? (i.e. surveys, workshops and focus groups)

	18
Missing	
No reply	- -
How satisfied are you with the way in which the Council c...	
Very Satisfied	3 16.7%
Satisfied	7 38.9%
Neutral	8 44.4%
Dissatisfied	- -
Very Dissatisfied	- -

Q12 Please explain your answer to the above question (including the name of any specific decision(s) you are referring to).

- "As noted above, the consultation process takes place adequately but the weight given to the opinions expressed seems out of balance."
- "Could consult young people more"
- "There are many opportunities to review and comment on Council papers and policies as they are being developed."

- "We have been invited to all the workshops and focus groups that would remotely influence the student body and had valuable input."
- "Again timing of two to three weeks to read digest and respond given that parish councils only meet monthly."
- "We attend meetings and have an input, but we are not asked specific views on what affects the estate."
- "Specifically relating to planning applications"
- "Again have attended some meetings but unsure of effectiveness- would like to see a young person's champion and officer appointed as find it difficult to make contacts with relevant people who can support local work with young people. Move to new groups may help Would like to see council as an employer have coherent strategy for employing and training young people"

Q13 Do you feel more or less satisfied with how the council involves you in the decision making process than you did 12 months ago (when this survey was last done)?

	18
Missing	
No reply	- -
Do you feel more or less satisfied with how the council i...	
More Satisfied	4 22.2%
The Same	13 72.2%
Less Satisfied	1 5.6%

Any Other Comments

- "I think the opinion of my Council is that there **is** plenty of consultation - the mail brings many ideas and documents to Members' attention - but insufficient weight sometimes to some of the views submitted. Also, small parishes like ours have difficulty responding to some of the consultations simply because we lack the resources of our larger neighbours - not only on staffing but also in terms of elected Memberships. Recruitment to parish councils is a problem although ours has done fairly well in having only one vacancy. To assist Members with the paperwork, e.g. digesting the consultations to ease their workload, takes so much time. It contributes to a full-time job for the clerk, who is in fact only employed part time.
- "Overall while the borough does at times try to involve parishes it is done with what appears to be lack of knowledge of how we work. Unlike borough the parish council officers usually have to go to their members for decisions. This means that the information has to be clearly presented, at times we précis borough documents as they are too complex or lengthy. As I stated at the last Clerk's

meeting this is a very busy time of year, Annual Audit, Annual meetings, end of pay year!! Why conduct this survey at this time. Most of us are single handed or at best have a part-time assistant. I suggest this lack of thought over timing illustrates my major concern. Why not do this survey over the June / July period when we have more time instead."

- "I also feel that there is a lot of assumption that people know what is happening or they have been informed by someone else or another organisation, when in fact they haven't."
- "There seems to be a lot of bureaucracy and meetings held but hard to identify action taken and the difference it has made Celebrating/communicating success and action would encourage more people and organisations to get involved"

Responses were received from the following organisations:

- Clerk to Rothley Parish Council
 - Mariners Quay Residents Association
 - Woodhouse Parish Council
 - Gorse Covert Community Association
 - Burton on the Wolds, Cotes and Prestwold Parish Council
 - Loughborough College
 - Loughborough University
 - Thrussington Parish Council (clerk)
 - Loughborough Students Union
 - Anstey Parish Council
 - Ashby Road Estates Community Association
 - Cossington Parish Council
 - Quorn Parish Council
 - Town centre partnership
 - Loughborough Chamber of Trade & Commerce
 - Connexions Leicestershire North Charnwood
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- Additional responses were submitted anonymously.

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