



Charnwood Borough Council

Partners Satisfaction Survey 2006

Final Report

1. Introduction

This survey was carried out to identify how satisfied the council's partners in the LSP and parish Councils with the ways in which we communicate with them and involve them in the work that we do.

2. Methodology

The survey was carried out using an online questionnaire sent via e-mail. Some partners completed a paper version of the survey as they didn't have access to e-mail.

3. Response Rate

A total of 17 responses were received.

4. Full Results

Please note that percentages have been rounded to the nearest whole number.

Q1 Which of the following do you represent?

A Member Organisation of the LSP Board	0	
A Town or Parish Council (or meeting)	17	100.0%

Q2 Were you clear about what Charnwood's Borough Council's Vision and Priorities were in 2005/2006?

Yes	13	76%
No	4	24%

Q3 If yes, which of the following sources did you get the information from (multiple responses were allowed for this question)

Councillor	3	17% of respondents
Council Office	5	29% of respondents
Council Website	7	41% of respondents
Council Meeting	0	
Charnwood News	3	18% of respondents
Local Media	2	12% of respondents
Council Publication (i.e. Corporate Plan)	8	47% of respondents

Other (please specify below)

Q4 If no, how can we make this information accessible to you?

- I have only been in post since 1st May, so difficult to comment. From the small amount of time I have spent looking at the website it seems very useful
- Sorry, just don't have the time to read the copious amount of correspondence which arrives from CBC and LCC. My time is fully occupied in parish council business.
- E-mail to say look at Website would be good & would help disseminating the important from the general "blurb"
- There is too much information sent from the council for the important stuff to be clearly identified.
- Charnwood do not reply to correspondence within their specified time.

Q5 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).

No reply		
Very Satisfied	2	12%
Satisfied	6	35%
Neutral	6	35%
Dissatisfied	2	12%
Very Dissatisfied	1	6%

Q6 Please explain your answer to question 5 (including the name of any specific decision(s) you are referring to).

- The council proceeds regardless of the views of small parishes.
- New planning system to be introduced - not acceptable Toilets, King Street car park, Sibley have been neglected.

Q7 How Satisfied are you with the way in which the Council consults your organisation / partnership on the decisions it makes? (i.e. working parties, project membership)

Very Satisfied	1	6%
Satisfied	9	52%
Neutral	3	18%
Dissatisfied	2	12%
Very Dissatisfied	2	12%

Q8 Please explain your answer to question 7 (including the name of any specific decision(s) you are referring to).

- The consultation process is usually thorough. Our concerns are over the weight given to our comments, there is never any personal feedback to address our concerns/comments and therefore we have no way of knowing if our comments were considered.
- Unhappy with not being consulted about proposed Commercial Site on A6/A46 junction before in was publicised in what is accepted as a "done deal"

- There is seldom any feedback from consultations.
- Toilets in Sileby have been closed since October 05 - this is not acceptable. Repair to car park have been conducted in a 'slap dash fashion', which calls into question the efficiency of Officers

Q9 Which of the following methods would you most prefer the Council to use to keep you informed about its Priorities and Key Decisions in the future?

Partnership Managers	5	28%
Partners Meetings with Senior Officers	3	18%
E-Mail News Service	4	24%
News Letter (paper or electronic)	2	12%
Annual Report	0	
Periodic Briefings	3	18%
Other (please see below)		

Periodic briefings on aims and principles plus specific meetings covering major decisions impinging on village.

Partnership Managers - may be an option. Too soon to comment

Q10 Any Other Comments

- See my comments above. My preference is for as much e-communication as possible.
- There is always an option to print out information for councillors who do not have ready access to the web and email. You may wish to email this survey to the chair of our parish council for a more informed comment on past performance. Contact details are charlescollington@hotmail.co.uk
- It would help parishes if consultations and briefings could be synthesised and related to what parishes can do and what you would like from us by way of comment. I find that sometimes our Members ignore documents that I feel we should comment on because it is less clear to them how the issue might impact upon our parish. So, a briefing *for* parishes might make things clearer. One has to remember that our Members are unpaid and the clerk is only part time. It's a lot of information to read, summarise and respond to - as well as trying to inform households across our parish.
- We need a simple single point of contact at Charnwood - not a partnership manager - someone with good knowledge on all matters and authority to get things done - if we need to get in touch with Charnwood, we get pushed to lower levels in the organisation, seldom get a straight answer and as a result we avoid contact unless we have a real problem.
- The Newsletter preference in Q.9 is simply that in paper format - headings / layout etc are clearer thereby enabling faster identification of relevant articles and easier comprehension.
- With Public Meetings / Consultations - it is felt that public notice is often too short and / or too limited.
- Sileby Parish Council is not happy with some Officers. They do not appear to take into consideration local knowledge. Planning Officers can be very arrogant in their decisions.
- New format for Planning is not acceptable.

- There is too much paperwork to the average part-time clerk to absorb. Frequently several copies of the same documents are received which is not cost effective in money or time for myself or Charnwood