

# Members' Services

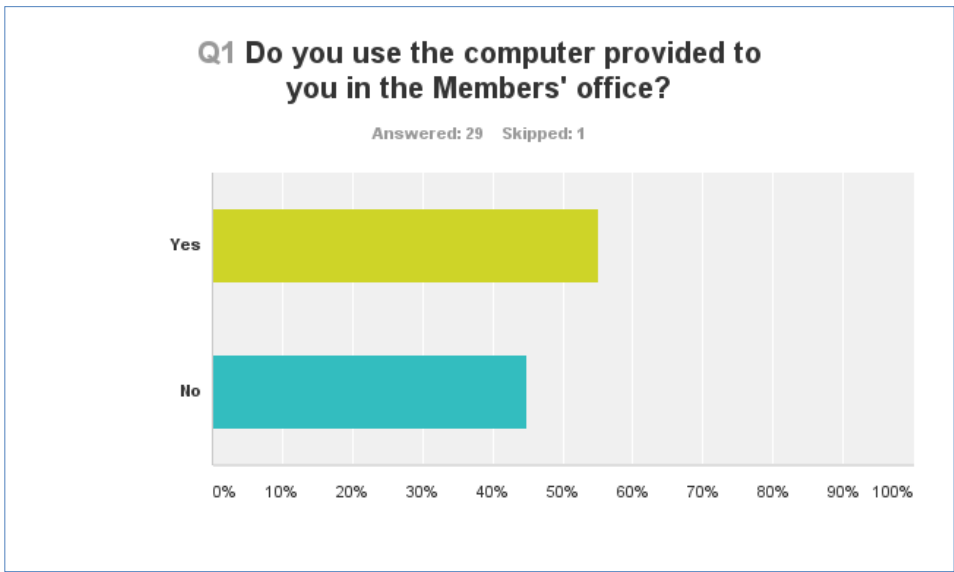
Feedback from elected members regarding support they receive

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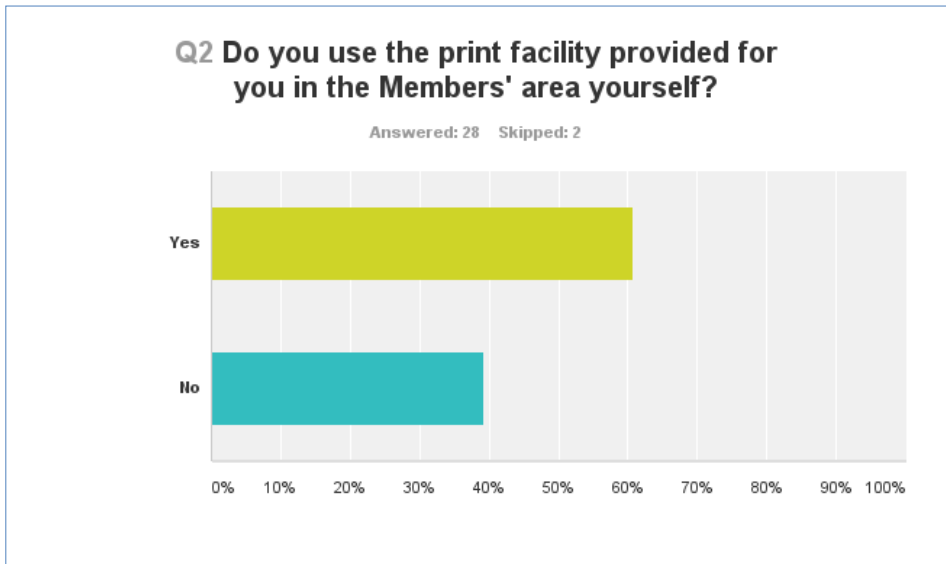
## Elected Members' Survey Results

An electronic survey was compiled and the link distributed to all elected members of Portsmouth City Council. The survey was completed by 30 members. Not all respondents answered all questions.

Of those who responded, 55% (n16) indicated that they did use the computers in the members' office, while 45% (n13) did not.



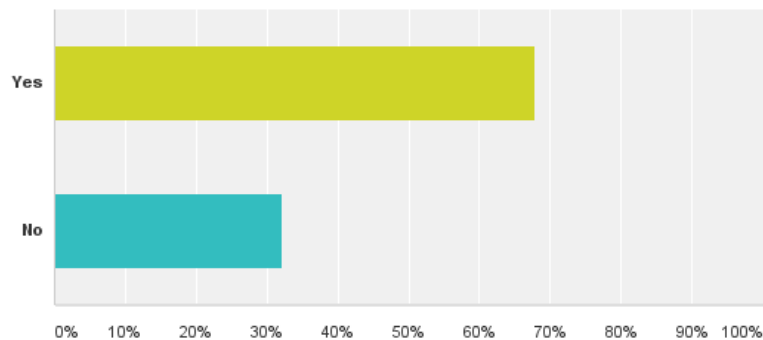
Marginally more use the print facilities, with 61% (n17) indicating that they did.



Sixty-eight percent (n19) indicated that they would like to have a PCC provided and managed device to manage their diary, email and letters.

**Q3 Would a PCC provided and managed device that you can manage your diary, email and letters on be of use to you? (for example a blackberry, iPad etc)**

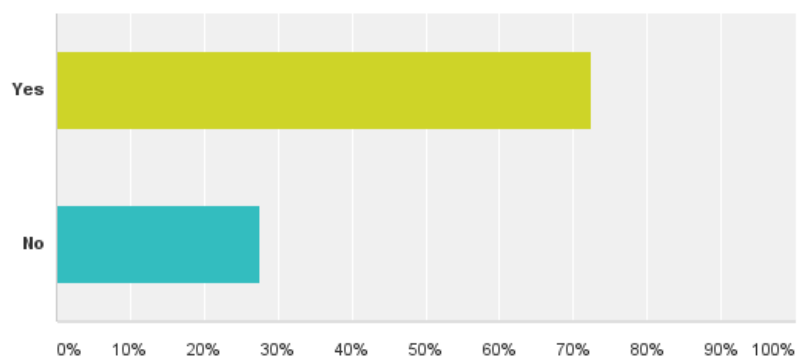
Answered: 28 Skipped: 2



Seventy-two percent (n21) indicated that they would like wireless access in the council chamber, but for some this may be dependent on the provision of a suitable device by the PCC.

**Q4 Would you use wireless access in the council chamber to access council information.?**

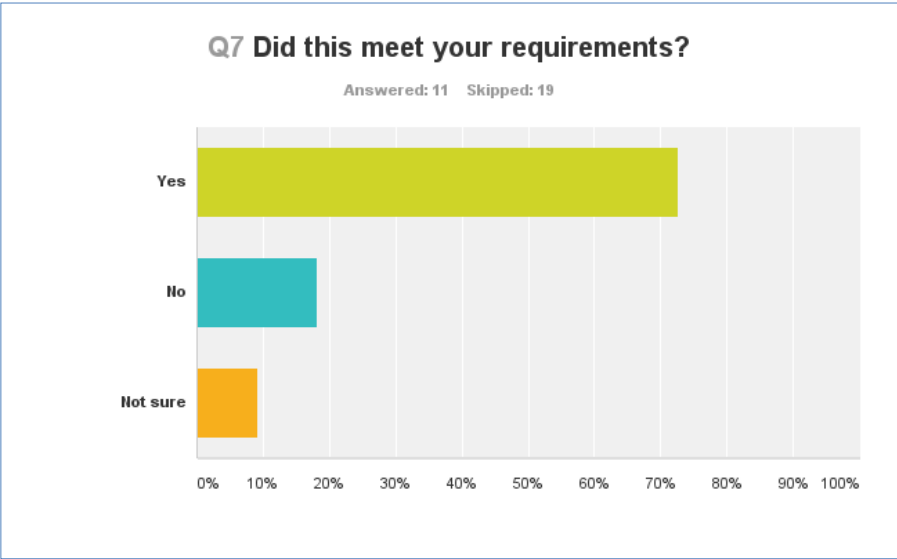
Answered: 29 Skipped: 1



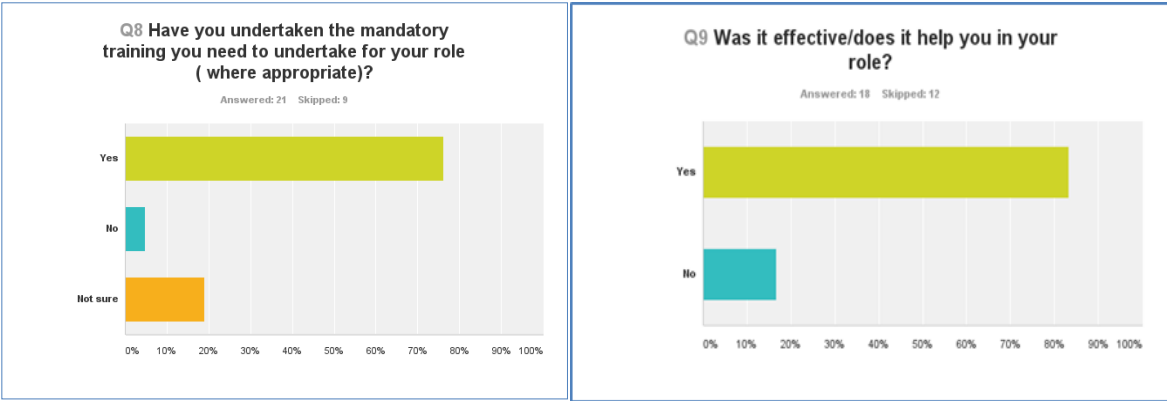
When asked about IT provision that might improve their effectiveness the following were cited:

1. Improved planning portal
2. IT slow to resolve remote problems - such as logging on securely at home
3. Wireless printing
4. Connect to the council printer on my own laptop
5. Print off letters to residents.
6. Being able to see other colleagues' diaries
7. Nothing - have everything
8. Access PCC intranet on my own device.

New councillors were asked if they had a formal induction - 9 responded and of those 89% (n8) indicated that they had. Of those that had responded 72% indicated that it met their requirements, while 9% said they were unsure.

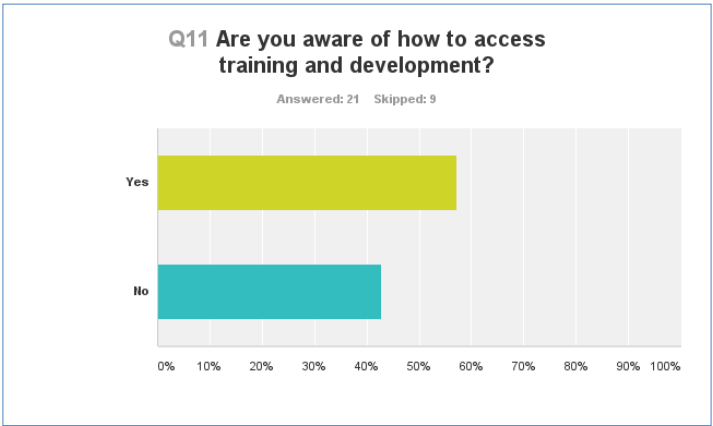


Seventy-six (n 16) indicated that they had undertaken the mandatory training to do their jobs, whilst 20% (n4) were not sure. Eighty-three respondents thought it helped them in their role.



The majority of respondents, 63% said they would not require further information.

Fifty-seven percent said they knew how to access training and development.



We asked members to rank their preferred learning options, with 1 being their preferred option.

	1 –	2 –	3 –	4 –	Total –	Average Ranking –
– Learn within your own group	26.09% 6	8.70% 2	47.83% 11	17.39% 4	23	2.43
– Access external training	26.09% 6	43.48% 10	17.39% 4	13.04% 3	23	2.83
– Access PCC training	30.43% 7	34.78% 8	21.74% 5	13.04% 3	23	2.83
– Buddy/mentor support	17.39% 4	13.04% 3	13.04% 3	56.52% 13	23	1.91

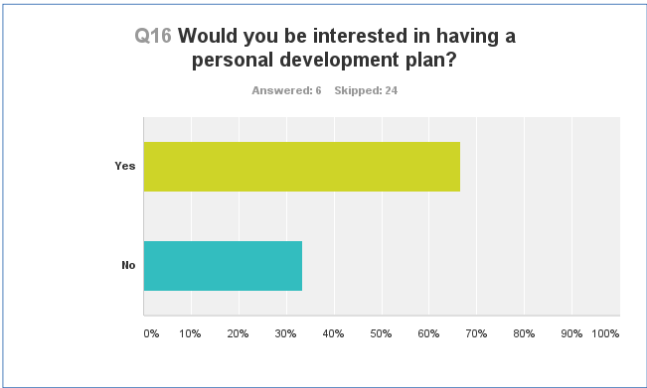
As you can see from the table above, all learning opportunities were popular across the dataset when looking at average ranking. However, Access to PCC training and Access to external training are thought to be the most desirable with Buddy/mentor support the least preferred option.

We also asked members to rank their learning styles. The majority indicated that classroom learning and 1-2-1 learning were their preferred styles, whilst talking with others in the same situation and doing their own research were their least favourite ways. E-learning was also less popular with the majority (43%) ranking it fourth.

	1 –	2 –	3 –	4 –	5 –	6 –	Total –	Average Ranking –
– 1-2-1	26.09% 6	34.78% 8	17.39% 4	13.04% 3	4.35% 1	4.35% 1	23	4.52
– Classroom group	30.43% 7	21.74% 5	21.74% 5	13.04% 3	4.35% 1	8.70% 2	23	4.35
– Political group	17.39% 4	8.70% 2	30.43% 7	4.35% 1	26.09% 6	13.04% 3	23	3.48
– e-learning	8.70% 2	13.04% 3	21.74% 5	43.48% 10	13.04% 3	0.00% 0	23	3.61
– own research	4.35% 1	13.04% 3	8.70% 2	13.04% 3	43.48% 10	17.39% 4	23	2.70
– talking with others in the same situation	13.04% 3	8.70% 2	0.00% 0	13.04% 3	8.70% 2	56.52% 13		

Asked if members would like to discuss their development needs, only 26% (n6) said yes they would. Of these 6, 3 indicated that a political learning champion would be a good choice, as well as 5 who thought a PCC learning champion would also be useful. Only 2 indicated their Group Leader or colleagues.<sup>1</sup>

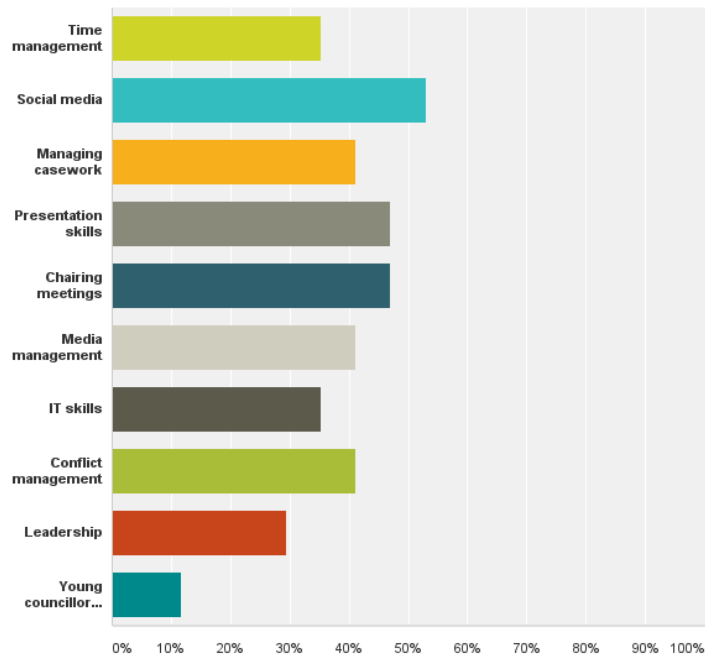
Only 6 individuals answered the question relating to having a personal development plan - and of these only 4 said yes. Given the number who skipped this question, it is fair to assume that most do not feel a development plan is appropriate for them.



<sup>1</sup> Please note that an individual had the opportunity to choose more than one option.

**Q17 Would you be interested in any of the following courses? (please tick all those that apply)**

Answered: 17 Skipped: 13



**Answer Choices –**

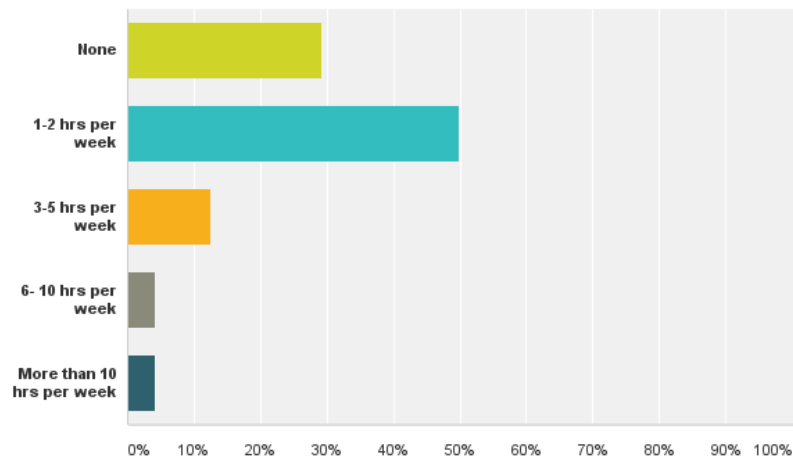
**Responses –**

Time management	35.29%
	6
Social media	52.94%
	9
Managing casework	41.18%
	7
Presentation skills	47.06%
	8
Chairing meetings	47.06%
	8
Media management	41.18%
	7
IT skills	35.29%
	6
Conflict management	41.18%
	7
Leadership	29.41%
	5
Young councillor networking	11.76%
	2

When asked what type of courses they might be interested in - Social media was the most popular with 53% indicating this subject, while presentation skills and chairing meetings both scored 47%.

### Q18 How much administrative support do you require from PCC?

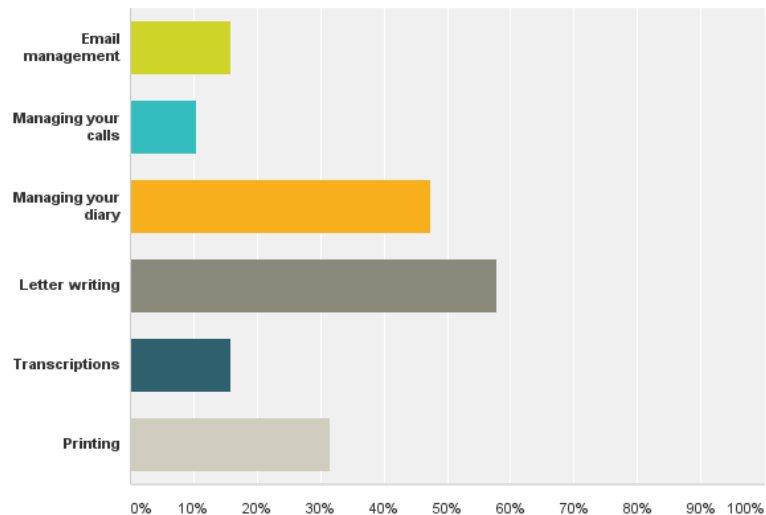
Answered: 24 Skipped: 6

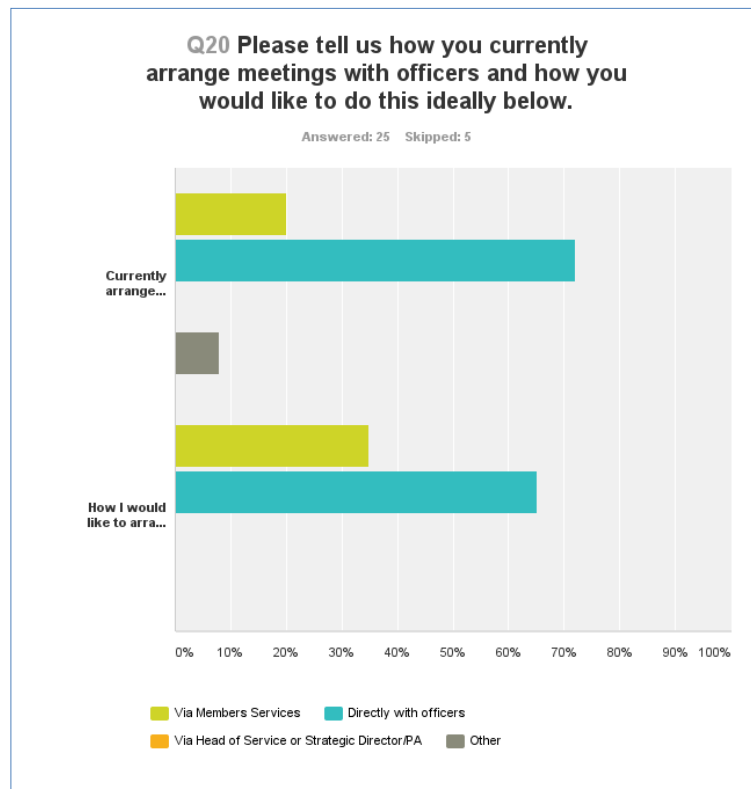


The majority of councillors indicated that they only needed 1-2 hours of administrative support per week - these accounted for 50% of respondents. Twenty-nine percent said they didn't need any support. Of those wanting support the over-riding need was help with letter writing with 58% giving this as a reason and 47% saying that it would help having someone to help them manage their diaries.

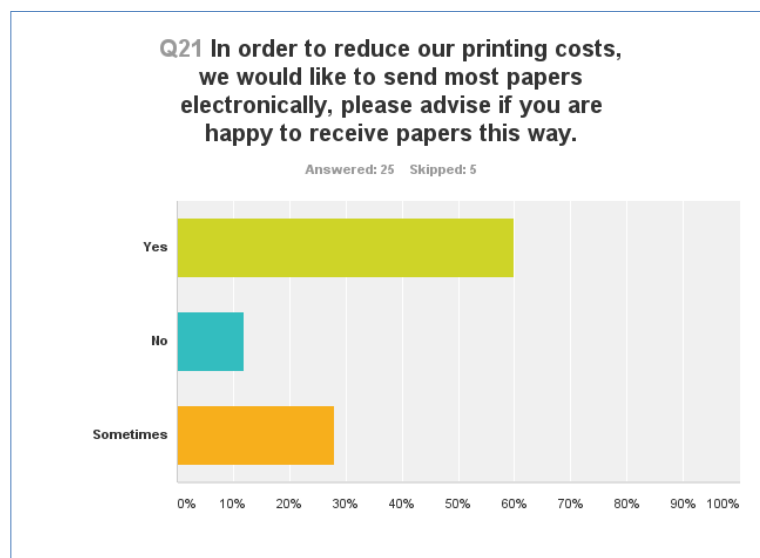
### Q19 What type of support do you require?

Answered: 19 Skipped: 11



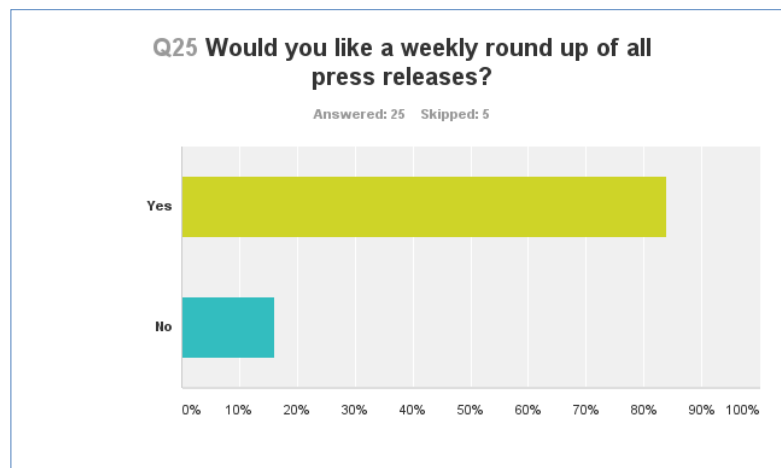
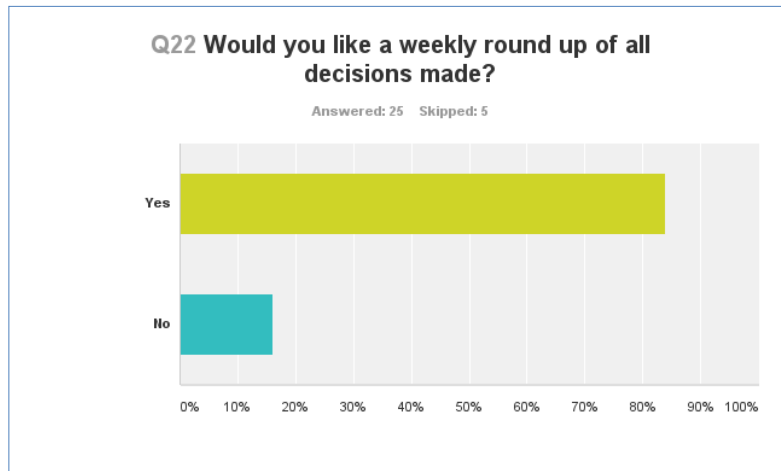


As you can see the majority currently arrange meetings directly with officers - 72%. Eight percent indicated 'other' and for the most part this is a mixture of all three options, as these members indicated it would depend on mood.



When asked if they would like their papers electronically, 60% said yes, 28% said sometimes - this is probably down to the types of paper they are using.





When asked if they would like weekly updates on decisions made and press releases, the majority 76% said they would.

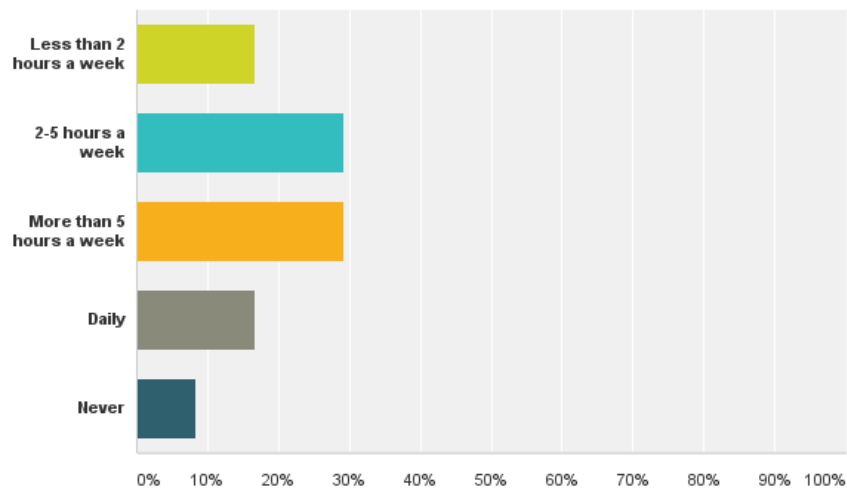
When asked to make any comments regarding the receipt of information the following were given:

- same as now like planning and better citywide licensing apps; all cabinet and committee decisions
- Available and advertised full lists of Cllrs various roles as Cllr and in profession.
- Any decisions or information concerning my ward
- Don't tend to read MIS as it's on line and effort to open it and down load. Used to read it when received a paper version. Would probably read it if council issued appropriate and easy to use pads as part of IT
- Regular issues briefing from senior officers for all councillors.

When asked about the facilities for members in the Civic office - 29% indicated that they spent between 2-5 hrs or more than 5hrs a week using the facilities.

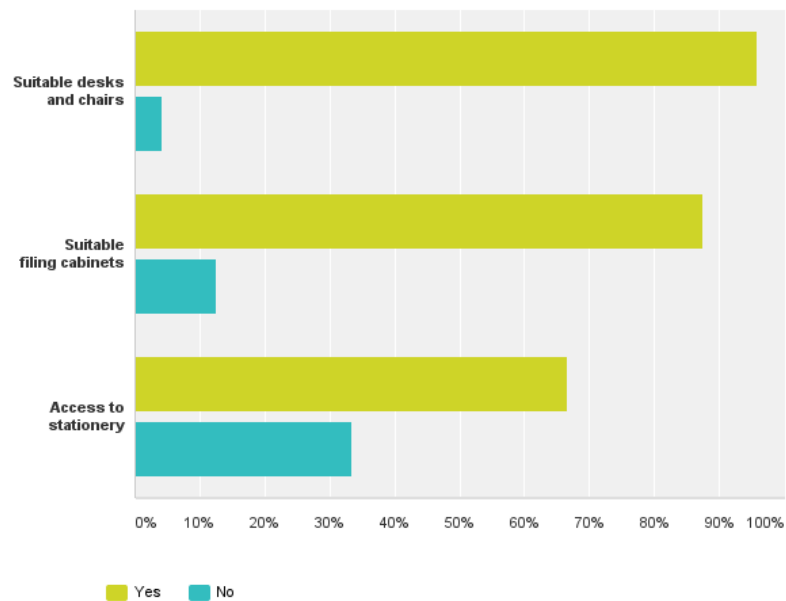
**Q27 How often do you use the facilities in the Civic? (Such as group room, meeting rooms, telephones, printers)**

Answered: 24 Skipped: 6



**Q28 In your group room do you have...**

Answered: 24 Skipped: 6



- 96% said they had suitable desks and chairs in their group rooms
- 88% said they has suitable filing cabinets
- 67% said they had access to stationery.

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