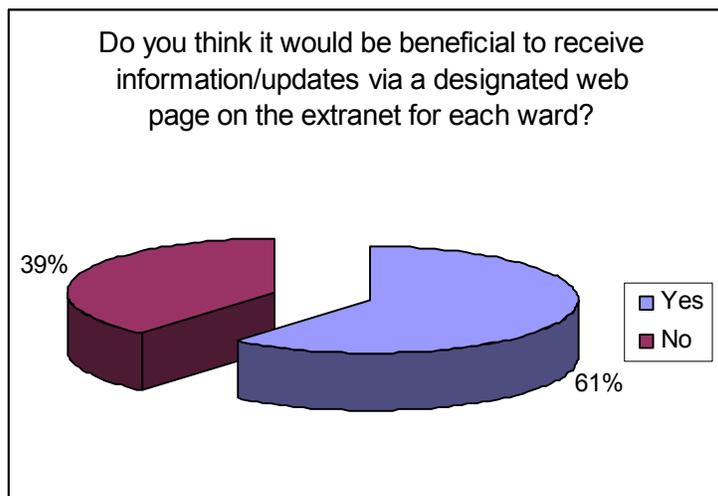
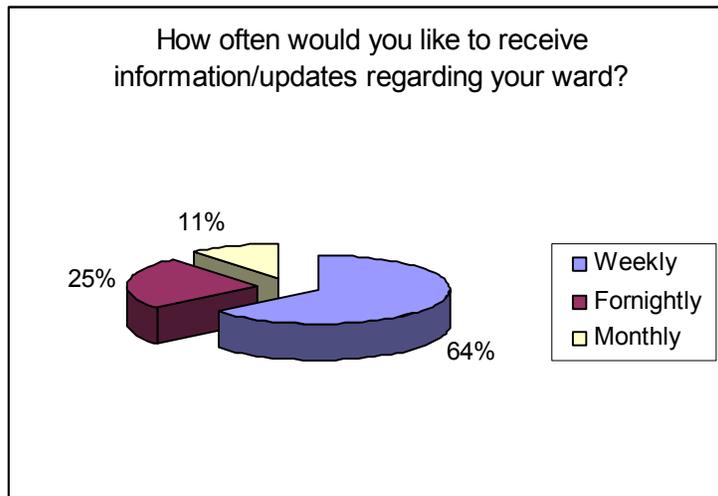
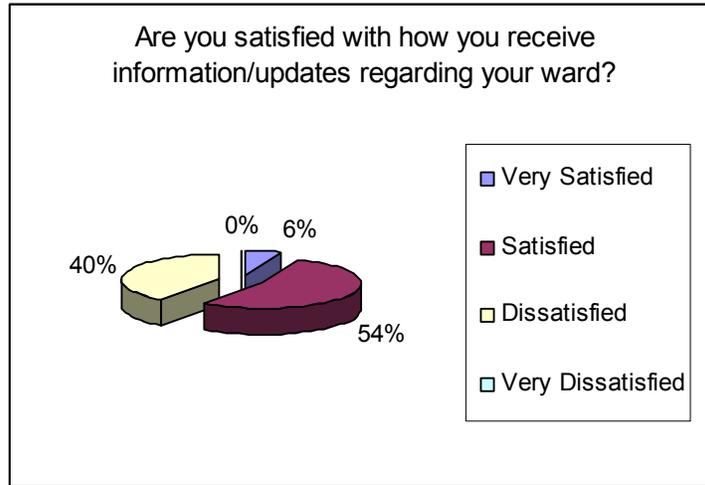


### Ward Councillors Survey



## Comments Summary

### Comments: Are you satisfied with how you receive information/updates regarding your ward?

	Comment Text
1.	Do not often receive information specifically relating to my ward. Most information appears to be more general
2.	Planning and legal simply do not keep me informed of current development and issues despite repeated requests
3.	no comment at this present time
4.	there is too much information sometimes
5.	There have been several occasions when I have not been included in the loop at all.
6.	Any concerns expressed to Officers by residents in wards should be passed on to ward reps. Action initiated by officers should also be reported particularly enforcement action.
7.	I would like to have more real time information through an electronic format. Staff have carried out site visits without any reference to the ward Rep. Also I have had not had any information as to how Steria are performing with waste collection in my ward. Initiatives that introduced by the Council at present do not show how they are impacting on my ward unless there is a big out cry from the public.
8.	I like receiving information via email and being able to print if I need to rather than having vast amounts of paper sent through the post
9.	I am also a County councillor and, compared with the information I receive from NCC, the District is definitely "below par". The problems are not deliberate, but there needs to be an enhanced Member/Officer protocol with greatly improved culture of information flow from officers to local members on local matters.
10.	The information is there. But finding the time to look for it is a different matter...
11.	We are rarely informed before a meeting
12.	spasmodic at best
13.	Cannot really answer above? I am satisfied with info that comes via the communications section however I am fed up and annoyed with the planning section which seems to have adopted the attitude that whatever happens in my ward is absolutely nothing to do with me and hence do not keep me in the loop. That is not how my constituents see it.
14.	While good information is provided about national and district issues. Often ward members are not consulted or informed about issues within their wards. There have been instances where officers or executive members have held public meetings without informing local ward members.
15.	There have been one or two instances in the three months that I have been a councillor where I have felt uninformed. Discussions were held around a 106 agreement with officers from District and the town council that ward members were not invited to attend and as elected representatives of the town I feel they should have been. Also I was not informed of a publicity event to mark the completion of new affordable homes in my ward recently
16.	I would like updates for my ward by fax thank you.
17.	I am not kept fully informed of what Breckland is doing in my ward. Also I have not been told when Officers or Executive Members are visiting or speaking with people such as the local parish council. It makes you look very uninformed!

## Appendix 2

18. There seems to be a blockage, members should always be told of events in the ward – i.e. serious complaints etc,
19. Sometimes INFO is slow, and appears after the event. Sometimes INFO is not complete.
20. I have no problem with current arrangement.
21. Being a new councillor I am looking to creating a newsletter, hopefully monthly or bi monthly. Any information would be gratefully received.
22. In the sense that the only advice I receive is correspondence re planning matters that have been withdrawn

### **Comments: How would you prefer to receive information/updates regarding your ward?**

1. E-mail.
2. E-mail. Brief and without colour as this slows down the PC
3. e-mail
4. Via e-mail
5. e-mail
6. e-mail
7. Via email
8. email
9. Regular emails concerning everything going on in my ward - a summary.
10. E-mail, as the action is taken by Officers.
11. Electronically
12. Am happy with emails
13. E mail and hard copy - both important, but e mail is more immediate. Never expect a member to download a 300 page document though - I certainly wouldn't!
14. By phone or email whenever there is something to report. This may be weekly or monthly. It should be on a needs basis not just for the sake of it.
15. e-mail
16. email and telephone if urgent
17. E-mail - hyperlinks to relevant web pages etc.
18. Depends what it is but phone or e-mail should suffice.
19. By e-mail when there is relevant information that the local member needs to know.
20. email
21. As 2 above. re 4 below as and when they come in.
22. Regular detailed email.
23. e-mail
24. paper
25. Email is usually best, but sometimes complex matters may need a letter or urgent by telephone
27. Email or hardcopy.

## Appendix 2

28. By any form of communication but to reduce costs email would be fine.
29. It would be good to receive a ward quarterly review perhaps with other matters that arise dealt with as and when. e mail for preference

### **Comments: What sort of information/updates would be useful to publish on the pages?**

1. Advance problems known by council i.e. waste collection, Planning applications, complaints received by the Council.
2. Planning matters relevant to my ward, updates on crime etc.,
3. Specific information relevant to our Ward
4. Any thing to do with ward
5. Planning issues, particular to my ward. crime and environmental health issues for my ward
6. Planning applications Current issues i.e. fly tipping, crime, road closures, traffic matters, complaints from residents about anything, good news! etc.
7. Planning – all aspects, applications, decisions, appeals, likely issues. Council recommendations and decisions that will have an impact on specific areas. Convictions relating to specific ward.
8. All the caller information from ward constituents'. Also any planning, building control, and environmental information. Also new initiatives that have been introduced or changes to processes like number of people paying domestic rates by direct debt and other methods. Street scene information on highway maintenance and other large events that affect the ward.
9. Everything from planning applications, grant applications, anything that is relevant I guess
10. Firstly, you would need to give proper training as to how to download/access the information. Secondly, the Cabinet needs to give a clear steer on the kind of information it feels should be AUTOMATICALLY fed to members i.e. advance warning of controversial planning applications, anything in fact which impacts greatly on the member's ward and that he/she NEEDS to know about.
11. Planning applications (new), cultural events, Road-works/diversions/drainage etc. and local info like MP and NCC and D Councillor data. In fact all the things I put in my newsletter every month!
12. Too time consuming to go into extranet every day
13. Stats on; housing lists/issues(nos of people on waiting list etc), planning permissions granted/build completions (particularly for housing), "Environmental infringements", projects in the ward receiving/requesting grants and loans, visits to ward of officers or senior post members.
14. Any non routine events that the council has been involved in or any new development or activity occurring in the ward.
15. An brief update diary for information on all ward issues ongoing or coming up involving District council and where necessary with contact details of officers
16. All ward information, we must be kept informed.
17. Planning decisions
18. Officer visits on strategic matters. Serious smaller matters - i.e. drains, flooding, housing,
19. Perhaps, if it is easy to access. Some INFO would have to be confidential to ward member only.
20. Breckland organised events. Contract details. Rangers.
21. Something like the weekly bulletins would be great as I find this very user friendly. The reason

why I say weekly information is I can then keep track & if something is coming up I can then address the issue. For example I didn't know re The Gemini pub, coming up in licensing.

22. Information on planning applications personnel in Breckland personnel in the ward my ward newsletter

### **7. Do you have any other comments or suggestions regarding how you would like to receive ward information/updates?**

1. No
2. No
3. The district could be broken into areas around the towns in order to make the task easier, trawling through everything relating to the entire district is time consuming and makes one liable to miss something that could be very relevant in your own ward. Cut that down to just an area and the whole task is simpler, shorter, more time efficient for officer and member, more environmentally friendly (less time on the computer etc) and basically just better.
4. Web pages may not be able to be updated at the speed that Members may want to receive information.
5. Lagan had a product for key management information that was being developed. This could be introduced and would automatically collate information as per ward and area.
6. No
7. How about giving consideration to one or two experienced officers acting as "ward liaison" officers, working as a conduit between the Council and its members?
8. I just want to receive any information in as basic form as possible hence the above comments viz 'phone/e-mail. I usually have neither the time nor inclination to root around and find it on a web site. Perhaps a bit of in depth training would change that view!
9. Via e-mail when there is a significant occurrence.
10. As above
11. Perhaps the relevant officer could e mail particular INFO relating to a Ward on an item by item basis, i.e. if a Parish were applying to the matched funding pot for play equipment, the ward member could be informed. Other personal or private issues e.g. re an ASBO, or housing need, or planning problem could be sensitively discussed, with the ward rep rather than written down.
12. No