

**MEMBERS' SUPPORT****SURVEY CONCERNING THE SUPPORT PROVIDED TO MEMBERS BY THE CORPORATE SUPPORT TEAM**

This survey has been produced and circulated following a request from the Resources Scrutiny Panel held 11 December 2014.

Please complete it and return it to the Corporate Support Team by 30 January 2015 in hard copy or email to [corporatesupport@rutland.gov.uk](mailto:corporatesupport@rutland.gov.uk).

1. Are you aware that part of the role of the Corporate Support Team is to support elected members in carrying out their role?	
Yes	<input type="text" value="9"/>
No	<input type="text" value="1"/>
2. How often do you use the Corporate Support Team's services?	
At least once a week	<input type="text" value="5"/>
Once a fortnight	<input type="text"/>
Monthly	<input type="text" value="4"/>
Less than monthly	<input type="text"/>
Not at all / never	<input type="text" value="1"/>
3. Typically, what do you use the Corporate Support Team for (tick or cross all that apply)?	
Provision of agendas and minutes	<input type="text" value="8"/>
Getting contact information for officers	<input type="text" value="5"/>
Confirming dates for meetings	<input type="text" value="6"/>
Arranging meetings with officers	<input type="text" value="3"/>
Processing expenses requests	<input type="text" value="4"/>
Printing documents	<input type="text" value="2"/>
Other (please specify)	
Delivering documents required urgently.	
Making travel arrangements when going by train to a meeting.	
Enlarging documents	
General Information to point me in the right direction.	

4. Do you think that the Corporate Support Team is easily accessible and easy to contact?

Yes

No  Please provide further information why.

Hidden away beyond where most members go, unsure who does what, tend to make all enquiries to one of two people – no idea who the others are that sit in there or what they do

It is not always clear who to contact, especially when trying to arrange meetings with officers.

Changes in personnel can be confusing when trying to contact chief officers or being contacted on behalf of chief officers.

Better in a more high profile office as before.

5. What do you think the team does well in supporting members?

Responding quickly to requests and offering support when needed.

One to one support is good.

Most of it in an unobtrusive manner.

Members of the team are very responsive to any requests I make and good at keeping me informed. This is always carried out in a most professional manner.

Very helpful.

My queries are always answered speedily and efficiently but most of my work is via KH.

Minutes for meetings.

Internal mail.

Meeting agendas, minutes, secretarial support for meetings.

I usually get the information / the direction I am looking for.

6. What could the Corporate Support Team to do more of, or do better, in order to support you in your role as an elected member of the council such as assisting with your training and development (even if we can't do it, please let us know)?

Be completely separated from the SMT and the leadership – a dedicated team for members.

Insert all meetings electronically into Members Outlook Calendars.

Suggestions about training have been forthcoming from the team recently and this seems to be an area which could be developed further. It should certainly be welcomed by new members.

Having a team dedicated to members, including people who have an in depth knowledge of electoral law and RCC's constitution would improve matters.

Training needs to be a clear and co-ordinated plan. Needs finalising for new Council.

Changes to clerks at meetings makes it difficult to identify a contact point and maintain continuity in support.

I am satisfied with the level of support.

7. Any other comments...

Still months behind on updates to electoral role ...given up asking.... it never used to be like this they arrived on time every month.

I have been very happy with the support I have received.

Getting responses and minutes/papers is much slower that previously under Democratic Services.

This facility has been very helpful over the year.

Completed by (optional)

Name.....