

# Communications with Councillors Task Group: Survey

The Communications with Councillors Task Group is currently reviewing Wiltshire Councillors' experiences and expectations of internal correspondence from across all Wiltshire Council service areas. As part of evidence gathering, the Task Group is providing all Wiltshire Councillors with the chance to share their experience through this survey.

The Task Group was established in March 2019 following a request from the Cabinet Member and Director responsible for communications. It was felt that a holistic review of how all service areas at the council communicate information to Cllrs would enhance their ability to represent the public and take effective decisions.

This survey is open for response between 16 October 2019 and 30 October 2019. The survey should take between 5 to 10 minutes to complete.

Q1 What forms of technology do you have access to? (tick all that apply)

- Wiltshire Council laptop
- Ipad with Wiltshire Council e-mail access
- Smartphone with Wiltshire Council email access

Q2 Over an average week how regularly do you use these forms of technology for internal Wiltshire Council communication?

## Wiltshire Council laptop

- Less than once a week
- 2-3 times per week
- Daily

## Ipad with Wiltshire Council e-mail access

- Less than once a week
- 2-3 times per week
- Daily

## Smartphone with Wiltshire Council email access

- Less than once a week

2-3 times per week

Daily

Q3 Do you use any of the following areas to access internal Wiltshire Council information? (tick all that apply)

- GRwiltshire  
.sabacloud.com/Saba/Web\_spf/SPCTNT62Site/pages/pagelistview/pgcnt00000000037329OW
- Councillors' Intranet Area
- Wiltshire Council Directory (accessed from The Wire)
- None of the above

How often do you access GRwiltshire

.sabacloud.com/Saba/Web\_spf/SPCTNT62Site/pages/pagelistview/pgcnt00000000037329OW to obtain internal information?

Every 6-12 months

Quarterly

Weekly

How often do you access the Councillors' Intranet Area to obtain internal information?

Every 6-12 months

Quarterly

Weekly

How often do you access The Directory?

Every 6-12 months

Quarterly

Weekly

Q4 How would you rate the clarity of content in the following forms of communication:

Information on the Councillors' Intranet Area

Poor

Good

Excellent

What made you choose your rating?

### Hot Wire Alerts

Poor

Good

Excellent

What made you choose your rating?

### Elected Wire

Poor

Good

Excellent

What made you choose your rating?

### Policy Updates

Poor

Good

Excellent

What made you choose your rating?

### Briefing Notes

Poor

Good

Excellent

What made you choose your rating?

### Delegated Decision Notices

Poor

Good

Excellent

What made you choose your rating?

### Planning-related Communications

Poor

Good

Excellent

What made you choose your rating?

## Our Community Matters

Poor

Good

Excellent

What made you choose your rating?

Q5 Do you follow any of the official Wiltshire Council social media accounts?

Yes

No

Q5a Which Wiltshire Council social media accounts do you follow? (tick all that apply)

Facebook

Twitter

Instagram

YouTube

Q5b Do you follow any other Wiltshire Council accounts, apart from the official accounts, such as the careers account, roads account, etc. Please specify below.

Q5c Do you find the Council's social media accounts useful?

Yes

No

Q5d Please state why

Q6 Do you use the Wiltshire Council webcasting function?

Yes

No

How regularly do you use the Wiltshire Council webcasting function?

Every 6-12 months

Quarterly

Weekly

Q7b Would you find it beneficial if the webcasting function was extended to Area Boards?

Yes

No

Q8 What has been your purpose(s) for accessing webcasts? (tick all that apply)

To catch-up on a meeting that you were unable to attend

To catch-up on the proceedings of a meeting that you attended

Research

General Interest

Other

Q8a Please state

Q9 How would you usually locate contact details for another Wiltshire Councillor? (tick all that apply)

Contacting Customer Services

Wiltshire Council Directory (accessed via The Wire)

MyWiltshire App

Wiltshire Council Website

Search Engine (e.g. Google)

Other

Q9a Please State

Q9b Do you feel that the information available on 'The Directory' could be improved?

Yes

No

Q10 Are you aware of the Wiltshire Council Member-Officer Protocol?

Yes

No

Q11 Have you found that Wiltshire Council Officers consistently meet the response period for internal communication with yourself, as detailed in the Protocol? *The Protocol states that e-mails & telephone calls from Cllrs will be acknowledged by Officers within two working days, with a substantive response provided within 10 working days and, if this is not possible, an explanation provided within this timeframe as to the reason why and when the response can be expected.*

Yes

No

Q12 Do you have any further comments about internal Wiltshire Council correspondence, which would enable you to better represent the public and make effective decisions?

Thank you for participating in the Communications with Councillors Task Group Survey. Your details will remain anonymous and the Task Group will consider all of the results at their next meeting. The survey's responses will help to inform the Task Group's final report and recommendations, which is due to be received at Overview & Scrutiny Management Committee on 28 January 2020.