

Summary of Councillor responses to the survey question:

"Do you have a view on the support currently available for helping you to resolve casework issues and community area issues?"

Total responses: 28 of 98 councillors (27%)

	Comment	Tally
1.	Generally happy with current support – most officers are helpful	12
a.	Particularly Democratic Services	5
b.	Particularly Community Area Managers	2
c.	Particularly Planning	2
d.	Particularly Children & Education	1
e.	Particularly Community Services	1
f.	Particularly Economic Development	1
2.	Some officers are unhelpful or slow to respond to queries	5
a.	Particularly Highways	5
b.	Particularly Planning	3
c.	Particularly Open Spaces	2
d.	Particularly Drainage	2
e.	Particularly Street Scene	1
f.	Particularly Revs and Bens	1
g.	Particularly Children & Education	1
h.	Particular officers at lower levels	1
i.	Suggestion of providing training for officers on the role of councillors	1
3.	Officers should not be doing the councillors' work (i.e. case work / ward issues)	5
4.	It is difficult to know who is the appropriate officer to contact	4
a.	Request for an up-to-date organisation chart with officer names and contact details.	2
5.	The support received depends on the attitude of the councillor	3
6.	Was not aware that any support for councillors was available	3
7.	The role of CAMs needs clarifying	1
a.	It would be more helpful if CAMs' primary function was supporting the Chairman of the Area Board	1

Appendix A

b.	CAMs are doing some work that should be done by councillors	1
8. Community Area Issues are not working well		
9.	There should be agreement from ALL Cabinet members to respond to queries within the same timeframe as that agreed to by officers in the Member/Officer protocol.	1
10.	Meetings should be held in the evening to allow councillors with jobs to attend without taking holiday	1
11.	The Councillor Allowance system should be changed so those who need to work full time are not penalised.	1