

Feedback

from the Malmesbury Pilot Area Board
21st January 2009

Some 60 people attended the Pilot Area Board meeting held following NWDC's Malmesbury Area Committee on 21st January 2009. They included:

Members of the Public
Westlea residents
District Councillors
County Councillors
Town Councillors
Parish Councillors
Malmesbury & the Villages Community Area Partnership members
Members of Community groups/organisations
Officers

32 evaluation sheets were returned.

Feedback from the Evaluation sheets:

Responses were graded 1 to 6 (1 = poor and 6 = good)

	Response rate	Average score
Was the venue appropriate?	32	4.7
Was the room layout appropriate?	32	3.9
Did you feel welcome at the meeting?	32	4.9
Did you feel involved?	30	4.8
Did everyone have the opportunity to speak?	31	5.1
How did you rate the agenda?	29	3.9
How did you find the presentations?	32	3.5
How did the Chair control the meeting?	32	5.3
Was the meeting well publicised?	29	3.4
How did you rate the meeting overall?	32	4.2

Was tonight's meeting better/worse/same as the one held in November?

Eight people thought it was better, 1 worse and 6 said there was no change. Seventeen people did not answer this question.

Comments/suggestions received with reference to this meeting are as follows:

Publicity

- No publicity was apparent
- Publicize the agenda before the meeting so interested parties are more likely to attend
- Don't really know (if it was well publicized)

Agenda

- Good time-keeping, 2 hours ideal
- Lack of decision making - only vote on Area Committee matters

Chairmanship

- Chair ensured everyone had the opportunity to speak although some town & parish councillors were more forthcoming in speaking and may have put residents off contributing.
- Good to hear various points of view and get a chance to bring to attention some of the problems in community
- More varied engagement – not so dominated by Malmesbury Town Council!

Venue

- Car parking good
- Room cold
- Good sized room
- Good local venue with, I think, a good turn out!
- Some better heating and refreshments may assist getting more people along
- Vary the venue each meeting to allow access to all
- Cold
- Venue very cold and therefore uncomfortable
- Was glad to attend as venue enabled me to attend, I have no transport so distance is important and length of meeting
- Better venue than the Town Hall
- Needs heating
- Bit cold
- Cold
- Warmer room
- Layout much better
- Cold, otherwise good venue
- Seating plan didn't quite work
- Great parking
- Liked idea of coffee etc
- Too cold
- Parking good
- Provide heating

PA Systems

- Better PA so all the room can be utilised so public are not so cramped
- Poor sound – not clear what some people were saying
- The mobile microphone was poor whereas the fixed table microphones were good
- Technical problems with main presentation known
- Wandering microphone is difficult
- Poor acoustics
- PA system very bad
- Improve PA

Meeting

- Discussion created by DVD was patchy, but raised some excellent ideas (and caused me to question my own action for local communication)
- Can we have feedback on the feedback to complete the loop
- Video expensive waste of time – comments could have been noted on a sheet of A4 and all technical problems avoided
- People felt some reticence to get involved
- Make it clearer about purpose of open discussion
- As with all council meetings there was too much discussion on irrelevant topics
- The essential items were pressure limited by time

- Practice of presentation & equipment

General

- Not sure about the publicity, but am sure it will get better
- I would attend again
- An approach of 'you said this – we did it' – this works well and shows impact of having a say
- Retain "People's Voice" (NWDC) and extend across Wiltshire in area panels and village by village to address more local issues
- Screen too low – why not use school screen on end wall?
- The meetings always get bogged down in 'how' we should operate, in order to bring in local involvement. Access to Councillors is important, but doing a good job is more so.
- Do not use Town Hall as a venue – parking is impossible
- Agendas and minutes of earlier meetings should be made more available

Officer observations:

- 1) The response rate was approximately 50% of those people attending.
- 2) The overall rating of the agenda was graded slightly lower than the January meeting. The comments related largely to the use and purpose of the Issues Book DVD which was tested as a deliberative tool. The outcomes of this experiment undertaken in conjunction with Southampton University will be known shortly.
- 3) Publicity was also rated lower than before despite more posters being distributed and press releases distributed to local media contacts. It is difficult when local media chooses not to include all the information, which was highlighted at the meeting. Partners such as Westlea helped publicise the January meeting amongst its tenants, which resulted in a good number of residents attending the meeting for the first time. It also indicates that agendas need to be planned longer in advance in future.
- 4) Chairing of the meeting and being given an opportunity to speak remained the top two scoring areas. This is pleasing since good chairmanship skills are at the heart of community involvement at such meetings. There was, however, a plea to curb dominant Town/parish representatives from dominating discussions.
- 5) Seating received mixed reviews. Unfortunately the school had insufficient tables to seat all the audience as had been originally planned, so some had to sit round the edge of the room which was unsatisfactory.
- 6) Due to unexpected large numbers there were insufficient hard copies of the agenda papers to enable everyone to receive a copy. This is the dilemma about wasting paper and providing sufficient copies when audience numbers are unknown.
- 7) The Malmesbury secondary school hall is generally favoured as a venue, but adequate heating is essential during winter months. Quite rightly we must vary the venue to include village venues to enable wider access.
- 8) Adequate PA systems/loop systems etc, plus technical expertise continue to be a common area requiring improvement.

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