

Members' Communication Survey

2013/14

Methodology

E-mail survey made available to members from Monday 16 December 2013 to Wednesday 8 January 2014.

Response Rate: 37 Members responded (69%)

Section 1: Press Cuttings

How strongly do you agree with the following statements?					
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I find the press cuttings useful	(14.7%) 5	(35.3%) 12	(17.6%) 6	(11.8%) 4	(20.6%) 7
I would prefer the press cuttings to be made available electronically (via an e-mail or the Members' portal)	(40%) 14	(34.3%) 12	(20%) 7	(5.7%) 2	(0%) 0

Section 2: Members Portal

How often do you visit the Members' Portal?		
	Response Percent	Response Count
Once a week (or more frequently)	38.9%	14
Once every two weeks	13.9%	5
Once a month	13.9%	5
Once every three months	2.8%	1
Less than once every three months	16.7%	6
Never	13.9%	5

If you visit the Members' Portal, please tell us how strongly you agree with the following statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I find the Members' Portal to be useful	(15.4%) 4	(50%) 13	(26.9%) 7	(7.7%) 2	(0%) 0
The Members' Portal includes up-to-date information to help me fulfil my role as a councillor	(0%) 0	(48%) 12	(36%) 9	(16%) 4	(0%) 1
Information is easy to find on the Members' portal	(0%) 0	(40%) 10	(36%) 9	(24%) 6	(0%) 2

How can the Members' Portal be improved?

Improve the search engine

Update the Portal more frequently, including Council news

Improve the navigation to make information easier to find

If you do not use the Members' Portal, please tell us why?

Forgotten or lost password

Other sources of information available

Do not have the necessary skills

Section 3: Members' Surgeries

How strongly do you agree with the following statements?					
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The training provided to Members by the Council helps me to do my job	(17.6%) 6	(50%) 17	(14.7%) 5	(8.8%) 3	(8.8%) 3
I am clear about the role of Parish and Town Councils, the District Council and County Council	(39.4%) 13	(51.5%) 17	(3%) 1	(6.1%) 2	(0%) 0
My constituents understand the difference between Parish and Town Councils, the District Councils and the County Council	(0%) 0	(5.9%) 2	(11.8%) 4	(50%) 17	(32.4%) 11
I understand and could explain the planning process to my constituents	(35.3%) 12	(47.1%) 16	(8.8%) 3	(5.9%) 2	(2.9%) 1
I understand and could explain the Council's Housing Allocations Policy	(8.8%) 3	(35.3%) 12	(14.7%) 5	(29.4%) 10	(11.8%) 4

Do you hold surgeries with your constituents?		
	Response Percent	Response Count
Yes	26.5%	9
No	73.5%	25

How often do you hold surgeries?		
	Response Percent	Response Count
Weekly	11.1%	1
Monthly	66.7%	6
Every three months	11.1%	1
Every six months or more	11.1%	1

Do you work closely with your Parish/Town Council representatives when hosting your surgery?		
	Response Percent	Response Count
Yes	77.8%	7
No	22.2%	2

Do you prepare your own materials when you work with constituents (not political materials)?		
	Response Percent	Response Count
Yes	100%	9
No	0%	0

Are you clear when your MP should be involved with issues?		
	Response Percent	Response Count
Yes	75%	24
No	25%	8

Section 4: Training

Would it be helpful if the Council provided media awareness training to Members?		
	Response Percent	Response Count
Yes	78.1%	25
No	12.5%	4
Don't Know	9.4%	3

Section 5: Sevenoaks District Council Website

How strongly do you agree with the following statements?					
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The website is clear and well designed	(0%) 0	(40.6%) 13	(43.8%) 14	(15.6%) 5	(0%) 0
In general, information on the website is easy to understand	(0%) 0	(53.1%) 17	(40.6%) 13	(6.3%) 2	(0%) 0
Information is easy to find on the website	(0%) 0	(8.1%) 9	(34.4%) 11	(31.3%) 10	(6.3%) 2

How could the Council website be improved?
Improve the search
Make Councillor contact details / roles of the local authorities easier to find
Improve navigation

Section 6: General Comments

Please tell us what, if anything, could be done to improve the way the Council communicates news and information with Members?
Provide departmental updates
Send new releases to all members electronically
Member could share more information