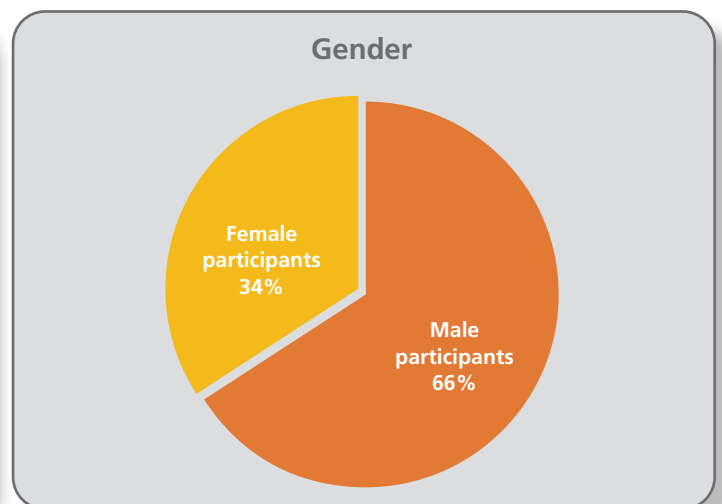
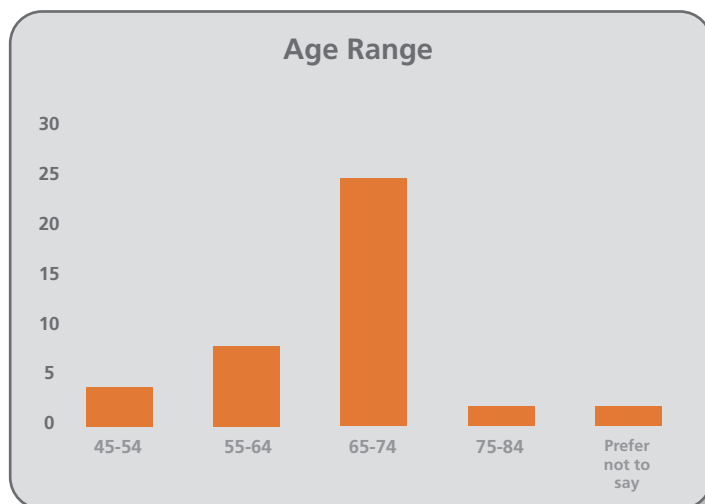
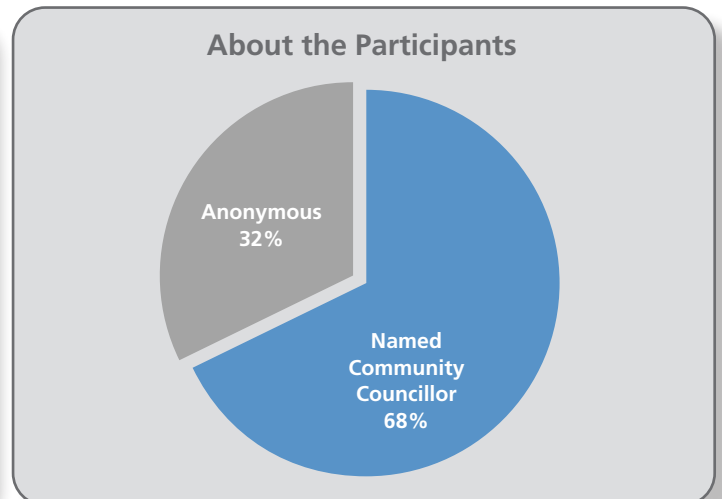
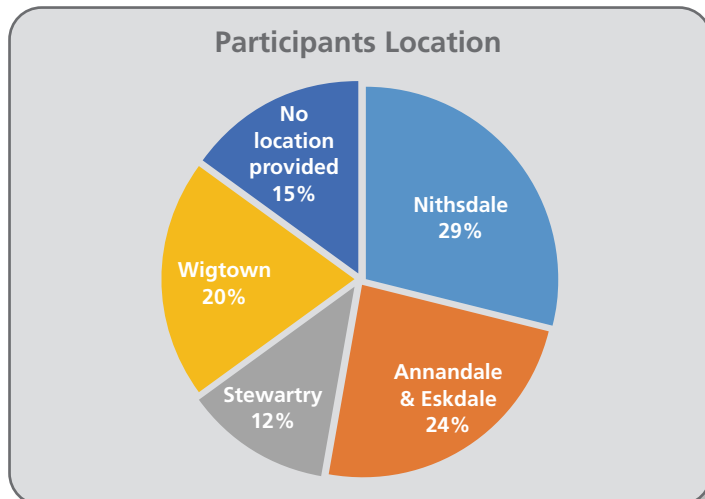


Community Councillor Satisfaction Survey 2020-2021

As a Council we are always looking for ways to improve the service that we deliver, so we carry out an Annual Survey to ask about the different aspects of our support to you. The results of this survey focus on the work of the Community Planning and Engagement Service and show an increased response rate of 21% to that of the previous survey. This is an excellent performance given the additional demands on Community Councils and on Council staff over the past 18 months due to the Covid-19 pandemic.



The main reasons for contacting the council were as follows:

Moving to Online Meetings	48.78%
Consultation	48.78%
Financial Issues including Discretionary Grant	39.02%
Running Meetings	26.82%
Office Bearer Appointments	21.95%
Training issues	21.95%
Co-option of Members	19.51%
Casual Vacancy Election	19.51%
Independent Complaints Procedure	2.43%
Working Groups	2.43%
Other (Road Network Team)	2.43%



Average time online to complete survey

47%

of Community Councils across the region responded to the Community Councillor Satisfaction survey. An increase of 21% compared to the previous survey response rate.

76%

of those who responded said they were satisfied or very satisfied with the support received from the council. 1% of those who responded advised that they were not satisfied with the support they had received from the council as support for Community Councils at the start of the pandemic had been in their opinion, been hesitant and cautious. The remainder chose not to respond to this question.

76%

of those who responded said they had regularly been in contact with the council used the following methods to contact the council over the last year and the most popular methods used were the Community Councils@dumgal.gov.uk mailbox, Community Council Enquiry Service (CCES), by telephone or through Virtual/Online meetings. The remainder of those who responded said that they had used other methods including direct email to their Ward Officer(s) or other Council Officers or their local Member to contact the council during the same time.

66%

of those who responded said that the frequency of the Community Council newsletter should be monthly with the remainder of those who responded suggesting that the frequency be either bi-monthly or quarterly

90.2%

of those who responded said they were satisfied or very satisfied with the ability to contact the council. The remainder either did not respond to this question and one respondent said that were not satisfied as they had not been able to have face to face meetings and that responses had sometimes taken longer.

News and information about other Community Councils, updates from Dumfries and Galloway Council, hearing about forthcoming events, Roles and Responsibilities of Community Councillors, Updates on national developments and on forthcoming events including consultations all featured highly in overall response to this question which had an

80%

response rate.

73.2%

of those who responded to the survey said that they had been in touch with their Ward Officer in the past year. The main reasons for engagement with Ward Officers were in relation to community resilience; signposting for information; community engagement and/or advice on attendance at Community Council meetings.

Of those who said they had engaged with Ward Officer,

96%

said they were either satisfied or very satisfied. One respondent said that they had not been satisfied as it had taken a long time for them to receive a response to their enquiry.

Dumfries and Galloway Council response

We would like to thank everyone who took the time to respond to the Community Council Satisfaction Survey 2020/21 which focussed on the work of our Community Planning and Engagement Service. We value your feedback and take on board all relevant suggestions as we endeavour to provide an efficient service for Community Councils across the region. Based on the information received, we will ensure the following:

You Said	We are doing/ Will do/ or can't because
Dialogue and communication	<ul style="list-style-type: none">• maintain communication links by operating the CCES Community Council Enquiry Service, Community Council mailbox and processing any telephone enquiries we receive.
Support, advice and training	<ul style="list-style-type: none">• continue to offer MS Teams as an online platform for engagement and training purposes, moving forward.• maintain the provision of governance advice and support on all aspects of the Scheme including moving to online meetings, financial issues, co-option of members and casual vacancy elections, complaints procedure etc.• continue to offer one to one training for individual Community Councillors / Office Bearers and /or Community Councils on all aspects of the Scheme.
Sharing Information – local and national	<ul style="list-style-type: none">• share examples of local Community Council best practice via the Community Council Newsletter.• circulate a link to the council webpage with details on the structure of the council.• continue to provide up to date information regarding Scottish Government guidelines on Coronavirus.• continue to monitor the volume and relevant content of emails being circulated.• circulate a gentle reminder that all Community Councils confirm their contact details match their Dumfries and Galloway Council webpage and listed CCES contact. Community Councils are requested to confirm any changes to Dumfries and Galloway Council so we can adjust our records accordingly. (Scheme 6.5 Role of Secretary)
Community Council Newsletter	<ul style="list-style-type: none">• Issue a Community Council Newsletter on a monthly basis including Community Council updates both local and national, forthcoming events including consultations.• circulate a request to all Community Councils detailing the procedure to subscribe to the Community Council newsletter.