

## Appendix A

Summary of the responses provided to the survey of elected Members

### Question 1

How often do you generally communicate with Council officers in relation to a query?

At least once a week	15
At least once a month	3
At least once a quarter	1
At least once a year	0
Other	2

### Question 2

Which Council directorate(s) do you typically contact most frequently?

Community Services	12
Regeneration and Business	12
Social Care, Health and Housing	7
Other	7
Children's Services	4
Public Health	2
Chief Executive	1
Resources	1

### Question 3

At what officer-level do you typically address your query?

Service Manager	14
Head of Service	12
Assistant Director	10
Below Service Manager	9
Director	6

### Question 4

Please describe your experience of the speed of response that you typically receive from officers?

Positive in relation to acknowledgement and response (when the question is clear)	9
Response is inconsistent depending on who you contact	8
Timeframes not adhered to or no response	7
Responses are unprofessional or unhelpful	3
Highways are poor (responses non-existent)	3
Planning are poor	2
Environment/waste are the best	2
Lack of awareness of junior officers	1

**Question 5**

If applicable, please describe any occasions where you have requested information from officers that you feel has not been provided appropriately

Highways	6
Planning	3
Enforcement	1
Customer Services	1
Education attainment	1
S106	1

**Question 6**

Please describe your typical experience of the quality of response that you have received to enquiries?

Informative/helpful	15
Inconsistent	7
Sometimes lack decisiveness	1