

Date of issue: Thursday, 20th March, 2025

MEETING	STANDARDS COMMITTEE
DATE AND TIME:	THURSDAY, 20TH MARCH, 2025 AT 6.45 PM
VENUE:	COUNCIL CHAMBER - OBSERVATORY HOUSE, 25 WINDSOR ROAD, SL1 2EL
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	NICHOLAS PONTONE 07749 709 868

SUPPLEMENTARY PAPERS

The following Papers have been added to the agenda for the above meeting:-

* Item 2 was not available for publication with the rest of the agenda.

PART 1

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
2.	Member Survey	1 - 60	All

This page is intentionally left blank

Slough Borough Council

Report to:	Standards Committee
Date:	20 March 2025
Subject:	Members' Survey
Chief Officer:	Sukdave Ghuman, Director of Law and Governance and Monitoring Officer
Contact Officer:	Colin J Sweeney, Head of Democratic Services and Scrutiny (colin.sweeney@slough.gov.uk)
Ward(s):	All
Exempt:	No
Appendices:	Appendix A – survey responses detail 2025 Appendix B – previous years survey responses

1. Summary and Recommendations

1.1 This report:

- a) Details the results of the third-ever survey of SBC councillors, which concluded in January 2025.
- b) Compares those results to the previous survey, which took place in January 2024.
- c) Invites members' reflections on actions which should arise from these survey results.

Recommendations:

- 1. That the results of the previous Member Survey, and plans for the use of these by officers to inform future action, be noted;**
- 2. That the committee provides feedback to officers on potential actions to be taken in response to the survey;**
- 3. That the committee provide feedback on improvements to the process of gathering members' feedback in future years.**

Reason:

The Standards Committee's terms of reference include to 'monitor the operation of the Council's ethical framework including the code of conduct' and to advise the Council based on its findings. The member survey provides an important source of information about members' perceptions and opinions, including about the conduct of members and other aspects of the Committee's terms of reference.

Commissioners' Comments

This report is being reviewed by Commissioners and any specific comments will be reported to the meeting.

Introduction

- 1.2 A report on this topic was most recently received by this committee in March 2024.
- 2.3 At the request of the Secretary of State, in the form of directions issued to Slough Borough Council, a series of 'improvement plans' have been created and published. Progress against these plans is being monitored by government-appointed commissioners, and the Council has additionally identified a number of other areas for improvement.
- 2.4 All the Council's plans will benefit from data about councillors' skills, attitudes, motivations and concerns. These include the Democratic Governance Action Plan and Scrutiny Action Plan, as well as a Culture Change Plan.
- 2.5 It is in any event good practice for local authorities to survey their councillors periodically and to use the results to ensure that services and support for councillors are designed to meet their specific needs. At a national level, the Local Government Association carries out a 'census' of councillors for similar reasons.
- 2.6 An action to complete such a survey was included in the Democratic Governance Action Plan. A further action to embed this as annual practice is also included. By carrying out the survey for a third time, this action is being fulfilled.

Method

- 2.7 An online survey was launched to councillors using Microsoft Forms during November-December 2024. Group leaders agreed the content and furthermore agreed to encourage their membership to complete the survey. It was:
- Sent to each councillor individually on Microsoft Teams.
 - Sent to each councillor individually by email.
 - Sent to all councillors in the Member Newsletter
- 2.8 Results were recorded anonymously.
- 2.9 The survey was designed to include several questions from the National Councillor Census conducted by the Local Government Association, allowing a degree of national benchmarking. Additionally, questions were kept as similar as possible to the previous two surveys in order to assist with comparison.

Response

- 2.10 Twenty one out of 42 councillors responded, a response rate of 50%, which is 24% down on responses received to the 2024 survey. The drop in response rate is disappointing and members may wish to consider the reasons for this and any action that can be taken to encourage members to complete future surveys.

- 2.11 The results of the questions, including a full account of the free text responses - and comparisons, where available, with the LGA councillor survey and the previous survey - are presented at Appendix A.
- 2.12 Any potentially identifying personal comments have been redacted, otherwise the free text comments are presented in their original and full form. The only information not presented is the free-text comments from the former survey, which can be reviewed in the appendix to the March 2024 Standards Committee.
- 2.13 Of the three annual surveys, the 2024 survey is the only one where all current members could have taken part. In May 2023, twenty-two new councillors joined the council (out of forty-two) and the political administration changed. It is impossible to know how many of the 20 councillors who remained from the previous cohort were amongst the 24 who responded to the first survey, and it is unknown how many of those were amongst the 31 respondents to the second survey.
- 2.14 Therefore, the comparability of the results between surveys in Appendix A cannot be assumed. However, the exercise of comparing these survey results is not pointless as long as it is done carefully in this informed context. Some subjects covered by the survey – such as councillors’ perceptions of the quality of the member support offer and of officers’ behaviours – may be easier to meaningfully compare than others.

Answers with highest percentage listed		
Question	2025 Survey	2024 Survey
1. Main reasons for becoming a Councillor?	86% of 21 responses said to serve the community.	94% of 31 responses said to serve the community.
2. Most important things Councillors do?	62% of 21 responses said to listen to the views of local people and to represent local residents’ views to the Council	65% of 31 responses said to represent local resident’s views to the Council.
3. How much influence to change things?	48% of 21 responses said they felt they had less influence to change things than they expected before being elected.	39% of 31 responses said they felt they had about as much influence to change things as they expected.
4. How effective in role of Councillor?	48% of 21 responses said they were very effective in their role as a Councillor.	45% of 31 responses said they were very effective in their role as a Councillor.
5. How effective were most SBC Councillors in their roles as Councillor?	33% of 21 responses said somewhat effective. 33% also said somewhat ineffective.	35% of 31 responses said somewhat effective. 23% also said somewhat ineffective
6. Would Councillors recommend becoming an	62% of 21 responses said yes.	77% of 31 responses said yes.

SBC Councillor?		
7. Quality of member support provided by the Council overall and by Democratic Services?	<p>A majority of members agreed or strongly agreed they were satisfied with the quality of support provided by the Council overall.</p> <p>A majority of members agreed or strongly agreed they were satisfied with the quality of support provided by Democratic Services.</p>	A majority of members agreed or strongly disagreed they were satisfied with the quality of support
8. There is a healthy culture and good ways of working overall?	<p>A number of members agreed or strongly agreed there was a healthy culture and good ways of working overall amongst Councillors and officers.</p> <p>An equal number of members disagreed or strongly disagreed.</p>	A number of members agreed or strongly agreed there was a healthy culture and good ways of working overall amongst Councillors and officers.
9. Did they have confidence in SBC Councillors and senior officers?	A majority of members agreed or strongly agreed.	A majority of members agreed or strongly agreed.
10. Did senior officers understand Councillors and how politics works in Slough?	A majority of members agreed or strongly agreed.	A majority of members agreed or strongly agreed.
11.	<i>Member comments on this topic are listed in Appendix A.</i>	
12. When they submitted casework (via the portal), they were confident a) that it would be resolved, and b) that they would get a response within a reasonable timeframe?	A majority of members agreed or strongly agreed.	A majority of members agreed or strongly agreed.

<p>13. When they submitted a service request (e.g. via the Council's website), they were confident a) that it would be resolved, and b) that they would get a response within a reasonable timeframe.</p>	<p>A majority of members agreed or strongly agreed.</p>	<p>A majority of members agreed or strongly agreed.</p>
<p>14. If they contacted a senior officer with a question or an issue, they were confident a) that it would be resolved, and b) that they would get a response within a reasonable timeframe.</p>	<p>A majority of members agreed or strongly agreed.</p>	
<p>15.</p>	<p><i>Member comments on this topic are listed in Appendix A.</i></p>	
<p>16. The Council provided Councillors with IT equipment and infrastructure, which enables them to carry out their roles effectively.</p>	<p>A significant majority of members agreed or strongly agreed.</p>	<p>A significant majority of members agreed or strongly agreed.</p>
<p>17.</p>	<p><i>Member comments on this topic are listed in Appendix A.</i></p>	
<p>18. The Council's Corporate Improvement Scrutiny Committee?</p>	<p>A majority of members agreed or strongly agreed that (a) scrutiny arrangements are working well; (b) scrutiny members had the skills needed to do the role well; (c) scrutiny was an important mechanism for community</p>	<p>A majority of members agreed or strongly agreed with (a) to (f), (however a number of members disagreed or strongly disagreed with these.</p>

	engagement; (d) scrutiny has a positive impact on the outcomes for residents; (e) scrutiny works in a cross-cutting fashion and is not restricted to departmental silos; and (f) scrutiny committee was good at prioritising only the most important issues.	
19.	Member comments on this topic are listed in Appendix A.	
20. Councillors had the training and development opportunities they required; and If there was any additional training and development they needed, they would know how to access it.	A majority of members agreed or strongly agreed. The vast majority of members agreed or strongly agreed.	A majority of members agreed or strongly agreed.
21. What did Councillors say were the main things which prevented them from attending more member development sessions?	71% of the 21 members that responded said that nothing prevented them from attending and that they attended most of these. 38% said they did not attend because these were not online.	81% of the 31 members that responded said that nothing prevented them from attending and that they attended most of these. 23% said they did not attend because these were not online.
22.	Member comments on this topic are listed in Appendix A.	
23. Decision-making	The vast majority of members who responded said that they had a good understanding of the work of the Cabinet and felt able to have their say about issues affecting Slough, its residents and the Council.	The vast majority of members who responded said that they had a good understanding of the work of the Cabinet and felt able to have their say about issues affecting Slough, its residents and the Council.

	<p>A majority of members said that committee and council reports provided sufficient information for them to make informed decisions.</p> <p>A majority of members disagreed or strongly disagreed that the Council communicates well with residents about the big decisions it makes and that Council and committee reports are written in a way which helps councillors and the public to understand complex issues.</p>	<p>A majority of members said that committee and council reports provided sufficient information for them to make informed decisions.</p> <p>A majority of members disagreed or strongly disagreed that the Council communicates well with residents about the big decisions it makes</p>
24.	Member comments on this topic are listed in Appendix A.	

25. Were effective arrangements in place to deal with inappropriate behaviour?	<p>A majority of members agreed there were effective measures in place to deal with inappropriate behaviour by members of the public, officers and councillors.</p>	<p>A majority of members agreed there were effective measures in place to deal with inappropriate behaviour by members of the public, officers and councillors.</p>
26 and 27. Fulfilling role as councillor and any abuse or intimidation?	<p>Over the past twelve months, a majority of members that responded said they had rarely or never felt at risk personally when fulfilling their councillor role.</p> <p>A majority of members that responded said that they had occasionally, or frequently, experienced abuse or intimidation in their role as a councillor primarily from members of the public.</p>	<p>Over the past twelve months, a majority of members that responded said they had rarely or never felt at risk personally when fulfilling their councillor role.</p>

<p>28. Statements posed.</p>	<p>A majority of members felt confident that if they raised a serious issue or concern their concerns would be investigated and responded to.</p> <p>The vast majority of members understood the standards regime and how to raise a complaint about a councillor.</p> <p>A majority of members felt confident that if they lodged a complaint against a councillor, it would be dealt with effectively.</p>	<p>A majority of members felt confident that if they raised a serious issue or concern their concerns would be investigated and responded to.</p> <p>The vast majority of members understood the standards regime and how to raise a complaint about a councillor.</p> <p>A majority of members felt confident that if they lodged a complaint against a councillor, it would be dealt with effectively.</p>
<p>29.</p>	<p>Member comments on this topic are listed in Appendix A.</p>	
<p>30. Positions held at the Council.</p>	<p>Of those 21 members that responded:</p> <p>8% were Cabinet Members</p> <p>25% were chair or vice-chair of committees</p> <p>17% were scrutiny members</p> <p>33% were committee members (excluding cabinet and scrutiny)</p> <p>17% were SBC representatives on other bodies.</p>	<p>Of the 31 members that responded:</p> <p>13% were Cabinet members.</p> <p>45% were chair or vice-chair of committees</p> <p>26% were scrutiny members</p> <p>52% were committee members (excluding cabinet and scrutiny)</p> <p>26% were SBC representatives on other bodies.</p>
<p>31 and 32. Average hours spent (weekly) on Council business.</p>	<p>A significant majority of those members that responded, spent between 0 and 15 hours per week. A small minority spent between 21 and 31+ hours per week (a breakdown is listed in the Appendix)</p>	<p>Similar response to 2025 results.</p> <p>A question asked specifically, the number of hours spent:</p> <p>15 spent between 0 and 15 hours</p> <p>15 between 16 and 45 hours</p>

33. What are councillors' current circumstances?	57% in full-time, paid employment. 14% are retired. 19% are self-employed or freelance. 10% are "other"	58% in full time, paid employment. 16% are retired 13% are self-employed or freelance
34. Current occupation (if in paid employment)?	Of the 21 members that responded: 1 is in administration, clerical, secretarial or sales 5 are managerial or executive 2 are manual or craft 5 are professional or technical 3 are not in paid employment 2 are "other"	
35. Any additional democratic, voluntary and unpaid positions held?	Of the 21 members that responded: 1 is a parish councillor 3 are school governors 14 held no such positions 2 are "other"	Of the 31 members that responded: 3 are parish councillors 1 is a school governor 17 held no such positions 1 is a magistrate 6 are "others"
36. Any primary carer responsibilities?	Of the 21 members that responded: 7 (children) 2 (partner) 2 (relative) 10 (none) 1 (other)	Of the 31 members that responded: 6 (children) 0 (partner) 3 (relative) 20 (none) 1 (other)
37.	Member comments on this topic are listed in Appendix A.	
38. Any further comments	Member comments on this topic are listed in Appendix A.	

For completeness, a summary of the 2023- and 2024-Members' Surveys is also attached to this report at Appendix B.

Next Steps - Response to the Survey

- 2.15 Various statistics in the original January 2023 survey were expected to provide the basis for measurement of the Council's performance in terms of support provided to members (e.g. Members' satisfaction with Democratic Services, IT, officer responsiveness etc) and in terms of their perception of the Council's performance at supporting residents (e.g. the figures about responsiveness to service requests and complaints). Crucially, a number of statistics then, provided insights into the intended improvement of the leadership culture at Slough Borough Council, especially as it related to the relationship between senior officers and members.
- 2.16 Overall there is a general reduction in the metrics across the board. Where this is not the case it is highlighted in Appendix A.
- 2.16 Members of the Standards Committee are invited to provide officers with their views on the key results and a steer as to how they would like to see the Council respond to the data. Officers intend to use the data in similar ways to the results from the first two surveys, including:
- The Corporate Governance Working Group (an officer board chaired by the Monitoring Officer which acts as the project board for the Democratic Governance Project and the Scrutiny Improvement Project) will review the data for actions to add to the Political Leadership and Governance Improvement Plans.
 - The plan for member development and induction will take into account the feedback from the survey and this committee, assisted by the contribution of an informal Member Development Working Group.
- 2.17 This committee has a role in advising, training or arranging training for Members on matters relating to the Council's Ethical Framework including the Code of Conduct. Informal feedback on the survey from group leaders has included whether the timing in the municipal year is right. In addition the survey is quite long and members may wish to consider whether the benefit of some questions outweighed the additional time it takes to complete it. Reducing the number of questions may allow more opportunity for free text comments to expand on questions such as councillor effectiveness and working relationships between councillors and officers. The committee may wish to consider whether feedback on IT or scrutiny is better collected via alternative means.
- 2.18 Officers have already taken steps in response to the survey, including reviewing the quality of reports and language used to make them more readily understandable for the public and councillors alike and ran a member officer workshop to assist members to understand roles and responsibilities and how to work effectively with officers on difficult issues, Officers are also considering what further support can be provided to councillors to ensure their wellbeing and safety when they are working in their communities, including in relation to use of social media.

3.1 Financial Implications

- 3.1.1 There are no specific financial implications.

3.2 Legal Implications

3.2.1 There are no specific legal implications.

3.3 Risk Management Implications

3.3.1 Failure to take proper account of the information provided could hinder the Council's improvement efforts and/or make it harder to demonstrate improvement to the government-appointed commissioners.

3.4 Environmental Implications

3.4.1 There are no specific environmental implications.

3.5 Equality Implications

3.5.1 This survey provides some insight into the demography and family circumstances of councillors, in addition to information about the degree to which members have experienced bullying and/or harassment. When reviewing this information, the Council must take into account its equalities duties.

4. Background Papers

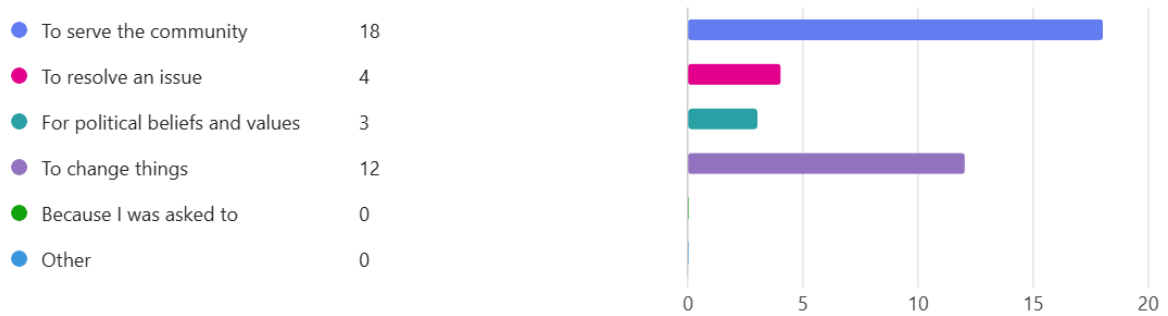
None.

This page is intentionally left blank

Member Survey Results 2025

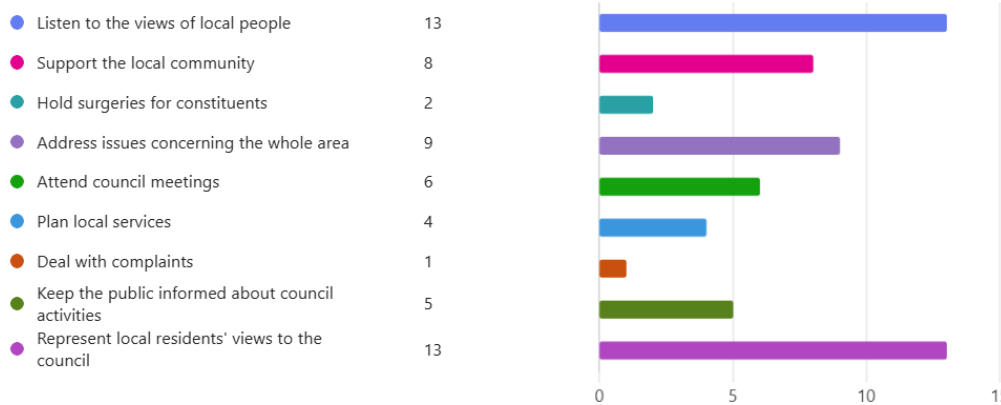
1. What were your main reasons for becoming a councillor?
(Options from LGA's councillor census)

[Mo](#)



2. In your view, which are the most important things that councillors do?
(Options from LGA's councillor census)

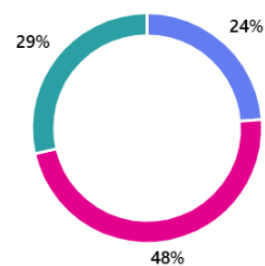
[More details](#)



3. I feel that I have...

[More details](#)

- ... about as much influence to change things as I expected before I was elected 5
- ... less influence to change things than I expected before I was elected 10
- ... more influence to change things than I expected before I was elected 6

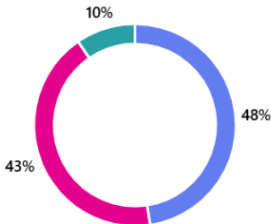


Member Survey Results 2025

4. How effective are you in your role as a councillor?

[More details](#)

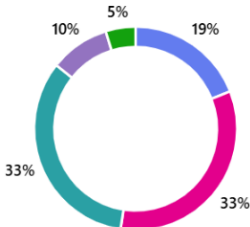
● Very effective	10
● Somewhat effective	9
● Somewhat ineffective	2
● Very ineffective	0
● Don't know / too soon to say	0



5. How effective are most Slough Borough Councillors in their roles as councillors?

[More details](#)

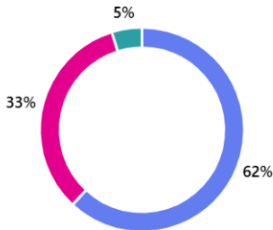
● Very effective	4
● Somewhat effective	7
● Somewhat ineffective	7
● Very ineffective	2
● Don't know / too soon to say	1



6. Would you recommend becoming a Slough Borough Councillor?

[More details](#)

● Yes	13
● No	7
● Don't know	1



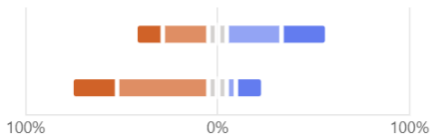
7. I am satisfied with the quality of the member support provided by...

[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

...the council overall

...Democratic Services



Member Survey Results 2025

8. There is a healthy culture and good ways of working overall...

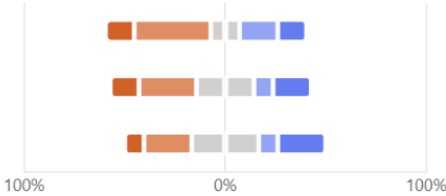
[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

...amongst councillors

...amongst officers

...between members and officers



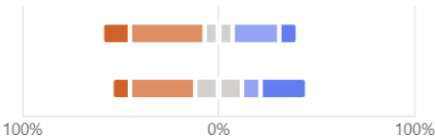
9. I have confidence in...

[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

...SBC's councillors

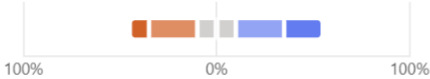
...SBC's senior officers



10. Senior officers understand councillors and how politics works in Slough

[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree



Member Survey Results 2025

11. This space is yours for any comments on this topic.

[More details](#)

13
Responses

Latest Responses

"Slough Council officers are doing there best in very tight situation"

...

10 respondents (77%) answered officers for this question.



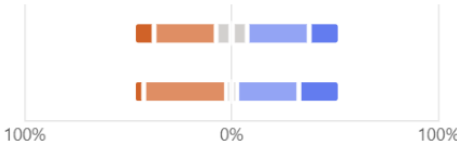
12. When I submit casework (via the portal) I am confident...

[More details](#)

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

...that it will be resolved

...that I will get a response within a reasonable timeframe



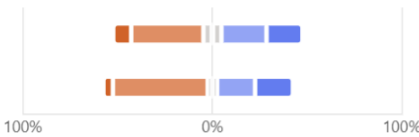
13. When I submit a service request (eg via the council's website) I am confident...

[More details](#)

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

...that it will be resolved

...that I will get a response within a reasonable timeframe



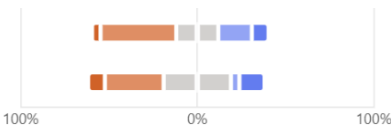
14. If I contact a senior officer with a question or an issue, I am confident...

[More details](#)

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

...that it will be resolved

...that I will get a response within a reasonable timeframe



Member Survey Results 2025

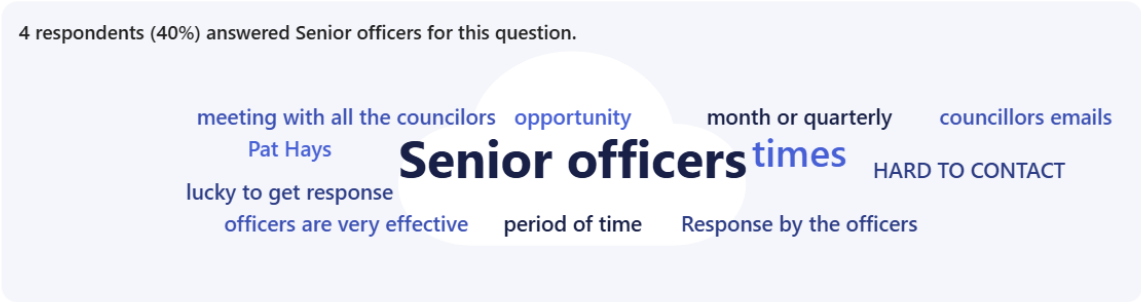
15. This space is yours for any comments on this topic.

[More details](#)

10 Responses

Latest Responses
"I fully support all my senior officers"
...

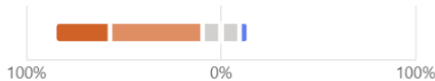
4 respondents (40%) answered Senior officers for this question.



16. The council provides me with IT equipment and infrastructure which enables me to carry out my role effectively

[More details](#)

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree



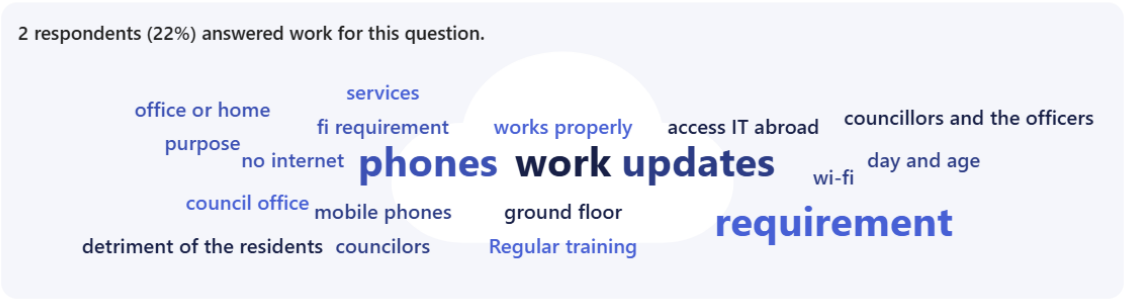
17. This space is yours for any comments on this topic.

[More details](#)

9 Responses

Latest Responses
"there is equipment provided but its useless if its comes with no internet in thi... "
"I am satisfied"
...

2 respondents (22%) answered work for this question.



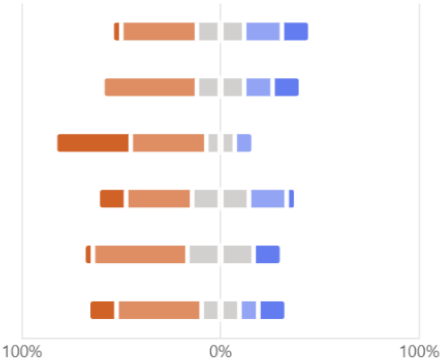
Member Survey Results 2025

18. When it comes to our Corporate Improvement Scrutiny Committee...

[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

- The scrutiny arrangements are working well
- Scrutiny members have the skills they need to do the role well
- Scrutiny is an important mechanism for community engagement
- Scrutiny has a positive impact on outcomes for residents
- Scrutiny works in a cross cutting fashion and is not restricted to departmental silos
- Scrutiny committees are good at prioritising only the most important issues



19. This space is yours for any comments on this topic.

[More details](#)

9 Responses

Latest Responses

"scrutiny committee is a good way of discussing and debating and bringing the..."

"It is working well"

...

6 respondents (67%) answered scrutiny for this question.

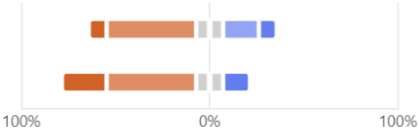


20.

[More details](#)

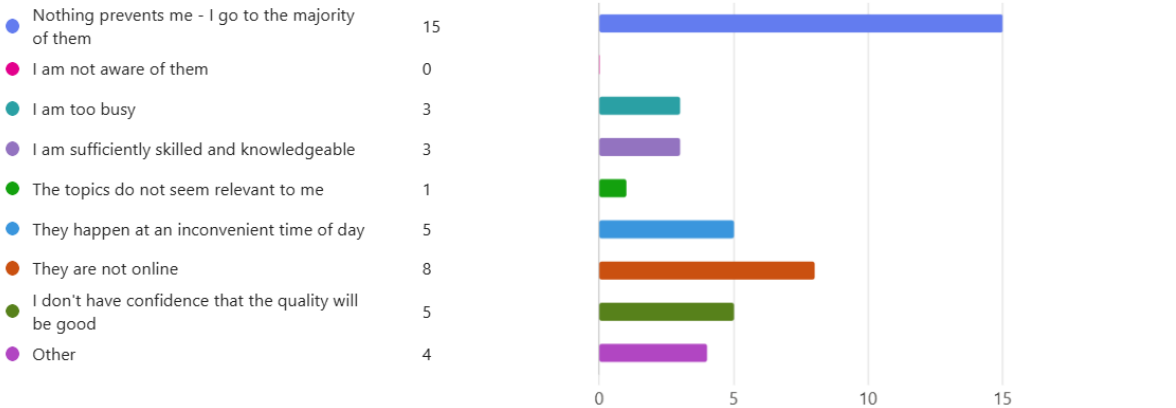
● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

- Councillors have the training and development opportunities they need
- If there was any additional training and development I needed, I would know how to access it



Member Survey Results 2025

21. What would you say are the main things which prevent you from attending more member development sessions? [More details](#)



22. What additional training or development opportunities do you think councillors most need? [More details](#)

10 Responses

Latest Responses

"leadership and decisions making and budget and finance. also officers need..."
"Regular training session will be useful"
...

9 respondents (90%) answered Training for this question.

Training

decorum training

Regular training

Training sessions

Training on finance need

Proper training

training and more liaisons

person of training

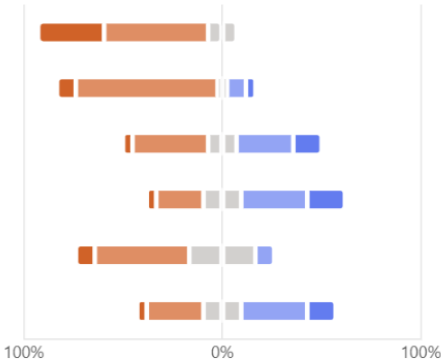
Member Survey Results 2025

23.

[More details](#)

● Strongly Agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

- I have a good understanding of the work of the cabinet
- I am able to have my say about issues affecting Slough, its residents and the council
- The public are able to have their say and influence decisions made by councillors
- The council communicates well with residents about the big decisions it makes
- Committee and Council reports provide sufficient information for me to make informed decisions
- Committee and Council reports are written in a way which helps councillors and the public to understand complex issues



24. This space is yours for any comments on this topic.

[More details](#)

9 Responses

Latest Responses

- "I feel that somewhere councillors should be given open choices and support..."
- "Most of Council officers are doing their best"
- "Reports can be complex and hard to understand, they need to be written in ..."
- ...

6 respondents (67%) answered reports for this question.

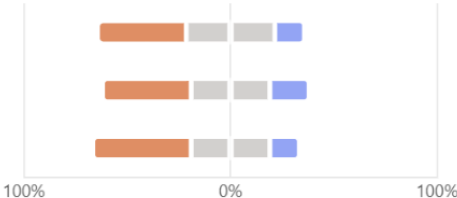


25. Are effective arrangements in place to deal with inappropriate behaviour...

[More details](#)

● Yes ● No ● Don't know

- ...by members of the public?
- ...by officers
- ...by councillors



Member Survey Results 2025

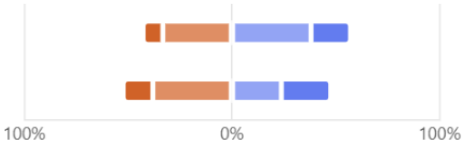
26. How often over the last twelve months have you...

[More details](#)

- Frequently
- Occasionally
- Rarely
- Never

...felt at risk personally when fulfilling your councillor role?

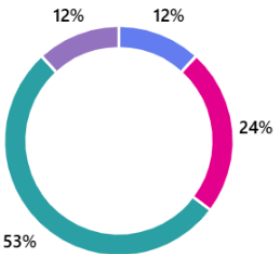
...experienced abuse or intimidation in your role as a councillor?



27. IF you have experienced abuse or intimidation, was it from... (select any that apply)

[More details](#)

- SBC Officer 2
- SBC Councillor 4
- A member of the public 9
- Other 2



28. To what extent do you agree with the following statements?

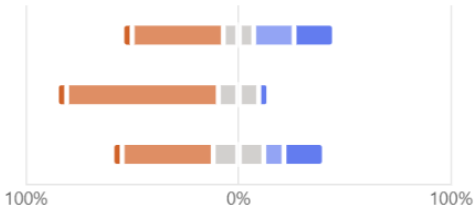
[More details](#)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel confident that if I raised a serious issue or concern (ie whistleblowing) my concerns will be investigated and responded...

I understand the Standards regime (complaints against councillors) and how to raise a complaint about a councillor

I feel confident that if I lodge a complaint against a councillor it will be dealt with effectively (within the limits of the national...



Member Survey Results 2025

29. This space is yours for any comments on this topic.

[More details](#)

7
Responses

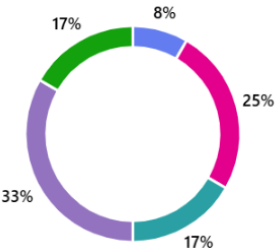
Latest Responses
"All in order"
...



30. What position(s) do you hold at SBC?

[More details](#)

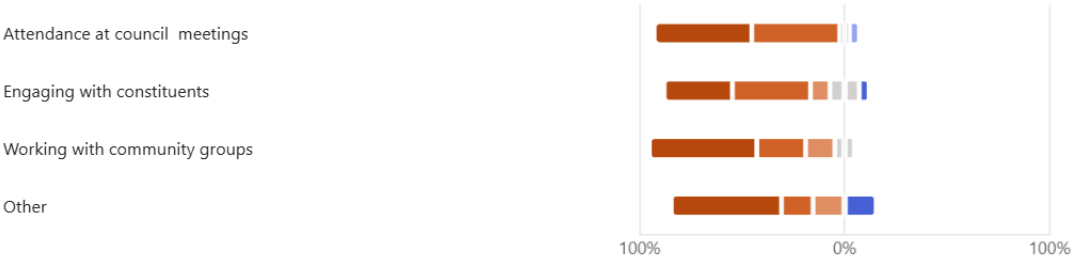
- Cabinet/executive member 3
- Chair/vice chair of any formal committee 9
- Scrutiny member 6
- Committee member (excluding cabinet and scrutiny) 12
- SBC rep on other body (eg company Board member) 6



31. Roughly how many hours do you spend on the following council business in an average week?

[More details](#)

- 0-5 hrs
- 6-10 hrs
- 11-15 hrs
- 16-20 hrs
- 21-25 hrs
- 26-30 hrs
- 31+ hrs



Member Survey Results 2025

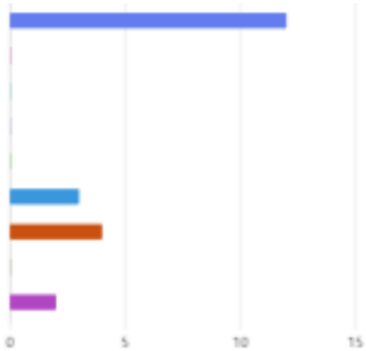


Member Survey Results 2025

33. What are your current circumstances? (select one)

[More details](#)

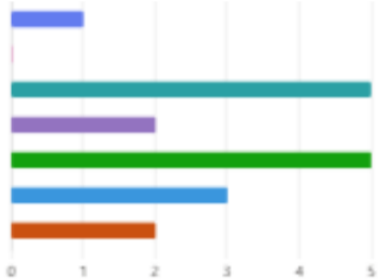
- In full-time paid employment 12
- In part-time paid employment 0
- Not in paid work - in full-time education 0
- Not in paid work - looking after home/family 0
- Not in paid work - other reason 0
- Retired 3
- Self-employed or freelance 4
- Unemployed 0
- Other 2



34. If you are in paid employment, what is your current occupation?

[More details](#)

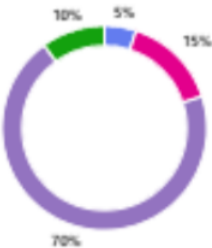
- Administrative, clerical, secretarial or sales 1
- Lecturer, teacher or researcher 0
- Managerial or executive 5
- Manual or craft 2
- Professional or technical 5
- N/A (not in paid employment) 3
- Other 2



35. Do you hold additional democratic/voluntary/unpaid positions?

[More details](#)

- Parish councillor 1
- School governor 3
- Magistrate 0
- No such positions 14
- Other 2

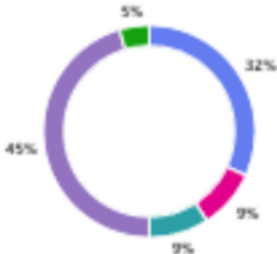


Member Survey Results 2025

36. Do you have any caring responsibilities (as a primary carer)? (select any which apply) (optional)

[More details](#)

- Child(ren) 7
- Partner 2
- Relative 2
- None 10
- Other 1



37. This space is yours for any comments on this topic.

[More details](#)

4 Responses

Latest Responses

"look after elderly parents and daughter responsible for their medical appointment... "
 "Current Mayor"
 ...

38. If you would like to make any further comments you may do so here:

[More details](#)

9 Responses

Latest Responses

"SBC officers should co-operate and support their councillors as they are responsibl..."
 "Further improvements"
 ...

3 respondents (33%) answered officers for this question.



This page is intentionally left blank

Member Survey Dec 2023 – Full responses

This is ‘appendix A’ to the [April 2024](#) Standards Committee report on Member Survey Results.

For presentational reasons, responses are not listed in survey order, however they are numbered in survey order.

For the sake of brevity and clarity, the January 2023 survey results are labelled ‘2023’. The second, December 2023, survey results are labelled ‘2024’.

Thirty-one members responded to the ‘2024’ survey, out of 42 councillors (74%). In 2023 there were 24 (57%).

WHAT COUNCILLORS DO

32. What position(s) do you hold at SBC?

2024:

● Cabinet/executive member	4
● Chair/vice chair of any formal co...	14
● Scrutiny member	8
● Committee member (excluding ...	16
● SBC rep on other body (eg com...	8



2023:

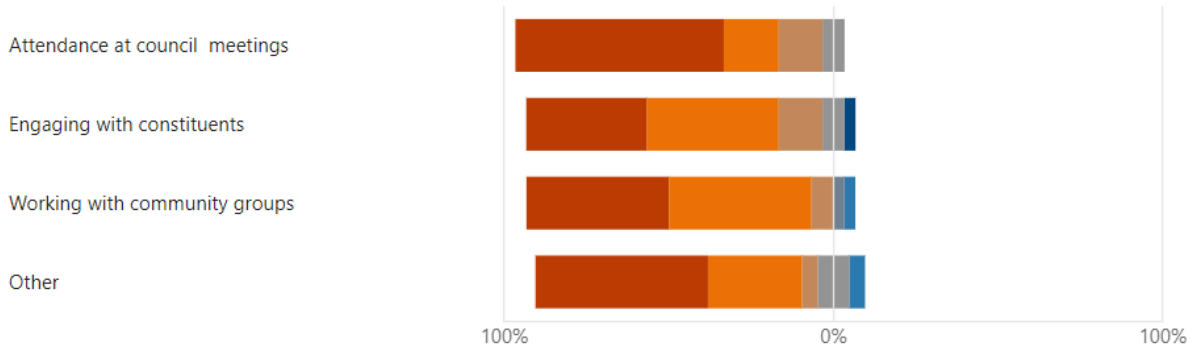
● Cabinet/executive member	5
● Chair/vice chair of any formal co...	9
● Scrutiny member	10
● Committee member (excluding ...	11
● SBC rep on other body (eg com...	3



34. Roughly how many hours do you spend on the following council business in an average week?

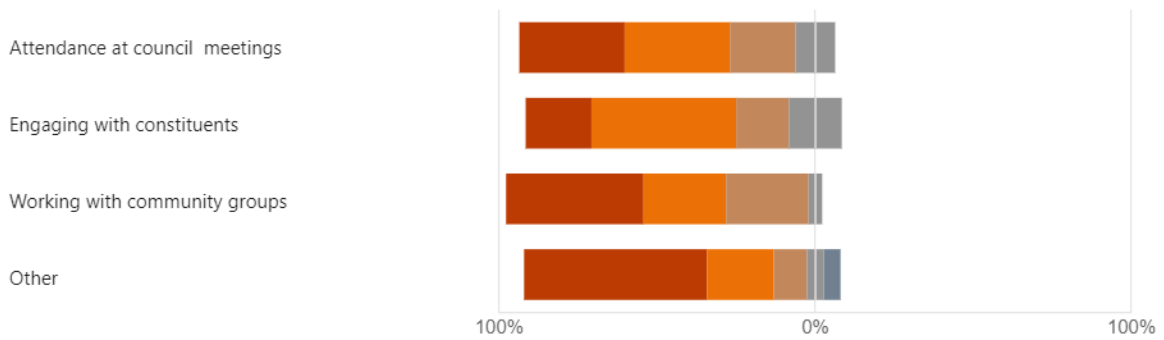
2024:

0-5 hrs 6-10 hrs 11-15 hrs 16-20 hrs 21-25 hrs 26-30 hrs 31+ hrs



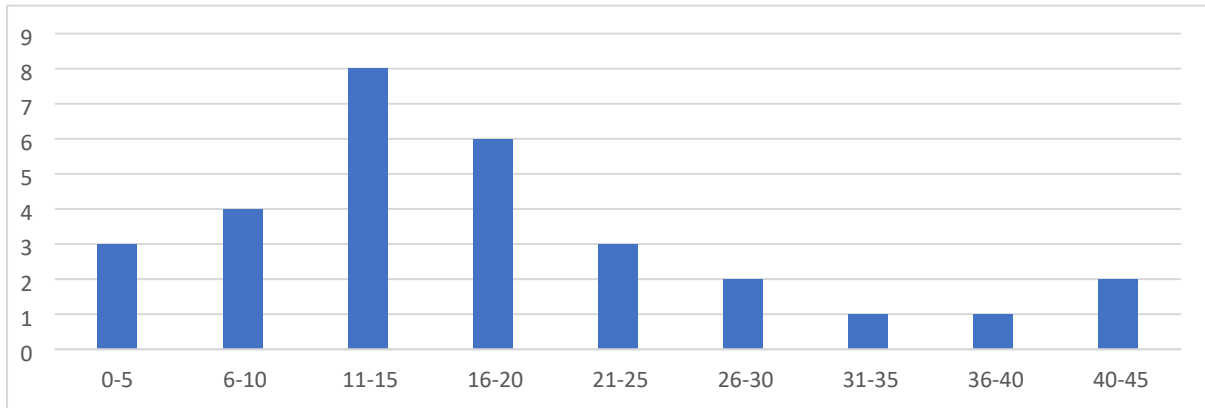
2023:

0-5 hrs 6-10 hrs 11-15 hrs 16-20 hrs 21-25 hrs 26-30 hrs 31+ hrs

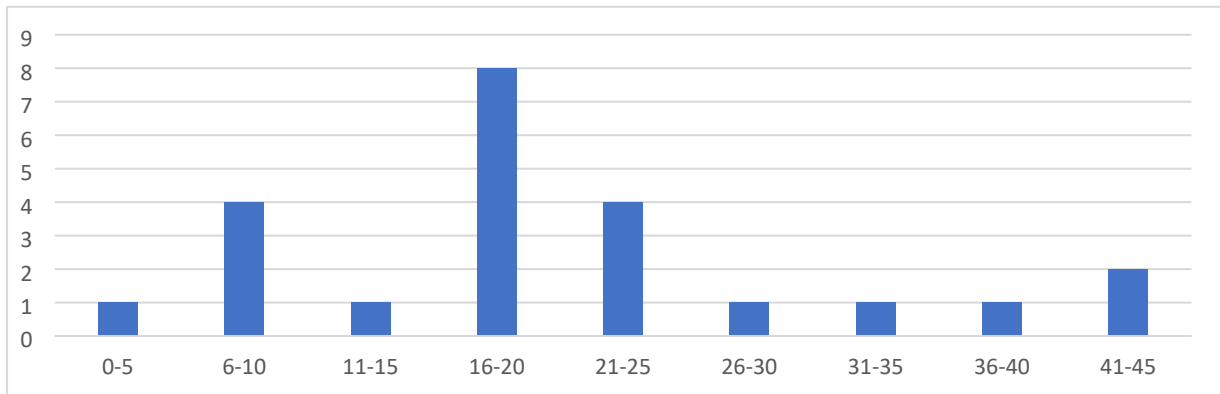


35. Roughly how many hours in total do you spend on your councillor role in an average week?

2024:



2023:



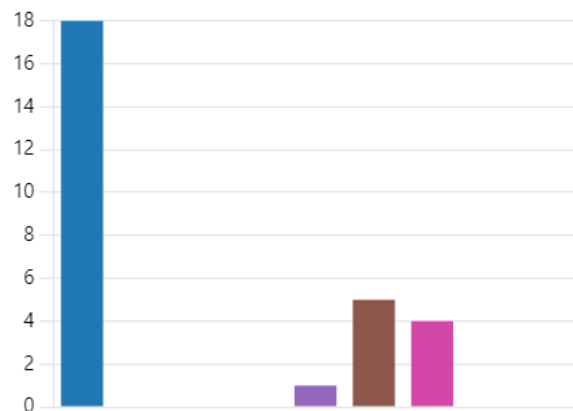
The average time spent by SBC councillors on their councillor role in an average week was 19.4 hours – extremely similar to the previous survey.

For comparison, the national results in the LGA Councillor Census 2022 was 22.4 hours.

36. What are your current circumstances? (select one)

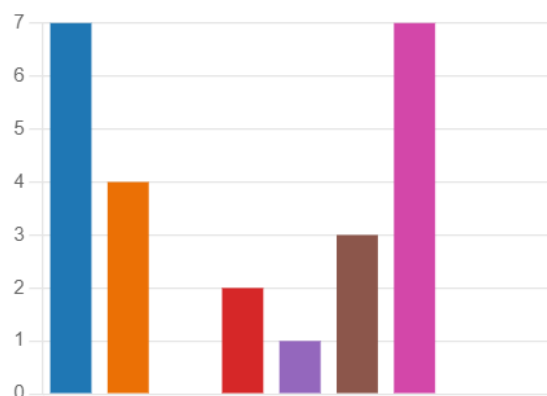
2024:

● In full-time paid employment	18
● In part-time paid employment	0
● Not in paid work - in full-time e...	0
● Not in paid work - looking after ...	0
● Not in paid work - other reason	1
● Retired	5
● Self-employed or freelance	4
● Unemployed	0
● Other	0



2023:

● In full-time paid employment	7
● In part-time paid employment	4
● Not in paid work - in full-time e...	0
● Not in paid work - looking after ...	2
● Not in paid work - other reason	1
● Retired	3
● Self-employed or freelance	7
● Unemployed	0
● Other	0



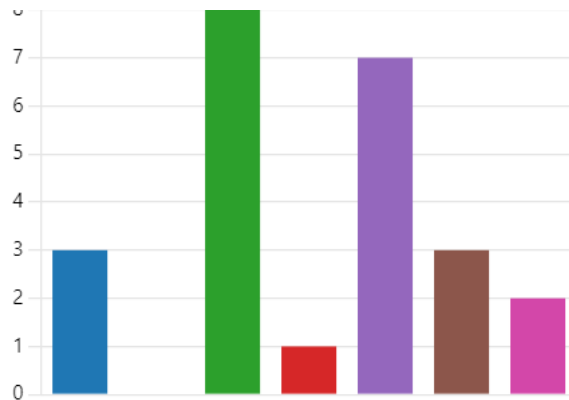
For comparison, the national results in the LGA Councillor Census 2022 were:

In 2022, 40.0 per cent of councillors were retired (SBC's figure is 16.1%). The proportion in full-time employment was 20.3 per cent (SBC's figure is 58.1%, up dramatically from 29.1% in January 2023).

37. If you are in paid employment, what is your current occupation?

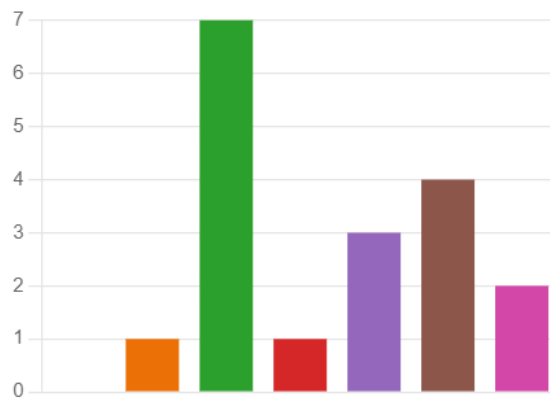
2024:

● Administrative, clerical, secretari...	3
● Lecturer, teacher or researcher	0
● Managerial or executive	8
● Manual or craft	1
● Professional or technical	7
● N/A (not in paid employment)	3
● Other	2



2023:

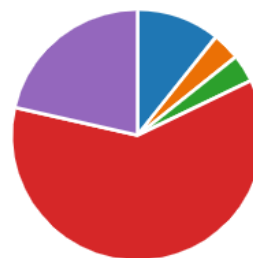
● Administrative, clerical, secretari...	0
● Lecturer, teacher or researcher	1
● Managerial or executive	7
● Manual or craft	1
● Professional or technical	3
● N/A (not in paid employment)	4
● Other	2



38. Do you hold additional democratic/voluntary/unpaid positions?

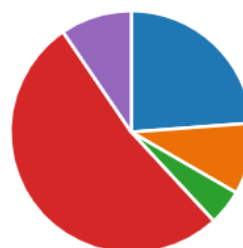
2024:

● Parish councillor	3
● School governor	1
● Magistrate	1
● No such positions	17
● Other	6



2023:

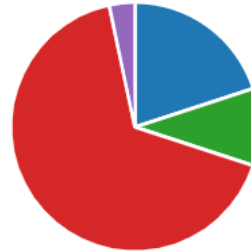
● Parish councillor	5
● School governor	2
● Magistrate	1
● No such positions	11
● Other	2



39. Do you have any caring responsibilities (as a primary carer)? (select any which apply) (optional)

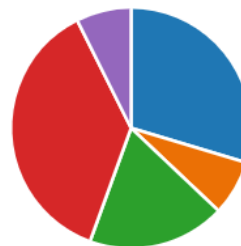
2024:

● Child(ren)	6
● Partner	0
● Relative	3
● None	20
● Other	1



2023:

● Child(ren)	8
● Partner	2
● Relative	5
● None	10
● Other	2



For comparison, the national results in the LGA Councillor Census 2022 were:

In 2022, more than two-fifths of councillors (45.9 per cent) had responsibility as a carer, higher for women (50.6 per cent) than men (38.9 per cent). Most commonly councillors cared for a child or children (19.7 per cent, 25.5 per cent of women and 17.1 per cent of men). Most of the rest cared for a relative (11.1 per cent) or partner (9.8 per cent). The overall proportion with a caring responsibility had previously ranged between 24.2 per cent and 27.9 per cent between 2004 and 2013, before increasing in 2018 and 2022.

40. This space is yours for any comments on this topic.

EFFECTIVE COMMUNICATION IS NEEDED IN THE MEETINGS

I spend most weekends and some evenings working with residents and groups. I stood for election I stood for election in order to do this and my wife enjoys the peace

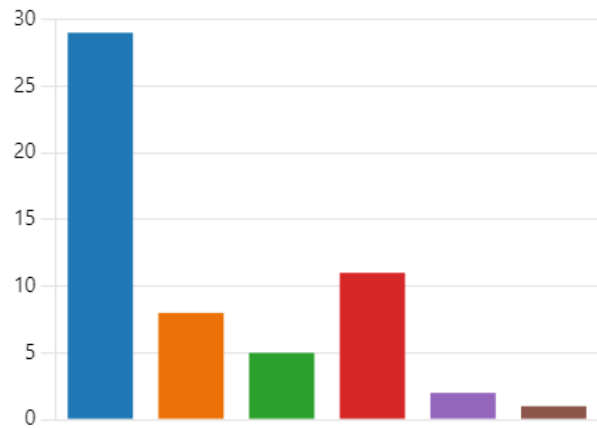
SCRUTINY IS ONE OF THE MOST IMPORTANT COMMITTEE SHOULD NOT BE POLITICAL BASED

COUNCILLORS’ MOTIVATIONS AND ATTITUDES TO THE ROLE

1.What were your main reasons for becoming a councillor?
(Options from LGA's councillor census)

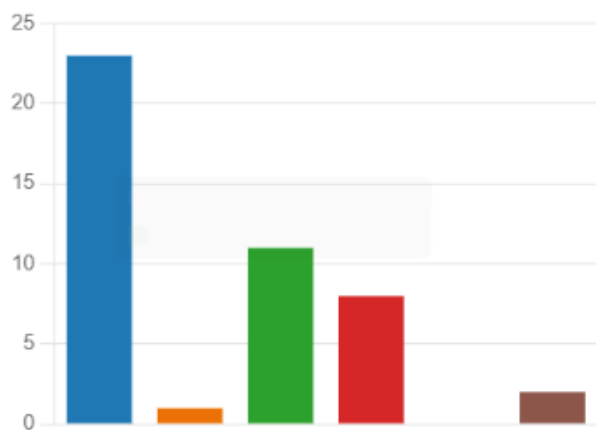
2024:

● To serve the community	29
● To resolve an issue	8
● For political beliefs and values	5
● To change things	11
● Because I was asked to	2
● Other	1

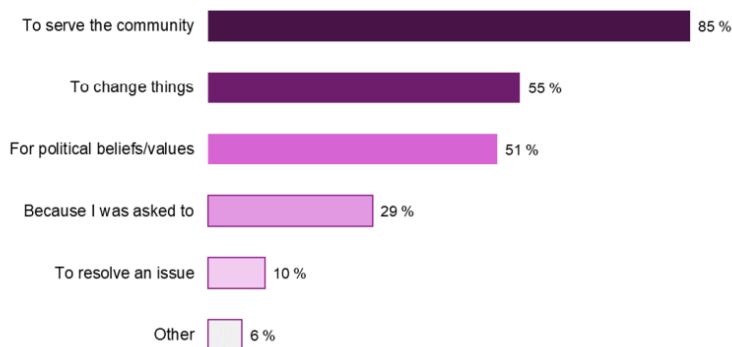


2023:

● To serve the community	23
● To resolve an issue	1
● For political beliefs and values	11
● To change things	8
● Because I was asked to	0
● Other	2



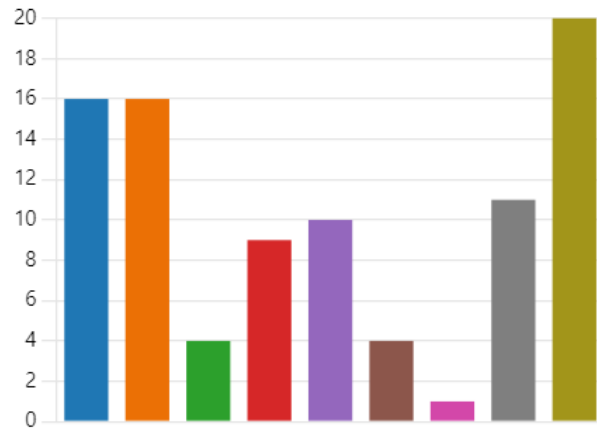
For comparison, the national results in the LGA Councillor Census 2022 were:



2. In your view, which are the most important things that councillors do?
(Options from LGA's councillor census)

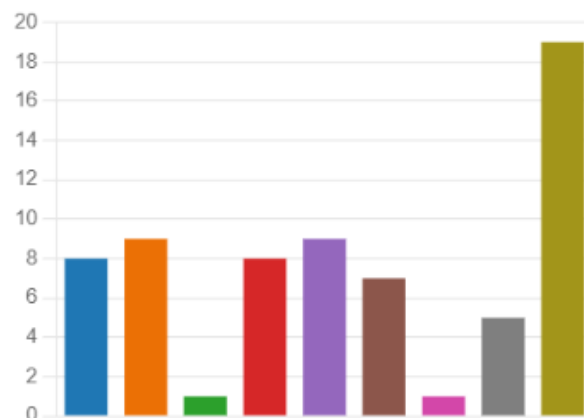
2024:

- Listen to the views of local people 16
- Support the local community 16
- Hold surgeries for constituents 4
- Address issues concerning the ... 9
- Attend council meetings 10
- Plan local services 4
- Deal with complaints 1
- Keep the public informed about... 11
- Represent local residents' views ... 20

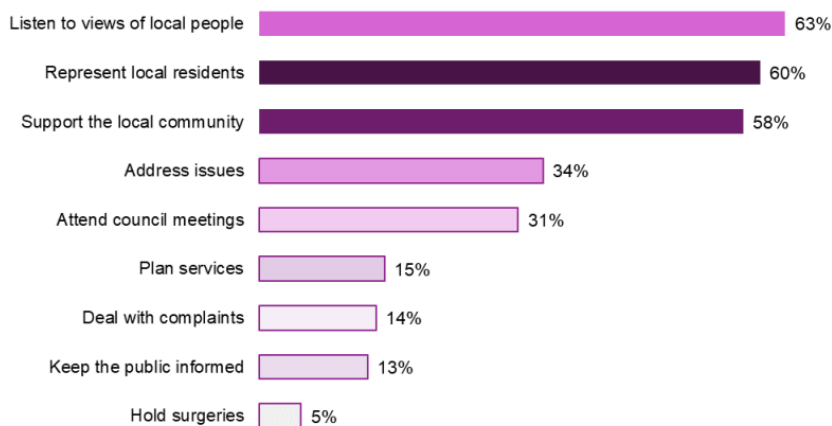


2023:

- Listen to the views of local people 8
- Support the local community 9
- Hold surgeries for constituents 1
- Address issues concerning the ... 8
- Attend council meetings 9
- Plan local services 7
- Deal with complaints 1
- Keep the public informed about... 5
- Represent local residents' views ... 19

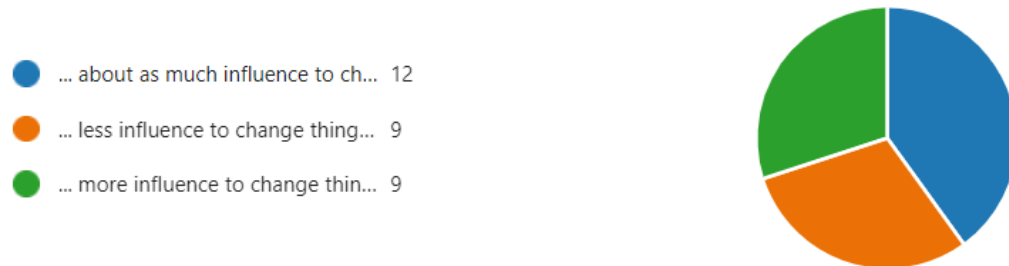


For comparison, the national results in the LGA Councillor Census 2022 were:

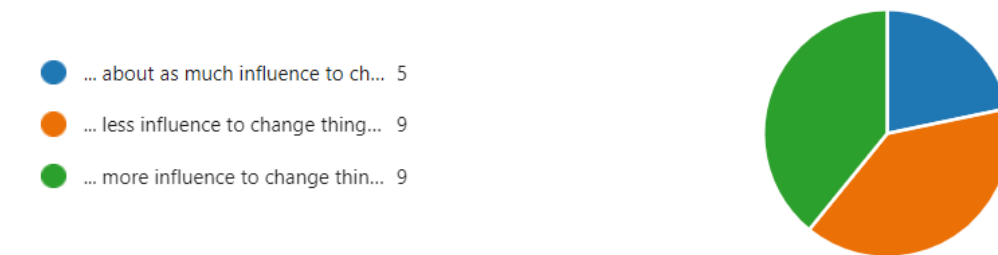


3. I feel that I have...
 '...about as much influence to change things as I expected'
 '...less influence to change things than I expected'
 '...more influence to change things than I expected'

2024:



2023:



For comparison, the national results in the LGA Councillor Census 2022 were:

In 2022, 33.9 per cent of councillors thought that they had about as much influence to change things in their area as they expected before they were elected (SBC's figure is 22%), while 33.3 per cent felt that they had more influence than expected (SBC's figure is 39.1%) and 32.8 per cent felt that they had less influence (SBC's figure is 39.1%).

4. How effective are you in your role as a councillor?

2024:

● Very effective	14
● Somewhat effective	10
● Somewhat ineffective	1
● Very ineffective	1
● Don't know / too soon to say	4



2023:

● Very effective	11
● Somewhat effective	10
● Somewhat ineffective	2
● Very ineffective	0
● Don't know / too soon to say	0



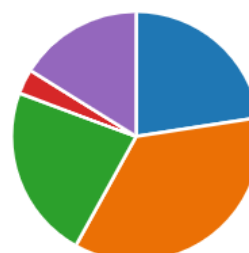
For comparison, the national results in the LGA Councillor Census 2022 were:

A little under a third of councillors (31.9 per cent) thought that they were very effective in their role in the council (SBC's figure is 47.8%) and 59.6 per cent rated themselves as fairly effective (SBC's figure is 43.5%). Only 5.7 per cent regarded themselves as not very or not at all effective (SBC's figure is 8.7%).

5. How effective are most Slough Borough Councillors in their roles as councillors?

2024:

● Very effective	7
● Somewhat effective	11
● Somewhat ineffective	7
● Very ineffective	1
● Don't know / too soon to say	5



2023:

● Very effective	5
● Somewhat effective	12
● Somewhat ineffective	2
● Very ineffective	3
● Don't know / too soon to say	1



6. Would you recommend becoming a Slough Borough Councillor?

2024:

● Yes	24
● No	5
● Don't know	2



2023:

● Yes	18
● No	4
● Don't know	2



For comparison, the national results in the LGA Councillor Census 2022 were:

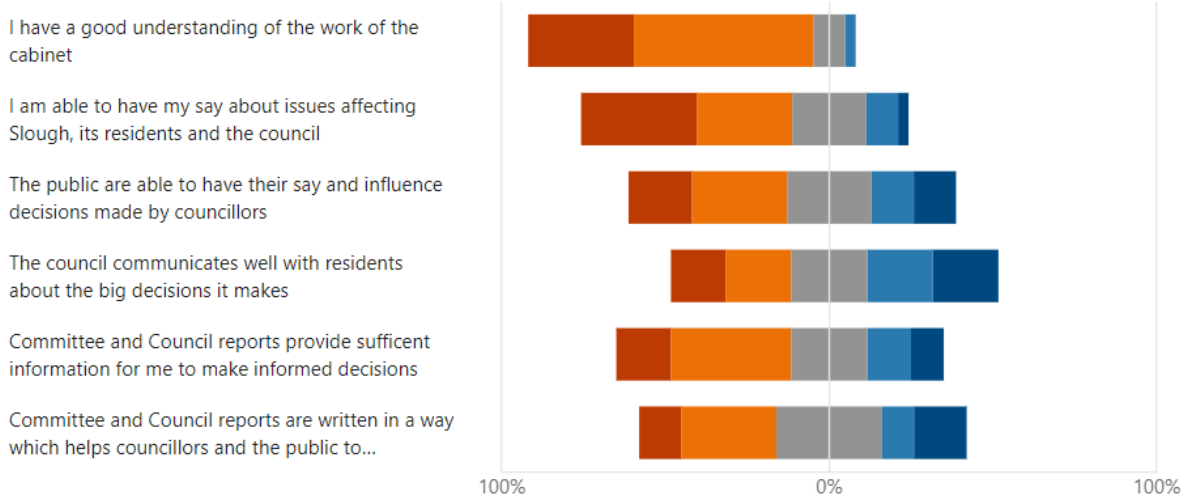
In 2022, 79.0 per cent of councillors nationally would recommend the role to others (SBC's figure is 75%), 8.6 per cent would not (SBC's figure is 16.7%), and 12.4 per cent did not answer or could not say (SBC's figure is 8.3%).

DEMOCRACY

26. To what extent do you agree with the following statements?

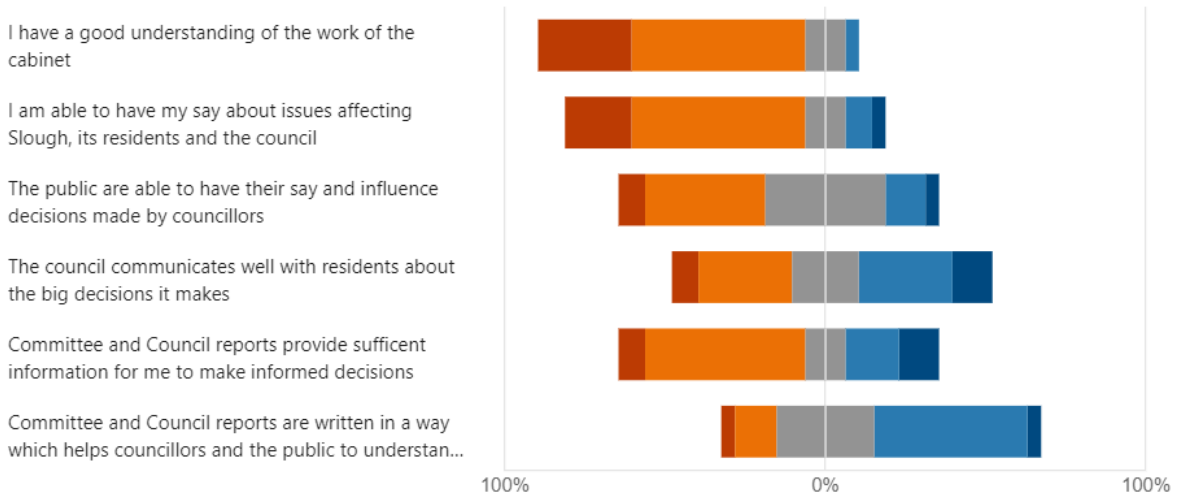
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

Strongly Agree Agree Neutral Disagree Strongly disagree



27. This space is yours for any comments on this topic

THE REPORTS SHHOULD BE WRITTEN IN SIMPLE LANGUSGE AND NO JARGON LANGUAGE SHOULD BE WRITTEN.MAKE IT USER FRIENDLY TO READ

Reports needs more details in a simple language.

Needs to simplify language and cut the Jargon

The residents casework does not get acknowledged as a serious concern

There is always further improvementscan be made

reports are satill very complecated and complex but lot better than reports from 2021 and 2022.

Reports can obfuscate rather than clarify. Failings should detail what went wrong and WHEN will it be put right.e space than successes.

COMMUNICATION ON THE REPORTS SHOULD BE SIMPLE AND EASY TO UNDRSATND AVOID USING JARGON LANGUAGE

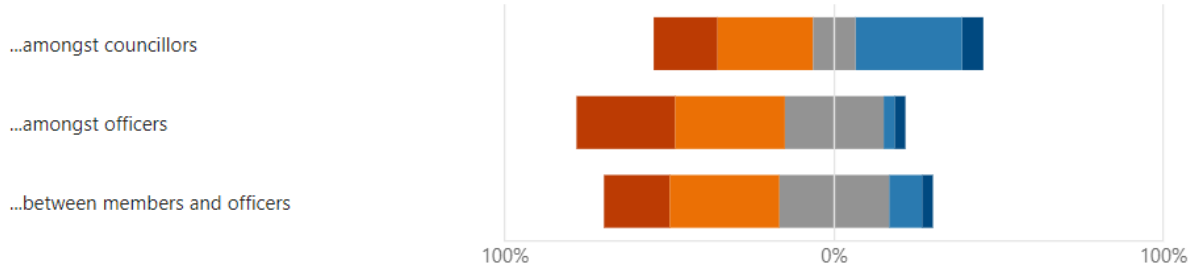
Reports could be concise and give a greater range of opinions with greater clarity. By the time a full understanding of an issue emerges, we often need to take decisions straight away - there isn't the time or the clarity or background knowledge in most cases to allow for genuine consultation.

The reports must be abstracted, Graphics speak louder than text

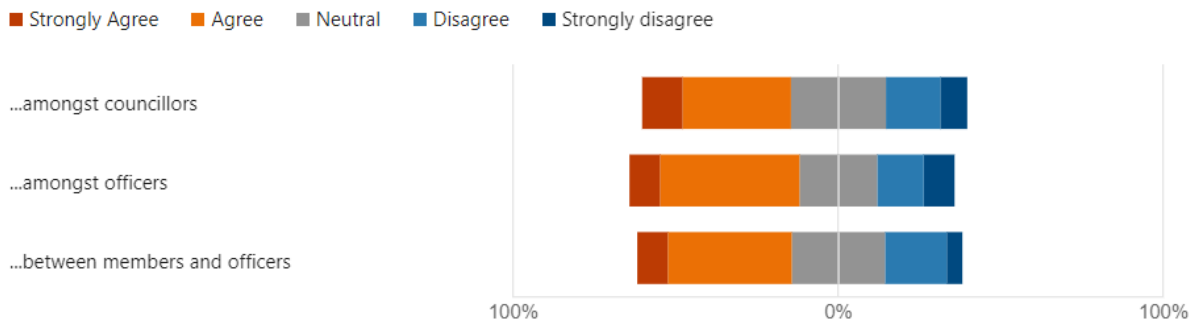
CULTURE

8. There is a healthy culture and good ways of working overall...

2024:

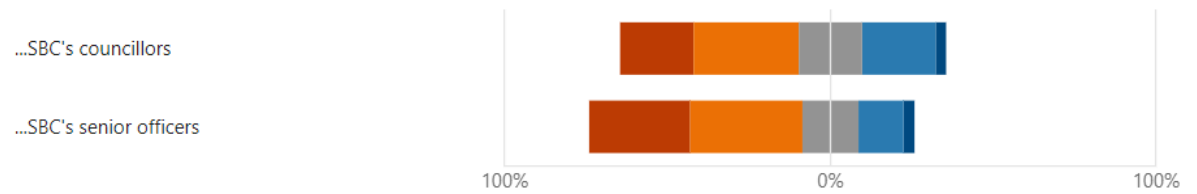


2023:

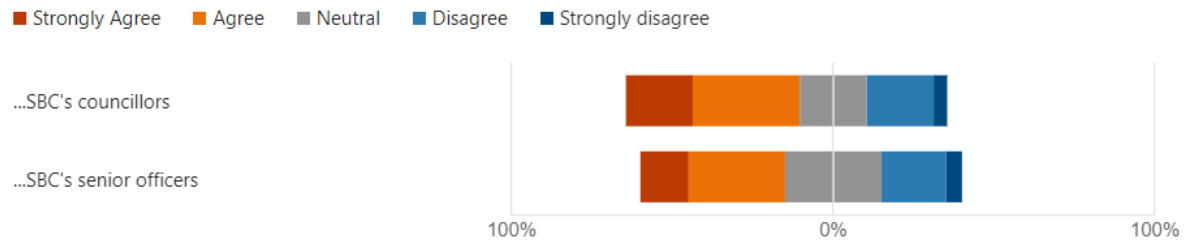


9. I have confidence in...

2024:



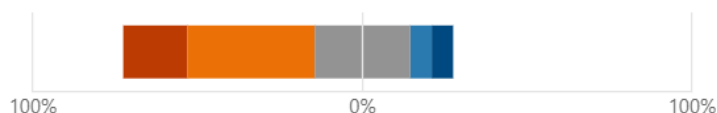
2023:



10. Senior officers understand councillors and how politics works in Slough

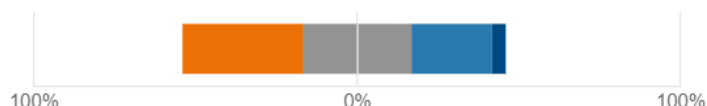
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

Strongly Agree Agree Neutral Disagree Strongly disagree



11. This space is yours for any comments on this topic.

THE COMMUNICATION SHOULD ALWAYS BE TRANSPERENT FROM THE OFFICERS

Officers are doing good but need to cooperate more, so we can solve local issues more rapidly. thanks

Councillors motto should be - To serve with pride.

They have no understanding of the 'community politics' at play in Slough and the impact this has on democracy in the town and how this leads to poor decision making and corrupt practices.

I thank the officers for enabling the members to discharge their duties. Thanking each and every officer in the council. The council will not function with out you, the officers.

Senior officers needs to be more communicative to councillors.

The whole Council is ineffective to provide the services that are needed for the residents

There is so much of personal egos and bullying behavior in Slough Borough Council

The Officers need to collectively work with the councillors and to ensure that the views expressed by the residents are heard and considered before any implementation is made.

Further improvements can be made

there is lot of to improve between councillors and officers relations.

Culture beats strategy, SBC culture is sub optimal

Hard working officers, trying to keep the lights on by fixing things on a daily basis!

COMMUNICATION AND TRANSPERANVY IS VITAL

There is room for improvement in most aspects but a clear understanding that things can and should be done better, largely because we are starting from a low base and SBC is in intervention, but also because there is genuine buy-in to continuous improvement.

Officers and members must work together to bring change in Slough

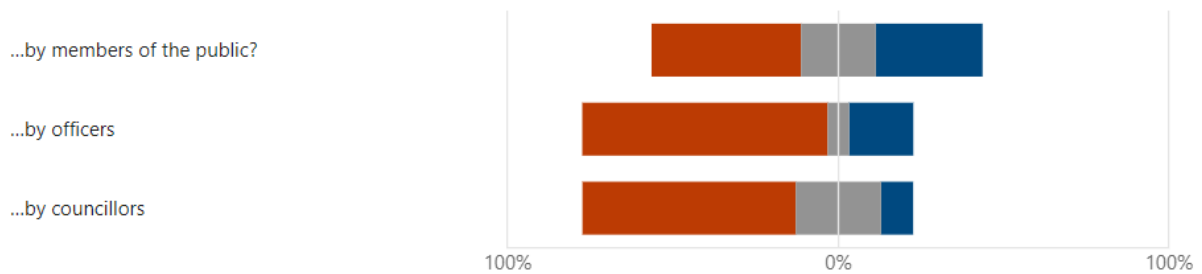
Members are provided with excellent support. Senior officers are always available to support.

MEMBER WELLBEING AND HANDLING ABUSE OR INTIMIDATION

28. Are effective arrangements in place to deal with inappropriate behaviour...

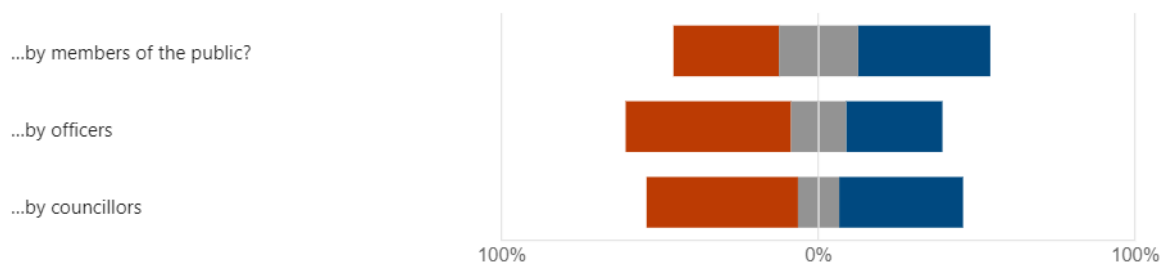
2024:

■ Yes ■ No ■ Don't know



2023:

■ Yes ■ No ■ Don't know



Please note that the blue colour represents 'Don't Know'.

For comparison, the national results in the LGA Councillor Census 2022 were:

- In 2022, most councillors thought that their council had appropriate arrangements in place to deal with inappropriate behaviour towards them in their role as councillors. The proportion varied between 69.6 per cent in respect of such behaviour by council officers, 56.8 per cent in respect of councillors, and 54.8 per cent in respect of members of the public.

29. How often over the last twelve months have you...

2024:

■ Frequently ■ Occasionally ■ Rarely ■ Never



2023:

■ Frequently ■ Occasionally ■ Rarely ■ Never



For comparison, the national results in the LGA Councillor Census 2022 were:

- Just under a half of councillors (45.1 per cent) reported that they rarely felt at risk personally when fulfilling their role as a councillor, while 26.8 per cent never felt at risk, 24.1 per cent occasionally felt at risk, and 4.0 per cent frequently felt at risk.
- Around one in ten councillors (10.3 per cent) had frequently experienced abuse or intimidation in their capacity as a councillor over the last twelve months, 29.4 per cent had experienced abuse or intimidation occasionally, 33.4 per cent had rarely experienced them, and 26.9 per cent had never experienced abuse or intimidation over the last twelve months.

30. If you have experienced abuse or intimidation, was it from...
(select any that apply)

2024:

● SBC Officer	0
● SBC Councillor	7
● A member of the public	8
● Other	3



2023:

● SBC Officer	1
● SBC Councillor	4
● A member of the public	8
● Other	4



31. To what extent do you agree with the following statements?

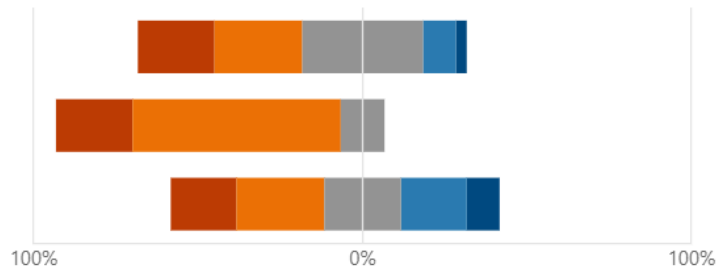
2024:

■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree

I feel confident that if I raised a serious issue or concern (ie whistleblowing) my concerns will be...

I understand the Standards regime (complaints against councillors) and how to raise a complaint...

I feel confident that if I lodge a complaint against a councillor it will be dealt with effectively (within th...



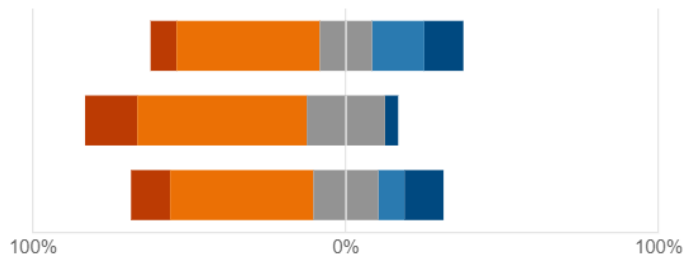
2023:

■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree

I feel confident that if I raised a serious issue or concern (ie whistleblowing) my concerns will be...

I understand the Standards regime (complaints against councillors) and how to raise a complaint...

I feel confident that if I lodge a complaint against a councillor it will be dealt with effectively (within the...



32. This space is yours for any comments on this topic.

SLOUGH BOROUGH COUNCILS CULTURES SHOULD CHANGE FOR POSITIVE

It is clear from behaviour in the Chamber that some male councillors find it appropriate to mock female councillors who express that they felt intimidated including by gestures from male councillors opposite. I experience it for myself in the meeting - it is grossly inappropriate and nothing is done.

The procedure needs to be more widely known and readily available.

Officers are employees and subject to normal grievance procedures processes. Councillors appear to work in an immunity zone and leadership are afraid to address behavioural issues

COUNCILLORS SHOULD BE VERY OFTEN BE REMINDED ABOUT THE CODE OF CONDUCT

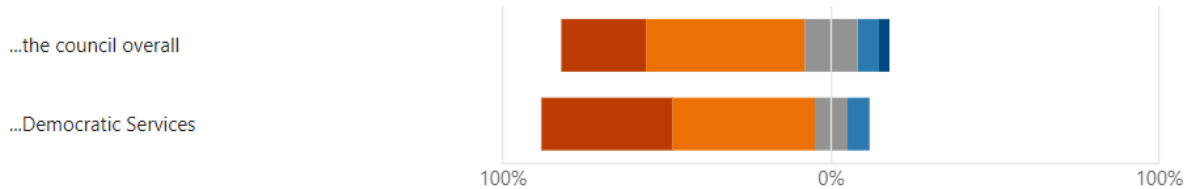
I think these systems are functioning but rather woolly.

MEMBER SUPPORT

7. I am satisfied with the quality of the member support provided by...

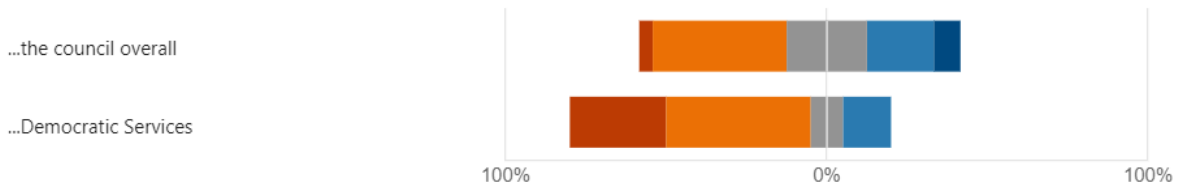
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

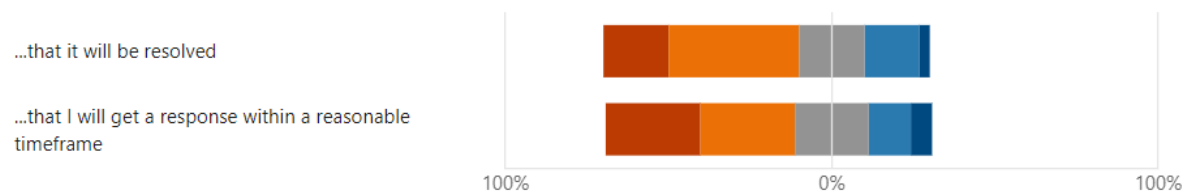
Strongly Agree Agree Neutral Disagree Strongly disagree



12. When I submit casework I am confident...

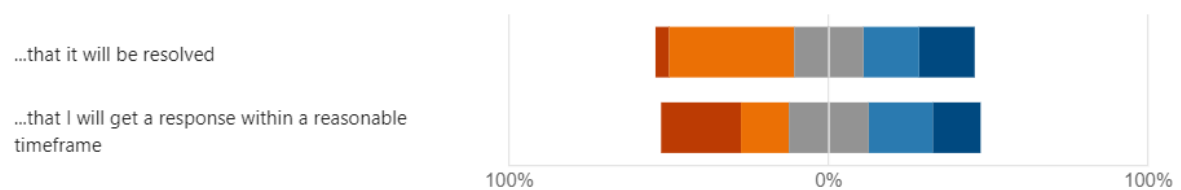
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

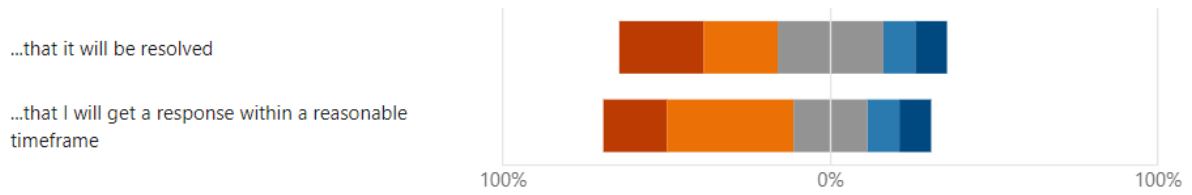
Strongly Agree Agree Neutral Disagree Strongly disagree



13. When I submit a service request (eg via the council's website) I am confident...

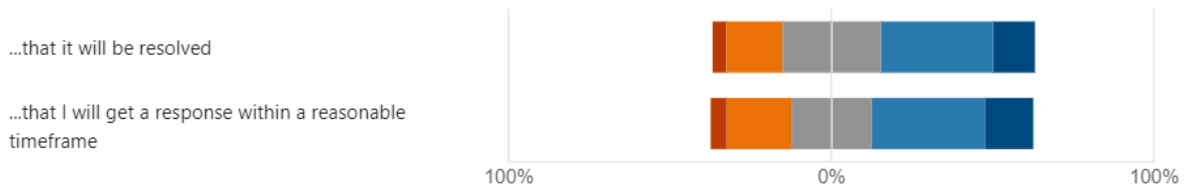
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

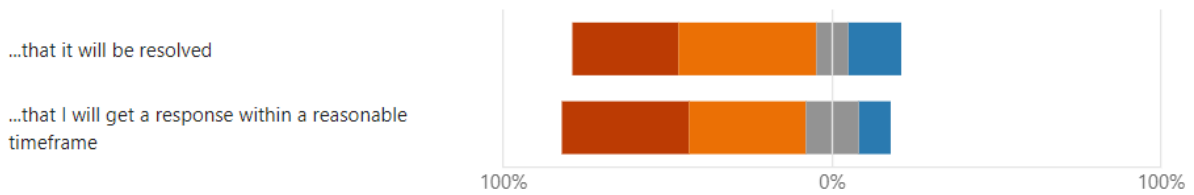
Strongly Agree Agree Neutral Disagree Strongly disagree



14. If I contact a senior officer with a question or an issue, I am confident...

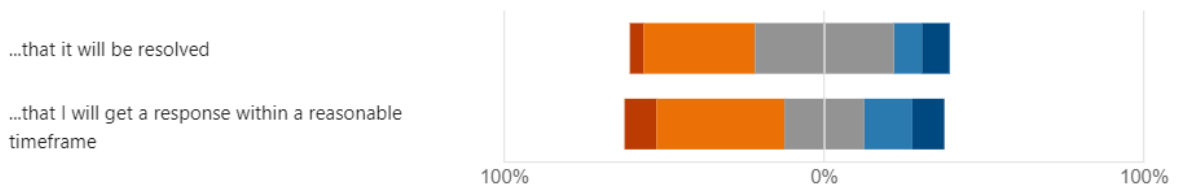
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

Strongly Agree Agree Neutral Disagree Strongly disagree



15. This space is yours for any comments on this topic.

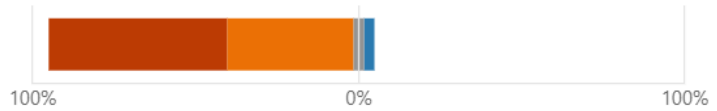
ALL THE CASE WORKS WHICH ARE NOT RESOLVED IN 10 DAYS SHOULD BE ESCLATED AND REPORT SHOULD BE SENT TO ALL THE COUNCILLORS
Timely response is the key to build trust between Council and its residents.
We shouldn't have to try to track down an officer that we know in order to get issues resolved.
Senior officers need to be more approachable and hold regular surgeries to see Councillors.
The whole environment is geared to not to do anything
Further improvements can be made
every complaint from residents to concillors should go through coperates complaint office.
Activity within the council is sometimes mistaken for achievement
COMMUNICATION AND TIME LINE IS IMPORTANT KPI NEED TO BE ADDED
A bit problem, and a cause of uncertainty is the lack of feedback or conclusive response given - this is even more so when annonymised by generic reporting sites (with no feedback)..
Casework support is excellent. with positive outcomes.

MEMBER SUPPORT - IT

16. The council provides me with IT equipment and infrastructure which enables me to carry out my role effectively

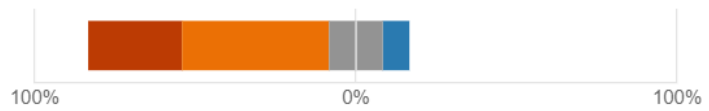
2024:

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



2023:

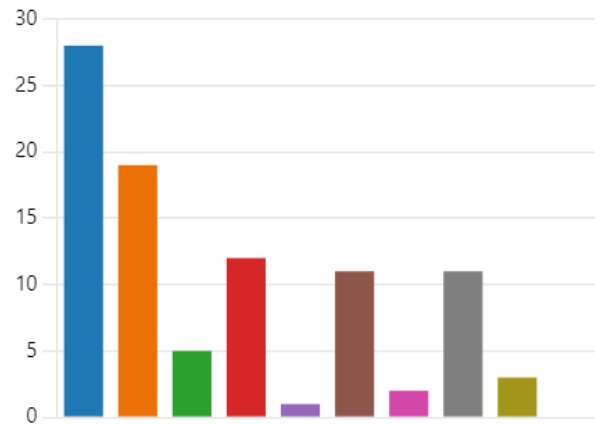
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



17. What digital tools are most important to enable you carry out your role effectively?

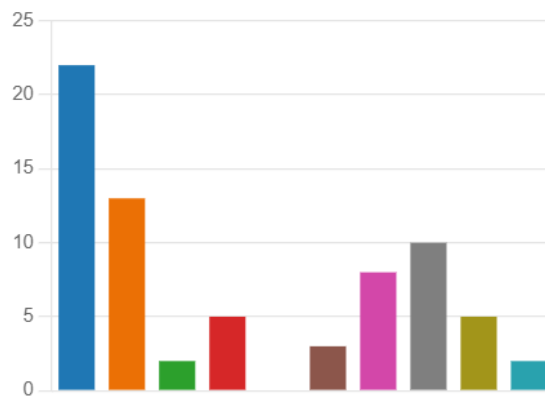
2024:

● Email	28
● Microsoft Teams (video calls & c...	19
● Microsoft Office Suite (Word, Ex...	5
● Internet access	12
● The Intranet	1
● Smartphone	11
● Wifi connectivity on council pre...	2
● Access to meeting papers digita...	11
● Ability to annotate meeting pap...	3
● Other	0



2023:

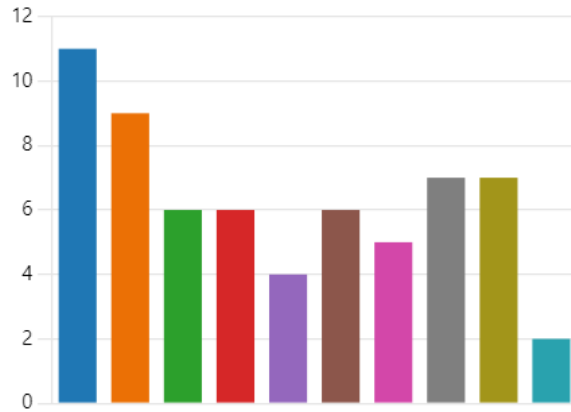
● Email	22
● Microsoft Teams (video calls & c...	13
● Microsoft Office Suite (Word, Ex...	2
● Internet access	5
● The Intranet	0
● Smartphone	3
● Wifi connectivity on council pre...	8
● Access to meeting papers digita...	10
● Ability to annotate meeting pap...	5
● Other	2



18. Which digital tools would you most benefit from more training about?

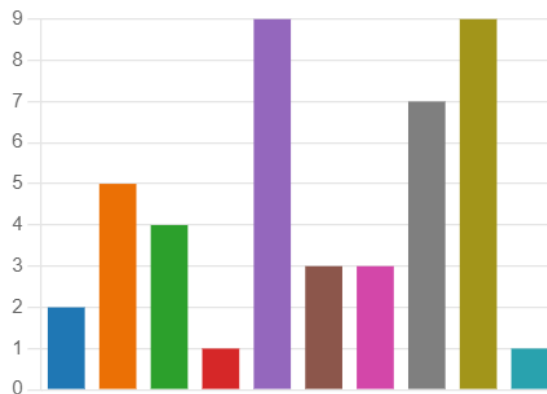
2024:

● Email	11
● Microsoft Teams (video calls & c...	9
● Microsoft Office Suite (Word, Ex...	6
● Internet access	6
● The Intranet	4
● Smartphone	6
● Wifi connectivity on council pre...	5
● Access to meeting papers digita...	7
● Ability to annotate meeting pap...	7
● Other	2



2023:

● Email	2
● Microsoft Teams (video calls & c...	5
● Microsoft Office Suite (Word, Ex...	4
● Internet access	1
● The Intranet	9
● Smartphone	3
● Wifi connectivity on council pre...	3
● Access to meeting papers digita...	7
● Ability to annotate meeting pap...	9
● Other	1



19. This space is yours for any comments on this topic.

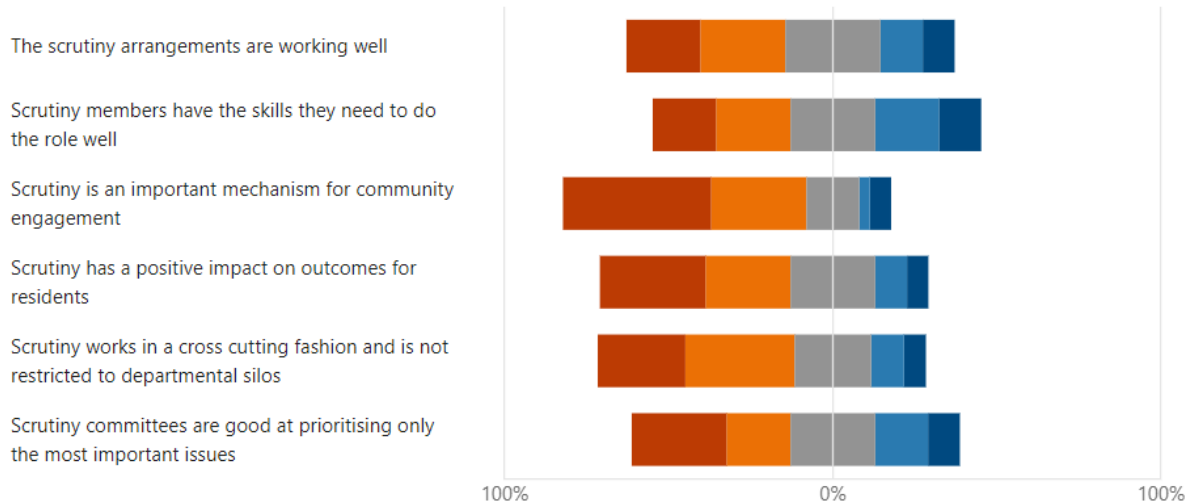
CONNECTION OF NETWORK CONNECTION OF SMART PHONES INOBSERVATIVE HOUSE NEEDS TO BE IMPROVED
Communication resolves issues.
Connectivity needs to be improved all around.
BYOD would save the council money and is a mature/secure technology by now
WIFI IN THE COUNCIL BUILDING NEEDS TO BE IIMPROVED
I don't know how to set up a video call or manage one.
My laptop has so far proved to be of limited effectiveness
IT equipment is fantastic

OVERVIEW & SCRUTINY

2024:

20. When it comes to our Corporate Improvement Scrutiny Committee...

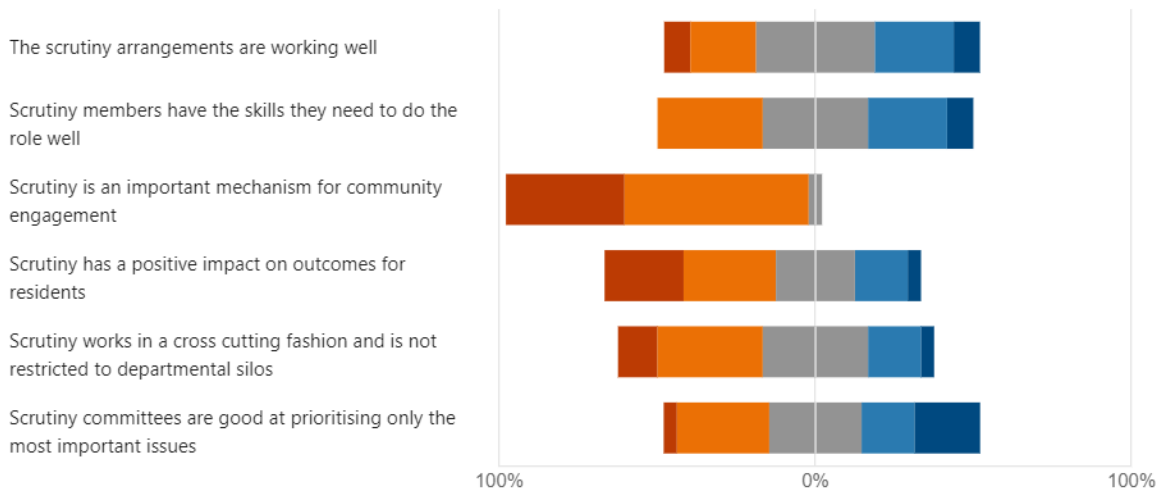
■ Strongly Agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



2023:

20. When it comes to our Overview and Scrutiny Committee and three Scrutiny Panels...

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



Note that in 2023, over half of all councillors were on one or more scrutiny committees (24 out of 42). By 2024, there is a single committee of 10 councillors. In light of this the improvement in perception is particularly good.

21. This space is yours for any comments on this topic.

OFFICERS SHOULD SUPPORT THE SCRUTINY WITH ANY INFORMATION THE SCRUTINY TEAM NEEDS

Scrutiny Committee need to be more proactive.

The amount of collaboration required is huge, the officers are doing great job

Scrutiny needs more support and training in different aspects of this function. More public engagement.

every six month scrutiny committee member need to refresh training.

The committees are set up politically instead of by skills. Upskilling low skilled politicians who think they know everything already is hard work.

The officers made sure enablement of the councillors to conduct a proper scrutiny.

OFFICERS NEED TO ENGAGE WITH TRANSPERANCY AND HAVE EFFECTIVE COMMUNICATION

I don't think there is enough engagement with the local community, or focus on residents getting value for money. Scrutiny definitely has the potential to challenge silo working and require more collaborative effort. I think most/too much of its prioritising is done for it by officers (maybe for the reason that resources are still very limited).

Scrutiny should do more.

The Scrutiny function is working well, big targets to meet.

MEMBER TRAINING AND DEVELOPMENT

2024:

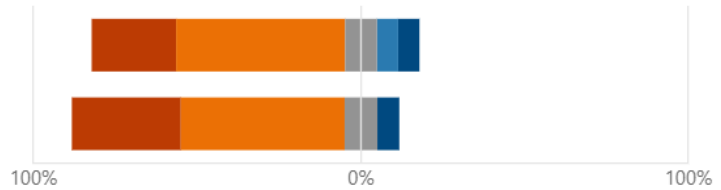
22. Councillors have the training and development opportunities they need

AND I am satisfied with the induction I have received since May 2023

■ Strongly Agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Councillors have the training and development opportunities they need

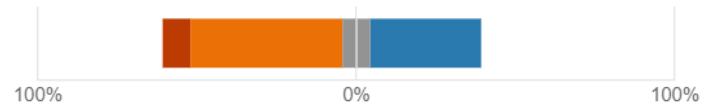
I am satisfied with the induction I have received since May 2023



2023:

22. Councillors have the training and development opportunities they need.

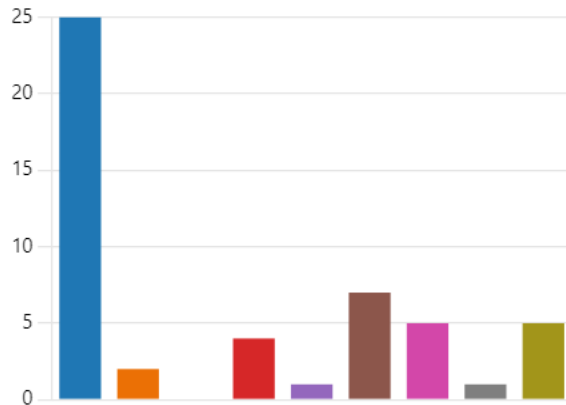
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



23. What would you say are the main things which prevent you from attending more member development sessions?

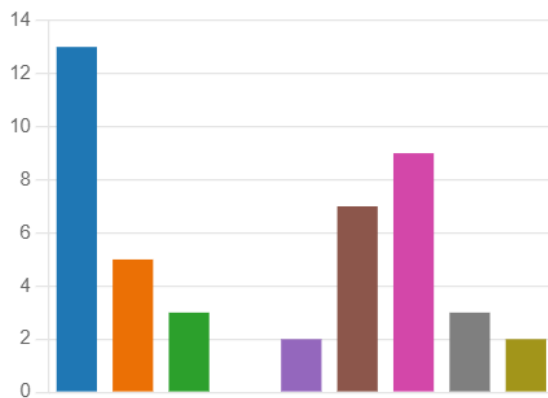
2024:

Nothing prevents me - I go to t...	25
I am not aware of them	2
I am too busy	0
I am sufficiently skilled and kno...	4
The topics do not seem relevant...	1
They happen at an inconvenient...	7
They are not online	5
I don't have confidence that the...	1
Other	5



2023:

Nothing prevents me - I go to t...	13
I am not aware of them	5
I am too busy	3
I am sufficiently skilled and kno...	0
The topics do not seem relevant...	2
They happen at an inconvenient...	7
They are not online	9
I don't have confidence that the...	3
Other	2



24. What additional training or development opportunities do you think councillors most need?

MICROSOFT TEAM MEETING .ON WEBB HOW TO CONDUCT AND STREAM LINE
Communication
Regular training
Humility
FACE TO FACE ENGAGEMNET WITH THE OFFICERS
Effective public speaking and questioning techniques - to help with clarity and getting to the bottom of an issue rather than scratching the surface.
As members of various committees, need training relevant to that committee of which one is a member.
Must have montly seniors officers meeting with Councillor's
I believe that more training g could be provided by the individual political groups
Conduct in public meetings / speech

OTHER

41. If you would like to make any further comments you may do so here:

A number of councillors have an ego so large that it is hard to see them representing the residents, that are here more for their own progression
GOOD COOPERATION IS NEEDED FORM THE COUNCIL OFFICERS AND HAS TO BE HONEST AND TRANSPERENT
...democracy is being undermined by all the committees being chaired by the ruling coalition administration. There is a lack of diversity amongst councillors. The council is not representative of our community. That the council leadership has no 'grip' on the poor behaviour of members. That the new intake of councillors are totally ill equipped to deal with the problems facing the council.
There should be a positive culture change at every level, focusing on providing best value for money for people Slough. We should have a vision of cleaner, greener and healthier Slough.

Being a Councilor is very challenging but not rewarding. There is no appreciation for new councillors and they often looked down by cabinet members

Members casework department response time should be taken seriously and should change from 10 working days to respond back in 3 working days. Residents are not happy with the waiting time

...Running a local council on political party lines is an ineffective method of governance. Everything is politicised and irrelevancies are argued over. There is far too much fiddling while Slough burns.

SLOUGH BOROROUGH COUNCIL SHOULD EFFECTLVELY ENGAGE WITH THE RESIDENT TO RE GAIN THE TRUST AND BE TRANSPERST AND HAVE EFFECTIVE COMUNICATION

I do not think members have visibility on the value that is being added by democratic services and what more democratic services can offer to the members. There needs to be monthly/quarterly surgery conducted by democratic services with members.

This page is intentionally left blank