

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:

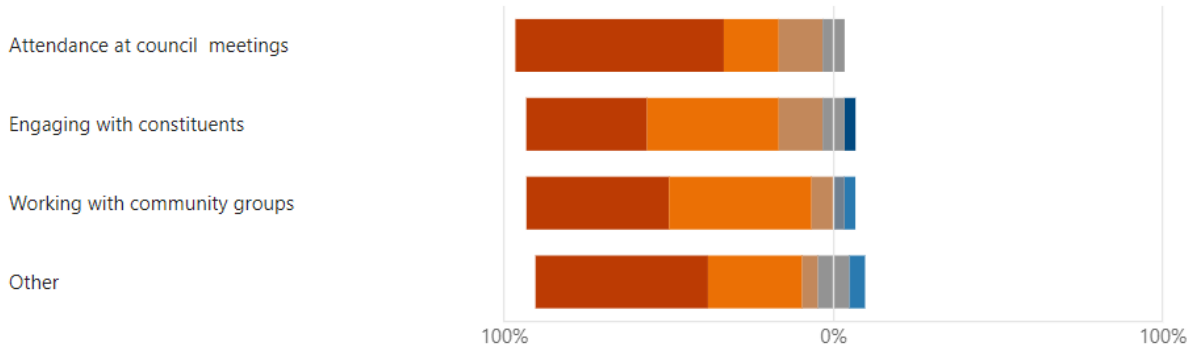
- Cabinet/executive member 5
- Chair/vice chair of any formal co... 9
- Scrutiny member 10
- Committee member (excluding ... 11
- SBC rep on other body (eg com... 3



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

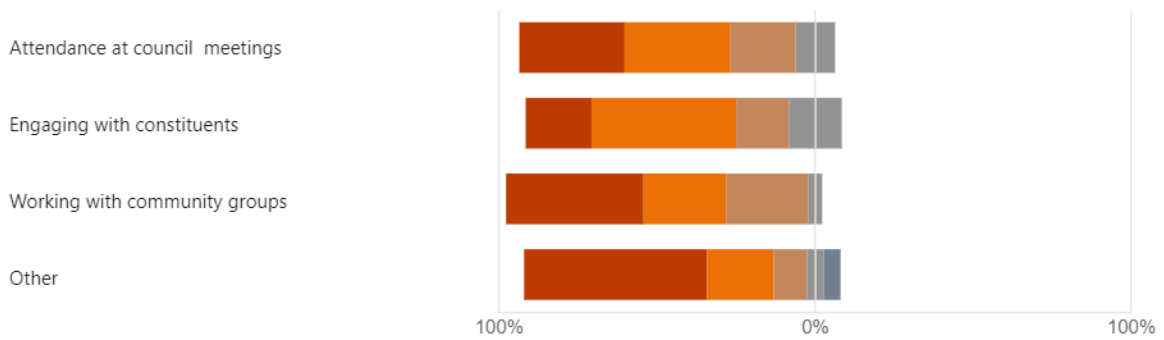
2024:

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



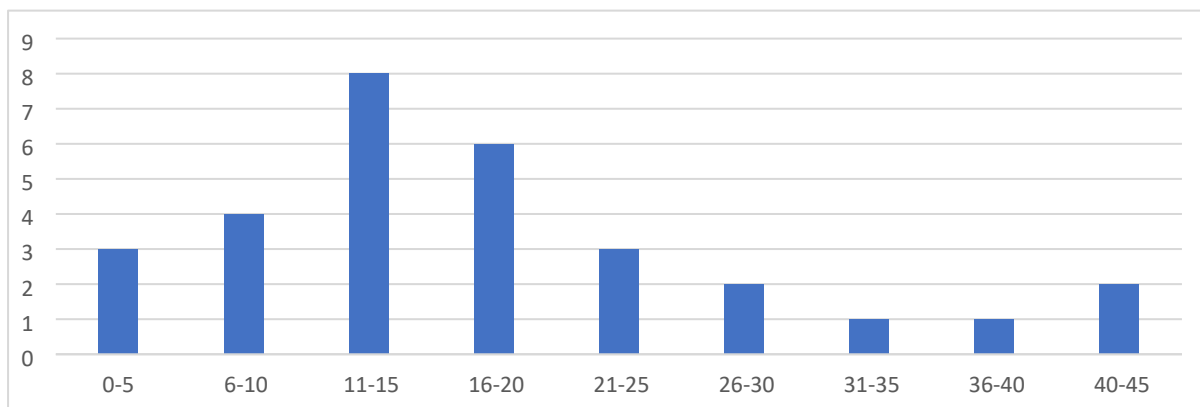
2023:

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

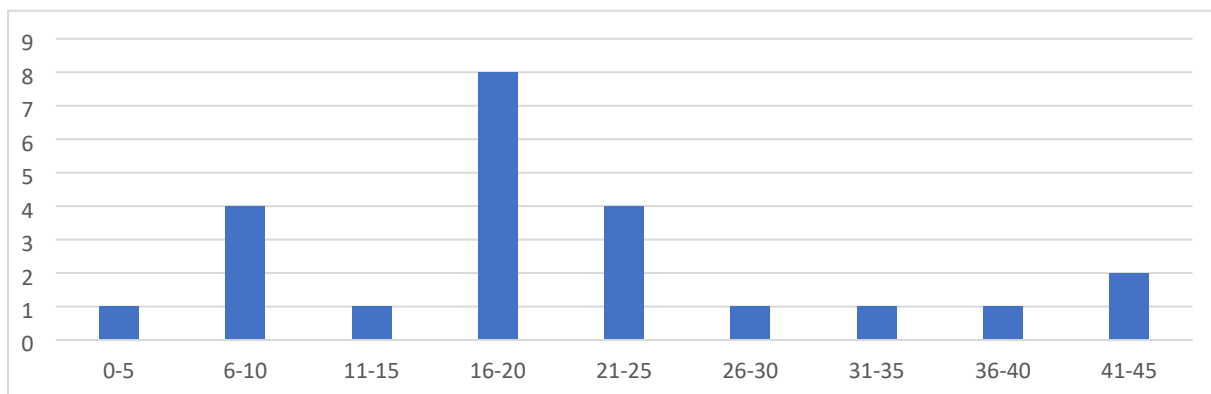


35. Roughly how many hours in total do you spend on your councillor role in an average week?

2024:



2023:



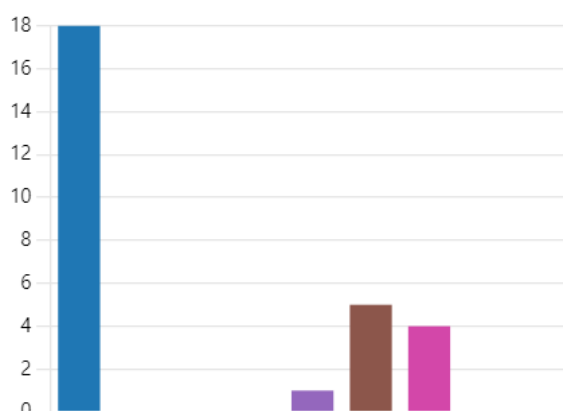
The average time spent by SBC councillors on their councillor role in an average week was 19.4 hours – extremely similar to the previous survey.

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

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

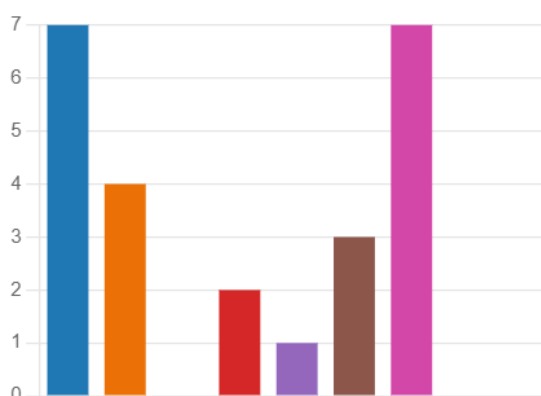
2024:

● 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



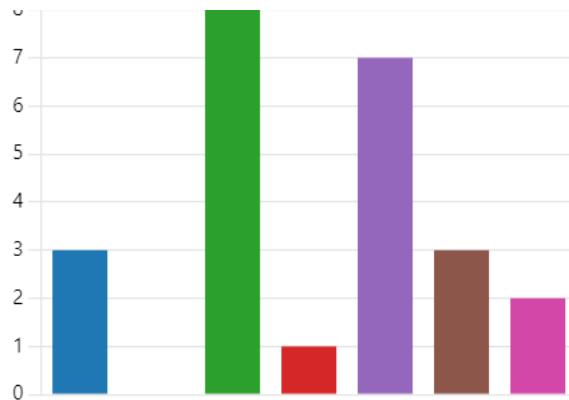
For comparison, the national results in the LGA Councillor Census 2022 were:

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?

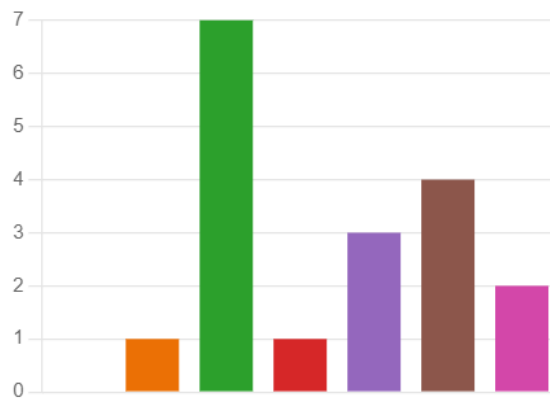
2024:

● 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:

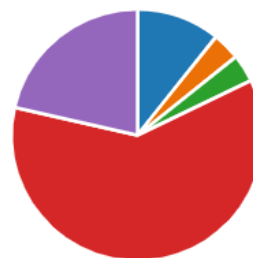
● Administrative, clerical, secretari...	0
● Lecturer, teacher or researcher	1
● Managerial or executive	7
● Manual or craft	1
● Professional or technical	3
● N/A (not in paid employment)	4
● Other	2



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

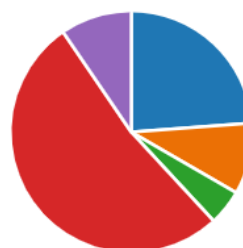
2024:

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



2023:

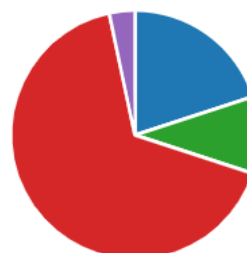
● Parish councillor	5
● School governor	2
● Magistrate	1
● No such positions	11
● Other	2



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

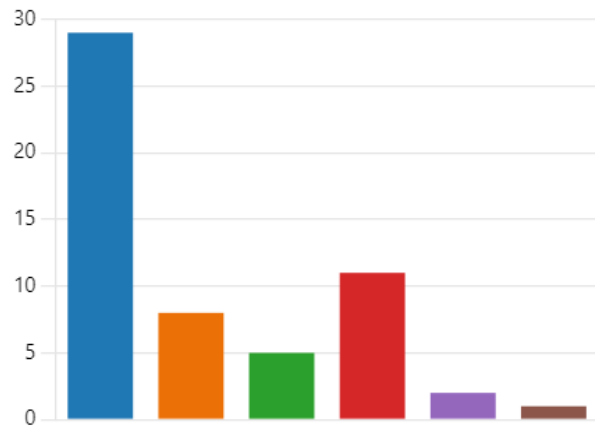
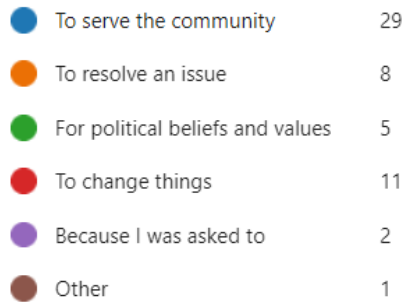
I spend most weekends and some evenings working with residents and groups. I stood for election I stood for election in order to do this and my wife enjoys the peace

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

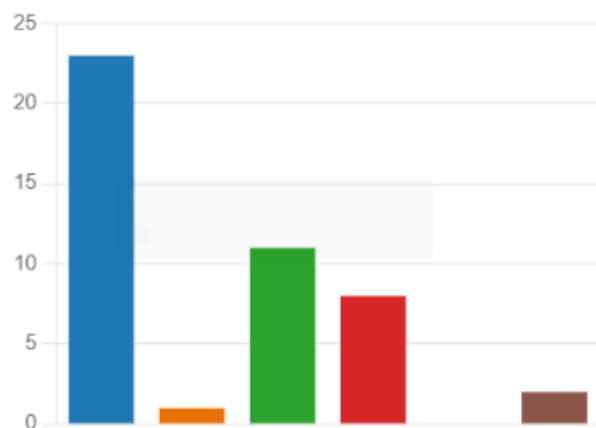
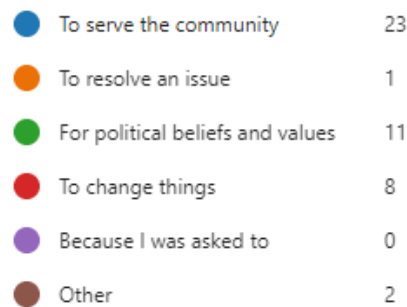
COUNCILLORS' MOTIVATIONS AND ATTITUDES TO THE ROLE

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

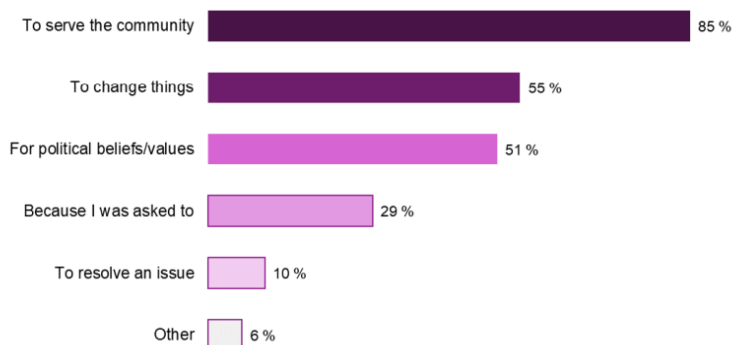
2024:



2023:



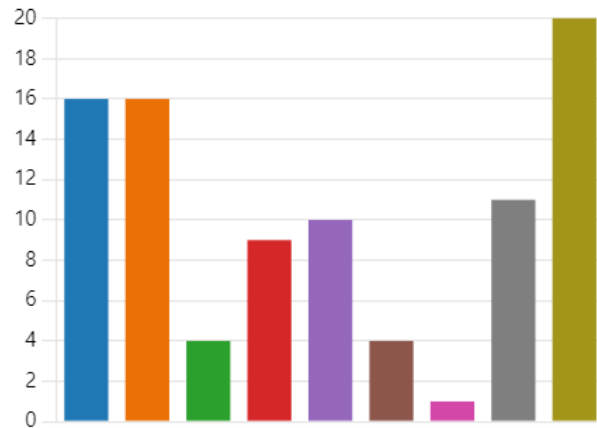
For comparison, the national results in the LGA Councillor Census 2022 were:



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

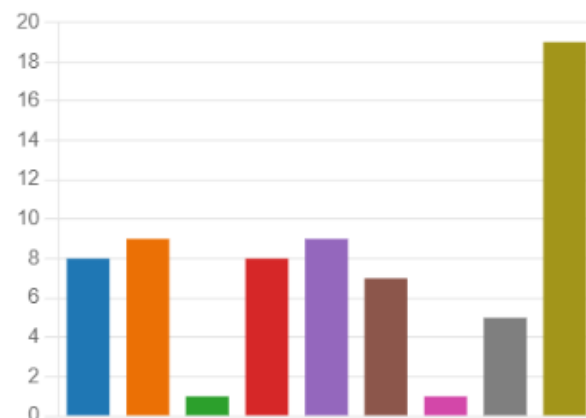
2024:

- 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

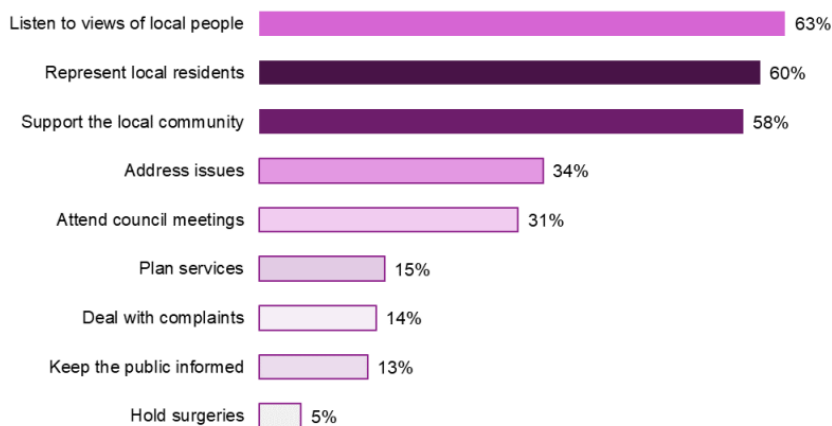


2023:

- 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'

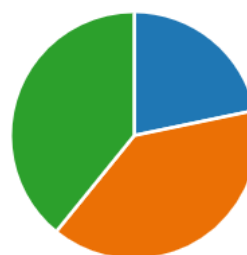
2024:

- ... about as much influence to ch... 12
- ... less influence to change thing... 9
- ... more influence to change thin... 9



2023:

- ... about as much influence to ch... 5
- ... less influence to change thing... 9
- ... more influence to change thin... 9



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:

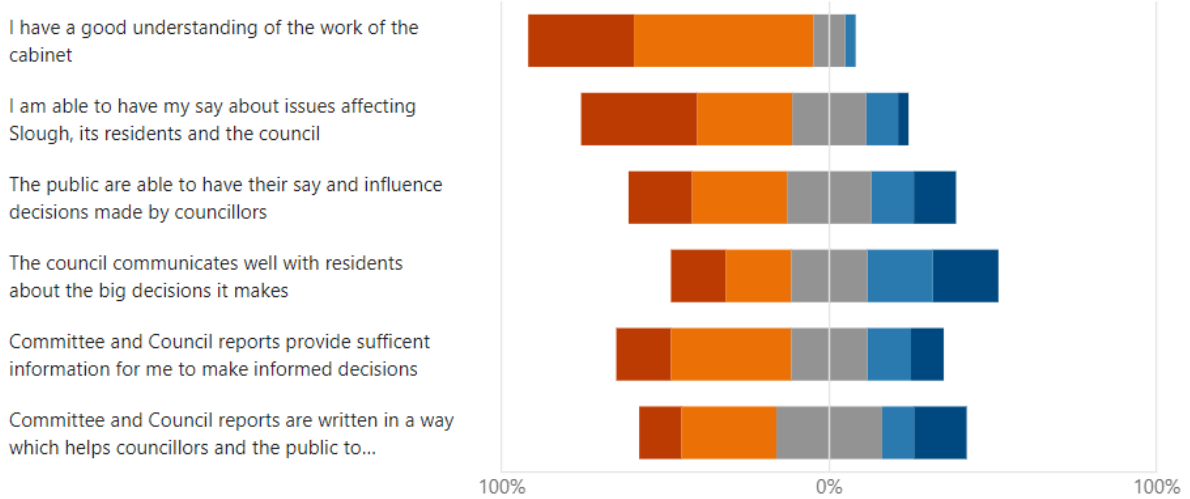
In 2022, 79.0 per cent of councillors nationally would recommend the role to others (SBC's figure is 75%), 8.6 per cent would not (SBC's figure is 16.7%), and 12.4 per cent did not answer or could not say (SBC's figure is 8.3%).

DEMOCRACY

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

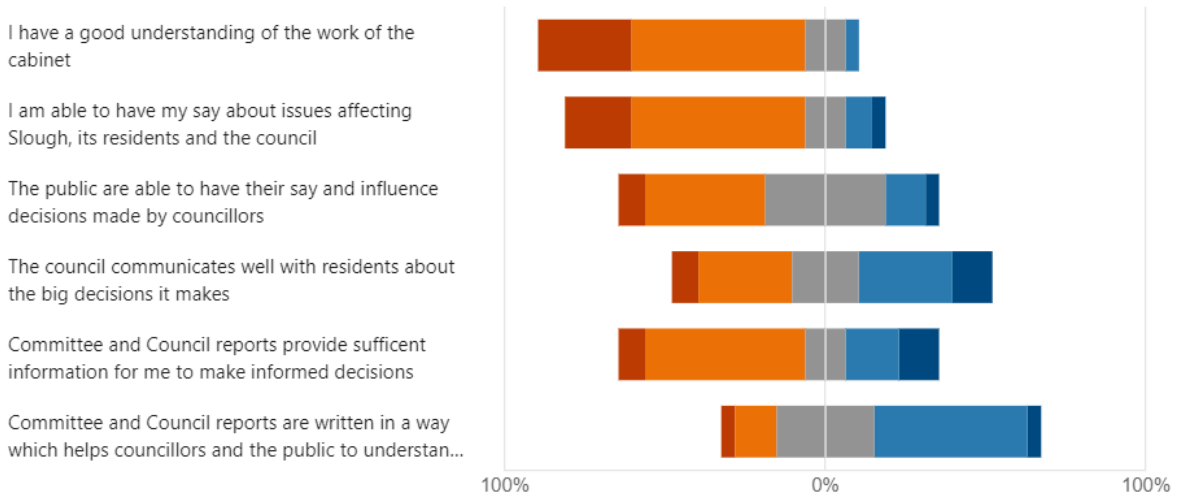
2024:

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

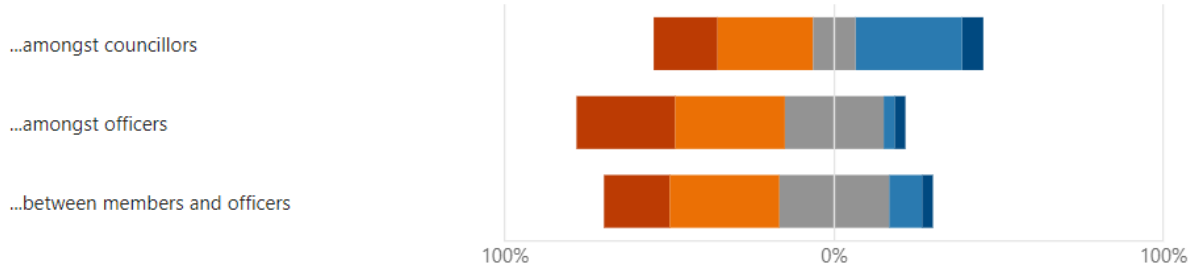
Reports could be concise and give a greater range of opinions with greater clarity. By the time a full understanding of an issue emerges, we often need to take decisions straight away - there isn't the time or the clarity or background knowledge in most cases to allow for genuine consultation.

The reports must be abstracted, Graphics speak louder than text

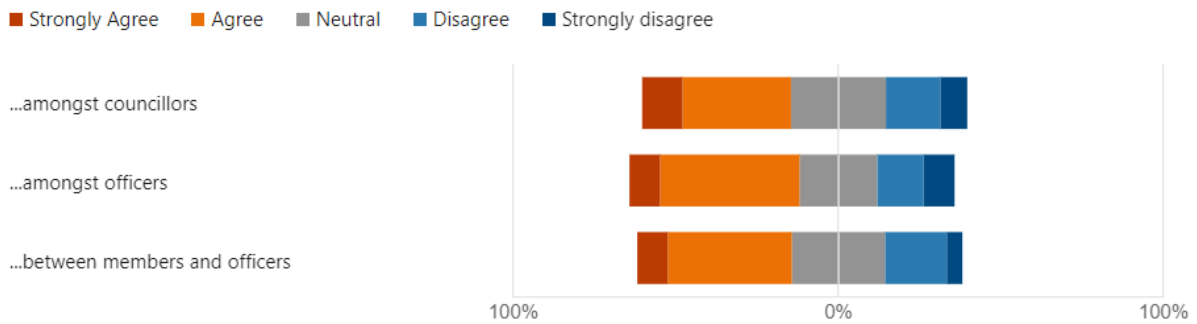
CULTURE

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

2024:

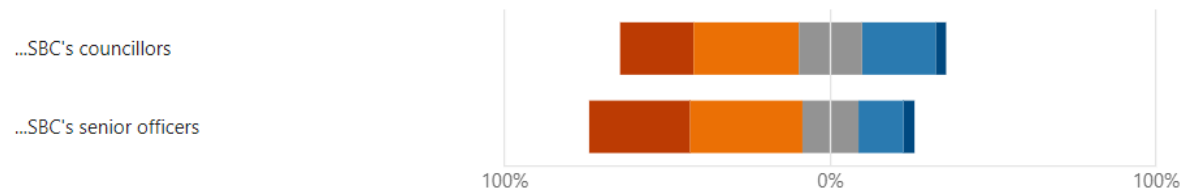


2023:

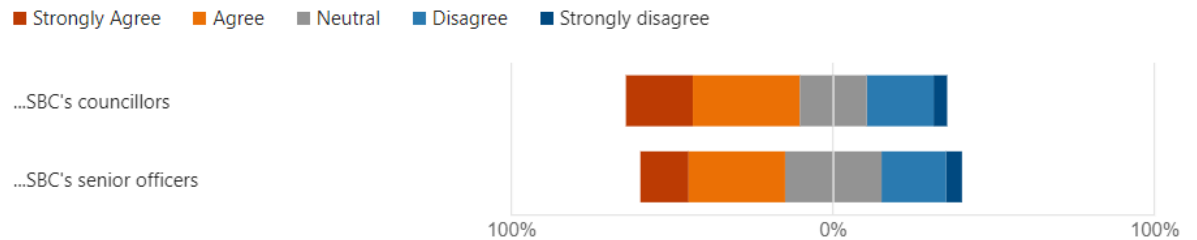


9. I have confidence in...

2024:



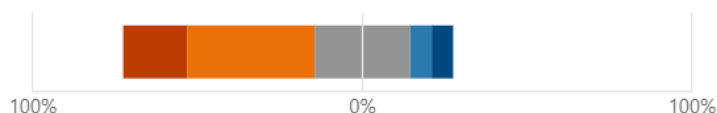
2023:



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

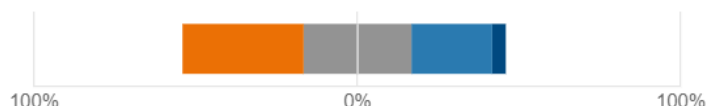
2024:

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

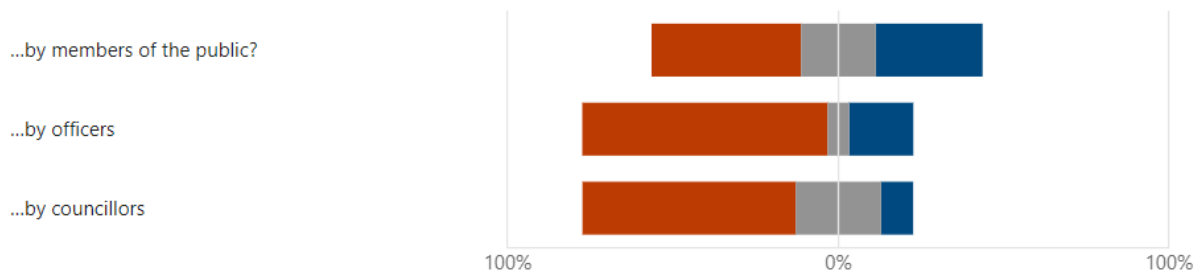
Members are provided with excellent support. Senior officers are always available to support.

MEMBER WELLBEING AND HANDLING ABUSE OR INTIMIDATION

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

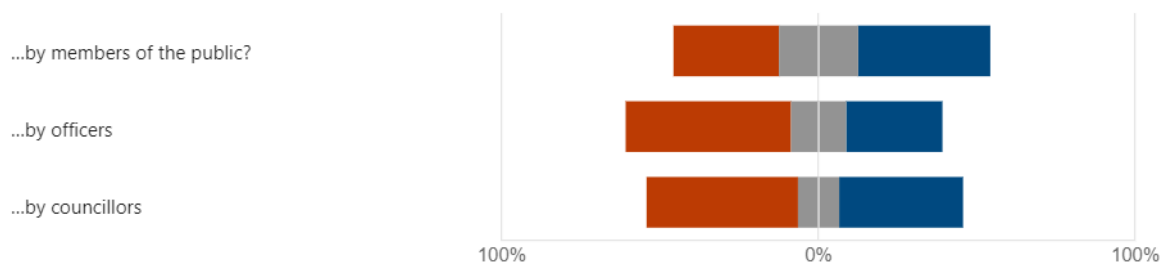
2024:

■ 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?

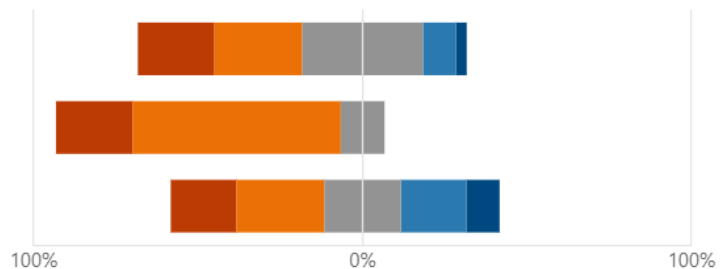
2024:

■ 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...



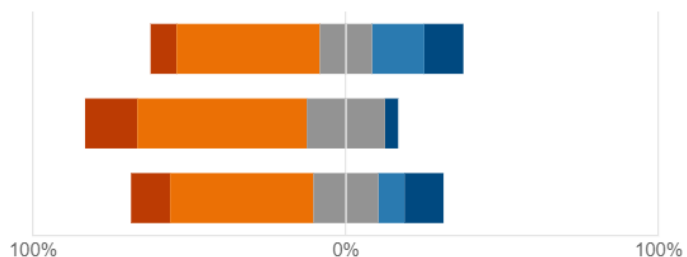
2023:

■ 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

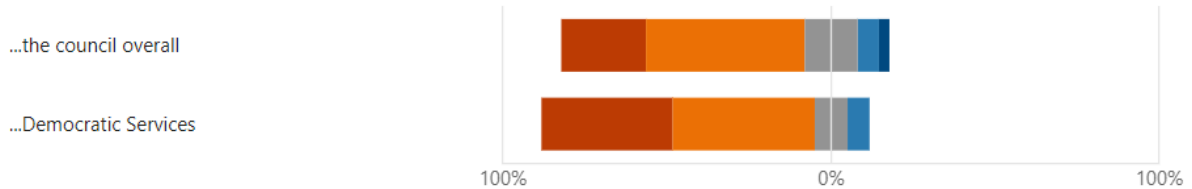
I think these systems are functioning but rather woolly.

MEMBER SUPPORT

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

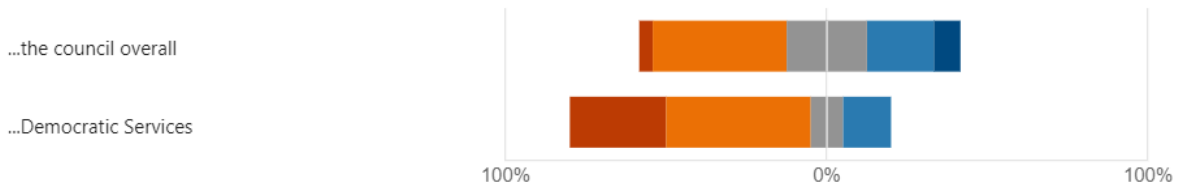
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

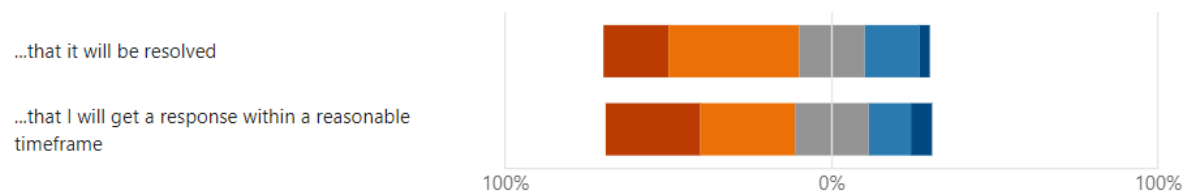
Strongly Agree Agree Neutral Disagree Strongly disagree



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

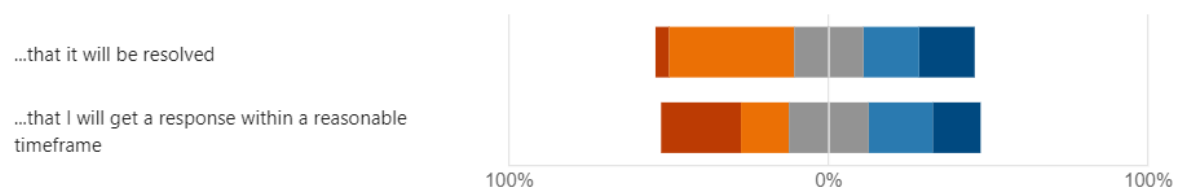
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

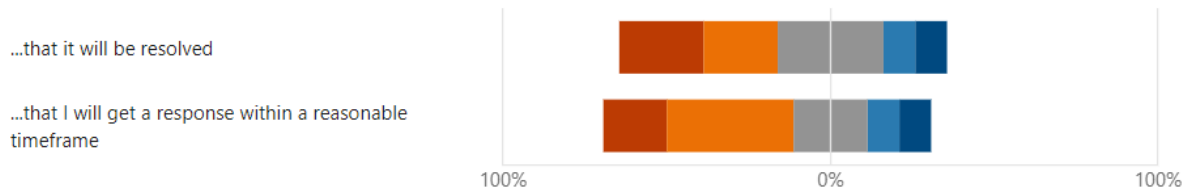
Strongly Agree Agree Neutral Disagree Strongly disagree



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

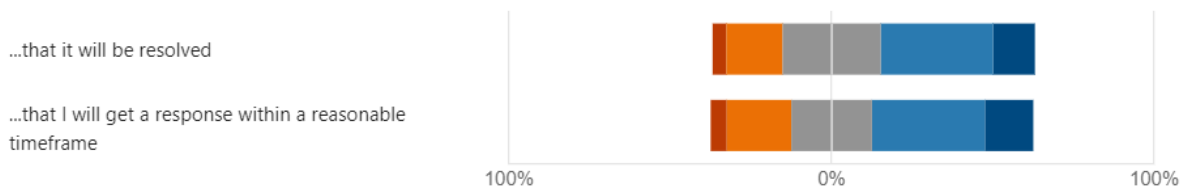
2024:

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree



2023:

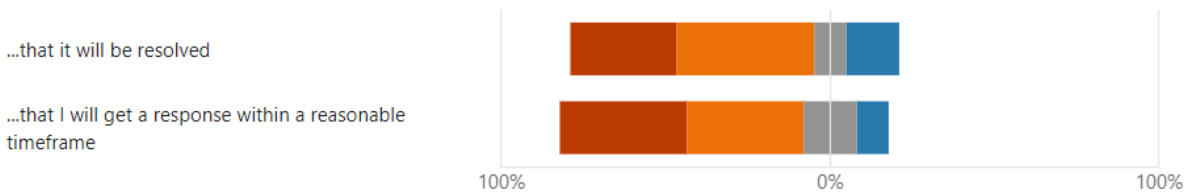
Strongly Agree Agree Neutral Disagree Strongly disagree



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

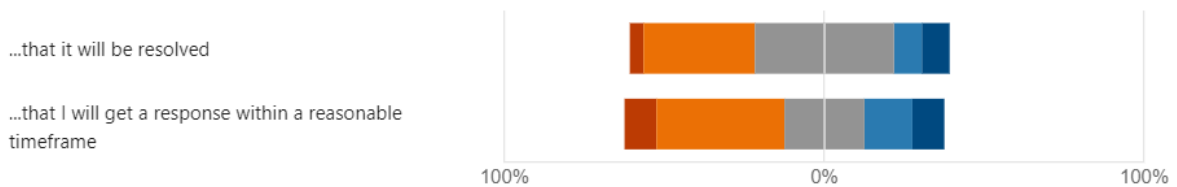
2024:

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)..

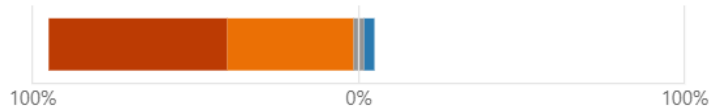
Casework support is excellent. with positive outcomes.

MEMBER SUPPORT - IT

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

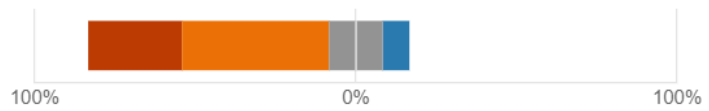
2024:

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



2023:

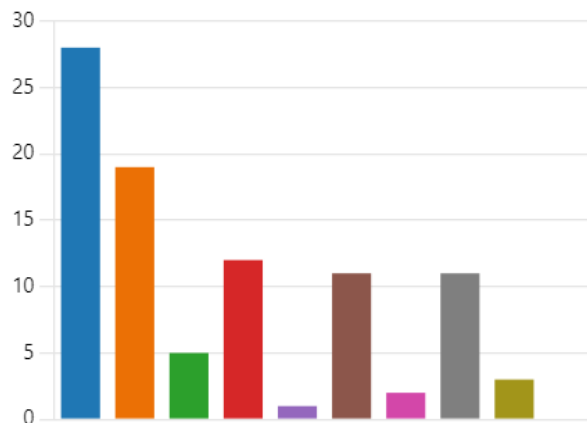
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



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

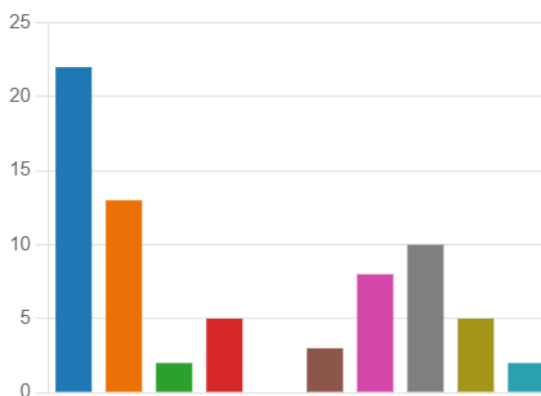
2024:

● 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:

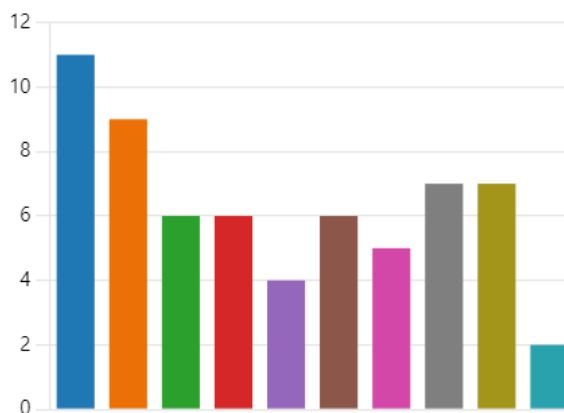
● Email	22
● Microsoft Teams (video calls & c...	13
● Microsoft Office Suite (Word, Ex...	2
● Internet access	5
● The Intranet	0
● Smartphone	3
● Wifi connectivity on council pre...	8
● Access to meeting papers digita...	10
● Ability to annotate meeting pap...	5
● Other	2



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

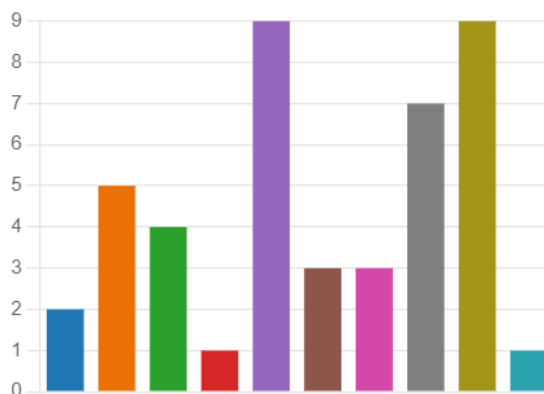
2024:

● 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 IN OBSERVATIVE 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 IMPROVED

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

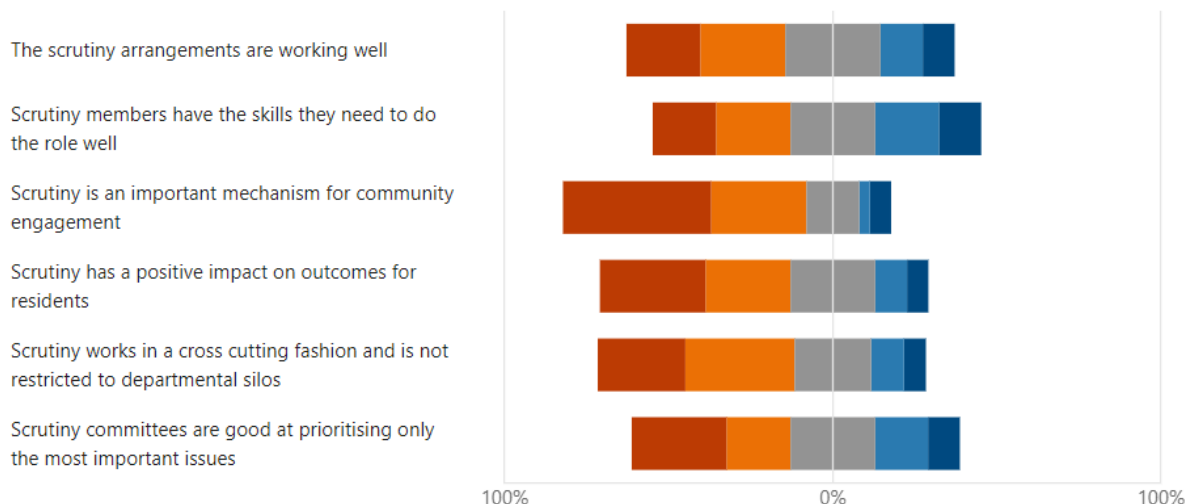
IT equipment is fantastic

OVERVIEW & SCRUTINY

2024:

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

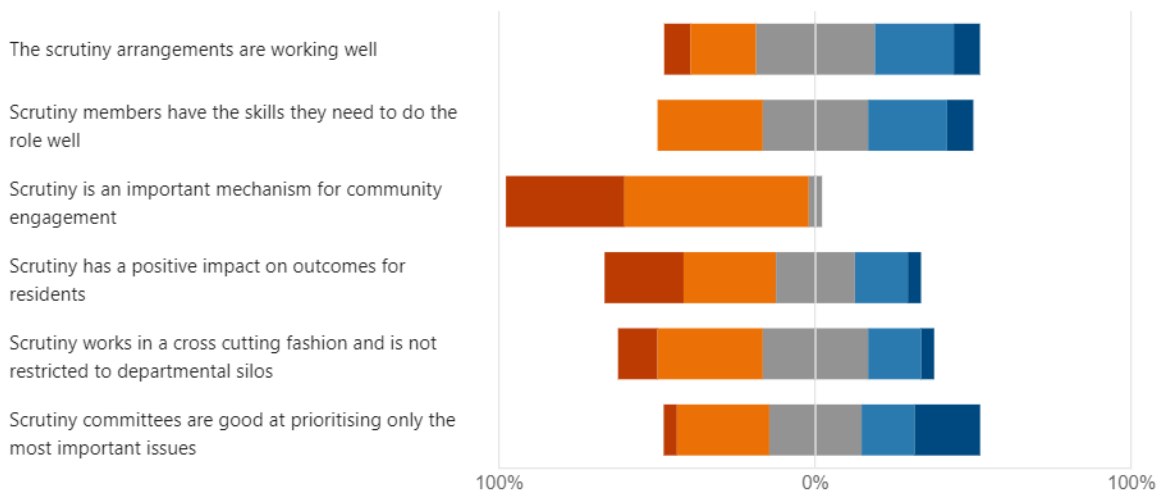
■ Strongly Agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



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:

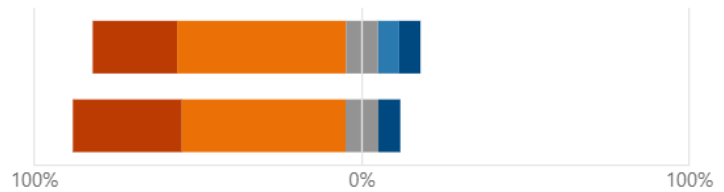
22. Councillors have the training and development opportunities they need

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

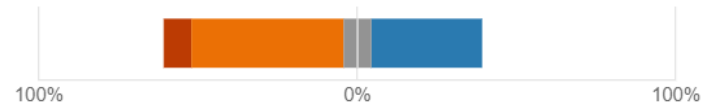
I am satisfied with the induction I have received since May 2023



2023:

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

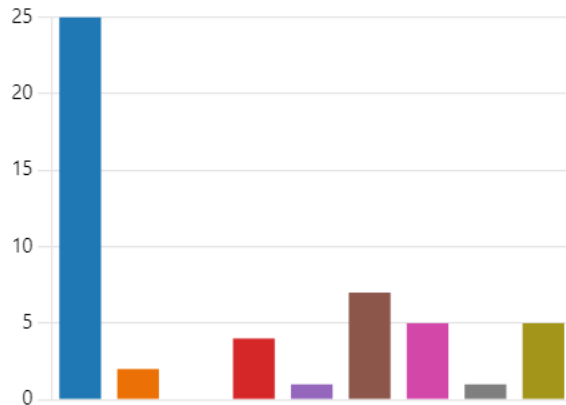
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



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

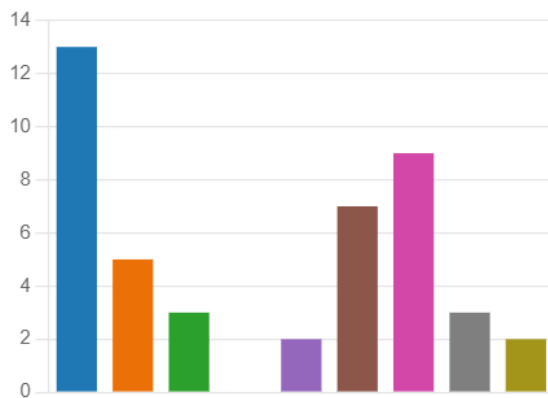
2024:

● 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.