

Feedback Summary

Parish & Town Council Conference

Wednesday 21 October 2015

Bradford & Cookbury Village Hall, Holsworthy

Total Respondents: 36

No response from 1 for Q1 – Q6

Meeting overall: 1 missing response, 1 with two marks (Poor – morning, Average – afternoon)

Parish & Town Council Conference						
Question No.	Question	<i>Please select one option</i>				
		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
1	<i>The meeting met my expectations</i>	3	25	6	1	0
"My expectations were not high."						
2	<i>I was adequately prepared for the meeting</i>	6	20	3	5	1
One not aware lunch would be provided. Multiple complaints that agenda received only the day before.						
3	<i>The meeting was run effectively</i>	7	18	9	1	0
"needed to be more tightly moderated" One did not know what all the officers did e.g. the liaison officer						
4	<i>I felt that I was able to actively contribute to the meeting</i>	8	20	7	0	0
"I found David Whitton's demeanour objectionable. He appeared to be aggressive and patronising on numerous occasions." Possibly more management of group size to be more equal in number. "I fully understand highways budgets are significantly cut. I do not need every reply to questions being prefaced by this statement."						
5	<i>The presentations were pertinent and useful</i>	7	19	8	1	0
Presentations too lengthy (each and as a % of the meeting), repetitive, slides too small/hard to see, speakers too quiet. "Glenn Robinson and Ros Davies were excellent." A lot of information and figures communicated (both a good and bad thing.)						
6	<i>I will be able to apply the knowledge learned</i>	6	22	7	0	0
Both useful and nothing new as comments.						
7	<i>Adequate time was provided for questions and discussion</i>	8	25	3	0	0
"Time provided but not answered adequately."						
8	<i>The venue and facilities were of a good standard</i>	19	14	2	0	1
Many comments that venue was an "Excellent", "lovely" hall. "Ideal venue for further events", but still a bit remote and hard to find for others. Poor acoustics Catering, unanimously good. Several mentions of desiring locations in West Devon.						
What aspects of the meeting did you find most useful?						
<ul style="list-style-type: none"> • Being able to talk "face-to-face" with DCC Highways staff. • Being able to question presenters and put forward specific parish views. "2-way 						

communication”

- Updates/Information on: (* - multiple mentions)
 - Road warden scheme*
 - Community involvement/mobilisation/self-help*
 - Budgets/Financing, Policies in detail, and incentives
 - P3
 - Lines of communication/How Highways “networks” with parishes*
 - Highway maintenance
 - “Proposed website on pothole gully works”
 - Definition of safety defects/Safety inspections
 - Possible changes to the gritting routes
 - Changes to patching works
 - “Current Status”
- Networking
- Q&A opportunity (“openness and honesty expressed”)
- “Break-out sessions and responses to feedback.”
- Contact details
- The amount of information available.
- Ros’ footpaths presentation.

Five said “All”.

What aspects of the meeting did you find least helpful?

- “Recent achievements” [mentioned three times]
- “SWH info – pot holes etc.”
- Repetitiveness [presentations?]
- Road warden scheme
- “Graphs showing present and future funding”
- Not being able to see and learn how to navigate the website live (lack of broadband)
- “IT poor”
- Hall acoustics
- “unreadable stats slides”
- “Agenda only received 12hrs before meeting and then only on request.”
- Specific/Attitude Issues:
 - “Many responses were patronising, and often confusing, with officer giving contrary answers. (Much conflict particularly with respect to the assisting of parishes with the cost involved in those parishes taking on jobs.)”
 - “My main motivation was potholes – there is little help for parish councils here – council seemed keen to retain repairs themselves.”
 - A couple did not feel there was enough engagement with issues brought to the meeting; just “a means of being told information by DCC”; “Some unwillingness to accept suggestions.”
 - More than one further mention of finding being told about DCC budget cuts irritating. (“People with an axe to grind.”)

Do you have any suggestions for improvement / requests for future meetings?

- Presentations:

- **Microphones** for speakers
- Slide hand-outs at the beginning to aid those who could not see
- Introduce each speaker by name and role
- Less/**Shorter PowerPoint** (“Limit talks to 20mins + 20mins Q&A. State that Q&A after presentation.”)(“More workshop sessions.”)
- “More sessions on alternative solutions.” “Successful” Town/Parish Councils should be invited to give a short presentation to “motivate councillors”.
- “Staff/Officers [apart from Ros] would benefit from training in presentation skills and community engagement.”
- Set-up IT beforehand to reduce hand-over times.
- Different time/Shorter meetings “to accommodate working people”
- Send out the **agenda earlier**
- “Check emails are being received by local clerks.”
- Request for a list of officers’ **contact details** e.g. email addresses.
- Less emphasis on the reduced DCC budget. (“Perhaps some more positive news.” “We also have no money [also a reminder that T&P Councillors are volunteers.]”)
- “Morning and afternoon coffee.”
- “The Liaison officer needs to start liaising between DCC and T&P Councils as it does not happen at the moment.”
- “Do not preselect issues for group discussions.”
- “Could the NHO be present?”/“Cabinet members to be present at the end of the day to respond to Q&As.”
- “Allow delegates to expand on contributions to try and get results rather than “take away and come back to you” which may not happen. Communities want and need to fill in road defects.”

Multiple requests for **more meetings** like this (“follow up in 12 months”)

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very Poor</i>
Overall, how would you rate the meeting?	5	19	9	1	0