

Feedback Summary

Parish & Town Council Conference

Wednesday 14 October 2015

Ashill Village Hall, Cullompton

Total Respondents: 47

No response from 2 respondents for Q5.
No response from 2 respondents for Q8.

Parish & Town Council Conference						
		<i>Please select one option</i>				
Question No.	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	<i>The meeting met my expectations</i>	6	23	14	4	0
No. further comments: 5 General comments represented elsewhere: as expected; too much off-the-point discussion; breakout sessions needed more direction. Also, an "informative and solid network opportunity" and wanting to know more about "forward strategic planning e.g. roads being converted to 'green roads'."						
2	<i>I was adequately prepared for the meeting</i>	8	21	14	4	0
No. further comments: 3 Suggested improvements: <ul style="list-style-type: none"> - A map of the venue location - A hand-out of the slides in advance to assist note-taking - Something other than the agenda to indicate what preparation is necessary 						
3	<i>The meeting was run effectively</i>	4	28	8	5	2
No. further comments: 8 Mostly criticism of the timing, particularly running out of time in the afternoon (due to lunch, irrelevant questions, lack of chair control?). (Other comments about presentations, represented in Q5.)						
4	<i>I felt that I was able to actively contribute to the meeting</i>	4	27	13	3	0
No. further comments: 3 Some intimidated by "shouting out" and attitudes of some; a "hands up" method might have been preferred.						
5	<i>The presentations were pertinent and useful</i>	6	26	11	2	0
No. further comments: 7 Lots of complaints about the size of the screen, unable to read, unable to hear well etc. Some repetition of content "e.g. Diptford bridge" Again comments about "defensive" attitudes, reference to not being clear about responsibilities.						
6	<i>I will be able to apply the knowledge learned</i>	9	30	8	0	0
No. further comments: 2 General agreement.						
7	<i>Adequate time was provided for questions and discussion</i>	8	20	9	7	3
No. further comments: 7 All said not enough time, the discussion went off topic and was not well controlled. One felt this should have been the most important item. "Too much break out time."						
8	<i>The venue and facilities were of a good standard</i>	8	24	8	4	1
No. further comments: 21 Most found the venue difficult to find/too far away/had insufficient parking – many using this box to mitigate otherwise positive checkbox answers. All food comments positive – one request for "real coffee and/or herbal teas" A few more comments about poor acoustics (e.g. wooden floor) and that it was too cold.						

What aspects of the meeting did you find most useful?

- **Break-out sessions**
- **Networking** opportunity/Meeting and discussing directly with other councillors and hearing their different concerns.
- Learning about: [^{*} - mentioned more than once]
 - P³ initiatives* (“Ros Davies very informative.”)
 - The community involvement scheme
 - Access to Information
 - “self-help information”
 - Road warden scheme*
 - The new website (SWH website?)
 - DCC budget issues and breakdown of finances/“the impact of austerity”*
 - “Challenges facing the highway authority”
- Detail of operations/Explanation of terms/Technical details interesting
- Update on procedures and changes
- Questions and Answers/The ability to ask direct questions
- “Copies of presentations to take away.”
- “SWH presentation.”
- “Just being able to talk to DCC.”
- New councillors in particular found the whole meeting “very informative”.

“staff very dedicated in the light of [talkative delegates]”

“David Whitton answering queries was very good and respectful of others’ issues.”

What aspects of the meeting did you find least helpful?

- Presentations:
 - Too much technical detail/case examples felt to be sometimes interesting but irrelevant and time consuming e.g. “How to Repair Potholes”
 - Speakers too quiet and not being able to see
 - “PROW could have been shorter.”
 - Too much presentation in general.
 - Too many repetitions between presentations “bombarded with facts and figures”
- Overrunning – rushed presentation, unable to discuss:
 - How Planning is a distinct part of Highways and more about what they do.
 - What the relationship between Planning and the Traffic Management Team is (“responsible for decisions relating to many of our rural highway problems”)
 - “the adverse effects of Highways Planning decisions on the Highway Maintenance Budget”
- The justification of finances, “too much talk of budget constraints.”
- Break-out sessions confusing to some/poorly managed/difficult because of noise
- A lot of frustration about “irrelevant discussions” and lack of “control”, running out of time, not enough Q&A

“defensive officers”

“All the negative feedback given to DCC.”

“Issues raised in break out session identified many aspects [of dissatisfaction] – please refer to this.”

“Future service changes.”

“the insistence of focussing on the very narrow area of road maintenance only”

(Also “all”, “none” and “the last 30mins or so”.)

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

- Would like **more of DCC represented** e.g. NHO's and/or members of "Highway Management Team"/"Traffic Management Team"/"Highways Planning personnel" could be in attendance. (Many questions thought to relate to people not present. E.g planning applications/appeal recommendations)
- **Venue** should be accessible by public transport/in a more central location (one request for nearer to Ivybridge)/have adequate car parking. Possibly a PA system to improve acoustic issues.
- Could there be **more, smaller meetings**? Very different concerns between parishes e.g. "In our parish we only have 8ft of footpaths" "town council/parish needs vary"
- **Break-out groups** should be:
 - Smaller [time and size?]
 - Have an officer and/or "facilitator" dedicated to the discussion for help and control "do not allow it to be a complaints session".
 - Given enough time to discuss and feedback
 - Possibly make "brisk" "capture" points and take details for later action
- Stricter **time-keeping** (Many upset by not enough time for Q&A, felt important information rushed and left until the end.)
- More **control** of discussion (Many upset by "off-topic" questions and louder people dominating the floor. "Stress to attendees that this is a Highways Meeting.")
- **Hand-outs** of slides mentioned a few times for note-taking and for when screen cannot be seen easily.
- Repeated requests for clarity about:
 - What a "positive relationship" between PCs and DCC is. More focus on how this can be improved with examples. Would like to be told "more gently" what they can do; looking to be kept more informed.
 - "practical information about what [DCC] are doing"
 - What the difference is between Highway Maintenance and Planning.
- "Risk assessment to be held in SW Devon" [??]
- "Speakers should stand when responding to questions."
- "Comfort break every hour or so."
- "Keep them going!"

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very Poor</i>
Overall, how would you rate the meeting?	3	30	13	1	0