

Councillor Feedback on Council Consultations

Panel Member		Comments
1.	Cllr Ann Chapman	<p>Reasonably easy to locate although no reference to consultations on LBE home page – by using a-z of services, consultations listed under ‘C’ and then offers options of looking at past or current consultations.</p> <p>Individual consultations have introduction and then survey to complete. Surveys are clear and easy to complete.</p> <p>Content of surveys not brilliant in all cases. This is also an issue for paper based surveys – councillors have contributed considerable ideas to for example, CPZ and LIP paper consultations in the past to refine officers’ initial suggestions. Not always clear what stage in the process the consultation relates to and what, if any, impact any responses will have in formulating policy or influencing decision making. For example, current LIP consultation (which follows earlier detailed local consultations) just asks for general (free text) feedback. How would this be analysed/used? Listed buildings register survey is very brief and again non-specific.</p> <p>Questions:</p> <ul style="list-style-type: none"> – why does LBE consult and does our expectation of the process match that of residents? – what is the best medium for successful engagement? – is a conventional webpage enough or should other media such as Facebook be used? – how do residents get to know about consultations and when they are ‘active’? – what response rate does the Council get to online consultations?
2.	Cllr John Gallagher	<p>I have just used the link. The content is as exciting as paint drying. When I clicked the pages previous consultations did not come up and the residents’ survey took a long time. It was all taking a long time to come up.</p> <p>I doubt most people will bother. I am certainly not going to look for a questionnaire taking so long with the introduction.</p>

