



NEWPORT

CITY COUNCIL

CYNGOR DINAS

CASNEWYDD

Ward Meeting – Survey Results

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Background

- Revised Framework adopted by Council in 2023
- Supports the Council's Participation Strategy
- One of a range of ways that elected members can engage with residents
- Opportunity for residents to be more involved with decision making

[Participation Strategy 2022-2026](#)

-  **Promote awareness of the functions the council carries out to local residents, businesses and visitors.**
-  **Share information about how to go about becoming an elected Member, or Councillor, and what the role of Councillor involves.**
-  **Provide greater access to information about decisions that have been made, or that will be made by the council.**
-  **Provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations.**
-  **Promote awareness of the benefits of using social media to communicate with residents to Councillors.**

First year

Summer/Autumn 2023

- Meetings were held in 5 wards
- Corporate Plan

January/February 2024

- Meetings were held in 19 wards
- Budget 2024/25 Consultation

Ward Meeting 1

- * Budget consultation
 - * Topics raised by residents
- Supported by Senior Officers

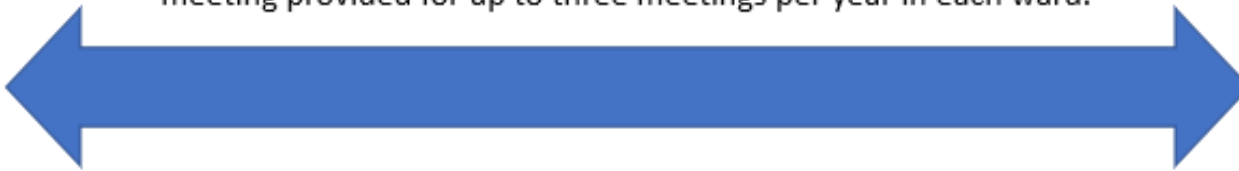
Ward Meeting 2

- * Performance Update
 - * Topics raised by residents
- Supported by Senior Officers

Ward Meeting 3

- * Topics raised by residents

Administrative support to secure a venue and promote the meeting provided for up to three meetings per year in each ward.



Survey

Why?

Finding out more about the member and officer experience of the support in place to underpin the framework. Feedback will help to improve the provision of support under the ward meeting framework.

Who?

Ward Members who carried out Ward Meetings in the period 2023/24.
Senior Officers who supported the delivery of these meetings.

When?

The survey was open to Members and Officers from 8th – 22nd April 2024.

Completion rate

Members - 53% (27 out of 51 Members)

Officers - 56% (15 out of 27 Officers)

Feedback - Members

Statistics

- **71%** rated the organisation process for Ward Meetings between 3 and 5 out of 5 in terms of ease (with 5 being extremely easy)
- **48%** rated the Ward Meeting guidance as “good” or “excellent”
- **17%** Members had not read the guidance
- **56%** rated communication with Lead and Support Officers as “good” or “excellent”
- **86%** rated their Ward Meeting venue as “good” or “excellent”

Key Themes

- Generally, Members are content with the support in place to facilitate ward meetings.
- The main area of concern for Members is around sufficient time to organise and promote meetings to the public. Several members expressed their wishes to promote ward meetings in channels other than social media.
- One Member thought that printing flyers for Ward Meetings was not necessary due to social media channels.

Feedback - Officers

Statistics

- **47%** rated their experience of Ward Meetings as “good”. None rated it as “excellent”.
- **53%** rated the Ward Meeting guidance as “good”.
- **40%** rated communication with the Democratic Services team as “Ok”. **20%** rated it as “poor”.
- **80%** rated communication with Ward Members as “good” or “very good”.
- **60%** rated their Ward Meeting venue as “good” or “excellent”.

Key Themes

- Short notice of meeting dates was raised as an issue, along with unsociable hours and health and safety concerns visiting certain venues.
- A number of Officers stated that they would like more information prior to the meeting for example, a Teams meeting ahead of the next round to fully brief staff on requirements.
- A number of Officers experienced issues with the venue and/or equipment.

Next steps

- Review guidance for Members and Officers
 - Reissue revised versions before next round of meetings.
- Democratic Services / Lead and Support Officers
 - Officer briefings will be arranged to support clarity and understanding of roles under the framework and guidance.
- Advertising
 - Work with each ward area to establish their requirements in terms of advertising rather than take a blanket approach to printing flyers
- Review of suitable venues in each ward to be explored with ward members.