

**Councillor Questionnaire**

- 10 respondents
- 1 Executive, 9 non-executive

**How do you see the role of Ward Councillor?** 10/10



**What support has been useful in your role as Ward Councillor..?** 10/10

- Member support team
- Induction
- Training sessions
- More experienced Councillors

**..and what could be improved?** 10/10

- Contact with officers – access, annoyance, speed of response
- Improve casework portal
- Softer skills – First aid training, personal boundaries and safety guidance, listening skills
- More admin support from Member Support
- Follow up training is arbitrary

**How do you engage with partners and what do you find most effective?** 10/10

- Face to face meetings
- Member enquiries
- Social media information
- Who to contact in an emergency. E.g. road closure due to water leak?

**Are you able to address concerns raised by residents with the Council and partner agencies? Are they able to progress issues?** 10/10

- Majority said yes
- “as a backbencher it’s a bit frustrating to be able to ask questions but not to be able to be directive”
- “many issues are only addressed properly if you get a member of the executive to take it on”
- Safety, ASB, highways and street cleaning difficult to tackle

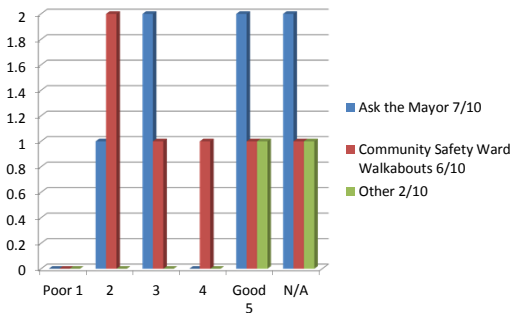
**Do you have sufficient information and data about your Ward and what activities and events are taking place within your Ward?** 10/10

- 7 – No
- 3 – Yes

**What is this and what would you like in addition?** 7/10

- To be **automatically informed** of any events in my ward, including consultations
- **Timetable** of what’s happening in my ward – reminder text or email
- Culture of continually **copying in ward councillors** to details about ward projects
- **Weekly newsletter** – planning applications activities in Idea Stores, Children’s Centres, etc

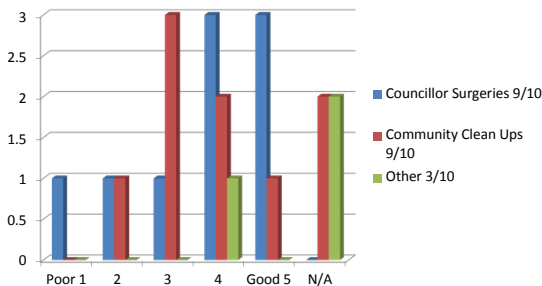
**On the scale (1 is Poor, 5 is Good) how effective do you find engaging with your communities using the following activities: Council-led activity:**



**How effective do you find engaging with your communities using the following activities: Council-led activity – Comments**

- Several said they’d not undertaken any of these activities
- Walkabouts
  - Not aware of, but would be useful
  - Good, but only attract certain type of people who care about this kind of thing
  - Need follow up, or communication about follow up

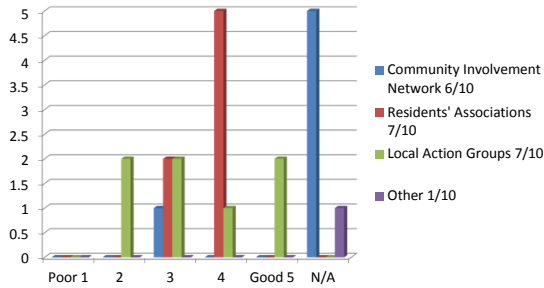
**On the scale (1 is Poor, 5 is Good) how effective do you find engaging with your communities using the following activities: Activities organised by you:**



**How effective do you find engaging with your communities using the following activities: Activities organised by you - Comments**

- Councillor surgeries
  - “Great, but tiny % of residents”
  - “Best way for people to see me and get a problem solved”
  - “Not well-attended. Most casework is email or phone call”
- Community Clean up
  - “Great, but no residents came” Don’t have a mechanism for ward-wide comms – want a way to engage and inform residents that is apolitical
  - “Never had one, would like one – who do I call?”

On the scale (1 is Poor, 5 is Good) how effective do you find engaging with your communities using the following activities: Activities organised by other groups:



How effective do you find engaging with your communities using the following activities: Activities organised by other groups - Comments

- TRAs most effective – small proportion of people

### Other activities 4/10

- Local faith groups
- Elders coffee
- Lunch clubs
- Email every 4-6 weeks
- Gym in the park

### What activities are working well to engage with your communities..? 6/10

- Events in Victoria and Mile End Park
- The use of the park gym, basketball/ football game areas, karate classes and the youth centre
- Attending TRAs
- Coffee mornings
- Big lunch event
- Community events
- Surgeries are good
- Different social occasions are good - be it in a church, school, college, etc

### ..and how could they be further improved? 6/10

The one thing that I want to improve is the cross fertilisation of ideas and working together in the community

I want [to] run a street party in the summer of 2020 to bring all these different community groups together to go some way to being able to cross fertilise ideas and share how much this is a great place to live

### 9. What forums/groups/panels/boards exist in your ward enabling residents to come together to talk with you and other service providers? 8/10

- Meet the Mayor
- Labour Party local meetings
- Community Forum (e.g. Limehouse)
- Surgeries
- Safer Neighbourhood Team Ward Panels, Community Safety walkabout, ASB WhatsApp group
- Tenant/Resident Management Team meetings, Tenants and Residents Associations, One Housing walkabouts with the residents in different blocks through out the ward, Housing Association Award events
- Tower Hamlets Wheelers meetings
- Berth Holders Association
- Social media
- Church events, Local Mosques, Faith groups
- Youth events, Health events, Elderly social events
- Arts and cultural events
- Bangladeshi Events
- School events
- Clean up events
- Tree planting events
- SPLASH Arts, Limehouse Town Hall – Arts and community Projects
- Local Charities
- Community groups

## Appendix 2 – Councillor Questionnaire and PDP Results

### 10. What forums/groups/panels/boards work well and could be developed further? 6/10

- SNT ward panel needs serious investment
- Residents coming together to raise issues affecting their area and for me to link them up with ASB team or to other support team that can help them. Encouraging residents to come together and raise issues is good and should be encouraged this also help them to know themselves
- I think the Ask the Mayor events have been really good in the past.
- Would love to see more social events in our parks which bring communities together. These can be used to engage with residents.
- Local Business forum
- TRA
- Safety board
- The council should seek to form ward/ area partnership groups or fora that reflect the diversity of areas. This could bring communities together and negate them competing or becoming suspicious of each other- as happens in my ward. The diversity of such fora should help skew council and partner priorities away from dominant or the loud groups and individuals
- I think they are all operational and functional. I can't think of a way of developing them further at the moment

|  |   |
|--|---|
| Influencing skills   | 8 |
| Local Government Finance   | 8 |
| Confidence in public speaking, including making speeches and delivering presentations        | 7 |
| Overview and scrutiny and decision making  | 7 |
| Supporting your constituents   | 7 |
| Ability to communicate with a range of audiences   | 6 |
| The Effective Ward Councillor  | 6 |
| Community Engagement and Leadership  | 5 |
| Facilitation and Conflict Resolution   | 5 |
| Scrutiny for Councillors   | 5 |
| Understanding the organisation and how it works: the Constitution, protocols and conventions | 5 |
| Casework management  | 4 |
| Effectively contributing to meetings   | 4 |
| Equality and Diversity   | 4 |
| Questioning skills   | 4 |
| Working closely with partner agencies  | 4 |
| Chairing skills and ability to facilitate discussions  | 3 |
| Commissioning of services  | 3 |
| Police and Crime Panels  | 3 |
| Speed reading/effective reading  | 3 |
| Stress Management and personal resilience  | 3 |
| Ethics and standards (Code of Conduct)   | 2 |
| Handling Complaints for Service Improvement  | 2 |
| Personal Safety  | 2 |
| Freedom of Information/Data Protection   | 1 |
| Licensing and Regulation   | 1 |
| The Data Protection Act 2018 for Councillors   | 1 |
| Project and Time Management  | 0 |
| Time Management  | 0 |

#### PDP Results

16 Responses =  
35.5%

| No. requested | % of returns | % of total Cllrs |
|---------------|--------------|------------------|
| 8             | 50.0%        | 17.8%            |
| 7             | 43.8%        | 15.6%            |
| 6             | 37.5%        | 13.3%            |
| 5             | 31.3%        | 11.1%            |
| 4             | 25.0%        | 8.9%             |
| 3             | 18.8%        | 6.7%             |
| 2             | 12.5%        | 4.4%             |
| 1             | 6.3%         | 2.2%             |