

Feedback on	Issued Raised	CET Response
Identifying Ward Priorities	Frequent changes of Neighbourhood Officer allocation does not help build up local knowledge	This is achieved through Officer Handover and Ward Cllr Support
	4 officers in support in the last 15 months and there has been little of no handover each time	
	The ward profile is readily available and could be used better to plan future work	Profiles are updated on a quarterly basis and uploaded on the council website. A Member Briefing has been arranged for 22 Nov 2016 to assist Cllrs in interpreting the data.
	We have identified our ward priorities, but they don't easily relate to the available information	
	How often is ward profile info updated and how are Cllrs expected to know when this has happened	
	Ward profile simply a document – no deeper analysis available, offered or undertaken, or encouraged to be undertaken. Do we have access to deeper officer resource to ask for this	
	Ward profile info is ok but not necessarily helpful	
	Split wards bring their own set of problems - Officer/Member relationships and learning to work together	Discussion Point - Communication
	Officers also need training on communicating with the public.	Part of job specification
	Different community involvement officers worked in different ways	All officers receive the same training and information and are expected to adapt their style of working to suit the needs of the ward
New Cllrs may need assistance in defining Ward Priorities	Case Study A - Identifying Ward Priorities (Guildhall)	
Officers need to be more pro-active in their wards and let Cllrs know when they are in the ward.	Discussion Point - Managing	

	Not always aware of community activity or needs if it has not been drawn to our attention.	Expectations
Feedback on:	Issued Raised	CET Response
Ward Committee Meetings	We have suffered from occasional low attendance and under representation of certain sectors.	Case Study B - Publicising Meetings (Heworth Without). NB: 'Our City' no longer exists
	Publicising Ward Committee meetings is difficult. Perhaps a budget for flyers could be agreed	
	Publicity has in my experience been pathetic	
	Ward meetings are not well attended	
	Some Councillors do promote their Ward Committees individually, but we need to ensure that this activity overlaps to other Council publications such as 'Our City'.	
	Social media is not the answer to everything - Ward Committee meetings need to be publicised in a variety of ways, and not just through social media.	
	We need to give more notice of events and longer lead in times.	
	Attending meetings is not usually a favourite activity for residents so attendance tends to be poor. Those that do attend tend to be the same faces with their own issues and priorities so the same subjects can be discussed every time.	Case Study C - Alternatives to Meetings (Fishergate & Strensall? Walkabouts)
To help address officer attendance issues, videos/presentations could be produced for use in multiple wards.	This may be possible for some issues - needs further consideration to understand the resources required	
Working in a split ward brings its own problems and disadvantages which, in my experience, many officers totally fail to understand and address.	Discussion Point - Communication	

Minutes of previous meetings need providing sooner not just a few days before the next meeting.

Only one formal meeting and the Minutes go on the council website

Feedback on:	Issued Raised	CET Response
Ward Committee Meetings	Some clear standards for communications between officers and members need to be outlined, discussed and agreed.	Discussion Point - Managing Expectations
	Logistical support needs improving - officers need training.	
	Setting the meeting agenda needs doing in conjunction with officers not solely by Cllrs	
	I think that rather than the officer responsibility being simply 'logistical', there should be a more managerial aspect in ensuring the councillors live up to their responsibilities and ensuring a regular cycle of meetings rather than waiting for us to make our minds up.	
Ward Funding	We have not tried cross ward funding any schemes but would be prepared to consider doing so.	Case Study D - Cross Ward Funding (Clifton & Clifton Without & Rawcliffe)
	Many organisations do not work exclusively in one ward – even if tied to a local community these will often cross ward boundaries. So useful to in some cases to get an agreed policy with a neighbouring ward.	
	Joint commissioning is great but huge resource & management issues	
	The bureaucracy around the ward highways part of ward funding is cumbersome and long winded	Highways Fact Sheet & 2 Briefings have already been provided. Officers have also introduced a process to manage the highways scheme requests.
	The funding for highways work is so small in comparison with typical costs that it's almost not worth having!	

The system is perfectly workable but it needs competent management from an officer perspective – after all officers are the ‘drivers’ of this approach from an administrative point of view.

Discussion Point - Managing Expectations

Feedback on:	Issued Raised	CET Response
Ward Funding	Need to speed up the process of processing grants so that funding is made available sooner	There is an Veritau audit ongoing of the mechanics of the process from start to finish, which will identify areas for improvement.CET will review their processes in light of Cllrs feedback from this review and the Veritau findings. Officers will also review the way successful funded ward schemes are reported.
	The system probably needs a complete overhaul as the distribution of funding is quite complicated and, therefore, causes a considerably unnecessary workload for Officers and Councillors alike	
	Keeping end user informed of when the funding will be made available	
	This stage is haphazard at best. Communication is poor. Cllrs need to be kept informed so that they can respond to queries from applicants. We need to know when an application has been signed off and passed on for processing and we need to know when the funding has been released.	
	Tracked progress is helpful as would the tracking of spend per ward if it could be regularly reported to ward councillors	
	Too long a process from ideas to funds been processed - Organisations need a quicker response in case they need to seek alternative funding.	
	Easier and quicker to get costings perhaps a network system between wards so things do not get duplicated.	Working Group
	Form should include targets so that providers know how to record their performance for reporting back.	Additional question could be added to the form asking applicants to indicate how they will measure success and report back.
There seems to be no requirement for the spending to be accountable or any performance indicators to evaluate success or other wise. It appears to be a case of handing the money over then no more questions asked by officers		

Feedback on:	Issued Raised	CET Response
Ward Funding	There's something fundamentally missing in the division of responsibilities above: advertising the application process. Do groups know what's available? The result is that the ward funding becomes just a grant scheme for charitable groups to get extra funding. When the "devolution" of funding to ward was announced, the rationale was so that local people could decide how to spend money in their wards according to local priorities – NOT councillors' own vanity and NOT as a grants scheme.	Case Study E - Engaging Residents in Funding Decisions (Westfield & ??)
Ward Action Plans	Some consistency in officer support would be welcome – our ward has had 5 neighbourhood officers in the past 3 years and of these only 1 has been with us for any length of time. This has been a significant factor in the poor level of progress to date.	Discussion Point - Working Together
	This is a large amount of work especially when considered against our many other responsibilities. I am so behind on it that I am not even sure if we are on track and do not have the time to check so rely heavily on our staff support.	Case Study F - Action Plans (Dringhouse & Woodthorpe) Plus Application Form & Guidance. In addition, an annual letter and review form is sent out to all those in receipt of ward funding. In the future, this information will be shared with wards annually to promote good practice
	We do not have an Ward Action Plan. If one is to be effectively maintained and delivered, this requires far more work than has so far been put into the project by officers	
	I've never seen a copy of a ward action plan – in any format. I didn't even know this was a requirement.	
Highlight to other Cllrs good positive plans put into action in wards across the city.		

We have Ward Priorities which inform our consideration of funding bids and the schemes that we commission. We do not have a formal 'Action Plan'.

Feedback on:	Issued Raised	CET Response
Ward Team meetings	It requires training in communication and co-operation for members in split wards (officers might find this useful too)	Discussion Point - Communication
	Better preparation is needed ahead of ward team meetings and better communication.	Discussion Point - Managing Expectations
	I feel the division of responsibilities is unfair – especially as the officer is based in their role full-time, whilst councillors are working part-time.	
	In a three member ward, the agreement of two members for anything should be sufficient.	Discussion Point - Working Together
	Cllrs need to be given a heads up of whats on facebook etc	Each ward has a web page and a twitter account
	Sometimes people don't attend ward team meetings, particularly when we're trying to deal with procedural actions, such as reviewing budgets.	Case Study G - Partner Engagement (Guildhall)
	Partners are expected to attend ward teams yet they may have involvement across various wards – they're expected to attend various meetings and maybe duplicating the work. Not a good use of the time of very busy partners.	
Feedback to Residents	I think the onus of responsibility on the councillor(s) here is far too much and should be more informal. Sure, councillors can do informal sharing of information, but as “community involvement” officers, I do feel the engagement with recipients of funding should lie with the officers.	Discussion Point - Managing Expectations
	Don't think the notice boards are used to their full advantage due to out of date information, lack of information. Insufficient keys to allow more access to notice boards. Many look old and tatty. Not inviting to read.	Case Study H - Use of Noticeboards (Wards?)

Feedback on:	Issued Raised	CET Response
Feedback to Residents	The application process should also be more automated in making one condition of funding a requirement that the recipient provide a report back to the ward team/committee on how funding has been used – with evidence.	An additional question could be added to the form asking applicants to indicate how they will measure success and report back.
Roles	Not always sure from whom or where to get information from.	CET officer first point of contact
	CET Officers need training to be able to better liaise with other council staff	Update Paper to CMT re neighbourhood model highlighting implementation and barriers
	Sometimes it's difficult to avoid role reversal between councillors and officers	Discussion Point - Working Together
	We need to define and then understand the different terms introduced above – not entirely sure how the role of “custodian” fits in this context, while the words “SUPPORT” and “LEADER” need to be seen in a more interchangeable way.	
The Cllr role is understood, but sometimes it has to be balanced against the needs of the wider community and indeed the city, and the role has become more challenging over the years. One used to be able to do it and work full time. Now I think it is more difficult.		
General	Need to review how communication to Councillors, Ward Committees, and officers can continually be improved.	Discussion Point - Communication
	We need to be able to communicate where there has been good practice in a ward hence there could be savings to be made so as not to duplicate resources.	

	Information on S106 or highways priorities is not always available at the point we need the information.	Factsheet & Briefing
	Section 106 monies is an issue.	
Feedback on:	Issued Raised	CET Response
General	Improve response times from service delivery officers in Directorates	Update Paper to CMT re neighbourhood model highlighting implementation and barriers
	New Cllrs need a heads up on ward schemes that have been consulted on previously but not yet implemented.	New & Improved Ward Cllr Induction