

Collated feedback from three Members' Seminars June 2006

Herefordshire Connects Member Seminars – flipchart summary

Members were asked to say how they would want Herefordshire Council to look, following a successful business transformation programme, from the point of view of each of the following:

- Elected members
- Employees
- Citizens/customers
- Partners/suppliers

Whilst a range of views were expressed, some key themes recurred in each section, and these are summarised below.

Elected members

- Reputation – members proud to be part of a successful council that is valued by the public
- Elected members to be professional and well supported – to include a requirement for all members to be computer literate; effective IT support; effective training and induction programmes; member involvement in member development decisions; member websites; appropriate remuneration for members.
- Decision-making – members to have a greater input into decision-making; more effective scrutiny function; higher profile ward member role including devolved budgets; remove cabinet system.
- Efficiency – clearer, simpler reports; improved access to information; improved response times; no longer having to make multiple calls to resolve a problem/query; on-line systems to support work.
- Responsibility – members and officers accepting responsibility/accountability
- Communication – improved, effective communication internally; improved understanding of the public about the services of the council and the role of the ward member; greater communication with ward members of local issues

Employees

- Employees view Herefordshire Council as an employer of choice
- Employees feel valued within the workplace and by the public – are treated fairly and with respect, feel listened to
- Employees have job satisfaction, and are rewarded appropriately
- Employees have the tools to do the job – including IT systems, training and development support, clearly understood targets, good working conditions, flexible working, good working knowledge of the council as a whole.
- A range of career development opportunities exist within the council.
- Customer focussed

Citizen/Customer

- Customers are treated fairly and with respect
- Customers are able to access services/information in a way and at a time that is convenient to them
- Customers have a single point of contact to the council, and do not have to 'find their own way around'.
- Customers feel valued and that their concern or request will be taken seriously and dealt with efficiently

- Customers feel the council delivers value for money services
- Customers do not have to repeat information
- Customers feel involved in decision-making
- Customers feel well informed, and receive consistent messages
- Customers understand the services provided by the council, and how it works with partners

Partners/Suppliers

- The council is viewed as a partner of choice
- There are clear lines of accountability within partnerships; roles and responsibilities are clear and transparent.
- The council listens and responds to its partners
- Procurement procedures are simple, open and cost effective
- Through procurement the council supports local enterprise, and takes account of sustainability issues
- Payments are processed in a timely manner and with minimal transaction costs.
- The council's contribution to partnerships is recognised and valued.
- Contracts are effectively monitored.