

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Democratic Services Committee
Date:	11 June 2026
Title of report:	Member satisfaction survey
Purpose of report:	Discussion paper to obtain the views of members on the matters to be asked in a survey.
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Background

1. Local elections will be held in May 2027 and in preparation for that and the induction period of new Council members from 2027 onwards, we wish to seek members' views on their experiences in order to learn lessons and plan ahead.
2. As an initial step, it would be useful to receive input from the Committee to ensure that our plans are on the right track and that we are asking about all relevant matters.
3. The Panel Performance Assessment (PPA) process referenced support for members and committees during its visit in November, and the feedback from that process was generally positive. We also understand that the Welsh Local Government Association intends conduct a survey with councillors who are retiring and do not intend to stand in the 2027 elections.
4. These processes help to understand more about members' needs, but they do not go into the detail that we will require. We therefore believe that carrying out a specific exercise tailored to the members of Anglesey Council is the right solution to enable us to make any necessary improvements for 2027.

Plan and timescale

5. Our intention is to develop a survey over the summer to share with all members of the Council during late August and September. We plan to give members a 6-week period to respond to the survey in order to give them enough time to consider the topics under discussion.

6. We also intend to arrange 1:1 meetings with a sample of members in order to discuss some topics in more detail. The conversations will take place after receiving the surveys to enable us to follow up on some common themes that arise from the responses.

7. Outline plan:

Step 1	Share a survey questionnaire with all members in mid-August for 6 weeks.
Step 2	Survey closes at the end of September.
Step 3	Officers to consider the comments and arrange 1:1 meetings with a sample of members during October.
Step 4	Present an update and initial findings to the Democratic Committee on 19 November.
Step 5	Develop an action plan based on the survey findings and discuss it in the Democratic Committee in March 2027.
Step 6	Implement the plan by May 2027

8. Here are the themes we intend to survey members about:

- a. Overall satisfaction with the democratic service
- b. Support for members
- c. Methods of communication and information sharing
- d. Committee services
- e. Well-being and safety
- f. Training and skills
- g. Information technology
- h. Induction arrangements

Discussion

9. Do you agree with the intention to seek members' views in order to plan for the new council and induction arrangements?

10. Do you agree that sending a questionnaire to all members and conducting more detailed 1:1 conversations with a sample of members is an appropriate way of gathering information?

11. Which members should be part of the sample for the 1:1 meetings? Would it be appropriate, for example, to include members of the Democratic Committee?

12. Is the plan / timetable in paragraph 7 appropriate?

13. Do you agree with the themes in paragraph 8? Is anything missing?

14. Is there anything else that should be considered as part of the survey?

Recommendation

15. The Committee is asked for its views on the proposals in the report.