

## Ward Community Meeting (WCM) Pilot Project – Evaluation Form

The WCM pilot projects was introduced to trial and develop an improved approach to the delivery and communication of Ward Community Meetings and to make them more accessible to members of general public. This evaluation questionnaire aims to assess the performance and impact of this project.

The findings from this exercise will be used to develop a detailed evaluation report which will be shared with pilot Councillors, NCSI Scrutiny Commission and help to shape the approach moving forward.

### **What motivated you to become involved with the WCM pilot project?**

- Could see the benefits that the wards in the first pilot were having
- Read reports that had gone to the Executive and to NSCI Scrutiny
- Was keen to trail new communication methods and community engagement for my ward meetings
- Had series of meetings with Carine to discuss potential, pros and cons
- Wanted to work with Carine and was confident that she would support me and the ward

### **Do you feel the project has met your expectations and the objectives of your ward's community meetings?**

- Yes the project has met my expectations and objectives of my ward meetings and I am very happy.
- Strongly believe that my ward meetings are now more effective, we have had a number of robust and constructive discussions with residents on ward matters, our attendance figures are up and are showing early signs of sustainability, I have noticed that residents who have not attended before are now attending, others have expressed interest to attend and some have regular contact with both myself and Carine.
- My ward has had a good variety of community bids – Carine has worked hard and has provided 'one to one' support to a number of applicants to ensure that their bids are of good quality and that they meet local needs and priorities. One of our bids even got good coverage in LINK.
- I was keen for my ward to have engagement/involvement with key LCC officers, stakeholders and community groups and Carine has helped me to do this – we have had a series of successful 'mini' patch walks that Carine organised, they were well publicised, we had attendance from LCC officers and partners, good progress was made on a number of issues and reported back to the ward meeting. These reports have been well received by residents.

### **What impact did your involvement with the project have on you as a ward councillor and on your ward?**

- More interaction with residents from my ward
- Strong communication links
- Ward is now 'result orientated'
- Improved community cohesion
- I have a stronger and more confident presence in my ward
- I am more aware of local issues and concerns
- The ward has successfully trailed new ways of operating, Carine and myself are discussing further options and I am keen to continue working with her to progress this direction
- I have valued the fact that I can contact Carine 24/7 for advice and support, either by e mail, office telephone or on her personal mobile

### **What were the main barriers to the implementation of this project?**

- No barriers!
- Carine has worked hard for my ward; she is always helpful and has provided support and advice as and when required. We have a good working relationship and I would like this to continue

### **How would you like your ward's community meetings developing in the future?**

- More of the above – direction of travel is good
- Carine to continue working with me to improve my ward

## Appendix A

Tick as appropriate*	5	4	3	2	1
Did the WCM pilot project help to shape your ward's community meetings?	Y				
Did you like the approach taken by your lead officer?	Y				
Would you have liked to see more significant change as part of the pilot?				N	

\* 5 = strongly agree; 4 = agree; 3 = neither agree nor disagree; 2 = disagree; 1 = strongly disagree

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### What motivated you to become involved with the WCM pilot project?

- To try and improve attendances at ward meetings

### Do you feel the project has met your expectations and the objectives of your ward's community meetings?

- No but this is not the fault of the pilot as the ward suffers from public apathy
- Feel we have tried everything in the past and in the present, but public apathy remains
- Best attendance figures were in the early days (2007) when there was an area committee that covered Eyres Monsell, Aylestone and Freeman

### What impact did your involvement with the project have on you as a ward councillor and on your ward?

- Negligible impact as attendance figures remained low but as mentioned above, this is because of local public apathy
- In the past, when we consulted residents on designs and play equipment for TicToc Park – majority of residents did not engage, many were not interested and final decisions were not informed by local views
- Proposed parking issues in nearby Aylestone – this had an impact on the ward and sparked some interest and attendance increased but soon disappeared when the issue was no longer a problem
- Problem is the same for my surgery – no one attends, I think I have had one resident in 3 years!

### What were the main barriers to the implementation of this project?

- Poor resident attendance/engagement with local people
- Feel that we have actively tried to involve residents in decision making but it did not work
- No change in 7 years
- No problem with officer attending the meetings – more a public problem

### How would you like your ward's community meetings developing in the future?

- CC very good, very helpful, no problems/issues – this type of officer support needs to continue
- Other council support – no problems/issues
- Keep investigating how to get the public through the doors
- Reconsider the timings of the ward meetings - maybe offer a variety of early and late times
- Maybe trail a mini community walk about approach
- Do something radical i.e. offer £10 to people to attend the ward meeting, however I don't think even this would be an incentive!
- Mindful that local residents are simply not interested in matters that do not affect them directly.

Tick as appropriate*	5	4	3	2	1
Did the WCM pilot project help to shape your ward's community meetings?			√		
Did you like the approach taken by your lead officer?		√			
Would you have liked to see more significant change as part of the pilot?		√			

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### **What motivated you to become involved with the WCM pilot project?**

- Both of us felt that our ward meetings were not working i.e. at one ward meeting held at St Chad's we had 2 members of the public and lots of officers, this was not productive, the process was in a rut, and at other ward meetings the same members of the public were attending with same bid applicants applying for funds – it became a perfunctory exercise – did what we did because that's the way it was always done.
- Publicity for the ward meetings was poor (a pile of leaflets were just shoved into our pigeon holes at Town Hall).
- We were desperate for change and keen to trial something new.

### **Do you feel the project has met your expectations and the objectives of your ward's community meetings?**

- The pilot exceeded our expectations!

### **What impact did your involvement with the project have on you as a ward councillor and on your ward?**

- We better understood how LCC processes work and the type of officer support that we could get – in the pilot we got an officer that was "actually doing and delivering".
- Pilot gave us a better understanding of the intentions of ward meetings and how the interface between LCC and ward members could/should work.
- There was joint direction between us (as ward members) and the pilot officer to engage/support/assist our ward residents.

### **What were the main barriers to the implementation of this project?**

- We had a personal barrier in that we couldn't understand how the pilot model would make our ward meetings different, we were aware that the pilot would help us to break new ground but we had reservations as we expected some rejection from residents.
- We feared that the pilot would take us on a path of change and then mid way, the organisation/dept would say there are resource implications, no funds to support the change package, etc.
- We initially felt inhibited to agree to the pilot proposals given the pre-pilot experience we had of working with LCC officers who were reluctant to get change for us – but once we were in the pilot, we were pleasantly surprised and very happy with the support and assistance we received.

### **How would you like your ward's community meetings developing in the future?**

- We want 4 ward meetings p.a. supplemented by 4 community walk about's and at least 2 Environmental Action days.
- Want NDM/CEO's to support ward applicants to do joint work with other local projects/groups and for officers to help them understand the community bid process and to assist where required with completing/writing up bid's.
- The support/advice we have received from the pilot officer has been excellent and we expect her standard to be maintained post pilot – we will be very disappointed and disillusioned if this is not the case!
- We are happy for what we have trailed in the pilot to be shared with other wards i.e. targeted publicity for each ward meeting, community walk abouts taking learning from the EM model, officer giving one to one support with range of community/voluntary groups and bid applicants, new community venues for ward meetings.

Tick as appropriate*	5	4	3	2	1
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Did you like the approach taken by your lead officer?	Y				
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#### **What motivated you to become involved with the WCM pilot project?**

To share the good practice that is currently evident in the Braunsone and Rowley Field Ward.

“Share what works well”.

#### **Do you feel the project has met your expectations and the objectives of your ward’s community meetings?**

“Yes” [in parts]; the management of meetings, planning, communication and sharing ideas have been consistent, thus enabling to build a solid relationship with ward councillors.

“No” - in developing what works in Braunstone and Rowley Fields with other wards further.

#### **What impact did your involvement with the project have on you as a ward councillor and on your ward?**

Missed opportunity to develop social media – the lack of time and other constraints to share how understanding social media; in the context of ward work can be integrated into ward and community development work.

#### **What were the main barriers to the implementation of this project?**

- Not having time to develop social media idea with engagement officer.
- Too much time on developing wad community meetings, rather than developing ‘other’ engagement mechanisms.

#### **How would you like your ward’s community meetings developing in the future?**

- Clearer understanding of the ideas around social media and relating this into community development work.
- Further developing social media ideas within a political framework -.
- Build on the above.

<b>Tick as appropriate*</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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**What motivated you to become involved with the WCM pilot project?**

Wanted to share good practice and experience with colleagues.

**Do you feel the project has met your expectations and the objectives of your ward’s community meetings?**

Seeking better engagement with Rowley fields resident, this is still work in progress.

**What impact did your involvement with the project have on you as a ward councillor and on your ward?**

Developing along the ‘refit’ line.

**What were the main barriers to the implementation of this project?**

- Timescale end
- Meeting intervals

**How would you like your ward’s community meetings developing in the future?**

- Better attendance
- More relevant participation / engagement
- The Mayor comes more often.

<b>Tick as appropriate*</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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### **What motivated you to become involved with the WCM pilot project?**

Completed survey on Ward Councillors interested in being part of the Ward Improvement Pilot. As wanted to see improvements in ward meeting attendance, by looking at different approaches to running the ward meetings.

### **Do you feel the project has met your expectations and the objectives of your ward's community meetings?**

Overall aim was to increase the number of local constituents attending ward community meetings. The objectives have been to try different approaches and styles in communicating and engaging with local constituents and people. There has been no overall change to the numbers who attend the ward meetings, however, there have been benefits associated with the Ward Community Improvement Project.

### **What impact did your involvement with the project have on you as a ward councillor and on your ward?**

Positive steps have been made as part of being with the pilot; there are now clear lines of communication, joint working and an integrated approach with services and the ward councillors in delivering the ward community meetings and subsequent actions.

### **What were the main barriers to the implementation of this project?**

The seating methods, 'Café Style' require more thought, there are deeper underlying issues that require attention to the format of ward meetings - seating and other cosmetic arrangements need to be considered but within the wider context of improving ward meetings.

Poor publicity and advertising of ward meetings – the posters, timings and where displayed requires a redesigning.

Lack of available venues for ward meetings within the area often causes problems in being accessible to the whole ward

### **How would you like your ward's community meetings developing in the future?**

- Face book Pages / internet advertising and information.
- Use of different Media Methods and tools
- Alternative venues that include local schools.

<b>Tick as appropriate*</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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**What motivated you to become involved with the WCM pilot project?**

Wanted to look at different ways of working with the Community Ward Meetings – Try different approaches and move away for the formatted/ prescribed style in place when they became ward councillors.

**Do you feel the project has met your expectations and the objectives of your ward’s community meetings?**

Overall yes, good engagement and efficiency.

**What impact did your involvement with the project have on you as a ward councillor and on your ward?**

Availability to have ‘someone’ to go out into the community and investigate the issues that arose and the funding application received. Meant information was interrogated, concise and clear; allowing informed decisions to be made.

**What were the main barriers to the implementation of this project?**

The timescale of the pilot were too short

**How would you like your ward’s community meetings developing in the future?**

Build on the developments achieved within the Ward Improvement Pilot as wards transition into Neighbourhood Management and community Engagement.

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I fully endorse the success of the pilot scheme. I make the following observations:

- 1                It rationalises the community consultation under Community Services which is where the service should be as a point of delivery.
- 2                The format of the minutes is much improved, easier to understand particularly in relation to outstanding actions.
- 3                It could be improved through the punctual delivery of agenda and funding requests prior to Cllr's for consideration, say at least a week in advance.
- 4                The funding bids summation / i.e. agreed bids, as articulated by Officer's is a good choice...with support from Cllr's as required during the meetings? debate etc.

In general, although Angela had only been with the pilot process for a short while, it did secure some important outcomes, as outlined above.

I would , however, endorse that Carine Cardoza should continue to hold a central role in the consequential delivery of the Community Consultation Meeting Scheme until, its rolled out generally and established both in format and Cllr's confidence and trust in an effective process.