

 May 2008 Stakeholder Survey www.tunbridgewells.gov.uk		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Unable to comment
<i>Please answer these questions from your experience of working with the Council</i>							
1	The council has a good understanding of all its local communities, the locality, and the challenges facing it	1	2	3	4	5	X
2	The council has clear priorities for action which focus on things that matter to local communities	1	2	3	4	5	X
3	The council listens to local communities and stakeholders when setting priorities and planning services	1	2	3	4	5	X
4	The council's priorities and plans balance the needs of all sections of the community	1	2	3	4	5	X
5	The council makes clear and timely decisions about its plans and priorities	1	2	3	4	5	X
6	The council takes effective action to deliver its priorities	1	2	3	4	5	X
7	The council involves service users, residents and partners in monitoring services	1	2	3	4	5	X
8	The council reports transparently about levels of performance	1	2	3	4	5	X
9	The council makes effective use of partners in the private, public and community and voluntary sector to deliver its priorities and outcomes for the community	1	2	3	4	5	X
10	There are clear roles and responsibilities between the council and its partners for delivering outcomes	1	2	3	4	5	X
11	The council and its services are accessible to its service users and all sections of the community	1	2	3	4	5	X
12	The council keeps its service users, local communities, and partners in touch with what it is doing	1	2	3	4	5	X
13	The council works effectively to promote the quality of the local economy and environment	1	2	3	4	5	X
14	The council works effectively to address the area's housing requirements	1	2	3	4	5	X
15	The council works effectively to make the community safer	1	2	3	4	5	X
16	The council works effectively to improve and support the health of the community	1	2	3	4	5	X
17	The council works effectively to support the independence and well being of older people	1	2	3	4	5	X
18	The council works effectively to improve the safety and well-being of children and young people	1	2	3	4	5	X

<p>Do you wish to comment on any of the above? <i>(Please use block capitals)</i></p>
<p>We disliked the word “effectively” as its strength is not justified in many of the statements.</p> <p>3 - for planning services - perhaps “<i>setting priorities</i>” is correct, but the delivery is often not dealt accordingly to that meaning for the benefit of the Community</p>
<p><i>(You must restrict your comments to the council as a body. You must not include any comments from which a living individual can be identified)</i></p>

<p>Further Comments <i>(Please use block capitals)</i></p>	
<p>Please comment on three areas where the Council performs well:</p>	
1	Organising Communal and Leisure events (Tour de France, Mela, annual Fireworks etc.)
2	Keeping in touch with its residents (examples TWBC website, iLocal etc)
3	Promoting Consultation (stakeholder conferences, website, Town Forum)
<p>Please comment on three areas where the council could improve:</p>	
1	Monitoring Private Sector Housing (Buy-to-Let-Ghettos)
2	Monitoring and enforcing Planning Conditions
3	Following up Consultation processes through ongoing communication. The Town Forum receives no/little feedback as to what attention their comments receive. Exactly how are our consultation response papers viewed and what changes to processes have you made following receipt of our responses? In effect, it would be helpful to know how you use our responses.
<p><i>(You must restrict your comments to the council as a body. You must not include any comments from which a living individual can be identified)</i></p>	

Your details	
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