

**Item No 7**

**Eildon Area Forum Satisfaction Survey**

A survey was distributed among those attending the Eildon Area Forum which took place in Stow on 14 August 2014 seeking to gather opinion on the Area Forum and whether it should continue in the current format.

There were 19 attendees at the meeting which included members of the public, community councillors, Scottish Borders Councillors and council officers.

Ten surveys were completed and indicated that those who expressed an opinion think that Eildon Area Forum has a role to play and should continue.

The results can be broken down as follows:

<b>Q1: Where did you hear about tonight's meeting?</b>	
From previous meeting/was sent agenda	50%
Local press	20%
Council's website	20%
Council's facebook page	10%
Other	-

This would indicate that a range of channels are being used to access Area Forum information.

**Q2: In what role are you attending the meeting?**

Of those attending that completed the survey most were members of the public (40%) whilst Scottish Borders Councillors, Community Councillors and Council Officers each made up 20%.

**Q3/4: Have you attend Area Forum meetings before? How many?**

60% of those attending the meeting were doing so for the first time. Of those that had attended previously 50% had attended most of them while 25% had attended all of them and 25% had attended one meeting before.

<b>Q5: Did you think items on the agenda were:</b>	<b>Yes</b>	<b>No</b>
Informative	100%	-
Of relevance to you	75%	25%
Interesting enough to make you want to find out more	60%	40%

**Q6: Were any questions you asked answered to your satisfaction?**

60% asked a question which was answered to their satisfaction, the remaining 40% did not ask a question.

**Q7: Is there anything you would like to see on a future agenda?**

Three (30%) who responded made suggestions for future agendas:

- Progress on the Borders Railway. People need to be informed regularly about this subject
- Legacy from c'wealth games & obesity epidemic – what plans for sports provision – buildings & classes provided etc for Eildon area, by providers - SBC & BSLT
- Even broader spectrum

The request for more information on the railway was not raised verbally at the meeting which may suggest that some people prefer to submit this in writing.

**Q8/9: Was the venue suitable? Was the room layout suitable for the type of meeting?**

90% felt that the venue and layout was suitable for Area Forum meetings (10% did not comment). Comments made were:

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- Good sized room and reasonable sound quality
- As long as plenty of space for the meeting, it is only correct to do round of venue
- The Town Hall is a good size for meetings to be held in
- No lift tho' if any people with a disability. Sound – difficult to hear. Consider roving mic in this venue?
- Good acoustics – bright and airy and user friendly
- Room layout welcoming and spacious
- Good layout for (a) involvement an (b) hearing what people were saying
- Venue is spacious for good amount of seats and people
- Hard to hear certain councillors – not all the time

There were conflicting comments about the acoustics this may be due to the different seating areas i.e. round the table vs in the public gallery.

### **Q10/11 Did you feel welcome at the meeting? Were you encouraged to participate?**

All those that responded to this question felt welcome at the meeting and that they were encouraged to participate.

### **Q12: Do you think Area Forum meetings are worth having?**

The survey posed the question whether Area Forums are worth having. 100% of those that responded made positive comments:

- First meeting I have been to, so difficult to say. There was one report that related to our CC area – so good to be able to speak about that
- Yes
- On balance. Yes
- Yes
- They, along with Community Councils are the “eyes and ears” for Councillors and are therefore important
- Yes, very informative
- Yes, in my role I found this informative in terms of being able to offer information to general public within contact centre

### **Q13: Could Area Forums be replaced with something different? If 'yes' please let us know your ideas.**

Three (30%) responses were made about whether Area Forums could be replaced with some thing different:

- Not thought about it
- Not convinced
- They could but I feel that in the current arrangement are quite effective

### **Results**

The overall results of the survey are positive. It is acknowledged that not all agenda items will be of relevance/interest to all those attending and this will vary between meetings. The survey does identify that attention should be paid to the seating arrangements to ensure good sound quality for everyone.

### **Recommendations:**

1. Cognisance to be given to layout of room to allow for poor acoustics
2. Feedback forms/comments slips made available at all meetings to support all those attending to put their views/comments forward.