Buckinghamshire Parish and Town Council survey

Open date: 22 May 2023
Close date: 13 August 2023

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Overview

As part of our commitment to work together to serve the people of Buckinghamshire, we want to better understand what is currently working well, and not so well, for parish and town councils, 3 years since the launch of Buckinghamshire Council.

We recognise that parish and town councils are independent democratically elected bodies who work within their own financial constraints and represent communities at a truly local level.

We understand that parish and town councils are a key connection between us, as the unitary council and their community, and can help improve services and foster greater community empowerment.

We have adopted a Town and Parish Charter for Buckinghamshire to articulate and demonstrate our commitment to work together to serve the people of Buckinghamshire and have developed an action plan to help embed the charter, and its aims across the council. To help us ensure that its delivery is monitored, and any arising issues addressed, it is important for us to hear from town and parish councils.

Please submit one joint response per parish or town council.

Related documents and links

Before you respond to this activity, please have a look at the Town and Parish Charter.

How to have your say

You can tell us your views in one of the following ways:

- complete the online survey at yourvoicebucks.citizenspace.com/corporate-services/00696e19
- complete, and return, a printed version of the survey below

If you have any questions about this activity, please email us at policyteam@buckinghamshire.gov.uk.

Please tell us your views by midnight on Sunday 13 August 2023.

What happens next

We will review all your feedback to understand what is important to you.

We will look further into issues raised. Where appropriate, we will create action plans for areas of improvement.

Your feedback will inform the development of the Town and Parish Strategic Engagement Framework the review of the Town and Parish Charter and action plan.

Privacy

We will use the information you provide here only for this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details. For more information about data and privacy, please see our Privacy Policy.

If you have questions about data and privacy, please email us on dataprotection@buckinghamshire.gov.uk. Or write to our Data Protection Officer at Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

Buckinghamshire Town and Parish Council survey – Printed survey

Communication and Engagement

1. **Three BMKALC Parish Liaison Meetings have been held during the past year. How often does a representative from your council attend these Parish Liaison Meetings?**

☐ Always
☐ Most of the time
☐ Sometimes
☐ Never

2. **How helpful and relevant does your council find the Parish Liaison Meetings?**

Please tick (✔) one for each option / statement

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
Helpful	☐	☐	☐	☐	☐	☐
Relevant	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

3. **Fifteen Town and Parish Newsletters have been sent out during the past year. How helpful and relevant does your council find our Town and Parish Newsletters?**

Please tick (✓) one for each option / statement

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
Helpful	☐	☐	☐	☐	☐	☐
Relevant	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

4. **Two Clerk's Forums have been held in each area of the county (north, central and south) during the past year. How often does your clerk attend the Clerk's Forum?**

☐ Always
☐ Most of the time
☐ Sometimes
☐ Never

5. **How helpful and relevant does your council find the Clerk's Forums?**

Please tick (✓) one for each option / statement

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
Helpful	☐	☐	☐	☐	☐	☐
Relevant	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

6. **In October 2022 we sent out an updated list of key contacts within Buckinghamshire Council. When your council has a query, how easy is it to find the right person to speak to?**

   ☐ Extremely easy
   ☐ Very easy
   ☐ Somewhat easy
   ☐ Not very easy
   ☐ Not at all easy

7. **How often do we respond quickly when your council asks for help?**

   ☐ Always
   ☐ Most of the time
   ☐ Sometimes
   ☐ Never

8. **How easy is it to respond to Buckinghamshire Council consultation and engagement activities that impact your council?**

   ☐ Extremely easy
   ☐ Very easy
   ☐ Somewhat easy
   ☐ Not very easy
   ☐ Not at all easy

Please give us a specific example to help us understand your answer:

Finance

9. **How straightforward does your council find the parish precept setting process?**

- ☐ Extremely straightforward
- ☐ Very straightforward
- ☐ Somewhat straightforward
- ☐ Not very straightforward
- ☐ Not at all straightforward

Please give us a specific example to help us understand your answer:

10.Does your council agree or disagree with the following statements on the information we provide about the precept setting process?

Please tick (✔) one option per statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
Relevant information is provided	☐	☐	☐	☐	☐	☐
Up to date information is provided	☐	☐	☐	☐	☐	☐
Easy to understand information is provided	☐	☐	☐	☐	☐	☐

Community Boards

11. How engaged is your council with your community board?

☐ Extremely engaged
☐ Very engaged
☐ Somewhat engaged
☐ Not very engaged
☐ Not at all engaged

12. Is your council involved in one or more community board action groups?

☐ Yes
☐ No

13. Has your council made any requests for items to be added to your community board meeting agenda?

☐ Yes
☐ No

14. If 'Yes', how often were your council's requests accepted?

☐ Always accepted
☐ Mostly accepted
☐ Sometimes accepted
☐ Never accepted

15. If not 'Always accepted', what were the reasons given for the community board declining the request(s)?

16. What works well between your council and community board?

17. What could work better between your council and community board?

Highways Services

Roads

20.What is most important about how we deliver services for roads?
Please rank the following in order of importance (where 1 is the most important).

Please tick (✓) one option per column

	1	2	3	4	5	6
Being kept informed about fixing issues that your council has reported	☐	☐	☐	☐	☐	☐
Getting repairs right first time	☐	☐	☐	☐	☐	☐
Knowing about upcoming works in the area	☐	☐	☐	☐	☐	☐
Quality of work	☐	☐	☐	☐	☐	☐
Timely responses to your council's enquiries	☐	☐	☐	☐	☐	☐
Something else (please tell us below)	☐	☐	☐	☐	☐	☐

If 'Something else', please tell us here:

Please tell us why you have ranked the statements in this order:

21. How do you rate the quality of work delivered on roads in your council area?

Please tick (✓) one option

Excellent	Very good	Good	Acceptable	Poor	Very poor	Inadequate
☐	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

Lighting

22. What is most important about how we deliver services for lighting?
Please rank the following in order of importance (where 1 is the most important).

Please tick (✓) one option per column

	1	2	3	4	5	6
Being kept informed about fixing issues that your council has reported	☐	☐	☐	☐	☐	☐
Getting repairs right first time	☐	☐	☐	☐	☐	☐
Knowing about upcoming works in the area	☐	☐	☐	☐	☐	☐
Quality of work	☐	☐	☐	☐	☐	☐
Timely responses to your council's enquiries	☐	☐	☐	☐	☐	☐
Something else (please tell us below)	☐	☐	☐	☐	☐	☐

If 'Something else', please tell us here:

Please tell us why you have ranked the statements in this order:

23. How do you rate the quality of work delivered on lighting in your council area?

Please tick (✓) one option

Excellent	Very good	Good	Acceptable	Poor	Very poor	Inadequate
☐	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

Drainage / Gullies

24. What is most important about how we deliver services for drainage / gullies?

Please rank the following in order of importance (where 1 is the most important).

Please tick (✓) one option per column

	1	2	3	4	5	6
Being kept informed about fixing issues that you've reported	☐	☐	☐	☐	☐	☐
Getting repairs right first time	☐	☐	☐	☐	☐	☐
Knowing about upcoming works in the area	☐	☐	☐	☐	☐	☐
Quality of work	☐	☐	☐	☐	☐	☐
Timely responses to your enquiries	☐	☐	☐	☐	☐	☐
Something else (please tell us below)	☐	☐	☐	☐	☐	☐

If 'Something else', please tell us here:

Please tell us why you have ranked the statements in this order:

25. How do you rate the quality of work delivered on drainage / gullies in your council area?

Please tick (✓) one option

Excellent	Very good	Good	Acceptable	Poor	Very poor	Inadequate
☐	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

Highways information

20. Does your council agree or disagree with the following statements on the information we provide about Highways services?

Please tick (✓) one option per statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
Relevant information is provided	☐	☐	☐	☐	☐	☐
Information is easy for your council to find	☐	☐	☐	☐	☐	☐
Up to date information is provided	☐	☐	☐	☐	☐	☐
Easy to understand information is provided	☐	☐	☐	☐	☐	☐

If your council has any comments on the information we provide about Highways service, please tell us here:

Include any other information your council would find helpful.

Transport, Environment & Climate Change Select Committee - Statutory Undertakers

The Transport, Environment & Climate Change (TECC) Select Committee is currently carrying out an in-depth review into Statutory Undertakers.

Statutory Undertakers are companies that carry out work on Buckinghamshire's Highways to provide utilities (water, gas, electric, fibre broadband etc).

As a council we have limited ability to stop these works and cannot just refuse permits; ultimately many of these works are about providing important improvements and upgrades to the water, gas, electricity and broadband networks we all rely on.

However, we do have a dedicated team that co-ordinates these works and examines the wider impact of sites that are close together, and will refuse a works permit if there is a request that has too significant an impact e.g. shutting off the water supply to a school during the week.

21. What is most important about the work Statutory Undertakers carry out?

Please rank the following in order of importance (where 1 is the most important).

Please tick (✓) one option per column

	1	2	3	4
Advanced notice of works	☐	☐	☐	☐
Traffic management and diversion routes	☐	☐	☐	☐
Works being completed as soon as possible to minimise disruption	☐	☐	☐	☐
Reinstatement and clear-up of works	☐	☐	☐	☐

22. What has been your council's experience of work carried out by Statutory Undertakers in your area?

Please tick (✓) one option

Excellent	Very good	Good	Acceptable	Poor	Very poor	Inadequate
☐	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

23. **What are the top 3 improvements your council would like to see with work carried out by Statutory Undertakers?**

Service Delivery

24. **Four Parish Planning Forums have been held during the past year. How often does a representative from your council attend the quarterly Parish Planning Forums?**

☐ Always
☐ Most of the time
☐ Sometimes
☐ Never

25. **How helpful and relevant does your council find the Parish Planning Forums?**

Please tick (✓) one for each option / statement

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
Helpful	☐	☐	☐	☐	☐	☐
Relevant	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

26. How satisfied is your council with the following services provided by Buckinghamshire Council?

Please tick (✓) one for each option / statement

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
i) Planning services	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
ii) Refuse & Recycling services	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
iii) Off street car parks	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

	Extremely	Very	Somewhat	Not very	Not at all	Not applicable
iv) Parks, play areas and open spaces	☐	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answer:

[blank text box]

27. Does your council feel that you are able to influence issues relating to each of the following?

	Always	Most of the time	Sometimes	Never	Not applicable
Planning applications / issues	☐	☐	☐	☐	☐
Refuse & Recycling	☐	☐	☐	☐	☐
Environment & Climate Change	☐	☐	☐	☐	☐
Litter & Fly-tipping	☐	☐	☐	☐	☐

Please give us a specific example to help us understand your answers:

[blank text box]

Other comments

Please use the following questions to consider **other important topics** for your parish or town council and to provide feedback that you have not already covered.

28. What does your council think Buckinghamshire Council does well?

29. What does your council think Buckinghamshire Council could be better at?

Council contact details

Please provide the following details:

Name of parish or town council (required):

Your role (required):

End of survey

Thank you for taking the time to complete this survey.

Please return your completed survey by midnight on **Sunday 13 August 2023.** You can:

- email it to policyteam@buckinghamshire.gov.uk
- post it to Simon Garwood, Policy & Partnerships Team, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF