



# Members Workload Survey 2020





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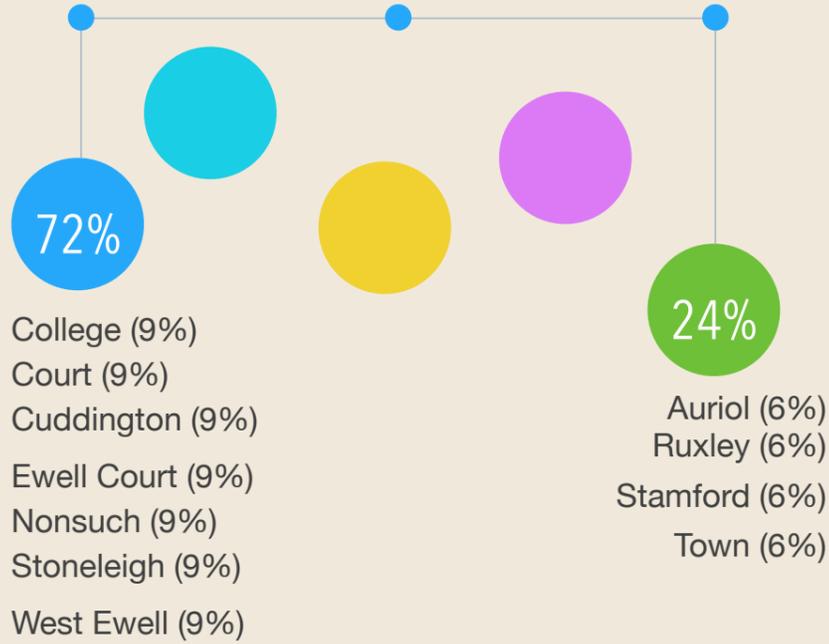
Conclusion

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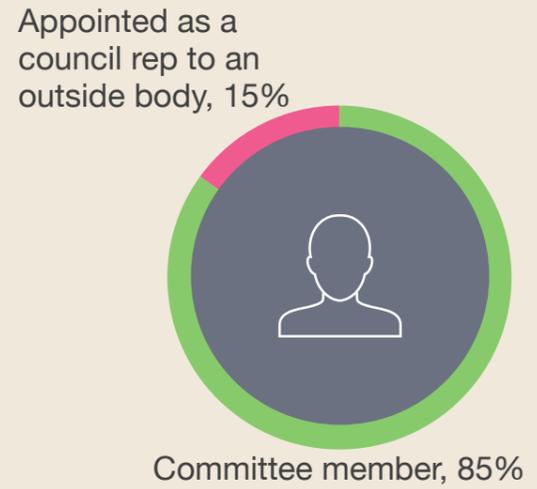
# Summary of findings

Note: due to rounding percentages might not add up to a 100%

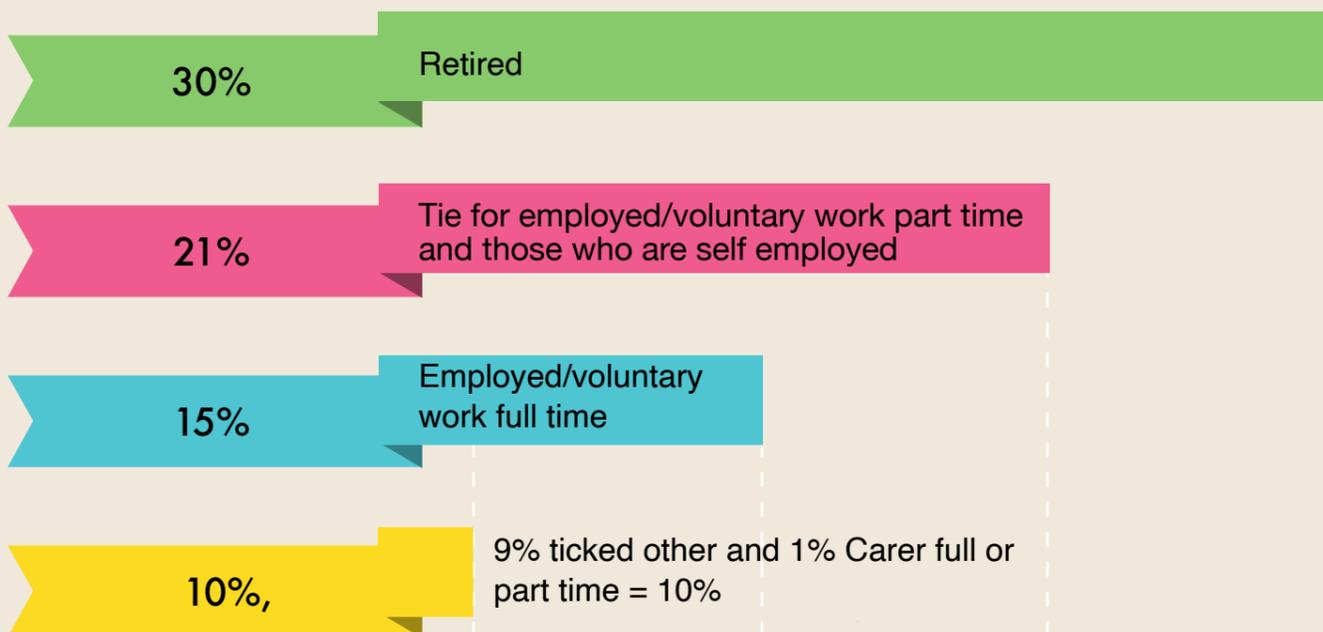
## Which ward do you represent?



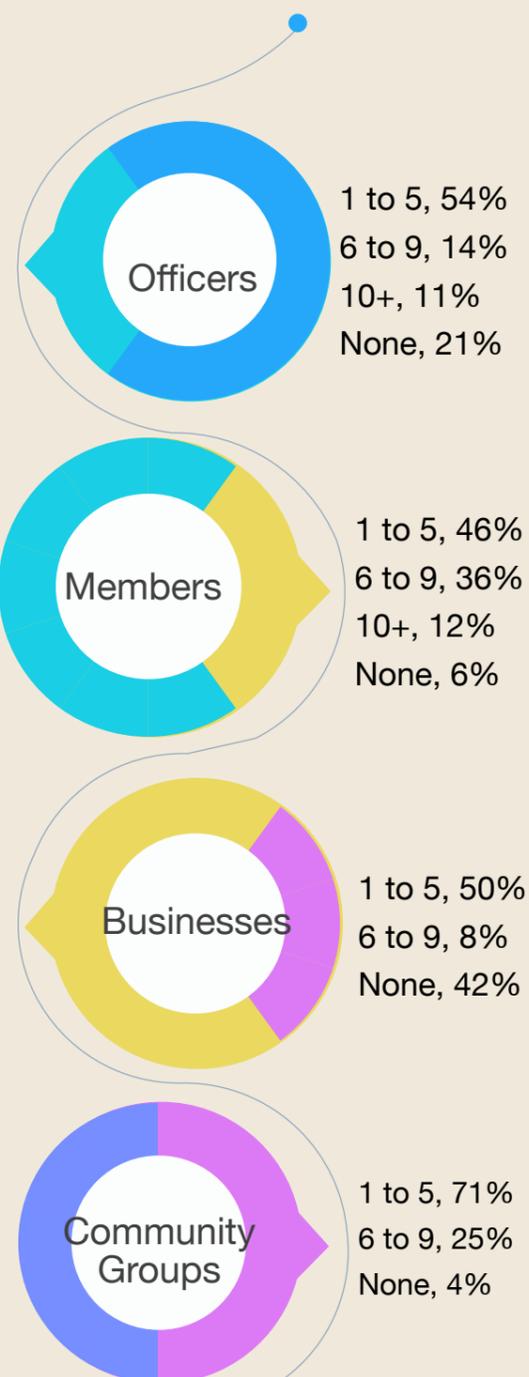
## What best describes your role on the Council?



## Which category best describes your position



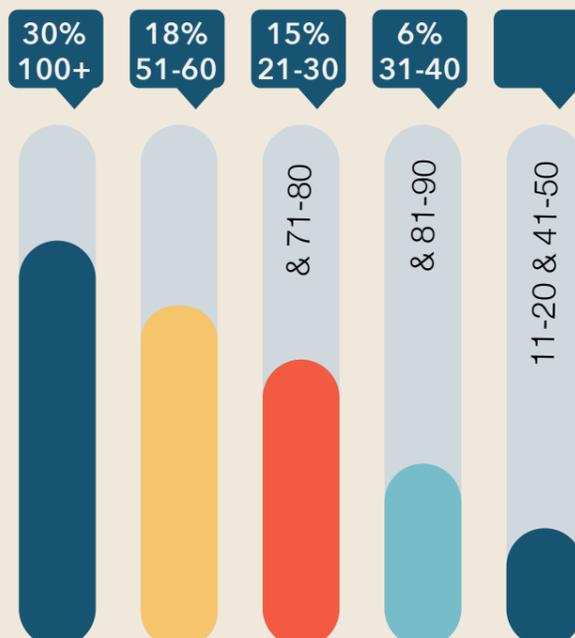
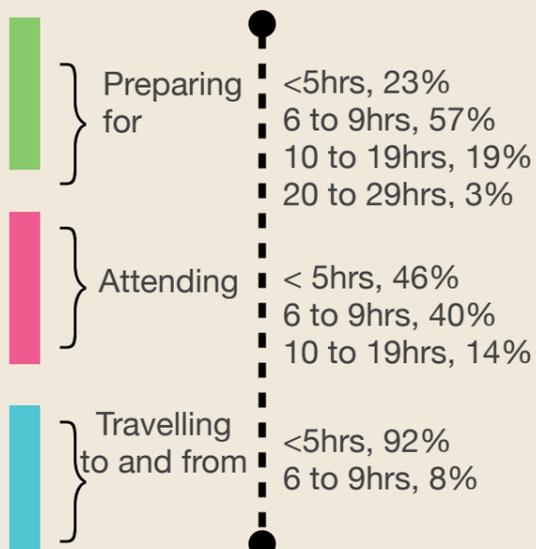
## In an average month, how many meetings do you attend on council business with...



## Overall, 26/35 respondents are involved with external groups/charities associated with council business and on average a month they dedicate....



## Average hours spent weekly on activities for formal council meetings, partner organisations, or outside bodies to which Members have been appointed by the council



In your capacity as a Ward Member, how many enquiries (including requests for assistance or support from residents or businesses based in the Borough did you receive between May 2019 and May 2020

**Regarding enquiries received, how many...**



**Follow up calls did you have to make**  
 1 to 9, 19%  
 10 to 19, 28%  
 20 to 29, 25%  
 30 to 39, 6%  
 40 to 49, 9%  
 50+, 13%



**Follow up correspondence did you have to write**  
 1 to 9, 9%  
 10 to 19, 15%  
 20 to 29, 12%  
 30 to 39, 24%  
 50+, 36%



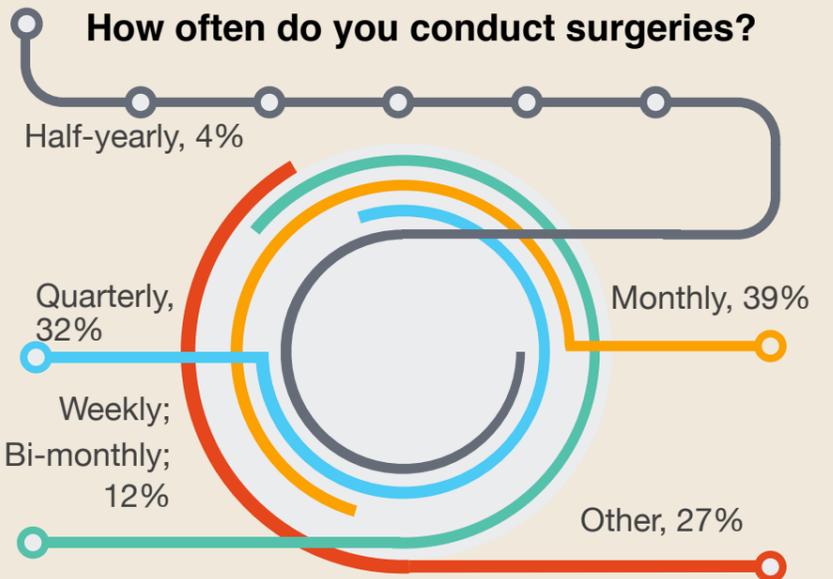
**Follow up visits did you have to make**  
 1 to 9, 44%  
 10 to 19, 31%  
 20 to 29, 9%  
 50+, 9%  
 None, 6%

**What type of enquiries did you receive?  
 (Respondents were asked to tick all that applied hence the higher percentages)**

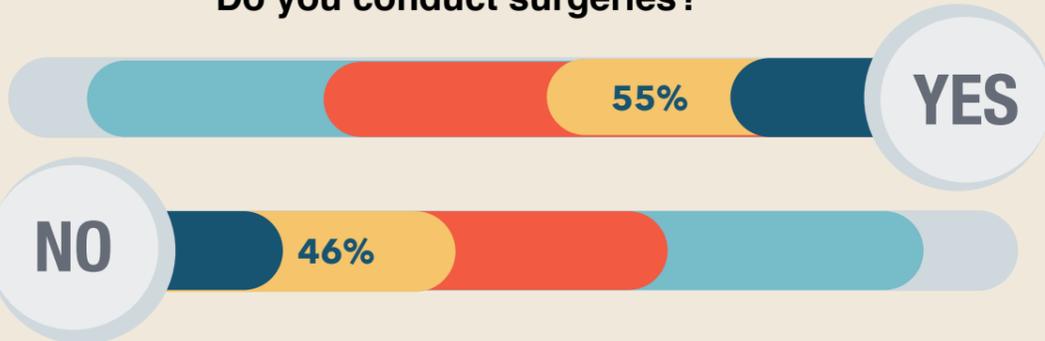


- Planning, 94%
- Parking & highways, 91%
- Anti-social behaviour & Council service (tie 88%)
- Parks, 79%
- Rubbish collection & Flytipping/flyposting (tie 76%)
- Noise nuisance, 73%
- Non EEBC services, 67%
- Housing & Enforcement/other regulatory matters (tie 64%)
- Neighbour disputes, 52%

**How often do you conduct surgeries?**



**Do you conduct surgeries?**



**On average how many hours per week do you spend on the following activities as a Ward Member?**

**Dealing/supporting ward casework**  
 <5hrs, 30%  
 6-9hrs, 46%  
 10-19hrs, 15%  
 20-29hrs, 6%  
 40-49hrs, 3%



**Holding surgeries**  
 <5hrs, 100%



**Use social media to communicate with residents**  
 <5hrs, 66%  
 6-9hrs, 28%  
 10-19, 6%

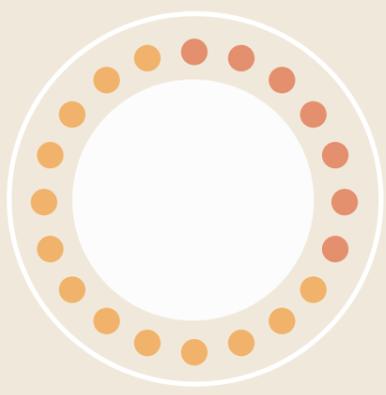


**Go door to door to speak with residents**  
 <5hrs, 86%  
 6-9hrs, 11%



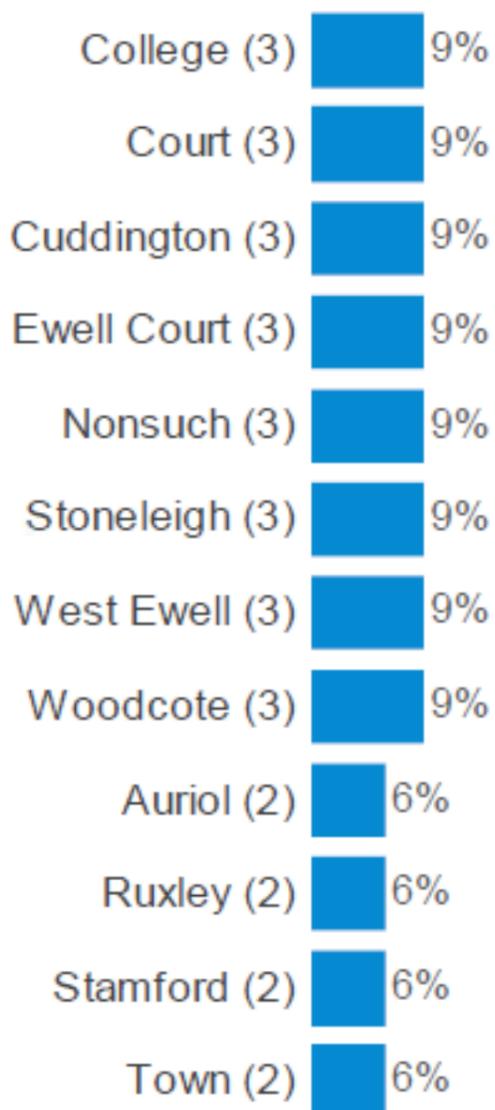
**Writing a local blog/newsletter**  
 <5hrs, 90%  
 6-9hrs, 10%



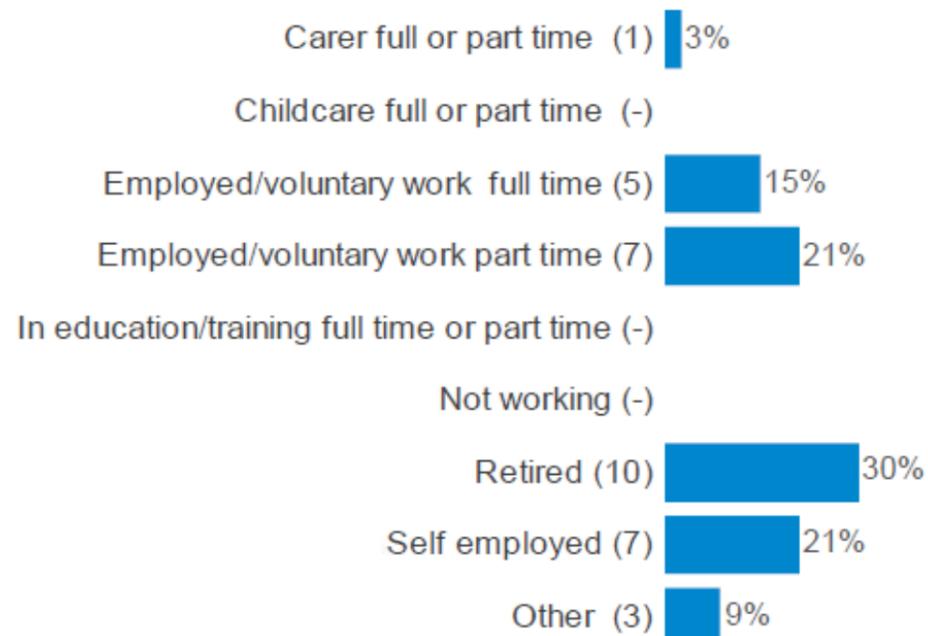


# Analysis of findings

## Which ward do you represent?



## Please pick the categories which closely describe you your position:

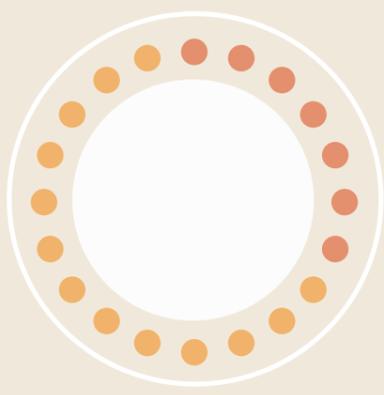


## If 'Other', please specify below

I am a full time carer but also retired and do part time voluntary work.

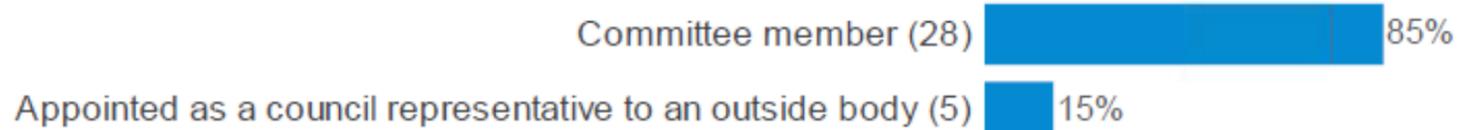
Company Director

Childcare full time and part time also ticked.



# Analysis of findings

## What best describes your role on the Council?



## If 'appointed as a council representative to an outside body', please specify the body you represent below... (If 'appointed as a council representative to an outside b...)

Lead Members & Officers for Children's Services, Deputy Leader on the LGA SSC Board

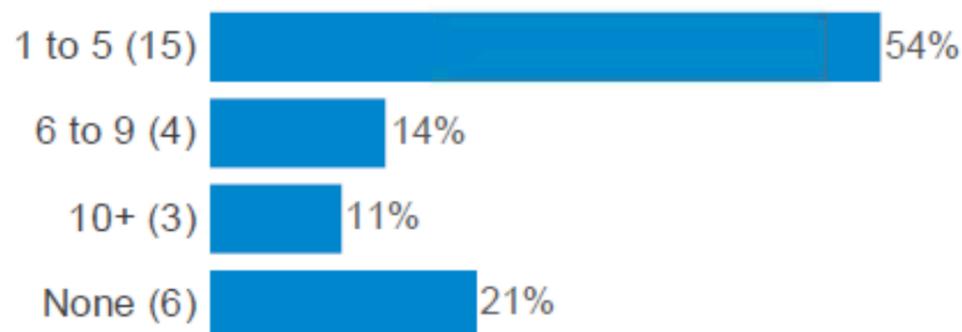
Epsom Common Association and the CAB

I am a Committee member and also represent the Council at Surrey Leaders and several other bodies

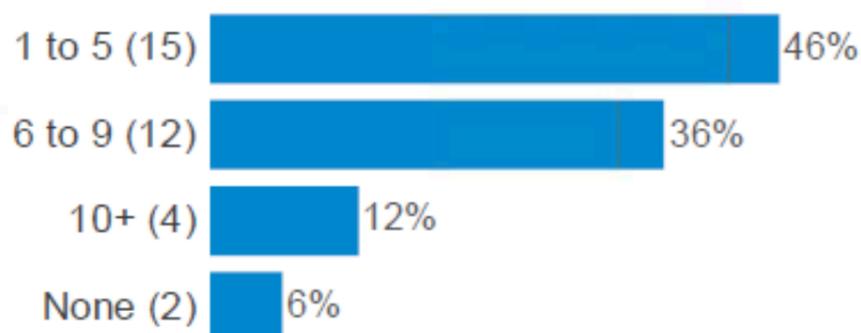
Epsom Downs Conservators, Armed Forces Champion, Cycling Champion

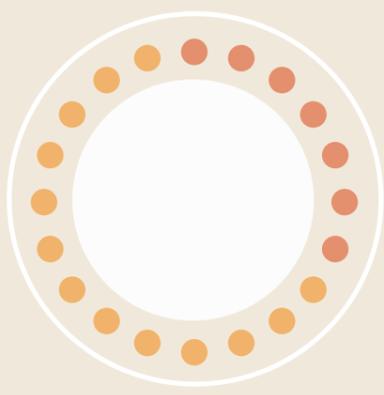
and committe member ( does not let you tick both boxes). Epsom & Walton Downs Conservators

## Regarding meetings (excluding committee meetings), in an average month how many do you attend on council business with... (Officers)



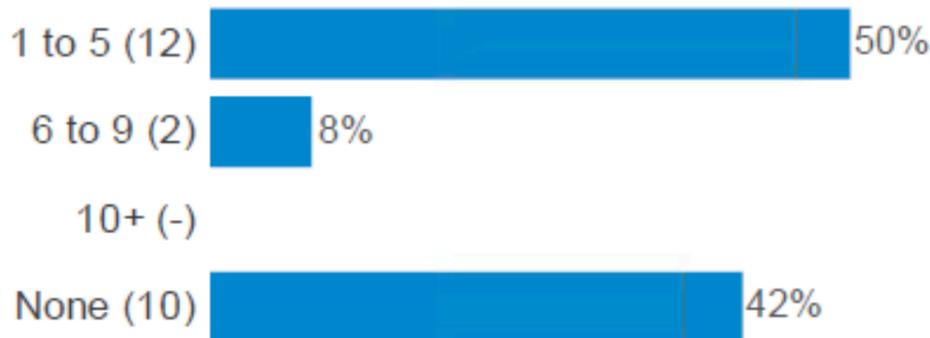
## Regarding meetings (excluding committee meetings), in an average month how many do you attend on council business with... (Members)



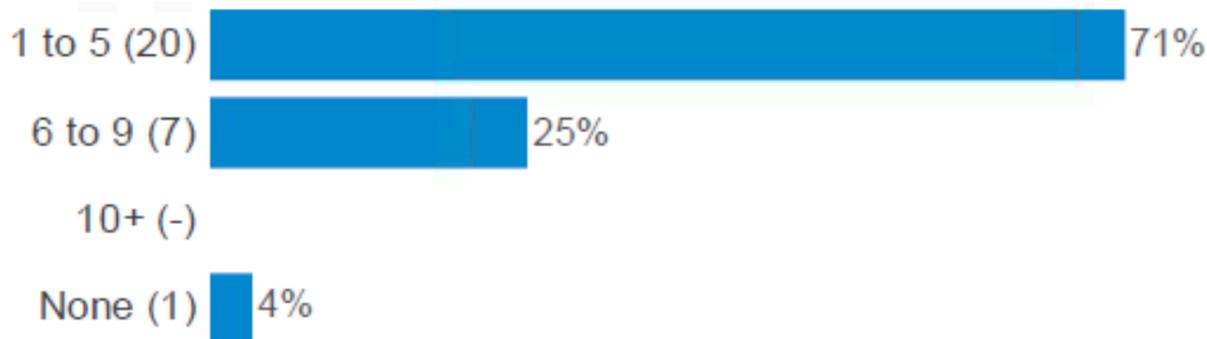


# Analysis of findings

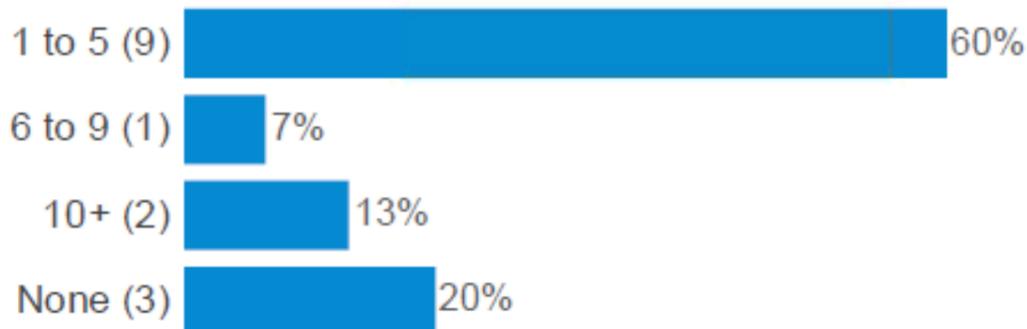
**Regarding meetings (excluding committee meetings), in an average month how many do you attend on council business with...  
(Businesses)**

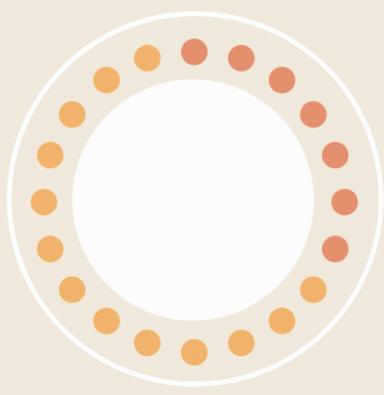


**Regarding meetings (excluding committee meetings), in an average month how many do you attend on council business with...  
(Community groups)**



**Regarding meetings (excluding committee meetings), in an average month how many do you attend on council business with...  
(Other)**





# Analysis of findings

## If you attend 'Other' meetings on council business, please specify below

Attend regular committee meetings for the Twinning Association and the Tree Advisory Board

Repair Cafe meetings

LGA Safer and Stronger Communities Board

Outside bodies

Surrey Leaders, DCN. South East England Council, Capital to Coast

The majority of these are with local Resident Association groups.

The extra meetings I attend as leader of the opposition eg Capital Group, all the emergency and recovery Covid meetings, CX appraisal, Shareholders meetings etc.

Member of Training Grounds Management Board

would not let me delete tick for other box: Amardip

LGA

CRA meetings and meeting residents when needed.

## Please specify below any external groups/charities associated with council business you are involved with?

Nonsuch Park Joint Management Committee and Surrey Police and Crime Panel. At time of these statistics, also member of Stoneleigh and Auriol Residents Association

Resident Associations Surrey county Council Traders Association

VAMID , SJC , CAEE , SANF

Twining Association Tree Advisory Board Mount Green Housing Association

None associated with the Council. Six others.

Epsom Repair Cafe

Epsom and Ewell Liberal Democrats

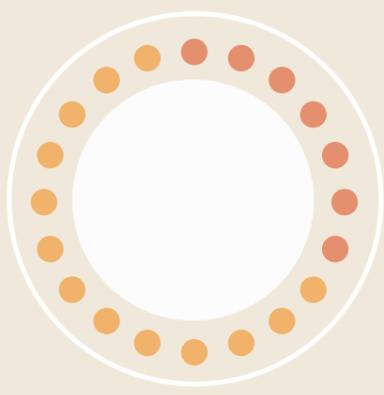
I am leading on a cross county initiative with other Independent Cllrs. I am also the Borough Mental Health Champion

TGMB, local committee, SEP

Capital to Coast, District Council Network, South East England Council.

Ewell Village Residents Association EVRA Ewell Downs Residents Association EDRA Surrey Heartlands Integrated Health Partnership Carers UK/Action for Carers/Crossroads Care Surrey

Ewell Court Residents Association Cuddington Residents Association Stoneleigh and Auriol Residents Association



# Analysis of findings

**Please specify below any external groups/charities associated with council business you are involved with?**

RA Group at Council and local RA's

St. John's Church Residents Association

As Question 3 doesn't work I'll have to add the answer in here. I am a council representative with Age Concern Epsom & Ewell and have been for the last four years.

Dementia Friendly communities

Management Committee fro Citizens Advice, Epsom & Ewell Member of Training Grounds  
Management Board (Epsom & Walton Downs Conservators) (Epsom & Walton Downs Consultative Committee)

Health Liaison Panel Epsom and Walton Downs Conservators Epsom Civic Society Epsom and Ewell Tree Advisory Board

Refugee network Horton chapel Arts group Citizens Advice Bureau Rosebery HA

Labour Party

Appointed Trustee with Age Concern Epsom & Ewell

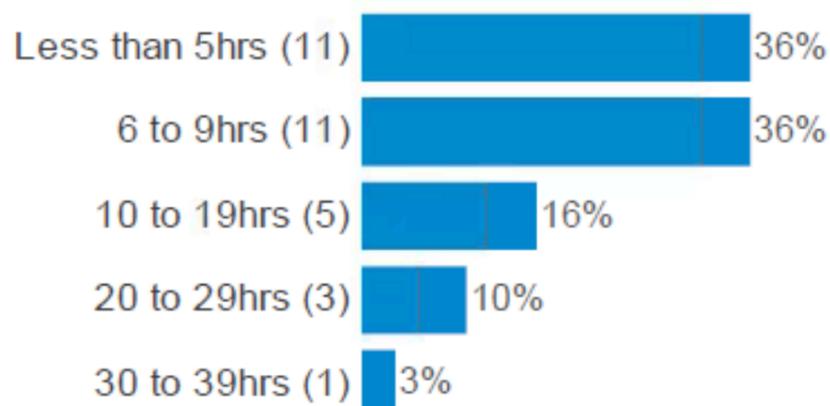
Epsom & Ewell Tree Advisory Board Woodcote (Epsom) Residents Society Friends of Rosebery Park Royal British Legion

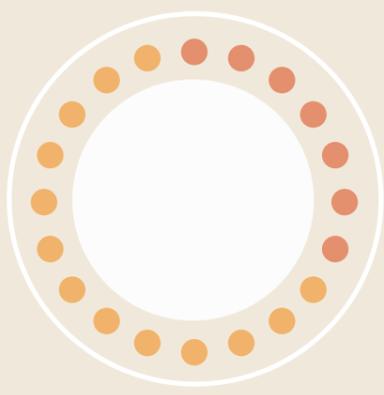
The Ruxley Foundation (associated with EEBC on an ad hoc basis - ie food deliveries to Community Hub and We Stand Together anti-racist campaign)

n/a

Local residents association

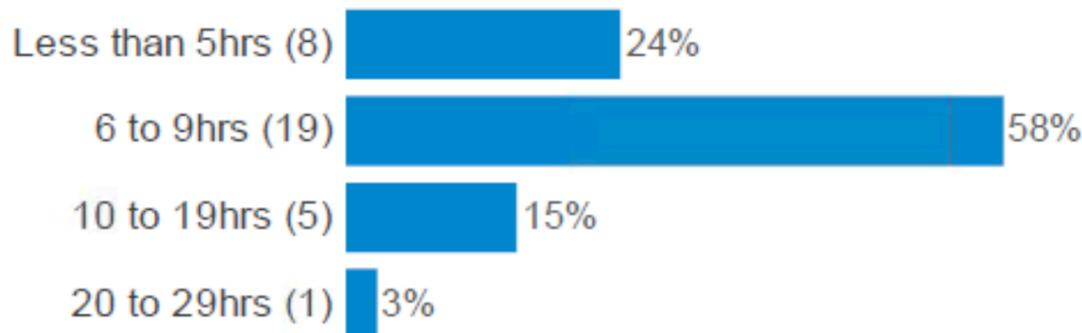
**How much time do you dedicate to those external groups/charities in an average month?**



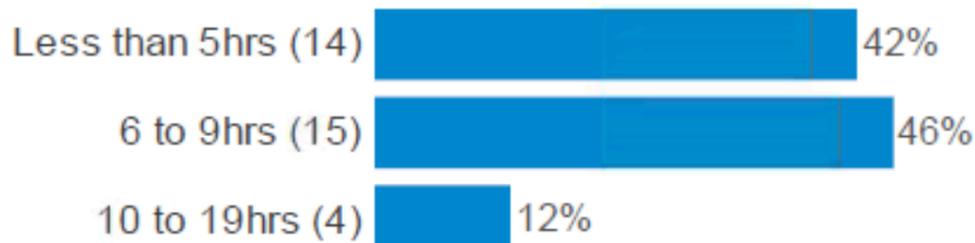


# Analysis of findings

**Irrespective of your role, on average how many hours per week do you spend on the following activities for formal council meetings, partner organisations, or outside bodies to which you have been appointed by the council: (Preparing for )**

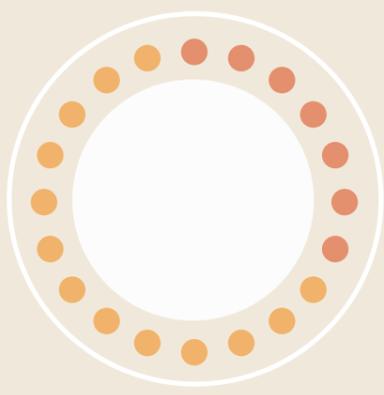


**Irrespective of your role, on average how many hours per week do you spend on the following activities for formal council meetings, partner organisations, or outside bodies to which you have been appointed by the council: (Attending )**



**Irrespective of your role, on average how many hours per week do you spend on the following activities for formal council meetings, partner organisations, or outside bodies to which you have been appointed by the council: (Travelling to and from )**





# Analysis of findings

**Please specify below any other work you have committed to as part of your duties as a Ward Member in a year**

Member of Auriol Park User Group .

Monthly councillor surgeries on Saturday mornings Monthly Residents' Association meetings on Thursday evenings

Member lead on the Stoneleigh Station Access for All work

Supporting residents and local organisations

I support specific events raising money for charity

Pre lock down travel figures shown above. Project / proposal work completed this last year for a borough wide DEFIB installation project to provide Defibrillaters throughout the borough building upon the current known network using SIL funds and then providing the information to the Emergency Services ongoing.

Site visits

Preparing for and speaking at Planning Committee meetings Responding to residents' messages Litter picking

Councillor surgeries - suspended at present Meetings with Police - suspended at present Casework - increased since March

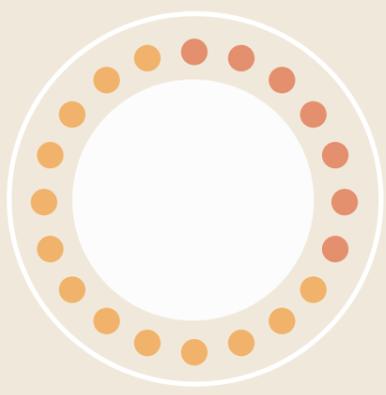
Not applicable, in my capacity as a ward member

As Deputy Mayor have other formal roles to cover for Mayor

Various ward charity plans and engagements

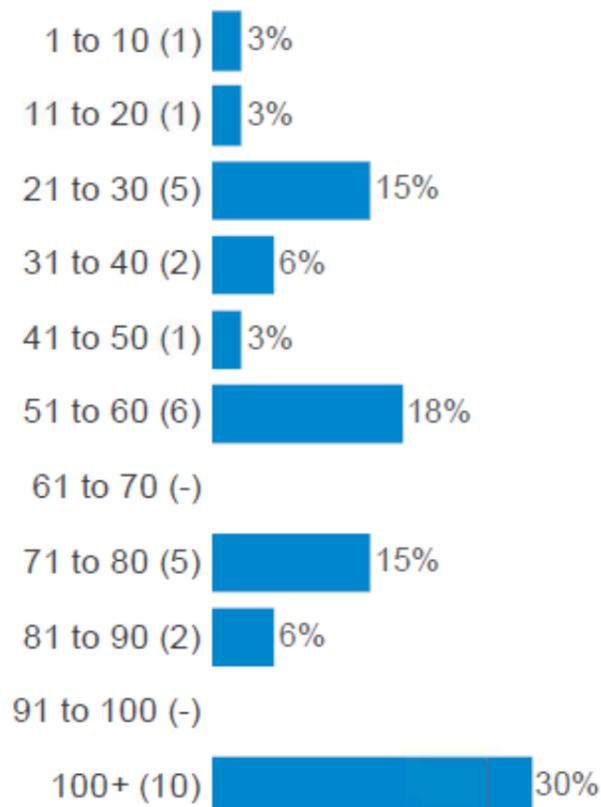
Attending ward meetings and events.

Planning issues/ substitute for committees/police knife crime/surgeries/trees/footpaths/road issues/visits

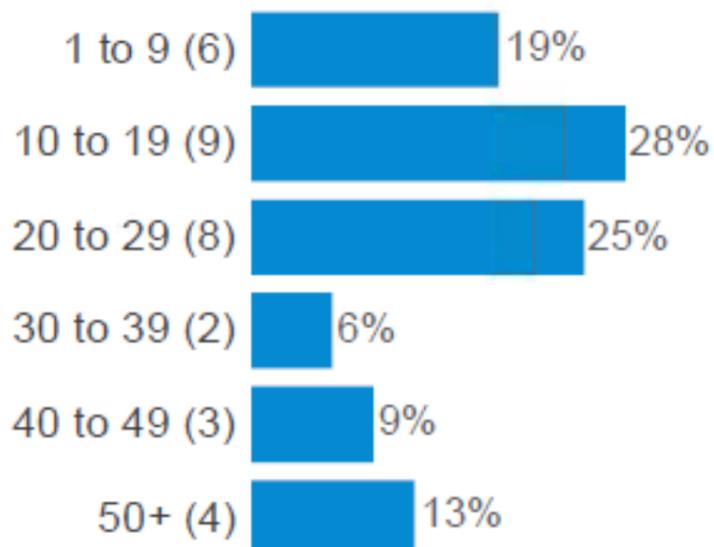


# Analysis of findings

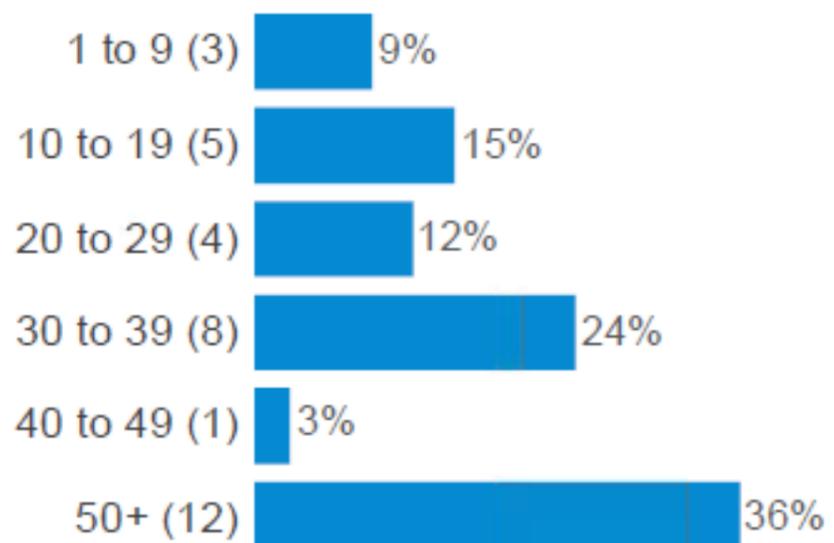
In your capacity as a Ward Member, how many enquiries (which includes requests for assistance or support from residents or businesses based in the Borough) did you receive between May 2019 to May 2020?

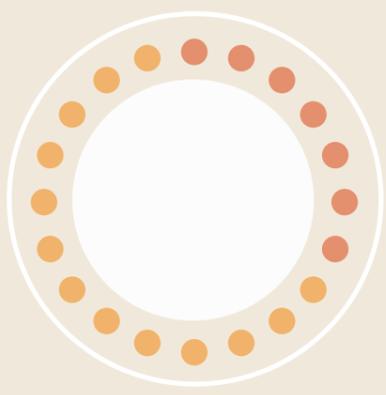


Regarding enquiries received, how many...  
(Follow up calls did you have to make)



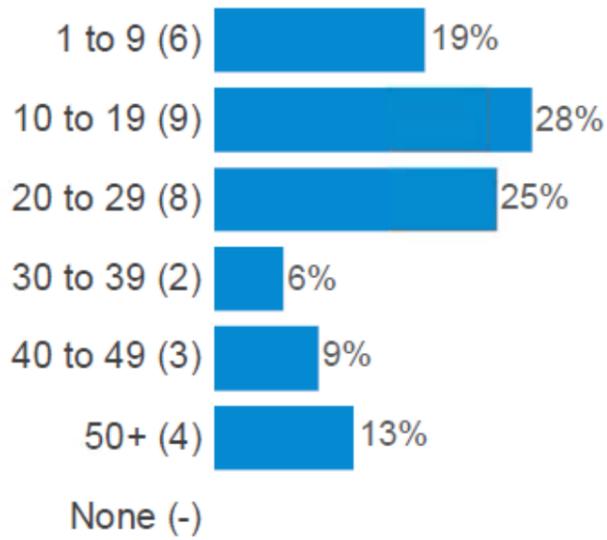
Regarding enquiries received, how many...  
(Follow up correspondence did you have to write)



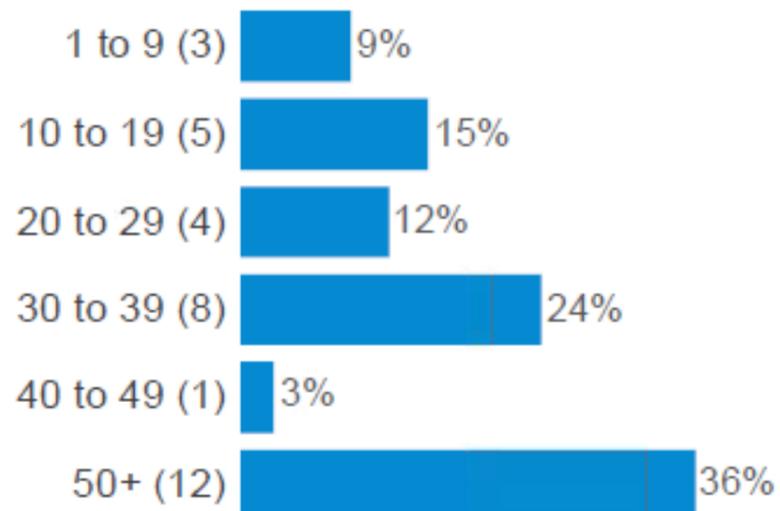


# Analysis of findings

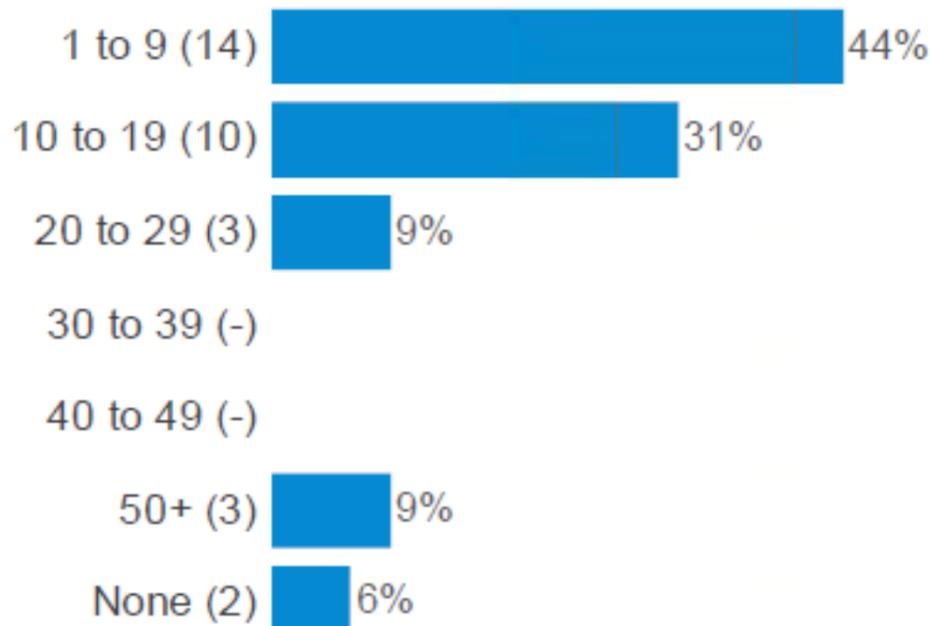
## Regarding enquiries received, how many... (Follow up calls did you have to make)

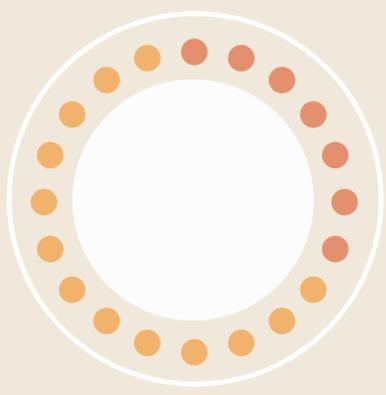


## Regarding enquiries received, how many... (Follow up correspondence did you have to write)



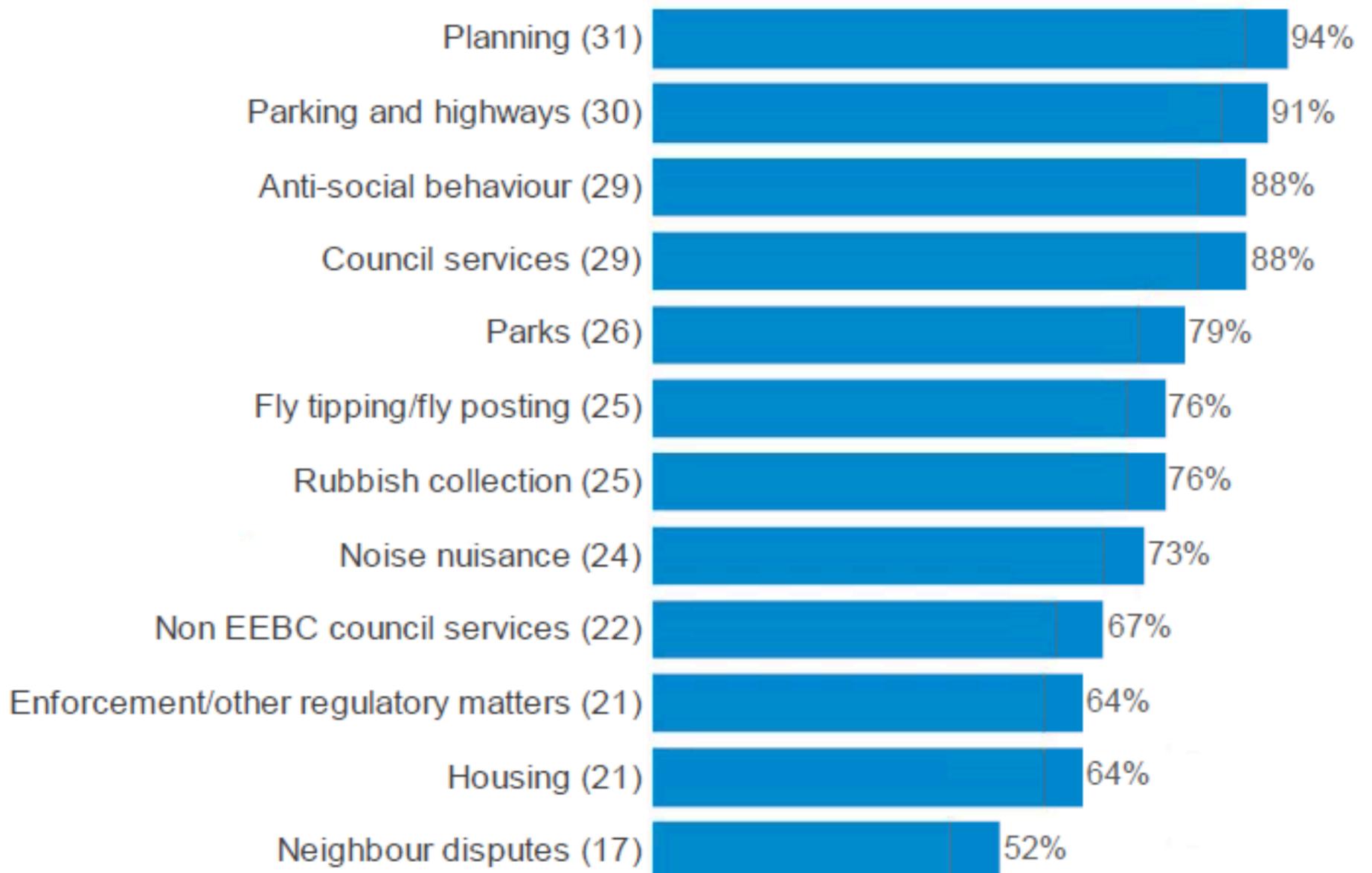
## Regarding enquiries received, how many... (Follow up visits did you have to make)





# Analysis of findings

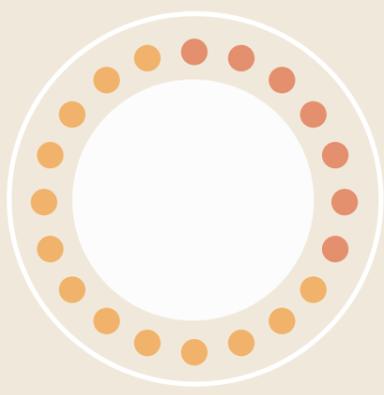
What type of enquiries did you receive? (Please tick all that apply)



## If 'Other', please specify below

Getting residency authorised for Spanish resident

Other (requests for media comment or academic research)



# Analysis of findings

## Do you conduct surgeries?



### If 'No', please explain your reason/s below

No longer the SARA supported councillor - did before

Surgeries have been conducted jointly with other members from Stoneleigh and Auriol in the past years but not during the Covid pandemic

No proper facilities within our ward and intend to do once cv19 is over in a facility which will be pending shortly

We do virtual ones

As a new councillor I am keen to introduce surgeries and had planned to start this in Spring with my fellow local councillors but Covid 19 has prevented any face to face meetings.

I am a Residents' Association councillor, I live in the area and residents engage with me personally, sometimes at home, and through the local RA itself.

Work come in from various routes, I live locally in my ward, I'm a school Governor at a school in my ward, I represent the local Residents Association and work is also passed on by the my local ECRA (Ewell Court Residents Associations) group. When I canvass during elections we (as a ward team) knock on every door in our ward so that ward residents should have met at least one of the councillors around each election.

Historical / C19

Residents have contact access through Ward Newsletters / Website / Facebook - this communication process provides easy access for residents to communicate any issues or concerns by email or telephone to Ward councillors, which can then be quickly followed up.

Covid 19- will restart after restrictions lifted

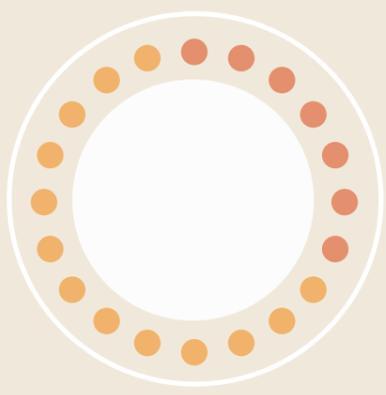
I've never felt the need to. I do however participate in community Facebook groups and WhatsApp groups

There does not appear to be a requirement. All our residents seem satisfied to contact by email or phone

There is no need as my email and phone number is readily available and I receive my enquiries through that method. I always answer my phone to enquiries.

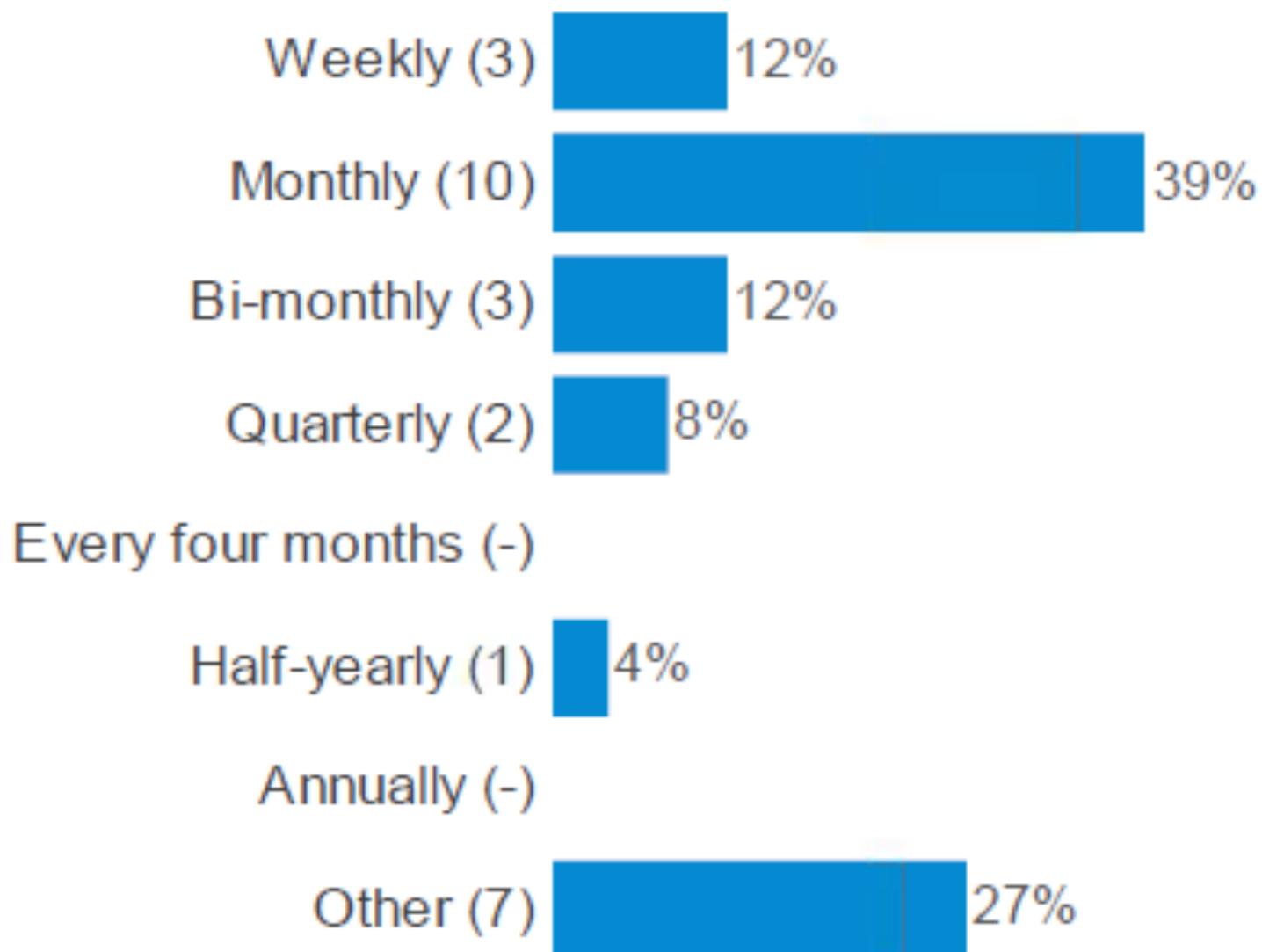
After 17 years as a member never seen the need or there has been any demand for surgeries in the Ward

Haven't been very popular in the past. About to relaunch.



# Analysis of findings

## How often do you conduct your surgeries?



### If 'Other', please specify below

Moved to monthly at start of the year, but not been able to have them due to lockdown

Virtual

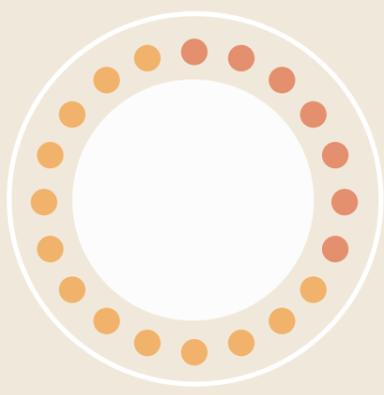
Not yet set up but planned to be quarterly

These are currently on hold due to COVID but we're monthly

Not a relevant question if you said NO to Q12

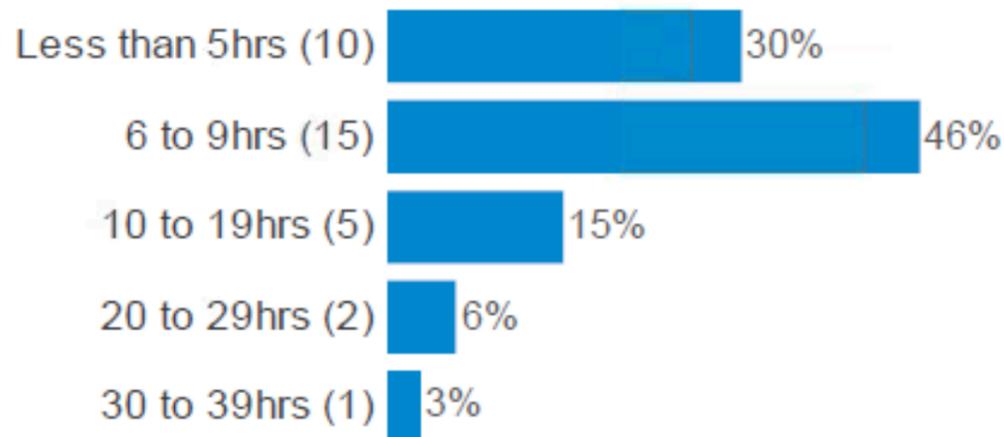
As before

Provide annual Ward AGM residents meeting



# Analysis of findings

**On average how many hours per week do you spend on the following activities as a Ward Member? (Dealing/supporting ward casework)**



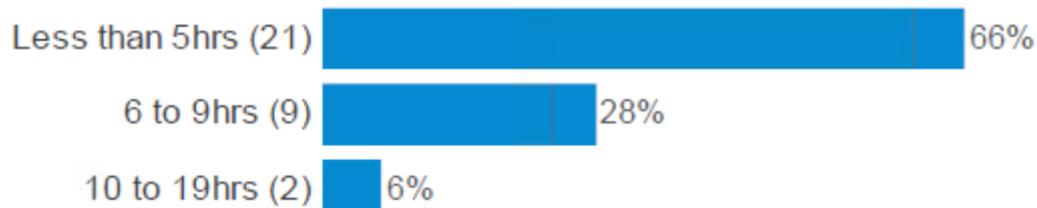
**On average how many hours per week do you spend on the following activities as a Ward Member? (Holding surgeries)**



**On average how many hours per week do you spend on the following activities as a Ward Member? (Writing a local blog/ newsletters )**

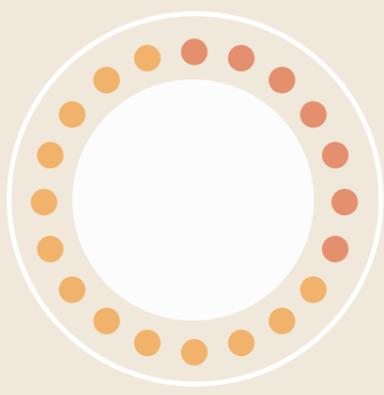


**On average how many hours per week do you spend on the following activities as a Ward Member? (Use social media to communicate with residents )**



**On average how many hours per week do you spend on the following activities as a Ward Member? (Go door to door to speak with residents )**





# Analysis of findings

**On average how many hours per week do you spend on the following activities as a Ward Member? (Other )**



## **If 'Other', please specify below....**

I walk round the Ward twice a day covering probably 70% of the Ward every week.

Resident association committee meetings Social / event meetings such as Trifest, lights on Broadway etc Litter picks.

Meeting residents in various local informal groups and meetings as councillor . Telephoning or emailing council officers

Going to meetings of local organisations.

Visiting sites to take photographs, telephone conversations

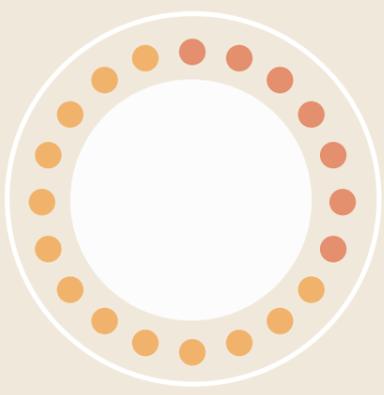
Dealing with / interacting with other parties as the local Ward Member

Liaison with the Labour Party, Labour Cllr Training, etc. LGA

Reading Government papers/LGA publications to try to keep up to date

We door knock every Saturday morning to find casework as the work doesn't come to us. We get round the Ward once a year.

We provide Residents Association quarterly Newsletters / Facebook / Website - In addition, we hold an annual residents AGM, which covers much of the operational work undertaken by Ward councillors. Social Media is an important communication tool for our Ward residents.



# Conclusion

Overall, three councillors took part from these wards College, Court, Cuddington, Ewell Court, Nonsuch, Stoneleigh, West Ewell and Woodcote while two councillors took part from Auriol, Ruxley, Stamford and Town. The majority of respondents are either self employed or retired. While over eight out of ten are committee members.

Regarding meetings excluding committee meetings in an average month, 54% of respondents attend between one to five meetings on council business with council officers. 82% attend between one to nine meetings with members (1-5 meetings 46%; 6-9 meetings 36%). Half of respondents attend one to five meetings on council business with businesses while 71% attend one to five meetings with community groups. Six in ten attend one to five other meetings eg LGA, CRA meetings etc.

When asked how much time they dedicate to external groups/charities in an average month, there was a tie at 36% for less than five hours and six to nine hours. A further 16% of respondents stated 10 to 19hrs and 10% ticked 20 to 29hrs while 3% ticked 30 to 39hrs.

Irrespective of their role, on average when asked how many hours per week they spent on preparing for formal council meetings, partner organisations, or outside bodies to which they have been appointed by the council the majority of respondents 58% ticked less than 5hrs. A further 42% ticked less than five hours while 46% ticked six to nine hours for attending. 92% ticked less than five hours for travelling to and from those formal council meetings.

Three in ten respondents received 100+ enquiries between May 2019 to May 2020 while 18% received 51-60 over the same period and a further 15% ticked 21-30. The top three types of enquiries received are planning, parking and highways and anti-social behaviour/council services.

55% of respondents conduct surgeries while those that ticked no stated that they conduct joint surgeries with members from Stoneleigh and Auriol in the past years but not during the Covid pandemic. Or that due to lack of a proper facility they were unable to conduct a surgery or they do virtual ones or that they are not very popular in the past but are about to relaunch surgeries etc. The majority conduct monthly surgeries, 39%.

Overall, 30% of respondents spend less than five hours dealing/supporting ward casework while a further 46% tick six to nine hours. 100% of respondents ticked less than five hours for holding surgeries. Nine in ten respondents spend less than five hours on average per week writing a local blog/newsletter while 66% spend less than five hours using social media to communicate with residents, 89% going door to door to speak with residents and 83% spend the same time on average per week to do other things such as litter picks, visiting sites to take photographs etc.