

Appendix 2

**Elected Members
Review**

Public Consultation

2015-16

Table of CONTENTS

Responses.....	3
Contact with Bradford District Councillors	5
Available and responsive Councillors.....	9
Keeping in Touch	13
Representing local people.....	17
Working with local people	20
Working for the whole District.....	22
Other important matters Bradford District Councillors should be working on	25
Numbers of Elected Members.....	32
General Comments - Critical and Complaints	33
General Comments – Positive	35
Demographic Profile	36

Responses

The survey was sent to 6,000 randomly selected people from the Bradford Electoral List. 30 names were selected from each ward. Returns were as follows:

- 1,349 Completed responses
(22.48% completion rate – in line with expectations)
- 36 Returns due to person moving property
- 24 Late responses received but not entered
- 13 Returns due to person not feeling that they could contribute due to ill health or being too old
- 5 Returns due to person not wishing to participate
- 3 Returns due to person being deceased

Responses received by Ward

Ward	Count
Ilkley	64
Wharfedale	64
Bingley	62
Baildon	61
Craven	61
Bingley Rural	59
Worth Valley	58
Thornton & Allerton	56
Queensbury	50
Shipley	50
Idle & Thackley	48
Wyke	47
Clayton & Fairweather Green	46
Wibsey	46
Royds	45
Keighley East	44
Eccleshill	43
Tong	42
Bowling & Barkerend	41
Windhill & Wrose	40
Great Horton	38
Heaton	38
Bolton & Undercliffe	37
Keighley Central	37
Keighley West	34
Little Horton	31

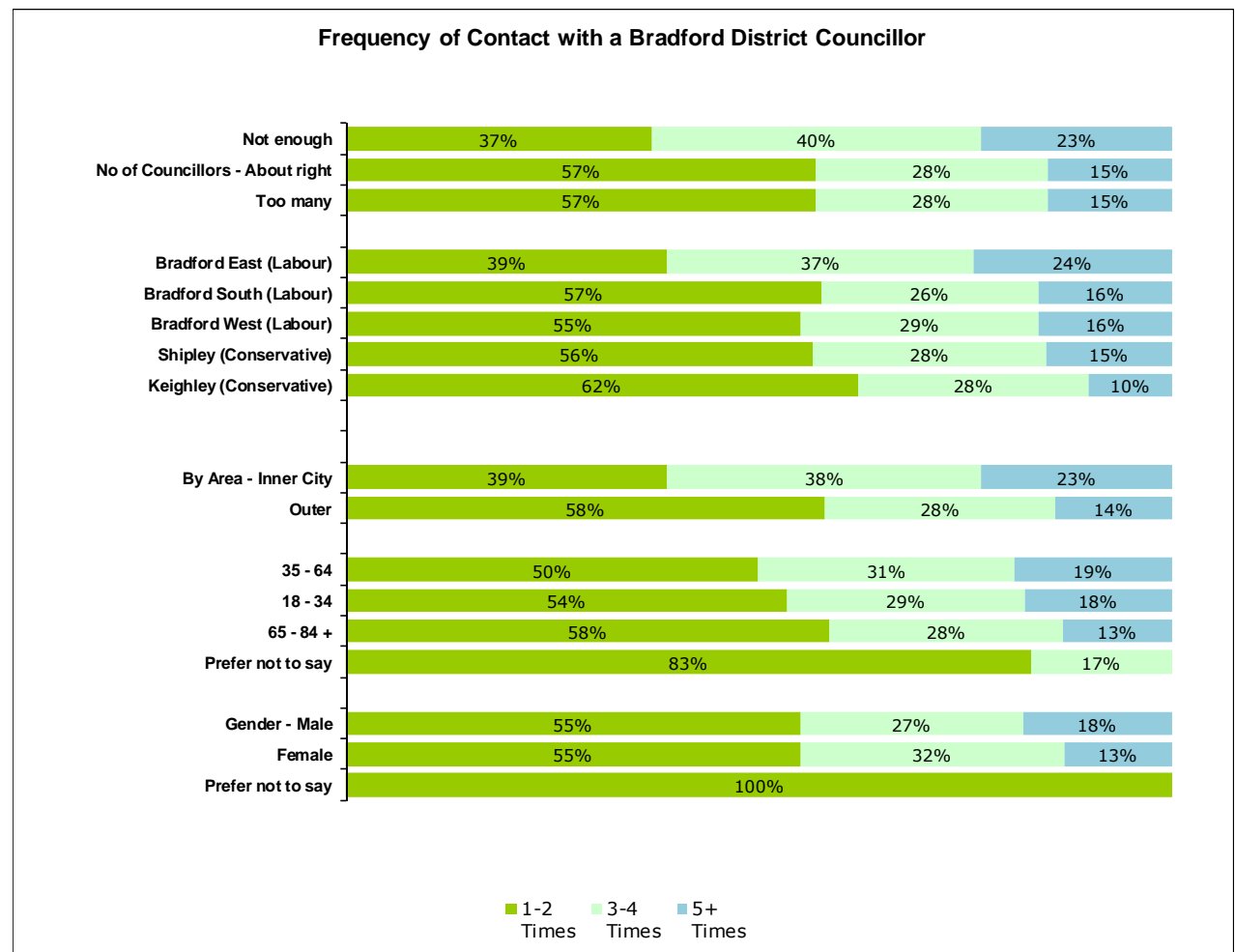
City	30
Toller	29
Bradford Moor	24
Manningham	24

Responses received by Parliamentary Constituency

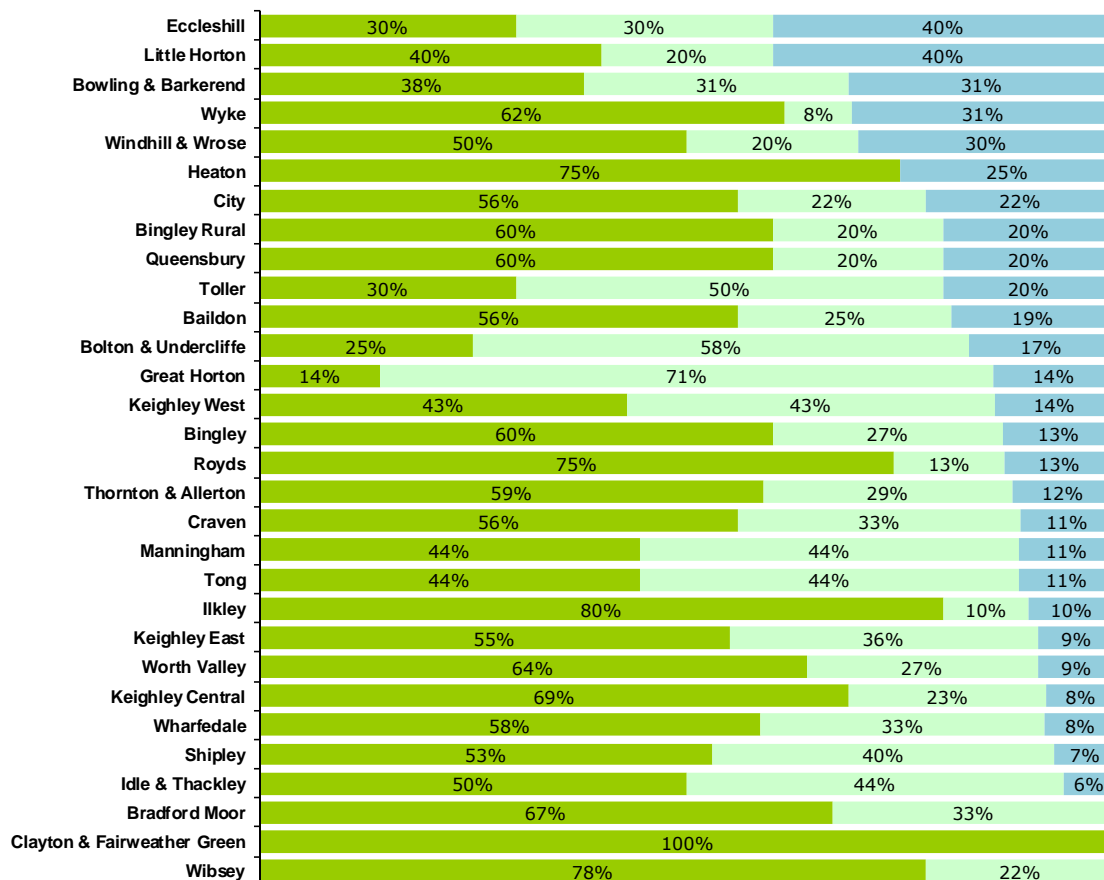
Parliamentary Constituency	Count
Shipley (Conservative)	336
Keighley (Conservative)	298
Bradford South (Labour)	268
Bradford East (Labour)	224
Bradford West (Labour)	223

Contact with a Bradford District Councillor over the last 5 years:

The top 3 reasons for contacting a Bradford District Councillor were issues relating to Highways, Waste Services and Planning.

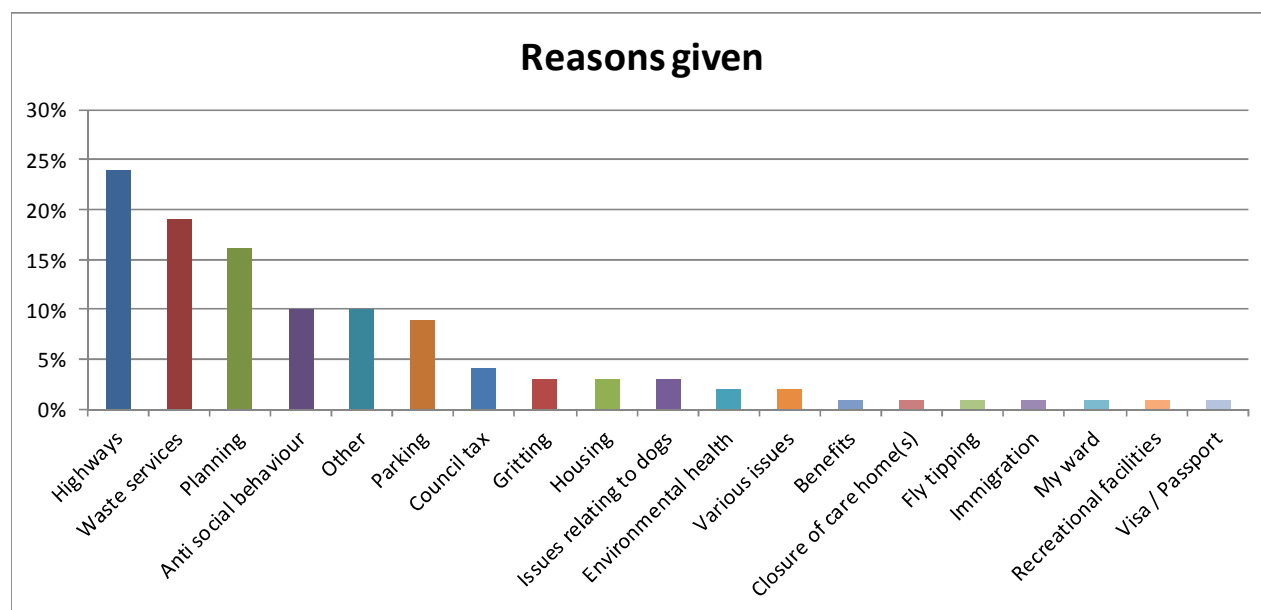


Contact details by ward over the last 5 years



■ 1-2 Times
 ■ 3-4 Times
 ■ 5+ Times

Reasons for contacting a Bradford District Councillor



Other reasons given for contacting a Bradford district Councillor

About local area issues.

About local schools, college and university.

Addingham Library

Allotment services Heritage/Buildings

Attending functions and charity events. Re awards submissions (?) Re outside interests on which the Council is represented.

Bereavement services

Community projects.

Concerning the right to life bill.

Electoral register

Enquired about a grant towards a new (safe) shower but made own arrangement.

For advice and assistance with private related problems.

For information about canvassing for a political party.

Getting my paper signed

I contacted them about a community project I wanted to run in the area

Job application

Keighley

Leeds City College, Keighley campus community activities - I was a LCC curriculum Outreach & Development Worker.

Library service

Local area.

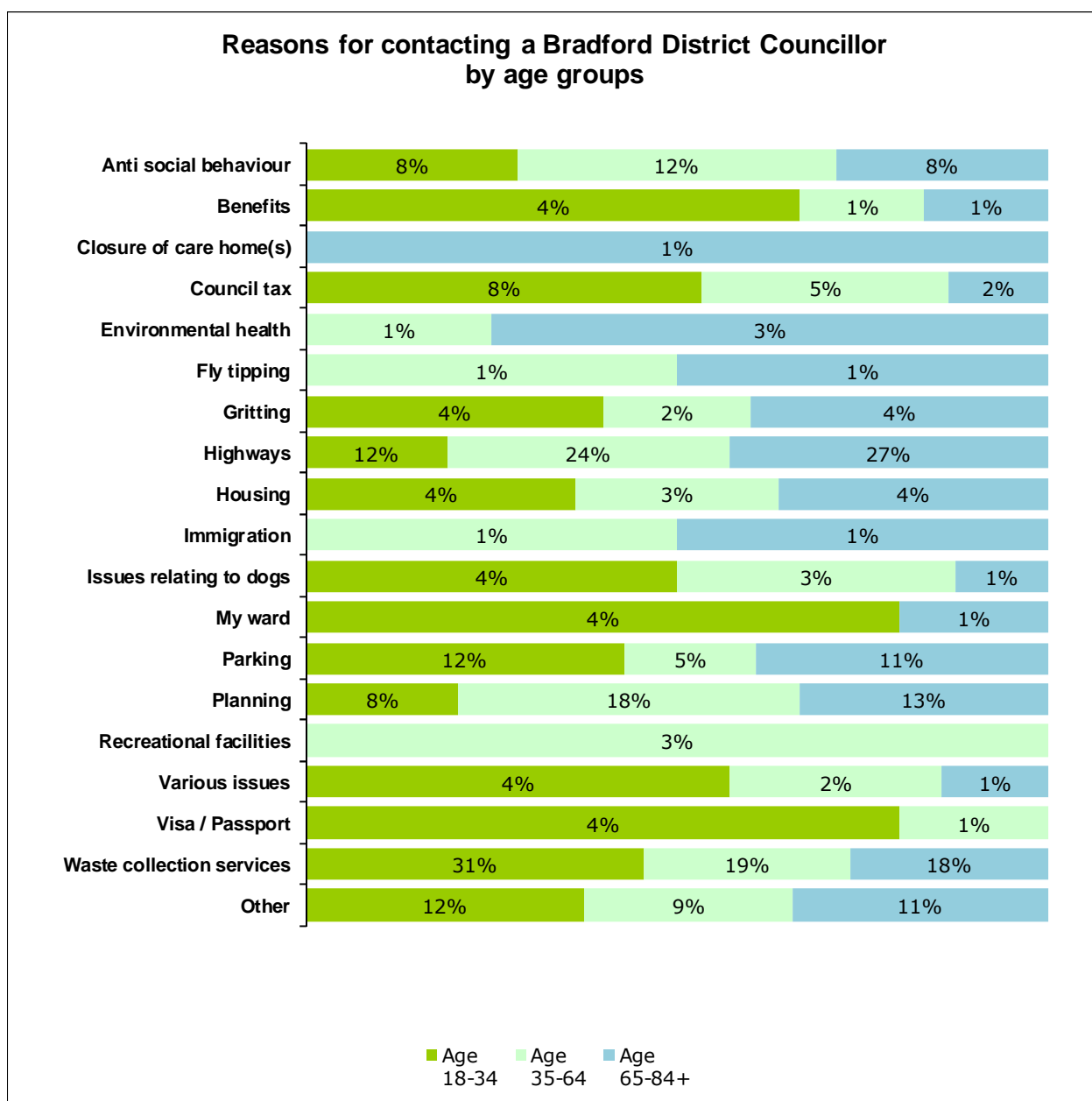
Local issue

Persecution of Christians worldwide

Problems with area

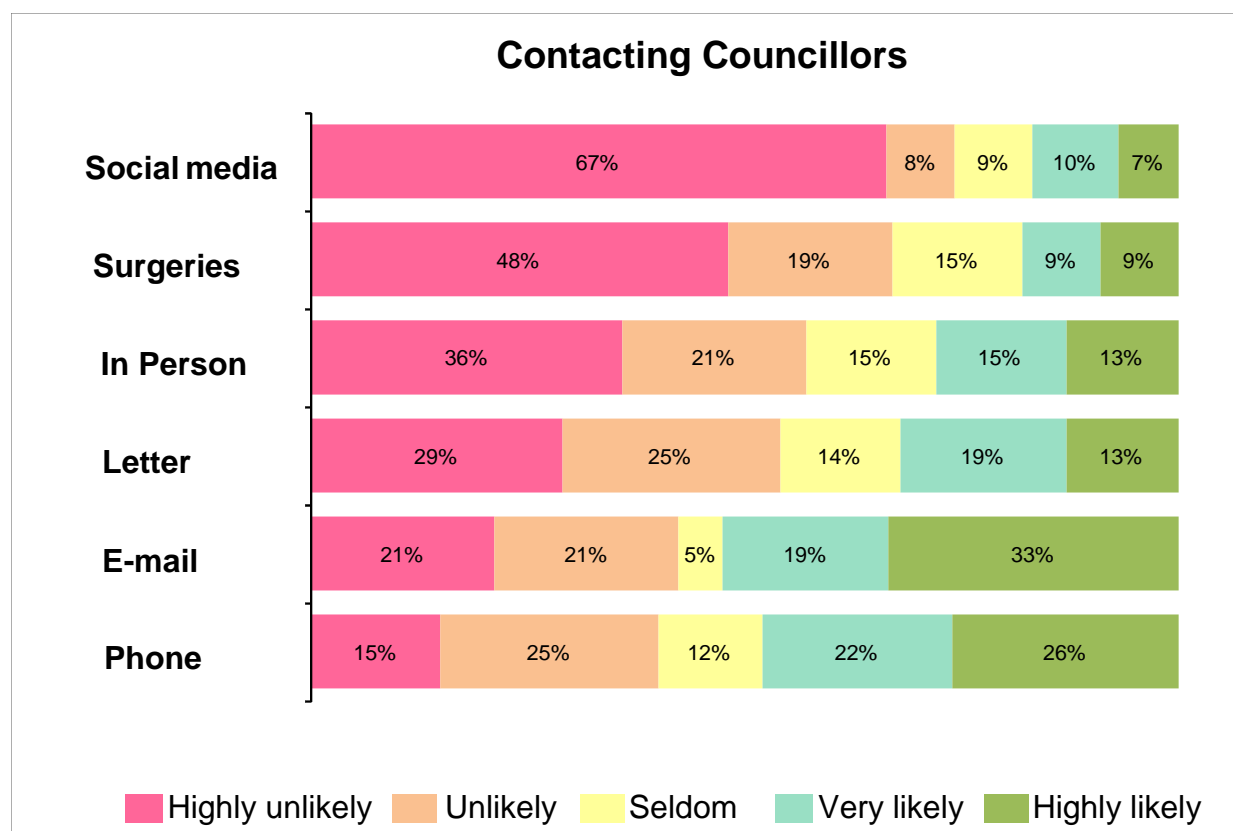
Public transport

Schools
Security
Staff complaint
Support with a holiday claim
The councillor cam to us and talked to us abut health and safety in the home and the community . He came to deliver the leaflet about voting and politics
The environment
The possibility of metal detecting in the district.
To state my opinion on a subject to hope he carries my viewpoint to the vote.
Trees
Water problems.



Available and responsive Councillors

Methods people used when contacting a Bradford District Councillor



Alternative methods of contact suggested:

- At a Council Office
- Council website
- Home visit
- Local meeting
- Local supermarket
- Newsletter
- Text message

Other unlikely methods of contact mentioned:

- Home visit
- Local meeting
- Skype / Facetime
- Text message
- Via council Website

Key comments made regarding selections made:

- Problem dependant and depends on urgency.
- Email is an easy and rapid and efficient way of communication for those with access
- Phone calls are generally faster and enable us to obtain further details if we are unable to get a hold of the person we wish to speak with.
- When speaking in person you know you have got your grievance across.
- Would depend on the urgency and importance of the matter. Email and telephone would elicit a rapid response, whereas waiting for a surgery or appointment could take longer.
- Think more notice is taken by letter.
- Ideally I would make an appointment and visit their surgery office, but saying that my wife has in the past and the Councillor was never there.
- If the councillors surgery was convenient , I would probably go if I needed to. Otherwise phoning, emailing or writing a letter are good alternatives.

Other comments made which need to be considered:

- No email or Facebook.
- I do not have access to internet and do not want it either.

All Comments relating to: Available and responsive Councillors

Email or phone would be the initial contact then maybe face to face

Calling at an office

I don't have a computer and I don't get out very often

I find it difficult to get about as I am in a wheelchair so rely on letters or phone

Email is very convenient

No email or facebook.

I have no complaints at all and only put no for two as I dont use either ever.

I would attend their designated shop or place like the Liberal Democrats have an office on Killinghall Road.

Problem dependant and depends on urgency

Email is an easy and rapid and efficient way of communication for those with access

If I wanted to contact district councillors I would like to make an appointment have a one to one chat

Phone calls are generally faster and enable us to obtain further details if we are unable to get a hold of the person we wish to speak with.

When speaking in person you know you have got your grievance across.

At present only use phone.

You should email/text people to save money for the Council. The letter sattes completing the survey online will save money but it is wasted due to people not using the printed forms

posted to them.

Usually emailed.

Would depend on the urgency and importance of the matter. Email and telephone would elicit a rapid response, whereas waiting for a surgery or appointment could take longer.

Speaking to a Councillor - door to door visits. Helping improve local area working alongside a Councillor. Chatting to a Councillor when they're involved with local projects. Speaking to one when they're meeting parents whilst waiting for their children a

By chance meetings in the usual course of life.

I have no contact address so would google Bradford Councillors.

As we are not online I think by phone is the best way.

Think more notice is taken by letter.

Ideally I would make an appointment and visit their surgery office, but saying that my wife has in the past and the Councillor was never there.

Filling in newsletter.

I'm deaf, can't hear on phones, etc. No laptop.

In person at their offices or telephone them

Face to face appointment!

Most likely to be taken seriously.

I have no access to social media, email, unable to phone.

I have found my local cllr will react quickly to my emails and phone calls

If the councillors surgery was convenient , I would probably go if I needed to . Otherwise phoning , emailing or writing a letter are good alternatives

I usually see at least one of them by chance when I'm out

Personally I think that my initial communication would be by phone. I would like to speak to the Councillor directly to hear the person's voice and get to know them.

For them to come to the house/flat.

Councillor came out to see us and to see my sister in her home to see how she managed climbing stairs.

Face to face

Public meeting Councillors were attending.

Have telephoned and visited Council offices in Bradford.

It is easy for me to talk on phone.

Email or phone is direct and should gain a quick response.

Email or letter.

More convenient

Letter - best.

Office in area.

Going to the surgery, hopefully I will make my point, stronger, face to face.

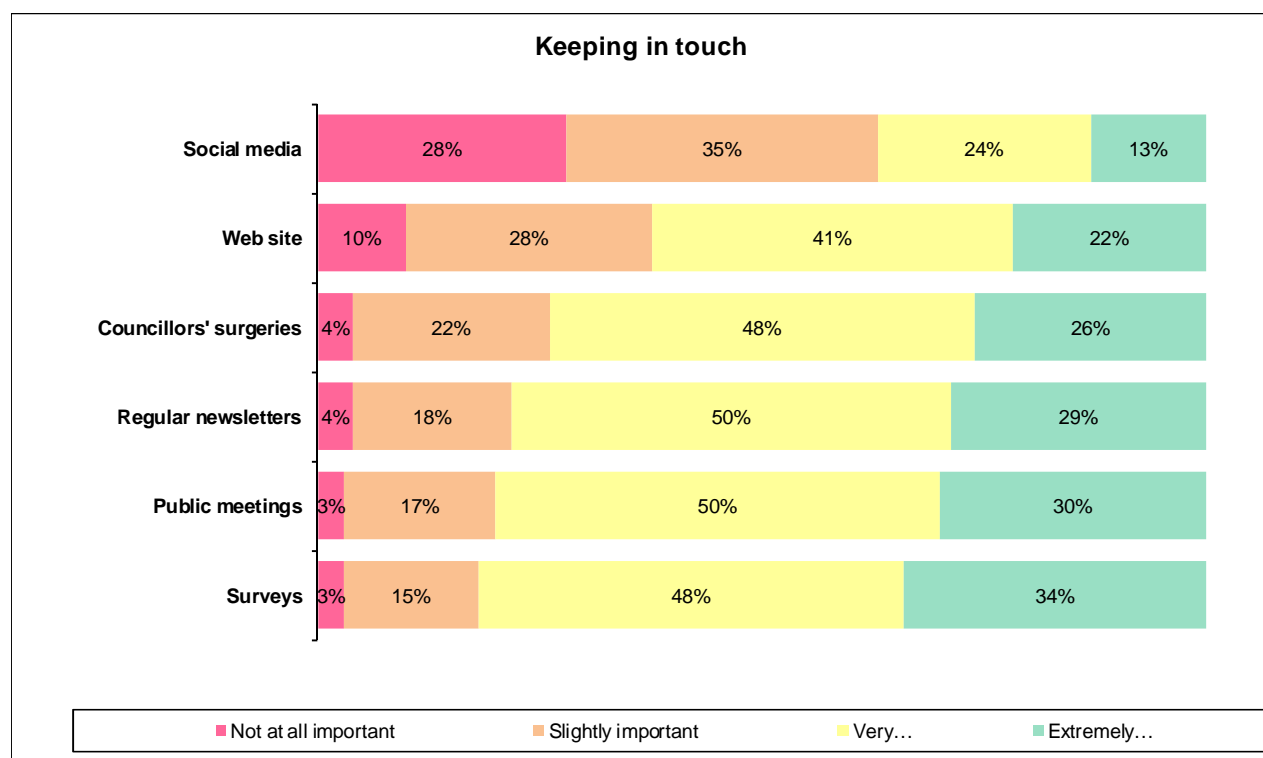
Require everything in writing.

It is a quick method of communication.

If I need to contact Bradford Council I would ring or send a letter.
Writing will be more appropriate.
Have no computer so many things wouldn't be available but I have no idea who the local Councillor is.
Depends on the reason.
Phone is more inter reacting with your Councillor's views.
It would be good to write a letter concerning to the District Councillor by email. In person to take an appointment would be difficult as they have so many problems to look into.
1. Family email 2. Phone 3. Letter
Local surgeries would be better.
Speaking over telephone initially explaining problem.
I do not have access to internet and do not want it either.
Always by phone or letter.
If I needed a local Councillor I would go to see him.
Kind and helpful visits to my home.
Do not use social media but would use the other methods depending on the circumstances.
While working alongside in a joint community project.
Would not depend on urgency of needing to contact Council.
I usually see them myself or ring up to speak to them. Should I wish to contact them again I will do so.
Call in at the Town Hall.
Email first.
By letter for a legal "answer".
Prefer to speak directly.
Particularly using local meetings arranged by local Councillors.
Do not have a computer or facilities to send email.
I would probably phone or write a letter
We would email first then see what happens . Maybe make an appointment to see them in person
At local supermarket
I have found the councillors at Girlington very approachable and seem to help out with a lot of projects in the community, so I tend to speak to them there.
Will contact a councillor via their telephone contact number

Keeping in touch

How important it is for Bradford District Councillors to keep in touch with their constituents



Alternative methods of keeping in touch suggested:

- Canvassing
- Local newspaper
- Making home or community centre visits
- Meeting at the Keighley campus
- Neighbourhood forums
- Skype / Facetime
- Telephone
- Text message

Reasons for their selections:

- At the moment I don't feel this is happening at all therefore improvement is needed in this area.
- Just let people know that they can keep up with local issues by contacting the Council and let them know that it's no problem and they don't feel like they are bothering you.
- The public should be more aware of what's going on around the area.
- As constituents have voted for councillors it is essential that councillors are aware of their concerns.
- Get involved in issues remember the government works for us not the other way . we are the employer, they are the employee.

- Whilst using social media seems the more logical choice as many young people access these more than ever, it is the older age group who often prefer face to face encounters. Text language is also different from verbal language and is probably the most effective way of communicating even today.
- When you get older we want to know where to contact our local Councillor - someone to get help from.
- Speak to people from the WHOLE community. Including those on council estates, etc as their views are as important as everyone else's.
- Hold local get together meetings every 3 months so people get to know their neighbours/service providers.

We have to consider these comments:

We always read the Focus news. letter but never go to any meetings as we feel councils just do what they want to do anyway.

All Comments Relating to Keeping in touch

Surveys are useful as long as they are openly worded and give the opportunity for comments as opposed to blanket yes/no agree/disagree responses.

Be seen and "walk the talk" in the neighbourhoods.

No email, facebook or twitter.

Very important

At the moment I don't feel this is happening at all therefore improvement is needed in this area.

Just let people know that they can keep up with local issues by contacting the Council and let them know that it's no problem and they don't feel like they are bothering you.

Use the social media

Email subscription / e newsletter . Newsletters do not have to be printed

Regular newsletters may possibly appear in local papers if editors are willing

Regular newsletters may possibly appear in local papers if editors are willing

The public should be more aware of whats going on around the area

Keeping involved is very important

As constituents have voted for councillors it is essential that councillors are aware of their concerns

Get involved in issues remember the government works for us not the other way . we are the employer , they are the employee

It is important that residents know what is going on in the community/ town

right what I think from my point of view is you should hold regular surgeries in the area . ward leaflets hand out give them the address time days or sometime visiting people at home if they have any views so who you are make yourself known

Have one to ones

Whilst using social media seems the more logical choice as many young people access these more than ever, it is the older age group who often prefer face to face encounters. Text language is also different from verbal language and is probably the most eff

When you get older we want to know where to contact our local Councillor - someone to get help from.

Speaking to people in their area, getting to know people and keeping up with what's important to them.

I think to be in touch with modern technology like Facebook is a good idea. However, lots of people aren't on Facebook so one size does not fit all. I would not go to a surgery but would send an email.

People now communicate via many different formats, it needs to cover all age groups.

Website to include complaint section, suggestions, surveys, email addresses and phone numbers - include name of contact person, all emails acknowledged.

Communication is vital for success!

Important for them to be involved with issues constituents care about.

Issuing newsletters - best way to gather public opinion and have constructive discussions, social media reveals opinions but doesn't provide the same opportunity for true discussion. Public meetings - Not sure I've ever seen one! Are there ?? at or made a

They need to keep in touch, this way people will understand what's going on. In other words do your job.

I think it's very important, however I am unsure as to how my local Councillors keep in touch.

When there is something directly affecting us a local Councillor should establish our views/opinions.

Very important covers all the questions.

Must listen more to local people.

Although I'm not on social media because of my job I think this is very important to engage the next generation.

Regular local surgeries would be ideal where people have the chance to call in especially elderly people who do not have email/internet etc.

Not everyone knows how to access the internet.

A person elected must have an interest in the area regardless of political party so therefore should visit the area with surgeries and all the above.

Speak to people from the WHOLE community. Including those on council estates, etc as their views are as important as everyone else's.

It shows results of specific problems.

Face to face discussions best for getting a point over and understood.

Cllrs should be in contact with local people in person if possible , head up local meetings , take an active role in the community and lead by example

Asking people on the street in their area

I think that it's crucial for local Councillors to hold regular surgeries in their ward and that these are extensively publicised. Everyone must know where to acquire information about their Councillor and a regular newsletter is very important to keep th

To be able to be contactable at all times.

To help people with genuine complaints. To meet Councillors face to face.

Specifically an online blog where people can freely discuss topics and post questions/have discussions and receive online answers and feedback. This can also be used to provide information about events, meetings, etc.

Make themselves known in the local community and be easily accessible.

By Councillors going personally to local meetings they would be able to answer any questions and give an honest opinion of the subjects given to them by the persons involved at the meeting or meetings.

That people can discuss issues and tell them what they need.

Surveys are only important and respected if action is taken and communication on that action is delivered.

Very important to keep people updated and this would be the most likely to be efficient and cost effective.

Newsletters very important.

We can exchange our views face to face.

Important to stay in touch if you need.

Thinking of the elderly, most don't have access or can work a computer, etc.

Don't have a computer.

Letting people keep up with thing about Bradford as a whole and local news.

It is important to have a contact between the Councillor and the constituents. Councillor will better understand the problems, issues of the local people. By carrying out different ways is a good way of knowing the constituents in a better way and to deal

Important to be seen and known by locals.

Personal contact of local (ie of the place) Councillors VITAL.

Do not use a computer.

Important that Councillors are contactable and visible.

All requests made should be public and their response or effectiveness in it public also.

Hold local get together meetings every 3 months so people get to knw their neighbours/service providers.

They need to do all the above.

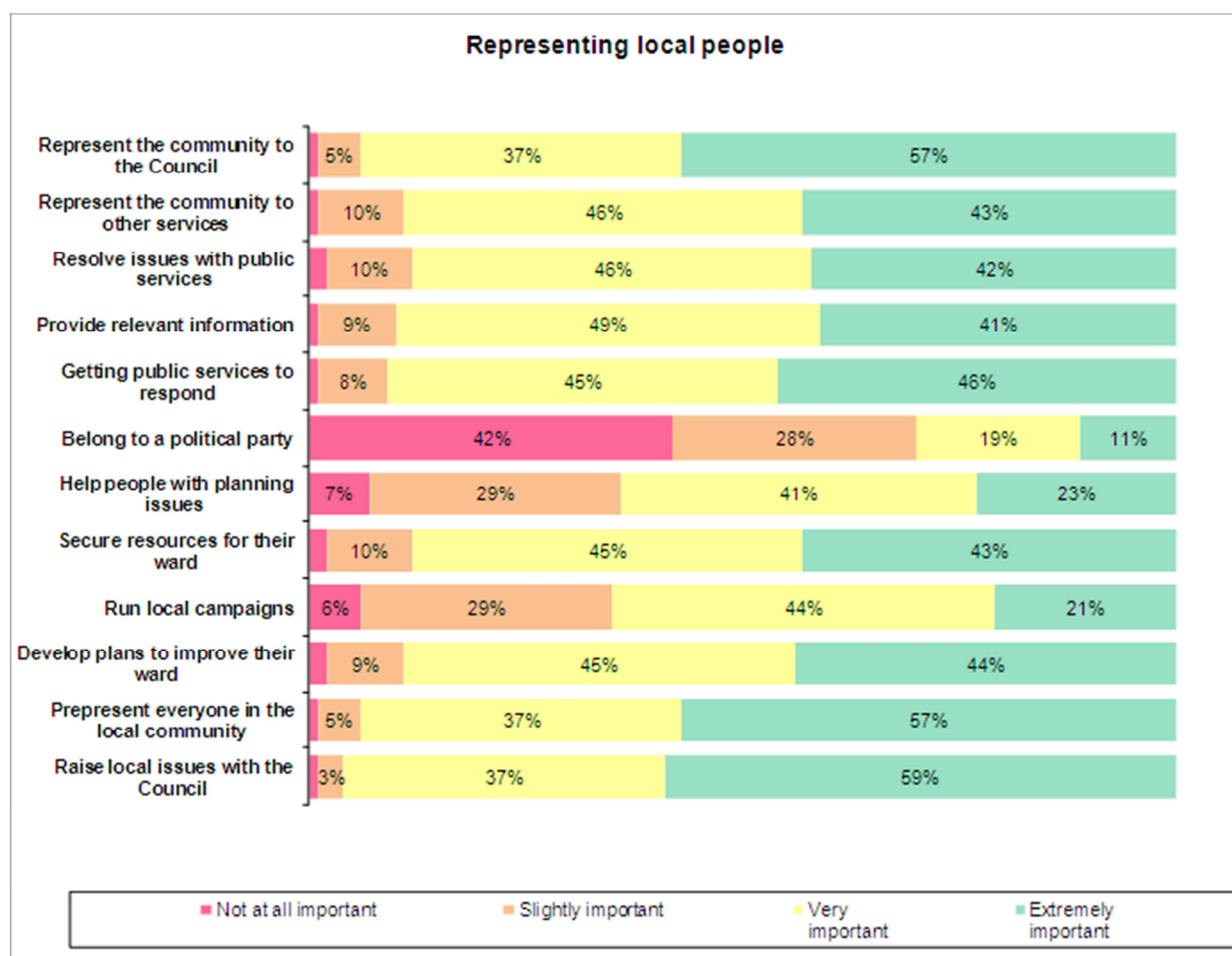
No newsletter sent out at all.

We always read the Focus news. letter but never go to any meetings as we feel councils just do what they want to do anyway

I think all three ticks are important. Sending news letters, reminders people who there Local Councillors are

Representing local people

How important it is for Bradford District Councillors to do each of the following activities when representing their ward?



Alternative methods suggested on how to represent local people in their ward:

- Be accountable
- Communicate
- Create local charities
- Have a free vote - no ties to a political party
- Have creative solutions to problems
- Invite the community to Council meetings
- Liaise with the Police
- Listen to the community
- Live in the ward they represent
- Walkabouts

Reasons for their selections:

- Politics as like religion is competitive. The representatives should work together for the common good of those who live in their ward and beyond!
- Councillors should represent the ward they have been elected in, but also represent important issues for the city, regardless of their political persuasion.
- By definition a Councillor could aim to do each of the above statements. To represent and act following the community. Political affiliation is less important. They should act for the people not for politics as well.
- I think local people should be invited to a council and MP meeting to discuss what is happening in our areas.
- A Councillor is an ENABLER, a channel for the local individuals to get important issues, to them, to be proactively communicated to the appropriate Council department officials. So that a quick, speedy effective response be provided. Then processed to a positive outcome as quickly as possible.
- Listen to people's concerns on issues, ie flooding and un adopted roads and not accept decisions because of no funds but look for alternatives to solve problems.
- They should notify the public if there's any local grants available. We personally have requested our previous local Councillors to have play areas for children in their ward, but unfortunately no action has been taken. There are empty fields around Iqra Academy School which are of no use at the moment, but could be very useful for parking area for Iqra Academy or even for play area for children. In my opinion the Councillors only want vote for their wage. They should be on voluntary basis.

We have to consider these comments:

- It would be more useful if the local councillor was more pro active . I don t know who my local councillor is obviously he / she is not pro active enough.

All Comments - Representing local people

Politics as like religion is competitive. The representatives should work together for the common good of those who live in their ward and beyond!

Actually live in the ward.

Being in a political party doesn't necessarily matter

Again, liaise with local police - have community officers knocking on doors to find out what's happening in the immediate vicinity.

They should be out in the community doing walkabouts with the community.

Create a network of locally based charities , co ordinating / publicising their strategic projects and helping them to join us with funding bodies and major donors in the community

They are elected to represent the ward in all aspects

Represent different political viewpoints in each ward not multiple councillors of the same political party

It would be more useful if the local councillor was more pro active . I don t know why my local councillor is , obviously he / she is not pro active enough

Must hold minimum number of meetings to update the wards
Right the councillor could highlight in what they do and ask the public if they have any issues or you can pop in the surgery when you need them , weekdays or make an appointment . like the doctor do in surgery have a receptionist make big sign board and
Once again the simply represent a political party not people
Door to door visits
Councillors should represent the ward they have been elected in, but also represent important issues for the city, regardless of their political persuasion.
Doing things for the Easter that is need for all ages as there is nothing to do for all ages of children.
Check and report response times of various services problems.
Help people to resolve individual/families issues with housing.
Councillors are "carers" for their wards, so they should represent them well.
Work with and in the community to find out what views they should represent.
By definition a Councillor could aim to do each of the above statements. To represent and act following the community. Political affiliation is less important. They should act for the people not for politics aswell.
Think local people should have a voice on very important local issues.
LISTEN to the thoughts and opinions of all the local community.
I think local people should be invited to a council and MP meeting to discuss what is happening in our areas
All persons in ward would benefit.
Some issues where slightly important is indicated is due to being realistic with time.
A Councillor is an ENABLER, a channel for the local individuals to get important issues, to them, to be proactively communicated to the appropriate Council department officials. So that a quick, speedy effective response be provided. Then processed to a p
I don't think local Councillors should have political party affiliations.
The Councillor does not need to belong to any political party. They represent the people who live in this area and not any political party.
To ensure the elderly are covered in their decisions.
The Councillors represent party political issues rather than local ward or street level issues which are not political!
Again good communication needed.
We have a planning department to deal with planning issues.
Listen to people's concerns on issues, ie flooding and unadopted roads and not accept decisions because of no funds but look for alternatives to solve problems.
I think that the Councillor convey our message to the Council and resolve our problem.
Representing everyone in the local community is very important.
To make all our reasonable problem heard and solved in the Council.
Residents need Councillors to raise our concerns.
Important to stay in touch.
Be discreet on confidential issues raised with them.
This all will help in gaining the support from their constituents to develop a healthy and plan issues and respond to them.

Accountability is very important.

Be involved with a variety of groups within the ward.

Represent minority communities and promote them. More cohesion within the community.

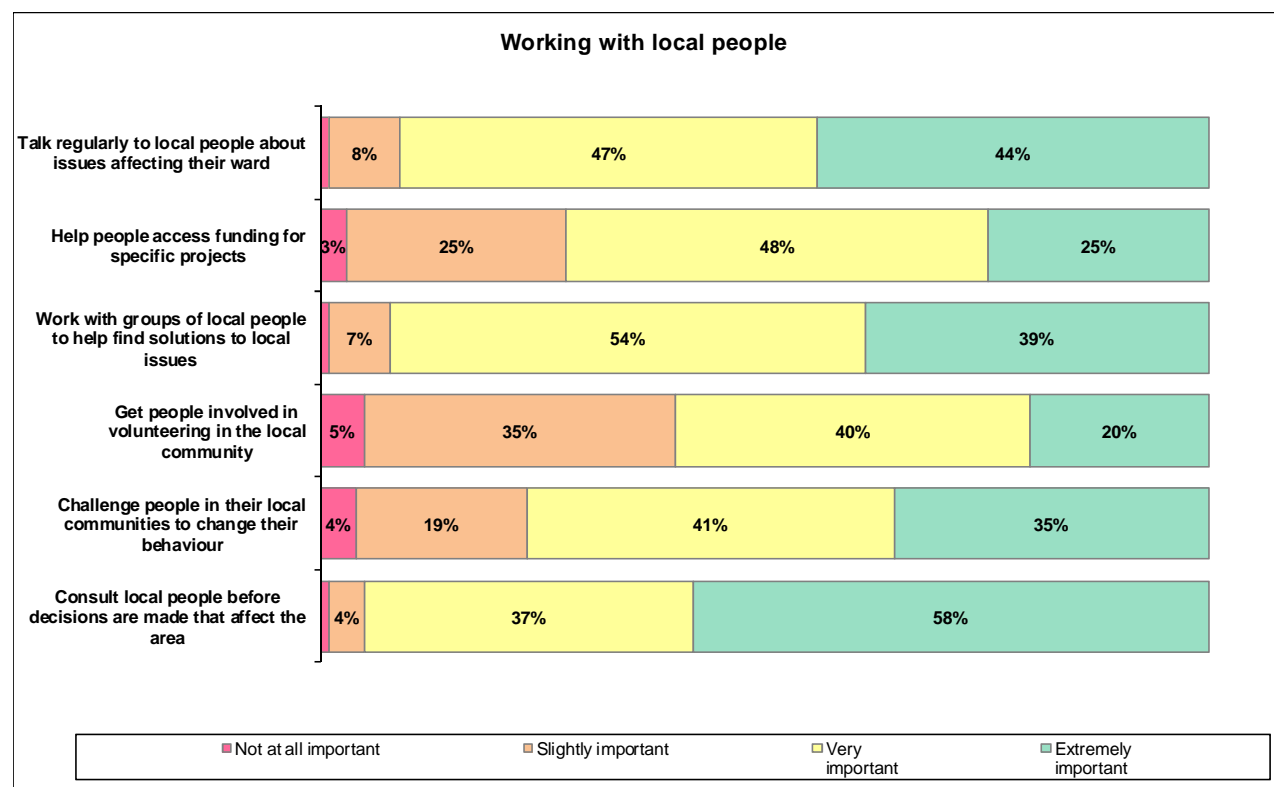
We pay Council Tax so it is important our money is spent in good use.

They should notify the public if there's any local grants available. We personally have requested our previous local Councillors to have play areas for children in their ward, but unfortunately no action has been taken. There are empty fields around Iqra A

To relate equally to all colour race , religion etc that live within their ward

Working with local people

Importance of Bradford District Councillors carrying out the following functions within their ward



Other methods suggested of how to work with local people:

- Attract investment
- Be capable of doing the job
- Be creative and have innovative solutions
- Be local
- Be multi lingual
- Engage with Partners
- Engage with the public
- Involve community with decision making
- Keep expenses to a minimum
- Promote good values and traditions
- Put constituents first
- Respond to queries / problems

- Tackle anti social behaviour
- Use social media
- Whistle blow on malpractice
- Work with Parish Councils

Reasons for their selections:

- Have the calibre to bring forth creative/innovative solutions based on regional developments and where the ward and council can benefit from wider issues.
- Help bring in investment into the local area, to create jobs and improve the local economy.
- Local people MUST have a say about issues affecting their ward.
- This is not only the job of Councillors but police/social workers etc working as a team (Challenge people in their local communities to change their behaviour).
- Acknowledging some members of the community work full time and more and although willing do not have time (Get people involved in volunteering in the local community).
- They need to work with Parish Councils and seek joint understanding and actions.
- Serve the residents needs and you will find everyone really appreciates the Councillor's efforts.
- I think more publicity should be given to volunteering options.
- Work closely with locals to identify issues and overcome them whilst meeting the needs of the community. See the impact, effectiveness or bad effect changes have on the local communities.
- Councillors contact details should be sent to everyone's address every 3 years.

We have to consider these comments:

- Watch their spending of public money especially on expenses, dinners, travel, etc.
- Be an educated and articulate person capable of making fair decisions and not favouring one section of the community.

All Comments - Working with local people

Watch their spending of public money especially on expenses, dinners, travel, etc.

Have the calibre to bring forth creative/innovative solutions based on regional developments and where the ward and council can benefit from wider issues.

Help bring in investment into the local area, to create jobs and improve the local economy.

Give more ASBO out to young bullying thugs.

Answer emails

They should use the social media facebook and twitter more often

The community should be more involved in the decisions which are made and should have a positive outcome from all

Local councillors not only represent but are ideally placed to understand local issues

Behaviour of young people and some minorities particularly in the city centre

If they do what locals want and it is what they should do , then there will be no need to consult after a decision as what they (locals) wanted is what they will get

Talking regular on issues and when you decide on a issue you should call a public ward meeting to suggest the matter and opinions working with the public give you that you care and helping on views of the public important see what the public have to say

Respond personally to requests made by constituents

Consultation is key to any success as it creates opportunities to put forward lots of ideas. To truly know what's happening in a community or what it's needs might be can only be achieved through consultations.

Discuss local issues. Gangs of youths causing trouble.

For people in their local communities to have an opportunity to think and address their behaviour through learning correctly and understanding values and traditions so they may foster goodness.

Different issues affect local people, sometimes in a way that other sections fo the city wouldn't understand.

If possible get Councillors who speak multi-languages such as Dari/Farsi.

Working together will ensure effective communication to create and develop a helpful and successful community.

Contact and time spent with the community are very important. Most have a true understanding of the true issues and people affected whom they represent.

Funding - depending on the importance and overall impact of the project. Decisions affecting wards should be consulted to it's community.

Look more into what people are doing in good areas. Consulting people more about what is going on in area. Keeping the area cleaned.

Representing the views of people in their ward before the District Council.

Local people MUST have a say about issues affecting their ward.

There is no community centre. Local people are not consulted about anything that affects the area. Sending an email is not good enough.

To understand deaf people's opinions and their views on communities in Bradford.

Each area needs different things, Bingley needs more shops so encouraging this with lower Council tax. Other areas might not so each Councillor will have to get involved. Volunteering in each area is a good way to get communities together.

This is not only the job of Councillors but police/social workers etc working as a team (Challenge people in their local communities to change their behaviour)

Local people have local knowledge so their opinions are essential.

Acknowledging some members of the community work full time and more and although willing do not have time (Get people involved in volunteering in the local community).

I think that ALL the above issues are very important ROLES that Councillors must be seen to be fulfilling effectively.

More community engagement to get people back in to work.

Keep local people informed about goings on in the district and be open and approachable.

They need to work with Parish Councils and seek joint understanding and actions.

Put the needs of their constituents above party politics.

It is very important that we all change our behaviour and our understanding.

Funding for future projects.

Councillors do not put in enough time in working with local people in my area.

Keep people updated about changes.

Keeping people updated.

To keep people informed about what was going on.

Serve the residents needs and you will find everyone really appreciates the Councillor's efforts.

Because he must be capable to view raise our issues.

Work with groups of local people to help find solutions to local issues and this is extremely important.

In Bradford very important.

Speak up to make the area better and know what residents concerns are - especially the elderly.

Important to stay in touch.

Be an educated and articulate person capable of making fair decisions and not favouring one section of the community.

I think more publicity should be given to volunteering options.

Councillors are middle men, much better to ask local officers who will respond.

Its important for them to meet people often about the affected issues.

Employed to help the people so they should help and be proactive rather than reactive.

Challenge people to change their behaviour - dependent on the behaviour. Anti social - yes, but not to infringe on people's human rights.

Work closely with locals to identify issues and overcome them whilst meeting the needs of the community. See the impact, effectiveness or bad effect changes have on the local communities.

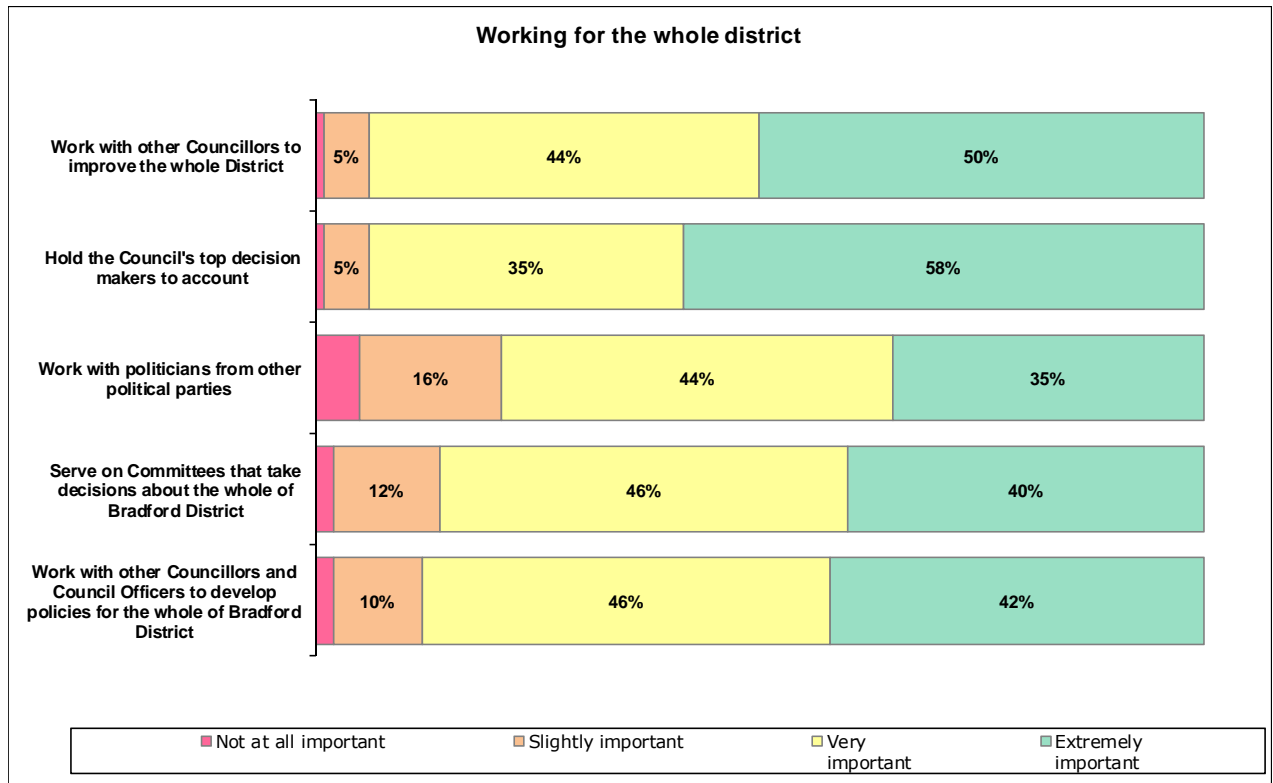
But maybe respect the needs of people who are not able to volunteer because of age and other issues, but who have done much in the past and still do a little now.

Councillors contact details should be sent to everyone's address every 3 years.

Parish councils do all of the above

Working for the whole District

Importance of how the following things affect the whole District



Other ideas for working for the whole District:

- Attract investment
- Be sensitive to wider issues
- Don't forget the wards
- Financial accountability
- Good communication
- Work with Partners

Reasons for their selections:

- Lever in regional developments for the good of the district and the ward eg on transport issues.
- It is extremely important to attract investment into Bradford District.
- Wards are simply segments of a district and without putting these together you cannot have a fully functioning District. Working with other politicians would or could improve matters as they all have different proposals. I feel it would generate a better Bradford District.
- Councillors cannot work in isolation. Must work with other individuals and bodies to achieve results.
- It's my opinion that Councillors should be elected on a non-political platform.

- There must be effective methods of communication between ALL Councillors for the benefit of the whole district. Language, background, religion and politics ethics must ALL be overcome when eliciting the most effective method of communications for the whole district to benefit. This must be seen to be paramount.
- I think the Council need to look at remapping whilst Councillors have an important job we have too many. We should be clustering them in order to save a substantial amount of money.

We have to consider these comments:

- Well as I've said before if you are present when Councillors and Council Officers are at meetings all the better. If people are debating matters on their own isn't it better to have several people debating matters than just one person. Remember it's better in numbers than alone!!!
- From area to area, street to street issues are not the same, Bradford is a big place, making choices for the whole of Bradford may benefit one small area - but be at the expense of another.

All Comments - Working for the whole District

Especially serve and look after the indigenous community who have worked hard, raised families and helped to create a happy, clean, functioning environment for each generation by example!!

Lever in regional developments for the good of the district and the ward eg on transport issues.

As above. It is extremely important to attract investment into Bradford District.

Challenge the executive committee who stop things going through when it or they are not democratic.

It is important that Councillors work and adopt policies, which will benefit the whole district - and not just confine their efforts to their own local areas.

They should get involved with policing of the area and get more involved with partner agencies to help them with their work for example police have ASB issues the Councillor should help.

I think it's very important to prevent any future problems early and to have all the policies in place

Local councillors must of course be sensitive to wider issues in the district to understand where local issues fit in

Every area has its own needs and issues. You can't make decisions for the whole of Bradford.

They need to work for the people not follow their own agenda

I would like to say that you should work with your own party about ideas on how to improve or work with other councillors from the same party of your own or views from the public because we vote and elect get the public involved in your ward area.

Wards are simply segments of a district and without putting these together you cannot have a fully functioning District. Working with other politicians would or could improve matters as they all have different proposals. I feel it would generate a better

Working together can only rectify problems.

Decisions ought to be balanced, unbiased and clear in vision. Learning from past decisions made is important.

Report back at surgeries

Sometimes politics play a big role, rather than looking at benefits for the whole of the city.

Again very important questions but I am very saddened I do not know what to say.

Councillors cannot work in isolation. Must work with other individuals and bodies to achieve results.

Keep the local people regularly informed through local media, booklets, posters, post offices, shops and for highly important issues have meetings in local halls, meeting rooms, etc.

Be aware of their use of money. I used to work at Grattan and when things were going badly things like serving tea to visitors and having floral displays were stopped. Nobody died! First class travel was banned too and yes that included the CEO. Fact find

Vital that LOCAL Councillors secure a fair deal for their local area. ALL areas deserve investment of resources.

It's my opinion that Councillors should be elected on a non-political platform.

To make sure their ward is considered when decisions are made concerning the whole District.

Should all work together for the whole of Bradford District.

Yes all the above, some areas in the Bradford area are needing attention so a Councillor from another area might have a good idea to improve things.

I think like I said each resident from each area get involved and have discussions what's happening in their area off resident

Any decisions made should be explained in full, giving reasons for same.

Until recently we have local shopping area opened, we have had to go to Leeds. Hope will continue in fighting to keeping it stays for the local residents.

There must be effective methods of communication between ALL Councillors for the benefit of the whole district. Language, background, religion and politics ethics must ALL be overcome when eliciting the most effective method of communications for the whole

We need a joined up approach by Councillors, MPs and other stakeholders to develop the city as a whole.

Well as I've said before if you are present when Councillors and Council Officers are at meetings all the better. If people are debating matters on their own isn't it better to have several people debating matters than just one person. Remember it's better

From area to area, street to street issues are not the same, Bradford is a big place, making choices for the whole of Bradford may benefit one small area - but be at the expense of another.

I think the Council need to look at remapping whilst Councillors have an important job we have too many. We should be clustering them in order to save a substantial amount of money.

I have always believed that when voting for a local Councillor one should look at the person NOT political party. The general election is when I look at what the political party offers.

Work to improve the whole district.

Although it is important to work to improve whole district matters it is equally important to work towards improving local areas and not to agree to all funds going to district and neglecting local areas leading to deterioration.

Keep in touch as much as you can and the people will always remember the particular Councillor.

Work with other Councillors and Officers to develop policies for the whole of Bradford district. And serve on Committees that take decisions about the whole of Bradford district.

It is necessary to develop the policies which will benefit of the ward.

This is the reason they have been voted in, so why not.

Voice their opinions if policies do not fit in and are not effective to local communities.

I think if people see big improvements in their area then it will improve the district

Something for the kids to do

Key comments received regarding 'Other important matters Bradford District Councillors should be working on, either in their local area or across the whole District'

Anti Social behaviour

- Take actions to reduce anti social behaviour by liaising closely with the local police. Take interest in getting assistance to rectify problematic road conditions (potholes etc). Be more proactive in promoting what the Council actually does for the whole district.
- Tackle the problem of dangerous drivers . People driving recklessly on quad bikes and dirt bikes and help with the problem of anti social behaviour.
- Tackle the drug dealing issue and keep the streets clean . In my area there are dog fouling problems , dogs poo everywhere its very disappointing . also councillors should look into street matters such as rowdy neighbours making other peoples lives a living hell.
- Combat the growing discontent towards certain religions. Proactively challenge the "racist" behaviours of certain groups. Create a Bradford which is tolerant and peaceful.
- Ensure Council policy - ie letter issued by Council a couple of years ago - is upheld re parking on grass verges. Fines should be imposed. On the spot fines for those dropping litter should also be enforced.
- They should put pressure on the Council and other agencies to ensure the conditions their community members are improved and enhanced. For instance, elimination of anti social behaviour, improvement to core public services such as street cleaning, improved public transport, more police presence on the streets.

Benefits

- We are very pleased with the way waste disposal is handled in our area - thank you. We are very concerned about the way the Disability Benefit changes are being handled but we understand this is a government issue so have contacted our MP (we are very worried about our severely disabled daughter). Could a local Councillor have been of help?

Central Government

- Try and fight for better resources from Central Government. Protect public services. Protest to get the bankers to face the responsibilities as they have brought the country to its knees and are still getting their bonuses; other countries jail them.

Children and Young People

- Be more involved going into schools, engaging young and teen people to encourage them to develop an interest in their local community. Work on "bringing back" community as an idea.
- Get involved with issues that matter to local residents ensuring that positive impression is created of the area they represent, for example helping to drive up standards of education in their local primary schools, improving the environment, ensuring people are aware of how to dispose of unwanted items rather than littering the environment, arranging regular cleaning of gullies and road sweeping. Getting people to take pride in their neighbourhoods.
- More support for the younger generation. I used to attend neighbourhood forums but I can't seem to find out if they still happen. If not I think they should be resumed. If they do still happen they need to be better advertised.
- Provide local schools for local children instead of bussing children from outside the local community and having cars parked on roadsides from parents dropping off and picking up children that live too far away to walk to school.

Communication

- Involve MPs where appropriate in local issues where the Government is involved.
- Do think they should advertise more who they are and what they are doing. I believe there is a general apathy and sometimes mistrust of politicians (as per media) and it's up to them to sell themselves in a positive light so that the public have confidence in them.
- They need to be consistent; be clear about their aim, how they are going to achieve it. But also to show to the rest of the District the end result to enhance awareness of Councillors and the people they support within the community.
- Create an information leaflet to inform people of the various ways to make contact with them so it's all in one place. Try and have a project no matter how small to achieve in each area of the ward they cover which shows working on everyone's behalf fairly. One of the GP's surgeries in my area works with a voluntary services to provide affordable transport to appointments including hospital ones would be great if more practices in the area/ward provide and open it up to people on low incomes not just elderly. Bring back mobile and housebound services, many people lost a lifeline when it stopped.
- Not sure not having seen or heard from any councillor for years it is difficult to assess what they are capable of , maybe a newsletter to educate people like me who do not know what they have done or are proposing to do in the future.
- Deliver regular reports to households on what they are doing and have done for the district. Inspect the district and report to the appropriate organisation on misbehaviour - rubbish, untidy gardens and trees. Excessive traffic and speeding (in their opinion) act as a help and watchdog for/to the district without fear or favour to anyone. Be honest and truly earn your payment.
- During recent tragic events of the flooding, I was very disappointed to find that nobody from the Council had been out to offer help or support with regards to rehoming/support in the Haworth area and I'm sure this happened in other areas too, along with the lack of resources (sandbags) available in this situation.

- They should provide an annual report for the community to state exactly what they have achieved over the year. Currently they have no apparent accountability. Can get away with doing very little.
- To be honest I have no idea who my local Councillor is. I don't receive newsletters and have no idea about what is being done in my area, so having 3 Councillors is perhaps too many. Maybe less Councillors may work harder with local people.
- Councillors should definitely keep in touch with local residents and ask for any issues they can help but they never do. Councillors only come out to people's homes at local elections when they want to be voted and backed up by us and they want our full support and courage. After they get elected they just hide and never to be seen until the next elections.
- Councillors should make more of point of attending public meetings of already established groups rather than holding separate forum meetings.
- Would be nice to see a list of issues that councillors are dealing with, the results of the task and what actions they are taking/took to solve the problem.

Should live locally

- It is important that the Councillors should live nearby so that they can see what's happening to village that we live in.

Gritting

- Sort out a trigger for snow clearing in Mountain so that people can report the problem that is local to Mountain 1200 above sea level . Bradford centre is normally clear of snow but Queensbury mountain stuffed with snow clearing paths is a joke

Highways

- Clean grates out twice a year. 2. Sweep roads round islands and clean road signs, street/road names (some can't be read) and bus stop shelters, they are so dirty. Cut back overgrown trees which are everywhere. Generally sweep gutters more regularly. Put traffic lights at Harrogate Road/Leeds Road junction (very dangerous).
- Forewarn motorists more about any major upcoming road works. Clean up litter around the city centre. Take a more specific survey with regard to how people feel about crime, safety, public transport, pedestrians, motorists, religion, shopping habits, current affairs, etc, etc. Ask people how they really feel and do something about it.
- Address people's safety eg evening transport, lighting, empty properties. More focus on individual actual needs; creative activities in all areas, safe transport (people without cars). If people are not responsible re rubbish, leaves, etc ensure that someone in the Council deals with this, as a danger to elderly/disabled. Also overflowing drains.

Housing

- Help find affordable housing for young people in the village that they have always lived.
- Be active in deciding of housing developments are for the good of the community or the good of the developers . strongly promote brownfield sites for housing and commercial

development and protect green field sites Ensure the council is following environmentally positive policies and encourage residents to support the same.

Listen to the public

- Give local people time. If you make an appointment they need to make sure they are there themselves so you don't need to explain the situation again and again to other members. And if they have given you a date to chase something up you would expect it, don't like fake promises.
- Just to understand some things might seem nothing to the Councillor but to that person it could be causing a lot of stress and worry.
- Should take time out and show a little effort to ask the community about local councillors should take more time out to make contact with the local community . To make a change not to impress when its election time.

Look after the vulnerable

- Raise awareness of local charities, so people who need extra help/support are aware of what is available to them. Be role models - encourage young people to be more aware of what you do, how the system works as I think most people especially younger generation wouldn't know what you do/how they could be involved or seek help.
- Help those who can not help themselves. But not to "mollycoddle" folks. Help them to stand on their own two feet.

Look after the whole community

- Be there for all not just a few. Be unbiased of religion, wealth or creed. Be as visible all times not just at election times. Make sure people they represent are aware of any problems and remain resolute of local issues.

Planning

- Ensure there are adequate places for the local people in our schools and doctors before further housing developments are approved - also consider the roads and public transport, ie think about the whole infrastructure.
- Support brownfield development above greenfield. Focus on city/town centres to improve the heart of a community. Support marginalised sectors who have less of a voice/ability to represent themselves. Support local community initiatives/recognise individuals building community.
- The building of new homes but no schools to accommodate future children in these areas. Councillors should be able to speak about this in government debates in order to represent local areas concerned.

Regeneration

- Give maximum support to new start-up of businesses especially if the business is starting up from home. We need business coaches, mentors, access to funding and grants, support from planning, environmental health, trading standards, etc.
- Who is the body that attracts businesses to Bradford ? In the 1960s Bradford was in the top 5 of shopping centres . All those empty buildings in the town centre can be occupied

which will bring people into the centre and flourish the town . Buses and trains could start before 06 30 and run till midnight would improve services.

Safer Community

- Think of ways in which crime could be cut down, neighbourhood watch seems to have phased out now but something along those lines or even a security patrol car.
- Making sure that people feel safe when in the city centre by having police and wardens on patrols, eg mothers with young children and the elderly in City Park being bothered by drunks and beggars walking to them asking for money and swearing.

Central Government

- be aware of national issues which could potentially affect local policies.

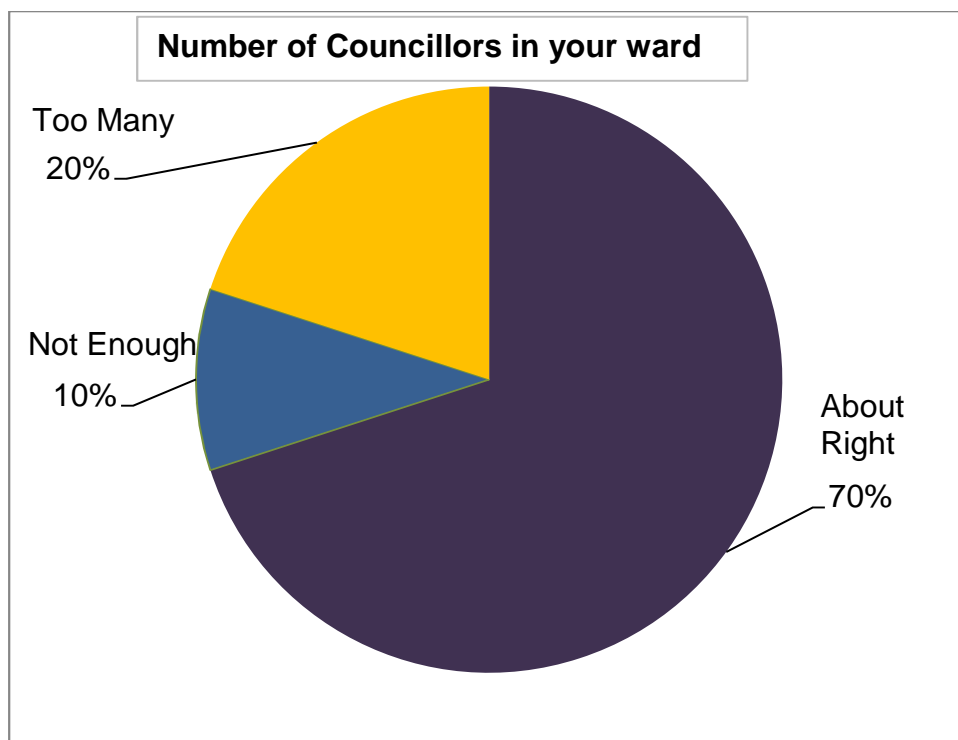
Visibility / be more accessible

- Make themselves known to as many local residents as possible and to be very clear about their responsibilities and duties. Also do not make promises they cannot achieve.
- Make themselves known as I do not know who my Councillors are.
- It would be helpful if Councillors could make themselves more visible within the district perhaps by leaving their contact details in local shops and businesses.
- I think the Councillors need to have more of a presence in the local community - I don't know who mine are or what they do for my local area. They need to respond to what the local people want and need, not what they think is best for the area based on what the central government decide.

Waste collection services

- Encourage better recycling and green methods for households and more importantly businesses.
- Keep streets tidy and clean and free from leaves and rubbish . un block gutters . these issues remain unattended to . I also complained about street lights which were out for around 4 months , this issue was resolved after someone was injured as a result of there being no street lights.
- The Council needs to provide regular street cleaners, street is filthy with litter, neighbours throw food, rice, lentils on road. It smells and unhygienic makes flies all over.

Numbers of Councillors - Is three elected members the right number for your ward?



Comments on elected member numbers

- How to save money like the rest of us! Reduce the number of Councillors by at least one third. Cut allowances paid to Councillors. Disband the waste of time and money Wrose Parish Council. Do these Councillors go round with their eyes closed? Some gullies on the Welwyn estate have been blocked solid for over two years.
- I do not believe we need so many wards. I think money could be saved by having all out elections every four years rather than in thirds.
- Three Councillors in every ward are not needed or wanted at all. Get rid of them and spend that money in public services instead. This survey should have been carried out 10 years ago and these Councillors should never have been elected - what a waste of money!!!
- I think there are far too many Councillors - and it could be condensed into larger wards, therefore saving money for more important things. We need very good active Councillors who get on with things. Too many of them just play at being on the Council.
- Try to be apolitical in making decisions regarding the city and district, Bradford has unique problems which need concerted efforts. Given I said too many, in our ward one Councillor attends Westminster 5 days a week. How can they truly carry out a full function?

General comments - negative

A number of replies were received which did not relate directly to this consultation and were classified as 'negative comments which related to the Council and / or Councillors'

Complaints received

Some respondents used this survey to detail complaints they had either with the Council and / or Councillors

Litter, dog fouling, easier free parking, police protection. I am still involved with Baildon even though I moved to be nearer the motorway. Getting out of the (now town not village) is very difficult at peak times.

Get more cameras all over to make us feel safe and have more speed bumps on estate (Crossley Wood)

Nothing ever happens about complaints. Person in Council office about brown bin was very rude.

We've had trouble with youths on bikes using our local roads as off roads - bad driving down Gain Lane area and you get sick of reporting this so I think it's extremely important to liaise with the police.

Could I just say I love the new shopping centre but how do you get them to put plenty of seats in for older people and invalids / no one thinks about the effort it is for us to get around without space to sit down. Need more seats in Broadway shopping centre for elderly and infirm.

They may talk but do they listen. What is happening to Bingley Pool, Closure is not acceptable . I for one wont be using the new pool in the city centre or squire lane. They also didn't listen about the new housing in Wilsden .

Unable to get to the hub at Steeton to cross busy road with no pedestrian crossing only at Steeton Top or Thornhill Road

As I live in Wibsey, we seem to be overlooked as an area, like Wibsey Park was in another area of Bradford it wouldn't look so shabby. We got new half-hearted new playground but the pond and other areas need lots of work done to bring in to the standard of ie Manningham Park.

As a Bradford resident I have seen an increase in the approval of planning applications via individual Councillors acting on behalf of applicants. There is often much bias in this so feel that these decisions should be left to a panel which is neutral and does not personally know the applicant. This would be a much more fair and just process.

Roads not getting swept because of school parking 8.00am to 3.00pm. Drains not cleaned out. Continuous parking problems. Blocking driveway.

Save money and stop sending this crap through our doors.

Had to ask to intervene with the bins because I got no response after a lot of complaining to the bin men section.

The gutters on the street around the back have not been unblocked . I have contacted the council over a year ago and it has not been solved . the gutters still haven't been cleaned . the issue is not just about the councillor but the council itself . Undercliffe still remains with blocked gutters a year after I have constantly been asking for a solution to this problem

To limit the planning in any more mosques that now spring up all over the city.

Lots of extensions to houses and certain businesses take place without planning permission Retro planning applications should be totally rejected . Its an abuse of the system by certain communities. Specially these days lots of uninsured drivers extremely bad driver in certain community needs to be addressed.

Folkestone Street (terraced through houses) we have a lot of issues with the bin collection day, people in the street park their cars blocking the bin lorry because of one person the whole street gets affected. You should put fines and find out who the person is and put a stop but nobody comes. Sort out the problem with Rochester Street breaking their walls and using Folkestone Street. We didn't share the street, that street is separate, some one come out and see the problems that we have, plus bins with parking cars.

Cllrs are normally accessible that can not be said for council officers who often fail to return calls or fail to take any action see my enforcement enquiry . 12/00508/ENFADV dated 29 June 2012 . Still waiting for action from enforcement team offending adverts are attached to a Grade 2 listed building within Queensbury conservation area !!

Get all public WCs in our district open again. Ask any 50+!! Shipley, Bingley, Saltaire.

I'm very disappointed with local Councillor attitude, East Bowling area is totally neglected. The Councillors are to address and solve issues but instead they are looking their own.

I have been living on this address 36 years and it's got bad to very worse. No it's very dangerous to go out when it's raining, wet or snowing and black ice. I am scared to go out or get out of my house. Please help if you can, thank you.

Do something to stop idiot drivers parking in baby spaces at supermarkets when they don't have any kids!

Neighbours property plans for 2 storey side extension - objections. Planning applications. Vehicle parking - excessive number of cars per household without sufficient off road parking. Help - especially where planning applications have been made and numerous objections made - how much more can residents take when 1 homeowner has had numerous applications refused and still they keep trying! We need help!!

I do not understand these questions or the reasons for them. Councillors should supervise all the Council employees in their work serving the citizens of Menston and Wharfedale. Evidence is emerging that from the Clerk to the Council or his assistants malfeasance may have occurred.

I think the whole Bradford district is too large. Keighley could benefit from being solo, we seem to get the short straw. This Christmas proved it with the lights.

With regard to the ex Morrison's premises on Idle Road I do not think enough attention has been paid to parking. Bolton Road junction is already very busy and to add to the congestion would be stupid.

I don't think postal votes should be used. It's open to abuse in Bradford.

Place Keighley area at the top of their agenda and vote to separate from Bradford.

Open meeting to discuss things that seem to have been decided already! ie the proposed closing of the Appleton Library - which is WELL supported by the local community. WHY?!?

I do feel that Daisy Hill is somewhat forgotten. Councillors need to be more responsive to the elderly and especially to those without a family. Also, treat people with respect.

All the new houses being built in Thackley and Idle and schools full to the brim, roads congested too. Too many levels of authority, too many committees, none of the truly accountable.

Too many levels of authority, too many committees, none of the truly accountable

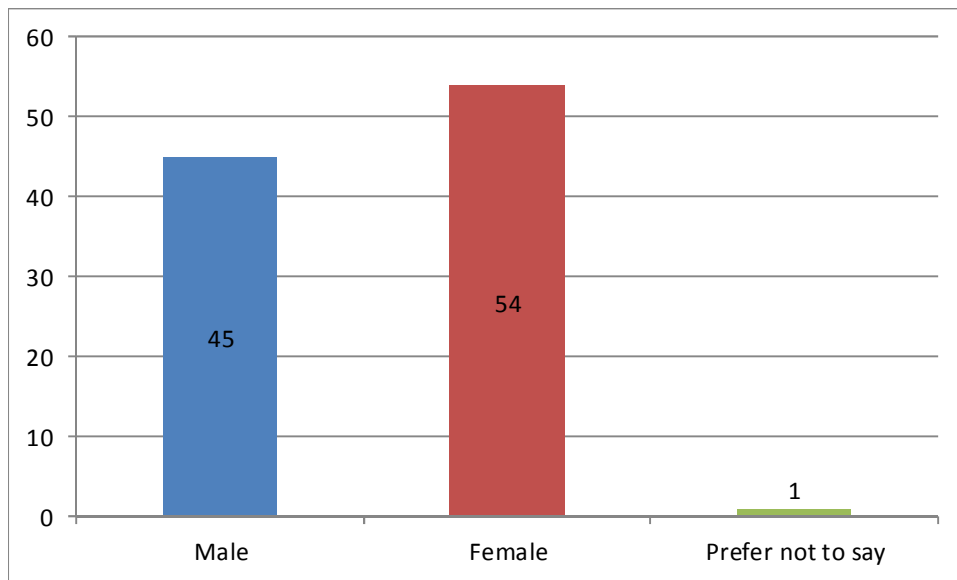
General Comments - Positive

Besides the negative comments and complaints we received the following positive messages / compliments

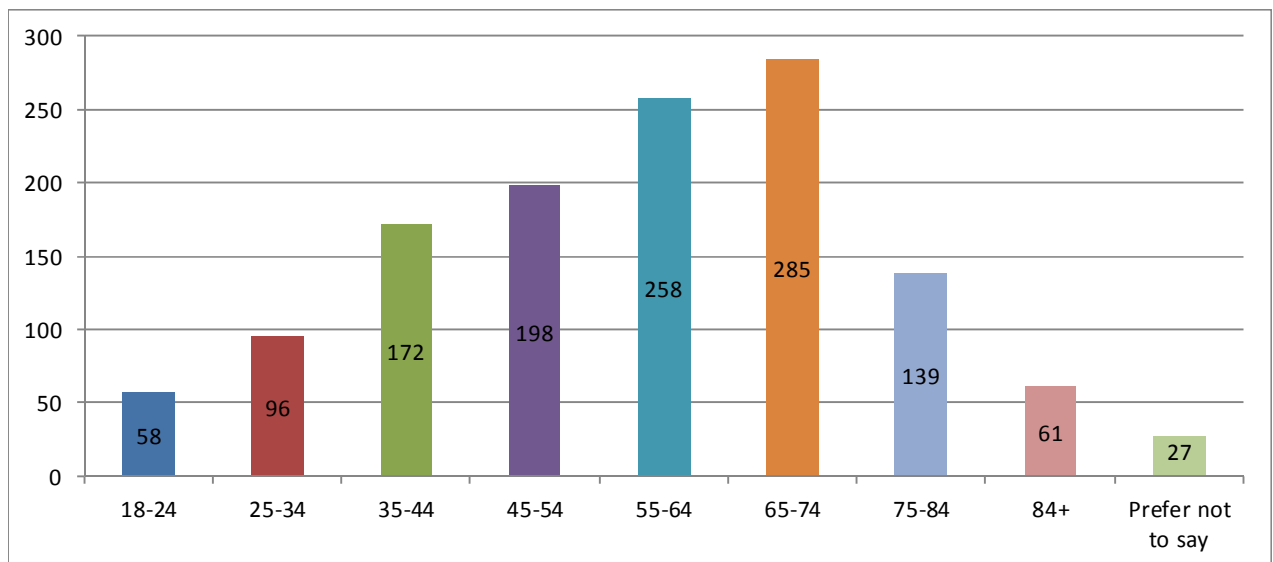
They are unable to manage matters already, why increase them.
Our local councillors have worked hard to represent the views of Menston residents as regards planned housing development
On the whole I think do most things that's needed, they don't need to be burdened with more work.
Can't think of anything else to do but to excellently carry on representing the local area and perhaps have more power in decision making.
When I think all these things are required by the Councillors, I do not think it is a part time job to be a Councillors and this is a full time job. When we want all these things from our Councillors, this person to be a extremely good all rounder and this job is not for light hearted person. Councillors job is full time, they do not have time for a family life or any thing else other than devoted to their full time job, their family to be fully supportive for Councillors to do there job most effectively. Finally Councillors should be paid to do the job and through this council will attract very high calibre persons for the Councillors jobs.
I think the Councillors in my area do a good job. They need to continue to be the face of the community and be accessible as much as possible being out there in the community they serve.
Doing a good job.
All three Clayton Councillors appear to take an active part not only in Clayton but also in Fairweather Green. Although not of their political persuasion I am very happy with their work.
Ward Councillors cannot do everything. Those that genuinely give a lot to their communities and are passionate about local issues will get my vote every time. We need less bureaucracy and Councillors should spend less of their time at City Hall.
Overall Councillors are hard working, they deserve a lot of credit. I wish to thank all of them for their service to everyone. Concentrate on the essentials of the people. 1. Living conditions, health matters, etc, etc. 2. Thank you for everything.
I think they are doing the best they can in the present climate as are all the Councillors.
I have always been satisfied with what the Councillors do good work. Very helpful.
I am very happy with my local Councillors, if only all of them work as hard to get things done for the good of the local people.
Liberal have been very good in our ward. They have kept people involved in our area. They listened to local people and funded a local bus when First pulled out. This is exactly the things local councillors should be doing, responding to community needs the community highlight and resolve in a way local people can not due to limited resources and collective voice.

Demographic profile

Gender of respondents



Age of respondents



Ethnicity of respondents

