



# QUALITY COUNCIL CONSULTATION

TOWN COUNCIL MEETING

REPORT 13/13

18 MARCH 2013

The purpose of this report is to ensure Members are aware of the current survey being conducted by the National Association of Local Council Clerks (NALC) on the Quality Council Scheme.

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**No.    DETAIL**

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**1)    INTRODUCTION**

- a) Members will be aware that Ventnor Town Council achieved re-accreditation as a Quality Council in October last year.
- b) NALC are currently reviewing the scheme and launched a survey of Town and Parish Councils on 11 March that is open for completion on the basis of corporate as well as personal responses.

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**2)    SURVEY**

- a) The NALC document with details of and a link to the survey is attached with this report.
  - b) I have completed the survey which takes around 15 minutes.
  - c) Members are invited to do the same or to decide on a mechanism for a corporate response.
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## **+QPS online survey – issues with completion**

### **Key points**

- The survey opens today (11<sup>th</sup> March) and closes in 3 weeks' time (1<sup>st</sup> April)
- The survey has been sent out to CALCs for onward distribution and will also be on the NALC and SLCC websites. Details of the survey will be included in the NALC e-bulletin and DIS email as well as on the NALC email footer.
- Respondents can indicate in the survey if they also want to have a structured telephone interview.

### **Editing a response**

The survey can be taken several times from the same computer. For this reason, although people can go back and change answers as they go along, once they have submitted the survey or closed the browser window their answers up to that point will be submitted, and the link will open a new blank copy of the survey.

### **PDF / paper copies**

As with all online products some people may experience problems using Survey Monkey. For this reason a pdf or paper copy of the survey can be obtained by email from the NALC administration team on [nalc@nalc.gov.uk](mailto:nalc@nalc.gov.uk) or by phone on 020 7637 1865. As there are different versions of the survey for different types of respondent, the NALC team will need to ask a few basic questions about the respondent in order to send out the correct survey, so you may wish to direct people to contact NALC directly.

### **Troubleshooting**

Before directing people to get a pdf or paper survey there are a couple of simple things you can ask people to try in order to access the survey:

- If people say that the link in the email does not work, try asking them to cut and paste it into their browser or to type it into their browser address bar:

<https://www.surveymonkey.com/s/QPSREVIEW2013>

- If they cannot submit answers, or see the “next” or “prev” buttons then they may need to enable JavaScript and/or cookies. SurveyMonkey provide some simple advice on how to do this which you can either email to them or read out over the phone. For advice on enabling JavaScript please click [here](#) and for advice on enabling cookies please click here [here](#)

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