

Please find attached the outcome of the survey carried out in April 2021 for discussion regarding remote and hybrid meetings.

Paper-Lite and Remote Meeting Survey 2022

12 - 25 Apr 2022

Poll results

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Paper-Lite and Remote Meeting Survey 2022 (1/27)

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Q1. The Council provides IT equipment to help Members manage their workload and access Council Information. How satisfied or dissatisfied are you with the devices available to assist you with your workload e.g. tablet/screen/printer?

(1/2)

Very satisfied



Fairly satisfied



Neither satisfied or dissatisfied



Fairly dissatisfied



Paper-Lite and Remote Meeting Survey 2022 (1/27)

0 2 1

Q1. The Council provides IT equipment to help Members manage their workload and access Council Information. How satisfied or dissatisfied are you with the devices available to assist you with your workload e.g. tablet/screen/printer?

(2/2)

Very dissatisfied

0 %

Don't know/No opinion

0 %

Q2a. Do you have any problems connecting to the Council IT systems in the Town Hall?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (3/27)

0 2 1

Q2b. Do you have any problems connecting to the Council IT systems at Home?

Yes



No



Q2c. Please provide any comments or details of any issues.

(1/2)

- Sometimes the laptop stops connecting to my home network either resetting the router or restarting the laptop fix it but if that happens during a virtual meeting its a pain. In the Civic Centre when I need to print anything there are so many Printer scanner copiers spread around the building I don't know which to select, the one I was using has been taken away. Some e mail attachments sent to me wont open either on the laptop or the mobile phone?
- Tried machine in council chamber could not get to work. Home connection not constant comes and goes
- Sometimes when using Teams I am cut off and have to reconnect

Q2c. Please provide any comments or details of any issues.

(2/2)

- I have not used my laptop at a meeting in the Town Hall so I am unable to answer Q2a
- i have never connected to the council it systems in the the town hall
- the server sometimes won't connect and at times I have to restart my computer. however once this is done there are no further problems. this is not a fault of my broadband
- I don't usually use IT systems in the Town Hall
- Recently, could not connect to training sessions, and had to leave and rejoin to get into a virtual meeting.
- New system very poor
- Computer in the labour group room has not worked for around 2 years
- N/A
- Wifi can sometimes be intermittent in the Town Hall.

Paper-Lite and Remote Meeting Survey 2022 (5/27)

0 2 1

Q3. Do you use any personal devices to access committee meeting information?

Yes



No



Q4. Do you require any additional training or help using your laptop or other devices?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (7/27)

0 2 1

Q5a. Do you agree that the Council should strive for a paper-lite approach in all committee meetings?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (8/27)

0 2 1

Q5b. Do you think some committees should be exempt from a paper-lite approach?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (9/27)

0 2 1

Q5c. If the Council was to facilitate paper-lite meetings, would you be willing to provide the Council with your consent to receive papers electronically (your consent can be withdrawn at any time)?

Yes



No



Q6a. If you answered "no" to Q5c please tell us why, e.g. are there any barriers / concerns that we should be aware of / consider?

(1/3)

- Planning Committee Licensing Staff appeals to name but a few cannot be paperless
- I am not IT savvy enough to go paperless
- Some of the papers for a few meeting are very big sometimes over 100 pages
- council should be aware of members with dyslexia and other eye sight issues and those less computer minded (age related)
- i personally am not confident using a laptop to view meetings .The meetings i chair i feel the need for a paper copy .I have heard people say that they had issues at the start of their paperless journey but with time it became a lot easier but the same people were doing it everyday .In my full

Q6a. If you answered "no" to Q5c please tell us why, e.g. are there any barriers / concerns that we should be aware of / consider?

(2/3)

- time job i do things with a computer and to me it it has become simple but to people who learn from scratch it is complex but after a while it becomes 2nd nature .With the work i do as a councillor i am not doing things everyday so i forget things that i have learnt
- Unfortunately I feel unable to collate material which is all onscreen
 - I have difficulty reading papers on screen
 - Unable to make notes and keep up with meetings if no papers.
 - There are times when you need a printed copy I am sure you can print cheaper than me. I would also like a copy of paper lite meetings sent out with the email invite. We should not have to go looking for information it should be sent

Paper-Lite and Remote Meeting Survey 2022 (10/27)

0 1 0

Q6a. If you answered "no" to Q5c please tell us why, e.g. are there any barriers / concerns that we should be aware of / consider?

(3/3)

- I would, other than for Full Council.

Paper-Lite and Remote Meeting Survey 2022 (11/27)

0 1 9

Q6b. If any barriers could be overcome would you then reconsider moving to paperless meetings?

Yes



No



Q6c. Please add any further comments you might have.

(1/2)

- I wanted to go paperless but I found that hard so paper light is a good starting point, I don't ask or expect anyone do do something I wont do or cant do myself.
- In my opinion we are a million miles away from having a paper less council. As usual we are trying to run before we can walk. I think that with us not getting papers we are getting less questions as members are not reading them until last minute.
- If papers were sent to me electronically then I would print them myself
- I would not use paperless systems in the case of Planning Committee or Main Council. Other committees are OK
- i would still ask for certain papers
When we talk about paperless its not all paperless has members have the

Q6c. Please add any further comments you might have.

(2/2)

option of printing at home on a printer that is not such a good thing for the green agenda

- I am elderly. I come from an Old School of paper education. I don't find it useful to migrate to paperless.i agree "less paper used " is good. However total removal is not the answer
- I don't want to have to carry a lap top with me
- Not all

Paper-Lite and Remote Meeting Survey 2022 (13/27)

0 2 1

Q7. Executive committees already operate paper-lite meetings. If this were to be piloted to all other committees, how long should the pilot last?

6 Months



12 Months



18 Months



Should not be piloted.



Paper-Lite and Remote Meeting Survey 2022 (14/27)

0 2 1

Q8. Do you think members wishing to retain hard copy papers should be expected to make their own copies e.g. print / photocopy themselves?

Yes



No



Q9. Training and support for Members is a vital component of the transition to paper-lite meetings. What support would be required to facilitate the adoption of paperless meetings?

(1/3)

- I said No to Q8 as some members are not good with tech so would find it hard to produce their own papers however I think all members should be encouraged and supported to give it a go. MBC have declared a Climate Emergency so we all need to do whatever we can to reduce our Carbon Footprint.
- Don't want paperless meetings
- i would require additional training
- I thought that this would be already available as a training package
- How to access Teams meeting and saved documents.at the same time
- How to work with a split screen if meetings are held virtual. How to highlight information
- I doubt support

Q9. Training and support for Members is a vital component of the transition to paper-lite meetings. What support would be required to facilitate the adoption of paperless meetings?

(2/3)

with training would be sufficient for some members

- A lot
- Not sure, it will be down to the individual to state his/her needs
- More time at the keyboard. Unfortunately resulting in less time with our residents
- I have been through the training sessions, but still cannot keep up to speed. By

choosing this route, the council are keeping some members out of decision making. As for point Q8, I'm happy to print my own copies, but since the council have said it is cheaper for them to provide, I cannot see the point of the question.

- Sometimes you need hard copies, home is not the problem you need extra screens in offices

Paper-Lite and Remote Meeting Survey 2022 (15/27)

0 1 5

Q9. Training and support for Members is a vital component of the transition to paper-lite meetings. What support would be required to facilitate the adoption of paperless meetings?
(3/3)

- Lot of support
- None for myself
- Extensive IT training would be needed for certain Members (we all know how hard some found online meetings, let alone accessing and printing the papers).

Q10. If the Council was to transition to paper-lite meetings would you require any additional IT equipment to help access / read the papers at home, i.e. an additional screen or home printer?

(1/2)

- If I had a home printer I would be tempted to print so no thank you. However a bigger 2nd monitor 24" - 26" in the office and All Members with bigger monitors in the Chamber or large display screens with officers sharing documents instead of paper might work.
- We would need every member to be able to access a computer in the Council Chamber with the addition of a big screen and a printer
- additional screen
- no
- Not at present
- Allow access to print from home to personal printer if needed.
- yes
- I already have a home printer provided by the council

Paper-Lite and Remote Meeting Survey 2022 (16/27)

0 1 6

Q10. If the Council was to transition to paper-lite meetings would you require any additional IT equipment to help access / read the papers at home, i.e. an additional screen or home printer?
(2/2)

- a printer and maybe a additional screen preferable, but not essential.
- Not for me, but people with dyslexia however mild should be considered
- No thanks
- a printer
- N/A
- Have a printer so could copy
- No
- an additional screen would be

Q11a. How confident are you in accessing Modern.Gov (for reading papers)?

Very Confident



Fairly Confident



Would like a refresher session



Would like more in depth support



Q11b. How confident are you in moving through electronic papers during meetings?

Very Confident



Fairly Confident



Would like a refresher session



Would like more in depth support



Q11c. How confident are you in making notes electronically, i.e. on reports?

Very Confident



Fairly Confident



Would like a refresher session



Would like more in depth support



Q11d. How confident are you in splitting your screen?

Very Confident



Fairly Confident



Would like a refresher session



Would like more in depth support



Paper-Lite and Remote Meeting Survey 2022 (21/27)

0 2 1

Q12a.Virtual meetings have provided several important benefits for all attendees including increased attendance; reduced travelling time and greater transparency. If given the opportunity, do you think the Council should undertake all meetings remotely?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (22/27)

0 2 1

Q12b. If given the opportunity, do you think the Council should undertake all committee meetings in person?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (23/27)

0 2 0

Q12c. If given the opportunity, do you think the Council should be able to choose its meeting format, i.e. hybrid or physical, depending on the nature of the meeting?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (24/27)

0 2 1

Q12d. If given the opportunity, do you think the Council should be able to choose its meeting format, i.e. hybrid or physical, depending on the preference of the Chair?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (25/27)

0 2 1

Q12e. If given the opportunity, do you think the Council should be able to react to local circumstances / events for its meeting formats, e.g. an increased prevalence of Covid-19 infections?

Yes



No



Paper-Lite and Remote Meeting Survey 2022 (26/27)

0 2 1

Q13. Legislation regarding attendance at decision making committee meetings only applies to Elected Members. Do you think other attendees should be able to continue to attend the same meetings remotely, if the appropriate technology was available?

Yes



No



Don't know



Q14. Do you have any additional comments you would like to make?

(1/4)

- Q13. Open honest member / officer / public interaction is needed but hybrid meetings should not be held up if people joining online have internet problems. Serious decisions which involve lots of public money should where possible always be conducted in person. Ward Cllr's should also be prepared to tell the Council what they have been working on for their residents.
- As has been discussed with other elected members the 'older' members prefer to read paper copies.
- I think there are great advantages in virtual meetings, especially as I have to travel a long way into Middlesbrough . However, it is essential that some key meetings remain in person where possible as noted above.
- Use my personal device to access my emails but there is still many issues

Q14. Do you have any additional comments you would like to make?

(2/4)

with boxer app. Emails stop, cant send email and app freezes. Could a separate mobile device be provided to access emails. I have a personal laptop and council laptop The council laptop is not portable. Is there an option to provide a better device, with a touchscreen option. Currently in my other work role we are using Lenova thinkpad X13 yoga which would be ideal device for this purpose.

If not do we have an option to use our personal device to log into a Citrix portal to access our council systems.

- question 11, A B & C do not apply to me as I have Dyslexia and sight problems. When reading page after page on a shiny screen, I can develop Migraine. I don't mind printing a couple of pages via the printer but when its a full report, I then prefer it sent out to me.
- i believe members of a certain

Q14. Do you have any additional comments you would like to make?

(3/4)

age will never get to grips with Tech thats a fact and until the next generation come into politics who have been brought up with Tech i think we should stay with paper to members who want .This i think can be achieved by saying to members if you want a paper copy come to the town hall and ask for a copy to be printed

if members are happy to read things online then the council can save the cost of printers and associated paper and inks

- I am not in favour of totally paperless system. Computer systems do frequently crash!! Best Regards Eric
- I prefer remote meetings so much easier
- The check names function needs to be returned into the boxer

Q14. Do you have any additional comments you would like to make?

(4/4)

app. Not having it makes it fairly impossible to do an email to more than one recipient without the risk of an accidental data breach.

Otherwise pretty chuffed with everything

- Leaving preference of meeting format to the chair will result in an automatic refusal, the majority don't like change but if the option to choose is removed, then they will have to make the leap.