



Review of DAPTC's service provision to Town & Parish Councils (25 Feb 2021 Version)

1.0 Background

The Dorset Association of Parish and Town Councils (DAPTC) is a not-for-profit membership organisation, representing, training, and advising the 194 Local Councils (Town & Parish) and Parish Meetings in the Unitary Authority area of Dorset and the Unitary Authority of Bournemouth, Christchurch and Poole.

DAPTC is affiliated to NALC (the National Association of Local Councils), the national body who support and represent approximately 10,000 local councils and 80,000 councillors across England.

DAPTC is currently funded by its membership and training fees, along with grants received from Dorset Council and NHS Dorset Clinical Commissioning Group.

The purpose of this survey is to gather the views of Town & Parish Councils in the Unitary Authority area of Dorset on the service provision they receive from the Dorset Association of Town & Parish Councils (DAPTC) https://www.dorset-aptc.gov.uk/Home_26578.aspx

Dorset Council currently give DAPTC an annual grant to help support their office function. The funding covers 4 key deliverables:

1. To work with Dorset Council to develop and deliver the Working Together programme, acting as the consultation, communication and feedback channel for Town and Parish Councils with Senior Leadership Team
2. To support and facilitate the development of best practice approaches for devolvement of services to Town and Parish Councils that meet local community needs where appropriate and in consultation and partnership with Town and Parish Councils.
3. To contribute towards sector capacity building, skill development and training

4. To support the External Funding & Grants Manager and contribute to a review of the DAPTC provision amongst the Town and Parish Councils as part of the wider Voluntary Community Sector (VCS) Grants review.

This survey is covered under key deliverable 4.

The survey method will be online using Dorset Council's survey software called SNAP.

2.0 Objectives of survey:

- To offer Town & Parish Councils a platform to review the range of services offered by DAPTC to their members;
- To provide DAPTC with feedback to shape future service provision which reflects the needs
- To meet key deliverable (4) of the grant agreement between Dorset Council and DAPTC.

3.0 Scope:

The content of the survey reflects key deliverables 1, 2 and 3 (see section 1.0) which form the basis of Dorset Council's grant agreement with DAPTC and includes a section on Customer Service.

The survey provides you with an opportunity to:

- provide feedback on the service provision DAPTC have provided in the last financial year (2020/21) e.g. support received during the COVID-19 response period; specific skills development and training needs; and
- whether membership of DAPTC offers good value for your membership fee.

The final question on the survey at 4.0 e under Customer Service heading is '*The breadth of services available through membership represent good value for money*'. Given the last bullet point above, would this question be better placed under the scope of section 3 in the survey?

The survey will cover the period from 1 April 2020 through to 31 March 2021.

The consultation period will run from Tuesday 6 April until 5pm on Tuesday 4 May 2021.

4.0 Results:

The results of the survey will be used to:

- form a short report which will be made available to all Town & Parish Councils **within the Unitary Authority area of Dorset**, DAPTC and Dorset Council.
- provide DAPTC with customer feedback on their service provision so, if necessary, the Association can adjust its service provision to further meet the needs of Town & Parish Councils; and
- inform the wider VCS grants review in Dorset Council.