

Consultation: South Cambridgeshire District Council, eight-week public consultation into our four-day week. The survey asks how satisfied people are with our services before, and since, January 2023. This is because we need to understand local people's experiences of our services whilst four-day week working arrangements have been in place at the Council.

Although anyone, anywhere is welcome to respond to this consultation, there are certain groups and organisations we must ensure are invited to respond. This is part of what is called our 'Best Value Duties' as a Council.

We have identified Town and Parish Councils in the district as an important group that fall within this category – and that is why we are particularly keen that you respond.

Data gathered during this consultation will help our Councillors decide on the next steps for four-day week working at the Council.

Comments received

AGAINST

- I do not believe that residents should be asked to subsidise a short working week by Councillor workers. This is an unfair request, and residents are not getting value for money.
- Upon trying to contact the offices often you get unavailable notifications as employees you want to speak to are not on site. It also takes longer to get responses.
- Employees are embarrassed as well.
- This cannot be a productive way to do business, trying to have meetings with a full team when some are away on Monday and some on Friday? This reduces the productive days available for staff.
- Also we hear of staff undertaking additional work on their days off. Is this fair and ethical. So much for have a day chilling out to recharge their batteries.
- I believe that the office has struggled with getting answers and responses due to the shorter working week.
- Members of the public have reported being unable to contact relevant departments, or when leaving a message do not hear back.

FOR

- The service seems to be essentially unchanged.
- Email auto replies sometimes show a person is not at their desk that day but does show when they are back.
- The response and service overall seem Ok and the 4-day working week is pretty much invisible in the background.
- Separately I know that the change has made it much easier for SCDC to fill vacancies as the shorter week is a big attraction and makes perhaps a slightly lower salary less important when competing against the outside world. Having more jobs filled should have improved the service levels overall.
- My opinion then is positive. They should stay with it.

Conclusion

- Clerk and Deputy Clerk are not able to comment as we are unable to compare between pre-January 2023 and now.
- Overall enquiries to SCDC are responded to in a timely manner.
- Communication between parties can always be better but we do not believe that the four day week is impacting this.