

Appendix A

Assessment of New Software Feedback

Summary of Positive Feedback

- The system was generally described as easy to use, particularly by those who attended training.
- Several users reported clear audio and a stable meeting experience with few or no technical issues.
- The voting functionality was viewed positively and considered straightforward after initial use.
- The display of speaker names, political groups/roles and agenda items was seen as a major improvement for participants and public viewers.
- The public viewing experience was considered better, with clearer identification of speakers and motions.
- Some users felt meeting management and moderation were improved, with fewer interruptions.
- The software worked successfully on personal devices and different locations for a number of users.
- Most respondents felt the system has potential once members become more familiar with it.

Summary of Negative Feedback / Areas for Improvement

- Absence of gallery view was the most common concern; members felt less connected to the meeting and unable to gauge reactions.
- Lack of a chat function was frequently raised, limiting communication, clarification and requests during meetings.
- Members could not easily see who was waiting to speak or the order of speakers, reducing awareness of meeting flow.
- Several respondents felt it was unnecessary or distracting for the Chair to remain visible throughout the meeting when not speaking.
- Concerns were raised about excessive central control of microphones and participation.
- Some users reported blurred video, sound quality issues, transmission delays and synchronisation problems.
- Connection issues experienced by some councillors raised concerns about reliability for statutory meetings.
- Some participants preferred Microsoft Teams and felt it provided more information and a stronger sense of participation.
- Visual elements such as captions and voting indicators could be clearer and easier to read.
- There were questions about system behaviour, including camera requirements and possible chat functionality.