

Appendix B

Councillors' Feedback from Induction Training Programme

Licensing Training

Feedback very good:-

(a) Casino Licensing – 05/2011 & 06/2012

General comment :-

Perfectly met objectives

Well paced

Essential training for the panel

What could be omitted or presented in less detail?

No change needed

Other comments about this session?

Further training?

Best training session I've attended in 8 years as a Councillor.

(b) Licensing Hearings - 20/07/2011

General comment - Very Good

This training session was one of the best if not the best training session I have attended with B&NES

Good round up of whole topic, with emphasis on problems

Excellent

Other comments about this session?

Further training?

The exercise on how to examine an application would have benefitted from being broken up into 2 or 3 documents to ensure all tasks were finished.

Good springboard for new Councillors

(c) Licensing Act 2003 Changes 10/2011

Feedback very good

General Comment:-

Very good the speaker knows what he's talking about.

(d) Small Casino Premises Licensing Process 25/07/2012

Feedback – Very Good

(e) Frontline Councillor - Session 1 – 07/06/2011

Feedback generally very good

General comment:-

Good Introduction to the Frontline services and the responsible managers
Found this really useful
Enough detail in all areas
As with the Keynsham Core Induction Seminar, too much was compressed into too little time. Some of the trainers curtailed their talks as time was running out”

What could be added to or presented in more detail?

The seminar would be more effective if they were shorter.
The challenges and difficulties involved in delivering these services. What the Councillors could do to help.

What could be omitted or presented in less detail?

More time for questions – so perhaps shorter presentations on highways for example.
Hand-outs preferable so more time for questions. All the question & answer sections had to be cut short

Other comments about this session?

Further training?

Visits to see services in action where appropriate
Thanks – it was very useful.

(f) The Frontline Councillor: - Session 2 – 16/6/2011 and 28/10/11

Feedback very good

General comment:-

Excellent Seminar. No information overload. Discussions and scenarios most useful.
Interactions with officers in discussions on scenarios were excellent.
Covered all points expected. Managed well without electronics!
Excellent to meet actual officers – share ideas and experiences with other councillors and g good advice and tips from officers

What could be omitted or presented in less detail?

Potential for future workshop on Localism

Other comments about this session?

Further training?

Very useful – thank you.

Excellent way to learn about tissues in my ward

Certificate of Competence (Members). Training attended by members appearing on their profile

Proper qualifications for training (INLOGOV, IDea, SW Councils etc

(g) (Member Project Tour of Planning & Transportation - 17/06/11

Feedback very good

General Comment:-

Very Useful opportunity to talk to officers

Well varied; good support documentation

Very informative

Good to see some recent developments. Good variety of projects.

Other comments about this session?

Further training?

Looking forward to new planning tour.

Good introduction for new Members

Western Riverside, Fry's and K2..??

(h) Media Training for new Members – 30/06/2011

Feedback very good:-

General Comment

Social media info very good

Trainer had excellent knowledge of local press and typical issues Councillors face.

Nice pace – 20 min threshold very good.

Engaged the audience – actually a bit of fun into the bargain!

Other comments about this session?

Further training?

Superb – Really enjoyable and informative. Loved the scenarios

Thank you.

(i) Equalities and Diversity Awareness Training – 18/07/2011

Feedback generally very good

As a result of the training:-

Would discuss with individual minority residents their perception of the Council's Equality Record

Would attend more meetings /gathering of minority groups

Read up latest equalities legislation

General Comment:-

Length and pace about right

A few more actual recent cases dealt with by equalities team would have illustrated issues more sharply

Other comments about this session?

Further training?

The presence & contribution of an ethnic minority member of equalities team (able to speak of his /her personal experiences of discrimination) would have been useful.

Would like more training

Clear, concise & informative. Very good seminar

(j) Effective Scrutiny 27th & 28th June 2011

Feedback Good

General Comment:-

Focused, informative and very good.

Other comments about this session?

Further training?

It would have been good to have had some breaks from presentations.

Would have been good to have had some group discussion.

An awful of lot of listening was required

General Comment

A very good session.

(k) Performance Management - 08/09/2011

Feedback very good

General Comments:-

Good balance of information and hands on. Good pace and energy. One of the best sessions I've attended.

Good refresher (from a continuing Councillor) as to performance indicators, well presented and at a good pace, a lively debate.

Topic covers a lot of ground. 2 hours probably insufficient, but the session was very worthwhile as an introduction. I didn't appreciate the role of PD&S panels in using the detailed data from the performance management system. Would be useful to have a session for each type of panel.

Other comments about this session?

Further training?

Extra and repeat training

Participatory exercises particularly stimulating - good to have quiz to start.

I need another one because I think I've grasped some of it, but sadly not enough of it! Enjoyed the practical.

(l) Sustainability and Climate Change – 14/09/2011

Feedback very good

General Comments:-

A Very good introduction.

A lot of complex information to take in at once.

A very large subject, only possible to discuss in short details.

(m) Member Tour of Tourism, Culture & Leisure - 07/10/2011

Feedback very good

General Comment:-

Well paced, very good information.

It was great.

Very useful tour; well organised and very much appreciated.

Other comments about this session?

Further training?

Great team

I found this extremely interesting & informative; sadly a little rushed.

Maybe finish later at there was so much to see.

Superbly done.

(n) Work of Somer Community Housing Trust – 14/10/2011

Feedback Good

General Comments:-

Councillors hi-jacked this course by asking many robust and challenging questions that had to be answered.

Very useful exchange of ideas and issues.

Other comments about this session?

Further training?

Sessions such as this that has a significant number of Councillors needs to have a chairman to control time and stick to the agenda.

Session on school energy management and transport energy

Should be held more frequently.

The contacts are excellent and most useful.

Less input from Councillors – perhaps a different session is needed ie one with Councillors and B&NES housing officers (not Somer).

(o) Health and Safety Responsibilities of Councillors – 20/10/2011

Feedback generally very good

General comment:-

High quality expertise, clearly delivered.

Very useful presentation. Well delivered

Well-tailored, good presenter.

Needed more time as we were a chatty group

Quite nicely tailored to Councillors responsibilities. Very good notes and pack

What could be omitted or presented in less detail?

Nothing. A good run through the key concepts and requirements.

(p) IT Skills Ipad Training Workshop – 07/11/2011

Training very problematic and frustrating for all concerned, different level of abilities and the trainer initially didn't have access to the same equipment Ipad the Cllrs were using nor had she access to the Councils' intranet system which she needed. Was subsequently given both access to the Intranet and the equivalent Ipad the Cllrs were using was loaned to her.

Some one to one sessions were also arranged.

- Trainer Lindsey Huchrak's comments as follows:

The feedback from the 2 training sessions I have run so far are as follows:

Participants have been at very different levels of understanding IT in both sessions, making it frustrating for everyone concerned.

Level 1 participants - Are at a very basic level with very limited IT skills.

Level 2 participants - This level of participant is already fairly computer literate and has different requirements”

General Comments:-

I felt that her time would have been employed more effectively and efficiently had she had both the right equipment and the right permissions to access the Council network as her trainees. It became impossible for her to demonstrate 'how to' do certain things because of the access issues and the wrong equipment being used to demonstrate!

None of the members present have any issues with the facilitator other than sympathy with her frustration at not being able to do her job properly

We were a varied bunch with some knowing more than others but all learning at least some basics (which was part of the idea), however, I was both disappointed and dismayed to find that the facilitator did not have an iPad2, as supplied to members and as previously supplied to the facilitator but then subsequently withdrawn by our IT providers. Neither did she have permission to access the Council system because of 'system access protocols'. Both my colleagues and I were disadvantaged by this..... and I am writing to you to complain about the frustration and irritation this has caused not only to the members in attendance but also to the very capable facilitator, part of whose time today was wasted! I would also add that it should not be her role to have to try and negotiate the access required or the equipment needed to do her job properly when acting on behalf of the Council but having to deal with Councillor IT & Training Support.

All participants at different levels a 1 to 1 would be more useful.

Feel people's levels of ability should have been taken into account.

Useful and instructive.

Needed to assess our needs better so training was more relevant to each Members.

Very useful for my level (mid).

What could be omitted or presented in less detail?

Some details (basic) not really needed. Would prefer more time on files and reader etc.

Other comments about this session?

Further training?

Another course would be helpful to explore storage of files etc.

Total beginners need extra session 1 to 1 sessions.

Time to allow for sharing our practices between Councillors.

Cllrs...should be grouped by current level of expertise (roughly).

(g) Speed Reading 15th December 2011

Feedback Very Good

General Comment:-

It made my reading quicker!

This was excellent! Well-paced, good interactive exercises and a CD to refresh training. I'll find this so useful as part of the Development and Control Committee.

(r) Public Speaking – 16/01/2012

Feedback Very Good

General Comment:-

It was most valuable and I was pleased to meet fellow councillors across the region and share experiences and time together.

I was delighted to put my newly learned skills to use in this week's meetings and felt sure I had a much improved impact on my colleagues

(s) Localism Act – 30/01/2012

Feedback generally good

General comment:-

Needs example where examples can be worked through.

A lot to fit in!!

This will be very challenging to deal with.

Very informative.

Not enough time, but very good.

Vast amount of information - Almost impossible to cover the field. As new guidelines come out further sessions will be needed. More focused on Single issues will be needed.

(t) Dealing with Challenging Behaviour and Conflict Management 27th February 2012

Feedback – Good

General Comment:-

Really very useful, I have implemented many of the techniques taught. However, it could have been more condensed.

(u) Development Control Planning Training Sessions

The feedback for all these sessions was extremely good:-

General Comment

My general judgement is that the series was very successful and worthwhile.

Generally I found the training extremely useful, especially those relating to the law and updates on planning regulations. I liked the presentations, using PowerPoint with time built in for questions. The session on S106 and the Community Infrastructure I found the least useful. It wasn't awfully clear but maybe this was because there wasn't much information in the first place! I found the timing just before the Development and Control Committee meeting in the afternoon very appropriate and the tea and sandwiches went down well!

In general terms, as a non-member of the Development Control Committee, I found these sessions very helpful in my day-to-day ward work. Planning is a major issue in Lansdown and it is good to be able to give informed, informal advice to residents, including explaining to them the process of putting in an application and why certain issues are likely to arise with an application. If the Training sessions were to continue, or even be repeated, I would be highly likely to attend.

...they were very good and informative but they all need follow-up within a short time or most of the good quality information gets forgotten. Also I think a brief document explaining all the slides shown would help as an on-line downloadable file so Councillors could refer back to as and when they needed to. PowerPoint slides alone are not enough, the explanations (brief) that go with them is very important.

My general view regarding planning training is that they are not only informative, but they are invaluable in keeping members up with current

legislation. There have been different standards of delivery, but on the whole, they have been very good. I would like them to continue.

This was a very useful programme of training covering the different aspects of the planning process that DCC members need to be aware of.

More information about planning law, and especially the NPPF would be useful.

More discussion sessions about local issues and examples of planning applications within B&NES would be useful (so long as they don't prejudice any decisions). The site visits we made in summer 2011 as an introduction to planning results were also useful, and could be extended again.

Re 'Urban Design and Planning – not really enough time to cover the group work in sufficient detail. Another follow-up session would be very useful.

Re: 'Enforcement' – More about enforcement practice – don't think LPAs check on development after they have been built

With more time available it would be useful to have more examples/case studies and to work in groups to discuss them.

Guidance on how to evaluate scientific data

I have attended nearly all the training sessions. They were all useful, the earlier ones showing the legal framework especially so. This is an area where new councillors like me generally come in with no more knowledge than the general public, but our electors do expect us to be knowledgeable. I was aware of the need to get up to speed, and the training sessions made it much easier to do so. I also noticed that councillors with much more knowledge and experience than me nevertheless also attended, and I benefited from their input as well as that of the trainers.

I thought these sessions were excellent. They covered vital information at a time of flux. The ecology one was particularly good. However, what I really like is the way officers relate the policies to practice. It is all very relevant to what we do.

I have found the in house training excellent. More please! Absolutely essential if we are to make the right decisions at a time of great fluidity in planning policies. Both the environmental one and the one on heritage buildings and conservation areas were very good. I would like a reminder session on GDC and the new ethics code. I.e. when to declare an interest or not. Etc. Much better than some of the external sessions I have been to.

(v) Making The Most of Your Memory March 2012

Feedback Good

General Comment:-

Interesting and useful and made me aware of previously unknown techniques to help. Definitely worth attending.

The session was enormously helpful. It convinced me I was not developing dementia, and am no worse than anyone else. There were loads of helpful tips to remember things. I could have done with a bit more theoretical info on how the brain works, as the lecturer packed in too much information so skipped the more theoretical.

Very well worthwhile. I would recommend it to anyone.

(w) How to Manage Radio interviews – 9th August 2012

Feedback very good:-

The course met objectives, was well organised and useful.

The trainers - clearly presented the content, material was helpful, were knowledgeable, encouraged participation and the pace was comfortable

(x) Members' Briefing re Clinical Commissioning Group – 13th September 2012

Feedback: good

General Comment:-

Informative and useful

(y) Media Training for the Cabinet 14th & 15th December 2011

Feedback: good

General Comment:-

Radio & TV Exercises were very good.

Practical exercises were good; though a bit too condensed and more needed.

Further comment: – would like to follow up re media interviews, TV etc and writing press releases

(z) Understanding the Travelling Communities – 24th April 2012

Feedback: good - though mixed in part

General comments:-

Questions taken before presentation rather than after the presentations which would have avoided some criticism and confusion

Would have been helpful to include reasoning for choosing sites.

Needed to be a longer session as a complex subject

Helpful session in setting out the background – though a little disjointed

Thoughtfully chaired

Health statistics terrifying; very persuasive

(zi) Development Control Committee Annual Tour – September 2012

Feedback Very Good:-

I found the annual tour very interesting and next year it will be even more interesting as many of the applications we have passed this year will be built by then. It was a good learning exercise as it showed how homes can be built with creativity and imagination.

I found the tour both thought-provoking and helpful. It wasn't only a story of triumphs, with mistakes admitted in the interest of learning therefrom. A lot of thought had clearly been applied by officers, and I for one appreciated that.

I thought it was a very good selection of sites which had worked, despite innumerable difficulties and ones which proved a bit unfortunate, and it was good to have the officers there to explain the constraints.

Planning is all about context, and to see the finished product was most useful; Please don't give up on the annual tour.

S:\Democratic Services\Worddocs\MEMBERS\MEMBSEC - Lola\Member 2011 - Lola's docs\Member Training\Evaluation re Members Induction 2011 for Resources PDS Panel.doc