

Member Training 2019-2020

Summary of Member Feedback

8 May 2019

Meet & Greet / Induction

Member Feedback

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been useful and very informative.

09 May 2019

Basic Planning (Part 1 of 2)

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	6			
The session content was appropriate	2	8			
The session content met my expectations	3	6	1		
The trainers had a professional manner	8	2			
The trainers were helpful in response to queries	5	5			
The training resources were helpful	2	6	2		
I was able to see visual aids clearly	6	3	1		
I was able to hear the trainers clearly	6	2	2		
I had adequate opportunity to discuss topics	5	4	1		
The room layout was acceptable	3	6	1		



13 May 2019

Planning (Part 2 of 2)

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	5	3			
The session content was appropriate	5	3			
The session content met my expectations	4	4			
The trainers had a professional manner	5	3			
The trainers were helpful in response to queries	5	3			
The training resources were helpful	5	2	1		
I was able to see visual aids clearly	5	3			
I was able to hear the trainers clearly	4	3	1		
I had adequate opportunity to discuss topics	5	3			
The room layout was acceptable	5	2	1		



15 May 2019

Code of Conduct

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	12	5	1		
The session content was appropriate	13	5	1		
The session content met my expectations	11	6	2		
The trainers had a professional manner	16	2	1		
The trainers were helpful in response to queries	14	4	1		
The training resources were helpful	13	5	1		
I was able to see visual aids clearly	14	5			
I was able to hear the trainers clearly	15	4			
I had adequate opportunity to discuss topics	15	3	1		
The room layout was acceptable	15	4			

Members also made the following additional comments:

- Very informative, well presented.
- Excellent session.
- Clear and professional approach.
- Engaging
- Other topics Members would like addressed in future sessions:
 - Full Council Procedure
 - Finance
 - Social Media



17 May 2019

Tour of Borough

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	8	2			
The session content was appropriate	8	2			
The session content met my expectations	8	2			
The trainers had a professional manner	9	1			
The trainers were helpful in response to queries	10				
The training resources were helpful	6	4			
I was able to see visual aids clearly	6	8	1		1
I was able to hear the trainers clearly	9	1			
I had adequate opportunity to discuss topics	8	2			
The room layout was acceptable	N/A	N/A	N/A	N/A	N/A

Members also made the following additional comments:

- All very good, enjoyed the history of the Borough
- Very informative /well presented.

21 May 2019

Chairing Skills

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	7	10			
The session content was appropriate	7	10			
The session content met my expectations	7	10			
The trainers had a professional manner	7	10			
The trainers were helpful in response to queries	7	10			
The training resources were helpful	5	10	2		
I was able to see visual aids clearly	4	4	9		
I was able to hear the trainers clearly	9	8			
I had adequate opportunity to discuss topics	7	10			
The room layout was acceptable	3	8	6		

Members also made the following additional comments:

- Group discussions were useful
- Visual aids / slides were too small
- Good information & overview

23 May 2019

Licensing (Part 1 of 2)

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	7			
The session content was appropriate	7	6			
The session content met my expectations	6	6	1		
The trainers had a professional manner	9	4			
The trainers were helpful in response to queries	10	3			
The training resources were helpful	6	7			
I was able to see visual aids clearly	8	5			
I was able to hear the trainers clearly	9	4			
I had adequate opportunity to discuss topics	8	5			
The room layout was acceptable	6	4	3		

Members also made the following additional comments:

- Informative / useful



28 May 2019

Data Protection

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	4			
The session content was appropriate	6	4			
The session content met my expectations	7	3			
The trainers had a professional manner	9	1			
The trainers were helpful in response to queries	8	2			
The training resources were helpful	6	4			
I was able to see visual aids clearly	8	2			
I was able to hear the trainers clearly	7	3			
I had adequate opportunity to discuss topics	7	3			
The room layout was acceptable	7	3			

Members also made the following additional comments:

- Good up-to-date advice
- A good overview of how to manage personal and organisational information



06 June 2019

Licensing (Part 2 of 2)

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	9	6			
The session content was appropriate	10	5			
The session content met my expectations	7	8			
The trainers had a professional manner	13	2			
The trainers were helpful in response to queries	12	3			
The training resources were helpful	6	8	1		
I was able to see visual aids clearly	8	7			
I was able to hear the trainers clearly	10	5			
I had adequate opportunity to discuss topics	11	4			
The room layout was acceptable	11	4			

Members also made the following additional comments:

- All aspects were useful
- Speaker could have stood at the front



10 June 2019

Treasury Management

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	4		1	
The session content was appropriate	4	6		1	
The session content met my expectations	6	4		1	
The trainers had a professional manner	7	3		1	
The trainers were helpful in response to queries	9	2			
The training resources were helpful	6	5			
I was able to see visual aids clearly	7	3		1	
I was able to hear the trainers clearly	11				
I had adequate opportunity to discuss topics	9	2			
The room layout was acceptable	10	1			

Members also made the following additional comments:

- Useful information on risk
- Useful but complex
- Need more basic/layman's language

17 June 2019

The Gr@nd Meet and Greet

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	2	2			
The session content was appropriate	2	2			
The session content met my expectations	2	2			
The trainers had a professional manner	2	2			
The trainers were helpful in response to queries	1	3			
The training resources were helpful	2	2			
I was able to see visual aids clearly	2	2			
I was able to hear the trainers clearly	2	2			
I had adequate opportunity to discuss topics	2	2			
The room layout was acceptable	2	2			

Members also made the following additional comments:

- Useful overview the The Gr@nd's activities.

24 June 2019

Local Government Finance

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	8			
The session content was appropriate	7	7			
The session content met my expectations	8	6			
The trainers had a professional manner	11	3			
The trainers were helpful in response to queries	12	2			
The training resources were helpful	7	7			
I was able to see visual aids clearly	8	6			
I was able to hear the trainers clearly	8	5	1		
I had adequate opportunity to discuss topics	6	7	1		
The room layout was acceptable	9	5			

Members also made the following additional comments:

- Very thorough but could do with reducing the amount of presentation slides.
- Very Informative / well explained

2 July 2019

Introduction to Housing

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	7	11			
The session content was appropriate	4	12	1		
The session content met my expectations	4	13			
The trainers had a professional manner	7	9			1
The trainers were helpful in response to queries	9	8			
The training resources were helpful	3	14			
I was able to see visual aids clearly	3	13	1		
I was able to hear the trainers clearly	6	10			1
I had adequate opportunity to discuss topics	10	7			
The room layout was acceptable	10	7			

Members also made the following additional comments:

- Useful information on local issues
- Excellent, useful session
- Other topics Members would like addressed in future sessions:
 - Homelessness



8 July 2019

Annual Statement of Accounts

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	4			
The session content was appropriate	4	4			
The session content met my expectations	4	4			
The trainers had a professional manner	5	3			
The trainers were helpful in response to queries	5	3			
The training resources were helpful	4	4			
I was able to see visual aids clearly	4	4			
I was able to hear the trainers clearly	3	4	1		
I had adequate opportunity to discuss topics	5	3			
The room layout was acceptable	4	4			

Members also made the following additional comments:

- Very useful to be a small group
- Auditing procedure was interesting



10 July 2019

Direct Services Briefing

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	15	2			
The session content was appropriate	15	2			
The session content met my expectations	15	2			
The trainers had a professional manner	15	2			
The trainers were helpful in response to queries	15	2			
The training resources were helpful	13	4			
I was able to see visual aids clearly	15	2			
I was able to hear the trainers clearly	13	4			
I had adequate opportunity to discuss topics	15	2			
The room layout was acceptable	14	3			

Members also made the following additional comments:

- Useful details of the vehicle equipment.
- Very interesting and informative
- Other topics Members would like addressed in future sessions:
 - More information on Recycling and Flytipping

15 July 2019

Revenues and Benefits

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	8			
The session content was appropriate	5	7			
The session content met my expectations	4	8			
The trainers had a professional manner	7	5			
The trainers were helpful in response to queries	6	6			
The training resources were helpful	2	9			1
I was able to see visual aids clearly	6	6			
I was able to hear the trainers clearly	8	4			
I had adequate opportunity to discuss topics	7	5			
The room layout was acceptable	8	4			

Members also made the following additional comments:

- Well presented, informative, interesting
- Other topics Members would like addressed in future sessions:
 - Universal Credit



16 July 2019

Environmental Health

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	7	2			
The session content was appropriate	7	2			
The session content met my expectations	6	3			
The trainers had a professional manner	7	2			
The trainers were helpful in response to queries	7	2			
The training resources were helpful	6	3			
I was able to see visual aids clearly	7	2			
I was able to hear the trainers clearly	7	2			
I had adequate opportunity to discuss topics	8	1			
The room layout was acceptable	8	1			

Members also made the following additional comments:

- Good introduction into Environmental Health
- Very good session / overview of services



17 July 2019

Internal and External Audit

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	12			
The session content was appropriate	4	12			
The session content met my expectations	4	12			
The trainers had a professional manner	7	9			
The trainers were helpful in response to queries	6	10			
The training resources were helpful	5	11			
I was able to see visual aids clearly	6	9		1	
I was able to hear the trainers clearly	8	8			
I had adequate opportunity to discuss topics	9	7			
The room layout was acceptable	9	7			

Members also made the following additional comments:

- Informative / interesting



18 July 2019

Bullying Awareness

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	9	7	2	1	
The session content was appropriate	9	7	2	1	
The session content met my expectations	9	7	2	1	
The trainers had a professional manner	12	4	2	1	
The trainers were helpful in response to queries	14	4		1	
The training resources were helpful	10	7	1	1	
I was able to see visual aids clearly	14	3	2		
I was able to hear the trainers clearly	15	2	2		
I had adequate opportunity to discuss topics	12	5	1	1	
The room layout was acceptable	12	3	2	2	



22 July 2019

Health and Safety

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	3	2			
The session content was appropriate	3	2			
The session content met my expectations	3	2			
The trainers had a professional manner	4	1			
The trainers were helpful in response to queries	4	1			
The training resources were helpful	3	2			
I was able to see visual aids clearly	3	2			
I was able to hear the trainers clearly	4	1			
I had adequate opportunity to discuss topics	3	2			
The room layout was acceptable	4	1			

Members also made the following additional comments:

- Very well presented
- Good thorough session



29 July 2019

Equalities and Cohesion

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	7	2		
The session content was appropriate	6	7	2		
The session content met my expectations	5	8	2		
The trainers had a professional manner	6	8	1		
The trainers were helpful in response to queries	7	7	1		
The training resources were helpful	5	6	4		
I was able to see visual aids clearly	6	7	1	1	
I was able to hear the trainers clearly	5	7	2	1	
I had adequate opportunity to discuss topics	6	8	1		
The room layout was acceptable	3	9	2	1	



30 July 2019

Parking Enforcement

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	14	4			
The session content was appropriate	14	4			
The session content met my expectations	13	5			
The trainers had a professional manner	15	3			
The trainers were helpful in response to queries	15	3			
The training resources were helpful	13	4	1		
I was able to see visual aids clearly	14	3	4		
I was able to hear the trainers clearly	14	4			
I had adequate opportunity to discuss topics	15	3			
The room layout was acceptable	15	2		1	

Members also made the following additional comments:

- All good
- Useful information on appeals process
- Excellent presentation



31 July 2019

Fraud Awareness

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	5			
The session content was appropriate	5	6			
The session content met my expectations	3	8			
The trainers had a professional manner	7	4			
The trainers were helpful in response to queries	7	4			
The training resources were helpful	4	7			
I was able to see visual aids clearly	7	4			
I was able to hear the trainers clearly	6	5			
I had adequate opportunity to discuss topics	6	5			
The room layout was acceptable	6	5			

Members also made the following additional comments:

- Very interesting, well presented.
- Useful information



30 September 2019

Design South East

Member Feedback

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been useful and very informative.

29 October 2019

Risk Management

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	5	8			
The session content was appropriate	3	10			
The session content met my expectations	3	10			
The trainers had a professional manner	9	4			
The trainers were helpful in response to queries	5	8			
The training resources were helpful	4	8			1
I was able to see visual aids clearly	9	4			
I was able to hear the trainers clearly	8	4	1		
I had adequate opportunity to discuss topics	6	7			
The room layout was acceptable	8	5			

Members also made the following additional comments:

- Useful session
- Interesting & varied



13 November 2019

Treasury Management

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	6	4			
The session content was appropriate	4	6			
The session content met my expectations	6	4			
The trainers had a professional manner	7	3			
The trainers were helpful in response to queries	9	1			
The training resources were helpful	6	4			
I was able to see visual aids clearly	7	3			
I was able to hear the trainers clearly	10				
I had adequate opportunity to discuss topics	9	1			
The room layout was acceptable	9	1			

Members also made the following additional comments:

- Informative session
- Good overall



14 January 2020

Planning Appeals

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	9	3			
The session content was appropriate	7	5			
The session content met my expectations	6	5			1
The trainers had a professional manner	10	2			
The trainers were helpful in response to queries	10	2			
The training resources were helpful	7	5			
I was able to see visual aids clearly	9	3			
I was able to hear the trainers clearly	8	4			
I had adequate opportunity to discuss topics	6	6			
The room layout was acceptable	9	3			

Members also made the following additional comments:

- Very informative and useful
- Really excellent way of putting across a very complex subject
- Other topics Members would like addressed in future sessions:
 - Conservation



23 January 2020

Bullying Awareness

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	5				
The session content was appropriate	5				
The session content met my expectations	4	1			
The trainers had a professional manner	4	1			
The trainers were helpful in response to queries	4	1			
The training resources were helpful	4	1			
I was able to see visual aids clearly	5				
I was able to hear the trainers clearly	5				
I had adequate opportunity to discuss topics	5				
The room layout was acceptable	5				



28 January 2020

Money Laundering

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	2			
The session content was appropriate	2	2			
The session content met my expectations	5	1			
The trainers had a professional manner	5	1			
The trainers were helpful in response to queries	4	2			
The training resources were helpful	5	1			
I was able to see visual aids clearly	4	2			
I was able to hear the trainers clearly	5	1			
I had adequate opportunity to discuss topics	4	2			
The room layout was acceptable	3	3			

Members also made the following additional comments:

- Useful discussion on bribery
- Other topics Members would like addressed in future sessions:
 - Kent police presentation on money laundering



12 March 2020

Alzheimer Awareness

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	8	1			
The session content was appropriate	8	1			
The session content met my expectations	8	1			
The trainers had a professional manner	9				
The trainers were helpful in response to queries	9				
The training resources were helpful	8	1			
I was able to see visual aids clearly	7	2			
I was able to hear the trainers clearly	9				
I had adequate opportunity to discuss topics	9				
The room layout was acceptable	8	1			

Members also made the following additional comments:

- Exceeded my expectations.
- Useful information / content