



Member Training 2018-2019
Summary of Member Feedback

16 April 2018

IT strategy & Digital Strategy

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	3	9			
The session content met my expectations	3	8	1		
The trainers had a professional manner	6	6			
The trainers were helpful in response to queries	5	7			
The training resources were helpful	4	7	1		
I was able to see visual aids clearly	4	7	1		
I was able to hear the trainers clearly	6	5		1	
I had adequate opportunity to discuss topics	3	9			
The room layout was acceptable	6	6			

Members also made the following additional comments:

- Interesting to know how successful IT have been in encouraging people to use their computers to access information and send information.
- Useful overview of the Council's Digital Strategy and the progress made by the Council in improving service delivery
- Other topics Members would like addressed in future sessions:
 - How the general public access the system for information



- Briefing on personal data security
- Treasury Management / Council Finances

23 April 2018 **Environmental Health**

Member Feedback

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

Members also made the following additional comments:

- All information was useful, good Q&A session
- Overview was informative and handouts very useful.
- Pleased to hear the introduction of mental health training.
- Excellent session.
- Useful to know the organisational structure of the teams and their areas of responsibilities
- Other topics Members would like addressed in future sessions:
 - Air Quality Management.



- Details of working with other Councils.
- Managing risks with social media
- Handling personal data
- Care Homes / Private Landlords

15 May 2018

General Data Protection Regulation (GDPR)

Member Feedback

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

Members also made the following additional comments:

- Useful session, especially the examples given and the website about if our information has been used without permission.
- The presentation as a whole was very interesting and very well put across, made it easy to understand.

- Other topics Members would like addressed in future sessions:
 - More detail on security

18 May 2018 General Disability Awareness

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 important, interesting and enlightening.

22 May 2018 Safeguarding

Member Feedback

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

Members also made the following additional comments:



- Useful discussion
- Other topics Members would like addressed in future sessions:
 - Adult Safeguarding

11 June 2018 Statement of Accounts

Member Feedback

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

Members also made the following additional comments:

- Useful discussion, good explanation from officers
- All information was clear and useful
- Other topics Members would like addressed in future sessions:

- Treasury Management
- Training on Member legal / financial liabilities

18 June 2018 Mental Health Awareness

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.

9 July 2018 Equality and Diversity Training

Member Feedback

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

Members also made the following additional comments:

- Useful discussion and updated information



- Useful update on legislation and changes
- Other topics Members would like addressed in future sessions:
 - Member influence over policy
 - Member / officer relationships

25 September 2018

Housing Benefits Assessments Training

Member Feedback

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

Members also made the following additional comments:

- The explanations were excellent and gave us very important information
- Good overall information



- Other topics Members would like addressed in future sessions:
 - Regular updates would be useful

16 October 2018 First Aid / Automated External Defibrillator Training

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

7 November 2018 National Planning Policy Framework Training & Conservation Training

Member Feedback

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



Members also made the following additional comments:

- Clarity on some of the planning questions, policies and procedures.
- Far too much content on 4 of the 7 slides
- The YouTube presentation was rather rushed with poor sound quality and relied on the listener having a deep knowledge
- Other topics Members would like addressed in future sessions:
 - Tree Preservation Orders
 - Developer contributions
 - How to secure community infrastructure improvements
 - Creating sustainable and cohesive communities through housing developments

8 January 2019 Safeguarding

Member Feedback

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



Members also made the following additional comments:

- Useful, engaging session; especially the modern issues e.g. modern slavery
- Other topics Members would like addressed in future sessions:
 - Safeguarding adults
 - Policing
 - Regular updates on this subject

14 January 2019

Local Authority Trading Company Training

Member Feedback

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

Members also made the following additional comments:

- Useful session, especially use of Teckal Companies.
- Very complex but very interesting and useful



- Some Members found the speakers hard to hear.
- Other topics Members would like addressed in future sessions:
 - Directors responsibilities
 - Company Set-up priorities and examples
 - The wider pros and cons of the model. Impact on staff / Councillors

22 January 2019

Gravesend Heritage Quarter Briefing

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 interesting and informative.