

## 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 of 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