

Member Induction Programme 2023

Summary of Member Feedback

10 May 2023 Meet and Greet / Introduction

Member Feedback

Whilst specific feedback was not provided for this session, the overall feedback form indicated that this was one of the most informative.

10 May 2023 Basic Principles of Planning Training – Part One

Member Feedback

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

Members also made the following additional comments:

- Further training on conservation areas, change of use classes, single residential building extensions, enforcement and an explanation of local government ombudsman (these can be addressed through the Planning Fresher Training)

11 May 2023

To Serve on the Planning Committee – Part Two

Member Feedback

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

Members also made the following additional comments:

- The session was a repeat of Part One
- The session was not done at a sufficient pace, and it was too heavily focused on presentations
- Further training on the legal aspect of planning decisions and the differences between private and social housing with planning applications.



Member Feedback

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

Members also made the following additional comments:

- The use of social media and the legalities
- Further training on gift acceptance and declaration

Member Feedback

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

Members also made the following additional comments:

- More about the history of Gravesham/the Civic Centre
- More about Town Twinning
- An additional session

19 May 2023

Gravesham's Heritage and Strategic Developments

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	6	1			
I was able to see visual aids clearly	6	1			
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:

- Bus tour of Gravesham

22 May 2023

Licensing Act 2003 and Gambling Act 2005

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	6	2			
The session content met my expectations	6	2			
The trainers had a professional manner	7	1			
The trainers were helpful in response to queries	6	2			
The training resources were helpful	5	3			
I was able to see visual aids clearly	6	2			
I was able to hear the trainers clearly	6	2			
I had adequate opportunity to discuss topics	6	2			
The room layout was acceptable	4	2	2		

31 May 2023

Health and Safety Training

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	5	3			
The session content met my expectations	4	3			1
The trainers had a professional manner	7	1			
The trainers were helpful in response to queries	6	1			1
The training resources were helpful	6	2			
I was able to see visual aids clearly	5	3			
I was able to hear the trainers clearly	7	1			
I had adequate opportunity to discuss topics	6	2			
The room layout was acceptable	6	2			

Members also made the following additional comments:

- How to spot a potential risk as a councillor
- A session on difficult customers and how to handle them

01 June 2023 Data Protection / GDPR Training

Member Feedback

This session was held virtually and therefore no feedback forms were provided. However, the overall training questionnaire shows that the session had been identified by some Councillors as one of the most informative.

05 June 2023 Scrap Metal Dealers, Charitable Collections and Sex Establishment Licensing

Member Feedback

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

Members also made the following additional comments:

- Refresher Training

06 June 2023

Introduction to Environmental Health

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	7	3			
The session content met my expectations	7	3			
The trainers had a professional manner	8	2			
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	6	4			
I was able to hear the trainers clearly	6	4			
I had adequate opportunity to discuss topics	7	3			
The room layout was acceptable	7	3			

Members also made the following additional comments:

- Shadowing Officers on a visit

07 June 2023

Introduction to Revenue and Benefits

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	6	1			
The trainers had a professional manner	7				
The trainers were helpful in response to queries	6	1			
The training resources were helpful	6	1			
I was able to see visual aids clearly	6	1			
I was able to hear the trainers clearly	6	1			
I had adequate opportunity to discuss topics	6	1			
The room layout was acceptable	6	1			

Members also made the following additional comments:

- Further information on all influential income streams, other government grants, LIFT, council tax, and household thresholds.

27 June 2023

Fraud Awareness

Member Feedback

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

Members also made the following additional comments:

- Further training on internal fraud and whistleblowing

28 June 2023 Introduction to Housing

Member Feedback

This session was held virtually. Therefore, no feedback forms were provided.

29 June 2023 Treasury Management

Member Feedback

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

Members also made the following additional comments:

- The session should have been recorded as there was a lot of verbal information not included on the slides

03 July 2023 Safeguarding

Member Feedback

A virtual feedback form was circulated following the session. However, no feedback was provided.

04 July 2023 Mental Health and Suicide Prevention Training

Member Feedback – Virtual Feedback Form

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

10 July 2023 Introduction to Direct Services

Member Feedback

This session involved a trip to the Brookvale Depot. Therefore, individual feedback forms were not provided, however verbal feedback received was positive.

11 July 2023 Role of Internal and External Audit

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	4	3			
The session content met my expectations	5	2	1		
The trainers had a professional manner	6	2			
The trainers were helpful in response to queries	5	3			
The training resources were helpful	4	3			
I was able to see visual aids clearly	5	3			
I was able to hear the trainers clearly	6	2			
I had adequate opportunity to discuss topics	6	2			
The room layout was acceptable	7	1			

Members also made the following additional comments:

- Refresher Training
- More information on what does to committee each year

Member Feedback

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

Members also made the following additional comments:

- iPad and Teams Training

Member Feedback

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

17 July 2023 Introduction to Scrutiny (Virtual)

Member Feedback

A virtual feedback form was circulated following the session. However, no feedback was provided.

12 July 2023 Chairing Skills (Virtual)

Member Feedback – Virtual Feedback Form

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

Members also made the following additional comments:

- The session was not tailored to GBC specifically
- More on how Councillors can escalate issues rather than just emailing a senior officer

20 July 2023 Environmental Enforcement Training

Member Feedback

A virtual feedback form was circulated following the session. However, no feedback was provided.

24 July 2023 Introduction to Climate Change

Member Feedback

No feedback forms were provided for this session.

25 July 2023 Equalities and Cohesion Training

Member Feedback – Virtual Feedback Form

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

27 July 2023

Parking Enforcement Training

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	8	1			
The session content met my expectations	7	2			
The trainers had a professional manner	7	2			
The trainers were helpful in response to queries	7	2			
The training resources were helpful	7	2			
I was able to see visual aids clearly	8	1			
I was able to hear the trainers clearly	8	1			
I had adequate opportunity to discuss topics	7	2			
The room layout was acceptable	7	2			

31 July 2023

First Aid and Defibrillator Training

Member Feedback – Virtual Feedback Form

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