

**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

<b>Statement</b>	<b>Agree Strongly</b>	<b>Agree</b>	<b>Disagree</b>	<b>Disagree Strongly</b>	<b>Did not comment</b>
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				