

## **Feedback - Induction Programme 2023**

### **2023 Training**

#### **IT & Democratic Services Support Session 16 May 2023**

Attendance 18 – 5 Members provided feedback. 1 rated the session as “excellent”, 2 as “Good”, 1 as “Fair” and 1 as “Poor.” 4 Members agreed that they had confidence in their ability to make decisions and understand processes and reports and 1 did not.

The session presenter was ranked as “excellent” by 2 Members, “good” by 2 and “fair” by 1 Member. In respect of pace and content, 3 Members said that it was helpful and 2 said that it was not.

One Member commented that the session was less useful for those Members who are already fluent IT users and that certain elements of the session should not have been mandatory for those with higher IT competency (basic IT training, sending emails etc). The Member commented that the session would be more useful if Members were able to determine whether they need to stay based on the session’s content, once they have successfully logged in and accessed the necessary applications.

Members commented on the negative issues with IT (problems accessing emails, logging in and accessing Modern.Gov) but also emphasised the helpfulness of staff and welcomed the opportunity to ask any questions in a relaxed, supportive atmosphere.

Despite the issues with IT during the session, all 5 Members recommended that it should be included in future induction programmes.

#### **Annual Planning Training 25<sup>th</sup> May 2023**

Attendance 21 Members (including all Planning Committee Members) – 7 feedback forms were received.

2 rated the session as “excellent” and 5 rated it as “good.” All agreed that they had confidence in their ability to make decisions and understand processes and reports.

The session presenter was ranked as “excellent” by 4 members and “good” by 3 members.

In respect of pace and content all members said that the session was helpful.

### Best Bits

Members commented that the session was well attended and that it was very informative. Given the large amount of content that was covered, Members commented that the presenters tried their best to be lively and energetic.

### Bits Not So Good

Members asked that real examples of planning applications be provided in future training sessions, and asked that the PowerPoint slides be sent out to all Members.

### Growth and Development Awareness 7 June 2023

Attendance – 13 Members and 2 provided feedback. Both members rated the session as “excellent.” 1 Member agreed that, as a result of the session, they had confidence in their ability to make decisions and understand processes and reports. The other Member that did not agree to this statement, commented that the session worked well as a refresher to his existing knowledge.

The session presenters were ranked as “excellent” by both Members.

In respect of pace and content, both members said that the session was helpful.

### The Essentials of Effective Scrutiny 14 June 2023

Attendance – 14 members and 6 officers attended the session. 1 Member provided feedback, rating the session as “excellent.” The Member agreed that, as a result of the session, they had confidence in their ability to make decisions and understand processes and reports.

The Member ranked the session presenter as “excellent” and said that the pace and content of the session was helpful.

### Best bits

The Member commented that, as the presenter herself was a current councillor, she understood what would be useful in her presentation.

### Licensing Committee Training 27 June 2023

Attendance – 13 Members and 5 provided feedback. 1 rated the session as “excellent”, 1 as “good,” 2 as “fair” and 1 rated the session as “poor”. 3 respondents

agreed that, following the session, they had confidence in their ability to make decisions and understand processes and reports. 2 Members disagreed with this statement.

The session presenters were marked as “excellent” by 1 Member, “good” by 1 Member, “fair” by 2 members and “poor” by 1 member.

In respect of the pace of the session, 3 members agreed that the pace of the session was helpful and 2 commented that it was not.

### Best bits

Members found the examples of case studies and case law useful.

### Bits Not So Good

Several Members felt that the session went on for too long and that this caused them to lose interest in the subject matter. The session started at the slightly later time of 6.20pm due to heavy traffic and finished at 8.20pm.

While acknowledging the complexity of the subject matter, Members also felt that the session was not as engaging as it could have been. They felt that there were too many wordy slides, not enough visuals and that it was easy to get lost in the numerous case studies. This made the session feel repetitive and created difficulty retaining information.

Members suggested that the presenter could have improved the session by posing more questions directly to Members or by giving Members case studies to work through in small groups.

### Lightbulb & HET 5<sup>th</sup> July

Attendance – 9 Members and 4 provided feedback. 2 rated the session as “good” and 2 rated the session as “excellent”. All respondents agreed that they had confidence in their ability to make decisions and understand processes and reports.

The session presenters were marked as “excellent” by 3 Members and “good” by 1. Members commented that all presenters did a great job.

In respect of pace of the session, all agreed the pace of the session was helpful.

### Best bits

Members found the session useful as it showed what help is out there for people that need it.

Cllr. Stuart Coar said he would be willing to write a short review to be posted on SharePoint.

### Handling Online Abuse 12 July

Attendance – 4 Members and 1 Member provided feedback.

The session was rated as 'good' and the respondent agreed that, as a result of the session, they had more confidence in their ability to make decisions or understand processes and reports on this subject. The session presenters were rated 'good' and the respondent found that the session's pace and content were helpful. The Member recommended that this session be included in future induction programmes.

### Best bits

The respondent found learning about settings that can be changed when using social media accounts particularly useful.