Feedback - Induction Programme 2023

2023 Training

<u>IT & Democratic Services Support Session 16 May 2023</u>

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.

<u>Annual Planning Training 25th May 2023</u>

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.

<u>Best bits</u>

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

<u>Bits Not So Good</u>

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.

<u>Chairing Skills for Members 27th June 2023</u>

Attendance – 2 Members and both provided feedback. Both rated the session as "excellent" overall and felt that their confidence making decisions and understanding reports was increased as a result. Both respondents felt that the presenter(s) were "excellent" and that the pace and content of the session was helpful.

<u>Best bits</u>

Both Members were impressed with the training around intervention techniques as well as the hints and tips around how to draw all committee members to contribute.

<u>Lightbulb & HET 5th July 2023</u>

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 2023

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.

Audit & Corporate Governance Committee Training 13 July 2023

Attendance – 7 Members and 2 provided feedback. 1 Member rated the session as Fair and the other felt that it was "Good." Both Members found that they had more confidence in their ability to make decisions and understand processes and reports.

The session presenters were ranked as Good and both Members felt that the pace and content was helpful. Both Members stated that they would recommend that this session should be included in future induction programmes.

Best bits

Both members felt that the question and answer section of the session was beneficial as it helped build a dialogue with the officers, who listened carefully to questions and gave some helpful answers.

Bits not so good

Members suggested that future session could include examples of the types of questions that could be posed to elicit information.

Hitting the Ground Running New Councillor Workshop 14 July 2023

Attendance – 2 Members and 1 provided feedback.

The respondents rated the session "excellent" overall and agreed that they had confidence in their ability to make decisions and understand processes and reports as a result. The presenter(s) were ranked as "excellent" and the respondent felt that the pace and content was helpful.

Best bits

Interacting with experienced councillors to gain more insight into the role.

Scrutiny Questioning Skills 20 July 2023

Attendance – 10 Members and 8 provided feedback.

4 rated the session as "good" and 4 rated it as "excellent". 7 respondents agreed that they had confidence in their ability to make decisions and understand processes and reports. 1 respondent suggested that this was not the intention of the course and therefore did not agree with the statement.

5 Members ranked the presenter as "excellent" and 4 felt that the presenter was "good." All respondents felt that the pace and content of the session was helpful.

Best bits

Members felt that the quality of the presenter (her knowledge and experience) made the session particularly useful and one Member commented that the presenter's personal anecdotes were helpful. Members also welcomed the format of the session as they were able to discuss questions in pairs or small groups and feedback their responses to the full group. This made the session feel more engaging and interactive.

All respondents recommended that the session be included in future induction programmes.

Cyber Security – Staying Safe Online 31 July 2023

Attendance – 3 Members attended the session and 1 provided feedback.

The Member rated the session as "good" and agreed that it had increased their confidence in making decisions. The session presenters were ranked as "excellent" and the Member found the pace and content of the session helpful.

Best bits

The Member highlighted some key pieces of information that the session provided. Firstly, that the length of a password is better than the complexity in terms of security and secondly, the importance of social media privacy.

Improvements

The Member suggested that more in-depth analysis of successful scams and why they worked would be beneficial for Members.

The respondent recommended that the session be included in future induction programmes.

Scrutiny Work Programme 5 September 2023

Attendance – 14 Members. 8 Members provided feedback via the feedback forms and 1 Member provided written feedback by email.

4 rated the session as "excellent" and 4 rated it as "good." All Members responded that the session gave them more confidence in the subject area.

5 Members ranked the presenter as "excellent" and 3 ranked him as "good." All respondents felt that the pace and content of the session was helpful.

Best bits

Responses from 5 Members show that they found the discussion in the second half of the session particularly useful. Members were able to brainstorm and share ideas about the sorts of items that could be included in Blaby's Scrutiny Work Programme 2023/24. Members discussed potential items in small groups before presenting them to the room and providing their rationale. Members were able to get a better understanding of the BDC Scrutiny process, which was especially useful for new Members with less experience of Scrutiny.

Finance without Numbers 14 September 2023

Attendance – 3 Members and 1 provided feedback via Microsoft forms.

The respondent felt that the session was "good" and that it had improved their confidence in the subject area. The respondent felt that the session presenters were

"excellent" and that the pace and content was helpful. The respondent recommended that this session be included in future induction programmes.

Housing Land Supply 19 September 2023

Attendance – 19 Members and 17 provided feedback.

6 Members thought the session was "excellent" and the remaining 11 felt that it was "good."

15 Members responded that the session gave them more confidence in the subject area, while two felt that it did not. Explaining the reason they answered "no", one Member explained that, as a new Councillor, they still need more training on the planning process, while the other Member stated that his confidence had not improved as he had already been aware of the content covered.

10 Members ranked the presenters as "excellent" and 7 ranked them as "good."

16 Members said that they felt the pace and content of the session was helpful and 1 Member did not respond to this question.

Best bits

Members found the explanation of the need for a 5 year housing land supply extremely useful and welcomed the question and answer session that followed. Members felt that the slides were clear, concise and relevant.

Improvements

Members found the 'conveyer belt' premise particularly useful but felt that a diagram showing this would have improved the session further.

Cllr. Maggie Wright and Cllr. Richard Holdridge agreed to write a short review of the session.

Personal Safety for Councillors 27th September 2023

Attendance – 3 Members attended the session and 1 Member provided feedback.

The respondent felt that the session was "excellent" and that their confidence in their decision making ability has improved as a result. The sessions presenter/s were ranked as "excellent" and the respondent felt that the session's pace and content was helpful. The respondent also recommended that this session should be included in future induction programmes.

Best bits

Looking at the alternatives to 999 during emergencies.

Introduction to Communications and Social Media 3rd October 2023

Attendance – 7 Members attended the session and 6 provided feedback.

All 6 Members thought the session was "excellent" and that it gave them more confidence in the subject area. The session presenters were also ranked as "excellent" by all respondents. All Members found the pace and content helpful and recommended that the session be included in future Induction Programmes.

Best bits

Members found the tips regarding the dos and don'ts particularly useful, especially the advice around handling negative comments on social media and making sure to take a step back.

Climate Change Masterclass 12 October 2023

Attendance – 17 Members (8 Members attended in person and 9 Members attended virtually via Microsoft Teams). 8 Members provided feedback.

5 Members felt the session was "excellent" and 3 felt that it was "good". 7 out of the 8 respondents felt that the session increased their confidence making decisions or understanding processes and reports on the subject. The Member that answered 'no' explained that the subject area is part of his Portfolio so he is already confident in his ability and understanding. The session presenters were ranked as "excellent" by 5 Members and "Good" by the remaining 3. All respondents felt that the pace and content was helpful.

Best bits

Members enjoyed the question and answer session.

Improvements

One Member felt that more Member attendance was needed to improve the session. Another Member felt that more discussion around the challenges in achieving our Net Zero aims would have made the session even more helpful.

Domestic Abuse Awareness 18 October 2023

Attendance – 11 Members attended the session, with 6 Members attending in person and 5 via Microsoft Teams. 4 Members provided feedback.

All 4 Members felt that the session was "excellent" and that their confidence in their decision making ability on this subject has improved as a result. The session presenters were ranked as "excellent" by all respondents. All 4 Members also found the session's pace and content helpful.

Best bits

Members found the use of examples particularly useful. This enabled them to better understand the different levels and forms of Domestic Abuse.

Cllr. Janet Forey agreed to write a short review of the session to be posted on the Members news area on SharePoint.

Finance & Welfare Training Monday 23 October 2023

Attendance – 11 Members attended the session and 11 provided feedback.

8 Members felt that the session was "excellent" and 3 felt that it was "good". 10 Members stated that their confidence in their decision making ability on this subject has improved as a result of the training. 1 Member felt that this was not the case as they had attended many previous training on the subject matter. The session presenter was ranked as "excellent" by 9 respondents, and "good" by 2. All 11 Members found the session's pace and content helpful.

Best bits

Members provided positive feedback on the session. One Member stated that the session gave them a much better understanding of the nature of the council's budget setting requirements. Members were particularly impressed with the presenter's ability to deliver the information clearly and the way that the session clearly progressed through the topic.

Cllr. Maggie Wright and Cllr. Les Phillimore agreed to write short reviews of the session to be posted on the Members news area on SharePoint.

Bits not so good

Some Members felt that there was a lot to take on board from the session.

Anti-Social Behaviour Wednesday 1 November 2023

Attendance – 6 Members attended the session and 6 provided feedback.

4 Members felt that the session was "excellent" and 2 felt that it was "good". All 6 respondents stated that their confidence in their decision making ability on this subject has improved as a result of the training. 3 Members ranked the session presenter(s) as "excellent" and 3 ranked them as "good." All 6 respondents found the session's pace and content helpful.

Best bits

Cllr. Les Phillimore agreed to write a short review of the session to be posted on the Members news area on SharePoint.

Improvements

One Member felt that the session could have been improved if it was more free-talking and less scripted. However, the Member understood why scripting was necessary.

Diversity & Inclusion Training Thursday 9 November 2023

Attendance – 11 Members attended the session and 11 provided feedback.

6 Members felt that the session was "excellent," 4 felt that it was "good" and 1 found the session to be "fair." 10 respondents stated that their confidence in their decision making ability on this subject has improved as a result of the training. 1 Member felt that this was not the case. The session presenter was ranked "excellent" by 6 Members, "Good" by 4 and "Fair" by 1. 10 out of 11 Members found the pace and content of the session helpful. The remaining Member felt that the session was disjointed and that it was not focussed enough on EDI itself.

Best bits

Members particularly enjoyed the use of Mentimeter which allowed them to engage in questions and polls using their mobile phones. Members felt that this made the session much more interactive.

One Members enjoyed the use of real-life examples to draw awareness of the problems encountered with regards to the legislation.

Bits not so good

Members felt that too much was covered for a single session and that the session could have been improved by adding more focus to the Equalities Legislation documents.

<u>Finance Scrutiny (Virtual Training Session) Monday 13 November 2023</u>

Attendance – 3 Members attended the session and 2 provided feedback via Microsoft Forms.

Both Members felt that the session and the session presenter(s) were "excellent." Both also felt that the pace and content of the session was helpful and that their confidence in their decision making ability on this subject improved as a result of the training.

<u>Best bits</u>

'The model explaining what should be considered in good financial scrutiny and in particular the concept that it was 25% looking back and 75% looking forward.'

<u>Bits not so good</u>

Too much included in a one hour session.

<u>Planning Masterclass: Enforcement, Thursday 16 November 2023</u>

Attendance – 13 Members attended the session and 6 provided feedback.

All 6 respondents felt that the session was "excellent" and that their understanding of processes and reports improved as a result. The session presenter was ranked "excellent" and all respondents felt that the pace and content was helpful.

<u>Best bits</u>

Members felt that the case studies provided were useful and relevant, and helped Members to understand the areas of Planning Enforcement that the Council acts on and the areas that it does not.