

# Item 8

## REPORT TO STANDARDS COMMITTEE

6<sup>th</sup> JULY 2006

## REPORT OF SOLICITOR TO THE COUNCIL AND MONITORING OFFICER

### STANDARDS TRAINING EVENT: 4<sup>TH</sup> APRIL 2006: EVALUATION QUESTIONNAIRE FEEDBACK

#### 1. SUMMARY

- 1.1 This report analyses the evaluation questionnaire responses from the training event on standards issues, presented by Peter Keith Lucas of Bevan, Brittan Solicitors that was held on Tuesday 4<sup>th</sup> April 2006 at Ferryhill Leisure Centre.
- 1.2 The event provided the opportunity to take part in a local standards mock hearing and addressed such issues as problem areas of the Code of Conduct, how complaints arise and are dealt with and sanctions and appeals.

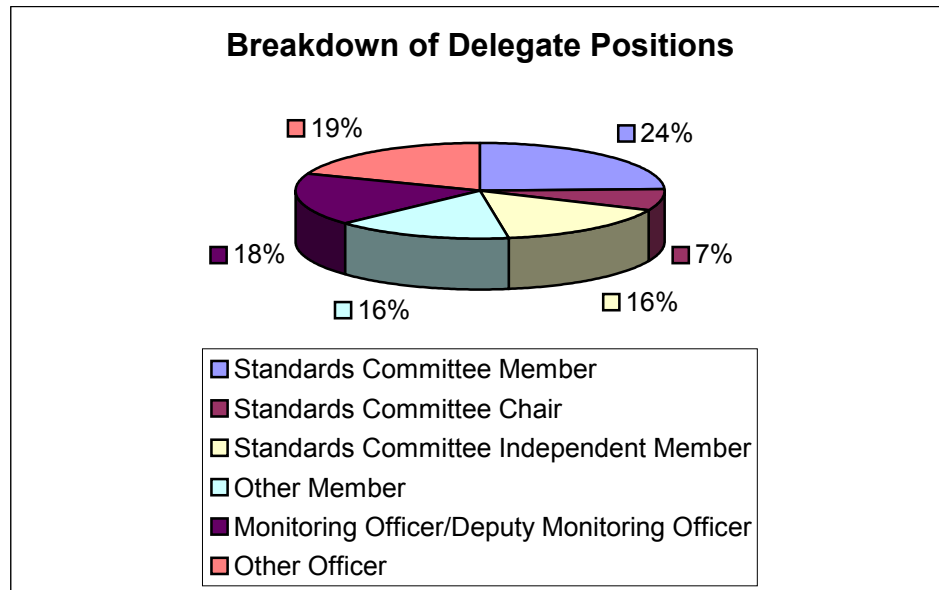
#### 2. RECOMMENDATIONS

- 2.1 That the Standards Committee be appraised of the report.
- 2.2 That similar training events be arranged on an annual basis.

#### 3. DETAIL

- 3.1 The event attracted a large amount of interest at a regional level and the number of representatives totalled 91, 77 of whom attended.
- 3.2 Out of the 77 delegates, 57 completed the evaluation questionnaire and hence, the analysis is based only on the completed 57 questionnaires. The questionnaire focused on three areas, which consisted of general information, a course satisfaction survey and comments.
- 3.3 **Delegate Positions:** Evidently, the majority of delegates who attended the event were Members, and a large proportion of these were Standard Committee Members. The remaining delegates (37%) consisted of Monitoring Officers, Deputy Monitoring Officers and other officers.

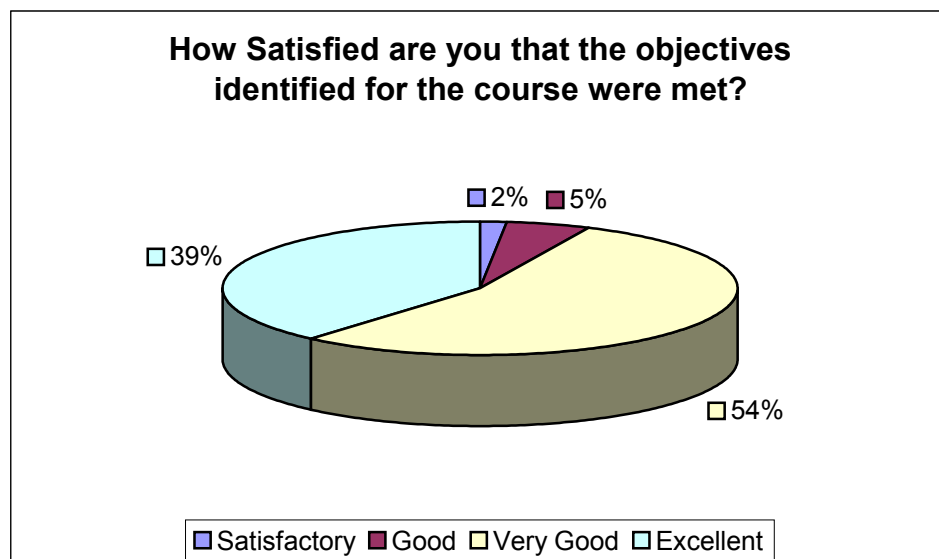
3.4



3.5 **Course Satisfaction Survey:** All of the responses to the questions from the satisfaction survey have been correlated and conclusions have been drawn. Outlined below are the responses to each of the individual questions.

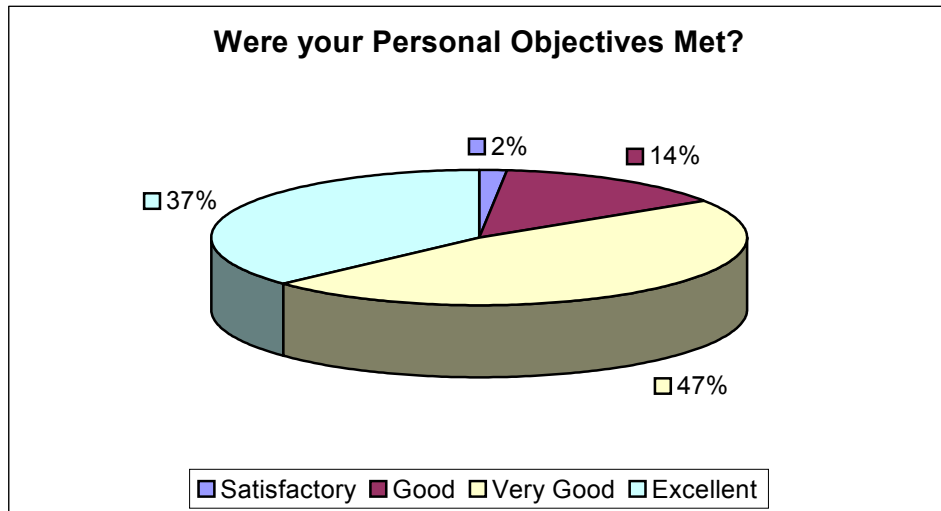
3.6 *How satisfied are you that the objectives identified for the course were met?* The responses to this question were extremely positive, 39% of the delegates were highly satisfied and all delegates were of the opinion that the objectives identified for the course were met to a satisfactory or higher level.

3.7



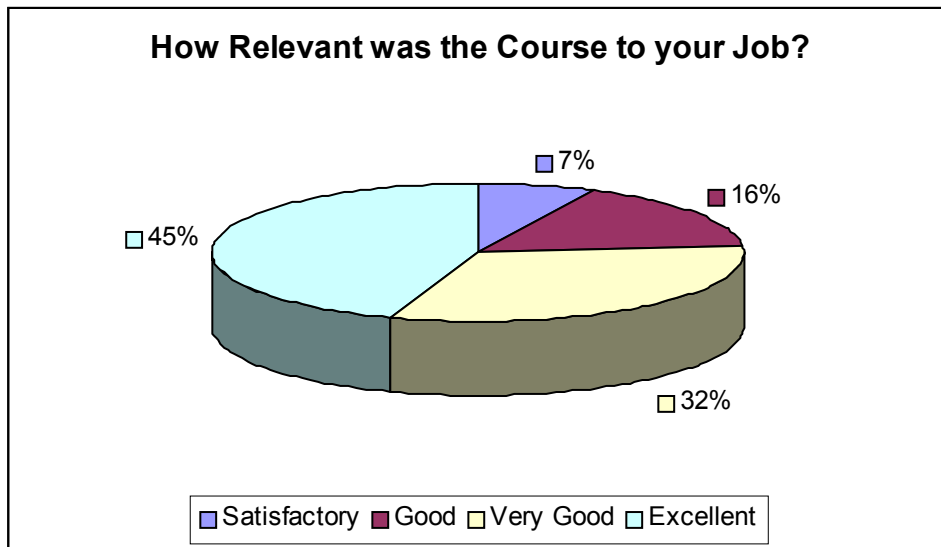
3.8 *Were your personal objectives met?* All of the delegates thought that their personal objectives had been met, over half to a very high standard.

3.9



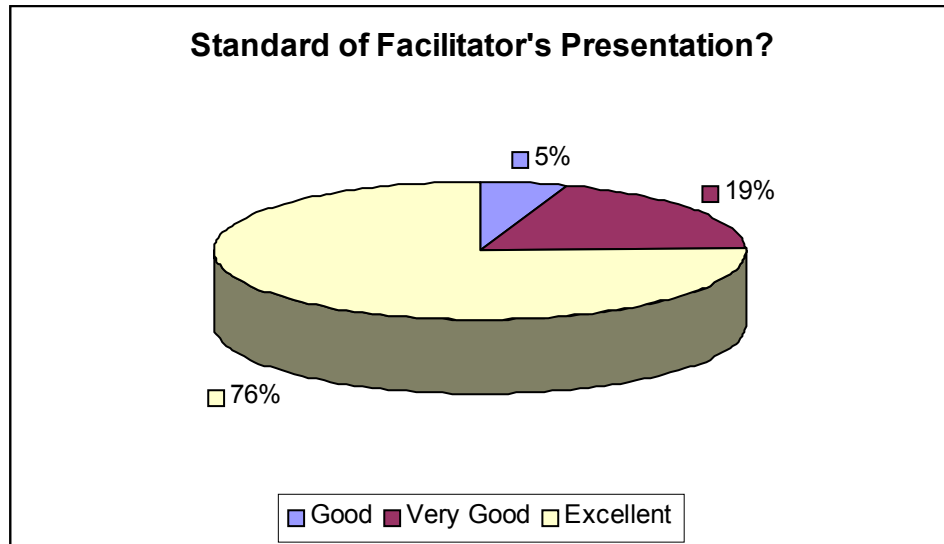
3.10 *How relevant was the course to your job?* As expected the course was very relevant to the majority of the delegates because the course was aimed specifically at Members, Monitoring Officers and relevant Officers.

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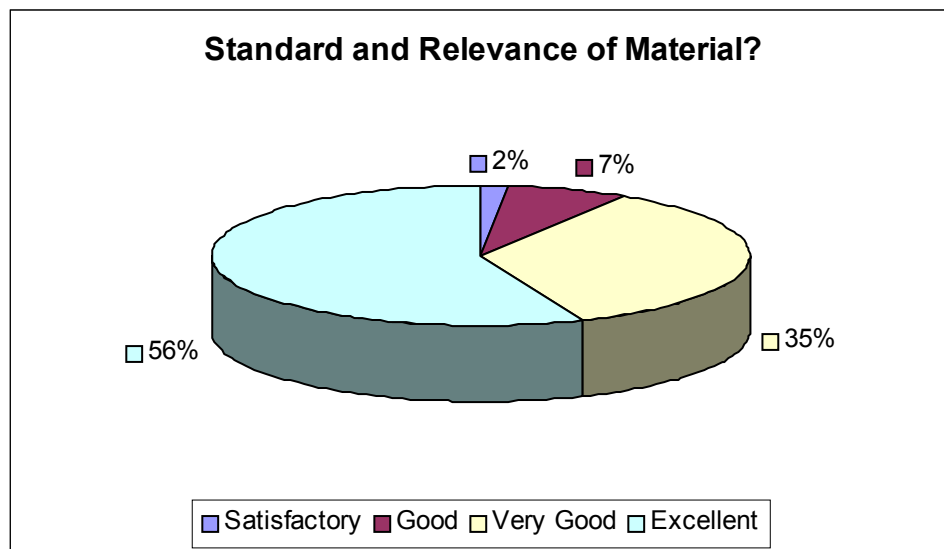
3.12 *Standard of facilitator's presentation?* The standard of the facilitator's presentation was extremely high, 76% of the delegates thought that Peter Keith – Lucas' presentation was excellent.

3.13



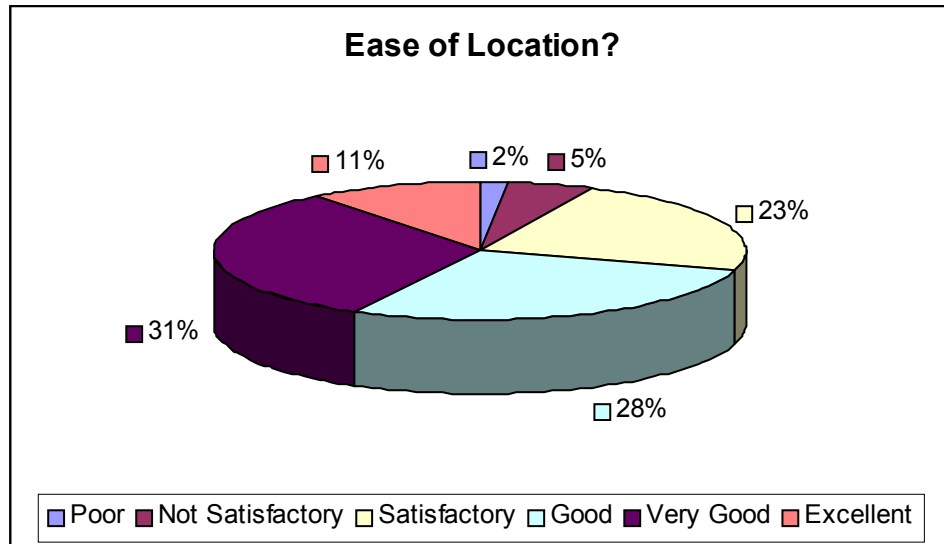
3.14 *Standard and relevance of materials?* Over half of the delegates agreed that the standard and relevance of the material was outstanding. As shown below the remaining delegates were more than satisfied with the material.

3.15



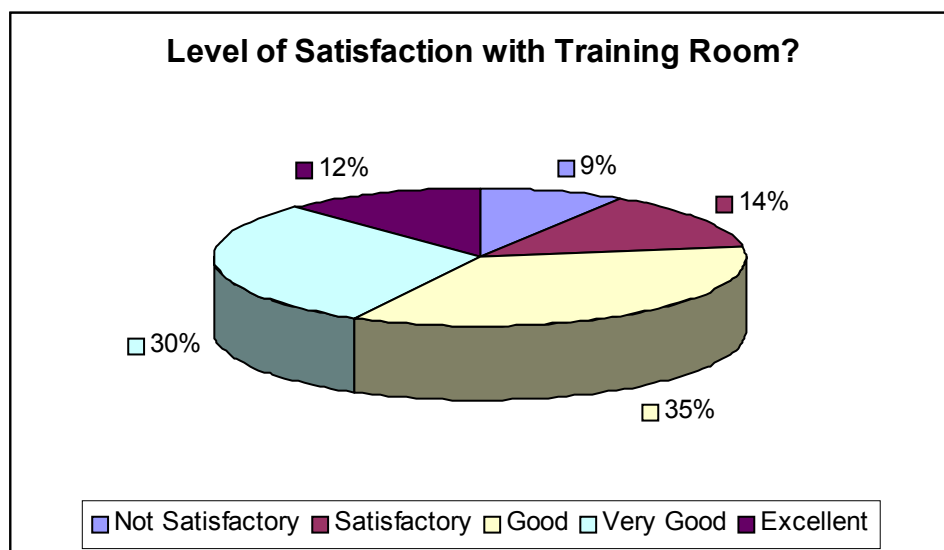
3.16 *Ease of access to location?* A minority of the delegates, 7% were not satisfied with the location of the leisure centre. The reason for this could possibly be because the leisure centre is not in a prominent position as it is located within a housing estate. However, the majority were satisfied, and 31% thought that the location was very good.

3.17



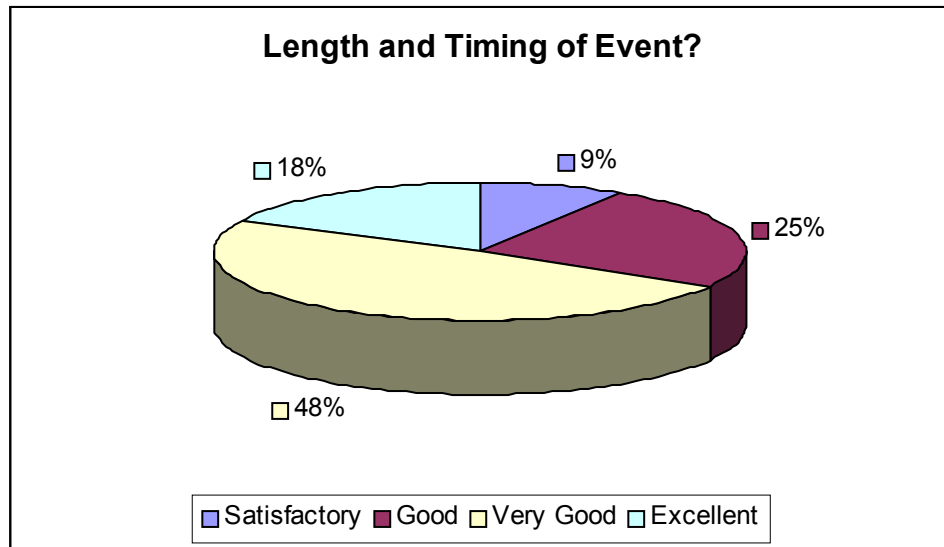
3.18 *Level of satisfaction with training room?* The responses to this question varied from excellent to unsatisfactory. The majority of delegates rated the training room as good, and a further 30% considered the room to be very good. 9% of delegates were not satisfied with the room, and from the comments made on the questionnaire the apparent reason was because the room was cold and the air conditioning was loud.

3.19



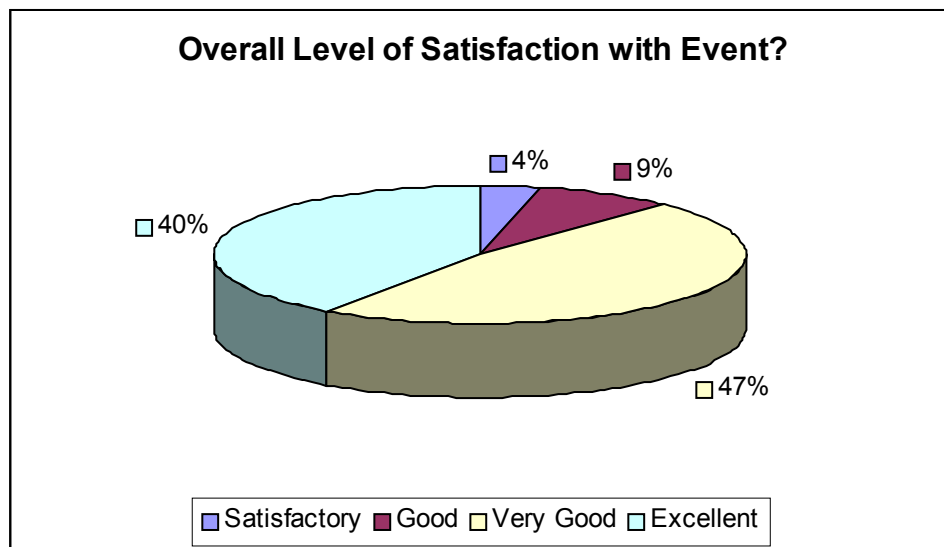
3.20 *Length and timing of event?* The training course was a one-day event, which ran from 10.00 until 4.00, three coffee breaks were arranged and a buffet lunch. The majority of the questionnaires suggested that the event was of the right time and length and the day was handled well regarding time management. However, several delegates thought that the event, both the morning and afternoon sessions could have been condensed.

3.21



3.22. *Overall level of satisfaction with event?* As the figures show below, the event was a huge success with over 80% expressing a high level of overall satisfaction.

3.23



3.24 **Comments:** The majority of the questionnaires contained positive feedback and comments. Some of the comments included:

- Course trainer extremely knowledgeable and handled day well as regards to time management and questions.
- A very useful course for Standards Committee Members and those who support the Committee.
- Course was well thought out and relevant.
- Very good information, presented in an enjoyable manner.
- Listening to real examples brought the importance of this work home.
- Well-balanced training day.

- I thought the course was excellent.
- Excellent, very interesting and different (mock hearing).

3.25 Several suggestions were made to further improve the event, including:

- A different scenario if repeated locally.
- A more detailed analysis of case studies.
- Present to Parish Councillors as a training day.
- More time should have been spent on interests.
- Morning session should be shortened.

#### **4. RESOURCE IMPLICATIONS**

4.1 No specific financial implications have been identified.

#### **5. CONSULTATIONS**

5.1 The Council's Management Team has considered this report.

#### **6. OTHER MATERIAL CONSIDERATIONS**

6.1 All material considerations have been taken into account in the contents of this report. In particular, risks may arise unless Members of Council are fully appraised on standards matters.

#### **7. OVERVIEW AND SCRUTINY IMPLICATIONS**

7.1 None apply.

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**Wards:** N/A

**Key Decision Validation:** N/A

#### **Background Papers**

Evaluation Questionnaires: 4<sup>th</sup> April Training Event

**Examination by Statutory Officers**

	<b>Yes</b>	<b>Not Applicable</b>
1. The report has been examined by the Council’s Head of the Paid Service or his representative	<input type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Council’s S.151 Officer or his representative	<input type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council’s Monitoring Officer or his representative	<input type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input type="checkbox"/>	<input type="checkbox"/>