

Item 6

ITEM NO.

REPORT TO STANDARDS COMMITTEE

1ST NOVEMBER 2007

REPORT OF SOLICITOR TO THE COUNCIL
AND MONITORING OFFICER

STANDARDS TRAINING EVENT: WEDNESDAY 27th JUNE 2007: 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 Wednesday 27th June 2007 at Ferryhill Leisure Centre.
- 1.2 The event provided the opportunity to take part in a mock-up of "first sieve" which involved small groups acting as a Standards Committee; each group evaluated complaints and decided whether to conduct an investigation. The groups then discussed why each complaint was or was not worth investigating, and cost implications of the different decisions were demonstrated. The event also incorporated a discussion on the revised Code of Conduct.

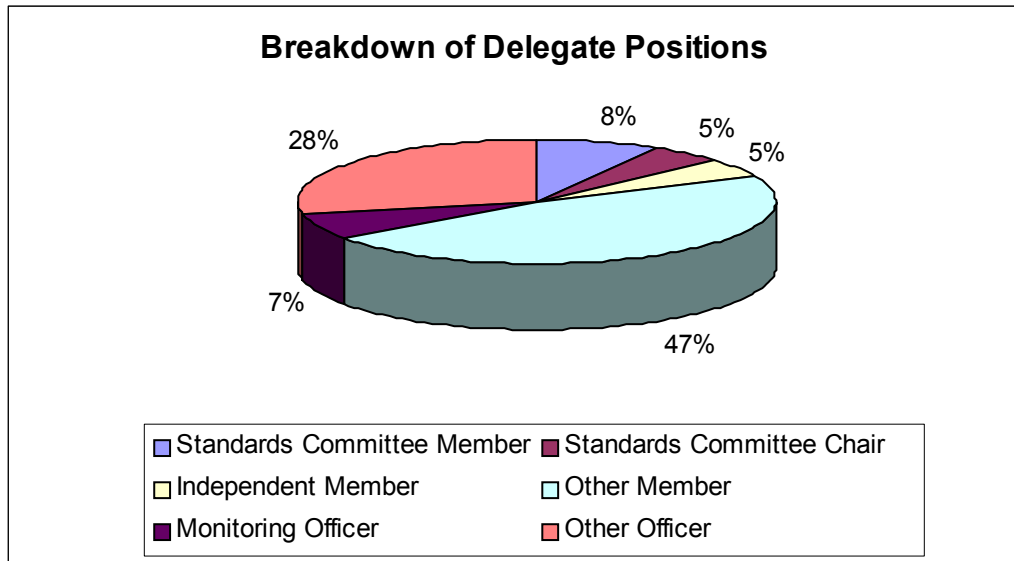
2. RECOMMENDATIONS

- 2.1 That the Standards Committee be appraised of the report.

3. DETAIL

- 3.1 The event attracted a large amount of interest at a regional level and the number of representatives totalled 67, 60 of whom attended.
- 3.2 Out of the 60 delegates, 42 completed the evaluation questionnaire and hence, the analysis is based only on the completed 42 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 proportion of these were Standard Committee Members. The remaining delegates consisted of Monitoring Officers, Deputy Monitoring Officers and other Officers.

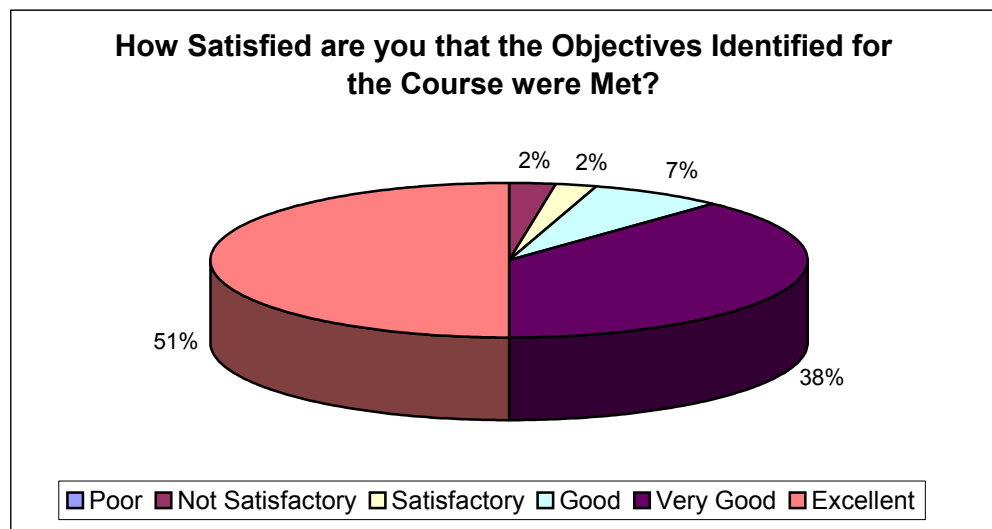
3.4



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.

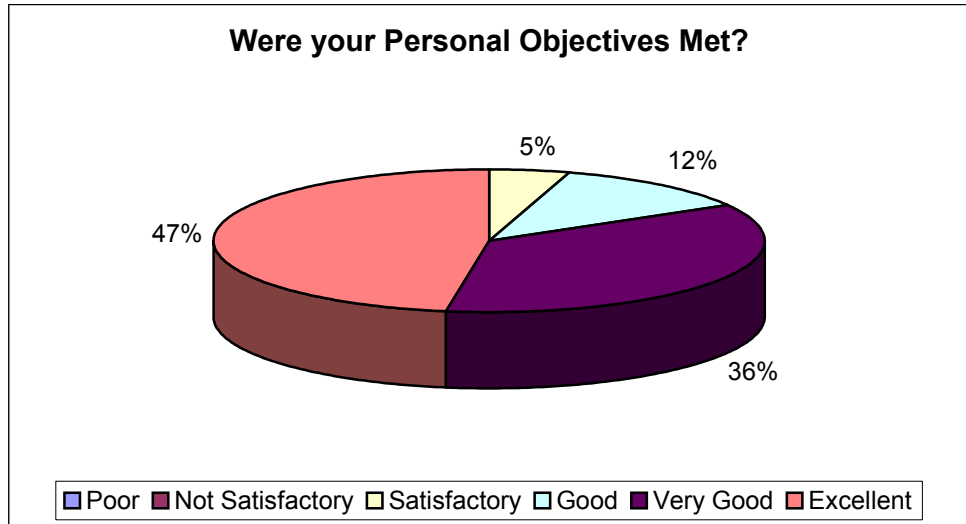
3.6 *How satisfied are you that the objectives identified for the course were met?* The responses to this question were extremely positive, 51% of the delegates were highly satisfied and the majority of the delegates were of the opinion that the objectives identified for the course were met to a satisfactory or higher standard.

3.7



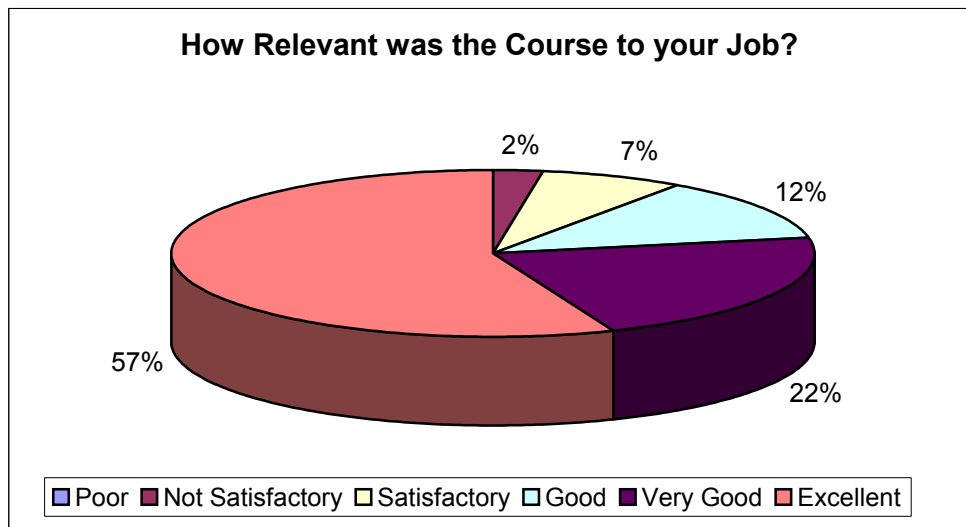
3.8 *Were your personal objectives met?* All of the delegates thought that their personal objectives had been met, over three quarters to a very high standard.

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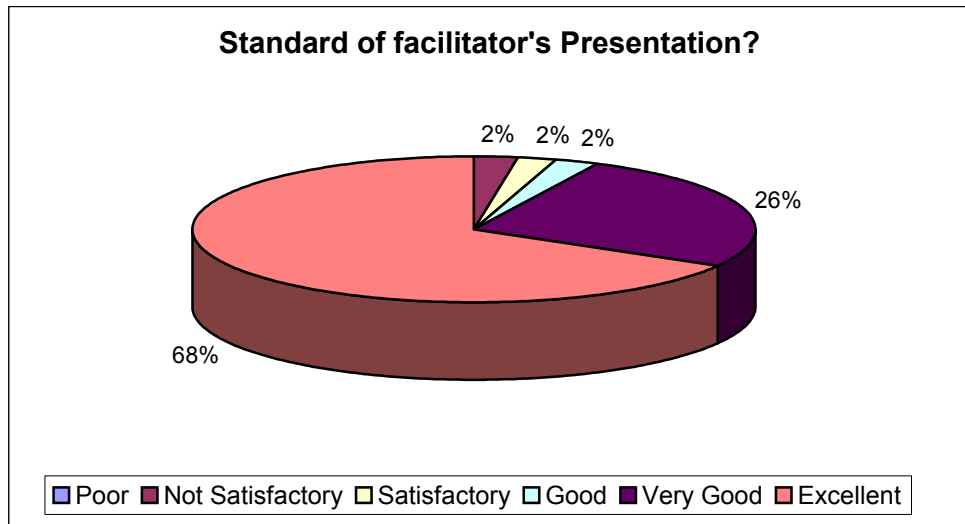
3.10 *How relevant was the course to your job?* As expected the course was very relevant to the majority of the delegates because the course was aimed specifically at Members, Monitoring Officers and relevant Officers.

3.11



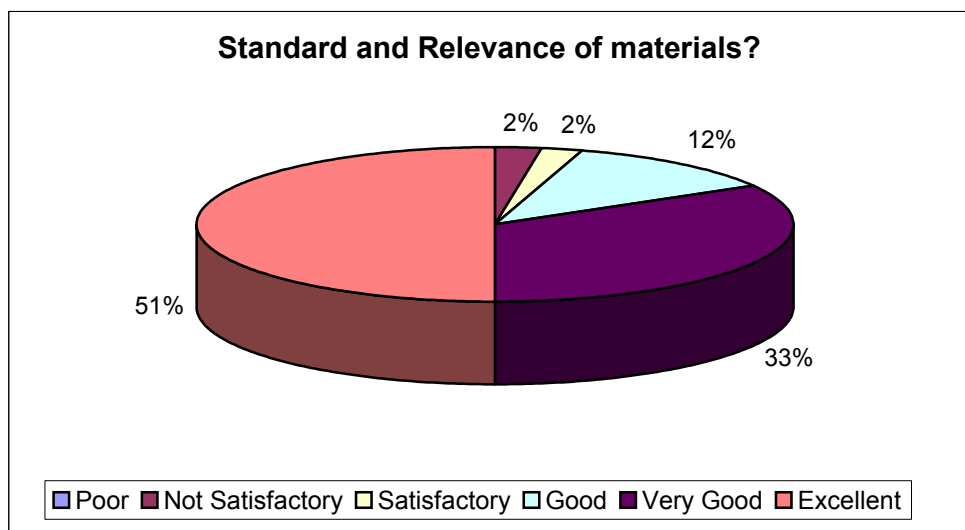
3.12 *Standard of facilitator's presentation?* The standard of the facilitator's presentation was extremely high, 68% of the delegates thought that Peter Keith – Lucas' presentation was excellent.

3.13



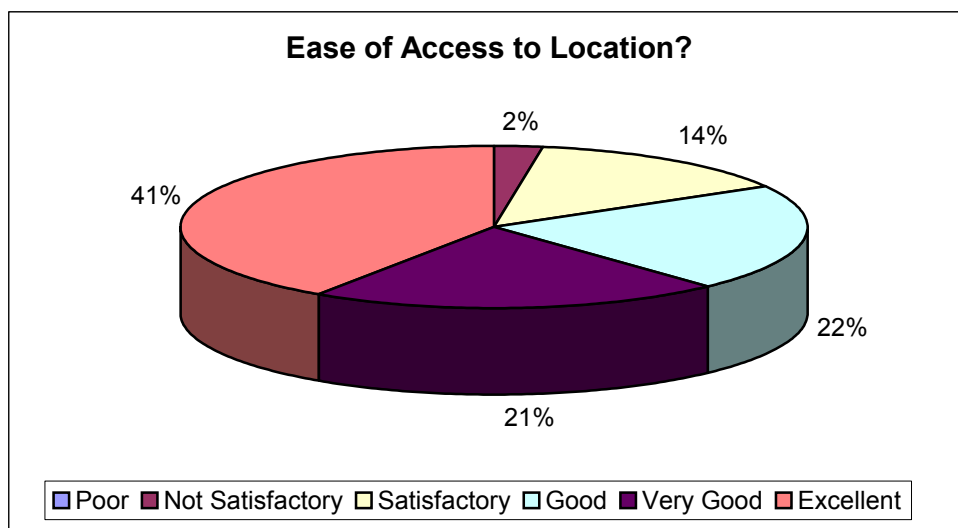
3.14 *Standard and relevance of materials?* Half of the delegates agreed that the standard and relevance of the material was outstanding. As shown below the remaining delegates were more than satisfied with the material.

3.15

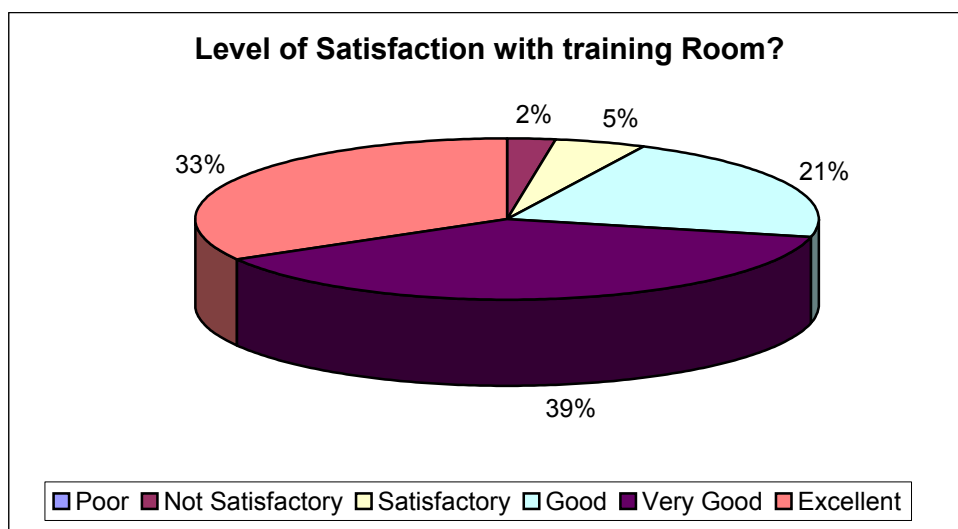


3.16 *Ease of access to location?* A minority of the delegates, 2% were not satisfied with the location of the Leisure Centre. The reason for this could possibly be because it is not in a prominent position as it is located within a housing estate. However, the majority were satisfied, and 51% thought that the location was excellent.

3.17

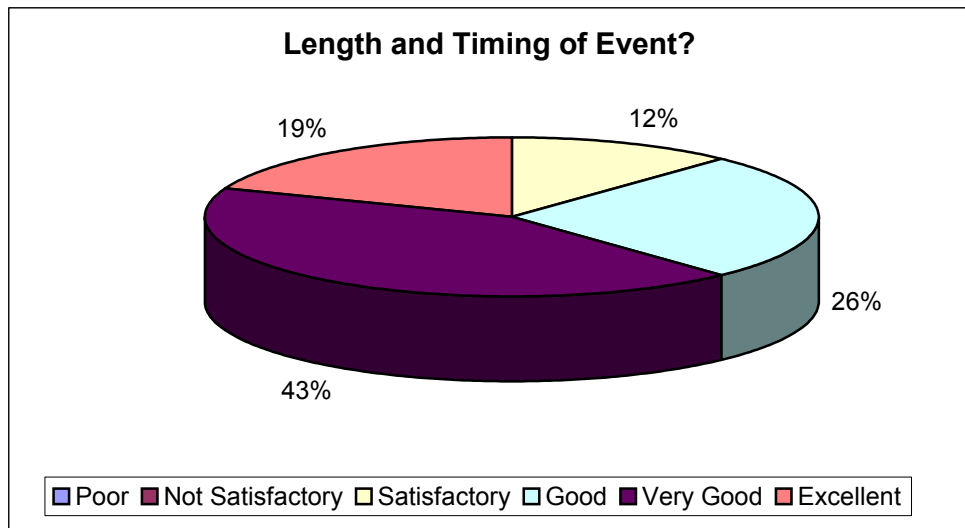


3.18 *Level of satisfaction with training room?* The majority of delegates rated the training room as good, very good or excellent. 2% of delegates were not satisfied with the training room and 5% were only satisfied; from the comments made on the questionnaire the apparent reason for this was because the room was very warm.



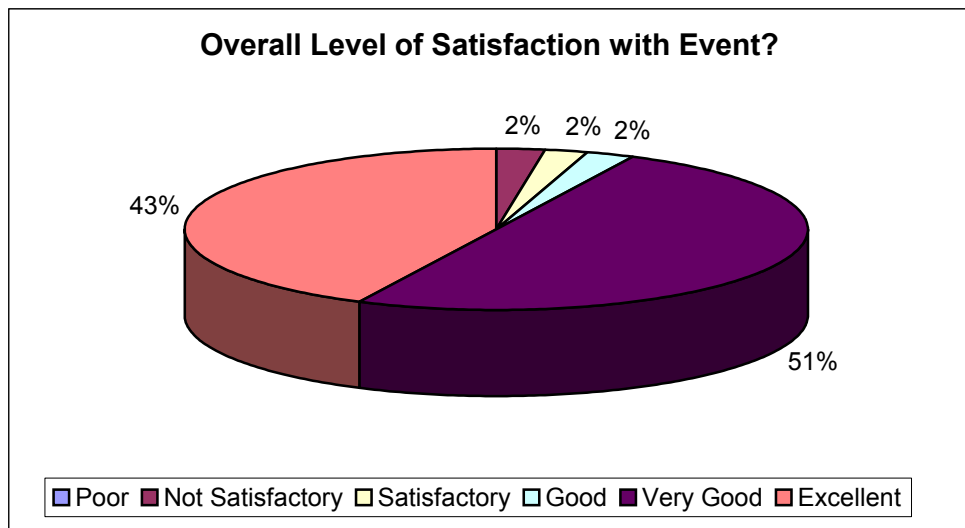
3.19 *Length and timing of event?* The training course was a one-day event, which ran from 10.00a.m until 4.00p.m, two coffee breaks were arranged and a buffet lunch. The majority of the questionnaires suggested that the event was of the right time and length and the day was handled well regarding time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

3.20



3.21 *Overall level of satisfaction with event?* As the figures show below, the event was a huge success with over 90% expressing a high level of overall satisfaction.

3.22



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

- course trainer was a very engaging and an extremely knowledgeable individual, who controlled the pace of the event very well;
- content and training were very well thought out and facilitated;
- an excellent course delivered in an interesting and entertaining manner;
- everything was extremely well presented and the facilities provided were of a high standard;
- excellent initiative by Sedgefield Borough Council;
- very interesting and informative, a good insight into the new Code of Conduct;

- an excellent event, as a new Member it will help me in my new role.

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

- more time to discuss the case studies;
- more time for interactive/role play/feedback opportunities;
- use hand held microphone for audience;
- would be more comfortable/practical to be seated at tables for paperwork;
- afternoon 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.

8. LIST OF APPENDICES

8.1 None apply.

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Wards: N/A

Key Decision Validation: N/A

Background Papers

Evaluation Questionnaires – 27th June 2007

Examination by Statutory Officers

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