

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 9

Returned Feedback forms: 9

This session will focus on the 'Knowing What Works' programme, which in general terms is about making better use of evidence to design better services. This also includes some internal consultancy work on redesigning services around residents' needs and applying insights from social psychology to make our interactions with residents more effective.

STRENGTHS

- The presenters. Six of the attendees were new councillors.
- Kept to a reasonable time. Explained themselves well. Presenters seemed interested. Presentation was comprehensive.
- Questions to ask of people. Clear explanations.
- Slides very good, presented well.
- Programme was very informative and helps to put in practice, got lots of information.
- Thinking outside the box.
- Importance of measuring outcomes not outputs. To test evidence base of policies, keep asking 'why?' ask for proof over precedent.
- Makes you think through problems.

WEAKNESSES

- Too much sitting and listening. Session is a lecture. Around the room people looked bored. Insufficient attendance.
- Words in grey not always easy to read for visually impaired people.
- What was it all about?
- Lack of a practical session of evidence based decision making.
- Not sure how you would test all data where a pilot is not practical.

OPPORTUNITIES

- Selling the data bank access to all members.
- Would have been fun to do a table top challenge rather than watching a video, people would have been more engaged. More interaction. Send text reminder earlier.
- Some table top exercises would have made the session a bit more interesting.
- We can put this knowledge in practice.
- Would have been helpful for members on development control.

TRAINING SCORE

Poor	0
Adequate	1
Good	3
Very good	3
Excellent	2