

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 38 Returned Feedback forms: 38

Objectives:

Colin King from the Building Research Establishment will deliver some training on the management of mould and condensation in properties, which is an emotive subject for many of our tenants who often seek the assistance of their local councillors to resolves.

- 1) Damp, condensation and mould cause and effect
- 2) The reality of mould in the UK
- 3) Diagnosis and the human factor

10am-12pm session

STRENGTHS

- Easy to understand. Good facts and evidence. Very interesting and thought provoking.
- I have listened to this speaker before – he really knows his subject. Excellent!
- Health issues
- Good presenting style and knowledge of subject.
- How many kinds of moulds, UK's relative humidity is so high. There was so much interesting information received.
- Interesting speaker
- Very good presentation style. Good content, good slides.
- Knows his stuff but found relatively little relationship and our duties as a councillor. "Medical letters should be challenged" – a good tip.
- Speaker knew his subject very well – but had poor delivery.
- Very informative
- Informative, made more aware of the problems we face.
- Useful facts that I have not heard in previous damp courses before – e.g. only 4 types of harmful moulds out of 20,000 – things we can inform tenants to educate. Extremely relevant. How do you keep damp interesting for 2 hours?! Get Colin to deliver the presentation!
- Informative and applicable to the challenges we confront in our sector. Shall support addressing common misconceptions.
- The course has been very informative.
- Excellent presentation: clear, simple and informative.
- Really interesting information given. Very beneficial to my job.
- Very knowledgeable, interesting, great presentation. Skills learnt to deal with issues we have with mould and condensation.

WEAKNESSES

- Nothing
- IT problems meant started and finished late – not a big problem though.

- Pictures descriptions letters can't read. Need to make more readable.
- Difficult to read on screen.
- May have been too scientific for some of the attendees.
- Interesting lecture on physics but little relevance.
- Slides not easy to read – poor colour and definition. Acoustics in council chamber very poor.
- Could be simplified or adapted for the audience. I didn't know acronyms such as DPC whereas Osbornes staff would.
- Maybe pictures what good and bad moulds look like.
- Quick break or interactive session to break up the session.
- DBC to offer information and education to new residents. Better education for existing residents.
- Query on HSG allocation – for number of people in the property. Do we encourage overcrowding because of this. Changing lifestyle could be impossible due to costs/way of UK.

OPPORTUNITIES

- Advice on which data loggers to use. Use of dehumidifiers – discussion point.
- I can use this knowledge in my area if required.
- To be relayed back to tenants but they will not understand the science.
- A more specific and memorable outline would be beneficial – a little pamphlet for example.
- A better explanation of certain terms and words. A small break midway through.
- Maybe FAQ that tenant ask and how to combat tenants who will not accept this.
- Supply 'facts' page, bullet points of interesting and relevant facts – really useful for contractors and its call centre – take away with you. Or 'Top tips' for housing providers page.
- Handouts around stats – recommend links sheet around key sources for data/stats.
- Continue with the current agreed approach of identifying the cause and providing education.
- Staff/tenants to be educated – how to live in props – go into schools – give good advice to tenants.
- I would like to supply our customers with small, humid meters so they can see themselves the high moisture in the air which they are causing and have control over it.

TRAINING SCORE

Poor	1
Adequate	1
Good	2
Very good	5
Excellent	11

2pm-4pm session

STRENGTHS

- Afternoon session much more dynamic
- All good
- A subject brought to life by Colin's knowledge and passion. Excellent and informative course.
- Excellent all round presentation and some new information on health and mould spores and cleanliness. Good challenging questions.
- To test for air quality. That mould needs moisture, food and heat. That only 2 or 3 moulds from 1,000s are deadly. Dust mites like the same circumstances as mould. Mould is everywhere.
- Full in-depth talk on mould and dust mites which is extremely useful for my job role. To find out that we as humans, actually consume at least three moulds as foods. Mould grows and lives on everything. There is no concrete evidence that mould cause respiratory problems or illnesses.
- A concise rendition of facts which pulled together the focus of the subject, and emphasised the process for everyone to pull together.
- Very informative, well presented.
- Very good
- Mould does not cause illness.
- Excellent presentation, content throughout.
- Very knowledgeable – scientific fact, further research for dew point analysis.
- A very interesting and knowledgeable course, a very knowledgeable trainer.

WEAKNESSES

- Still talking to screen with back to the attendees.
- None.
- Thought it was all very useful.
- More use of diagrams and photos to give a visual view on what is being explained. Everything else was good.
- Do we have the funding to supply the suggested ventilation?
- Too long. Some technical.
- More case study examples – period of time for internal conditions of RH to decrease with mechanical ventilation. Actions to protect council.
- Nothing – a very good course with a very good, qualified trainer.

OPPORTUNITIES

- My "handy pamphlet" idea mentioned this morning I still think would be useful for councillors.
- No, good succinct presentation

- Just to turn the front lights off by the projector screen to see photos better.
- Lighting in front of projector to be turned off so it is easier to see as this restricted photos and diagrams etc
- Perhaps the social housing contract ought to be revamped to include life styles.
- Copy of presentation to be sent to delegates.
- Health effects – interesting, however, in no position to make medical claims to tenants.
- I feel that some of our tenants who are involved in HMEC groups etc should attend the course as they would find it beneficial.

TRAINING SCORE

Poor	
Adequate	
Good	2
Very good	6
Excellent	10