PRIORITY: Using the drop-down arrow in the left-hand column of the table, please select red, amber or green to identify which of the statements below you identify most closely with. This will allow us to assess the level of priority you place on undertaking the learning. The statements are as follows: Red: I don't feel that my current levels of knowledge and understanding in this area are sufficient and feel that Colour of priority (red, amber, green)

| Answer Options | red | amber | green | Response Count |
|--|-----|-------|-------|-------------------|
| Customer services and Service First standards | 2 | 3 | 10 | 15 |
| The Contact Centre | 2 | 2 | 11 | 15 |
| Basic knowledge of Council Tax and benefits | 0 | 7 | 8 | 15 |
| Waste and recycling | 1 | 3 | 11 | 15 |
| Environmental Health | 1 | 4 | 10 | 15 |
| The Council's housing functions | 0 | 8 | 7 | 15 |
| Planning: Development Control | 0 | 6 | 9 | 15 |
| Planning: Appeals and Enforcement | 0 | 5 | 10 | 15 |
| Planning: Conservation and Design | 0 | 7 | 8 | 15 |
| Planning: Section 106 legal agreements | 0 | 7 | 8 | 15 |
| Planning Policy: the Local Development Framework | 0 | 2 | 13 | 15 |

| Preferred method of training | | | | | | | | | | | |
|--|--------------------------|------------------------|----------------------|----------------------|------------|--------------------|-------------|----------------------|----------------------|--------------------|-------------------|
| Answer Options | National training and | Coaching and mentoring | In-house training | In-house training | E-learning | Visits to other | conferences | Distance learning | Library materials | Group briefings | Response Count |
| Customer services and Service First standards | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| The Contact Centre | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 6 |
| Basic knowledge of Council Tax and benefits | 0 | 0 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| Waste and recycling | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 4 |
| Environmental Health | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 5 |
| The Council's housing functions | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 7 |
| Planning: Development Control | 0 | 0 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Planning: Appeals and Enforcement | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Planning: Conservation and Design | 0 | 0 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Planning: Section 106 legal agreements | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Planning Policy: the Local Development Framework | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

| | Question Totals |
|--|--------------------|
| Other training method (please specify) | 1 |
| answered question | 16 |
| skipped question | 2 |

| Number | Response Date | | Other training method (please specify) | |
|--------|---------------|---------------------|--|--|
| 1 | 1 | Mar 1, 2010 1:23 PM | Also training inte | ernally by external trainers and group briefings |

PRIORITY: Using the drop-down arrow in the left-hand column of the table, please select red, amber or green to identify which of the statements below you identify most closely with. This will allow us to assess the level of priority you place on undertaking the learning. The statements are as follows: Red: I don't feel that my current levels of knowledge and understanding in this area are sufficient and feel that I would benefit from training and Colour of priority (red, amber, green)

| Answer Options | Red | Amber | Green | Response Count |
|--|-----|-------|-------|-------------------|
| Recent and forthcoming legislation; national policies, | 2 | 9 | 3 | 14 |
| Local government performance management | 0 | 7 | 7 | 14 |
| Cambridgeshire Together and the Local Area | 0 | 10 | 4 | 14 |
| Roles and responsibilities of local government tiers | 0 | 0 | 14 | 14 |
| Regional working - GO-East, EERA and the Regional | 0 | 8 | 6 | 14 |
| Role of, and relationship to, parish councils | 0 | 0 | 14 | 14 |

| Preferred method of training | | | | | | | | | | | | |
|--|---|---------------------------|------------------------------------|-------------------------------------|------------|------------------------------------|-------------------------------|---------------------------------|----------------------|--------------------|------------------------------------|-------------------|
| Answer Options | National training and development | Coaching and Mentoring | In-house training by Council | In-house training by external | E-learning | Visits to other councils and | External courses, conferences | Distance learning courses | Library materials | Group briefings | Other (please specify below) | Response Count |
| Recent and forthcoming legislation; national policies, | 0 | 0 | 3 | 4 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 9 |
| Local government performance management | 0 | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 6 |
| Cambridgeshire Together and the Local Area | 0 | 0 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 9 |
| Roles and responsibilities of local government tiers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Regional working - GO-East, EERA and the Regional | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 7 |
| Role of, and relationship to, parish councils | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |

| | | Totals |
|--|-------------------|--------|
| Other training method (please specify) | | 1 |
| | answered question | 14 |
| | skipped question | 4 |

Question

| Number | Response Date | Other training method (please specify) |
|--------|---------------|---|
| | | |
| | 1 Fe | b 17, 2010 12:03 PM There was going to be a presentation about this but there were so few takers that it was cancelled, which I think was a pity. Maybe try again. |

PRIORITY: Using the drop-down arrow in the left-hand column of the table, please select red, amber or green to identify which of the statements below you identify most closely with. This will allow us to assess the level of priority you place on undertaking the learning. The statements are as follows: Red: I don't feel that my current levels of knowledge and understanding in this area are sufficient and feel that I would benefit from training and Colour of priority (red, amber, green)

| Answer Options | Red | Amber | Green | Response Count |
|---|-----|-------|-------|-------------------|
| How the Council is structured, who does what and | 1 | 0 | 13 | 14 |
| An introduction to the Local Strategic Partnership and | 0 | 5 | 9 | 14 |
| Members' Code of Conduct and procedures for | 0 | 0 | 14 | 14 |
| An introduction to how the Council operates financially | 0 | 2 | 12 | 14 |
| Corporate objectives, and the links to service plans, | 0 | 4 | 10 | 14 |
| Introduction to risk management policies | 0 | 3 | 11 | 14 |
| Effective scrutiny | 0 | 2 | 12 | 14 |
| Equalities, diversity and community cohesion | 0 | 3 | 11 | 14 |
| Member/officer roles and relationships | 0 | 1 | 13 | 14 |
| Role of elected members within communities and | 0 | 0 | 14 | 14 |

| Preferred training method | | | | | | | | | | | | |
|---|--------------------------|---------------------------|-------------------------|-------------------------|------------|--------------------|----------|----------------------|----------------------|--------------------|--------------------------|-------------------|
| Answer Options | National training and | Coaching and Mentoring | In-house training by | In-house training by | E-learning | Visits to other | courses, | Distance learning | Library materials | Group briefings | other (please specify | Response Count |
| How the Council is structured, who does what and | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| An introduction to the Local Strategic Partnership and | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 |
| Members' Code of Conduct and procedures for | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| An introduction to how the Council operates financially | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Corporate objectives, and the links to service plans, | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Introduction to risk management policies | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Effective scrutiny | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Equalities, diversity and community cohesion | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Member/officer roles and relationships | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Role of elected members within communities and | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | Question | |
|--|----------|--|
| | Totals | |
| Other training method (please specify) | 1 | |
| answered question | 14 | |
| skipped question | 4 | |

| Number | Response Date | | Other training method (please specify) | |
|--------|---------------|---------------------|--|---|
| 1 | | Mar 1, 2010 1:24 PM | | nining by external trainers and group briefings |

PRIORITY: Using the drop-down arrow in the left-hand column of the table, please select red, amber or green to identify which of the statements below you identify most closely with. This will allow us to assess the level of priority you place on undertaking the learning. The statements are as follows: Red: I don't feel that my current levels of knowledge and understanding in this area are sufficient and feel that I would benefit from training and Colour of priority (red, amber, green)

| Answer Options | Red | Amber | Green | Response Count |
|--|-----|-------|-------|-------------------|
| Questioning skills | 0 | 4 | 10 | 14 |
| Dealing with change | 0 | 2 | 11 | 13 |
| Media and Communications: skills and responsibilities | 1 | 3 | 10 | 14 |
| Chairing and managing meetings | 0 | 1 | 13 | 14 |
| Participating effectively at meetings - Public speaking, | 1 | 5 | 8 | 14 |
| Negotiation and influencing | 0 | 2 | 12 | 14 |
| Speed reading | 1 | 3 | 10 | 14 |
| Report writing | 1 | 0 | 13 | 14 |
| Time management | 0 | 1 | 13 | 14 |
| Dealing with constituents | 0 | 0 | 14 | 14 |
| Basic IT skills e.g. sending and opening e-mails | 0 | 1 | 13 | 14 |
| Intermediate IT skills e.g. attaching files to e-mails, | 1 | 4 | 9 | 14 |
| Advanced IT skills e.g. setting up printers, forming | 4 | 4 | 6 | 14 |

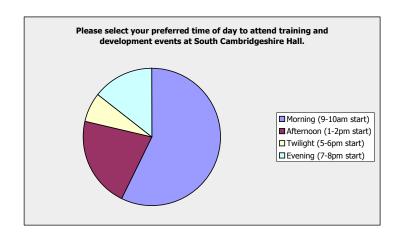
| Preferred training method | | | | | | | | | | | | |
|--|--------------|---|-------------|-------------|------------|-------|-------------|----------|----------------------|--------------------|--------------------------|-------------------|
| Answer Options | training and | | training by | training by | E-learning | other | conferences | learning | Library materials | Group briefings | otner (please specify | Response Count |
| Questioning skills | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Dealing with change | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Media and Communications: skills and responsibilities | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Chairing and managing meetings | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Participating effectively at meetings - Public speaking, | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Negotiation and influencing | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Speed reading | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Report writing | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Time management | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Dealing with constituents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Basic IT skills e.g. sending and opening e-mails | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Intermediate IT skills e.g. attaching files to e-mails, | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Advanced IT skills e.g. setting up printers, forming | 0 | 1 | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |

| | | Question |
|--|-------------------|----------|
| | | Totals |
| Other training method (please specify) | | 1 |
| | answered question | 14 |
| | skipped question | 4 |

| Number | Response Date | | Other training method (please specify) | |
|--------|---------------|---------------------|--|----------------------------|
| 1 | | Mar 1, 2010 1:25 PM | Also in-house tra | nining by external trainer |

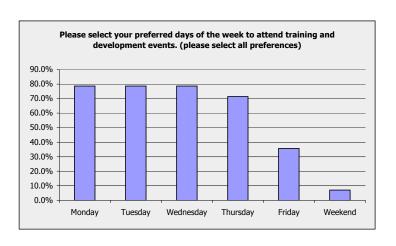
Please select your preferred time of day to attend training and development events at South Cambridgeshire Hall.

| Answer Options | Response Percent | Response Count |
|-------------------------|---------------------|-------------------|
| Morning (9-10am start) | 57.1% | 8 |
| Afternoon (1-2pm start) | 21.4% | 3 |
| Twilight (5-6pm start) | 7.1% | 1 |
| Evening (7-8pm start) | 14.3% | 2 |
| | answered question | 14 |
| | skipped question | 4 |



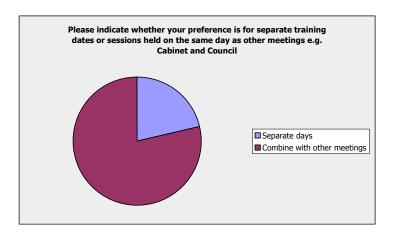
Please select your preferred days of the week to attend training and development events. (please select all preferences)

| Answer Options | Response Percent | Response Count |
|----------------|---------------------|-------------------|
| Monday | 78.6% | 11 |
| Tuesday | 78.6% | 11 |
| Wednesday | 78.6% | 11 |
| Thursday | 71.4% | 10 |
| Friday | 35.7% | 5 |
| Weekend | 7.1% | 1 |
| ansv | vered question | 14 |
| ski | ipped question | 4 |



Please indicate whether your preference is for separate training dates or sessions held on the same day as other meetings e.g. Cabinet and Council

| Answer Options | Response Percent | Response Count |
|-----------------------------|---------------------|-------------------|
| Separate days | 21.4% | 3 |
| Combine with other meetings | 78.6% | 11 |
| | answered question | 14 |
| | skipped auestion | 4 |



To what extent do you agree that events put on as part of the 2009-2010 training programme have enhanced your skills and knowledge as a

| Answer Options | Response Percent | Response Count |
|-------------------|---------------------|-------------------|
| Strongly Agree | 7.7% | 1 |
| Agree | 53.8% | 7 |
| Neutral | 38.5% | 5 |
| Disagree | 0.0% | 0 |
| Strongly disagree | 0.0% | 0 |
| ansv | vered question | 13 |
| sk | ipped question | 5 |



To what extent do you agree that events put on as part of the 2009-2010 training programme were interesting, informative and relevant to your role?

| Answer Options | Response Percent | Response Count |
|-------------------|---------------------|-------------------|
| Strongly agree | 7.7% | 1 |
| Agree | 61.5% | 8 |
| Neutral | 30.8% | 4 |
| Disagree | 0.0% | 0 |
| Strongly disagree | 0.0% | 0 |
| ans | wered question | 13 |
| Si | kipped question | 5 |

