

Member Champions Conference Evaluation July 17th 2007

Below is a summary of responses from the conference evaluation forms. 45 forms were returned, compared to an overall attendance of 65 delegates which represents a 69% response rate.

Content of the event:

Overall the conference aims and workshops were seen to be satisfactory/good. There were no clear trends about the most useful workshop due to the lack of response rate to this question but the comments suggest that attendees did not see how the conference workshops related to the overall aims of the conference, although many did find them a useful experience.

Attendees also highlighted that workshop 1 about the emerging role of members as champions seemed to be confused about its purpose, as raised on the day during the plenary session.

How well did the event meet the stated aims?

Poor	9	20%
Satisfactory	15	33.3%
Good	21	46.7%
Excellent	0	0

Was the content relevant to your own needs?

Poor	8	17.8%
Satisfactory	21	46.7%
Good	16	35.6%
Excellent	0	0

Did the event cover an adequate amount of material and/or topics?

Poor	6	13.3%
Satisfactory	25	55.6%
Good	13	28.9%
Excellent	1	2.2%

To what extent did you gain useful and relevant learning?

Poor	8	19%
Satisfactory	14	33.3%

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Good	19	45.2%
Excellent	0	0
Not answered	3	

From which session did you learn the most?

- Workshop 1- The emerging role for Members as “champions” in their local community.
- Workshop 2- The role of champions in promoting regulatory services.
- Workshop 30 The IDeA Councillors Survey 2006 in the context of Member roles as champions

Workshop 1	9	30%
Workshop 2	7	23.3%
Workshop 3	8	26.7%
Intro/plenary	5	16.7%
Not answered	15	

Additional Comments:

General comments about the conference:

Positive:

1. Useful networking event
2. I found this particularly interesting- entertaining facilitators
3. Not what I expected but still good
4. Good networking/sharing
5. Not quite what I expected but very useful
6. Opportunity to have other champions with the same brief identified

Negative:

1. Conference did not help me to ‘gain a full understanding of the elected member champion role’
2. Not suitable- the expectation was that guidance would be forthcoming on how to develop the role
3. I came to hear about the specific role of member champions which I didn’t feel was covered at all. Very disappointed.
4. I was expecting more information about the member champion role. The workshops sessions, whilst useful to me as a new councillor did not related to the role of the ‘member champion’ championing a particular service or group.
5. Still do not have a clear understanding of the ember champion role- lack of clarity over specific champions and overlapping role.

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6. A focus on actions to be undertaken by champions would have been helpful.
7. A pity Richard Sheard's slides were not included in the pack.
8. Conference was about the role of a Councillor- not a member champion
9. I came to learn about how to do the member champion role- I am going away none the wiser

Comments about workshops:

1. Maybe it would be useful for all our Members to have a knowledge of LACORS and to have access to its website.
2. Confusion over the member champion in the community, this was more about leadership of councillors rather than member champions.
3. More room needed for workshops.
4. Workshop 1 confused about its purpose.
5. Workshops not informative.
6. Workshop 3 interesting but not useful. Workshop 1 confusing to most attendees.
7. Workshop 1 confusing but well presented.
8. I was confused over Jane's session, wasn't about the designated champion role but just the all encompassing front line councillor role.

Venue:

The conference rooms and geographic location were generally seen as satisfactory-good however the refreshments and meals were mainly graded poor or satisfactory.

The comments suggest that the main issues were poor sound quality during the speeches and background noise during workshops. Attendees also noted that they felt that the Master Room was too small for the size of the workshop.

A greater range of catering, especially healthier options like fruit and salad would have been appreciated by attendees as well as labelling and providing better vegetarian options.

Some attendees also felt that the conference should have been located more centrally in the South West region.

Conference rooms:

Poor	3	6.7%
Satisfactory	15	33.3%
Good	25	55.6%
Excellent	2	4.4%

Refreshments and meals:

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Poor	14	31.1%
Satisfactory	11	24.4%
Good	17	37.8%
Excellent	3	6.7%

Geographic location:

Poor	3	6.7%
Satisfactory	19	42.2%
Good	20	44.4%
Excellent	3	6.7%

Comments:

Conference facilities and location:

1. Comfortable
2. Lack of soundproofing in workshops
3. It's a long way from Dorset.
4. Poor internal environment. Need for safety information (power cuts, lighting issues). Why did the fire alarm not sound, given interrupted power?
5. Stairs a bit of a problem, good job no one was in a wheel chair today.
6. Main venue good. Syndicate areas not so good- could overhear other groups in the Rockery; Board Room too small and too hot.
7. Excellent for me because I live in the village but not good for others.
8. Acoustics particularly poor.
9. Rooms fine but Master room was cramped and sharing for seminars/workshops created some background noise.
10. Long way from Torbay
11. Sound system was very poor. Popping on the handheld mics and fuzzy on the table mics.
12. Long way to travel.
13. Taunton would have helped people further west travelling. This location was too far north for the South West.
14. Lack of fresh air.

Catering:

1. Lunch was very poor.
2. No healthy lunch options.
3. No fruit or veg at lunch (certainly not a healthy diet). Need to refresh hygiene training and silver service, defiantly not 4 star.
4. All fat, no fresh salad or fruit.
5. Lunch way poor- stodgy and all the same type of food; no fresh fruit veg or salads available; dishes should have been labelled to indicate their contents e.g. spicy etc.
6. Food particularly poor.

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7. Lunch was extremely unhealthy! With little choice especially if vegetarian (which I'm not) and not much of it.
8. Little vegetarian food- mostly unhealthy- fruit and salads would have been better.
9. More salad/healthier food at lunchtime would have been nice.
10. A healthy food option would be good.
11. Dirty mug with "Christmas" sprinkled in it.

Administration and Organisation:

Administration and information from SWPE prior to the event:

Poor	3	6.7%
Satisfactory	13	28.9%
Good	25	55.6%
Excellent	3	6.7%

Organisation (timings, registration, room layout etc):

Poor	1	2.3%
Satisfactory	11	25%
Good	27	61.3%
Excellent	5	11.1%
No answer	1	

Event date:

Poor	0	0
Satisfactory	11	26.8%
Good	27	65.8%
Excellent	3	7.3%
No answer	4	

Comments:

1. Instructions received late- no post code quote for travel planning purposes
2. Plenty of notice given of the date which was helpful
3. Perhaps the conference was arranged too soon after the May 07 elections as not all Councils had appointed their Champions by July
4. Room poor acoustics. IT system not matched to speaker.

Appendix 4

5. Overall good but advance information/ topics to be covered could have helped
6. More detail of content of workshops needed to allow informed choice

General:

Are you:

A member champion	29
Member support officer	10
Other*	6

* Those who selected “other” were all Executive members

Were you aware of the member champion role before the event?

Yes	41
No	3
No answer	1

Has the conference provided relevant/useful information? Please indicate what:

There were 26 responses to this question, the majority of which said that they had received some relevant/useful information but did not elaborate on this. The more detailed responses are outlined below:

- Yes research about Councillors profile and information from “Shelter”.
- Good overview especially from Jayne Erskine and Beverley Young. It’s a pity Jayne’s sides were not included in the pack
- Information on the community leadership role
- Distinguishing between “champion” role as a topic and ward role.
- Not as much as I’d hoped, we already have 9 member champions and have been in existence for over 2 years, so we needed ideas on how to communicate best to our decision making bodies.

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- Good opportunity to meet other Councillors but I was expecting more emphasis on role of “Member Champion” to include an exchange of ideas and best practice.
- Information not specific for member champions more for all councillors roles as member champions for the whole community
- Information about LACORS
- Brought lots of knowledge together. My authority took part in the original research.
- Yes provided new thinking as to how to engage a greater number of elected members through the concept of thematic champions
- Yes but I still don't know what a champion is supposed to do so I will do what I have been doing- no lead.
- Yes, need to raise profile, provide support and training

Member Champions:

Do you currently have a support network that assists with your Champion role?

Yes	16
No	20
N/A	9

What contacts do you have to support you?

There were 17 responses to this question, 10 of which stated that they had officer support available to them either from Member/Democratic services or a named officer from a relevant service area.

Five respondents said that they had not been champions for very long and had not yet established any support and two champions named individual organisations that offered them support:

- South West Provincial Employers. Members have a network group at the authority.
- Community health group and PCT

Member Support:

Do you have the opportunity to discuss the Champions; role in your Authority/organisation?

Yes	23
No	12

Do you require further information/details to enable you to discuss this role further?

Yes	12
No	17

Future Support:

Respondents to this question felt that both a support network and a newsletter would assist the Member Champion role, this question received multiple responses from a number of attendees hence the higher response rate. The majority of attendees also said they would be interested in attending an annual conference and were interested in finding out in the BTech qualification, although not all provided an e-mail address.

Do you feel that any of the following may assist the Member Champion role:

Support network	30
Meeting	18
Newsletter/update	30
Other	5

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Would you be interested in attending an Annual Member Champion conference?

Yes	35
No	10

Would you be interested in the BTech Member Champions Qualification?

Yes	24
No	11
No answer	10

How did you find out about this event?

E-mail Flyer	19
Word of mouth	7
Website search	0
Nominated by line manager	7
Press release	0
Other (heard from officers)	13