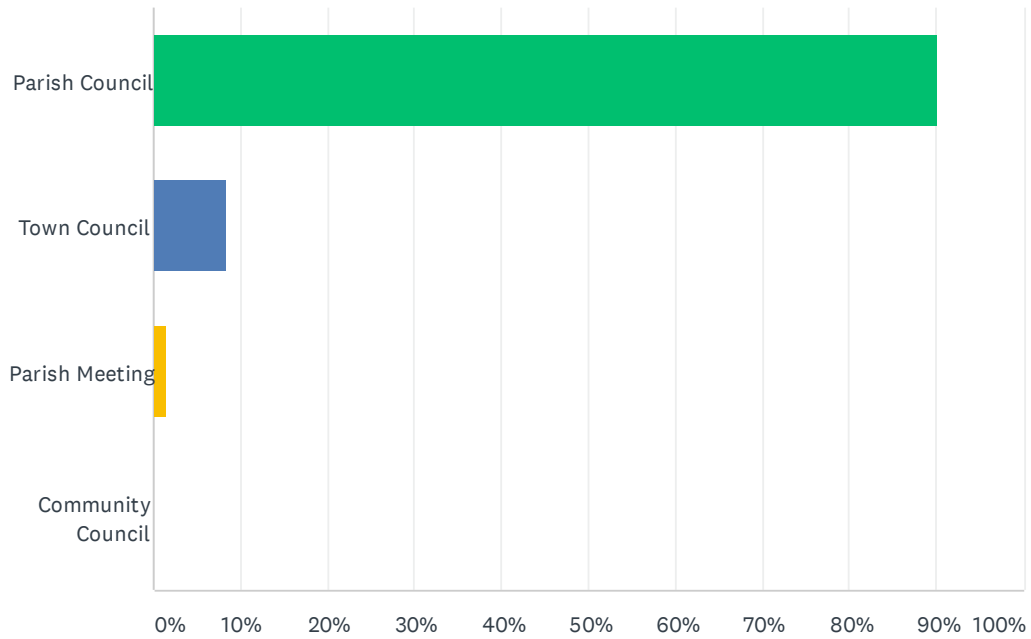


## Q1 What best describes your Council?

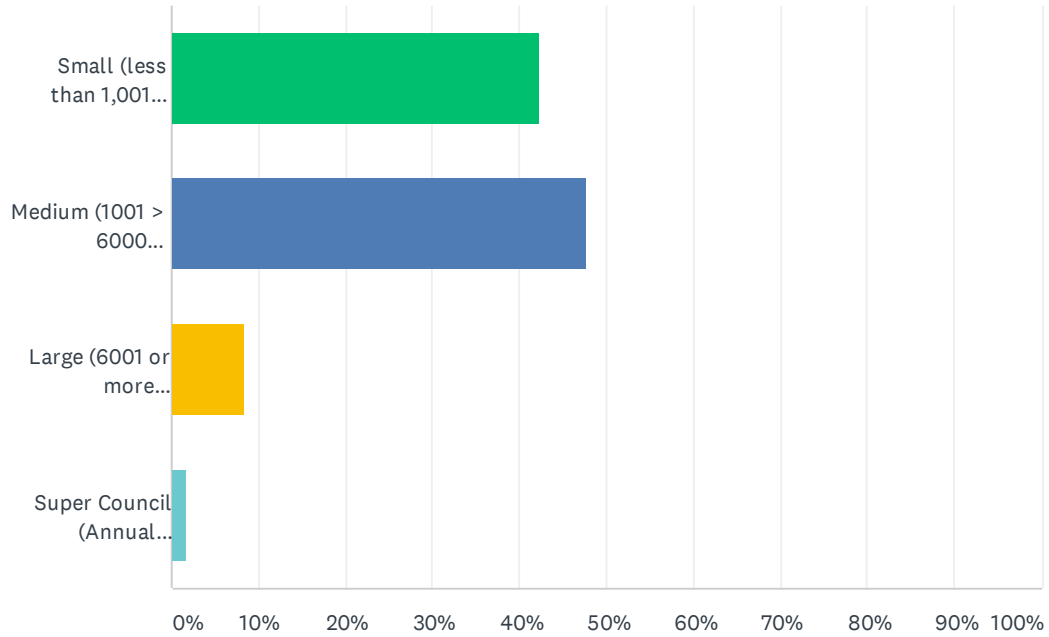
Answered: 192 Skipped: 0



ANSWER CHOICES	RESPONSES	
Parish Council	90.10%	173
Town Council	8.33%	16
Parish Meeting	1.56%	3
Community Council	0.00%	0
<b>TOTAL</b>		<b>192</b>

## Q2 What size is your Council?

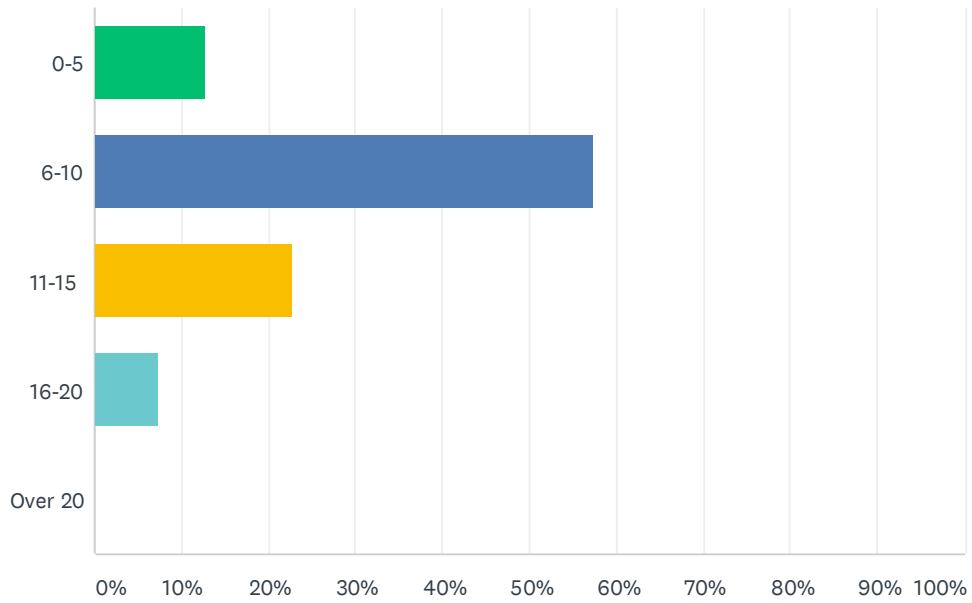
Answered: 180 Skipped: 12



ANSWER CHOICES	RESPONSES	
Small (less than 1,001 electorates)	42.22%	76
Medium (1001 > 6000 electorates)	47.78%	86
Large (6001 or more electorates)	8.33%	15
Super Council (Annual Budgeted Turnover for 18/19 of 1.5 million pounds or more)	1.67%	3
<b>TOTAL</b>		<b>180</b>

### Q3 How may Councillors are there on your Council?

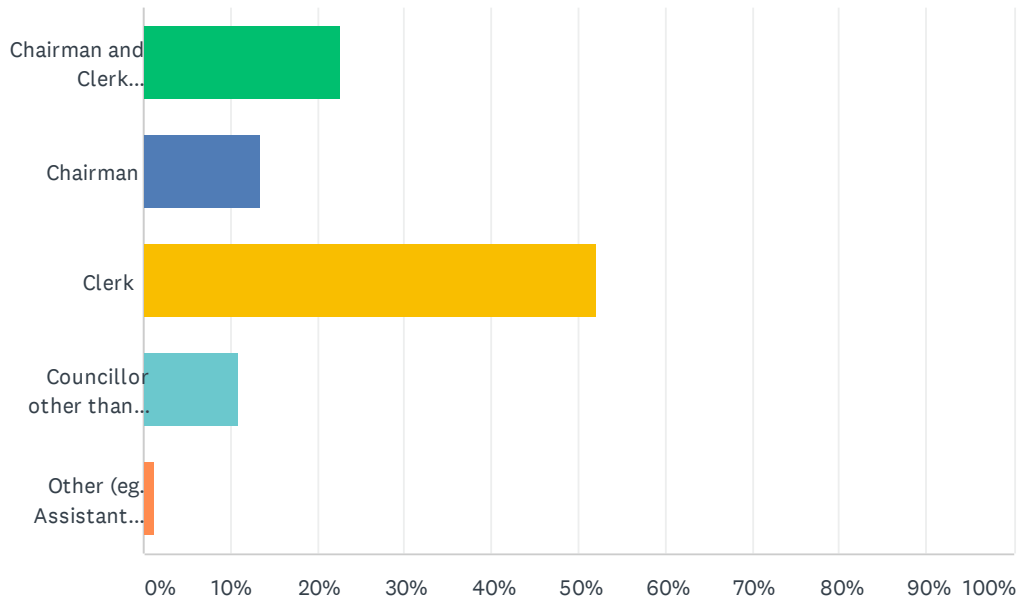
Answered: 180 Skipped: 12



ANSWER CHOICES	RESPONSES	
0-5	12.78%	23
6-10	57.22%	103
11-15	22.78%	41
16-20	7.22%	13
Over 20	0.00%	0
<b>TOTAL</b>		<b>180</b>

## Q4 What is your position?

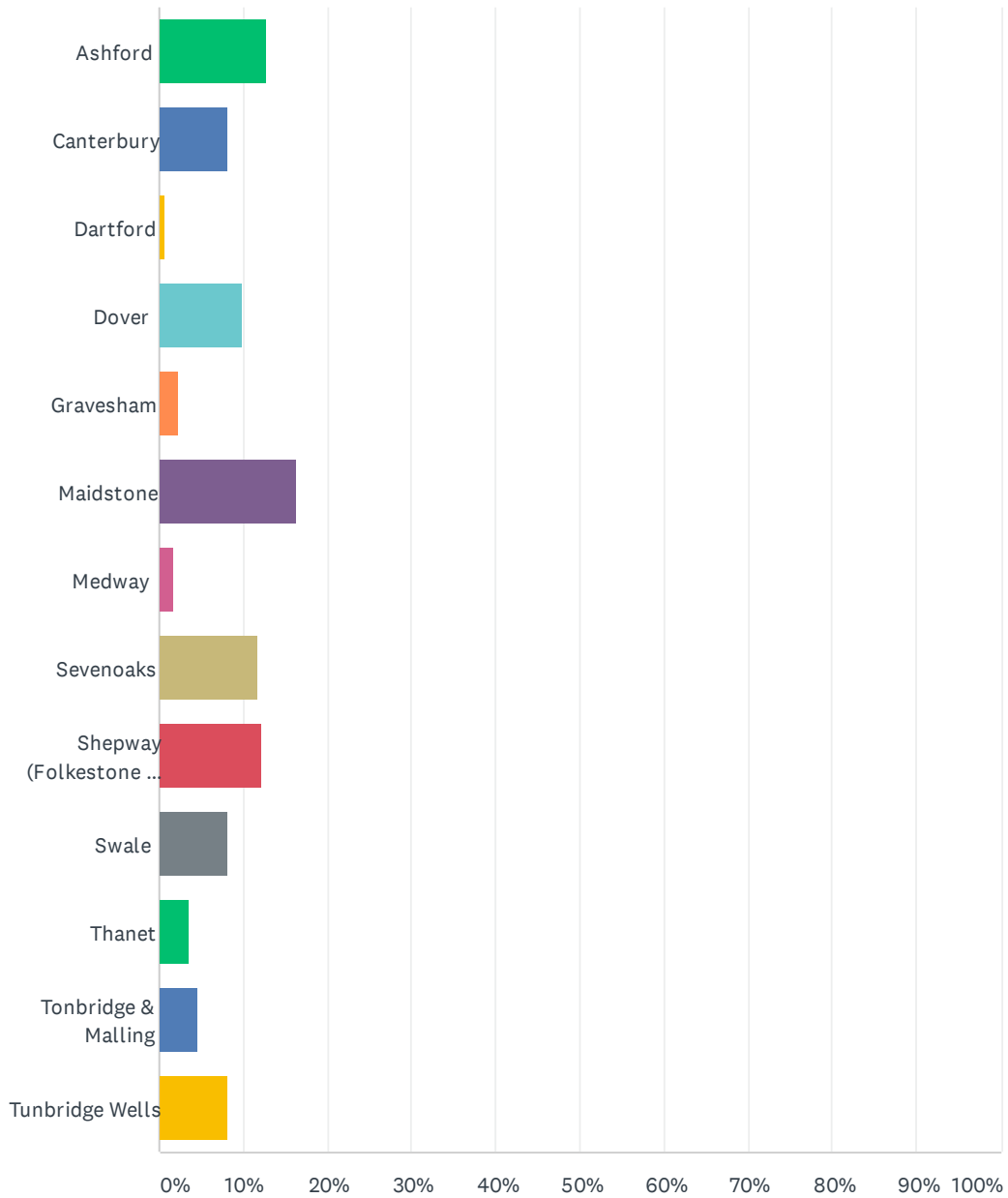
Answered: 173 Skipped: 19



ANSWER CHOICES	RESPONSES	
Chairman and Clerk completing the Survey together (preferred option)	22.54%	39
Chairman	13.29%	23
Clerk	52.02%	90
Councillor other than Chairman	10.98%	19
Other (eg. Assistant Clerk/Deputy Clerk)	1.16%	2
<b>TOTAL</b>		<b>173</b>

## Q5 What District is your Town/Parish in?

Answered: 172 Skipped: 20

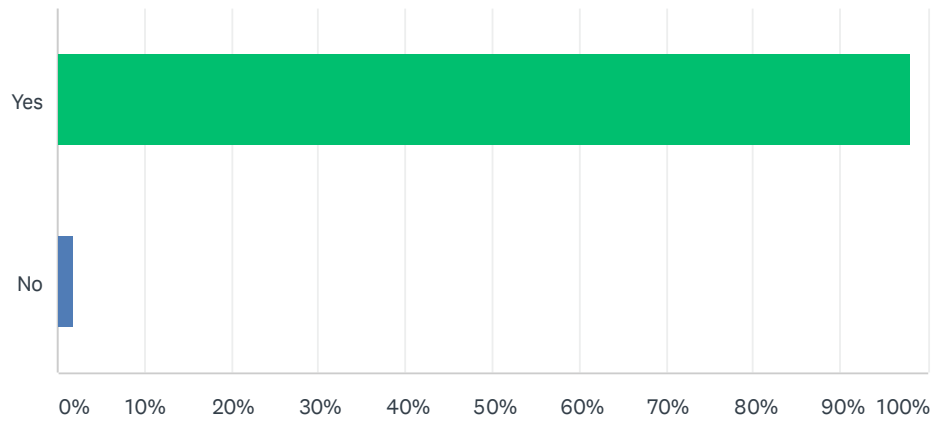


## KALC Survey 2020

ANSWER CHOICES	RESPONSES	
Ashford	12.79%	22
Canterbury	8.14%	14
Dartford	0.58%	1
Dover	9.88%	17
Gravesham	2.33%	4
Maidstone	16.28%	28
Medway	1.74%	3
Sevenoaks	11.63%	20
Shepway (Folkestone & Hythe)	12.21%	21
Swale	8.14%	14
Thanet	3.49%	6
Tonbridge & Malling	4.65%	8
Tunbridge Wells	8.14%	14
<b>TOTAL</b>		<b>172</b>

## Q6 Does your Council agree with the KALC Executive Committee on the importance of training for members and staff?

Answered: 153 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	98.04%	150
No	1.96%	3
TOTAL		153

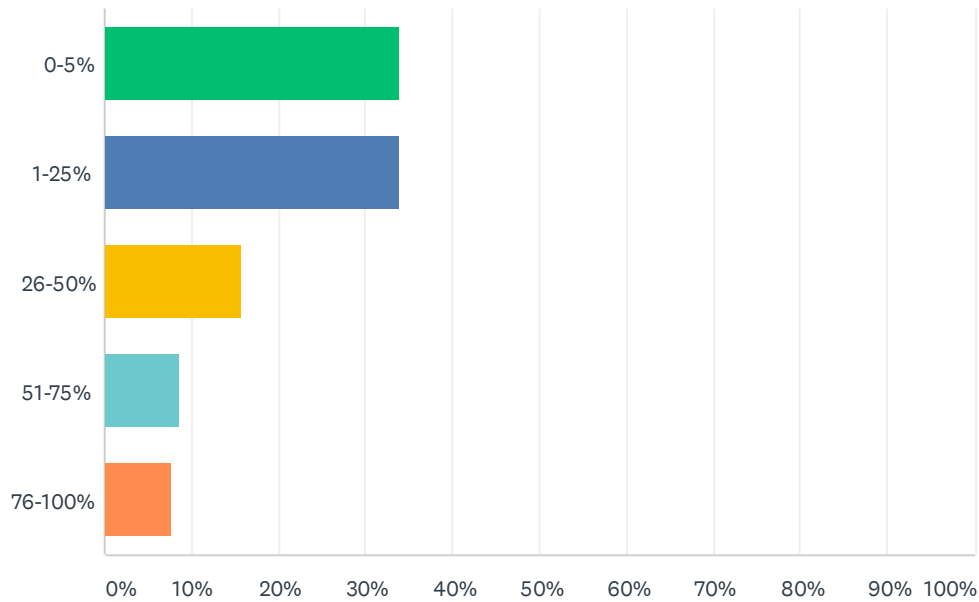
## Q7 If not, we would appreciate your reasons.

Answered: 4 Skipped: 188



## Q8 What percentage of your Councillors have attended KALC training in the past 12 months?

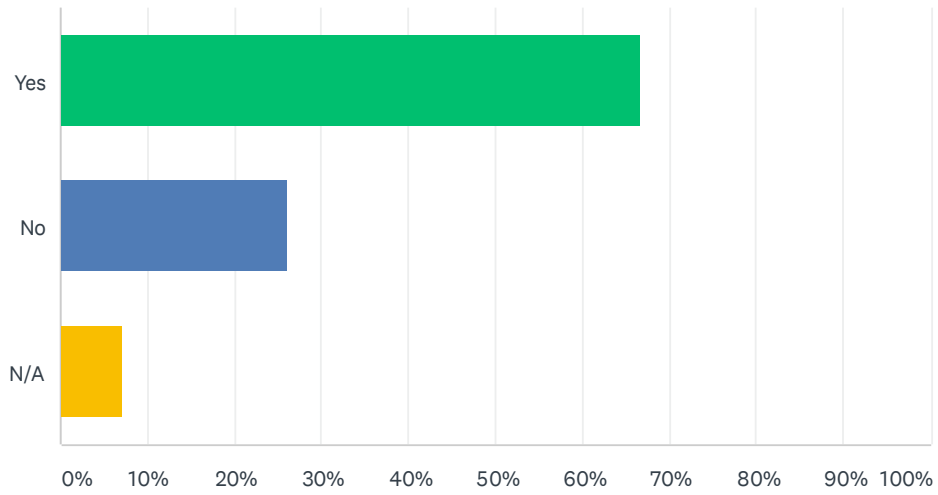
Answered: 153 Skipped: 39



ANSWER CHOICES	RESPONSES
0-5%	33.99% 52
1-25%	33.99% 52
26-50%	15.69% 24
51-75%	8.50% 13
76-100%	7.84% 12
TOTAL	153

## Q9 Has the Clerk attended training in the last 12 months?

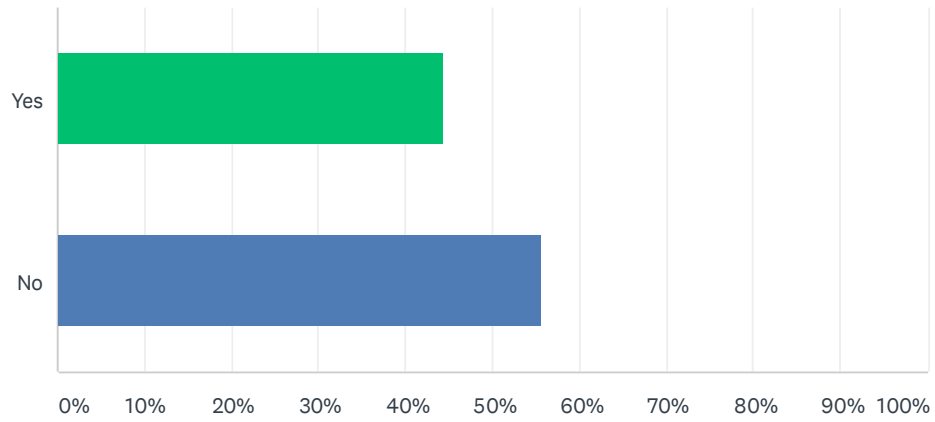
Answered: 153 Skipped: 39



ANSWER CHOICES	RESPONSES
Yes	66.67% 102
No	26.14% 40
N/A	7.19% 11
TOTAL	153

## Q10 Did your Clerk attend the Clerks Conference in 2019?

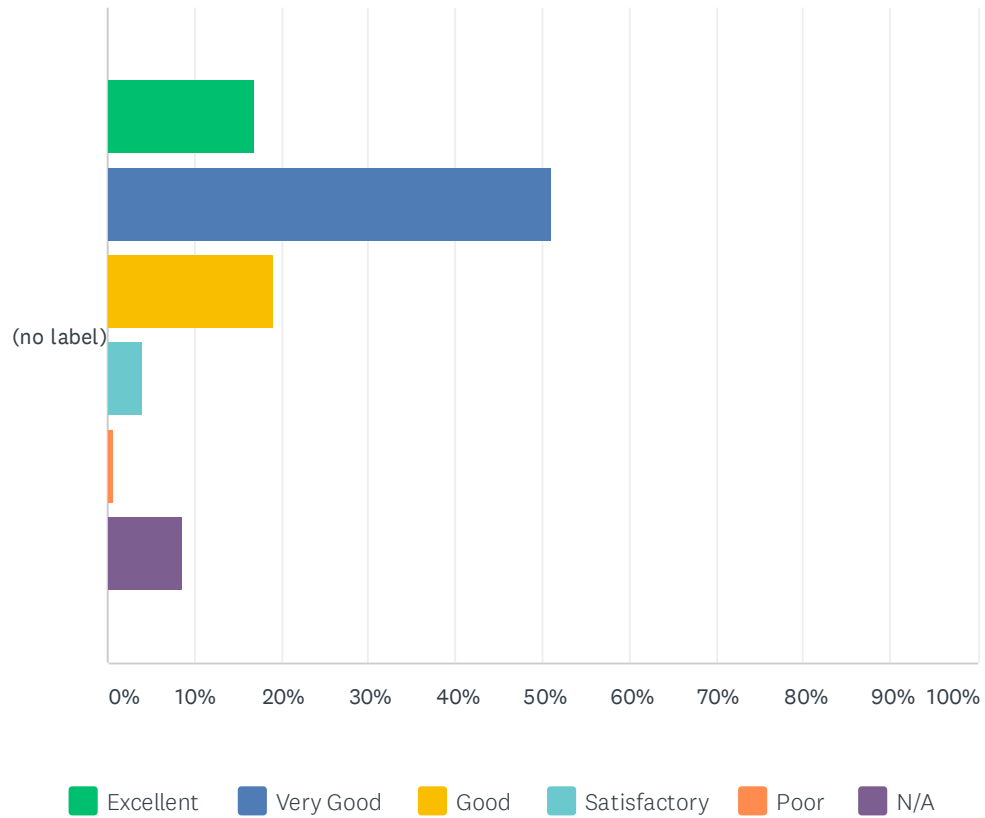
Answered: 153 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	44.44%	68
No	55.56%	85
TOTAL		153

## Q11 How would you rate our courses overall?

Answered: 153 Skipped: 39



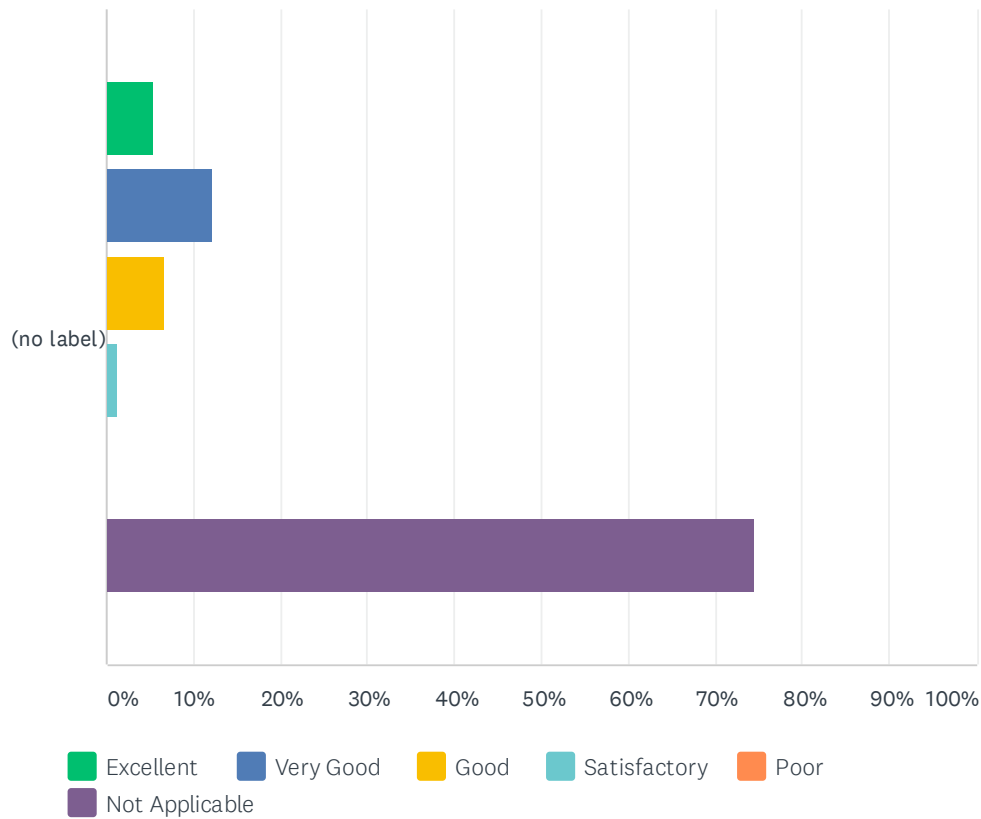
	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.99%	50.98%	18.95%	3.92%	0.65%	8.50%	153	3.87
	26	78	29	6	1	13		

Q12 If your Council attended any other Training sessions provided by organisations/people other than KALC, what was the course and why did you use another provider? This will enable us to get a complete picture of what training is being undertaken.

Answered: 37 Skipped: 155

Q13 KALC provides bespoke training to councils in their own locality. We continue to do this for your convenience as it tends to increase the percentage of your council that can access training locally and at a reduced rate. If your council hosted or attended bespoke training, how would you rate that service overall?

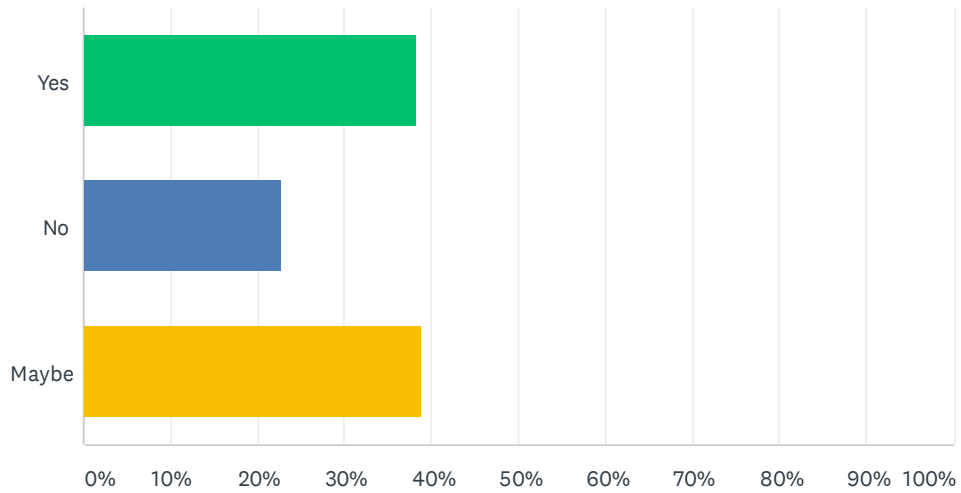
Answered: 149 Skipped: 43



	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	5.37%	12.08%	6.71%	1.34%	0.00%	74.50%	149	1.98
	8	18	10	2	0	111		

### Q14 Would your council host or attend a bespoke session in the future?

Answered: 149 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes	38.26%	57
No	22.82%	34
Maybe	38.93%	58
TOTAL		149

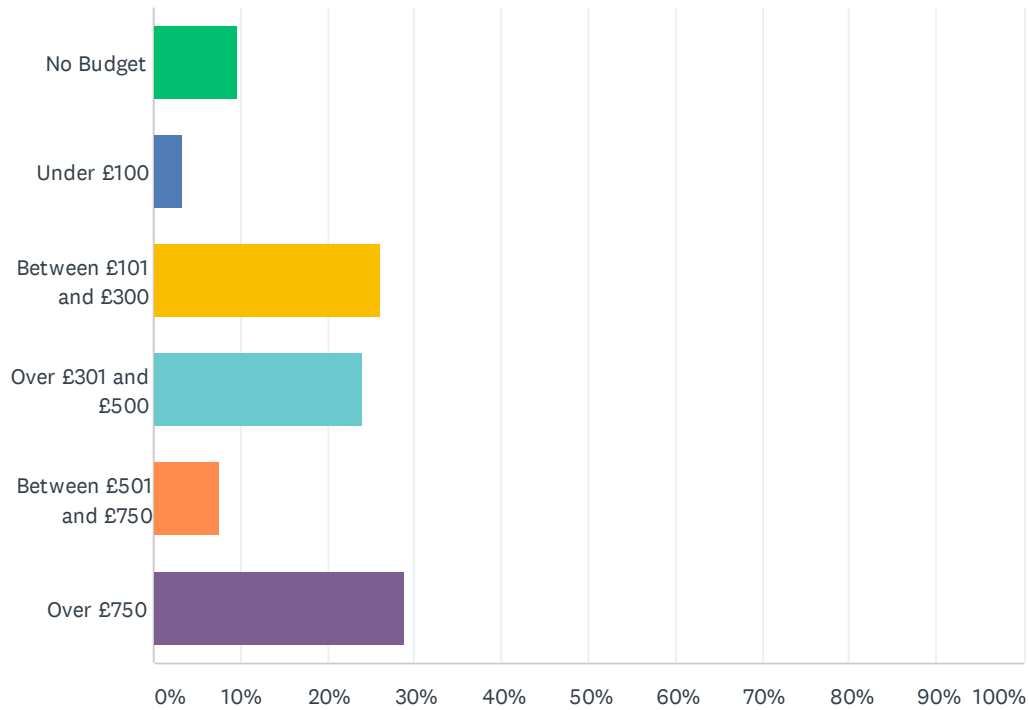
Q15 If yes or maybe, would you consider naming your Council here?

Answered: 74 Skipped: 118



## Q16 How much is your training budget per annum?

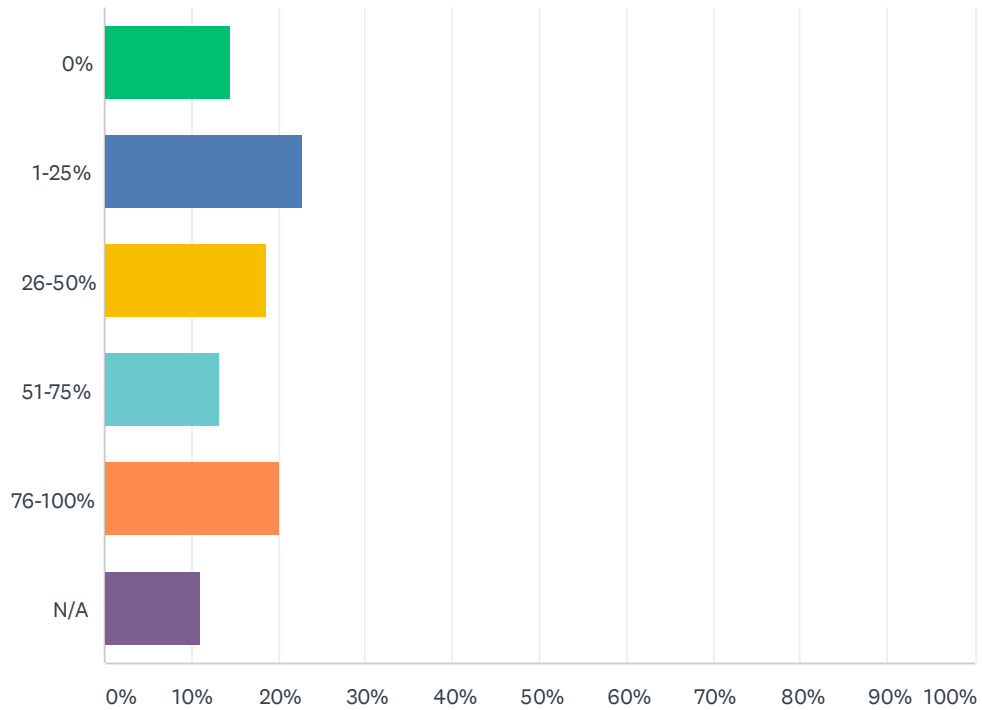
Answered: 145 Skipped: 47



ANSWER CHOICES	RESPONSES
No Budget	9.66% 14
Under £100	3.45% 5
Between £101 and £300	26.21% 38
Over £301 and £500	24.14% 35
Between £501 and £750	7.59% 11
Over £750	28.97% 42
<b>TOTAL</b>	<b>145</b>

### Q17 If you have a Training Budget, what percentage is left this year?

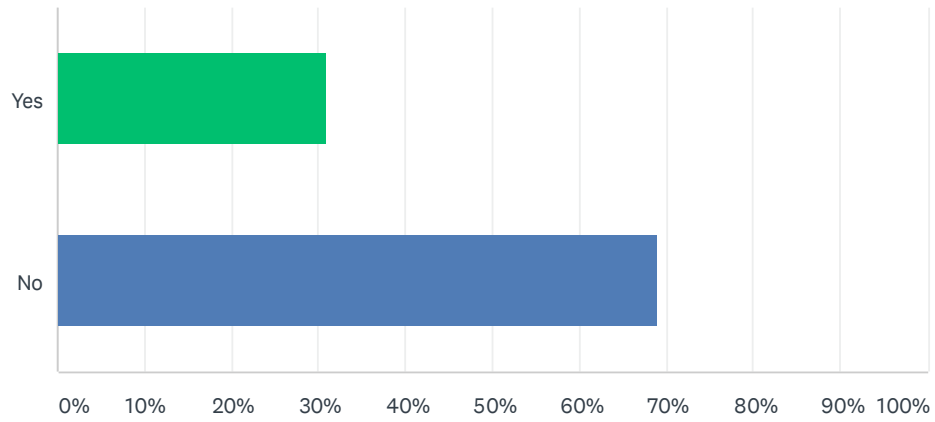
Answered: 145 Skipped: 47



ANSWER CHOICES	RESPONSES	
0%	14.48%	21
1-25%	22.76%	33
26-50%	18.62%	27
51-75%	13.10%	19
76-100%	20.00%	29
N/A	11.03%	16
<b>TOTAL</b>		<b>145</b>

## Q18 Does your Council have a Training Policy or Plan?

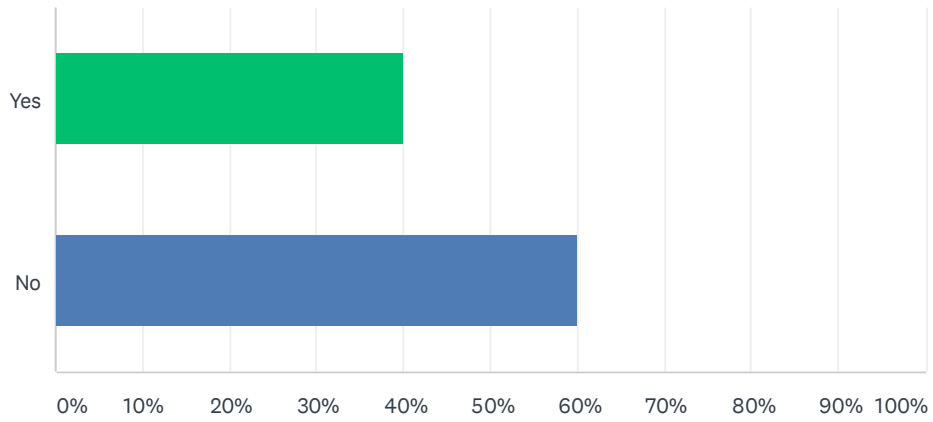
Answered: 145 Skipped: 47



ANSWER CHOICES	RESPONSES	
Yes	31.03%	45
No	68.97%	100
TOTAL		145

### Q19 If YES, did your Council use the KALC Training Policy template?

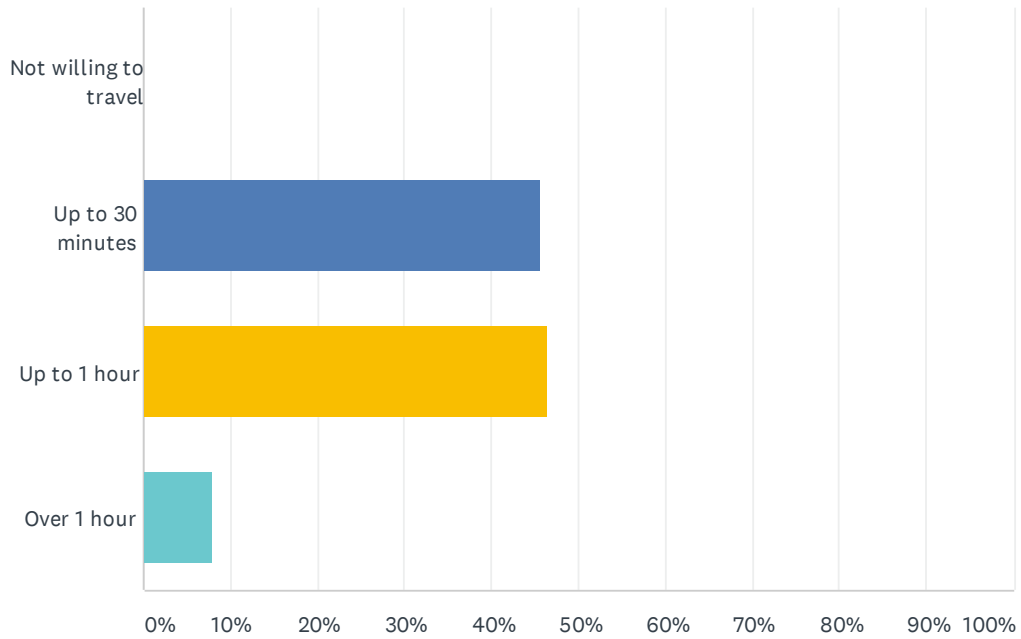
Answered: 70 Skipped: 122



ANSWER CHOICES	RESPONSES	
Yes	40.00%	28
No	60.00%	42
TOTAL		70

## Q20 How long are Councillors/Clerks willing to travel to KALC Training?

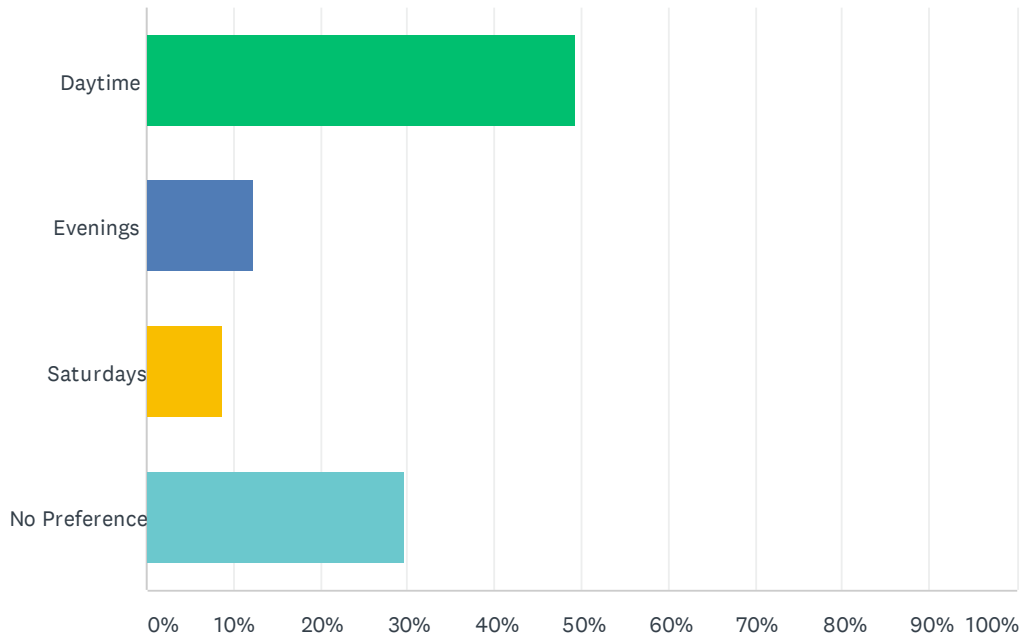
Answered: 138 Skipped: 54



ANSWER CHOICES	RESPONSES	
Not willing to travel	0.00%	0
Up to 30 minutes	45.65%	63
Up to 1 hour	46.38%	64
Over 1 hour	7.97%	11
<b>TOTAL</b>		<b>138</b>

## Q21 When is your preferred time for training?

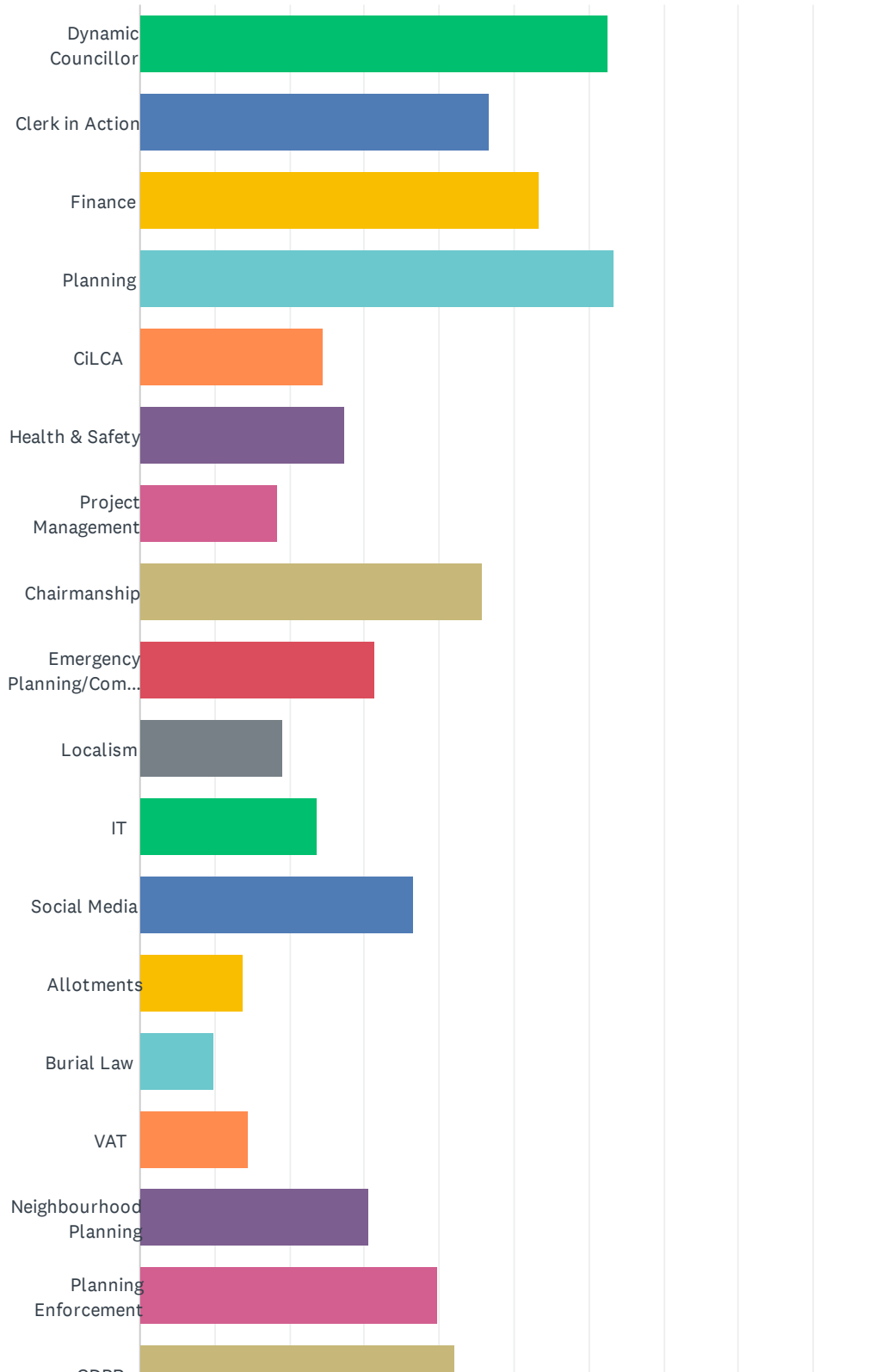
Answered: 138 Skipped: 54



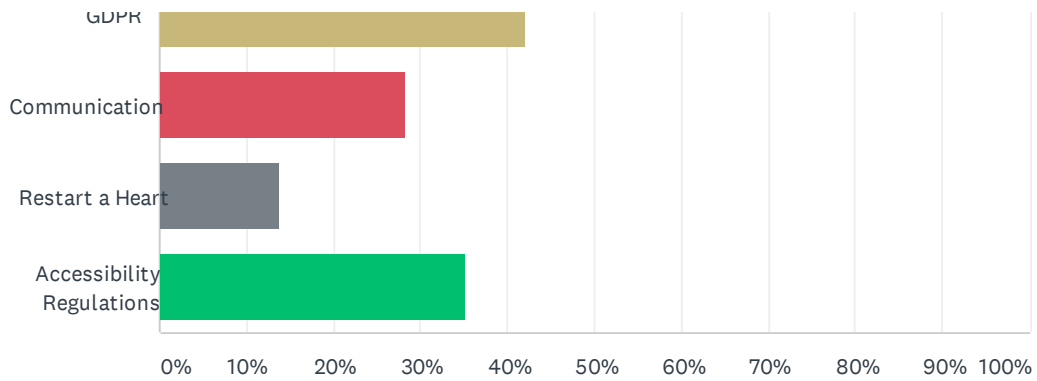
ANSWER CHOICES	RESPONSES	
Daytime	49.28%	68
Evenings	12.32%	17
Saturdays	8.70%	12
No Preference	29.71%	41
<b>TOTAL</b>		<b>138</b>

Q22 KALC offers over 50 modules for Councillors and Clerks. Please choose the training courses you would be most interested in KALC running in the future.

Answered: 131 Skipped: 61



## KALC Survey 2020



ANSWER CHOICES	RESPONSES	
Dynamic Councillor	62.60%	82
Clerk in Action	46.56%	61
Finance	53.44%	70
Planning	63.36%	83
CILCA	24.43%	32
Health & Safety	27.48%	36
Project Management	18.32%	24
Chairmanship	45.80%	60
Emergency Planning/Community Resilience	31.30%	41
Localism	19.08%	25
IT	23.66%	31
Social Media	36.64%	48
Allotments	13.74%	18
Burial Law	9.92%	13
VAT	14.50%	19
Neighbourhood Planning	30.53%	40
Planning Enforcement	39.69%	52
GDPR	41.98%	55
Communication	28.24%	37
Restart a Heart	13.74%	18
Accessibility Regulations	35.11%	46
Total Respondents: 131		

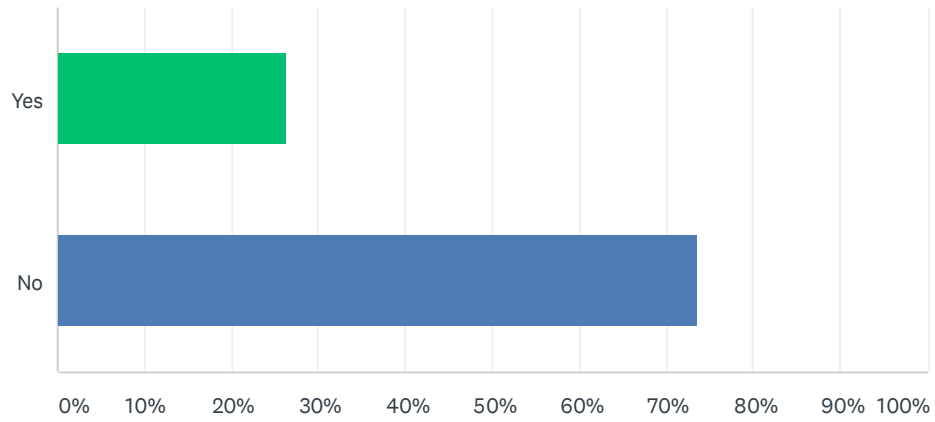


**Q23 What other topics/issues would you like to see KALC develop into a training module/workshop?**

Answered: 25 Skipped: 167

## Q24 Does your Council want to be recognised as a Quality Council?

Answered: 133 Skipped: 59



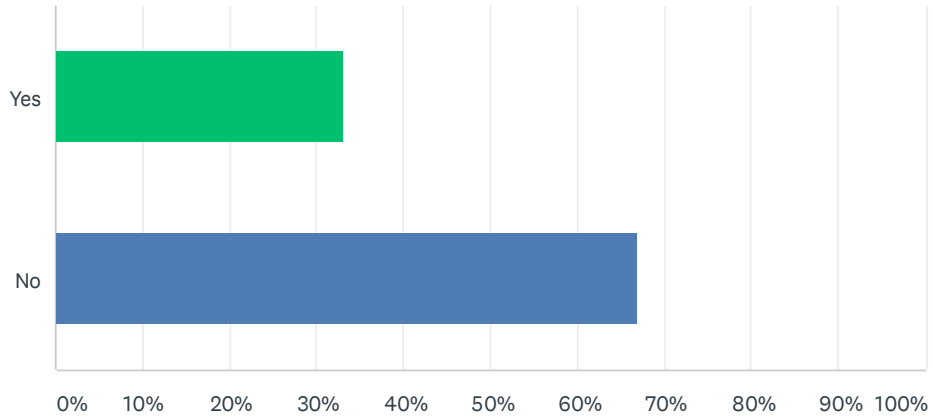
ANSWER CHOICES	RESPONSES	
Yes	26.32%	35
No	73.68%	98
<b>TOTAL</b>		<b>133</b>

Q25 If YES, when does your Council expect to apply for accreditation?

Answered: 30 Skipped: 162

## Q26 Has your Clerk passed CiLCA?

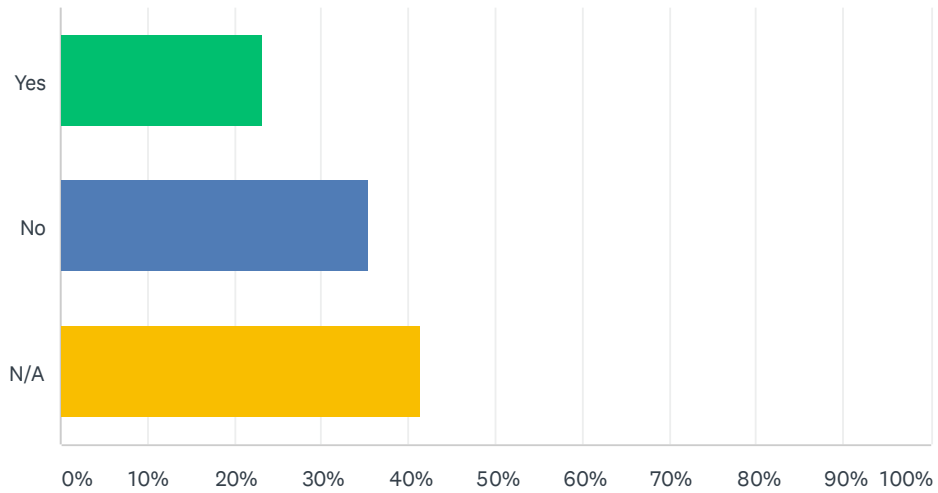
Answered: 133 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	33.08%	44
No	66.92%	89
TOTAL		133

## Q27 If not, is your Clerk working towards the new CiLCA?

Answered: 133 Skipped: 59



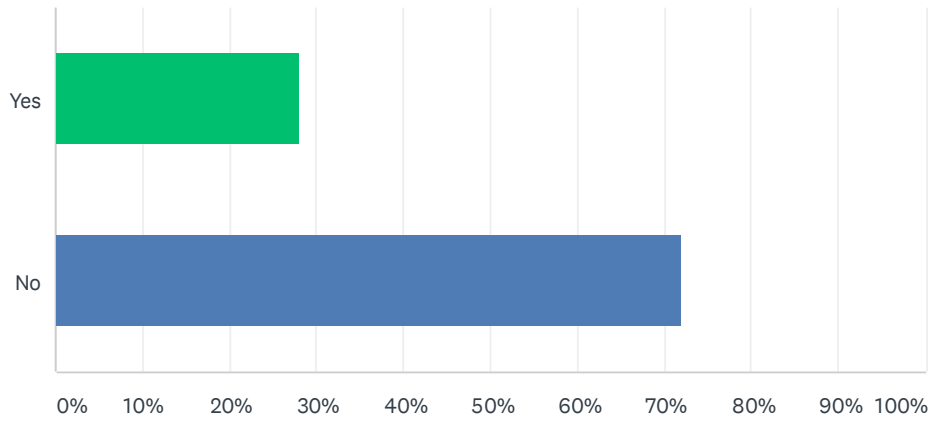
ANSWER CHOICES	RESPONSES	
Yes	23.31%	31
No	35.34%	47
N/A	41.35%	55
TOTAL		133

**Q28 What are the reasons your Council will not be applying for the Local Council Award Scheme or progressing the Clerk towards CiLCA?**

Answered: 67 Skipped: 125

## Q29 Does your Council hold the General Power of Competence?

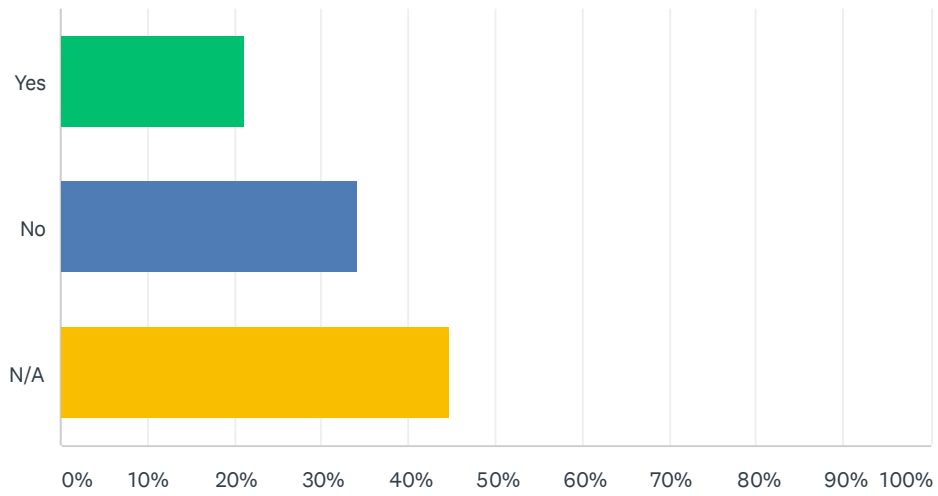
Answered: 132 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	28.03%	37
No	71.97%	95
TOTAL		132

### Q30 If not, does your Council intend to obtain the General Power of Competence (GPC) over the next few years?

Answered: 132 Skipped: 60



ANSWER CHOICES		RESPONSES	
Yes		21.21%	28
No		34.09%	45
N/A		44.70%	59
TOTAL			132

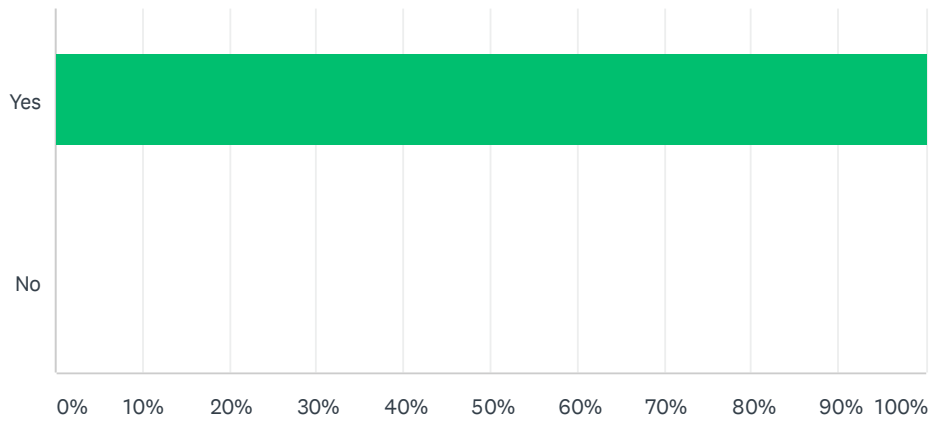


Q31 If your Council has used the GPC, for what purpose and please could you provide the name of your Council?

Answered: 20 Skipped: 172

### Q32 Is your Council aware of the new GDPR which came into force on 25th May 2018 which impacts on all Councils?

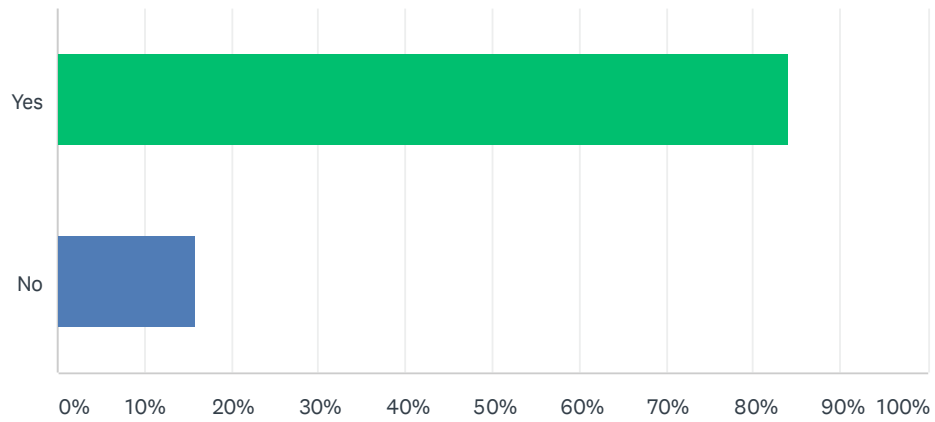
Answered: 132 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	100.00%	132
No	0.00%	0
TOTAL		132

### Q33 Is your Council compliant with the GDPR Regulations which came into force on 25th May 2018?

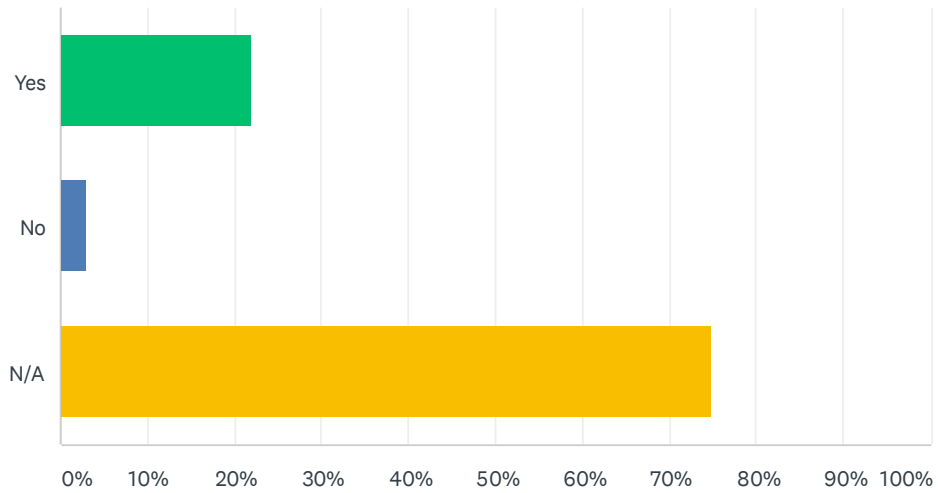
Answered: 132 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	84.09%	111
No	15.91%	21
TOTAL		132

### Q34 If NO, is your Council working towards compliance?

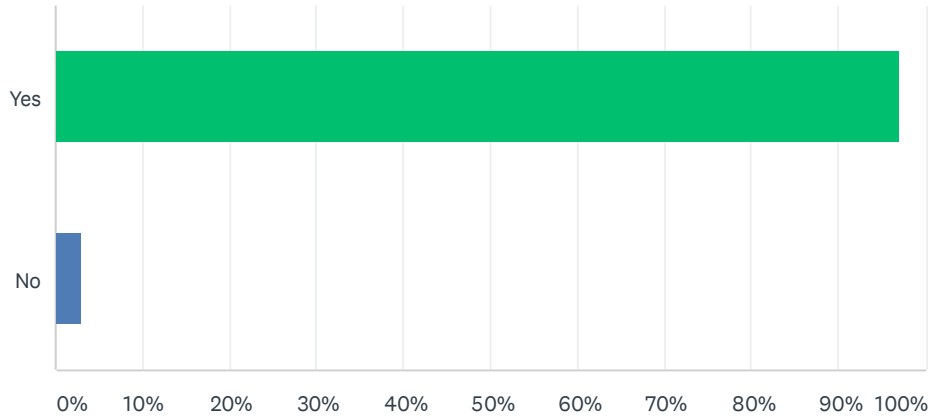
Answered: 132 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	21.97%	29
No	3.03%	4
N/A	75.00%	99
TOTAL		132

### Q35 Are you aware of the new Regulations?

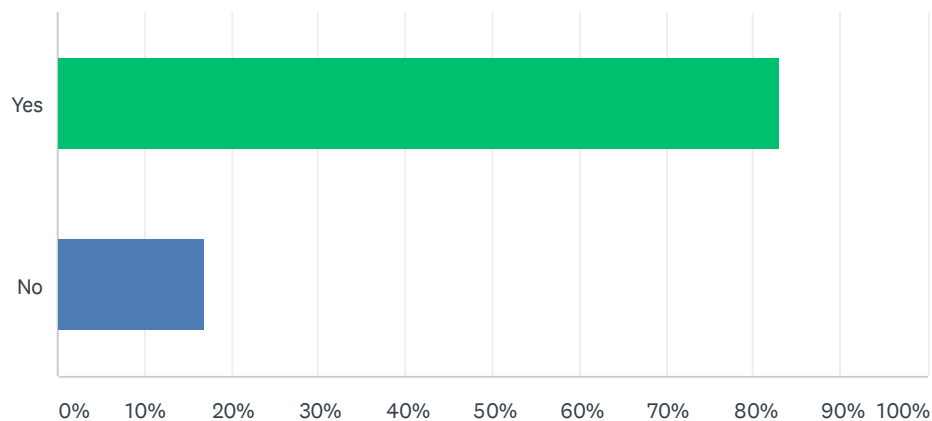
Answered: 132 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	96.97%	128
No	3.03%	4
TOTAL		132

Q36 Area Committee meetings are an opportunity to network, share information, and partnership working. Area Committees provide a channel of communication on matters of general concern between groups of Local Councils and the County Office, and are a means of making a joint approach by Local Councils to their District/Unitary Councils and many of them represent their area on District/Borough Boards, such as Joint Transportation Boards. Two representatives from your council should attend. As a result of the previous surveys, we have bi-annual workshops for Area Committee Chairmen and Vice Chairmen to share good practice and information. Does a Member of your Council attend your Area Meeting?

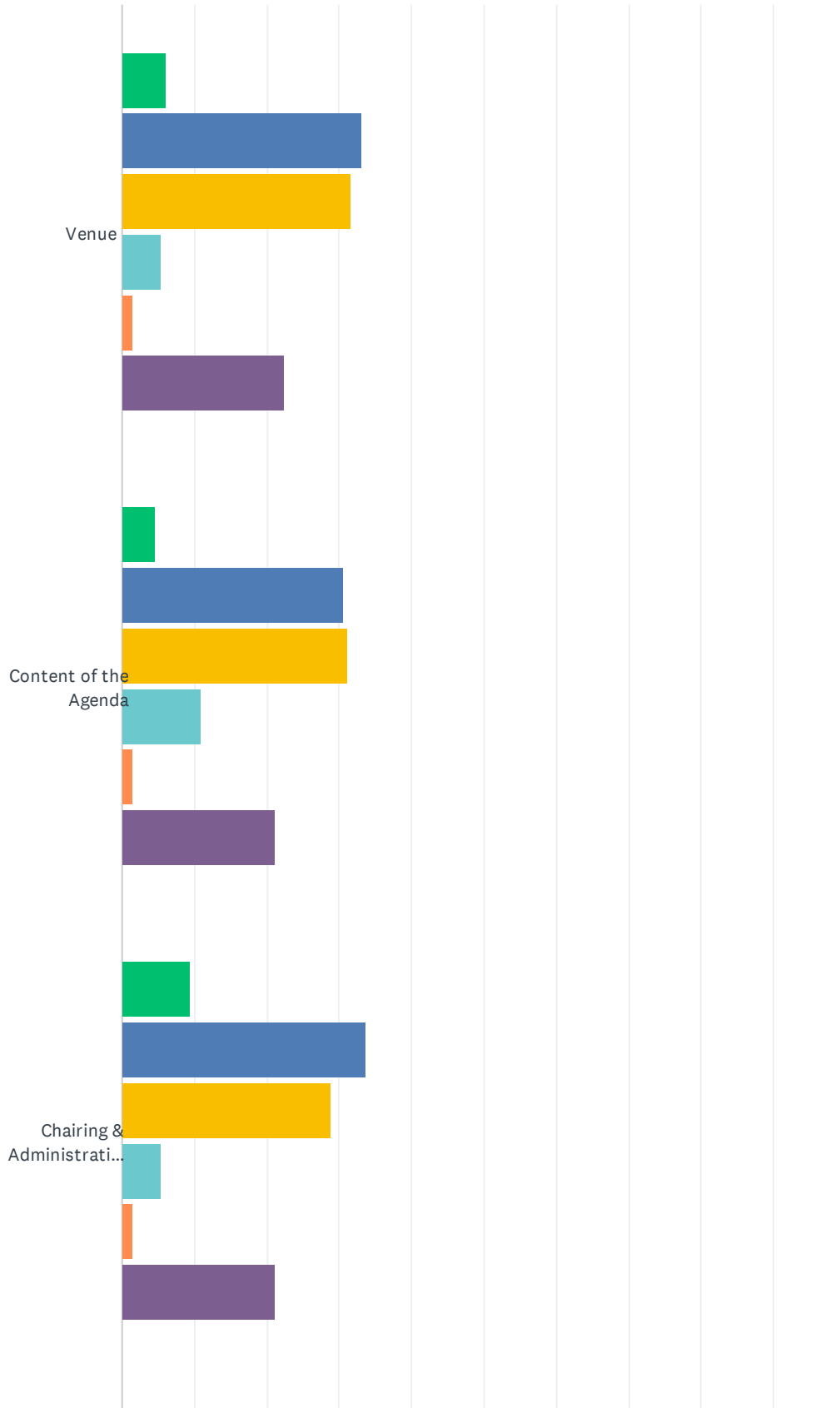
Answered: 130 Skipped: 62



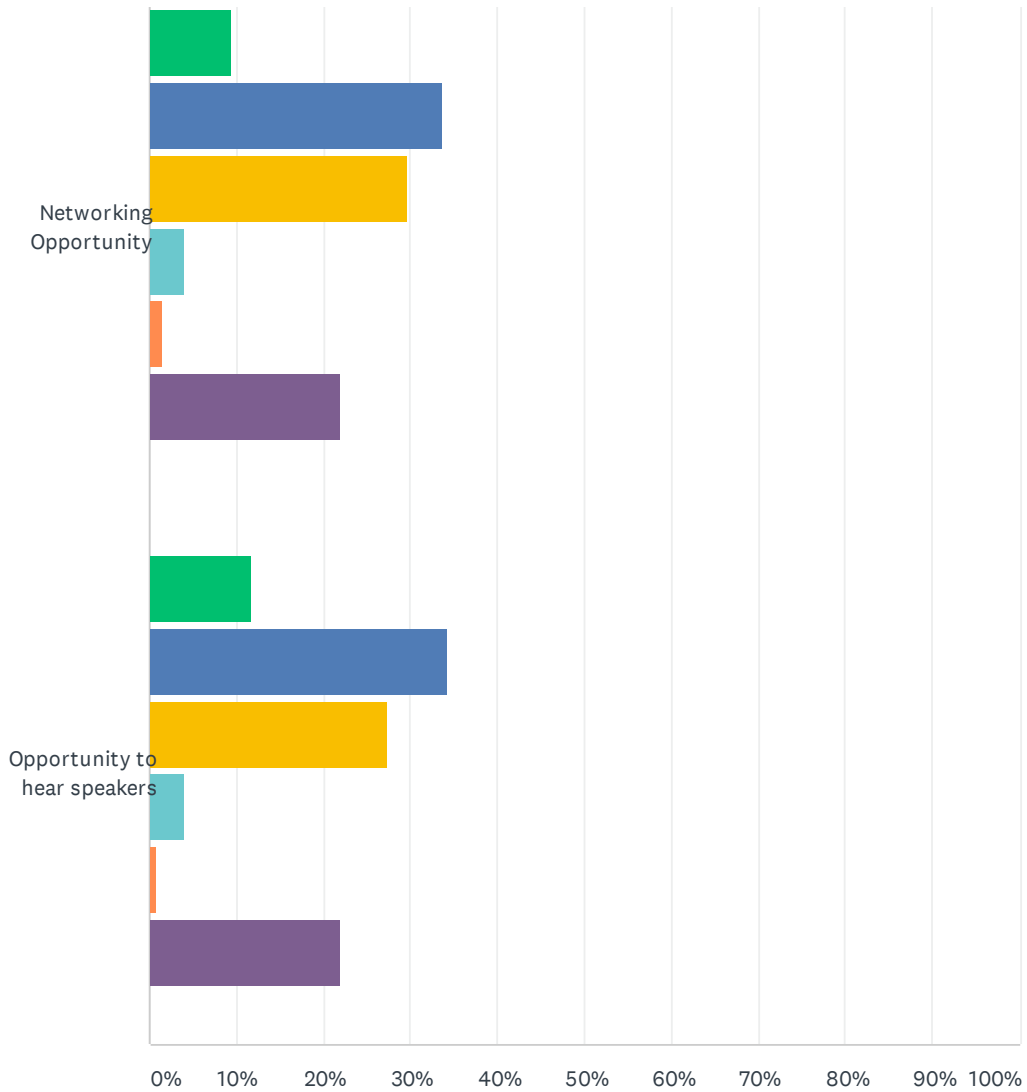
ANSWER CHOICES	RESPONSES	
Yes	83.08%	108
No	16.92%	22
TOTAL		130

### Q37 If YES, please rate the issues below.

Answered: 130 Skipped: 62



# KALC Survey 2020



■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Satisfactory 
 ■ Poor 
 ■ N/A

	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Venue	6.15% 8	33.08% 43	31.54% 41	5.38% 7	1.54% 2	22.31% 29	130	3.48
Content of the Agenda	4.69% 6	30.47% 39	31.25% 40	10.94% 14	1.56% 2	21.09% 27	128	3.33
Chairing & Administration of Meetings	9.38% 12	33.59% 43	28.91% 37	5.47% 7	1.56% 2	21.09% 27	128	3.55
Networking Opportunity	9.38% 12	33.59% 43	29.69% 38	3.91% 5	1.56% 2	21.88% 28	128	3.58
Opportunity to hear speakers	11.72% 15	34.38% 44	27.34% 35	3.91% 5	0.78% 1	21.88% 28	128	3.67



**Q38 If your Council does not send a representative to the Area Committee meetings, is there a specific reason why?**

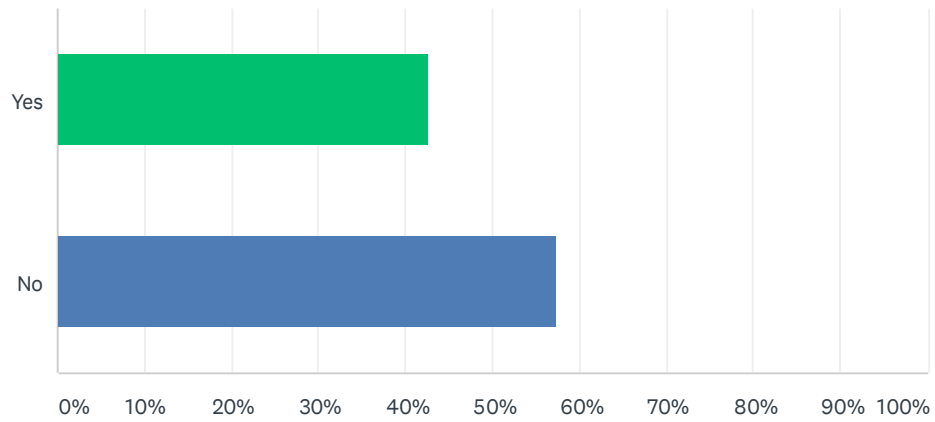
Answered: 27 Skipped: 165

Q39 Please give us any comments to help KALC to understand our rating and to help continual improvement of area meetings.

Answered: 33 Skipped: 159

## Q40 Did your Council send a representative to the AGM on 30th November 2019?

Answered: 129 Skipped: 63



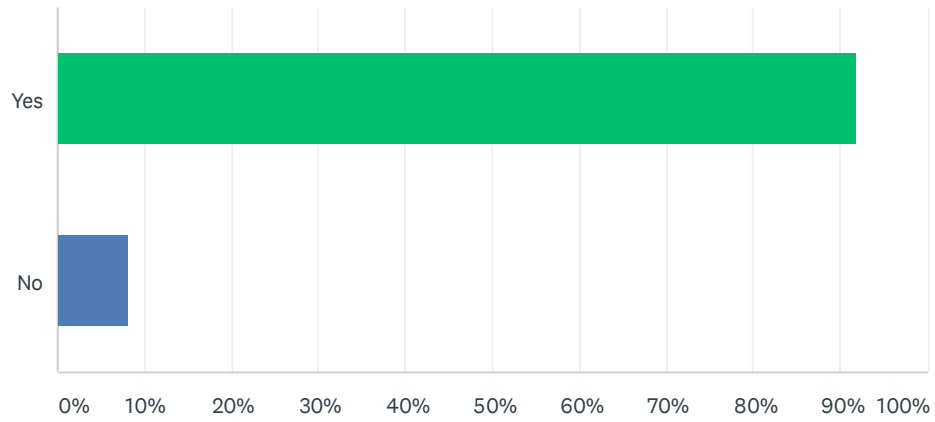
ANSWER CHOICES	RESPONSES	
Yes	42.64%	55
No	57.36%	74
TOTAL		129

## Q41 If NO, is there a specific reason why?

Answered: 50 Skipped: 142

## Q42 If you attended the 2019 AGM did you like the new format?

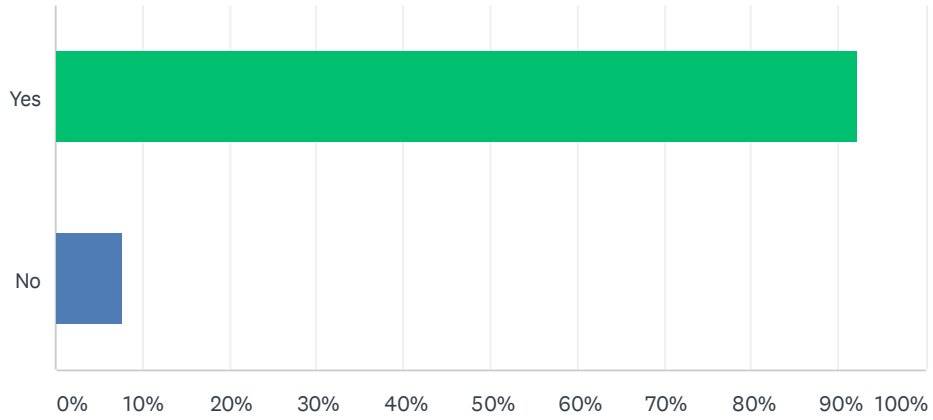
Answered: 49 Skipped: 143



ANSWER CHOICES	RESPONSES
Yes	91.84% 45
No	8.16% 4
TOTAL	49

### Q43 Is the KALC News forwarded to all Councillors?

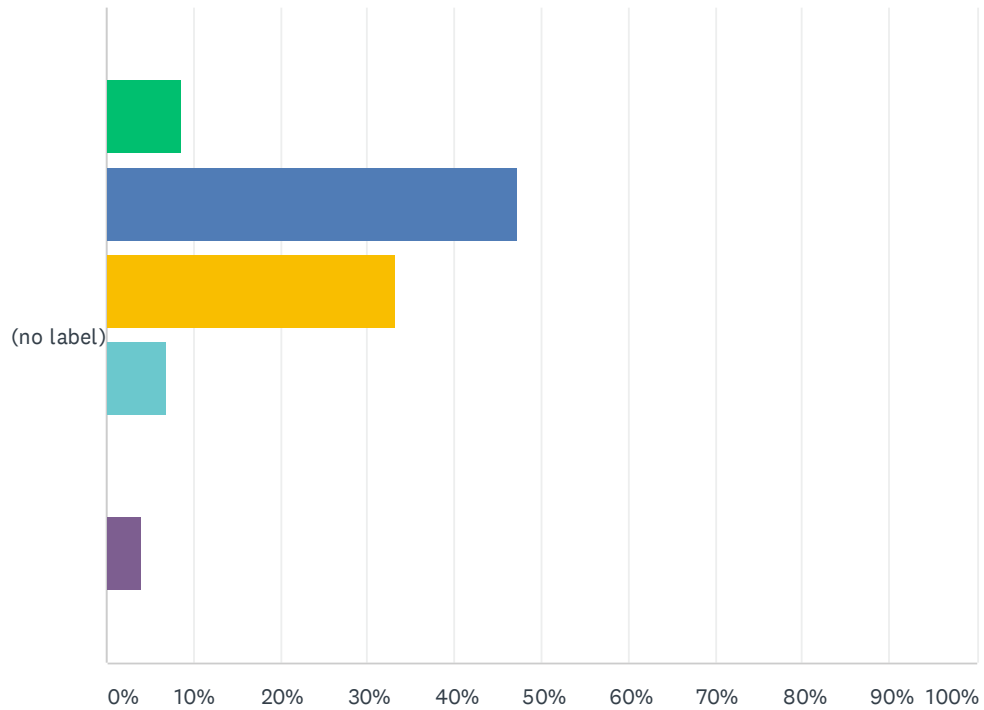
Answered: 129 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	92.25%	119
No	7.75%	10
TOTAL		129

## Q44 How does your Council rate the publication overall?

Answered: 129 Skipped: 63



■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Satisfactory 
 ■ Poor 
 ■ N/A

	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.53%	47.29%	33.33%	6.98%	0.00%	3.88%	129	3.60
	11	61	43	9	0	5		

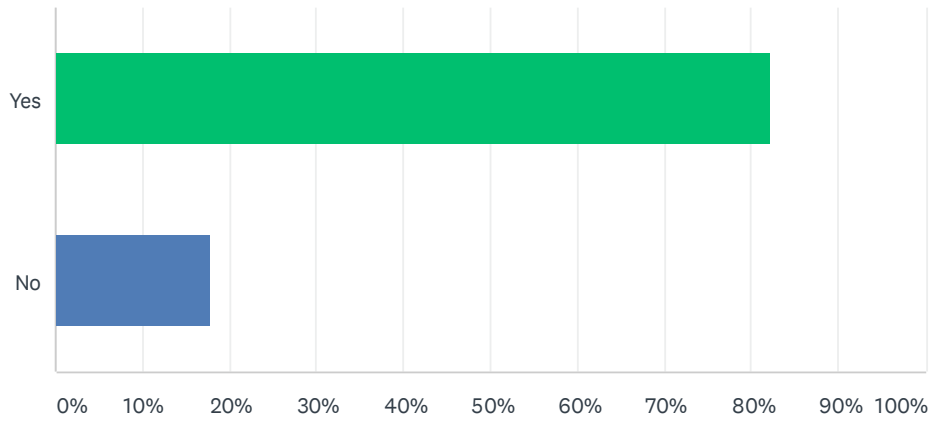
## Q45 What additional items would you like to see covered in KALC News?

Answered: 15 Skipped: 177



### Q46 Did your Council contact KALC for advice this year?

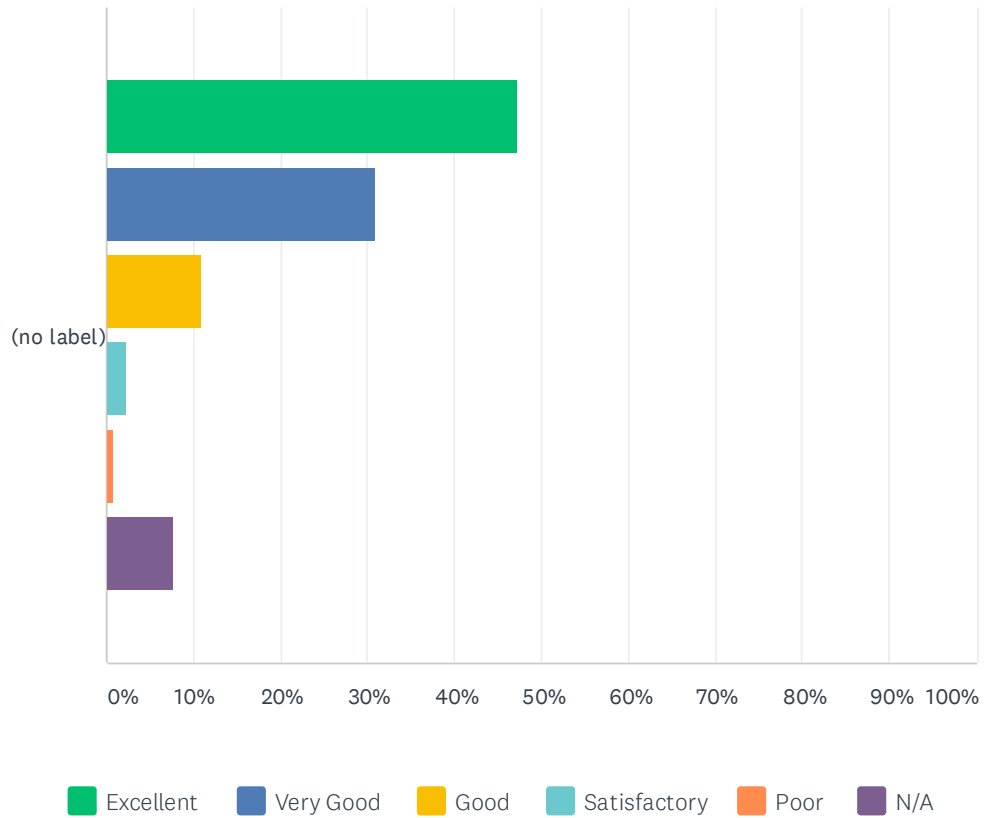
Answered: 129 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	82.17%	106
No	17.83%	23
TOTAL		129

## Q47 How does your council rate the KALC advice service overall?

Answered: 129 Skipped: 63



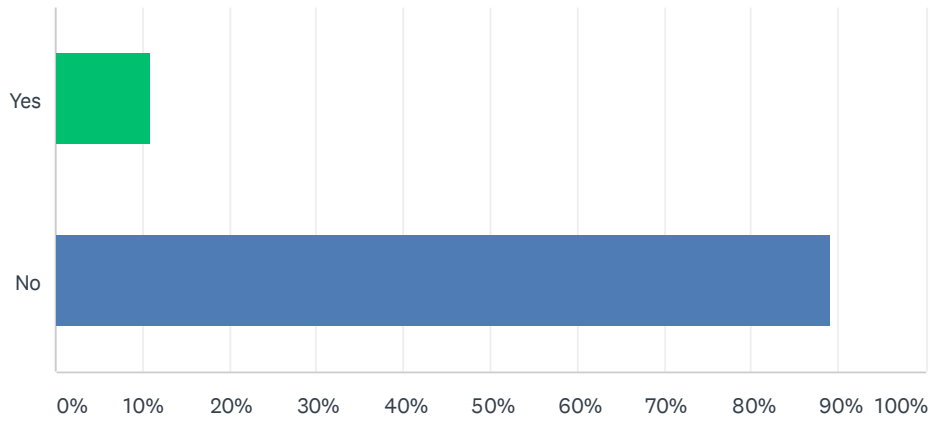
	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	47.29%	31.01%	10.85%	2.33%	0.78%	7.75%	129	4.32
	61	40	14	3	1	10		

## Q48 Please give a reason for your rating

Answered: 68 Skipped: 124

## Q49 Did you have any enquiries which were referred to NALC?

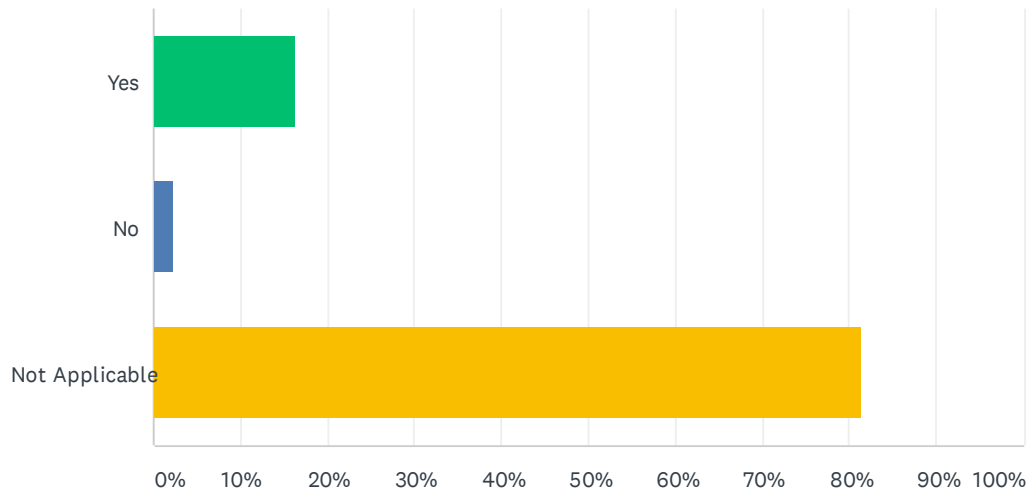
Answered: 129 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	10.85%	14
No	89.15%	115
TOTAL		129

## Q50 Were you satisfied with the outcome from an enquiry which was referred to NALC?

Answered: 129 Skipped: 63



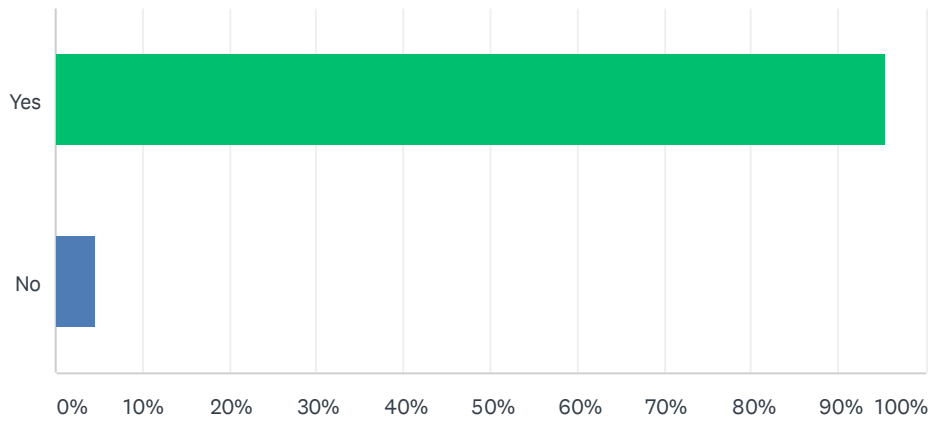
ANSWER CHOICES	RESPONSES	
Yes	16.28%	21
No	2.33%	3
Not Applicable	81.40%	105
<b>TOTAL</b>		<b>129</b>

**Q51 Please give us any comments to help KALC to understand our rating and to help continual improvement of our advice service.**

Answered: 11 Skipped: 181

### Q52 Were you aware of KALC's representational role and its work with national and county bodies on behalf of member Councils?

Answered: 128 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	95.31%	122
No	4.69%	6
TOTAL		128

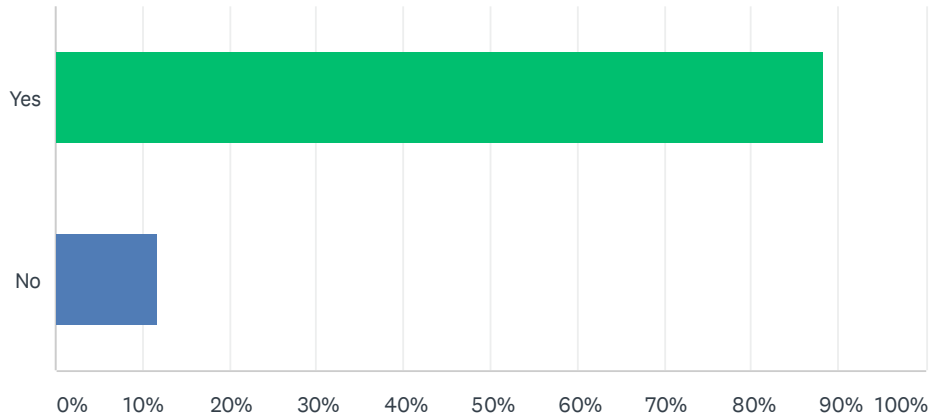
Q53 KALC has run the KALC Community Awards Scheme for 7 years now, which is supported by the High Sheriff of Kent, KCC Chairman and Mayor of Medway. If your Council has not adopted the Scheme in any of the 7 years, is there any specific reason why?

Answered: 33 Skipped: 159



Q54 KALC has been purchasing Public Access Defibrillators and Accessories for local Councils for over 5 years now and has meant that many communities benefit from potentially life saving equipment within easy reach. This work recently won the NALC County Association Outstanding Project of the Year category for 2017. Does your Parish/Town/Community have a Public Access Defibrillator?

Answered: 128 Skipped: 64



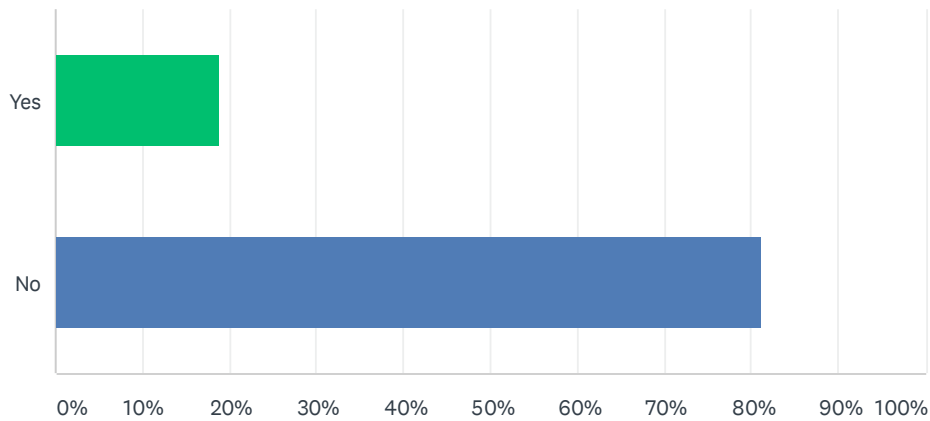
ANSWER CHOICES	RESPONSES
Yes	88.28% 113
No	11.72% 15
TOTAL	128

## Q55 If not, is there any reason why not?

Answered: 12 Skipped: 180

Q56 NALC have united with the Alzheimer’s Society to help the community battle against dementia in local areas. At NALC’s Annual Conference on 31 October 2017, the Chairman of NALC, Cllr Sue Baxter, and Alzheimer’s Society ambassador and famous broadcaster Angela Rippon jointly signed a strategic commitment on dementia. KALC has signed a similar strategic commitment on Dementia shortly to develop more dementia friendly communities and dementia friends across the county. Is your Council already working on projects linked to raising Dementia Awareness?

Answered: 128 Skipped: 64



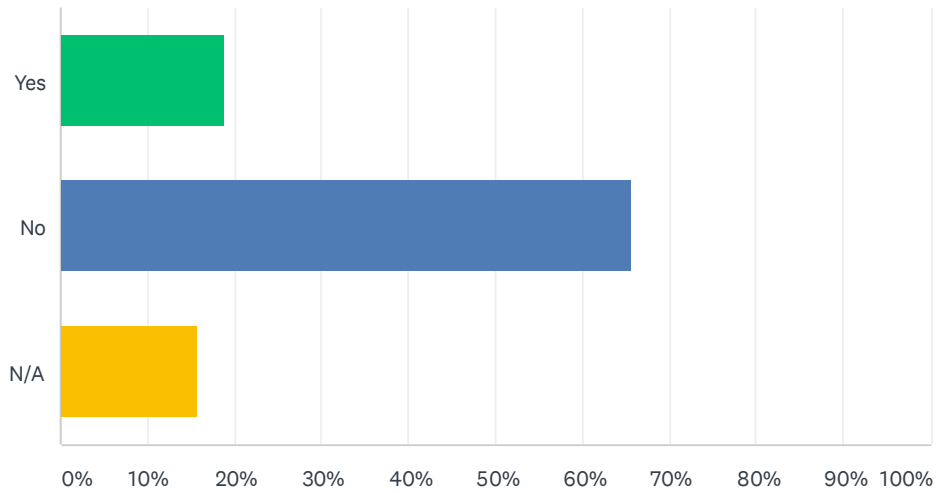
ANSWER CHOICES	RESPONSES	
Yes	18.75%	24
No	81.25%	104
TOTAL		128

Q57 If yes, please provide the name of your Council so that we can contact you for further details.

Answered: 24 Skipped: 168

## Q58 Is your Council working on other Health and Well Being projects?

Answered: 128 Skipped: 64



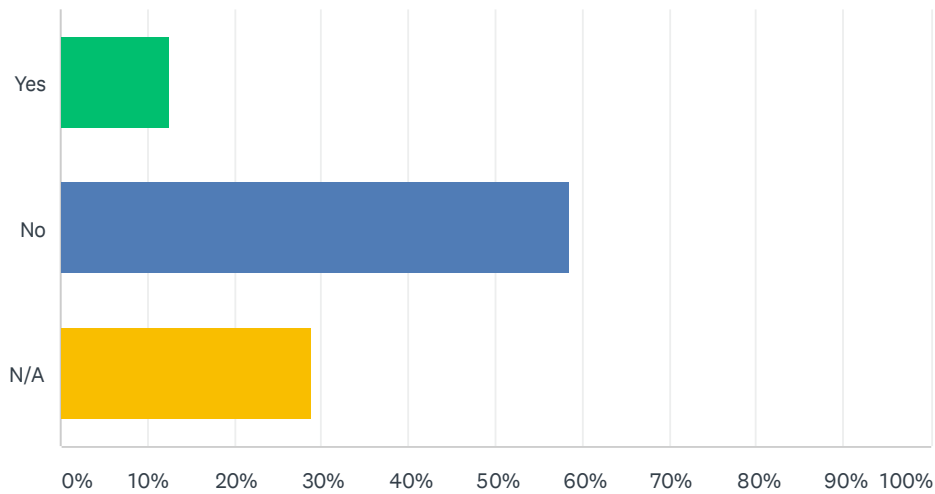
ANSWER CHOICES	RESPONSES	
Yes	18.75%	24
No	65.63%	84
N/A	15.63%	20
TOTAL		128

**Q59 If YES, please could you provide the name of your Council and the name of your Project?**

Answered: 23 Skipped: 169

Q60 Through the Armed Forces Covenant and the Defence Employer Recognition Scheme, KALC has pledged to support the Armed Forces community including existing or prospective employees who are members of the community. Is your Council supporting the Armed Forces Covenant?

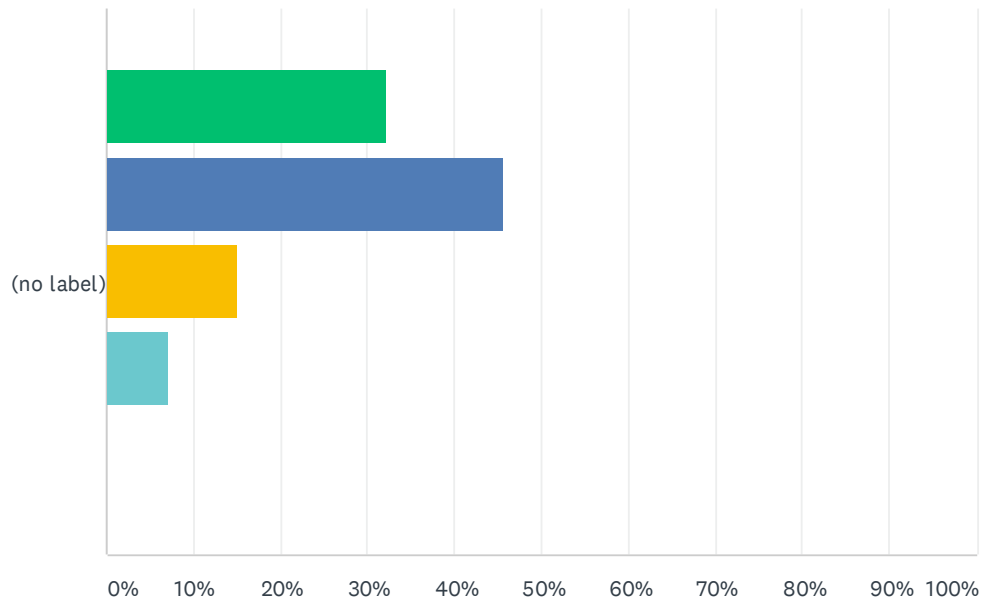
Answered: 128 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	12.50%	16
No	58.59%	75
N/A	28.91%	37
<b>TOTAL</b>		<b>128</b>

### Q61 Overall, how would you rate the level of service and value for money that your Council gets from KALC?

Answered: 127 Skipped: 65



■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Satisfactory 
 ■ Poor

	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	32.28%	45.67%	14.96%	7.09%	0.00%		
	41	58	19	9	0	127	4.03



## Q62 What do you think KALC does well?

Answered: 77 Skipped: 115

## Q63 How do you think KALC could improve its service?

Answered: 50 Skipped: 142

Q64 What are the top 3 priorities/issues facing your Council at this time?

Answered: 96 Skipped: 96