



## **Delegate Feedback**

How well do you think the event met its purpose?		
Answer Options	Response Percent	Response Count
Very Well	34.6%	9
Well	53.8%	14
Adequately	11.5%	3
Unsatisfactorily	0.0%	0
Poorly	0.0%	0
Very Poorly	0.0%	0
Comment		9
<i>answered question</i>		<b>26</b>
<i>skipped question</i>		<b>0</b>

### Comment

- Gives a greater understanding of union workings to active members/increased networking - put faces to names.
- Still need to attract new active members - difficult
- Would be good to see more new faces next year
- Good to see some new faces
- Very good topics
- Motion process does encourage policy direction although further work required on understanding what happens to them after - GEC roles
- Provides delegates with a wider knowledge - not skills/tools this year
- Don't think that we were supplied with the tools and skills to carry out the last part of the purpose of the event
- Excellent clarity of purpose
- I think that on balance this is the best conference to date.
- I was pleasantly surprised.

How well were your personal expectations met?		
Answer Options	Response Percent	Response Count
Very Well	30.8%	8
Well	65.4%	17
Adequately	3.8%	1
Unsatisfactorily	0.0%	0
Poorly	0.0%	0
Very Poorly	0.0%	0
Comment		5
<i>answered question</i>		<b>26</b>
<i>skipped question</i>		<b>0</b>

### Comment

- Good Structure and good range of topics on day 1 - relevant to all staff groups.
- I have never been before and I learned a lot.
- Had no expectations - first conference but found the experience rewarding.
- Interesting debate and motions.
- I went with an open mind but again was pleased at how well the various delegates interacted and contributed. Makes a huge difference.

Which aspects of the event did you find most useful, and why?		
Answer Options	Response Percent	Response Count
Organising	33.3%	8
Motions Debate	25.0%	6
Guest Speakers	12.5%	3
Meeting Colleagues from other locations	41.7%	10
Conference Papers	4.2%	1
None	0.0%	0
Comment		18
<i>answered question</i>		24
<i>skipped question</i>		2

### Comment

- Papers 3 & 4.
- Good choice of speakers providing different perspectives.
- Debate on ops pay.
- Formulation of policy for the future.
- Good to hear other points of view - chance to have discussion within work groups in different locations, especially Admin.
- Very good.
- Gave me an insight into what is discussed at conference and how the union works.
- Meeting other people from the organisation and hearing what is happening.
- Good to meet other members and discuss various issues that seem common to all. Discussion clarified matters.
- It gives an insight into what the branches are thinking and gives a chance to debate.
- Other members work related experiences.
- Hearing the issues they have.
- Good way to bolster PCS communication to make other areas aware of our issues and become aware of theirs.
- Issue discussions were excellent ways of gaining a wider knowledge - but did not go deep enough to allow a common view to be formed.
- Networking with colleagues from other parts of the FC. Chance to input on live issues.
- Well chosen and relevant issues.
- Glad to see the issue of Ops is still there in many members minds. General discussions and debates are always good.
- The admin review was useful.
- I thought that Jean gave a good speech and her commitment to Trade Unionism was welcome.
- Provides excellent opportunity to hear opinions from different grades.
- The activities on operational status and PMS helped to understand the wider range of views and opinions.

Which aspects of the event could have been improved - and how?		
Answer Options	Response Percent	Response Count
Organising	27.3%	3
Motions Debate	54.5%	6
Guest Speakers	18.2%	2
Programme Planning	9.1%	1
None	0.0%	0
Comment		12
<i>answered question</i>		<b>11</b>
<i>skipped question</i>		<b>15</b>

### Comment

- Standing Order committee required for greater clarity.
- Should have moved along on time.
- Wording of motions could be improved - some are unclear as to what the GEC is required to do.
- Role for the standing orders committee.
- Excellent conference this year.
- Move motions to the first day of conference.
- The sessions on admin and possibly operational pay were a bit unfocused in terms of objectives and how data would be used.
- More facilitated time needed to achieve an agreed outcome.
- Wording of motions put into plain English instead of gibberish.
- Chairman to keep speakers to the point rather than letting them waffle.
- Too limited.
- Too many poorly worded motions. Guidance to members required.
- Some of the group break-outs needed better organisation and it wasn't necessarily clear exactly what was wanted. Having a group member in charge would be useful.
- Motions could be moved to the first day.
- After dinner speaker should have started earlier.

We welcome your feedback on those who presented the event.		
Answer Options	Response Percent	Response Count
Excellent	18.2%	4
Very Good	31.8%	7
Good	45.5%	10
Average	4.5%	1
Poor	0.0%	0
Very Poor	0.0%	0
Comment		17
<i>answered question</i>		22
<i>skipped question</i>		4

### Comment

- Experienced and professional.
- Good speeches by Janice, Jean and Simon. Jean was the most useful and what we needed to hear.
- Kept well to time and well controlled by President.
- The after dinner speaker worked better this time.
- Jean could have been offered a bigger time slot. Her presentation was very valuable.
- All good. HR presentation very clear and interesting.
- Jean was very good and I think that was very encouraging.  
Simon - uninspiring which was a surprise.  
Janice - good.
- Presented very well in an orderly fashion.
- On the whole the presenters presented events well.
- Very well presented.
- Good Mix. Although this provides an excellent balance I think speakers should be given an understanding of how their input fits into the conference theme.
- Facilitators did an excellent job.
- All fine. Everyone was accessible.
- All presenters did an excellent job.
- Presenters were confident and well prepared and put everyone at ease.
- Allan and Edward were excellent.
- Janice and Simon quite interesting.
- Jean went some way to restoring my faith in HR.

Please give feedback on any event materials.		
Answer Options	Response Percent	Response Count
Excellent	20.0%	4
Very Good	30.0%	6
Good	45.0%	9
Average	0.0%	0
Poor	0.0%	0
Very Poor	0.0%	0
Comment		14
<i>answered question</i>		20
<i>skipped question</i>		6

### Comment

- The pens didn't write.
- Conference info could have been sent out earlier.
- Well put together.
- What can I say at least PCS is keeping the FC in business with all the paper.
- Didn't get any pre conference material.
- All very clear.
- Very well set out.
- Well presented.
- Pre-Conference information well presented.
- Hand outs (freebies) not required.
- Comprehensive and relevant.
- Liked the use of conference papers.
- Was out of the office so did not receive the papers.
- Best I've had, could have come in a folder though.
- Material was extremely useful and helped with preparing for the event.
- Very useful.

How would you rate the services provided?								
Answer Options	Excellent	Very Good	Good	Average	Poor	Very Poor	No Comment	Response Count
Conference Administration	10	11	5	0	0	0	0	26
Venue	10	7	9	0	0	0	0	26
Accommodation & Catering	11	10	5	0	0	0	0	26
Comment								15
<i>answered question</i>								26
<i>skipped question</i>								0

### Comment

- Well organised, well run - comfortable and relaxed atmosphere.
- Well done to the organisers.
- Mini bus transfer very useful.
- Good quality conference facilities. York good location for travel.
- Hotel staff gave a good service.
- Vegetarian option for dinner wasn't great - bar prices expensive.
- Nice Hotel, maybe time for a change of location?
- Food very good.
- Excellent venue ideally suited for its purpose.
- Well done Sue.
- Lose the risotto and well done in sorting out [comment redacted].
- Room very comfortable and food good.
- Venue very good - is it time to change venue?
- No swimming pool/gym and not really on public service routes - overnight train needed to get here on time.
- Conf. Admin - Nothing too much trouble - anything that is wrong is put right immediately - pleasant and courtesy extended always.
- Many thanks Sue
- Conference Admin. - Ran smoothly.
- Conference Admin - very good arrangements.
- Accom. & Catering – Can't fault it.
- Somewhere nearer in a city or town might offer some other choices of evening socialisation.
- Conference Admin - Usual high standards that we have come to expect from the FCTU office.
- Venue - Personally I like the venue. It keeps delegates together which is really one of its aims.
- Accommodation & Catering - Best so far. Staff seemed eager to please. Meals were a huge improvement especially dinner.

Please use the space below if you would like to add any additional comments/suggestions	
Answer Options	Response Count
	8
<i>answered question</i>	8
<i>skipped question</i>	18

### Comment

- I thought the discussion group idea on day 1 was particularly useful the way it was done and elicited more ideas. I think the visitors from Unite and GMB should have introduced themselves and said why they were there.
- Well organised professional conference.
- Felt that the time issues that had arisen in previous years didn't arise this year. All things aired without being rushed.
- Consider earlier start on the 2nd day 9.00am?
- Nice to see some new faces.
- Very interesting to see what actually goes on at the conference.
- Very useful and interesting conference.
- Informality ensures less confident people are comfortable, and more likely to contribute.
- More of the same please.
- The weather was excellent and perhaps more use could have been made of the grounds. Different story if it rains!
- It would be good to avoid the Bank Holiday for future dates.