

Note: 16 forms received, with some of the boxes not filled in.

Skills for Parochial Appeals Tribunal hearings and decision making

Evaluation Questionnaire

Course 1

6 & 7 October 2015

The aim of the course is to identify, discuss and develop the range of judicial style skills, values and competences for Parochial Appeal Tribunal hearings and decision making.

1. Did the course meet its aims?

Fully	Substantially	In part	Not at all
11	4		

2. We aimed to associate the skills, knowledge and values of the wider judicial profession with those needed by members of the PAT. Did we achieve this?

Fully	Substantially	In part	Not at all
9	7		

Comments:

- And put across that even I could understand.
- It is hard to square the statutory aim of informality and the small sums involved with talk of judicial independence, written judgements and all that goes with judicial process.
- It was made easy to understand.
- The role of the PAT will be limited and of a parochial nature – it could be argued that the full gamut of the training programme is perhaps more suited for a more technical styled tribunal.
- I suppose a tribunal is a tribunal regardless of location, nevertheless, Guernsey is unique so a little tailoring maybe required. Day 2 – very exhilarating & educational.
- I think that this is something which will take a lot longer than 2 days!!
- It was a useful lesson and supplemented documents provided to us when we first joined the tribunal.

3. We aimed to identify, explore and develop the range of communication and questioning skills necessary for PAT hearings. Did we achieve this?

Fully	Substantially	In part	Not at all
11	4	1	
Comments: <ul style="list-style-type: none"> - We could have usefully spent more time practicing the skills of questioning. - See answer to question 7 * - Good interactive session. - A superb first day, with a wide range of communication and questioning explored and identified. Ditto day two. - Your wealth of experience and ability to communicate, have made this a most enjoyable way to learn! - The session was thought – provoking. 			

4. We aimed to explore the case management powers of the PAT and the skills associated with their effective use. Did we achieve this?

Fully	Substantially	In part	Not at all
9	6	1	
Comments: <ul style="list-style-type: none"> - We did but perhaps given the nature of the tribunal this is less relevant. - Liked simplicity. - Interesting analysis & ideas were put across. I received so much knowledge. I only hope I can remember & perform on the day. Day 2 highlighted the need to plan & prepare. - Useful to ascertain how each member participated and the role of the chairman. - This bit I am still unsure about. - This was an area one hadn't previously considered so was useful to cover. 			

5. We aimed to consider the users' perspective of the PAT and to explore how users can be best prepared for their engagement with the PAT . Did we achieve this?

Fully	Substantially	In part	Not at all
9	5	2	
Comments: <ul style="list-style-type: none"> - I think we said that this was more of an issue for the secretariat. - Yes- it is easy to forget so the appellant and parish may have similar concerns & avenues. - No experience to date of users perception of the PAT and its operation. - Very useful- particularly for the parishes to understand the administrative issues in supporting their responsibilities. - Excellent. So, so important the user understands the whole process and feels empowered to submit an appeal. Day 2 so, so important once again to take on board the users perspective- "evidence". - Difficult to get full feedback. - This is really down to the administration side, we can only try to put people at their ease once they are at the tribunal. - Again very helpful to consider this from the perspective of someone who could be nervous etc. 			

6. We aimed to identify consider good practice concerning the giving of directions and introductions to hearings, and the skills to deal with unexpected interruptions during hearings. Did we achieve this?

Fully 10	Substantially 6	In part	Not at all
Comments: <ul style="list-style-type: none"> - We could have had more practical help with practising how to deal with interruptions to hearings. - Role play as a difficult situation would have helped. This may come on day 2 though. - Very comprehensive and useful. - Once again all aims and objectives achieved. The knowledge & skill base I have gained will put me in good stead going forward. - We can only hope to do our best – we cannot hope to know everything that can happen! – but we have thought of many! 			

7. We aimed to consider issues surrounding the nature and quality of evidence, and also to reflect on the skills necessary for the good conduct of a hearing. Did we achieve this?

Fully 12	Substantially 3	In part 1	Not at all
Comments: <ul style="list-style-type: none"> - The role play was a superb way of making us realise the many peculiarities we may come across – and the difference between written & oral evidence. - Time does not allow:- examples. - Such an important area, evidence gathering is key to a good hearing for both parties. Day 2 – very important for both parties. - Very thoughtful provoking session. - More specific examples of issues discussed, would be helpful eg. What does “open” question look like*. 			

8. We aimed to provide delegates with the opportunity to discuss the skills of good team working within the context of the PAT. Did we achieve this?

Fully 11	Substantially 4	In part 1	Not at all
Comments: <ul style="list-style-type: none"> - This session was interesting and the role play bolstered this, the range of different people/strength was demonstrated to be a benefit. - We certainly discussed team work – but within the context of PAT? I feel this was only touched on, as an aside – that one had to present a united front at the end and smile even if it was through gritted teeth! - Team dynamics are imperative to the functionality of the PAT. I am sure the President/Vice will be both fair and role models for the whole team and due process. - A difficult topic to get over in the time allowed. - The talk was too generalised on team work. More specific on PAT work. - However this was the weakest of the session and found it was a bit over the top for what is required. Began to lose interest but this may in part be done to the fact that it was getting towards the end of the day. 			

9. We aimed to provide delegates with the opportunity to experience elements of a hearing of the PAT through a role play and thereby to identify the challenges of working as a PAT member. Did we achieve this?

Fully 11	Substantially 5	In part	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - Obviously this was very useful albeit constrained somewhat by the limited time available. - Yes! - I would have like more time allocated to this. While “on the panel” I was conscious of time constraints and realise that this influenced (adversely) the manner in which I questioned the participants. - Achieved a lot in the time allocated. - I learnt so much in listening. Participating nothing is “black & white”. Evidence is key. - Those participating in the role seemed to work well together - although it made the pre-hearing case management process difficult. - Possibly could have devoted more time to this element of the course. - It was useful – perhaps the most useful part of the course. I would have preferred more of this and less of the more general stuff eg. Team working. - It was very useful to split the role play into the different stages and to have the open discussion at the end of the role play. 			

10. We aimed to provide delegates with the opportunity to make and write a reasoned decision and to reflect on the skills necessary for this task. Did we achieve this?

Fully 13	Substantially 3	In part	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - It was useful to have the document covering the five areas of appeal while the hearing took place. This enabled the information to be noted to facilitate the decision making process which followed. - I know there are no “correct” answers but it would have been nice to have some sort of “Model” judgement read out. - I now have a better understanding of myself, the process. Usually being self-employed not a team player, but now see it a little differently. - Yes although focus was on identifying reasons rather than writing the ultimate reasoned decision. - A clear definition of the hearing which threw up skills and issues only raised having a mock hearing. - Enjoyed on all sections, the synopsis which followed. - This did not need to be as much as one hour. Thirty minutes would be more than adequate. - It wasn’t easy – but I think we were Gently guided through this process. - Very helpful would have been interesting to further discuss the decision in groups of 3 before writing (obviously not possible in this environment) 			

11. Was there any aspect of the course that worked particularly well?

- Role play & post mortem. Certainly highlighted the pitfalls associated with evidence gathering.
- The entire experience was very informative, though- provoking and interesting.
- The listening exercise was an eye opener for many – they heard what they expected to hear – it underlined the need to HEED not just hear. The Role play – brought home to everybody.
- The interactive aspects were particularly useful. The course in the initial programme looked rather tedious. However the mix of tutors, exercise, discussions etc meant that it was most interesting, informative and stimulating. Thank You.
- Highlighting all the advantage of working together. Participation.
- I must be honest and say all areas were relevant and educational.
- Very good interaction between facilitators and attendees. The practical experience of both facilitators was very useful.
- Interesting to discover that the course identified issues in the relevant legislation as well as covering the tribunal process.
- The role play was extremely helpful.
- Summary of decision making was the most useful.
- I thought the course was explained to us in plain English and not legal jargon with a common sense approach which was well understood by me and hope the other tribunal members.
- Having two presenters working together but taking alternate modules. In addition having presenters who had a very good understanding of our tribunal and bringing examples from a range of tribunals that they have chaired or sat on.
- The Role play.
- The interaction between the lecturers themselves and also the interaction between PAT members. Also the PAT members with the lecturers.

12. How could this course be improved for future delivery?

- Slightly larger tables as we were a bit crowded.
- I can not see any other way in which the course can be improved.
- See previous note concerning the leadership module.
- Two case studies maybe?
- The physical arrangement i.e. the rooms and venue, could perhaps be improved.
- I'm not sure it can be. I'm sure however there are areas which will be raised by other participants.
- Case history will allow more individual appeals to be considered as examples.
- I don't think that there is anything which could be significantly improved.
- I really don't think there is much to improve- possibly the handouts could be numbered – but overall this has been one of the best training courses I have ever attended.
- Give handouts at the beginning of each session so any supplementary notes can be made as you go in the space provided. Allow extra time for role play?
- Ask me in a years time! Reverse the decision board, ultra vires case!!

Thank you for completing this questionnaire.