

LGA Annual Culture, Tourism and Sport conference 2017, Bristol - Summary of Conference Evaluation

Evaluation of 2017 Conference

1. The overall satisfaction level was 100 per cent. This is higher than last year's satisfaction rate of 92 per cent. 34 per cent of delegates completed the evaluation form, which is a good response rate, but slightly lower than the previous year.
2. In terms of delegate satisfaction, the CTS Conference compares very favourably to other paid LGA events.

Delegate online survey

3. An online survey was sent to all delegates following the conference, with two follow-up reminders.
4. 34 per cent of delegates completed the evaluation form, which is 14 per cent lower than the previous year.

Overall satisfaction

5. The overall satisfaction level was 100 per cent. This is higher than last year's satisfaction rate of 92 per cent.

Plenary Speakers

6. Wayne Hemingway (100 per cent) and Mike Jackson (96 per cent) achieved the highest satisfaction ratings, but all of the plenary speakers scored well.

Workshops

7. All of the workshops scored well with particularly high satisfaction ratings for the Placemaking and the Art of the possible session.

Study Tours

8. Feedback was good from the vast majority of delegates with ST1: Bristol's creative sector with and ST5: Innovative Leisure Developments, both scoring 57 per cent. A number of delegates selected "don't know" across all Study Tours (ST1: 43 per cent, ST2: 88 per cent. ST3: 67 per cent, ST4: 58 per cent and ST5: 43 per cent) questions which brings down the overall score against last year's figures of around 75 per cent.

Conference organisation

9. 96 per cent of respondents were satisfied with the organisation and running of the event. This is 6 per cent higher than 2016.

How well the conference met delegate needs

10. Free text comments:

- Yes – lots to leads to follow up with, plus opportunity to catch up with (and meet new) LGA colleague.
- It was interesting and useful.
- Yes I was impressed by the first LGA conference and was very inspired at the end of the day.
- Excellent event with inspirational speakers.

What could be improved

11. There were a few comments about time keeping and Dame Kelly Holmes' session being at the end of the day. Other comments included:

- The opportunity to look into issues currently facing Local Authorities around budget cuts and more detail on how this is being tackled, with the opportunity to debate this. I'd also like to know more details about how initiatives or partnerships are set up and their outcomes in more detail.
- Ministerial level input in needed to give the subject area the profile and importance it so clearly needs. Very mixed audience. As a local government officer it would be good to have more officers in attendance to learn from each other.
- Too much emphasis on cities, more about rural areas please.

Other topics delegates would like to see at the conference

- More emphasis on heritage would always be useful.
- It was slightly disappointing there was a lack of a topic on tourism or the visitor economy during the conference.
- Good practice in delivering innovative, sustainable local authority museums and theatres.
- More on role of libraries in supporting strategic outcomes.
- Devolution/ combined authorities.
- Creative industries role in rural regeneration.

Major challenges are facing your organisation over the next 12 months

12. Not surprisingly, reduced funding and cuts were the biggest challenge highlighted by delegates, and is the top issue respondents wanted to see reflected next year. Other comments included:

- With ongoing cuts working in different ways i.e. Introducing open access to libraries when it staffed. 500,000 taken out of library service.
- Budget Cultural change Using technology to develop services - Use of big data.
- The challenge of becoming more commercially aware in a time of transformation and reducing funding.
- Need to be more commercial and increase income.
- We are a very proactive council and we are kicking the trend. In the last 18 months we have just had investment of £50 million in one part of the borough and another £10 million in another with more investment to come. But we can always listen to other people's idea.
- Continued investment in infrastructure - open spaces, leisure centres etc.