The course was very informative and Ian and Andy both spoke well and answered questions in a very detailed way. It was nice to do a bit of group work and hear how different people would respond in different situations. (learned a lot and stress) had trouble answering some questions but it was still very helpful.

One of the most interesting aspects of the course was the section on dealing with the Media. This covered how to handle different types of media interactions and how to prepare for different scenarios. The trainer demonstrated a good knowledge of the subject area and was able to answer my questions very well. The overall experience was positive and I would recommend it to others.

There is a lack of communication between emergency services and utility providers to keep local ward councillors informed. I think ideally we should have been trained by the Council Officer not an external provider. I think ideally we should have been trained by the Council Officer not an external provider. The Council Officer was very professional and provided clear guidance on how to handle different situations. I really think we should have been trained by the Council Officer not an external provider.

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