



Public Document Pack
**MEMBER DEVELOPMENT STEERING
GROUP
AGENDA**

**WEDNESDAY 6 JUNE 2018 AT 7.30 PM
CONFERENCE ROOM 2 - THE FORUM**

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillors G Adshead, Banks, Conway, Douris, Hicks, Howard and Taylor

AGENDA

- 1. MINUTES**
- 2. APOLOGIES FOR ABSENCE**
- 3. QUARTERLY BUDGET UPDATE**
Report to follow
- 4. MDSG WORK PROGRAMME**
Report to follow
- 5. ANNUAL TRAINING REPORT**
Report to follow
- 6. MEMBER DEVELOPMENT PROGRAMME**
- 7. EVALUATION FEEDBACK FROM PREVIOUS DEVELOPMENT SESSIONS (Pages 2 - 6)**

MEMBER DEVELOPMENT DATES 2018/19

Date	Development Event	Start time	Finish time	Contact / Run by:	Location	Which Members?
Thursday 28 June 2018	Homeless Reduction Act	7.30 pm	9.00 pm	Natasha Beresford/Carly Thomas, DBC	Conference Room 2	All
*Wednesday 11 July 2018						
Thursday 19 July 2018	Herts Highways	7pm	9pm	Andrew Horner DBC/Nick Gough Herts Highways	Conference Room 2	All
Thursday 13 September 2018						
*Wednesday 26 September 2018						
Thursday 1 November 2018						
*Wednesday 28 November 2018						
*Wednesday 16 January 2019						
Thursday 24 January 2019						

*Wednesday 20 February 2019						
Thursday 28 February 2019						
Thursday 28 March 2019						
*Wednesday 17 April 2019						

*** indicates a briefing before full Council meeting**

Training to be arranged:

Agenda Item 7

Date: 13 March 2018 Event: Housing Allocations Policy briefing

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 17 Returned Feedback forms: 16

Aims and Objectives:

The purpose of this briefing is to outline the main changes to the Housing Allocations Policy. This briefing paper includes an overview of the approach taken by the Housing Service to review the policy and the impact of the proposed changes to the Housing Service and local people.

STRENGTHS

- Tracy and Laura have an incredible knowledge bank.
- The pace of the evening was determined by councillors' questions. Good knowledge demonstrated by staff members.
- Good read through of the details.
- Informative and well received.
- New active and suspended housing registers. Local connection, property-related arrears, single offer policy, points system and how to access via website.
- Most informative.
- Staff were very knowledgeable
- Received lots of information which will help in my understanding.
- Interesting
- Good presenters, well briefed and knowledgeable
- Comprehensive
- Good open session on the new policy, plenty of chances to ask questions.
- All questions fielded adequately.
- Competent presentation of answers to questions.

WEAKNESSES

- The briefing Tracy gave to be distributed about 2nd March did not appear to have reached any of the attendees.
- Details of the changes in advance – what to look up
- A printed list of the points system
- Difficult to hear even though I have good hearing.
- Too many case studies
- Size of print on screen
- Text on screen is very small but that is not a fault of the presenters.
- Display screen text too small for some – should not have been shown page at a time.
- Screens too small for information to be readable at a distance.

OPPORTUNITIES

- It is requested that Member Support obtain from Tracy the Housing Allocations Policy and email to all attendees please.
- Maybe the appendix (the policy) could be supplied in hard copy before/at the discussion
- Can use this information when required when dealing with residents enquiry.
- People to speak louder.
- Can we do "Housing Allocations" on a page? (Many HCC departments do something like this)
- Bigger font size on slides.

TRAINING SCORE

Poor	
Adequate	
Good	1
Very good	9
Excellent	6

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: Returned Feedback forms: 14

- Keynotes on the GDPR Principles (Articles)
- Changes from the DPA 1988
- What you need to do to be ready for GDPR
- Members Notification
- ICO Guidance
- Questions from the group

STRENGTHS

- Knowledge of subject
- A contact name if we need to contact someone about this issue, the information given tonight being sent out to all members. Information for councillors about registration as data controllers.
- Refresh of obligations as a councillor up to date
- Thank you, clarity of thought
- Received broad knowledge about the GPDR
- Complex issues, this training session gives a better understanding of the need to comply.
- Informative, kept to time, very knowledgeable
- Good discussion and web site
- Lots of information
- Information
- Excellent learnt a lot
- Very knowledgeable presentation and very relaxed presentation
- Superbly informed

WEAKNESSES

- **To many questions**

OPPORTUNITIES

- **Can be used in my day to day practice as a councillor**
- **Look forward to getting the slide**
- **Pre-printed materials in advance**
- **Pair the notes beforehand so we can talk about what we don't understand**

TRAINING SCORE

Poor	
Adequate	
Good	2
Very good	5
Excellent	7

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 15 Returned Feedback forms: 15

Aims and Objectives:

- Service overview and current remit
- New responsibilities to be introduced as a result of legislative change
- Civil responsibilities
- Overview policy/strategy development

STRENGTHS

- Well presented, detailed slides, clear information
- Good background on the rules I regulation and private sector housing.
- A good presentation from competent officers if a little pink politically
- Knowledge of subject
- Very knowledgeable and informative presentation as ever by Natasha and Emily-Rae
- The DBC team! Well done Thank you
- Legislation updates
- Information relative to new legislation, explanation of how a new team operates
- Received how the team work and what's their goal, landlords and tenants will benefit.
- Nice clear explanation of current position.
- Clarity and interesting
- some

WEAKNESSES

- Too left wing and I do not like the keenness to raise money, but I liked to hear about it.
- None I noticed that all four worked well.
- Received knowledge so I can explain how this team work and benefits when needed.
- Suggest reprise of situation in PRS post Oct 2018 to bring Cllr's up to date.
- Would prefer handouts beforehand so I can write notes on it

OPPORTUNITIES

TRAINING SCORE

Poor	
Adequate	
Good	1
Very good	8
Excellent	6

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 3 Returned Feedback forms: 3

Objective:

To give participants the opportunity to review and improve their delivery skills so that their speeches achieve the required objective.

Presenting yourself:

- The way you look: eye contact, stance, gestures.
- The way you sound: pitch, speed, volume, pauses.
- Involving the audience
- Keeping the audience interested.
- Stage management: 'home position', equipment and props
- Overcoming nerves: tips and techniques

STRENGTHS

- Involvement with the attendees: Kathey Bailey needs to be thankfully praised for what she taught us.
- Full of useful advice
- A brilliant course with an outstanding lecturer.

WEAKNESSES

N/A

OPPORTUNITIES

- Why, why, why do we not have more councillors attend
- Look forward to a Member Development Session of 'Speed Reading'

TRAINING SCORE

Poor	
Adequate	
Good	
Very good	1
Excellent	2