

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