



Overview Scrutiny Committee

Members of the **Overview Scrutiny Committee** of **Gravesham Borough Council** are summoned to attend a meeting to be held at the Civic Centre, Gravesend, Kent on **Thursday, 4 April 2019 at 7.30 pm** when the business specified in the following agenda is proposed to be transacted.

S Walsh
Service Manager (Communities)

Agenda

Part A

Items likely to be considered in Public

1. Apologies
2. Minutes (Pages 3 - 8)
3. Declarations of interest
4. To consider whether any items in Part A will be considered in private or any items in Part B in public
5. Member Training 2018-19 - Annual Report (Pages 9 - 30)
6. Call ins
7. Any other business which by reason of special circumstances the Chair is of the opinion should be considered as a matter of urgency.
8. Private Items

To move, if required, that pursuant to section 100A (4) of the Local Government Act 1972 that the public be excluded from any items included in Part B of the agenda because it is likely in view of the nature of business to be transacted that if members of the public are present during those items, there would be disclosure to them of exempt information as defined in Part 1 of schedule 12A of the Act.

Part B

Items likely to be considered in private

9. Call ins

Members

Clr John Burden (Chair)

Clr Sara Langdale (Vice-Chair)

Councillors: Lee Croxton
 Leslie Hills
 Samir Jassal
 William Lambert
 Makhan Singh
 Jenny Wallace

Substitutes: To be notified

Overview Scrutiny Committee**Thursday, 14 February 2019****7.30 pm****Present:**

Cllr John Burden (Chair)
Cllr Sara Langdale (Vice-Chair)

Councillors: Lee Croxton
 Leslie Hills
 Gary Harding
 William Lambert
 Brian Sangha
 Makhan Singh

Stuart Bobby	Director (Corporate Services)
Nick Brown	Director (Environment & Operations)
Daniel Killian	Assistant Director (Operations)
Sarah Parfitt	Assistant Director (Corporate Services)
Chris Wakeford	Committee Services Officer (Scrutiny)

99. Apologies

An apology for absence was received from Councillor Cllr Samir Jassal and Cllr Jenny Wallace; Cllr Gary Harding and Cllr Brian Sangha appeared as their respective substitutes.

100. Minutes

The Minutes of the meeting held 17 January 2019 were signed by the Chair.

101. Declarations of interest

No declarations of interest were made.

102. Housing Repairs Topic Review (Part 2) Final Update

The Director (Environment & Operations) and Assistant Director (Operations) presented Members of the Overview Scrutiny Committee with the final update on what has been achieved in relation to the recommendations made by the Overview Scrutiny Committee following the Housing Repairs Topic Review (Part 2).

In February 2017 the Overview Scrutiny Committee selected Housing Repairs for a further topic review (Part 2) which focused on:

- A review of the total amount spent on repairs and maintenance and the capital improvement works to the council's housing stock.
- A review of the cyclical programmes that the council has in place with regards to roofs, kitchens, bathrooms, boilers etc, to establish whether the council is replacing these items more frequently than is necessary, or more frequently relative to others.

The Overview Scrutiny Committee made a number of recommendations for Cabinet consideration:

1. Continue to identify areas of repairs and maintenance work that can be carried out in house and increase staffing levels where appropriate to deliver this objective.
2. Provide a further update of repairs and maintenance improvements to the Overview Scrutiny Committee within 12 months in response to the topic review recommendations
3. Ensure regular liaison between the internal Repairs team and the Housing team to ensure that a good client/ contractor relationship is maintained and that information is shared and acted upon.
4. Provide further training to Housing Officers to enable them to provide more comprehensive advice to tenant's responsibilities and the council's responsibilities in terms of repairs and maintenance issues.
5. Review 'repeat offenders' who have the same or similar repair jobs carried out a number of times and work with housing management to address this issue and to recover repair costs from the tenant where appropriate.

Significant work has been undertaken over the last 24 months; new technology has been introduced alongside an innovative review of existing repairs processes, which challenged existing custom and practices. This enabled the service to achieve the recommendations of the Overview Scrutiny Review whilst giving clearer guidance to both the tenants and the council as a landlord.

These changes have not only improved the service for Gravesham tenants but have also achieved significant savings now and will continue to do so in the future. The service will continue to build on its successes to date as a result of the review and will feedback through the relevant committees.

The Assistant Director (Operations) highlighted the following to the Committee:

- A saving of just over £1m was realised within Responsive Repairs in 2017/18.
- Towards the end of 2018 an increase to the establishment of both the responsive repair and voids team commenced. Depending on the trade, it cost the Council anywhere between 19% and 36% less than what our current contractors would charge the council for providing the same resource.
- It is estimated that by completing the kitchen and bathroom programme work in-house that it will save in the region of £760,000 per year, £23m over the 30 year HRA business plan.
- The target to complete Emergency Repairs on time is 98%. GBC have consistently achieved 100% this financial year.
- The 'fixed first time rate' has increased from 67% to a monthly average of 87%.
- The target to complete a minor void property is 14 days and for major voids,

28 days. The average outturn for minor is 7.5 days and for major is 22 days.

- Customer Service, which has been measured since July 2018 is at an average of 97%.

The Committee commended the Housing Repairs team on their fantastic achievements to date and requested that their thanks be passed on to the whole team.

The Committee Members, who visited the Housing Repairs Team on 7 February 2019, commented on how committed and enthusiastic the team are.

The Director (Environment & Operations) thanked the Committee for their kind words and extended the invitation to visit the Housing Repairs team to all Members.

The Director (Environment & Operations) and Assistant Director (Operations) fielded questions from the Committee and highlighted the following:

- The Director (Environment & Operations) will provide the Committee with an executive summary of the positive statistics regarding the improvements within the Housing Repairs team.
- The building blocks have been put in place so that the department is fully prepared for any Local Authority Trading Company aspirations.
- The department is certainly willing to share what it has learnt from this project with both internal and external partners.

Resolved that Members of the Overview Scrutiny Committee noted the success of the review and the achievements made by the team.

103. General Fund Revenue and Capital Estimates 2019-20

The Director (Corporate Services) and the Assistant Director (Corporate Services) presented the Committee with the draft revenue and capital estimates for General Fund services in 2019-20 together with the recommended level of council tax to be levied for 2019-20.

The Assistant Director (Corporate Services) highlighted the following:

- On 13 December 2018, the provisional settlement for 2019-20 was announced. The provisional settlement would be the final year of the multi-year finance settlement announced in 2016-17 and completes the Government's intended reduction in the total level of funding for local government over the next three-year period.
The Settlement Funding Assessment (SFA) for the Council was a slightly improved position than that expected due to the decision of Government to provide an additional £153m of funding to those authorities that were due to pay negative RSG for 2019/20. For Gravesham, this amounted to £243,710 that the Council was expecting to lose by way of a reduction to its business rates retention baseline funding level.
- The council has secured indicative NHB funding for 2019-20 of £611,150 (the Council had budgeted £452,000) This is above the level of funding that was previously in the MTFP, with the increase principally due to there being 349 net additions to the housing stock of the borough between October 2017 and October 2018, above the 160 net additional homes needed to meet the 0.4% national baseline.
- Kent & Medway were unsuccessful in retaining pilot status for Business Rates in 2019-20, so GBC will revert back to being part of the Kent Pool arrangement.

- The budget reflects the second year of the pay offer made by National Employers for Local Government which represents a 2% pay rise for staff with some adjustments to the lower pay points to continue to close the gap with the national living wage and also to maintain the differentials between pay scales towards the lower end.
- The vacancy allowance has been maintained for the General Fund at £350,000 and work continues with budget holders to develop proposal for services and address the Council's financial position.
- The funding gap, and therefore action required by the council, increased by £0.4m to £2.9m when setting the budget for 2017-18, primarily driven by the changes to the design of the New Homes Bonus Scheme. The funding gap was widened by at least a further £1m at budget setting 2018-19 due to the financial impact of low housebuilding rates in the borough, the higher than anticipated staff pay award and lower than expected interest rates.
- An update on each workstream of Bridging the Gap activity was presented to Cabinet and Overview Scrutiny in Summer 2018. Further to this, in November 2018 both Cabinet and Overview Scrutiny were presented with further Balancing the Budget Initiatives amounting to just under £1.3m in response to the budget gap identified at budget setting 2018-19.
- The council has undertaken a critical review of its council tax base to analyse movements in the tax base between 2018-19 and 2019-20. This has resulted in a slight reduction in the tax base of 0.17% in 2019-20 compared to that of 2018-19, principally derived from lower than anticipated growth in new dwellings in the borough, the impact of the Council Tax Reduction Scheme and an increase in the level of discounts and exemptions applied to individual accounts.
- Gravesham Borough Council is permitted to raise council tax by 3% or up to and including £5 (whichever is higher).
- The referendum principles permit Gravesham Borough Council to increase its council tax by 2.97% to £203.13 (£5.85 or 11 pence per week for a Band D property).
- Medium Term Financial Plan 2018-19 Quarter Three; projected underspend of £823,330 in 2019-20 meaning the Council will draw £500,000 (instead of £1.3million)
- 2019-20 projecting a balanced budget through the drawn down of £740,000 from working balances. Due to the bridging the gap activity the Councils first savings requirement come in 2023-24
- The budget gap for the Council now sits at £1.9million. £1.2million has already been identified and the Council has a three year window to deliver the remaining £0.7million.
- There is a lot of uncertainty on the horizon with the spending review, fair funding review, Brexit and possible government concerns with the commercialisation agenda.
- An Annual Review of working balances and level of reserves has been carried out and the Section 151 officer has agreed that in 2019-20 there is a need to increase the General reserve from £2million to £4million, meaning the minimum level of working balances will go from £3.25million to £5.25million. The Council will also be re-profiling its commercial income protection reserve to 15% of rental income.
- Capital programme for the General Fund is estimated at £19.5million. New schemes include; Heritage Assets, Car Parking Machinery and the development of Council owned land.

The Director (Corporate Services) and the Assistant Director (Corporate Services) fielded questions from the Committee and highlighted the following:

- The Council is awaiting the results of the fair funding review to see the effects on the negative Revenue Support Grant (RSG) line and on New Homes Bonus before making any plans going forward.
- A letter has been sent to enquire why Kent & Medway were unsuccessful in retaining pilot status for Business Rates in 2019-20, so far no response has been received.
- The Section 151 Officer confirmed that there are no aspirational savings in the budget.
- The reason the Council has a minimum level of working balances is because it needs to make sure it maintains a certain level of cash within the organisation to meet the day to day liabilities. The other reason is to protect the Council against the risks that are on the horizon (e.g. disappearance of New Homes Bonus). Many of the Council's funding sources carry great volatility.
- The Council is relatively well prepared in the face of future uncertainty. GBC has been building up its working balances and its reserves to replace vehicle fleets, play site equipment, invest in leisure centres and has linked the commercial income protection reserve to the level of income we receive (15% of all rental income).
Financially the Council is doing all the right things. Internally, the service review process has enabled the Council to get a handle on what it is spending its money on. Understanding the cash flow has given the Council confidence, the Council was the first in Kent to create a 10 year cash flow. Property acquisitions have also improved the Councils cash flow. The Council also has £10million in Property Funds and £10million in Multi-Asset Funds.
- An 'un-ring-fenced grant' means it's not meant for any particular purpose and therefore the Council can apply it to what it wants.

The Committee voiced their grievances over the unfair nature of the current New Homes Bonus arrangement and supported the suggestion that this be fed back to central government by whoever is in charge of the Council following the Borough Election in May.

The Chair clarified that the Council has not agreed to engage in commercialisation, the Council is not outsourcing, it's just being more aware of how the commercial market works.

The Committee congratulated the Finance Team for all their hard work.

Resolved that the Overview Scrutiny Committee noted the Cabinet recommendations that will be presented to Full Council.

104. Housing Revenue Account Estimates 2019-20 and Housing Capital Programme

The Director (Corporate Services) and Assistant Director (Corporate Services) presented the Committee with the draft revenue and capital estimates for Housing Revenue Account Services in 2019-20 together with the determination of the level of rents and service charges for 2019-20.

The Assistant Director (Corporate Services) highlighted the following:

- The Council is budgeting for income of £27.2million, versus expenditure of £30.7million with the need to draw £3.5million funds from the general HRA reserve, principally to fund works within the capital programme.

- The budget reflects the second year of the pay offer.
- The HRA will retain a vacancy allowance of £100,000
- The Finance Team have worked with budget holders to challenge their budgets, as a consequence of this the Council is delivering £54,000 of ongoing budget reductions which builds on £241,000 that's been realised by that process over the last 2 years.
- Salary related savings total £466,000 due to reviewing the staffing establishment and removing long term vacant posts.
- The budget also reflects the last year of the government's rent reduction policy which requires rents to be reduced by 1% annually, which will see the average weekly rent for the authority falling from its current level of £87.77 per week to £87.71 per week in 2019/20.
- Service Charges: September CPI gives a figure of 3.4%
- The Capital programme for the year is estimated at £16.7million which reflects investment in the Council's existing stock and also the continuation of the new build and acquisition programme.

The Director (Corporate Services) explained that the vacancy allowance is designed to reflect the natural turnover within the year. The Council tries to minimise the impact on service delivery wherever possible.

The Director (Corporate Services) advised that the Local Government Association is lobbying on behalf of Local Authorities regarding central government housing policies that many feel are unfair (e.g. Local Authorities Right to Buy receipts to fund no more than 30% of the cost of a replacement unit).

The Chair noted that this was a well-managed account and more social housing is to be welcomed but it doesn't seem right that the people paying for it are the poorest. If the costs were to be shared it would be fairer.

Resolved that the Overview Scrutiny Committee noted the Cabinet recommendations that will be presented to Full Council.

Close of meeting

The meeting ended at 8.50 pm

Classification: Public

Key Decision: No

Gravesham Borough Council

Report to: Overview Scrutiny Committee

Date: 4 April 2019

Reporting officer: Chris Wakeford, Committee Services Officer (Scrutiny)

Subject: Member Training 2018-19 - Annual Report

Purpose and summary of report:

To provide Members of the Overview Scrutiny Committee with a summary of the training that has taken place for Members during the 2018-19 municipal year.

Recommendations:

1. This paper is for information purposes only

1. Introduction

- 1.1 The purpose of this report is to provide Members with an update on the training that has taken place throughout 2018-19.

2. Update on Member Training

- 2.1 During 2018-19, 14 training sessions have been provided to Members on a number of different aspects of council services. The table below provides a summary of the level of attendance at the training sessions throughout the year:

Training Session	Number of attendees	Proportion of Members attending
IT strategy & Digital Strategy	12	27%
Environmental Health	16	36%
General Data Protection Regulation (GDPR)	8	18%
Disability Awareness	11	25%
Safeguarding 1	4	9%

Training Session	Number of attendees	Proportion of Members attending
Statement of Accounts	15	34%
Mental Health Awareness	7	15%
Equality and Diversity	9	20%
Housing Benefits Assessments Training (Refresher)	7	15%
First Aid / AED	6	13%
National Planning Policy Framework & Conservation	17	38%
Safeguarding 2	10	22%
Local Authority Trading Company	16	36%
Heritage Quarter Briefing	14	31%

- 2.2 Appendix two to the report provides further details of the Members that attended each session.
- 2.3 Members will recall that Cabinet have agreed that there will now be a minimum attendance level for training. If a minimum of 10 Members (although potentially eight in some cases) have not confirmed their attendance in advance of the training sessions, the session will be cancelled. During 2018-19 one training session was postponed due to the minimum attendance level not being achieved; Business Rates Briefing, 6 December 2018. One other session was also postponed due to adverse weather conditions; Treasury Management Training, 29 January 2019.

3. Feedback from Members

- 3.1 Appendix three to this report provides a summary of the feedback received in respect of the training undertaken to date.

4. Training Plan for 2019-20

- 4.1 A Training Plan for 2019-20 will be included within the Member Induction Plan following the May Borough Election. The Induction Plan is currently being finalised in consultation with the three Group Leaders.

5. Background Papers

- 5.1 Anyone wishing to inspect background papers should, in the first place, be directed to Committee & Electoral Services who will make the necessary arrangements.

<p>Legal</p>	<p>There are no legal implications resulting from this report. The Constitution sets out the roles and responsibilities of the Overview Scrutiny Committee and the activities set out within this report are in line with this.</p> <p>The Member Training and Development Plan does take into consideration the need for Members of the Regulatory Board to be trained at least every two years and this was built into the overall plan accordingly.</p>
<p>Finance and Value for Money</p>	<p>A Member Training budget is in place which has a budget of £5,150 each year which remains constant over the life of the Medium-term Financial Plan. All training provided for Members which incurs a cost will be delivered within this budget.</p>
<p>Risk Assessment</p>	<p>There is a risk to the council should Members not attend the training that is being provided. The training being provided will assist Members in their roles as councillors and in some cases, specifically in relation to their roles on Committees. As such, there is a risk that if Members do not attend the training they may not be properly trained in an area and therefore this may affect their ability to make sound decisions.</p>
<p>Data Protection Impact Assessment</p>	<p><i>A data protection impact assessment (DPIA) should be carried out at the start of any major project involving the use of personal data or if you are making a significant change to an existing process.</i></p> <p>a. Does the project/change being recommended through this paper involve the processing of personal data or special category data or criminal offence data?</p> <p>No</p> <p>A definition of each type of data can be found on the Information Commissioner’s Office website via the above links.</p> <p>b. If yes to question a, have you completed and attached a DPIA including Data Protection Officer advice?</p> <p>N/A</p> <p>c. If no to question b, please seek advice from your nominated DPIA assessor or the Information Governance Team at gdpr@medway.gov.uk.</p>
<p>Equality Impact Assessment</p>	<p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer.</p> <p>No</p> <p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer.</p> <p>No</p> <p><i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i></p>
<p>Corporate Plan</p>	<p>The work of the Overview Scrutiny Committee is cross-cutting and therefore is likely to contribute towards all elements of the council’s Corporate Plan.</p>

Crime and Disorder	There are no Crime and Disorder implications with this report.
Digital and website implications	There are no digital and website implications with this report.
Safeguarding children and vulnerable adults	There are no specific safeguarding children and vulnerable adults implications with this report. Some Members have, as part of the training plan, received training on Child Protection and a further session is planned for 2019-20.



Member Training

Attendance Record 2018-19

16 April 2018

IT strategy & Digital Strategy

CLRs in attendance:

Conservative

Labour

CLr Lesley Boycott

CLr Brian Francis

(Total: 12 Members)

CLr Gary Harding

CLr Brian Sangha

CLr Leslie Hills

CLr N. Singh Thandi

CLr David Hurley

CLr Steve Thompson

CLr John Knight

CLr William Lambert

CLr Derek Shelbrooke

CLr David Turner

8

4

23 April 2018

Environmental Health

CLRs in attendance:

Conservative

Labour

CLr Lesley Boycott

CLr John Burden

(Total: 16 Members)

CLr Leslie Hills

CLr Gurdip Bungar

CLr Karen Hurdle

CLr John Caller

CLr John Knight

CLr Brian Francis

CLr Anthony Pritchard

CLr Lyn Milner

CLr Michael Wenban

CLr Peter Rayner

CLr Brian Sangha

CLr Peter Scollard

CLr S. Thompson

CLr Jenny Wallace

6

10

15 May 2018

General Data Protection Regulation (GDPR)

CLRs in attendance:

Conservative:

Labour:

CLr Leslie Hills

CLr Lyn Milner

(Total: 8 Members)

CLr John Knight

CLr N.Singh Thandi

CLr Alan Ridgers

CLr S. Thompson

CLr Robin Theobald

CLr Alan Ridgers

5

3



18 May 2018

Disability Awareness

CLRs in attendance:

Conservative

Labour

CLr Lesley Boycott

CLr Gurdip Bungar

(Total: 11 Members)

CLr Harold Craske

CLr Lyn Milner

CLr Gary Harding

CLr Steve Thompson

CLr Karen Hurdle

CLr David Hurley

CLr John Knight

CLr William Lambert

CLr Alan Ridgers

8

3

22 May 2018

Safeguarding

CLRs in attendance:

Conservative

Labour

CLr Leslie Pearton

CLr Peter Rayner

(Total: 4 Members)

CLr Derek Shelbrooke

CLr David Turner

3

1

11 June 2018

Statement of Accounts

CLRs in attendance:

Conservative

Labour

CLr Lesley Boycott

CLr John Burden

(Total: 15 Members)

CLr Leslie Hills

CLr Brian Francis

CLr Karen Hurdle

CLr Lyn Milner

CLr John Knight

CLr Shane Mochrie-Cox

CLr William Lambert

CLr Peter Rayner

CLr Robin Theobald

CLr Lenny Rolles

CLr Brian Sangha

CLr N. Singh Thandi

CLr Jenny Wallace

6

9

18 June 2018

Mental Health Awareness

CLRs in attendance:

Conservative

Labour

CLr Harold Craske

CLr Gurdip Bungar

(Total: 7 Members)

CLr Julia Burgoyne

CLr Lyn Milner

CLr Karen Hurdle

CLr Peter Rayner

CLr Jenny Wallace

3

4



9 July 2018

Equality and Diversity Training

CLRs in attendance:

Conservative

Labour

CLr Sandra Garside

CLr Gurdip Bungar

(Total: 9 Members)

CLr Gary Harding

CLr Brian Francis

CLr John Knight

CLr Lyn Milner

CLr Alan Ridgers

CLr Brian Sangha

CLr Derek Shelbrooke

5

4

25 September 2018

**Housing Benefits Assessments
Training (Refresher)**

CLRs in attendance:

Conservative

Labour

G.I.C

CLr Karen Hurdle

CLr Brian Francis

CLr Julia Burgoyne

(Total: 7 Members)

CLr Lyn Milner

CLr Sandra Garside

CLr John Knight

CLr Derek Shelbrooke

1

2

4

16 October 2018

**First Aid / Automated External
Defibrillator Training**

CLRs in attendance:

Conservative

Labour

G.I.C

CLr David Hurley

CLr Peter Scollard

CLr Sandra Garside

(Total: 6 Members)

CLr Anthony Pritchard

CLr John Knight

CLr David Turner

2

1

3



7 November 2018

**National Planning Policy
Framework Training &
Conservation Training**

Cllrs in attendance:

Conservative

Labour

G.I.C

Cllr Leslie Hills

Cllr John Burden

Cllr Julia Burgoyne

(Total: 17 Members)

Cllr Alan Ridgers

Cllr Brian Francis

Cllr Harold Craske

Cllr Shane Mochrie-Cox

Cllr Sandra Garside

Cllr Brian Sangha

Cllr John Knight

Cllr Lauren Sullivan

Cllr William Lambert

Cllr Sara Langdale

Cllr Derek Shelbrooke

Cllr Robin Theobald

Cllr David Turner

Cllr Michael Wenban

2

5

10

8 January 2019

Safeguarding Training

Cllrs in attendance:

Conservative

Labour

G.I.C

Cllr Karen Hurdle

Cllr John Caller

Cllr John Knight

(Total: 10 Members)

Cllr Brian Francis

Cllr Sandra Garside

Cllr Lyn Milner

Cllr Lenny Rolles

Cllr Peter Scollard

Cllr Lauren Sullivan

Cllr Jenny Wallace

1

7

2



14 January 2019

**Local Authority Trading
Company Briefing**

CLRs in attendance:

(Total: 16 Members)

Conservative

Cllr Leslie Hills

Cllr Anthony Pritchard

Cllr Alan Ridgers

Labour

Cllr Gurdip Bungar

Cllr John Burden

Cllr Shane Mochrie-Cox

Cllr Lenny Rolles

Cllr Brian Sangha

Cllr Peter Scollard

Cllr Lauren Sullivan

Cllr Jenny Wallace

G.I.C

Cllr Lesley Boycott

Cllr Julia Burgoyne

Cllr Harold Craske

Cllr William Lambert

Cllr Derek Shelbrooke

3

8

5

22 January 2019

**Gravesend Heritage Quarter
Briefing**

CLRs in attendance:

(Total: 14 Members)

Conservative

Cllr Leslie Hills

Cllr Samir Jassal

Labour

Cllr Gurdip Bungar

Cllr John Burden

Cllr Shane Mochrie-Cox

Cllr Lenny Rolles

Cllr Brian Sangha

Cllr Jenny Wallace

G.I.C

Cllr Julia Burgoyne

Cllr John Knight

Cllr William Lambert

Cllr Robin Theobald

Cllr David Turner

Cllr Michael Wenban

2

6

6





Member Training 2018-2019
Summary of Member Feedback

16 April 2018

IT strategy & Digital Strategy

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	8			
The session content was appropriate	3	9			
The session content met my expectations	3	8	1		
The trainers had a professional manner	6	6			
The trainers were helpful in response to queries	5	7			
The training resources were helpful	4	7	1		
I was able to see visual aids clearly	4	7	1		
I was able to hear the trainers clearly	6	5		1	
I had adequate opportunity to discuss topics	3	9			
The room layout was acceptable	6	6			

Members also made the following additional comments:

- Interesting to know how successful IT have been in encouraging people to use their computers to access information and send information.
- Useful overview of the Council's Digital Strategy and the progress made by the Council in improving service delivery
- Other topics Members would like addressed in future sessions:
 - How the general public access the system for information



- Briefing on personal data security
- Treasury Management / Council Finances

23 April 2018

Environmental Health

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	8	5			
The session content was appropriate	7	6			
The session content met my expectations	7	6			
The trainers had a professional manner	9	4			
The trainers were helpful in response to queries	7	6			
The training resources were helpful	7	6			
I was able to see visual aids clearly	8	4			
I was able to hear the trainers clearly	10	3	1		
I had adequate opportunity to discuss topics	7	6			
The room layout was acceptable	8	5			

Members also made the following additional comments:

- All information was useful, good Q&A session
- Overview was informative and handouts very useful.
- Pleased to hear the introduction of mental health training.
- Excellent session.
- Useful to know the organisational structure of the teams and their areas of responsibilities
- Other topics Members would like addressed in future sessions:
 - Air Quality Management.



- Details of working with other Councils.
- Managing risks with social media
- Handling personal data
- Care Homes / Private Landlords

15 May 2018

General Data Protection Regulation (GDPR)

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	8	3			
The session content was appropriate	5	6			
The session content met my expectations	5	6			
The trainers had a professional manner	9	2			
The trainers were helpful in response to queries	9	1	1		
The training resources were helpful	4	6			1
I was able to see visual aids clearly	8	2	1		
I was able to hear the trainers clearly	9	2			
I had adequate opportunity to discuss topics	5	5	1		
The room layout was acceptable	6	5			

Members also made the following additional comments:

- Useful session, especially the examples given and the website about if our information has been used without permission.
- The presentation as a whole was very interesting and very well put across, made it easy to understand.



- Other topics Members would like addressed in future sessions:
 - More detail on security

18 May 2018 General Disability Awareness

Member Feedback

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been important, interesting and enlightening.

22 May 2018 Safeguarding

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	3	1			
The session content was appropriate	3	1			
The session content met my expectations	4				
The trainers had a professional manner	4				
The trainers were helpful in response to queries	4				
The training resources were helpful	2	1	1		
I was able to see visual aids clearly	3			1	
I was able to hear the trainers clearly	4				
I had adequate opportunity to discuss topics	4				
The room layout was acceptable	2	2			

Members also made the following additional comments:



- Useful discussion
- Other topics Members would like addressed in future sessions:
 - Adult Safeguarding

11 June 2018 Statement of Accounts

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	7	7			
The session content was appropriate	8	6			
The session content met my expectations	8	6			
The trainers had a professional manner	13	1			
The trainers were helpful in response to queries	13	1			
The training resources were helpful	8	6			
I was able to see visual aids clearly	5	5	1		3
I was able to hear the trainers clearly	10	3	1		
I had adequate opportunity to discuss topics	11	3			
The room layout was acceptable	11	3			

Members also made the following additional comments:

- Useful discussion, good explanation from officers
- All information was clear and useful
- Other topics Members would like addressed in future sessions:



- Treasury Management
- Training on Member legal / financial liabilities

18 June 2018 Mental Health Awareness

Member Feedback

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been useful and very informative.

9 July 2018 Equality and Diversity Training

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	1		1	
The session content was appropriate	4	1		1	
The session content met my expectations	3	2		1	
The trainers had a professional manner	5			1	
The trainers were helpful in response to queries	4	1		1	
The training resources were helpful	3	2		1	
I was able to see visual aids clearly	4	2			
I was able to hear the trainers clearly	5			1	
I had adequate opportunity to discuss topics	3	2		1	
The room layout was acceptable	2	3		1	

Members also made the following additional comments:

- Useful discussion and updated information



- Useful update on legislation and changes
- Other topics Members would like addressed in future sessions:
 - Member influence over policy
 - Member / officer relationships

25 September 2018

Housing Benefits Assessments Training

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	7				
The session content was appropriate	7				
The session content met my expectations	7				
The trainers had a professional manner	7				
The trainers were helpful in response to queries	7				
The training resources were helpful	7				
I was able to see visual aids clearly	7				
I was able to hear the trainers clearly	7				
I had adequate opportunity to discuss topics	7				
The room layout was acceptable	6	1			

Members also made the following additional comments:

- The explanations were excellent and gave us very important information
- Good overall information



- Other topics Members would like addressed in future sessions:
 - Regular updates would be useful

16 October 2018 First Aid / Automated External Defibrillator Training

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been very useful.

7 November 2018 National Planning Policy Framework Training & Conservation Training

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	9	3			1
The session content was appropriate	8	4			1
The session content met my expectations	6	6			1
The trainers had a professional manner	12				1
The trainers were helpful in response to queries	10	2			1
The training resources were helpful	3	9			1
I was able to see visual aids clearly	8	3	1		1
I was able to hear the trainers clearly	8	4			1
I had adequate opportunity to discuss topics	9	3			1
The room layout was acceptable	12				1



Members also made the following additional comments:

- Clarity on some of the planning questions, policies and procedures.
- Far too much content on 4 of the 7 slides
- The YouTube presentation was rather rushed with poor sound quality and relied on the listener having a deep knowledge
- Other topics Members would like addressed in future sessions:
 - Tree Preservation Orders
 - Developer contributions
 - How to secure community infrastructure improvements
 - Creating sustainable and cohesive communities through housing developments

8 January 2019 Safeguarding

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	10				
The session content was appropriate	10				
The session content met my expectations	9	1			
The trainers had a professional manner	10				
The trainers were helpful in response to queries	10				
The training resources were helpful	10				
I was able to see visual aids clearly	10				
I was able to hear the trainers clearly	10				
I had adequate opportunity to discuss topics	9	1			
The room layout was acceptable	10				



Members also made the following additional comments:

- Useful, engaging session; especially the modern issues e.g. modern slavery
- Other topics Members would like addressed in future sessions:
 - Safeguarding adults
 - Policing
 - Regular updates on this subject

14 January 2019

Local Authority Trading Company Training

Member Feedback

Statement	Agree Strongly	Agree	Disagree	Disagree Strongly	Did not comment
Overall, I found the training session useful	4	7			
The session content was appropriate	4	7			
The session content met my expectations	2	9			
The trainers had a professional manner	6	4	1		
The trainers were helpful in response to queries	4	7			
The training resources were helpful	4	6	1		
I was able to see visual aids clearly	7	4			
I was able to hear the trainers clearly	3	5	1	2	
I had adequate opportunity to discuss topics	1	8	1		1
The room layout was acceptable	3	7	1		

Members also made the following additional comments:

- Useful session, especially use of Teckal Companies.
- Very complex but very interesting and useful



- Some Members found the speakers hard to hear.
- Other topics Members would like addressed in future sessions:
 - Directors responsibilities
 - Company Set-up priorities and examples
 - The wider pros and cons of the model. Impact on staff / Councillors

22 January 2019

Gravesend Heritage Quarter Briefing

Member Feedback

Whilst a specific feedback form was not provided for this session, Members provided verbal feedback to officers and confirmed that the training had been interesting and informative.

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