Member Development Steering Group Agenda

Tuesday 19 March 2013 7.30pm
Dacorum Room, Hemel Hempstead Civic Centre

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 Conway, Flint, Hearn, Rance, Taylor (Chairman) and Wixted

1. **Apologies for absence**

2. **Minutes**
   Members are asked to agree the minutes of the meeting held on 5 September 2012 (page 2).

3. **Member Development Programme 2013/14**
   Members are asked to consider and agree the training programme (page 6)

4. **Evaluation Feedback**
   Members are asked to consider and comment on the feedback from previous development session (page 8).

5. **Advertising and telling us you're coming!**
   Members will be asked to discuss the way we advertise training sessions and how we can encourage Members to let us know they are attending.

6. **Quarterly Budget Update**
   Members to note and comment on the budget for 2012/13 (page 14)

7. **Charter Re-Assessment**
   Re-assessment for the Member Charter is due in December 2013; officers will give an oral update at the meeting on the options available.

8. **Overview and Scrutiny Review Feedback**
   Officers will provide an update on this at the meeting as the project is near completion as this agenda goes out.

9. **MDSG Work Programme**
   Members to offer suggestions for items to add to the work programme for 2013/14 (page 15)

10. **Next Meetings**
    The meetings for the 2013/14 municipal year are:
    Tuesday 18 June 2013
    Tuesday 1 October 2013
    Tuesday 3 December 2013
    Tuesday 18 March 2014

MINUTES

MEMBER DEVELOPMENT STEERING GROUP

5 SEPTEMBER 2012

Present:

Councillors: Conway
                      Hearn
                      Taylor
                      Wixted

Also present: Councillor Williams

Officers: Michelle Anderson   Corporate Support Team Leader
                                              (Democracy)
                      Lucy Stone   Member Support Officer

The meeting began at 7.30pm

1.   APOLOGIES FOR ABSENCE

Apologies were received on behalf of Councillor Flint.

2.   MINUTES

The minutes of the meeting held on 13 June were agreed by the members present.

3.   LGA CONFERENCE FEEDBACK

The Chairman welcomed Councillor Williams to the meeting and invited him to talk about the LGA conference.

Councillor Williams said that he thought the LGA conference offered excellent value for money. It was the biggest annual conference and therefore attracted a lot of significant national figures. There was always a Secretary of State in attendance and sometimes the Prime Minister and Leader of Opposition. This provided high level input and excellent debates.

The conference, held in Birmingham, also included various different rooms, where up to 12 different sessions were held at one time. These were on a whole range of subjects and included experts in those fields. Councillor Williams said that he, the Leaders of the opposition and the Chief Executive tried to attend different sessions.

Councillor Williams said that the conference also provided an excellent networking opportunity. Other Councils would be seeing the same issues and it was a way of sharing best practice and ideas. The programme included a political party meeting for all the parties.

The Chairman commented that it seemed like money well spent. Councillor Williams agreed and said it would be possible to go to lots of different conferences on different subjects. The cost of this would add up, whereas the LGA annual conference dealt with all the issues in one go.

L Stone asked if Councillor Williams shared his learning from the conference with other Councillors. Councillor Williams said that he spoke in Group meetings about prominent issues and often invited a Director to speak on an issue to the Group.

L Stone suggested that if any general development issues arose from the conference, these could feed into the Member Development programme. Councillor Williams and the MDSG agreed.

The Chairman said that at a recent Finance and Resources OSC meeting, there had been an hour's presentation on the options for the Customer Service Unit. He said that it would be useful for all Councillors to be given chance to comment on it, not just the Scrutiny Committee.

Councillor Williams said that he thought there was less value in running an internal session where just a handful of Members attend.

Councillor Hearn said that if the Chairman thought there was value for all Councillors, something should be done. The Chairman suggested sending a condensed version of the presentation to all Councillors asking them to send their comments to D Gill.

Outcome

L Stone and M Anderson to contact D Gill and organise a condensed version of the Customer Services Unit presentation to be sent to all Councillors for comment.

If any general development issues arose from the conference, the Group Leaders should contact M Anderson & L Stone so they could feed into the Member Development programme.

## 4.	EVALUATION FEEDBACK

M Anderson said there had been one session since the last meeting. She said there had been some confusion about whether the evaluation form was needed. They had not been handed out at the meeting, so they were sent out afterwards. As a result, only five of 17 had been returned.

M Anderson and the Members said that this highlighted how successful the usual Evaluation process was which should be followed.

## 5.	QUARTERLY BUDGET UPDATE

M Anderson went through the quarterly budget update and said there was just over £7,500 left. Localism training was scheduled in, which would be around £1,500 and the remaining budget would also be used for a scrutiny review and development sessions.

M Anderson highlighted the need for Councillors to let officers know if they were attending a course. This was especially important for courses run by external trainers where places were limited.

## 6.	E-LEARNING

L Stone said that an E-Learning package available to staff was launched to Members through Members' News a few months ago. Only one Member had registered on the

facility but had not completed any courses. L Stone suggested that a drop in session be held before a Full Council meeting to encourage its use. It was also suggested that a Member champion be identified for the facility. L Stone added that this facility was available at no cost to the Member Development budget.

Councillors felt that it would be a good idea to choose a Member champion at the drop-in session. Councillor Williams said he would attend the drop-in session.

Outcome

An E-learning drop-in session to be held before a Full Council meeting where a Member champion would be chosen.

7.   MEMBER DEVELOPMENT PROGRAMME

L Stone went through the Member Development programme and this was agreed.

8.   BECOMING A COUNCILLOR WEBPAGE

M Anderson presented the revised Becoming a Councillor webpage. She explained that it would be live on the website following the meeting but could be changed at any time.

Councillor Wixted suggested adding a sentence on the different types of people who become Councillors, for example, those in full time employment and working mums.

Councillor Hearn expressed concern that suggesting that all Councillors could need to handle press enquiries would make people nervous. She suggested adding 'with assistance' to the bullet point.

M Anderson said that this would be advertised in Members' News. If any Councillor was approached about how to become a Councillor, they would be able to suggest they look at the webpage. M Anderson said that it would be signposted from the home page before the next Borough election and asked when the best time for that would be. The group suggested January or February 2015.

Outcome

The changes outlined above to be made and the site to be promoted before the next Borough election.

9.   MDSG WORK PROGRAMME

The group discussed how the topic of succession planning could be approached as it was on the work programme for the December meeting.

The Chairman asked Councillor Williams about succession planning and the impact of losing a Portfolio Holder. Councillor Hearn mentioned that Councillors could shadow existing Portfolio Holders.

Councillor Williams said that this was difficult in how much the Council could get involved in a political process. He said that deputy Portfolio Holders were not necessary for the current workload. Councillor Williams added that a lot of Councillors who would be capable of being a Portfolio Holder worked and therefore

could not commit to the role. He said that if a lot of the Portfolio Holders lost their seats it was likely to be due to a large political swing.

Councillor Taylor said it would be helpful to have job descriptions for Members. M Anderson said that these were included in the constitution.

Councillor Wixted said it would not be possible to have a manual for being a Portfolio Holder. Councillor Williams added that the main skill of being a Portfolio Holder was not about the subject, but about the relationships built up with senior management. He said he would speak to Cabinet about offering a day's shadowing experience to all Councillors.

<u>Outcome</u>

Councillor Williams to speak to Cabinet and potentially offer Councillors to shadow a Portfolio Holders for a day.

10.   NEXT MEETING

The next meeting will be held on 4 December 2012 at 7.30pm.

<u>The meeting ended at 9.02pm</u>

MEMBER DEVELOPMENT DATES 2013/14
Items in italics are provisional – need agreement by MDSG

Date	Development Event	Start time	Finish time	Officer contact and job title:	Run by:	Location	Which Members?
21 May 2013	Chairing Skills	7.30pm	9.30pm	Michelle Anderson Lucy Stone	David McGrath, LinkUK Ltd	Bulbourne Room	Chairs, aspiring chairs, those who chair meetings in the community
3 July 2013		7.30pm	9.30pm				
10 July 2013 *	*Dacorum Anywhere*	*6.00pm*	*7.00pm*	*Heather Price, Team Leader, Performance, Improvement & Transformation*	*Heather Price*	*Bulbourne Room*	*All*
25 Sept 2013 *		6.00pm	7.00pm				
10 Oct 2013		7.30pm	9.30pm				
14 Nov 2013		7.30pm	9.30pm				
20 Nov 2013 *		6.00pm	7.00pm				

15 Jan 2014 *	*Check if a Budget briefing*	6.00pm	7.00pm				
22 Jan 2014		7.30pm	9.30pm				
26 Feb 2014 *		6.00pm	7.00pm				
13 Mar 2014		7.30pm	9.30pm				
23 Apr 2014 *		6.00pm	7.00pm				
20 May 2014		7.30pm	9.30pm				

* indicates a briefing before full Council meeting

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 14   Returned Feedback forms: 13

> • **Objectives**: This session will look at the range of scenarios in which members might encounter challenging behaviour from members of the public and outlines safe and effective techniques to diffuse and manage

STRENGTHS

- Useful tips on how to manage many scenarios that may arise
- Interactive
- Practical
- Relevant
- Useful Handouts
- Well & Clearly presented x3
- Casework x2
- 5 key questions x2
- Clear examples given
- Encouraging comments from all
- Knows his subject & delivers it well.
- Helped me with a specific which he used as an example
- Very informative
- Brilliant
- Excellent
- Lively & entertaining
- I liked the idea of the 'processes'
- Very useful ideas to put into practice
- Good presentation & slides & documentation

WEAKNESSES

- None x2
- It would have been helpful to have some of the documents for the session whilst working through various scenarios.
- Not enough time- could have been much longer with role playing
- Most examples led back to traveller sites
- Unstructured
- More people benefiting from David's delivery
- Bit rushed this time. I would have preferred to carry on.
- Wasn't clear whether slides would be sent to us
- Maybe too much detail during explanations or presentation of individual points, in relation to the time available

OPPORTUNITIES

- None
- Workshops
- Longer session – Saturday?
- Need more documents to take away
- Suggesting links
- Use trainer as a font of knowledge – can we email him for example?
- Lots of opportunities to take part, share views

- More please!
- Perhaps these should be day sessions

TRAINING SCORE

Poor	
Adequate	
Good	
Very good	8
Excellent	5

Date: 27 February 2013 Event: Information Security – Your Responsibilities

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 18   Returned Feedback forms: 18

- **Objectives**: Data Protection for Members – what you need to know
- Information Security Keynotes
- Government Secure Exchange – the need to know?
- A run through of the Policy
- Up and coming requirements

STRENGTHS
- All fairly useful
- This message has been spread quite widely
- It was very well presented. Essential details
- Concise info clearly delivered
- Lots of information
- Reasonably clear and highlights what I don't know
- Interesting
- Subject knowledge
- Good interaction with members on a dry subject. Learnt some interesting information
- A dry subject ended better than I feared
- Lots of good new ideas around security. Really useful
- That John Worts exists! a) for computers and b) for data security
- Great deal of very useful information, well presented
- I found it very useful. John gave an excellent presentation. The handout material will be useful
- Lots of information (good and useful) and a good memory jogger
- Knowledge of subject in depth
- Knowledge
- None x 1

WEAKNESSES
- Different capability levels might need separate sessions
- Couldn't fault the presentation
- More time
- I need IT training
- Slides too crowded, not easy to read on paper slides. Not enough time to assimilate all information
- Slides far too wordy
- Rather too much info in time available, some slides difficult to read
- We should consider a further meeting in the future
- Tried to cram too much information into time allotted
- John is a first class presenter, teacher and coach – shortness of time with him is an only weakness
- None x 8

OPPORTUNITIES
- Get to everyone else
- Pleased to be able to have a surgery with John over personal points raised
- I need more training to access DBC websites
- I would appreciate some extra computer training. How to find DBC data on the computer – 'search' seldom works
- More time required to do justice
- Annual presentation, part of new Councillors welcome pack
- Give more time to session or split into two separate sessions
- One to one training
- None x 10

TRAINING SCORE

Poor	
Adequate	
Good	4
Very good	6
Excellent	7

No score given x1

Well done John, thank you very much.

Date: 6/03/13   Event: Essential Scrutiny

FEEDBACK ON TRAINING & DEVELOPMENT
Attended: 16   Returned Feedback forms: 16

Objectives: : **Helping you make scrutiny work for your communities**
- Identify the characteristics of effective scrutiny, and also factors that can stifle scrutiny
- Provide headlines from the review about the ambitions for scrutiny at DBC
- Identify and agree areas for development

STRENGTHS
- Very Good
- A very useful training session with excellent member feedback. Scrutiny is a very important subject
- Nigel was a good speaker
- Hand outs were a useful reminder
- Openness
- More of us were stimulated to participate than usual
- Very good slides in advance
- Encouraged good participation between those who attended
- Gave us the opportunity to scrutinise scrutiny
- 'Food for thought'
- Well presented
- Good interaction
- Workshop approach worked best
- I have learned that our general training on how council operates is inadequate
- Open frank discussion
- Importance of engaging with partners & community
- The message that good scrutiny is about non-confrontational challenge
- Consider having more task and finish groups
- The ability to get us to challenge what we are doing and how we are doing it
- Great understanding of DBC because Nigel has actually sat in on all OSC's
- Slides easy to read, concise points and easy to understand
- Stimulation, discussion with councillors
- Some good comments from Councillors

WEAKNESSES

- None x2
- System dictates agenda
- Pity that more did not attend. As many of those who did not attend needed to
- Need clear summary of outcomes to be sent around
- What are the outcomes
- It was a pity that more scrutiny members didn't come to receive the training
- More time – what Nigel was bringing out in us was too much to action in the time available
- Softly spoken presenter
- Awaiting feedback for improving scrutiny
- Speaker sounds bored and miserable
- Doesn't sound interesting
- Speaker just reading from the slides
- No ideas given
- Flip chart was illegible

OPPORTUNITIES

- I also remember the committee system which gave me more information
- More comparison with what happens elsewhere
- Design much more effective overview & Scrutiny process
- Brings into open some issues that have been bubbling – opportunity to vent
- Copies of slides should be sent to all scrutiny members
- Natures of documents are that their size demands all pages are read. More concise and the ability to discuss prior to the meeting itself
- Poor enthusiasm on the topic and noted lack of confidence in topic matter. Felt a little dry/empty presentation
- More cheerful speaker
- Ensure things changes

TRAINING SCORE

Poor	2
Adequate	1
Good	2
Very good	9
Excellent	2

Budget as at 4 March 2013

Main Heading	Budget	Sub Heading	Spend	Remaining
Training Course fees	£11,000.00			£11,000.00
		LGA conference - 3 Councillors	£485.00	£9,515.00
		RTPI East of England Branch (Localism & Planning Conference)	£100.00	£9,515.00
		Derek Lamb - Exeter House	£804.48	£9,415.00
		GovNet Communications 'The Future of Local Government' Course	£99.00	£8,610.52
		James Button & Co (Licensing training)	£500.00	£8,610.52
		Link Support Services (UK) Ltd (Localism training)	£1,427.40	£8,511.52
		Refreshments (Licensing training)	£62.50	£8,011.52
		Hertsmere (Income for Localism training)	£-50	£6,584.12
		East Herts (Income for Localism training)	£-100	£6,521.62
		Hertfordshire Housing Conference	£120.00	£6,401.62
		Hire of room at Maylands Business Centre (Localism training)	£45.00	£6,356.62
		Link Support Services (UK) Ltd (Chairing Skills, Difficult people) -commitment	£2,104.80	£4,251.82
OVERALL TOTALS:	*£11,000.00*		*£ 6,598.18*	*£4,401.82*

Member Development Steering Group Work Programme 2013/14

Meeting Date	Item
18 June 2013	1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions 4. Annual Training report (*Draft*)
1 October 2013	1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions
3 December 2013	1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions 4. Member Development Strategy – mid point review
18 March 2014	1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions