



Member Development Steering Group Agenda

Thursday 1 October 2015 at 7.30 pm

Gade 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 G Adshead, Banks, Conway, Douris, P Hearn, Hicks, Howard and Taylor

1. **Apologies for absence**
To receive any apologies for absence
2. **Minutes**
Members are asked to agree the minutes of the meeting held on 4 June 2015 (page 2).
3. **Annual Training Report**
Members are asked to consider the report (page 6).
4. **Member Development Strategy 2015-2018**
Members are asked to approve the strategy (page 10).
5. **Members Training Feedback**
Members to consider the feedback from recent training sessions (page 22).
6. **Quarterly Budget Update**
Members to note the budget update (page 32).
7. **Personal Development Plan Update**
Officers to provide a verbal update on the progress with Personal Development Plans.
8. **Member Development Programme 2015/16**
Members to note the training programme (page 33).
9. **MDSG Work Programme**
Members to offer suggestions for items to add to the work programme for 2015/16 (page 35).
10. **Next Meeting**
Wednesday 2 December 2015

MINUTES

MEMBER DEVELOPMENT STEERING GROUP

04 JUNE 2015

Present:

Councillors: Adshead, Banks, Conway,
Douris, Hearn, Hicks,
Howard and Taylor
(Chairman)

Officers: Trina Lawson Corporate Support Team Leader
(Democracy)
Trudi Coston Member Support Officer

The meeting began at 7.30 pm

1. ELECT A CHAIRMAN

C Lawson asked for nominations for electing a chairman of the committee. Councillor G Adshead nominated Councillor Roger Taylor and Councillor P Hearn seconded the proposal. There were no further nominations and therefore Councillor Taylor was elected as Chairman of the Member Development Steering Group.

Councillor Taylor thanked the Committee for electing him and asked the group to introduce themselves and gave a brief overview of member development.

2. APOLOGIES FOR ABSENCE

There were no apologies for absence.

3. MINUTES

The minutes of the meeting held on 4 March 2015 were agreed by the Members present and then signed by the Chairman.

4. MEMBER INDUCTION AND TRAINING FEEDBACK

Induction: T Coston advised that the first induction event was held on Thursday 21 May and it had gone really well and as planned. The second event will be held on Saturday 6 June which would mirror the first event but with a couple of minor changes. She said the Service Market had gone down really well and they were pleased to see so many members of staff get involved to make it look great and be there to socialise with the councillors.

She said that majority of feedback forms were positive and they were really pleased with the written and verbal comments. There were a couple of negative comments

such as the presentation slides were too small so that has been amended for Saturday. Unfortunately half the forms weren't returned and as they are completed anonymously they can't be chased. She asked if there were any members present that had attended the first induction event that wanted to share their views.

Councillor Taylor said it was a shame to have cut down the amount of time spent in the service market due to the presentations over running in the morning.

Councillor Hicks said the coach tour took less time than expected and they got ahead of themselves so that time could have been better spent in the service market.

Councillor Adshead said he had mentioned four years ago and again today that a tour of the building would have been useful. C Lawson explained that due to hot-desking and people working from home it wouldn't have been beneficial to do a tour of the building.

Councillor Douris suggested a floor plan of the building instead might be of better use so that they could have some indication as to where each department is. C Lawson agreed this was something that could be done.

Training: T Coston advised that the first members training session was held on 26 May which was a mandatory course for the Development Control Committee members otherwise they would be unable to sit on the committee. The turnout was high and both new and existing members attended. The feedback from the training was positive and this had been fed back to the trainer. She went on to explain that the mandatory training has obviously been prioritised and that licensing and appeals training were the next scheduled training sessions.

G Adshead advised that he had attended the Development Control training and that he could confirm that a lot of people had got a lot of value from it.

5. MEMBER DEVELOPMENT PROGRAMME 2015/16

T Coston advised that the mandatory training had been scheduled as a priority as members are unable to sit on certain committees without the relevant training. She also advised that although it is not always possible for everyone to attend these scheduled sessions, private one to one tuition sessions or small group sessions can be arranged to ensure that all members are trained. However she stressed the importance of communication with the Member Support team for this to be arranged. She went on to advise that this was then followed by training on other important issues and key areas of the Council's business, for example Housing and Mental Health First Aid.

She also went on to say that although the programme is quite full at present, this was due to the importance placed on training for new members as well as for existing. However should anyone else have further thoughts regarding other training requirements to advise us and we will try to arrange.

P Hearn commented that having been on the licensing committee for the last four years, she has only ever received one training session at the start despite there having been changes in legislation and suggested that update briefing sessions before or after a meeting to keep members informed would be of value.

C Lawson took that comment on board and advised she would speak to the Licensing department with regards to ensuring this happens.

P Hearn also commented that any briefing sessions, for development control in particular, should be extended to Town Councillors also.

G Adshead suggested that CIL training would be beneficial as it is being adopted as of 1 July 2015 and a percentage of the income from CIL can be used by Councillors within their ward.

C Lawson advised that someone has expressed an interest in the pre Council briefing session on 15 July, but that she would try and see if this could be used to accommodate the CIL training.

T Douris enquired about the 'Which Members?' column on the table and if it was possible for some training sessions, such as Licensing and Development Control could be available to all members, as others may be interested and there may be a change of Personnel over the year.

T Coston advised this could happen.

T Douris expressed some curiosity in the Highways Training to be expedited by Paul Newton and expressed a thought that it may possibly be more focused on Highways development and development issues of highways.

R Taylor suggested that some joined up working between Paul Newton and the County Councillor responsible for Highways (Terry Douris), may be useful.

T Coston said she would speak to Paul Newton regarding this.

T Coston also advised that the reason there was no quarterly budget in her report for this meeting was because nothing had been spent as yet. She went on to say that the budget remained the same at £11,000 and that a lot of the upcoming training was being supplied internally, which therefore has no cost, but that some of the budget would be used later in the year on PDP's.

T Douris made reference to the fact that internal staff doing training does have a value and that this should be voiced to members that because they are staff, does not make the training 'free', but that they do have a value.

M Hicks enquired about iPad training and referred to Modern Gov and if that training would be one to one.

C Lawson advised that the initial intent had been to issue iPads to ensure that new members were contactable via e-mail. She went on to advise that as the person that will be delivering Modern Gov, the training would be in groups in September and that the team would then be there for support after and at meetings also.

M Hicks expressed concern at not being able to print and the difficulty at reading large documents on the iPad.

C Lawson advised that with a move to paperless working, text can be increased but we are trying to reduce the amount of printing costs and paper being produced. She also advised that the iPad will have each section of the agenda bookmarked and an ability to annotate, which would also hopefully make it easier to contend with rather than having to scroll through page after page.

R Taylor finally gave an overview of PDP's and CPD's and explained the importance of members of MDSG advocating this to colleagues within the Council.

G Adshead expressed concern that with his previous experience of a PDP from the Council, he received an initial telephone conversation which asked him a few questions and then heard nothing further.

C Lawson advised that there had been a change to the system this year and that the intention had been to assess the situation in the autumn, once members have settled in and completed the initial mandatory training. She went on to explain that when the time comes for the PDP's there would be a link up with senior officers to try and ensure that members are linked to a senior officer relevant to their particular need.

6. MDSG WORK PROGRAMME

There were no changes or additions to the work programme.

7. NEXT MEETING

The next meeting will be held on Thursday 1 October 2015.

The meeting finished at 20.40 pm.



Item 3

Report for:	Member Development Steering Group
Date of meeting:	01 October 2015
PART:	1
Title of report:	Annual Member Training Report 2014-2015
Contact:	M Anderson, Corporate Support Team Leader (Democracy) T Coston, Member Support Officer Councillor Taylor Chairman of the Member Development Steering Group
Purpose of report:	(1) To provide an update on Member Training for 2014/15 (2) To illustrate the ongoing commitment to delivering Member Development
Recommendations	(1) To comment on and note the report.

Background

- 1.1 Dacorum Borough Council (DBC) has always strived to provide training for its elected members. An annual development programme has been produced and delivered.
- 1.2 The Member Development Steering Group (MDSG), continues to meet quarterly and leads Member Development at the Council. It is supported by the Corporate Support Team Leader - Democracy.
- 1.3 As part of the Chief Executive's priorities identified back in 2009/10, it was decided that DBC would aim to achieve Elected Member Charter Status. The Council achieved this status in December 2010 and although the accreditation has expired, has continued to show commitment to this.
- 1.4 The Member Charter was a statement of commitment to develop and support elected members. The processes put in place to achieve the Charter have helped the Council adopt a structured approach to Councillor development and to build elected member capacity. This is particularly important given the ever changing skills and competencies essential to fulfil the requirements of being a councillor.

2. Induction 2015

- 2.1 Two identical induction days were held for re-elected and newly elected members on Thursday 21 May and Saturday 6 June. Chief Officers provided presentations on the Constitution, Code of Conduct, Regeneration of the Borough, an introduction to Local Government Finance and an overview on what's happening in local Government locally and nationally.
- 2.2 During the lunch break, each department in the council delivered a service market which gave members the opportunity to meet various staff members, distribute leaflets/information, and answer any questions they may have had.
- 2.3 A coach tour of the borough was also provided. The majority of the feedback was positive and everything went as planned. Member Support now acts as an initial contact and is available to help newly elected councillors until they feel settled.

3. Member Development Training Programme

- 3.1 Attendance at Member Development sessions remained at a steady level for the first half of the year but unfortunately dropped for the second half of the year leading up to the elections and the end of the member's four year term. Evaluations received are proving very helpful for the facilitators and helps towards organising future training events. This level of involvement by Councillors demonstrates their continuous commitment to their personal development and the criteria needed to maintain the Member Charter level of performance.
- 3.2 The Council had a local Performance Indicator for 2014/15 '*Average number of training opportunities taken up per member is 3*'. Unfortunately the indicator was not achieved, but the average number of training opportunities taken up per member was 2.6.
- 3.3 The following development opportunities were provided between May 2014 – April 2015:

Course	Date	Attendance
Housing Appeals Training 1:1	May 2014	1
New Build Site Visits	9 July 2014	8
Individual Electoral Registration	9 July 2014	21
Development Control 1:1	July 2014	3
Public Speaking	23 July 2014	9
Cupid Green & CCTV tour	24 July 2014	27 (+3 Town Cllrs)
I.T Skills	18 September 2014	3
Solving the Local Government Finance Jigsaw	23 October 2014	9
Understanding Local Government Finances	4 November 2014	12 (+1 Cllr from Hertsmere)
Emergency Planning Awareness	19 November 2014	7
Learn more about your Ward	26 November 2014	5
Audit Training	17 December 2014	5
Safeguarding Vulnerable adults and children	14 January 2015	9

Representing the Council on Outside Organisations	29 January 2015	5
Managing Difficult People and Situations	17 February 2015	5
Information Security / Data Protection	10 March 2015	6

3.4 You will see from the list above that some courses are arranged for members to have a 1:1 or for small groups to have a briefing with relevant officers; this year included Development Control and Housing Appeals.

3.5 Members are asked each year as to what areas they would like to see included in the annual training programme. This will ensure a Member focused training programme and one which responds to their needs. Once drafted, the programme will be agreed by the Steering Group. All officer requests are discussed by the group and then a way forward for each is agreed.

3.6 In order to assist with producing the 2014/15 training programme, all councillors were asked early in 2014 to complete a questionnaire which asked them to score themselves for various tasks/skills/abilities. Included in this, was a section for members to suggest topics they would like to see included in the forthcoming training programme. The questionnaires remained confidential and only the Corporate Support Team Leader- Democracy and 1 Member Support Officer had access to them.

Once received, any individual training needs were identified and relevant courses or 1:1's were arranged.

3.7 Then as agreed the MDSG considered the suggestions made for the training programme and prioritised the courses to be arranged for 2014/15.

4. Member Development Budget

4.1 During the years which do not have local elections, the Member Development budget is streamlined to £8,000. This year we have successfully kept within this budget.

4.2 The budget covered areas such as the LGA conference, courses held at Dacorum, courses individual Members requested to attend, hire of venues and specialist facilitators used for joint authority training.

4.3 In 2015/16 the budget has been increased to £11,000, to incorporate costs of essential training following the elections, the Induction process and Personal Development plans. Alongside this the training programme will also need to be delivered.

5. Member Development Strategy 2012-2015

5.1 A requirement of the Member Charter accreditation was to have a Member Development Strategy. A Strategy for 2012-2015 had been completed and was revised and amended during 2014 by the Member Development Steering Group.

- 5.2 The Strategy aims to set out why Councillors require training, how this will be delivered, the resources and support available to Member Training and details on the Steering Group which coordinates the training programme. Due to its expiry date, the strategy will be reviewed, in full, during 2015.

6. Hertfordshire Member Development Network

- 6.1 Member Development Officers at DBC are part of the Hertfordshire Member Development Network Group, which meets quarterly.
- 6.2 This is a very successful group, which has been recognised by South East Employers as the leaders in networking and referred to as the Hertfordshire model. The group exchange examples of good training providers, give feedback on recent training events, seek advice and guidance on forthcoming projects and discuss future training topics. This is a great way for officers to increase their knowledge and expertise in Member Development. DBC hosted the meeting of this group in March, which was very successful and also had a training facilitator attend to discuss options for further joint learning and developing a structured programme for this.
- 6.3 Joint training has been held with local authorities and the Hertfordshire Member Development Network group have agreed to advertise all relevant training sessions to each other when spaces are still available. There is a standard charge for attending the course if they are being run by an external provider.

7. Future Plans and Considerations

- 7.1 The first few months of the training programme for 2015-16 have been heavily populated by essential training required, following the borough elections. The remainder of the plan has been populated by requests received from officers and individual members.
- 7.2 Following the discussions which have taken place around the members Personal Development Plans (PDP), it was agreed that they would be carried out early 2016, having completed the induction programme and given members the opportunity to discover the areas which they want to pursue further.
- 7.3 Further work is continuing with other authorities to ensure that joint arrangements are in place to ensure a wide range of courses are being provided to our members. This also gives the councillors more opportunities to network with fellow colleagues.



**MEMBER
DEVELOPMENT
STRATEGY**

2015 - 2018

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Member Development Strategy Introduction

Dacorum Borough Council (DBC) is committed to the continuous training and development of its elected members so that they can carry out their executive, non-executive, regulatory and scrutiny roles effectively. The Council is committed to providing adequate resources in order to carry this out.

Top Political and Managerial teams are committed to Member Development and continuously seek opportunities to benefit the Council in achieving its vision and objectives. Annual Performance Indicators are set for councillors' Member Development and these are monitored as part of the Council's performance, by Overview & Scrutiny Committees, Cabinet and the Corporate Management Team.

The Council recognises that adopting new roles and new accountabilities and working in a constantly changing environment with changing legislation require new skills. It also recognises that councillors are democratically elected and bring with them a diverse range of experiences and knowledge. To complement this, the Council will provide a range of learning opportunities linked to the skills required by councillors for them to carry out their various duties.

Elected member training and development is essential to the enhancement of the Council's performance. The support provided includes an induction process for all new councillors, statutory training and all areas of development identified through the Development Needs Analysis.

The Council provides equality of opportunity and access to training and development for all councillors. This means that councillors will not receive less favourable treatment on the grounds of age, sex, sexual orientation, marital status, disability, race, colour or ethnic origin, religion or belief or their party political affiliation. Training and development will also be provided at different times and in different ways to suit the diverse needs of councillors e.g. classroom based, e-learning, group work.

As part of their continuous professional development, all councillors are encouraged to take part in as many learning activities as possible and to share what they have learned with fellow councillors. An annual Performance Indicator will be set, giving a target number of training sessions attended, for all councillors to seek to achieve.

Development activities will be identified as part of the Personal Development Plan process and needs prioritised in line with the individual councillor's roles and the Council's Priorities. The training and development identified through the annual Personal Development Planning process will form the Member Development annual programme.

Aims of the Strategy

- Provide a range of learning opportunities linked to skills required by councillors for them to carry out their varied duties.
- Provide equality of opportunity and access to training and development for all councillors.
- Provide training and development at different times and in different ways to suit the diverse needs of councillors
- Ensure learning activities both reflect development areas identified through the Development Needs Analysis and Personal Development Plan process and are prioritised in line with the individual councillor's roles and the Council's priorities
- Implement and pro-actively use E-Learning modules in DORIS

Why do Councillors need training?

Council's Vision: Working in partnership to create a borough which enables the communities of Dacorum to thrive and prosper

Objectives:

- Affordable Housing
- Regeneration & Economy
- Safe & Clean Environment
- Building Community Capacity
- Dacorum Delivers

The Council's vision and objectives were set by the Corporate Management Team and the Cabinet members. They each require members to have the appropriate skills to take decisions and monitor the work of the Council. Set training events will be held to look at different areas of the corporate objectives and the work which is involved.

Training and development is important for all councillors, both new and those more established. Induction for new members is fundamental in providing them with the tools and requirements to be an effective councillor and to give them the basic understanding of life as a councillor. Existing councillors will have the basic skills and knowledge therefore training for them is more about continuing to develop their personal skills, keeping up to date with new and ever changing policies and for potential future new responsibilities. For newly elected councillors a mentoring scheme is in place should they wish to utilise it. There is the option for them to be partnered with an existing, more experienced councillor to assist them in their role.

Community members will expect their local councillor to keep up to date with ever changing policy, external issues and local area needs. Councillors also need to be in a position to respond to constituent casework arising from their role as community leaders within their wards.

Councillor Responsibilities

As adopted by the Council, each councillor must adhere to role descriptions specific to their elected role, as set out in Part 2 of the Council's Constitution. Commitment to Member Development will help towards delivering the Principal accountabilities:

- Adhering to the Members Code of Conduct & the Council's Constitution
- Undertake case work on specific problems raised by their constituents
- To act as 'Community Leaders' within their ward
- Communicate in a variety of ways
- Scrutinise & hold to account the Cabinet and Council as a whole
- To take part on the Member Development Programme to help improve their role as an effective councillor

Training Delivery

How are Councillors Needs Identified?

Once a councillor has been elected they will carry out a basic skills checklist. This will identify any initial training requirements. Every councillor will receive a Personal Development Plan (PDP) in their first year of being elected. This will involve a discussion with a qualified individual to discuss:

- Training previously carried out
- Preferred methods of learning
- Future training needs
- Scope for them to provide others with training
- Aims for the future

Following the PDP interview, each councillor will agree their plan. This will set out a summary of the discussion which took place and will set out actions agreed. Should a councillor express an interest in developing their role further over a period of time and looking at becoming a Cabinet member, it is then that the Leader of the Council (subject to the individual's agreement) could use this towards succession planning. A set training programme could be set for them in order to help them develop the required skills.

How does the Council respond to councillor needs?

Officers responsible for Member Development will receive a training needs analysis for all councillors. This will then be discussed at the Member Development Steering Group (MDSG) in order to identify priority topics. Once identified, the training programme for the following year will be set and officers will endeavour to book training facilitators. Members of the Council can request/suggest training sessions throughout the year, to also be programmed. In addition any councillor can request to attend an external course, which officers will endeavour to arrange payment of.

Evaluation forms will be provided at every training session and feedback received will be discussed by the MDSG. Any areas identified for future improvement will be looked into by the MDSG. The MDSG will decide if a development session should be held again or if a provider should be used again, based on the evidence of the evaluation forms. This feedback will also be provided to the training facilitator in order to help them adapt their material if necessary.

How will training be delivered?

Training will be delivered in a variety of forms, including; evening development sessions, briefings prior to Full Council, brief training at Committee meetings, E Learning (DORIS), PowerPoint presentations and by sharing experiences with each other.

Training will be provided by a mixture of internal Officers and external providers. A list of recommended external providers is available to the officers responsible for coordinating the development sessions. The Herts Member Development Network Group has created a joint list of external providers used by all Herts authorities.

Parish/Town Councillors – invited to relevant training

All Town and Parish councillors will be invited to any training or development opportunity which is relevant to their role. They will also have the opportunity to request any training on internal Council services.

Evaluation Strategy

The authority adopts a robust approach to evaluate the effectiveness of its Member Development investment, which informs future plans and improvement plans.

Aims and objectives are set for each training and development session held. An Evaluation form is then circulated to all who attended and they are asked to rate how they felt the course compared to the set objectives.

The evaluation forms received are then analysed by the Member Development Steering Group (MDSG), who look at how the course was rated overall, the improvements which could be made and the strengths and weaknesses of the course and the trainer. Feedback received is then passed on to the facilitator, whether this is an internal officer or an external provider. In order to ensure the budget is being used efficiently, the MDSG also look at the costs of the course compared to how many councillors attended and the overall rating.

The results of the evaluation process will be considered again when forming future Member Development Programmes. It will help the MDSG determine if a similar session should be run again, possibly with changes/improvements suggested and if a training provider should be invited to run further sessions.

Member Development Steering Group

Member Development at Dacorum Borough Council is supported and led by the Member Development Steering Group (MDSG).

The MDSG meet four times a year and have many roles to fulfil, including:

- Budget monitoring
- Evaluation Feedback
- Future Training programme
- Councillor training requirements
- Training providers

The MDSG encourages all elected members to be involved in training and development in order to develop their own skills. They help to promote Member Development across the Council and within their political groups and feedback any councillor requests or questions. The group strives to achieve the performance targets set for member Development and look at alternative ways to reach all councillors.

Resources & Support

Each year the Council will identify the budget required for Training & Development for elected councillors. This incorporates internal and external courses and conferences and seminars.

The training budget for Member Development at DBC is £9,000; however this is increased to £11,000 for years following Borough elections to assist with essential training and carrying out Personal Development Plans.

The MDSG monitor the budget spending at each of its meetings. It looks at methods of providing training and decides the most cost effective route to take. Courses requiring expenditure must be booked by the Member Support Team and reported to the MDSG.

Member Development has dedicated support from the Member Support team. It is their job to coordinate the Member Development Program, arrange facilitators, collate feedback and promote Member Development across the Council. All councillors are aware of this support and are encouraged to contact the team should they wish to go on a course or look to develop an area of skills but are unsure as to how to go about it.

Officers attend a Hertfordshire Member Development Network Group and benefit from a vast amount of shared learning, ideas and contacts. The group meets an average of four times a year, and the Chairman of the MDSG is invited to attend two of those meetings.

The team also look for areas of specific development and match these to individual councillors, if it has been requested during the Personal Development Planning process.

How to Become a Councillor

Dacorum Borough Council's website provides information for those wanting to become a councillor, and can be found at: <http://www.dacorum.gov.uk/home/council-democracy/elections-and-voting/how-to-become-a-councillor>

Information provided includes:

- The role of a councillor
- Who can become a councillor?
- Standards
- Time commitment
- Support received
- Training
- Equality & Diversity

In addition, information would look to be available prior to an election for potential candidates in order to provide an insight on being a councillor, to introduce them to the Council and to answer any questions they may have.

FEEDBACK ON TRAINING & DEVELOPMENT

Members Induction – 6 June

Objectives:

- To introduce new members to senior management and to provide an outline of key aspects of the Council
- To provide a refresher for existing members

STRENGTHS

- Very clear and well presented. Market place was very good.
- Good, clear informative presentations
- Each of the presentations was excellent. Market place very useful.
- Excellent presentations by highly professional and well informed officers. We should be proud of our team of officers.
- Lots of new/good information. Meeting officers in the market place. Putting names to faces. Chance to meet fellow councillors.
- Presentations went well. Questions answered; people were knowledgeable about everything. Useful to have different areas covered during lunch as you could meet people you are likely to deal with.
- Talking to officers – James' 'new build programme' easier to listen and planning/regeneration with Mark.
- I enjoyed every minute of the induction even though this is my fourth time.

WEAKNESSES

- None – all was very useful.
- Not long enough 'exhibition' I would have welcomed a full half day.
- Too long a day.
- None
- Not enough time to talk to staff during market place as well as grabbing food. I would rather separate the two. Lunch for networking amongst councillors.
- Lunch – sandwiches should be labelled.
- Too much info too quickly.
- Please do not talk to slides – I can read!
- Nothing could be done better, all of it was useful.

OPPORTUNITIES

- Finding a way to indicate controversial areas
- Can we keep the sessions (days training) limited to reduced timings 10.00am – 2/3 pm.
- Loads of information and contact details.
- As we have so many new members regular in depth training required.
- Change the format of lunch and market place.
- Perhaps let some of the above (strengths and weaknesses) be involved in the sessions. Tour of the civic centre would be useful.
- Some info delivered by presenters, especially stats, could be given in printed documents.
- A list of officers and departments prior to the induction meeting.

- None.

TRAINING SCORE

Poor	0
Adequate	1
Good	0
Very good	4
Excellent	4

2 x 4.5 very good/excellent

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 9

Returned Feedback forms: 9

Employment Appeals Training – 8 June

STRENGTHS

- Anne and Barbara
- A very good session
- Very good
- Excellent performance, learnt a lot of new policies
- Well presented, clear and precise
- Knowledgeable trainers. Patient with questions. Useful slides. Info on how to find further information on intranet
- Very good
- Excellent

WEAKNESSES

- Nothing
- None x 5

OPPORTUNITIES

- Updating and continuing to learn
- None x 4
- Would like further training

TRAINING SCORE

Poor	0
Adequate	0
Good	0
Very good	3
Excellent	6

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 22

Returned Feedback forms: 18

Licensing Training – 1 July

Objectives:

Essential Training for Licensing Committee Members

STRENGTHS

- Ross Hill, good clear speaker
- Ross hill, always easy to understand-very approachable and helpful, Sarah, very good but too much to remember.
- Content of presentation
- Good presentation but based on what we already know.
- Visual and auditory good – just my style of learning, Thank you
- Very good presentation
- Good printouts, detailed explanations
- Very well presented will humour and interest engaging very informative and simplified approach, overall a 1st class presentation
- Ross, Easy to understand. Sarah very well presented simply put. Excellent presentation and training.
- It was good to strengthen the knowledge I have acquired over the years
- Licensing act – information on evidence allowed presentation, committee reasons for decisions. Taxi/PHV - new legislation well explained.
- It was good to strengthen the knowledge I have acquired over the years.
- Very engaging presentation clear and understandable information
- Visual presentation, very good
- All content very informative and very well presented, especially Taxi/private hire information
- Really informative course put across in a very interesting manner –
- Depth and knowledge and skill in subject
- Informative and all points clearly explained, speaker made subject very interesting

WEAKNESSES

- Sarah, too much info and not specific enough, far too long winded (no wonder legal costs are so expensive)
- Too many people wandering about during the talk, Sarah-too much detail not enough basic.
- Environment i.e. lighting working of room
- Barriers for presenter i.e., desk, counter, restricted , microphone
- A bit long winded
- Too hot – but that's out of your control
- Too much background, worse from people walking around
- Nil, a good revision exercise, well worthwhile
- None
- Licensing act – less information on the history of the Acts- this seemed somewhat laboured and unnecessary the time could have been used on more important issues. Taxi/PHV Nil.
- A lot of info to take in
- None
- Sarah should have used the mike and perhaps spoken a little slower.

- Very well delivered

OPPORTUNITIES

- Shorter Pithey items
- Would have liked Ross to give more talk
- Just a few
- No very good
- Bread on the sandwiches need to be thinner.
- More training needed from time to time
- Members to use the information gained
- Room to hot, not the fault of the speakers

TRAINING SCORE

Poor	0
Adequate	1
Good	3
Very good	4
Excellent	11

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: Returned Feedback forms: 9

Housing Appeals – 20 July

Objectives:

- To provide essential training for the Housing Appeals Committee
- To update members on the changes to Housing Appeal Procedures

STRENGTHS

- Very good
- Very good/helpful reports to take away – Brilliant speaker Andrew Lane
- Very professional presentation. He is obviously worth his fee!!
- The facilitators! Super group, know their subject and deliver very professionally. Thank you all.
- Good interaction between communicator and members.
- Very informative – excellent training
- It is a very big and complex subject. We have a very dedicated and professional strategic housing team.
- All aspects were fully explained.

WEAKNESSES

- I had to miss a very important 1.5 hours in the morning but Barbara has agrees to have a 1:1 with me

OPPORTUNITIES

- Excellent day
- Frequent use to become astute at using the new process and procedure
- Lots of reading to take in
- With recent legislation (i.e. “HOTAK”) it will be interesting to see how the legal profession reacts

TRAINING SCORE

Poor	0
Adequate	0
Good	0
Very good	3
Excellent	6

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 17 Returned Feedback forms: 16

Information Security and Data Protection – 23 July

Objectives:

- Data Protection for Members – what you need to know (Includes breaches and offences)
- Information security keynotes
- What is PSN – requirements for compliance?
- Use of social media and blogs
- Policy, procedures and guidance – quick review of where to find
- In the news
- Any Questions?

STRENGTHS

- A wealth of background and information protection knowledge. John Worts is highly knowledgeable
- Useful for those who have limited use of the Data Protection Act.
- Computer subject.
- Depth of knowledge “peripheral and consequent”. Questions dealt with sympathetically.
- As a councillor, what date I can disclose or not, this is very important for me.
- Good general overview on DBC’s practices and obligations on data handling, management of storage and disposal. Introduction to ICO.
- Learnt a lot/revised a lot
- Answered questions well
- It got me thinking about information and data security
- Useful deviation onto our iPads but went slightly off topic along the way.
- Useful information, a good update on previous training
- General overview – security which I hadn’t thought about including FOI.
- Helpful in answering questions.
- Good overview of data protection and security.

WEAKNESSES

- I arrived by arrangement at 7.35pm and found that the training session was finishing at about 8.20. it would have been helpful to know in advance the estimated finishing time. I felt that some of the objectives were covered at speed.
- Screen difficult to read, information too small. Not the first time we have had this problem.
- Slides presentations. Too much text – impossible to read or follow.
- It wasn’t clear which elements apply to information gathered by councillors.
- Text on slides quite small and difficult to read.
- It would have been of more practical relevance to councillors – what to do and what not to do.
- Difficult to follow slides as it is obvious that the screen is poor. Could we have been told to bring iPad so we could follow individually?
- Slides too quick to make full notes. Words not always clear due to colours.
- Might need a personal IT security briefing. Slides used too small/too much text to be seen at the end of the room.

OPPORTUNITIES

- All attendees to have email copy of John's presentations. Not to all councillors yet.
- To further differentiate/define obligations for councillors and different requirements for the variety of data available or gathered.
- Some notes before the meeting would be helpful.
- John Worts is an excellent presenter, perhaps more time.
- Patching policy in iPads and printing on iPads.

TRAINING SCORE

Poor	0
Adequate	0
Good	6
Very good	6
Excellent	4

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 10 Returned Feedback forms: 10

Voluntary Sector Speed Dating – 1 September

“There’s lots going on in the Voluntary Sector- come along to find out who, what, when, where, why! As a Council we spend over £600,000 per year on large grants to the Voluntary Sector, at present we do this through the Strategic Partner grant giving programme. In addition to this funding we also have the Community Grant, a small funding pot which small, grass roots organisations can apply to for up to £5,000. We will be reviewing how we fund the voluntary sector and hope to have the new plans in place by April 2016. This speed dating style session with our ten Strategic Partners will give you the opportunity to get to know more about our voluntary sector and the important work that they do within the Community. Visit our [Strategic Partner Grant](#) webpage to find out more about the organisations we fund and prepare some questions for the night”

STRENGTHS

- Meeting all the partners
- Everybody taught me something. I found a contact I have needed for ages
- Able to speak to partners face to face
- It was very useful, helped with understanding what each volunteer does
- All voluntary bodies did explain their work splendidly
- Well informed
- The numbers of strategic partners who attended
- Useful to learn more
- Very well explained by everyone. Most useful info

WEAKNESSES

- None
- Very quick session per organisation
- Few more organisations would be nice
- The number of members who attended!!
- No info on which way round to go, it caused crashes! No enough time per talk

OPPORTUNITIES

- None
- Get more councillors to come
- Newsletters
- More organisations

TRAINING SCORE

Poor	0
Adequate	0
Good	1
Very good	5
Excellent	4

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 10 Returned Feedback forms: 10

Housing Allocations Policy – 10 September

Objectives:

To give an overview of the council's Housing Allocation Policy, present the changes that were made in July 2015, and provide members with an opportunity to ask questions about how the policy is implemented.

STRENGTHS

- The officers gave an explanation of the policy which was useful and understandable.
- I have received very important information and how points are allocated.
- Good delivery, clear and concise.
- Knowledgeable staff, good Q&A.
- Clarity of understanding of the new legislation.
- Very informative.
- Very well explained and easy to understand. Excellent presentation.
- Very good presentation by officers. As a member of housing appeals (past) I did know much of the presentation.
- Great depth of knowledge on policy, procedure and 'the system'. Well done, a complex subject well handled.

WEAKNESSES

- Some of the questions and comprehension of points being explained delayed the evening.
- Speaker did not speak clearly. Teach speaker to project their voice.
- Difficult to read some overheads.
- I am disappointed about the turnout. Only four new councillors attended this seminar.

OPPORTUNITIES

- Perhaps it would be better to have separate seminars – "new to housing" and "refreshers"
- I can explain to residents when required with gaining knowledge
- Would like more case study examples.
- I recently attended a tour of a variety of void homes; I think this would be very beneficial to all councillors.
- Would have liked overhead as paper to note take as we cannot print from DBC iPad.
- It was a pity only eight members present. All councillors at some time come across housing problems so new councillors should be encouraged to attend.
- Please email their Powerpoint slides to all attendees.

TRAINING SCORE

Poor	0
Adequate	0
Good	1
Very good	5
Excellent	4

QUARTERLY BUDGET UPDATE

ITEM 6

23/09/15				
Main Heading	Budget	Sub Heading	Spend	Remaining
<i>Training Course fees</i>	£ 11,000.00			£ 11,000.00
		Local Government Information Unit -Being an effective councillor seminar (x1)	£ 175.00	£ 10,825.00
		Local Government Information Unit -Being an effective councillor seminar (x1)	£ 175.00	£ 10,650.00
		Annual Conference for Councillors x1	£ 110.00	£ 10,540.00
		Licensing training 1/7/15 (10 cllrs)	£ 500.00	£ 10,040.00
		Local Government Association (LGA) seminar x2	£ 990.00	£ 9,050.00
		Bryant Park hospitality ltd - LGA accommadation x2	£ 520.00	£ 8,530.00
		Motts coaches - Induction tour	£ 550.00	£ 7,980.00
		Media training	£ 1,690.00	£ 6,290.00
		Housing appeals training	£ 750.00	£ 5,540.00
		Member Induction lunch (Sat 6 June)	£ 223.50	£ 5,316.50
		Member Induction lunch (Thurs 21 May)	£ 218.00	£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
				£ 5,098.50
OVERALL TOTALS:	£ 11,000.00		£ 5,901.50	£ 5,098.50

MEMBER DEVELOPMENT DATES 2015/16

Date	Development Event	Start time	Finish time	Run by:	Location	Which Members?
Tuesday 26 May 2015	Development Control Training	7.00 pm	9.00 pm	Steve Clark, Group Manager	Council Chamber	Dev Con Committee
Monday 8 June 2015	Employment Appeals Training	9.30 am	12.00 pm	Anne Stunell, HR B Lisgarten, Legal	Gade Room	Appeals Committee
Wednesday 1 July 2015	Licensing Training	10.00 am	4.00 pm	Ross Hill	Council Chamber	Licensing Committee
*Wednesday 15 July 2015	CIL Briefing	6.00 pm	7.00 pm	James Doe	Bulbourne Room	All
Monday 20 July 2015	Housing Appeals Training (all day session)	9.30 am	4.30 pm	Barbara Lisgarten	Bulbourne Room	Appeals Committee
Wednesday 22 July 2015	Media Training (Cabinet)	9.00 am	5.00 pm	Kelvin Soley/ Media Friendly	Dacorum Room	Cabinet Only
Thursday 23 July 2015	Information Security / Data Protection Awareness	7.00 pm	8.30 pm	John Worts	Bulbourne Room	All
Tuesday 1 September 2015	Voluntary Sector Speed Dating	7.00 pm	9.00 pm	Sharon Collins/Claire Lynch	Bulbourne Room	All
Thursday 10 September 2015	Choice Based Lettings/Housing Allocations Policy	7.30 pm	9.00 pm	Laura Brennan/ Isabel Connolly	Bulbourne Room	All

*Wednesday 30 Sept 2015	Supported Housing	6.00 pm	7.00 pm	Dharini Chandarana	Bulbourne Room	All
Tuesday 6 October 2015	Mental Health First Aid Training	1.00 pm	5.15 pm	Lorna Buckland, HR Lead Officer	Bulbourne Room	All
Thursday 8 October 2015	Mental Health First Aid Training	1.00 pm	5.15 pm	Lorna Buckland, HR Lead Officer	Council Chamber	All
Thursday 22 October 2015	Financial & Budget Training	7.30 pm	9.30 pm	James Deane, Director of Finance	Bulbourne Room	All
Tuesday 3 November 2015	Evidence Based Decision Making	7.00 pm	9.00 pm	Robert Smyth/ Isobel Benton-Slim	Bulbourne Room	All
*Wednesday 18 November 2015	Emergency Plan Awareness	6.00 pm	7.00 pm	Jenny Watson, Herts Resilience Officer	Bulbourne Room	All
Thursday 7 January 2016	Housing Service Overview	7.30 pm	9.30 pm	Dharini Chandarana	Bulbourne Room	All
Thursday 11 February 2016						
Wednesday 23 March 2016						

To be scheduled for training programme 2015/16:

- Highways Training (Paul Newton)
- Commissioning and Procurement (B Hosier/A Linden)

MEMBER DEVELOPMENT STEERING GROUP WORK PROGRAMME 2015/16

Meeting Date	Item
2 December 2015	<ol style="list-style-type: none">1. Personal Development Plans – options2. Member Development Programme3. Quarterly Budget Update4. Evaluation feedback from previous development sessions5. MDSG work Programme
2 March 2016	<ol style="list-style-type: none">1. Personal Development Plans – feedback2. MDSG work Programme3. Member Development Programme4. Quarterly Budget Update5. Evaluation feedback from previous development sessions