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**MEMBER DEVELOPMENT STEERING
GROUP
AGENDA**

**WEDNESDAY 14 MARCH 2018 AT 7.30 PM
CONFERENCE ROOM 1 - THE FORUM**

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

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

AGENDA

- 1. APOLOGIES FOR ABSENCE**
- 2. MINUTES (Pages 2 - 5)**
- 3. QUARTERLY BUDGET UPDATE**
- 4. MEMBERS TRAINING FEEDBACK (Pages 6 - 8)**
- 5. MEMBER DEVELOPMENT PROGRAMME 2017/18 (Pages 9 - 10)**
- 6. MDSG WORK PROGRAMME 2018/19 (Pages 11 - 12)**

Agenda Item 2

MINUTES

MEMBER DEVELOPMENT STEERING GROUP

6 DECEMBER 2017

Present:

Councillors: Banks
Douris
Hicks
Howard
Taylor (Chairman)

Councillor Williams also attended to observe the meeting.

Officers: John Worts Information Security Team Leader
Trudi Angel Member Support Officer

The meeting began at 7.30 pm

79 **APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Councillors Conway and P Hearn.

Councillor Adshead was absent.

80 **MINUTES**

Councillor Taylor highlighted a few changes to the previous minutes. He asked the committee if they were happy for the minutes to be agreed subject to the changes and they agreed they were.

Actions carried forward:

1. T Angel to contact A Stunell for a target date on when the Councillor's Suite review will be completed.
2. T Angel, A Stunell, ICT Officer and R Taylor to organise meeting to take E-Learning forward once the update has been completed.

81 **DATA PROTECTION**

John Worts, Information Security Team Leader, delivered a presentation to the group on Data Protection and the requirement for members to register with the ICO. The presentation advised how all councillors will need to be registered with the ICO under GDPR by May 2018.

A member development session has been arranged for Thursday 22 March 2018 to cover this matter in depth.

The Chairman thanked J Worts for his time and presentation and said he looked forward to the training session.

Councillor Douris suggested that this training session should be advertised sooner rather than later to maximise the number of attendee's.

The Chairman said this should be a compulsory training course and would work with J Worts and T Angel regarding the communication to members about this session.

Actions:

- R Taylor, J Worts and T Angel to discuss ways to advertise this session to members.

82 QUARTERLY BUDGET UPDATE

T Angel explained that there had been three new transactions made in the last quarter; the LGA Finance Conference 2018 was attended by J Deane and Councillor Tindall, and the LGA Annual Conference was attended by S Marshall, Councillor Williams and Councillor Tindall. She advised there was one pending transaction for training that is scheduled for February 2018. She highlighted that she had taken on board comments from the previous meeting and added the courses on to that page that were run by officers and therefore were free of charge; However, officer time would still come at a cost to the Council in different ways so this should still be reported.

Councillor Douris reiterated that it was really important to spend our training budget otherwise we were at risk of having it reduced.

The Chairman highlighted that we've had lots of development sessions this year but we had been fortunate enough to have experienced officers carrying out that training which we haven't had to pay for directly out of our budget.

Councillor Howard questioned if members had been asked what training sessions they would like to see on the development programme. T Angel confirmed all members had been emailed and that was how the programme had been populated so far.

The Chairman suggested emailing members again now we were mid-term to see if there were any other requests for training sessions. T Angel agreed to do this.

Councillor Hicks said that everyone needed more training sessions in their first couple of years so the expenditure was likely to fluctuate. He said it was good to see the council being careful with money.

Councillor Douris said it would be helpful to find out the value of officer training, for example how much time off in lieu they receive for working out of normal hours to train members.

83 MEMBERS TRAINING FEEDBACK

The Chairman noted there had been two training sessions since the last meeting; Budget Process on 19 October and Emergency Planning on 1 November. He said they had been well attended compared to previous sessions and then welcomed any comments from the committee. There were no questions or comments.

The Chairman said he had attended an Overview and Scrutiny Committee and noted that the training figures weren't included in the report. T Angel advised that it was a one-off and the figures would continue to be presented within the quarterly reports.

84 **MEMBER DEVELOPMENT PROGRAMME 2017/18**

T Angel advised that she had chosen not to put the programme in the agenda as it wasn't up to date but said she would circulate it to all members once it had been updated. She gave the following updates to the training programme for 2018:

25 January: a briefing on the future health plans for the Dacorum area.

28 February: Staying safe & managing challenging situations.

22 March: GDPR session with John Worts.

She welcomed any further requests or suggestions for items to add to the programme.

She advised that the Domestic Abuse session hadn't progressed as the officer didn't feel the course could be run in the evening as it had already been cut down to make it five hours long instead of a full day.

Councillor Douris suggested we could either look at running this session on a Saturday during the day so it didn't interfere with member's jobs, or find an outside representative to cover this course instead. T Angel said she would investigate both options.

Councillor Banks said she had attended a community trigger session presented by the Resident Services team and suggested this could be rolled out to all members as she felt it would be very beneficial.

Councillor Douris suggested we could ask the Citizens Advice Bureau and Credit Union to do training sessions and give examples of situations that members should be aware of.

Actions:

- T Angel to circulate the updated training programme.
- T Angel to investigate domestic abuse training options.
- T Angel to contact Julie Still's team about the community trigger training session.

85 **MDSG WORK PROGRAMME**

T Angel said she had added the item 'Induction 2019' to the work programme for the next meeting. She felt it was good to start getting organised as early as possible and asked members to give it some thought so that they can discuss ideas, improvements etc. at the next meeting. She also said members were welcome to email her with any ideas in the meantime.

Councillor Douris suggested discussing 'sales pitch' idea's at the next meeting to encourage members to attend training sessions. He expressed concern that 13 out of 51 members attending training sessions was considered well attended.

The Meeting ended at 8.50 pm

Agenda Item 4

Date: 25 January 2018 at 7.30 pm Event: Health Services Provision in Dacorum

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 17 Returned Feedback forms: 17

Aims and Objectives:

Herts Valley Clinical Commissioning Group are aiming to launch a consultation on their Urgent Care Strategy, the Urgent Treatment Centre opening hours and the future of West Herts Medical Centre on 31st January and this briefing will deal with some of the issues included in the consultation.

The representatives will include the Director of Commissioning for the locality and the Chief Executive of the West Herts Hospital Trust and the agenda for the briefing will include updates on the following:

STRENGTHS

- The speakers. Technical data, full of vital information = 5. The private consultation meeting did not quite meet the same high score. The passion of the concept and delivery definitely did.
- Comprehensive
- None
- Comprehensive coverage
- Useful introduction to future consultation. Clear coverage of existing services
- Very good presentations. Helpful to be updated on local health plans
- Top panel
- Time for questions to panel. Presentation in a number of discrete sections with questions at the end of each one
- A widely focused presentation

WEAKNESSES

- Corina very difficult to comprehend. So much information to download.
- The PA system is of variable quality.
- Too much detail – died of boredom
- Too little time to develop detailed telling questions
- Too much jargon at times and abbreviations
- None, only a bit tight on time
- Far too much information to attempt to digest on the night
- Had the general public heard what we have heard tonight, I think you would have greater support for the best value option

OPPORTUNITIES

- Can the powerpoint presentations be distributed to all attendees please?
- Issue simple points
- Fewer organisations at once
- Liaise with Health in Dacorum to agree key lines at scrutiny and give a presentation to the panel.

TRAINING SCORE

Poor	0
Adequate	2
Good	4
Very good	11
Excellent	0

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 7 Returned Feedback forms: 7

Aims and Objectives:

At the end of the course participants will:

- Know the impact that various types of people and situations have on them
- Be able to use the LAQUEST model to handle complaints
- Recognise the particular requirements of dealing with disturbed behaviour
- Be clear about the importance of staying calm and not be 'hooked' in
- Be able to choose constructive words, tone and body language to manage situations
- Know how to diffuse situations that do occur
- Be able to put in place effective safeguards and security measures
- Know how to recognise when to call for help

STRENGTHS

- Good interactive, helpful tips, kept to time.
- Real life events exemplified with real life solutions. The arms extended, palms down toward the aggressor often calms them down. If not, run!
- Calm delivery, hearing colleagues viewpoint was useful, learn to stay calm, thought provoking.
- Received well and depth of knowledge & dealing with difficult situations.
- Interaction with group
- Good clear information
- Good revision
-

WEAKNESSES

- I was expecting (maybe over expecting?) some physical defensive techniques to go with calming.
- Nothing to report

OPPORTUNITIES

- No, well pitched
- Even taking into account the weather, attendance was very disappointing.
- Is it too much to ask to learn about some defensive techniques?
- Can use this knowledge in my day to day working life
- A pity more people didn't come

TRAINING SCORE

Poor	0
Adequate	0
Good	0
Very good	6
Excellent	1

MEMBER DEVELOPMENT DATES 2017/18

Date	Development Event	Start time	Finish time	Contact / Run by:	Location	Which Members?
Thursday 6 July 2017	Parking Standards	6.00 pm	8.00 pm	Stephane Lambert, SPAR	Council Chamber	All
Thursday 20 July 2017	Modern Slavery	7.00 pm	9.00 pm	Julie Still/DS Duncan Montague	Council Chamber	All
Thursday 7 September 2017	Health & Safety – Members	7.30 pm	9.00 pm	Emma Walker/David Austin	Conference Room 2	All
Thursday 19 October 2017	Budget Process	7.30 pm	9.00 pm	J Deane/D Skinner	Conference Room 2	All
Wednesday 1 November 2017	Emergency Plan	7.00 pm	9.00 pm	Makyla Devlin, HCC	Conference Room 2	All
Thursday 25 January 2018	Provision of Health Care in Dacorum	7.30 pm	9.30 pm	Jim Doyle	Council Chamber	All
Thursday 8 February 2018	Herts Transport Plan - <u>Postponed</u>	7.00 pm		Chris Taylor/ Andrew Horner/HCC	Conference Room 2	All
Wednesday 28 February 2018	Staying Safe & Managing Challenging Situations	7.00 pm	9.30 pm	Keith Crampton, Wiz Training	Conference Room 2	All
Tuesday 13 March 2018	Housing Allocations Policy	7.30 pm	9.00 pm	Jodi Cooper	Conference Room 2	All

Thursday 22 March 2018	GDPR Training	7.30 pm	9.00 pm	John Worts	Conference Room 2	All
Thursday 19 April 2018	Presentation Skills & Public Speaking	7.00 pm	9.30 pm	Kathey Bailey, KB Training	Conference Room 2	All
Thursday 26 April 2018	Private Sector Housing in Dacorum	7.30 pm	9.00 pm	Emily-Rae Maxwell/ Natasha Beresford	Conference Room 2	All

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

Training to be arranged:

- Domestic Abuse
- Media Skills
- Charing Skills
- Community Trigger
- CAB
- Credit Union

Member Development Steering Group Work Programme 2018/19

Meeting Date	Item
Wednesday 6 June 2018	<ol style="list-style-type: none"> 1. Quarterly Budget Update 2. MDSG work Programme 3. Annual Training Report 4. Member Development Programme 5. Evaluation feedback from previous development sessions
Wednesday 3 October 2018	<ol style="list-style-type: none"> 1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions 4. MDSG work Programme 5. Induction 2019
Wednesday 5 December 2018	<ol style="list-style-type: none"> 1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions 4. MDSG work Programme 5. Induction 2019
Wednesday 13 March 2019	<ol style="list-style-type: none"> 1. Member Development Programme 2. Quarterly Budget Update 3. Evaluation feedback from previous development sessions 4. MDSG work Programme 5. Induction 2019

