



Public Document Pack
**MEMBER DEVELOPMENT STEERING
GROUP
AGENDA**

**WEDNESDAY 13 MARCH 2019 AT 7.30 PM
CONFERENCE ROOM 2 - 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, Douris, Hicks, Howard, Silwal and Taylor (Chairman)

AGENDA

1. **MINUTES** (Pages 2 - 4)
2. **APOLOGIES FOR ABSENCE**
3. **MEMBER DEVELOPMENT PROGRAMME** (Pages 5 - 8)

There is only one Member Development Session remaining for this year. The confirmed dates for the 2019/20 Member Development Programme are attached in addition to provisional training that we are also looking to include in the 2019/20 Member Development Programme.

4. **QUARTERLY BUDGET UPDATE** (Page 9)
Training budget remains unchanged from December meeting.
5. **EVALUATION FEEDBACK FROM PREVIOUS DEVELOPMENT SESSIONS** (Pages 10 - 17)
6. **ATTENDANCE TOTALS** (Page 18)
7. **INDUCTION 2019: INTAKES AND REFRESHERS** (Pages 19 - 23)
8. **MDSG WORK PROGRAMME**

For Members to request any items for MDSG to discuss in 2019/20.

Agenda Item 1

MINUTES

MEMBER DEVELOPMENT STEERING GROUP

WEDNESDAY 5 DECEMBER 2018

Present:

Councillors: Taylor (Chairman) and Douris

Officers: Katie Mogan – Corporate &
Democratic Support Lead Officer

The meeting began at 7.30 pm.

1. MINUTES

The minutes of the meeting held on 3 October 2018 were agreed by the members present and then signed by the Chairman with the following changes:

- Change pedal stool to pedestal
- Discusses to discussed
- Cohort to group.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Howard and Hicks.

Councillor Adshead, Banks and Silwal were absent.

Councillor Taylor and Douris expressed their disappointment with the lack of attendance by members and not submitting apologies.

3. MEMBER DEVELOPMENT PROGRAMME

Councillor Taylor highlighted that the rescheduled session for 'Effective Ward Advocacy' for 6 December was not on the list.

Councillor Douris asked if the trainer from Link UK Ltd had already been paid. K Mogan confirmed it had been. The company requires payment prior to these sessions and they have a 100% cancellation fee.

Councillor Douris questioned whether £1300 per training session was good value for money and thought it might be of better use after the elections.

K Mogan said that this course was the most popular when members were asked what they wanted on the programme. Wizz Training that have been used previously are about £400 a session which is a vast difference.

Councillor Douris said it might be worth looking at whether the company is used in the future.

Councillor Taylor said he agreed with the comments made by Councillor Douris. He said he would contact the trainer of the 'Effective Ward Advocacy' session and ask if it is possible to include some tips for councillors in preparing for the election.

Councillor Douris said it was important to get things correct but accepted what K Mogan had said about its popularity. He suggested adding wording to the email adverts telling councillors that these sessions were the most popular.

Councillor Douris mentioned that the last sessions of the year were free so might be an opportunity for officers to provide updates on their service.

4. QUARTERLY BUDGET UPDATE

Councillor Taylor said the budget update was self-explanatory.

Councillor Douris said he was conscious that there is some money left in the budget and this could potentially be cut if not used. He suggested that noting officer time and cost would show that although the money isn't being spent, training is still ongoing.

Councillor Taylor asked about the pending payment for a course that Councillor Banks was attending.

K Mogan said Councillor Banks had been on this course and would chase to see where it is.

5. EVALUATION FORMS FROM PREVIOUS DEVELOPMENT SESSIONS

Councillor Taylor said this was the first set out feedback evaluations using the new forms.

Councillor Douris suggested that the names of the trainers are added at the top of the forms.

Councillor Taylor said the idea of these news forms was to avoid subjective comments but can see there are still a few being made.

Councillor Douris said he felt the new format works well.

Councillor Taylor agreed and said it forces them to give a score instead of having to think of a comment to make.

6. ATTENDANCE LIST

The attendance list was noted.

7. INDUCTION 2019: INTAKE AND REFRESHERS

K Mogan introduced the item and said a short report had been put together to try and focus decisions on the induction program for next year. She said she had looked into a coach tour and at the last induction, it cost about £600. It was suggested by councillors at the last meeting that they didn't find the coach tour useful. The alternative suggestion was that a booklet would be produced with every ward in the borough and list the key facts and points of interest in that borough. For example, the electorate, sheltered housing schemes, key

development sites.

Councillor Douris said it would also be a good idea to include key elements of the borough like the leisure centres in Hemel Hempstead and Berkhamsted. He said there was a website called Herts Insight which gives key information like average housing prices.

Councillor Taylor suggested adding adventure playgrounds and the LA sites.

K Mogan said there was also a proposal to create a FAQ booklet so each service would produce a page of FAQs to give councillors key information in their service.

Councillor Douris said that at Herts County Council, they have a dedicated email address for members enquiries and these are then sent to the relevant officer to respond to. He said this might be something to look in too.

Councillor Taylor said he thought these booklets would be a handy reference guide.

K Mogan asked members to decide on dates for the induction.

Both members suggested a weekday evening session and a weekend session.

8. WORK PROGRAMME

The work programme was agreed.

The meeting ended at 8.40pm

MEMBER DEVELOPMENT DATES 2018/19

Date	Development Event	Start time	Finish time	Contact / Run by:	Location	Which Members?
Thursday 28 June 2018	Homeless Reduction Act	7.30 pm	9.00 pm	Natasha Beresford/Carly Thomas, DBC	Conference Room 2	All
*Wednesday 11 July 2018						
Thursday 19 July 2018	Highways advice to the local planning authority	7pm	9pm	Andrew Horner DBC/Nick Gough Herts Highways	Conference Room 2	All
Thursday 13 September 2018	Negotiation skills	7pm	9pm	Keith Crampton Wiz Training	Conference Room 2	All
Thursday 20 September 2018	Standards training	7.30pm	9pm	Mark Brookes DBC	Conference Room 2	Standards Committee
Thursday 11 th October	CIL/S106 Briefing	7pm	9pm	Emma Cooper	Conference Room 2	All
Tuesday 30 th October	Planning code of conduct and member/officer relations	7pm	9pm	Mark Brookes/Chris Gaunt DBC	Conference Room 2	DMC Members
Thursday 1 st November 2018	Effective Ward Leadership & Advocacy Skills	7pm	9pm	David McGrath, Link UK Ltd	Conference Room 2	All
Wednesday 14 th November	Universal Credit	7pm	9pm	Layna Warden/Chris Baker DBC	Conference Room 2	All
Thursday 22 nd November	Responsibility as a DBC nominated trustee on outside bodies	7pm	9pm	Cllr Roger Taylor		

*Wednesday 28 November 2018	Budget Process	6pm	7pm	Nigel Howcutt	Council Chamber	All
*Wednesday 16 January 2019						
Thursday 24 January 2019	Confident, Safe and Effective Use of Social Media	7pm	9pm	David McGrath, Link UK Ltd	Conference Room 1	All
*Wednesday 20 February 2019						
Thursday 28 February 2019						
Thursday 28 March 2019	NHS Herts Valley CCG Briefing	7pm		Katherine Magson/David Evans, NHS Herts Valley CCG	Council Chamber	Open to all
*Wednesday 17 April 2019						

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

Training to be arranged:

MEMBER DEVELOPMENT DATES 2019/20

Date	Development Event	Start time	Finish time	Contact / Run by:	Location	Which Members?
Monday 20 May 2019	Development Management Committee Training	6pm	8pm	Sara Whelan, Group Manager Development Management & Planning	Council Chamber	DMC members
Tuesday 28 May 2019	Licensing Committee Training	6.30pm	8.30pm	Nathan March, Licensing Team Leader	Conference Room 2	Licensing Members
Thursday 20 June 2019	Chairing Skills	7pm	9pm	Ann Reeder, Frontline Consulting		Chairs and Vice Chairs
Thursday 18 July 2019	Overview and Scrutiny Training	7pm	9pm	Ann Reeder, Frontline Consulting		OSC Members

Date	Development Event	Contact / Run by:	Which Members?
TBC	GDPR/FOI Training	John Worts, Information Security Manager (Legal Team)	All Members to attend one GDPR session
TBC	GDPR/FOI Training	John Worts, Information Security Manager (Legal Team)	All Members to attend one GDPR session
TBC	Budget Setting Process	James Deane	All Members
TBC	Audit Training	James Deane, Nigel Howcutt	All Members
TBC	Senior Member Development	Local Government Association	TBC
TBC	Emergency Planning Awareness	Hannah George-Priston, Resilience Officer at Hertfordshire Country Council	All Members
TBC	Planning for all members/Overview of Statutory Services/Service awareness sessions	Service Group Managers	All Members
TBC	Fraud & Bribery	Elaine Hopkins	All Members
TBC	Community Leadership Training <ul style="list-style-type: none"> • Community Leadership/Neighbourhood Engagement • Media skills and awareness for elected members • Social media for elected members • Ethical leadership – Code of Conduct Training for Councillors 	Local Government Association David McGrath, Link Support Services Ltd. “ “ Local Government Association	All Members
TBC	Highways Briefing/Liaison meeting		All Members
TBC	Safeguarding		All Members

Agenda Item 4

26/11/18				
Main Heading	Budget	Sub Heading	Spend	Remaining
Training fees	£ 9,410.00			£ 9,410.00
		LGA Conference - Leader and Leader of Opposition	£ 1,090.00	
		LGA Conference accomodation	£ 586.66	
		Tesco - biscuits and refreshments	£ 5.38	
		Women in Local Govt - Cllr Julie Banks	£ 295.00	
		Negotiating & Influencing - Wiz Training and Development	£ 385.00	
		Effective Ward Advocacy & Social Media Training - Link UK Ltd	£ 2,265.68	
				£ -
				£ -
				£ -
				£ -
				£ -
				£ -

OVERALL

TOTALS: £ 9,190.00

£ 4,627.72 £ 4,782.28

Pending

Scrutinising Council Performance - Cllr Julie Banks

195

195

Agenda Item 5

Trainer: David McGrath

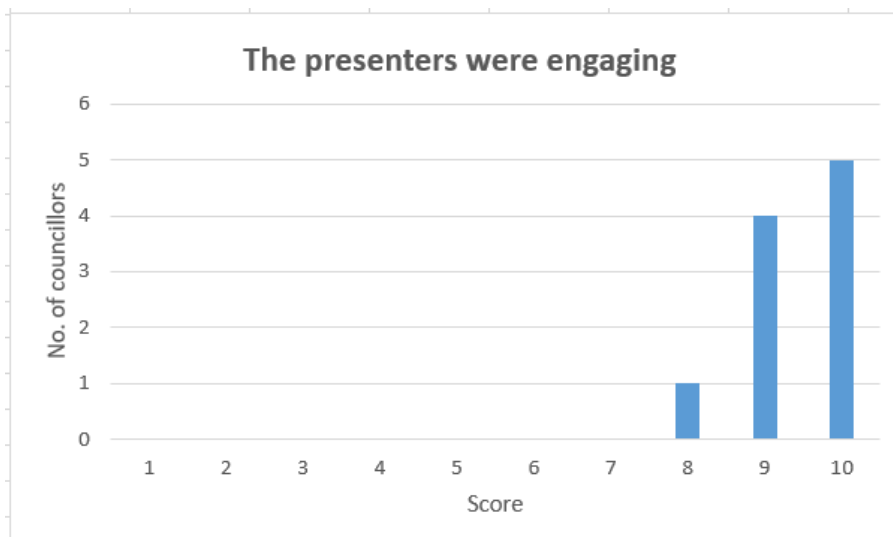
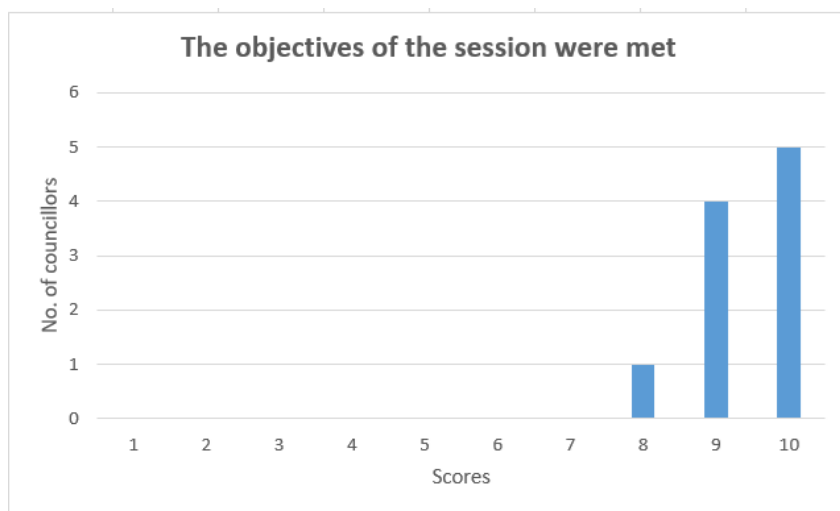


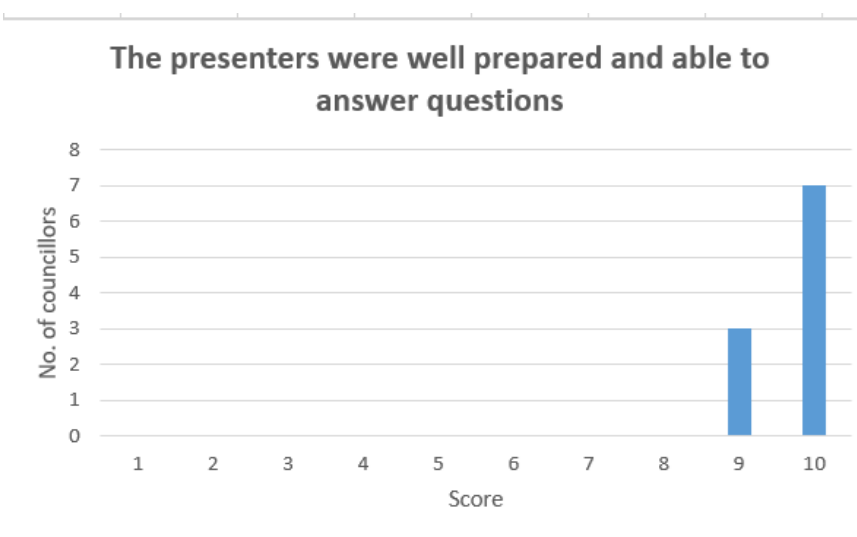
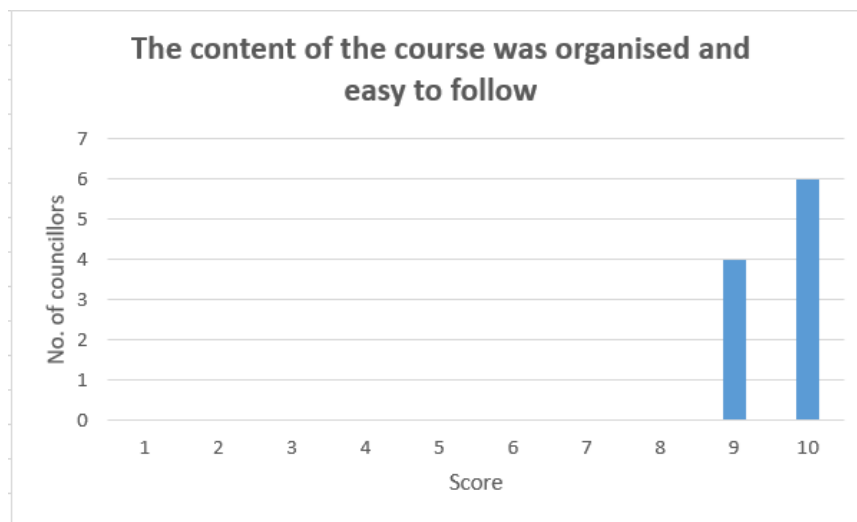
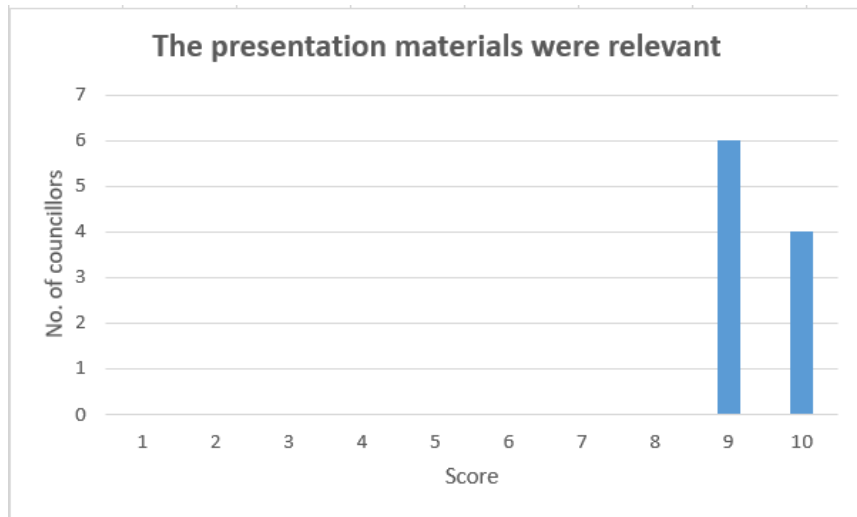
FEEDBACK ON TRAINING & DEVELOPMENT

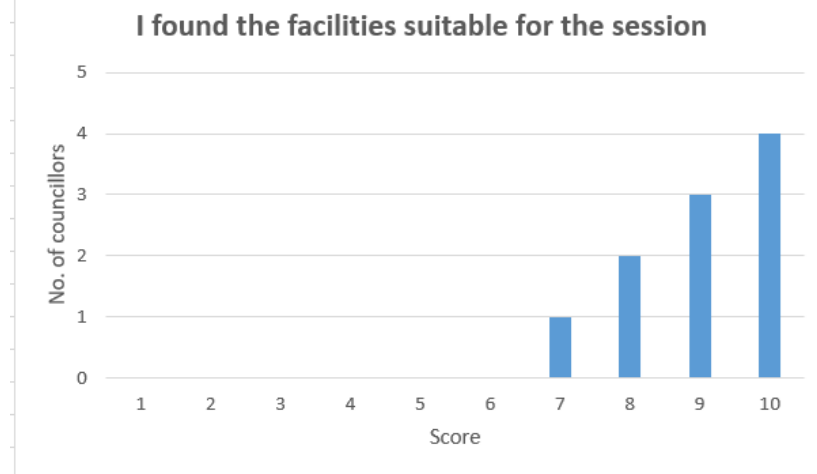
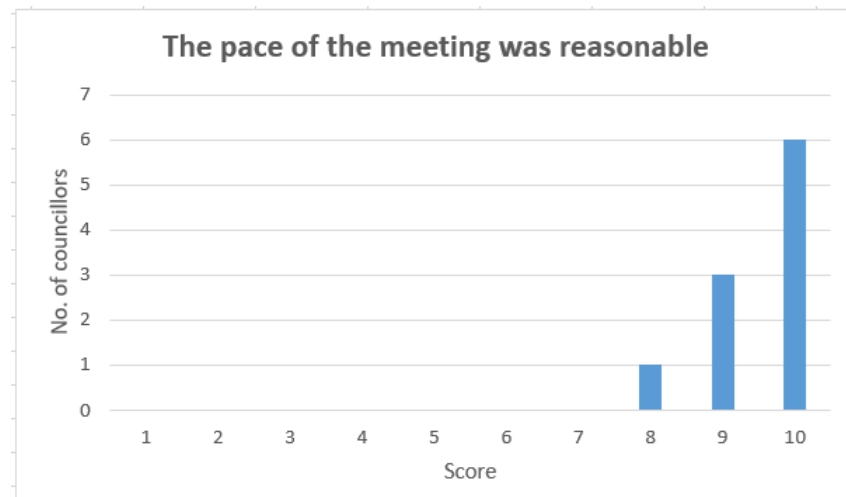
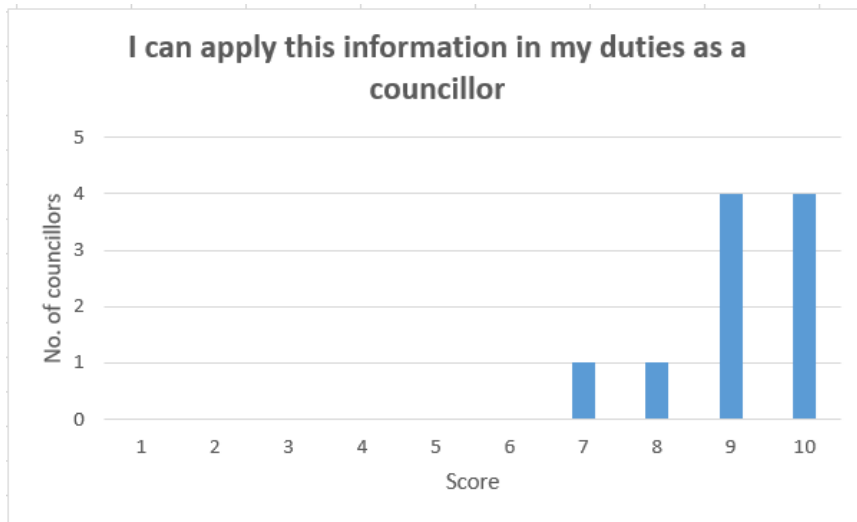
Attended: 10 Returned Feedback forms: 10

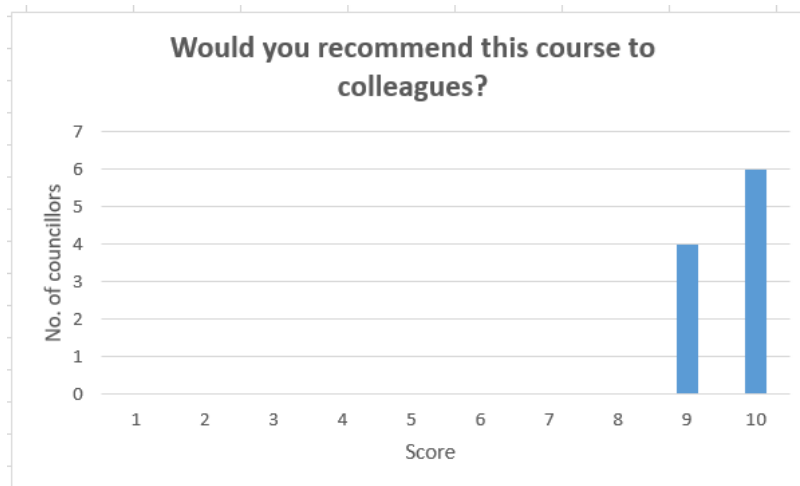
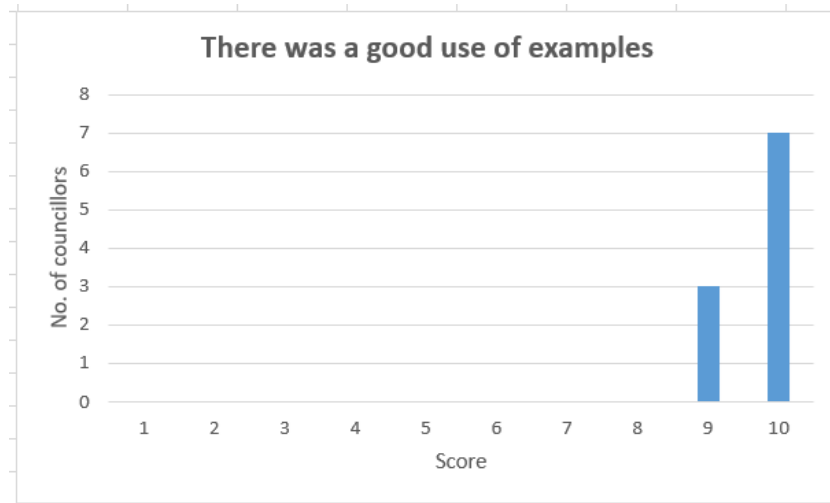
Objectives: What is advocacy?

- The REAL role of the Councillor as advocate
- The advocates' toolkit – 5 key response to constituent enquiries
- Getting right first information through effective questioning
- Quick case studies to enhance advocacy skills
- Avoiding the pitfalls and getting results









Comments:

- Another excellent session from David
- Very interesting and useful
- Training should have been held soon after elections

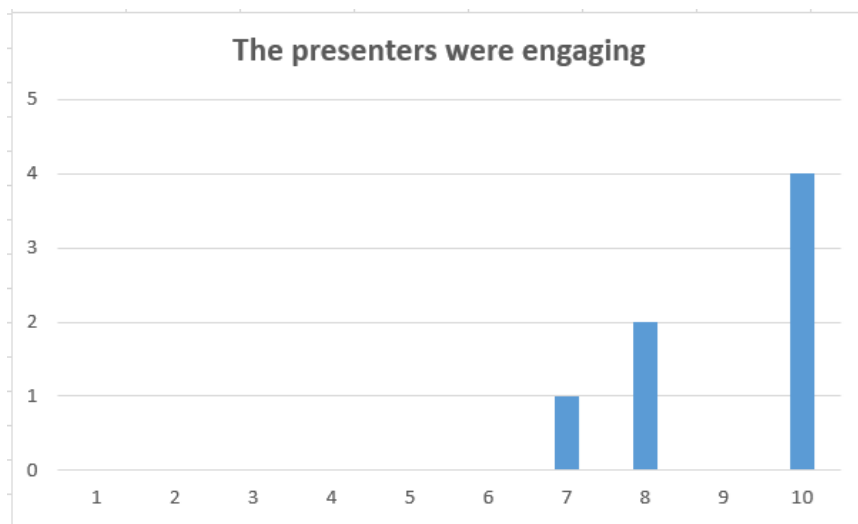
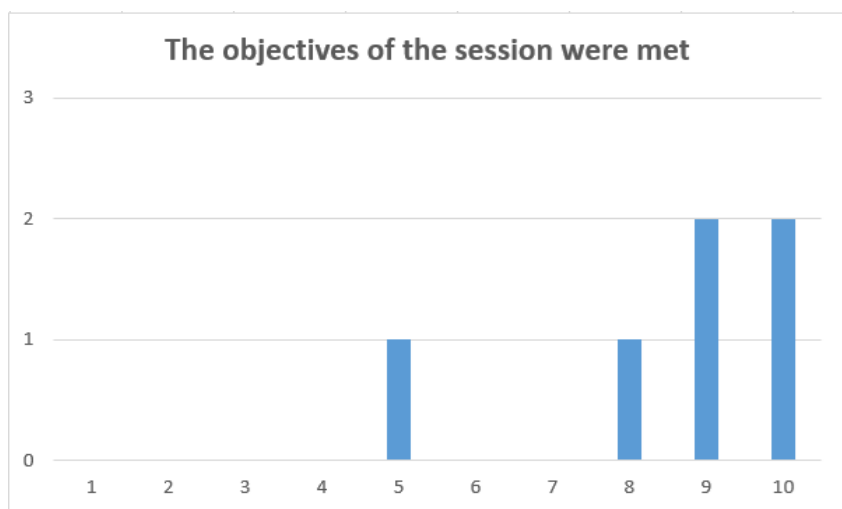


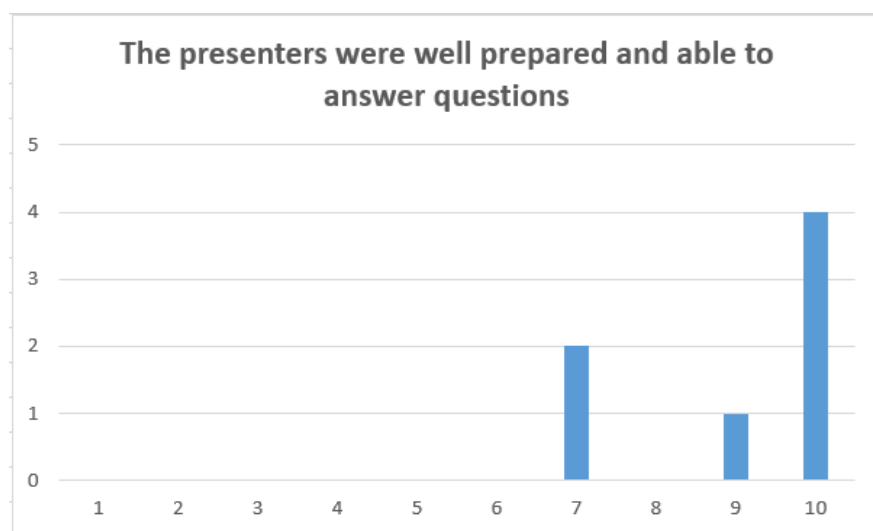
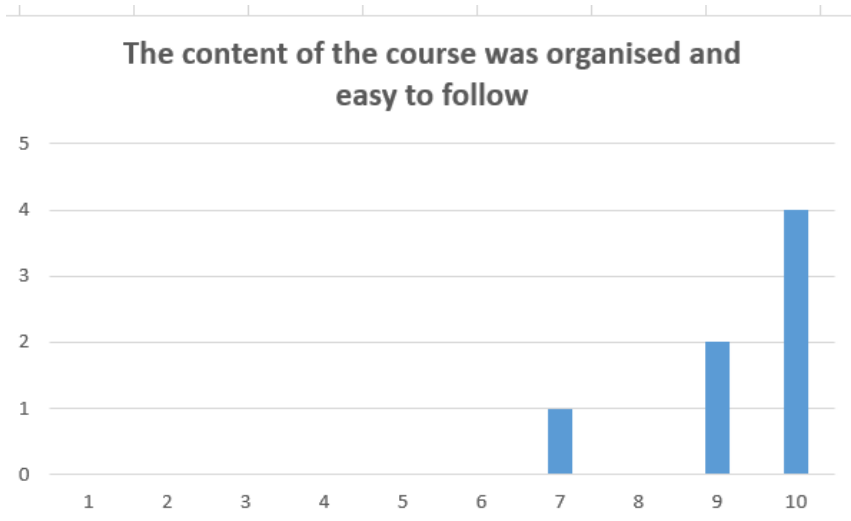
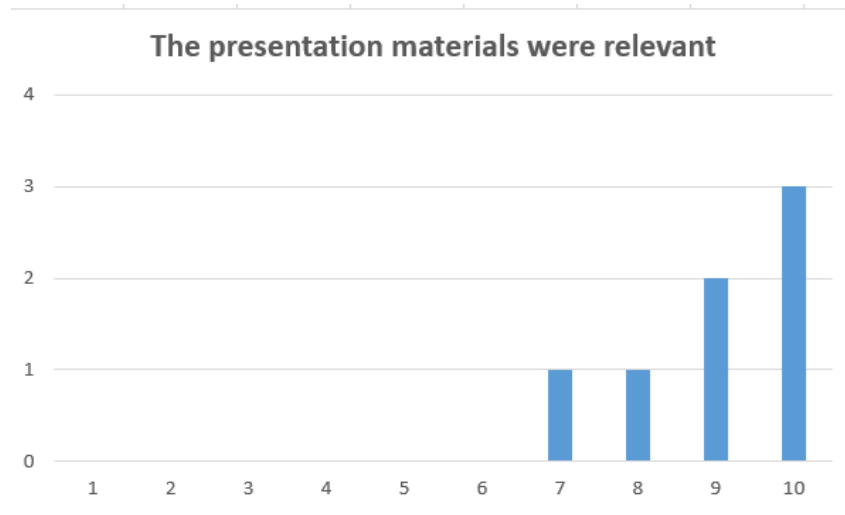
FEEDBACK ON TRAINING & DEVELOPMENT

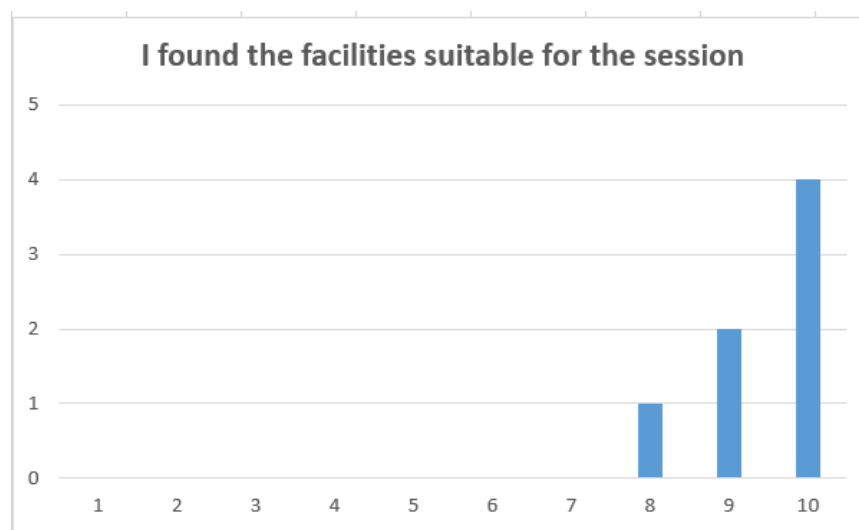
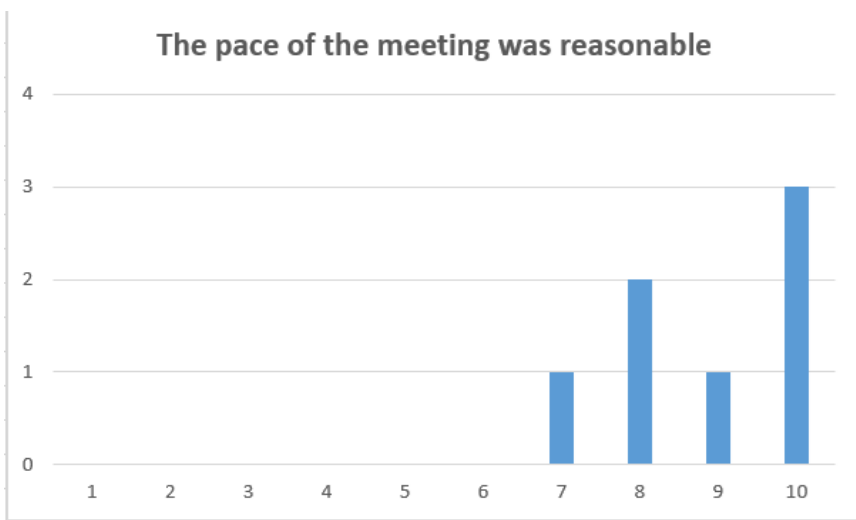
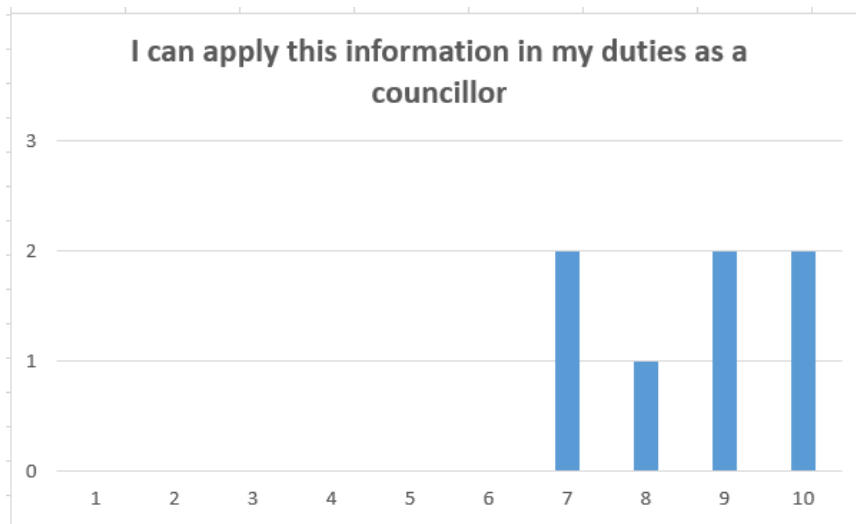
Attended: 7 Returned Feedback forms: 7

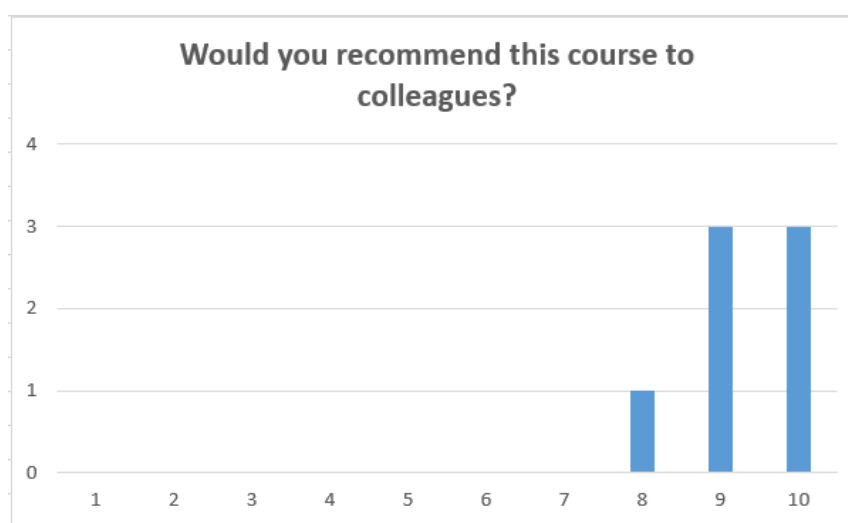
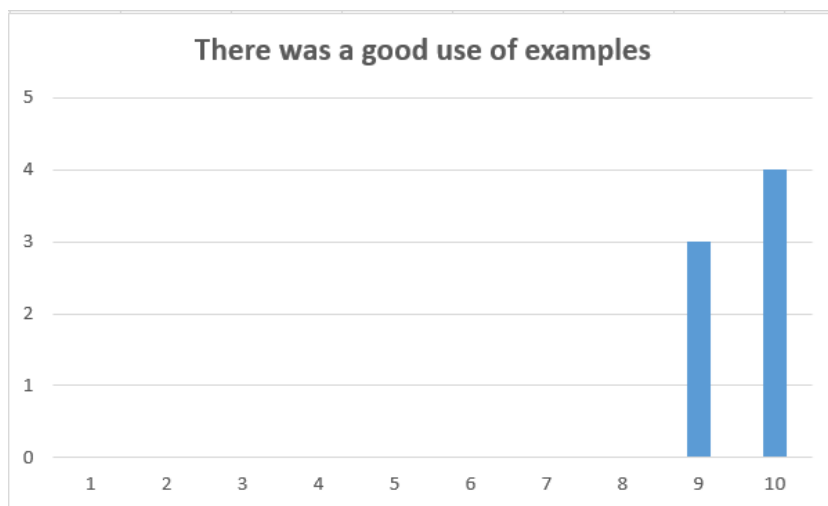
Objectives: Confident, Safe and Effective Use of Social Media

The **practical risks and benefits** of using social media, how to use social media to **support members' work**- safely and effectively, how to improve the **'reach'** of Councillors into the community to consult and communicate AND reduce workloads, how to manage **'keyboard warriors' and other 'awkward' on line users**, how to **stay safe, avoid complaints about your online presence and avoid, manage or remedy some of the pitfalls of social media** (including online harassment, bullying and defamation), **Policies, protocols** and legal references relevant to elected members









Comments:

- Could only attend for 30 minutes. Was keen to attend – social media is main frame of communication nowadays hence the need to understand social media etiquette.
- Very informative and instructive
- I realise I need to have more training on the use of Facebook and Twitter
- Thought provoking. The most useful training course to date.
- Important training. Pity only 7 councillors attended.
- David was vibrant all evening. Questions were answered with live examples and consequences highlighted.

Attendance Totals May 2018 - April 2019

Councillor	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Course	Totals
	Homeless Reduction Act - 28/06/18	Highways advice to the local planning authority 19/07/18	Negotiation and Influencing - 13/09/18	Standards - 20/09/18	CIL/S106 - 11/10/18	Planning Code of Conduct/Member Officer Relations 30/10/18	Universal Credit - 14/11/18	Role as a DBC nominated trustee on outside bodies - 22/11/18	Budget Process - 28/11/18	Effective Ward Advocacy 06/12/18	Safe, Confident and Effective Use of Social Media 24/01/19					
ADELEKE Gbola																0
ADSHEAD Graham																0
ANDERSON Alan				1							1					2
ARMYTAGE Anthony		1	1		1	1	1		1	1	1					8
BANKS Julie					1			1	1	1						4
BARRETT Graham																0
BASSADONE Hazel																0
BATEMAN Stephen																0
BHINDER Alexander								1								1
BIRNIE John						1					1					2
BROWN Christina																0
CHAPMAN Herbert									1	1						2
CLARK Michael																0
COLLINS David																0
COLLINS Elaine																0
CONWAY Olive						1										1
DOURIS Terry		1				1	1			1	1					5
ELLIOT Graeme																0
ENGLAND Adrian																0
FETHNEY Tony																0
FISHER Anne	1	1			1		1		1	1						6
GRIFFITHS Margaret	1						1									2
GUEST Fiona		1	1		1	1				1						5
HARDEN Neil																0
HEARN Penny						1										1
HEARN Stephen																0
HICKS Mike	1	1			1	1				1						5
HOWARD Tina	1	1	1		1	1	1		1							7
IMARNI Isy	1															1
LINK Brenda																0
MADDERN Jan									1							1
MAHMOOD Suqlain	1	1									1					3
MARSHALL Janice	1	1			1	1		1								5
MATTHEWS Peter				1												1
McLEAN Bob																0
MILLS Stan																0
PETER Colin		1				1	1									3
PRINGLE Lara																0
RANSLEY Roxanne																0
RIDDICK Stewart		1			1	1				1						4
RITCHIE Tom																0
SILWAL Goverdhan		1	1				1	1	1	1						6
SUTTON Graham																0
SUTTON Rosie																0
TAYLOR Roger	1	1	1	1	1	1	1	1	1	1	1					11
TIMMIS Jane		1									1					2
TINDALL Ron	1	1	1	1	1	1	1		1							8
WHITMAN John																0
WILLIAMS Andrew						1			1							2
WYATT-LOWE William		1					1									2
WYATT-LOWE Colette		1			1	1										3
TOTALS	9	16	6	4	11	15	10	4	11	10	7	0	0	0	0	



Member Development Update

Why is Member Development Important?

Dacorum Borough Council 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 ample resources in order to carry this out.

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 and mandatory training and all areas of development identified through Member feedback.

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

What is 'Community Leadership'?

Community Leadership is at the heart of modern local government. Councils work in partnership with local communities and other organisations – including the public, voluntary and community and private sectors – to develop a vision for their local area and to work collaboratively to improve services and quality of life for citizens. Councillors have a lead role in this process.

Councillors need to be actively engaged with all parts of the community if they are to be effective leaders. They need to be empowered and supported to engage with residents and community groups using a range of different tools. Councillors and community organisations want elected members to be able to tackle local issues directly. Councillors must have real opportunities to influence strategic decisions about how mainstream services are allocated spending, and at a point where local priorities can be fully reflected in how services are planned and delivered.

What does a 'Community Leader' look like?

A Community Leader has the ability to connect with all parts of the community and represent everyone fairly. They exercise community development skills and understand the complex business of local government and services provided both by the council and others. A Community Leader is a local figurehead that people feel they can turn to and will be the primary source of local intelligence flowing between the community and the Council.

The Community Leadership Programme of training is designed to support elected Members in their representative role and strengthen their ability to influence positive changes to services and quality of life at the local and neighbourhood level. It is intended to reinforce the role of members as Community Leaders for the people and neighbours they represent.

New Member Induction Plan

Member Induction sessions to be held on Friday 10 and Saturday 11 May.

Plan for both days as follows:

10.00-12.00 – Presentations from Chief Officer Group (COG)

Current officers giving a presentation are Sally Marshall, James Deane and James Doe.

12.00-14.00 – Lunch and market place:

Service market stall	Lead staff member	Friday 10 May	Saturday 11 May
Planning, Development & Regeneration			
Development Management & Planning	Sara Whelan	Yes	No
Strategic Planning and Regeneration	Chris Taylor	Yes	Yes
Housing			
Tenants and Leaseholders	Layna Warden		
Property & Place	Alan Mortimer	Yes	Yes
Strategic Housing	Natasha Beresford		
Private Sector Housing	Daniel Mason	Yes	No
Housing Development	David Barrett	Yes	Yes
Supported Housing & Lifeline Service	Oliver Jackson	Yes	Yes
Performance, People and Innovation			
Technology and Digital Transformation	Ben Trueman		
People and Performance	Matt Rawdon	Yes	Yes
Corporate and Contracted Services			
Corporate & Contracted Services; Procurement	Ben Hosier, Mark Brookes (will cover all services)	Yes	Yes
Neighbourhood Delivery			
Environmental Services	Craig Thorpe		
Environmental Projects	Melanie Parr	Yes	No
Environmental & Community Protection	Emma Walker, Dawn Rhoden	Yes	Yes
Finance & Resources			
Financial Services	Fiona Jump	Yes	Yes
Commercial Assets and Property Development	Richard Rice		
Revenues, Benefits and Fraud	Chris Baker	Yes	Yes

14.00-15.00 – Mark Brookes to provide a mandatory training session on the Constitution and Code of Conduct.

15.00-16.00 – Members to collect IT equipment and ID badges. IT Security Policies to be sent out prior to sessions so they are ready to sign on the day. IT and Corporate &

Democratic Support to provide a quick run-through session on how to use basic functions. IT drop-in sessions will be arranged after the inductions for any further queries.

- Corporate & Democratic Support will set up a stall during the market place for Members to sign their acceptance of office forms (in presence of Sally Marshall)

Our plans to increase attendance and engagement with Member Development:

- Providing mandatory training for Members to attend (listed below)
- The development of a programme of training that is more interactive and less 'classroom lecture' style
- Supporting Councillors in their roles as 'Community Leaders' within their wards by providing training sessions covering media skills (including social media), ethical leadership and neighbourhood engagement
- Development of a 'Knowledge Hub' for Councillors; a dedicated area on the Council's intranet that Members can view from their Council device to access a range information such as policies, contact information, FAQs and online officer briefings (video/audio or slideshows)

Suggestions for Mandatory Training to be included in the 2019/20 Member Development Programme

- Safeguarding
- GDPR
- Council's Constitution & Code of Conduct
- Media (including Social Media) training
- Budget setting process
- Chairing skills (for Chairs/Vice Chairs only)
- Statutory committee training (for Committee members only);
 - Development Management
 - Licensing

We will be developing access to refresher training for some mandatory training online (via the Members Knowledge Hub) to supplement face-to-face courses.