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**MEMBER DEVELOPMENT STEERING  
GROUP  
AGENDA**

**TUESDAY 7 JANUARY 2020 AT 6.30 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 Barry, Bhinder, Douris (Chairman), Freedman, Griffiths and Silwal

## **AGENDA**

1. **APOLOGIES FOR ABSENCE**
2. **MINUTES** (Pages 2 - 6)
3. **QUARTERLY BUDGET UPDATE**
4. **MEMBER DEVELOPMENT PROGRAMME** (Pages 7 - 9)
5. **EVALUATION FEEDBACK FROM PREVIOUS DEVELOPMENT SESSIONS** (Pages 10 - 22)
6. **ATTENDANCE RECORD** (Page 23)
7. **IDEAS FOR MEMBER DEVELOPMENT SESSIONS 2020/21**  
  
For members to discuss and suggest ideas for the Member Development Programme for 2020/21
8. **WORK PROGRAMME** (Page 24)

# Agenda Item 2

## MINUTES

### MEMBER DEVELOPMENT STEERING GROUP

2 OCTOBER 2019

**Present:**

**Councillors:** Barry  
Bhinder  
Douris (Chairman)  
Griffiths

**Officers:** Katie Mogan Corporate and Democratic Support Lead Officer  
Charlie Webber Corporate and Democratic Support Officer  
(Minutes)

The meeting began at 7.30 pm

**1 ELECTION OF A CHAIRMAN**

KM stated that Councillor R Sutton had moved to the Development Management Committee and, therefore, a Chairman would need to be elected.

Councillor Griffiths stated that Councillor Williams had suggested that Councillor Douris become Chairman.

The election of Councillor Douris as Chairman was agreed by all.

**2 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Silwal and Councillor Freedman.

**3 MINUTES**

The minutes of the meeting held on 19 June were confirmed by the Members present and were then signed by the Chairman.

**4 MEMBER DEVELOPMENT PROGRAMME**

Councillor Douris queried whether it was necessary for the courses on the mandatory list to be mandatory. He continued that of course the statutory courses should be mandatory but thought that the other courses were worth discussing.

KM stated that when the mandatory courses were proposed by Sally Marshall and Mark Brookes that this was on the basis of a new fresh term for Councillors. She continued that due to poor attendance it was necessary to make sure Councillors had completed the courses, like GDPR.

Councillor Griffiths said that the Council could be legally liable for some things if Councillors had not attended statutory training. She gave the example of GDPR training and that this course completed elsewhere might be different to the Council's session and that it may not be specific to the role of Councillor. Councillor Griffiths said that a certificate for a general course completed elsewhere could be enough to prove that it had been done but that this would not be sufficient for courses specific to Councillors.

Councillor Bhinder said that he had completed two GDPR sessions externally but that both of these had been delivered by the Council's GDPR Officer. He added that it was understandable that legislation will change and that Councillors will need to be up to date but that training needed to be specific to Councillors. Councillor Bhinder said that Licensing and Planning has legislation changes and that they could be constantly changing. He suggested refresher courses for these changes and updates.

KM noted that this year's mandatory training is nearly complete.

Councillor Douris noted that mandatory training should be considered in terms of importance and risk to the Council if not completed. He added that mandatory training should be considered in terms of value as attendance has been poor for a while and that cost needed to be looked at.

Councillor Barry asked what 'mandatory' actually meant and what the consequences were if Councillors did not attend.

Councillor Griffiths responded that this was up to Group Leaders but that this would ultimately go before the Standards Committee.

Councillor Bhinder stated that Councillors were on Committees for these things and therefore had to be confident in what they were doing.

Councillor Griffiths said that all the mandatory courses could have legal ramifications if not attended, apart from Budget Setting.

Councillor Douris suggested reviewing the mandatory training at the end of the year.

Councillor Griffiths suggested reviewing it at the end of the Council term as it has to be approved by Full Council.

Councillor Douris agreed that the mandatory training should be reviewed at the end of the Council term.

Councillor Griffiths said that some Councillors had already completed some of the mandatory courses only last year.

Councillor Bhinder said that due to changes in legislation, it was important for Councillors to remain up to date.

CW asked Councillors about the Safeguarding training after having met with the new Safeguarding Lead Officer – Sue Warren. CW said that Sue wanted to know what

Councillors wanted from a Safeguarding session so that it was less generalised and more specific to Councillors.

Councillor Griffiths said that it would be useful to know what to look out for when visiting someone's home.

Councillor Bhinder gave an example from experience of attending events where photographs were being taken.

Councillor Douris queried whether written approval had to be given for photographs to be taken.

Councillor Barry said that it would be good to have clarification on photo-taking and consent.

Councillor Griffiths said that it would be good if Safeguarding training could cover areas where Councillors can make an impact. She said it would be useful to know what to look out for when speaking to a vulnerable adult or identifying manipulative behaviour when speaking to couples.

Councillor Douris said that it would be useful to cover both ends of the spectrum.

KM updated Councillors on the new training system on DORIS and the wide range of courses that it offers. She said that Councillors could log in to DORIS using their DBC username and password and that they should only have to log in once.

Councillor Douris asked whether this was to book onto face-to-face training.

KM confirmed that it was for face-to-face training but that online training would be added in the future.

Councillor Douris asked whether the new system sent out reminders.

KM said that she would check with Donna Deaton – HR and OD Officer. KM said that Corporate and Democratic Support would continue to send out reminders if the new system didn't.

Councillor Bhinder asked how the system affected resources.

KM said that everything was all in one place now. She clarified that the system was still to book onto group courses and not 1:1s.

Councillor Bhinder said that the system looked brilliant.

Councillor Douris asked whether there would be online training too.

KM said that Corporate and Democratic Support would be looking at developing this. She added that there was also a function whereby officers could upload video updates to the system for Councillors to watch in their own time.

Councillor Douris asked about group sessions.

Councillor Griffiths mentioned a programme called 'Zoom' which is a virtual meeting environment like Skype.

Councillor Douris asked when the new system on DORIS would go live.

KM said that the system had already gone live for officers and that it was now being sorted out for Councillors. She said that Donna Deaton has a meeting with the system providers on 7<sup>th</sup> November. KM said that we will work together to make sure it goes live for councillors asap and will keep MDSG up to date on its progress.

## **5 QUARTERLY BUDGET UPDATE**

Councillor Douris said that the LGA conference was for the Leaders of the parties.

Councillor Griffiths asked whether Councillors could use the budget to go to conferences and whether they were within their rights to do this.

KM confirmed that this was the case.

## **6 EVALUATION FEEDBACK FROM PREVIOUS DEVELOPMENT SESSIONS**

KM stated that the new training system on DORIS would have automatic evaluation forms and that reports can be run from this.

Councillor Bhinder said that with the current paper forms, not everyone is aware of them at Member Development sessions. He added that it was important for the objectives to be clear and defined at the start of a session.

Councillor Griffiths agreed and added that objectives should be included in the invite to training and, if mandatory, reasons why the session is mandatory.

Councillor Douris agreed and added that objectives should be referred to at the end of sessions as well to see if they have been fulfilled. He added that trainers should be informed that objectives should be displayed.

KM said that despite reformatting the feedback forms, comments that were not relevant to the training session were still being added. She said that feedback was sent to the trainers. KM said that the new system on DORIS should help with this as she believed the evaluation was 3 simple questions online.

Councillor Griffiths noted that it would still be good to have space for comments on wider issues.

Councillor Barry noted that from the feedback it was clear to see that different Councillors had different opinions on the trainers.

KM added that with the evaluation moving online it would stop Councillors taking their feedback forms away with them and that feedback would be recorded somewhere.

Councillor Douris said that the evaluations had been noted and that they would look forward to the new system.

**Action:** KM said that she would ask Donna Deaton what the evaluation questions were on DORIS. Councillor Douris asked whether the Committee could have sight of the questions. KM said that they could.

## **7**                    **ATTENDANCE TOTALS**

KM noted that it might be worth rebooking a further Budget Setting Process Member Development session as 17 Councillors had not attended either session.

**Action:** Councillor Barry and Councillor Griffiths said that it would be useful to make mandatory sessions clear on the attendance totals spreadsheet.

KM said that a row had been added for Town and Parish Councillors who had attended training sessions.

## **8**                    **WORK PROGRAMME**

Councillor Douris stated that the next meeting would be taking place on Wednesday 4<sup>th</sup> December.

Councillor Bhinder said that he may be late for the next meeting.

The Meeting ended at 8.31 pm

**MEMBER DEVELOPMENT DATES 2019-2020**

<b>Date</b>	<b>Development Event</b>	<b>Start time</b>	<b>Finish time</b>	<b>Contact / Run by:</b>	<b>Location</b>	<b>Which Members?</b>
Thursday 16 May 2019	Development Management Committee Training	6pm	8pm	Sara Whelan, Group Manager Development Management & Planning	Meeting Room M2.21	DMC Members
Tuesday 28 May 2019	GDPR/FOI Training	10am	12-noon	John Worts, Information Security Team Leader	Council Chamber	Open to All Members
Tuesday 28 May 2019	Licensing Committee Training	6.30pm	8.30pm	Nathan March, Licensing Team Leader	Conference Room 1	Licensing Members
Tuesday 4 June 2019	GDPR/FOI Training	7pm	9pm	John Worts, Information Security Team Leader	Conference Room 2	Open to All Members
Thursday 20 June 2019	Chairing Skills	7pm	9pm	Ann Reeder, Frontline Consulting	Conference Room 2	Chairs and Vice Chairs
Thursday 11 July 2019	Emergency Planning Awareness	7pm	9pm	Hannah George- Priston, Resilience Officer at Hertfordshire County Council	Conference Room 2	Open to All Members
Wednesday 24 July 2019	Overview and Scrutiny Training	7pm	9pm	Ann Reeder, Frontline Consulting	Conference Room 2	<b>Recommended: OSC Members</b>  Open to All Members

Tuesday 6 August 2019	Budget Setting Process Training	2pm	4pm	Nigel Howcutt, Assistant Director (Finance & Resources)	Council Chamber	Open to All Members
Tuesday 13 August 2019	Budget Setting Process Training	7pm	9pm	Nigel Howcutt, Assistant Director (Finance & Resources)	Council Chamber	Open to All Members
Tuesday 27 August 2019	GDPR/FOI Training	6:30pm	8pm	John Worts, Information Security Team Leader	Conference Room 2	Open to All Members
Thursday 19 September 2019	Social Media Training	7pm	9pm	David McGrath, Link Support Services	Conference Room 2	Open to All Members
Thursday 3 October 2019	Planning Training	7pm	9pm	Sara Whelan, Group Manager Development Management & Planning	Council Chamber	Open to All Members
Thursday 10 October 2019	Planning Training	10am	12pm	Sara Whelan, Group Manager Development Management & Planning	Council Chamber	Open to All Members
Thursday 24 October 2019	Social Media Training	11am	1pm	David McGrath, Link Support Services	Conference Room 1	Open to All Members
Thursday 21 November 2019	Community Leadership Training	7pm	9:30pm	Alison Edwards, Local Government Association	Conference Room 1	Open to All Members
Thursday 16 January 2020	Safeguarding	7pm	9pm	Sue Warren, Safeguarding Lead Officer	Conference Room 2	Open to All Members



Monday 20 January 2020	Community Leadership Training	11am	1:30pm	Alison Edwards, Local Government Association	Conference Room 1	Open to All Members
Thursday 6 February 2020	Safeguarding	10am	12pm	Sue Warren, Safeguarding Lead Officer	Conference Room 1	Open to All Members
Thursday 13 February	Strategy, Improvement & Engagement Team and resident engagement	7pm	9pm	Natasha Beresford	Conference Room 2	Open to All Members

**No Member Development session on 22<sup>nd</sup> April.**

Further dates for 2020 will follow.

**Mandatory training:**

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

# Agenda Item 5

Trainer: David McGrath – Link Support Services Ltd

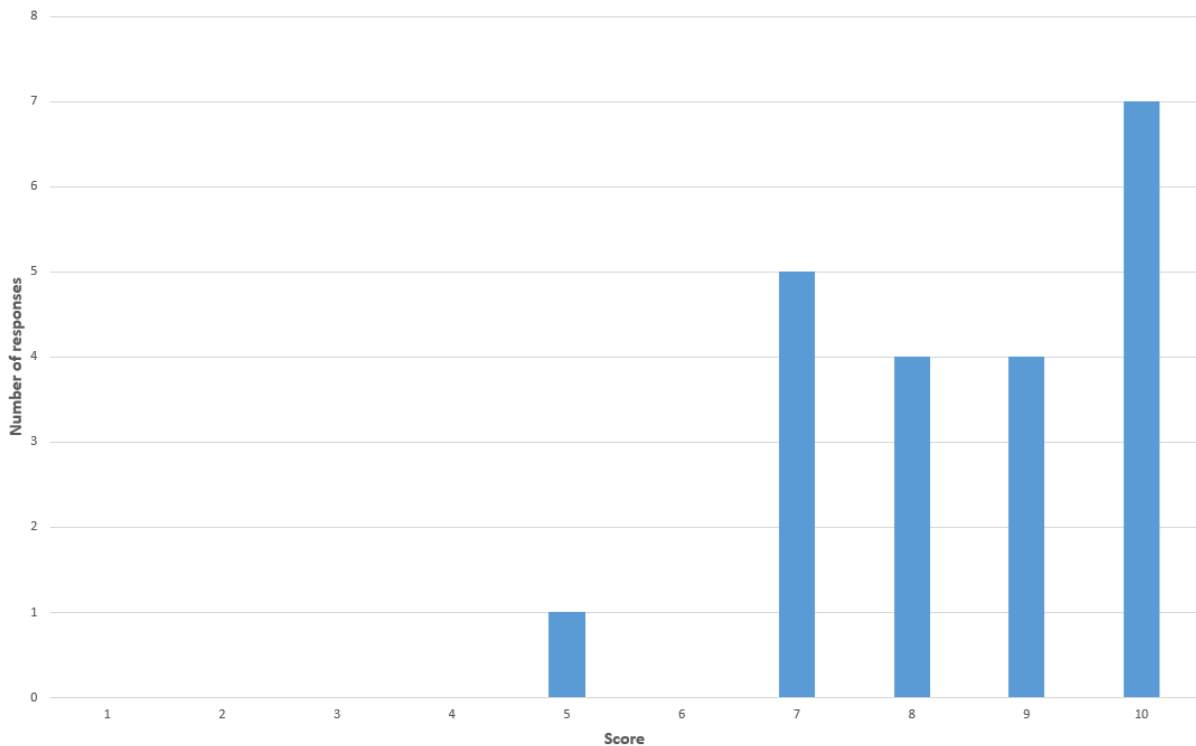


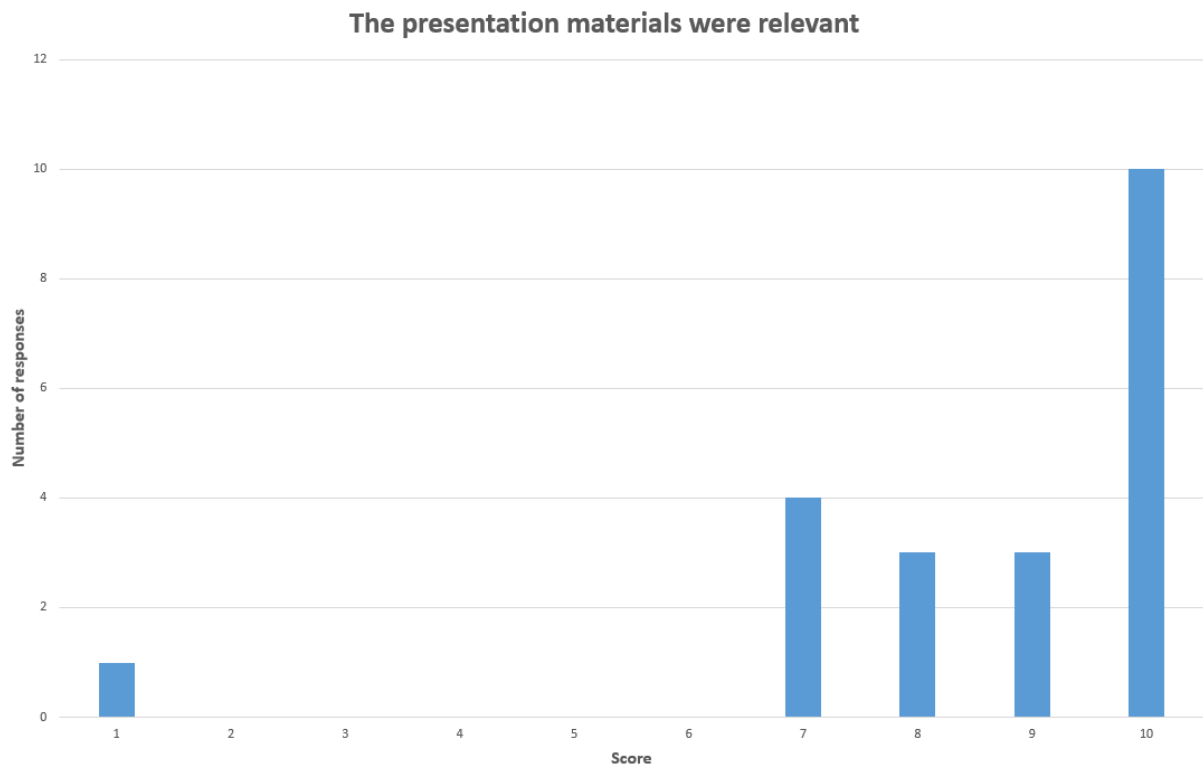
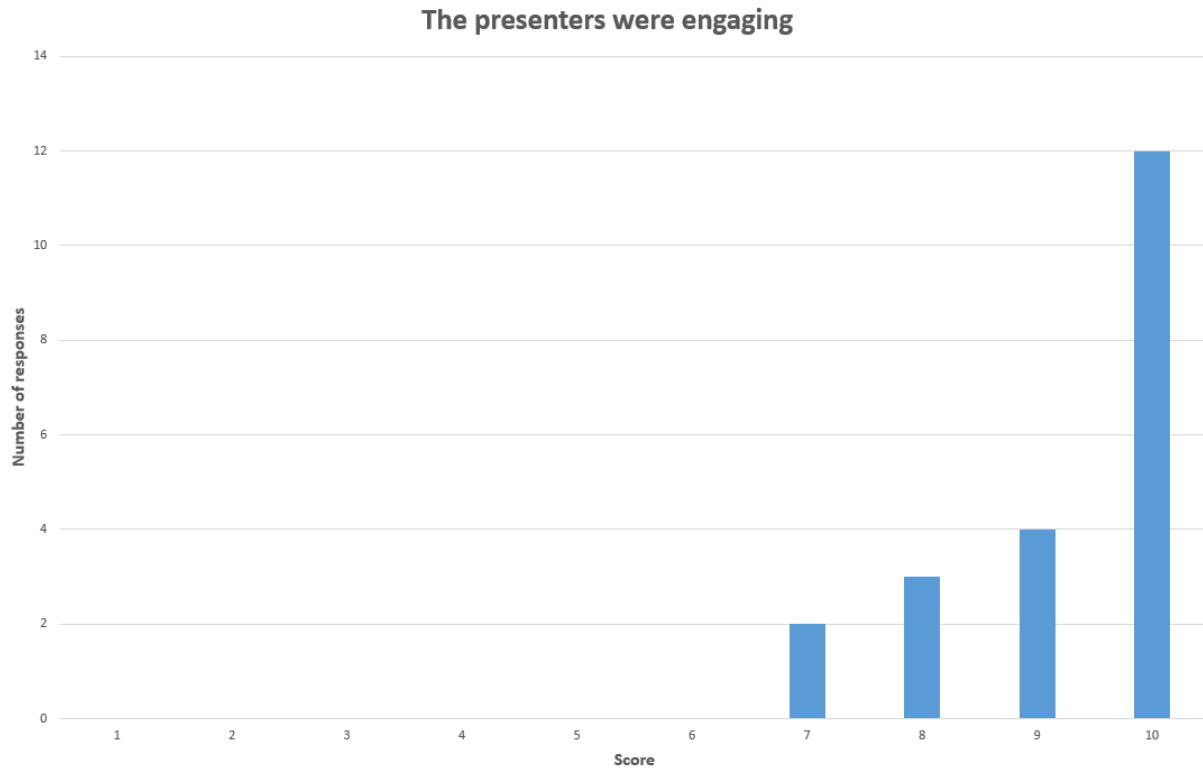
## FEEDBACK ON TRAINING & DEVELOPMENT

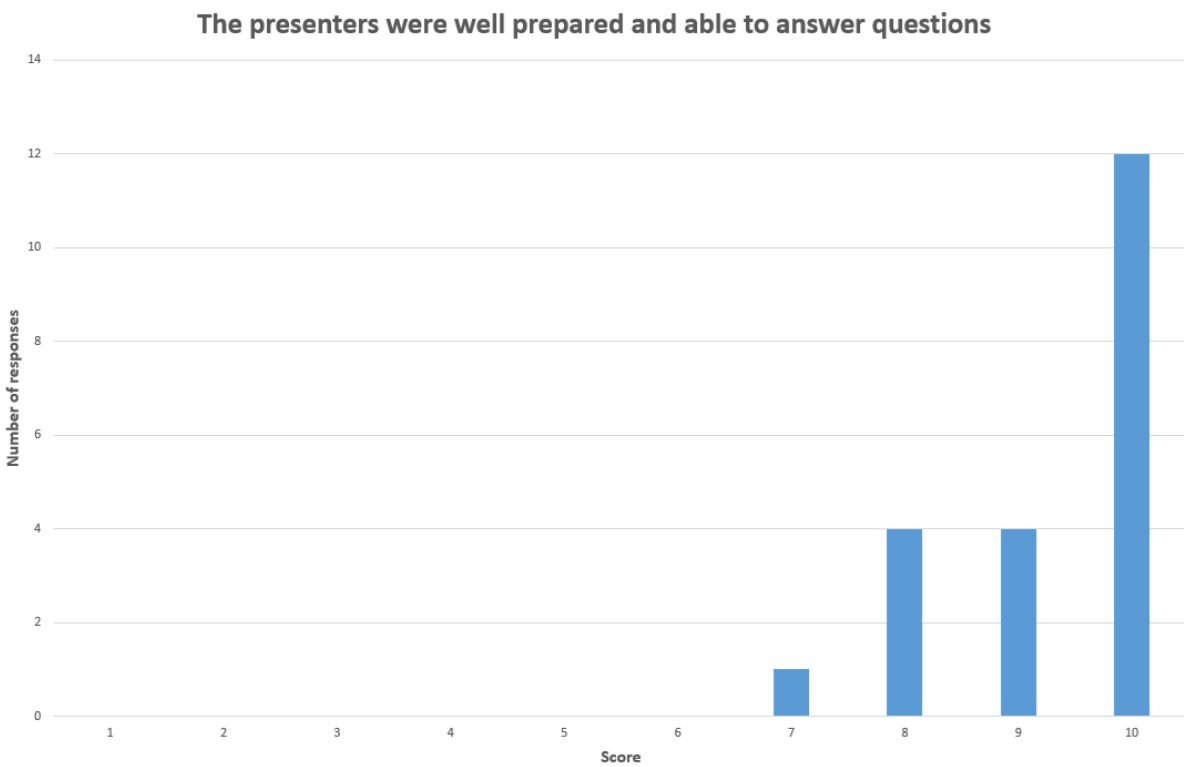
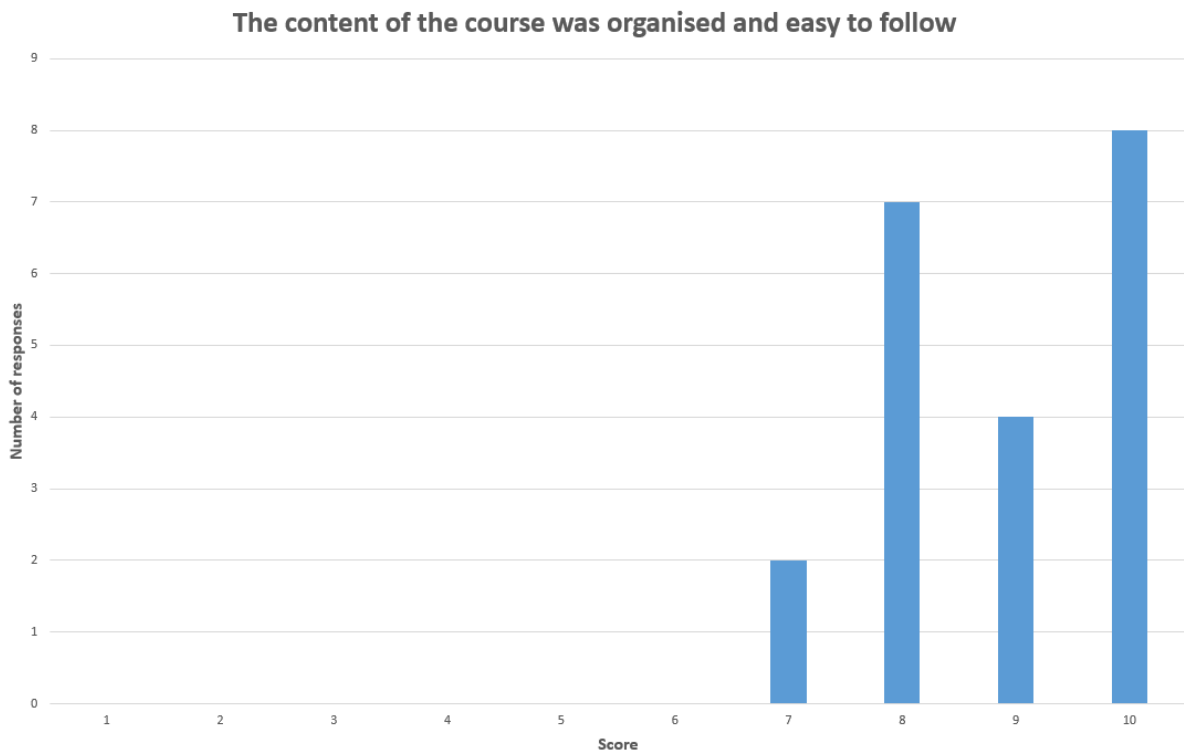
Attended: 22    Returned Feedback forms: 21

- A knowledge of the practical risks and benefits of using social media by elected members
- 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' online 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

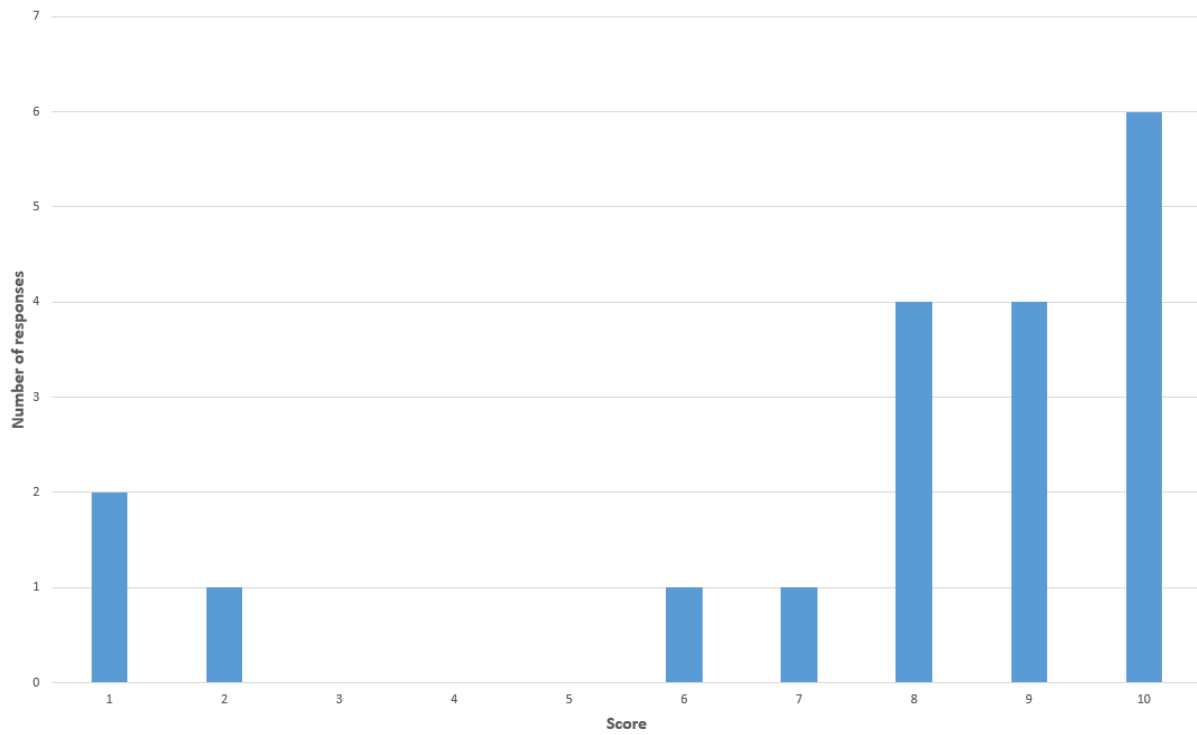
The objectives of the session were met



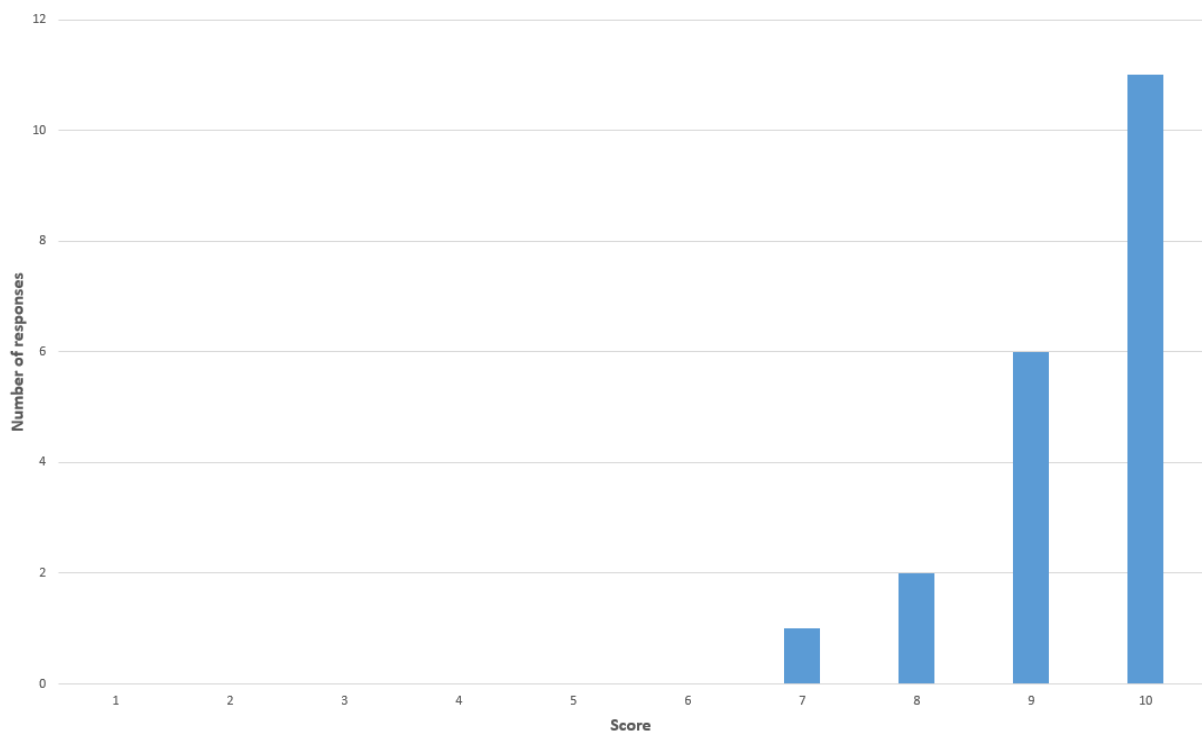


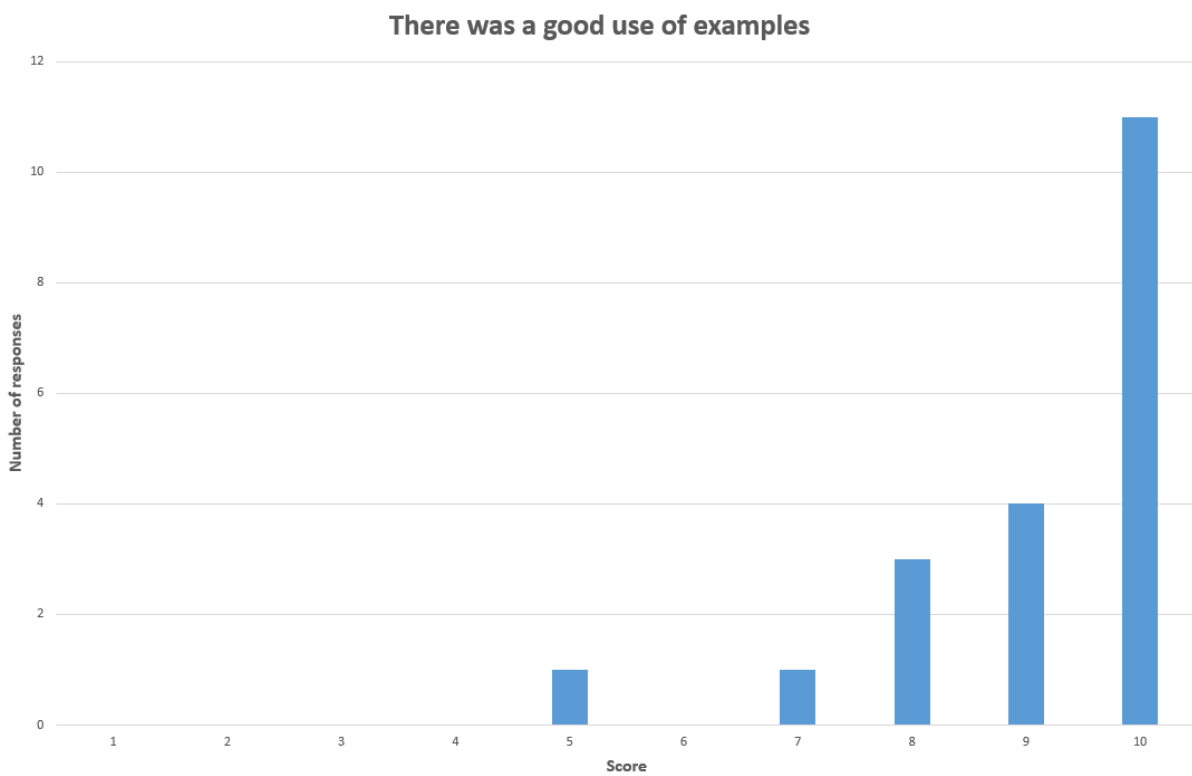
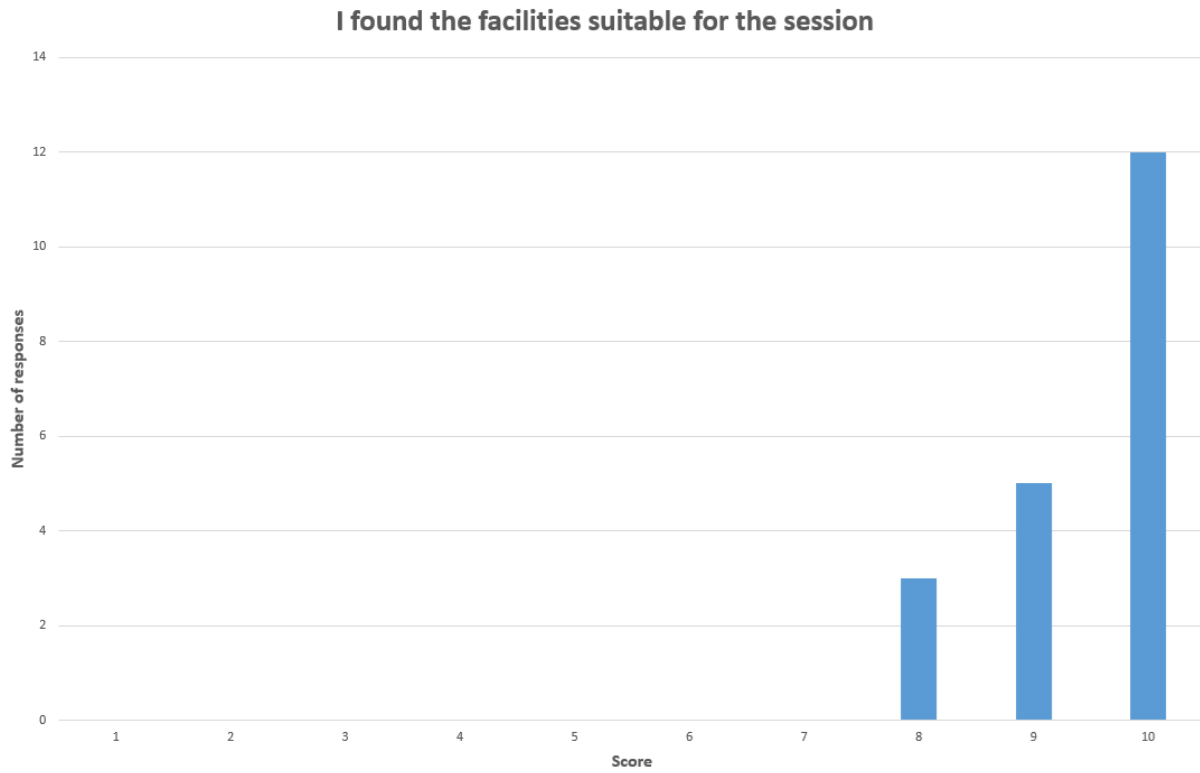


**I can apply this information in my duties as a councillor**



**The pace of the meeting was reasonable**







**Comments:**

- Given number of attendees – may need a bigger room in future
- Excellent presentation but still not convinced in the value of social media. Will not use or look at social media – EVER
- Very interesting and I have taken away things I will use from now on
- Excellent, thank you!
- Very enjoyable presentation
- No distinction between personal accounts + Councillor accounts
- I would use social media as councillor if training was given
- Large focus on LibDems doing things wrong – balanced, but kept stressing LD; no mention of modern SM such as Insta or Snapchat; no mention of best time to post for reach etc; no mention of how to build a good social profile





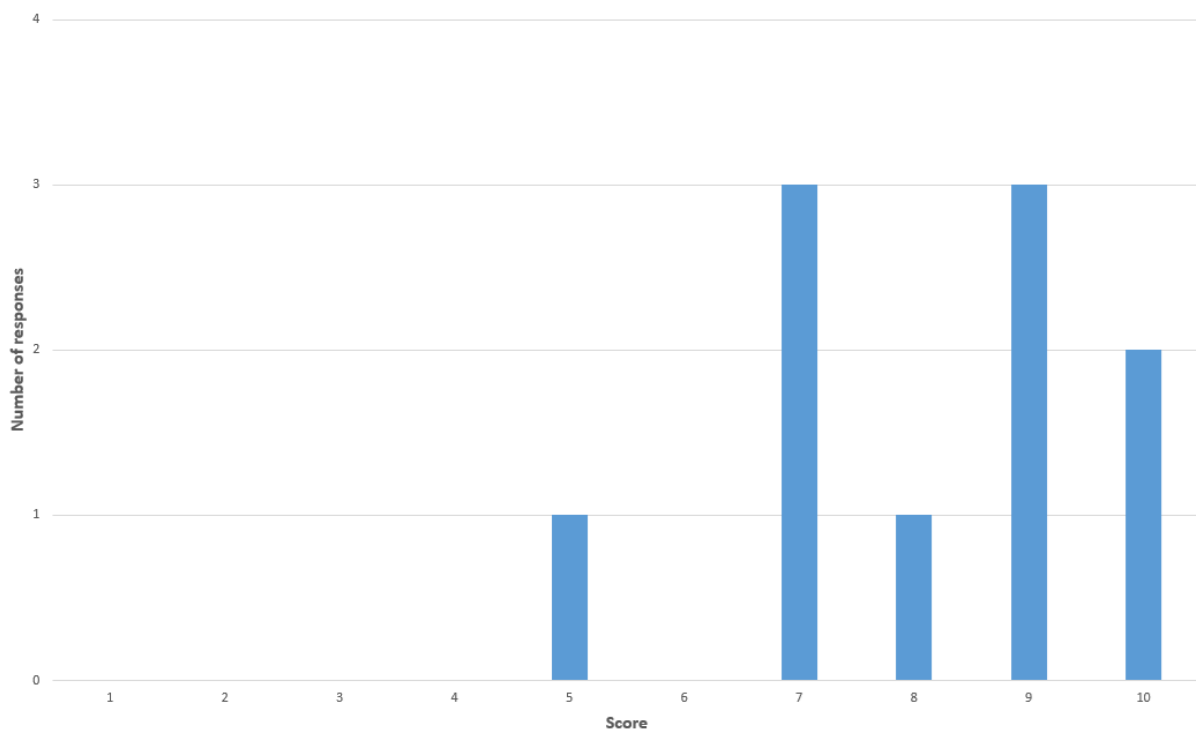


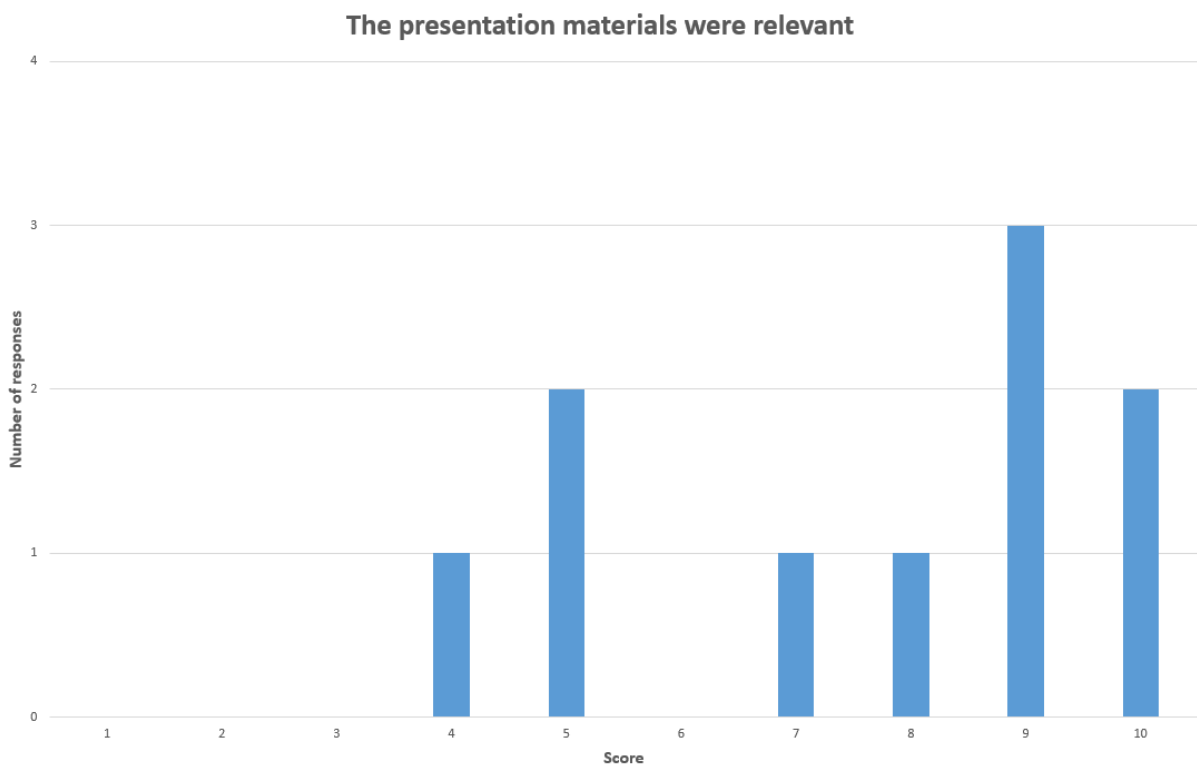
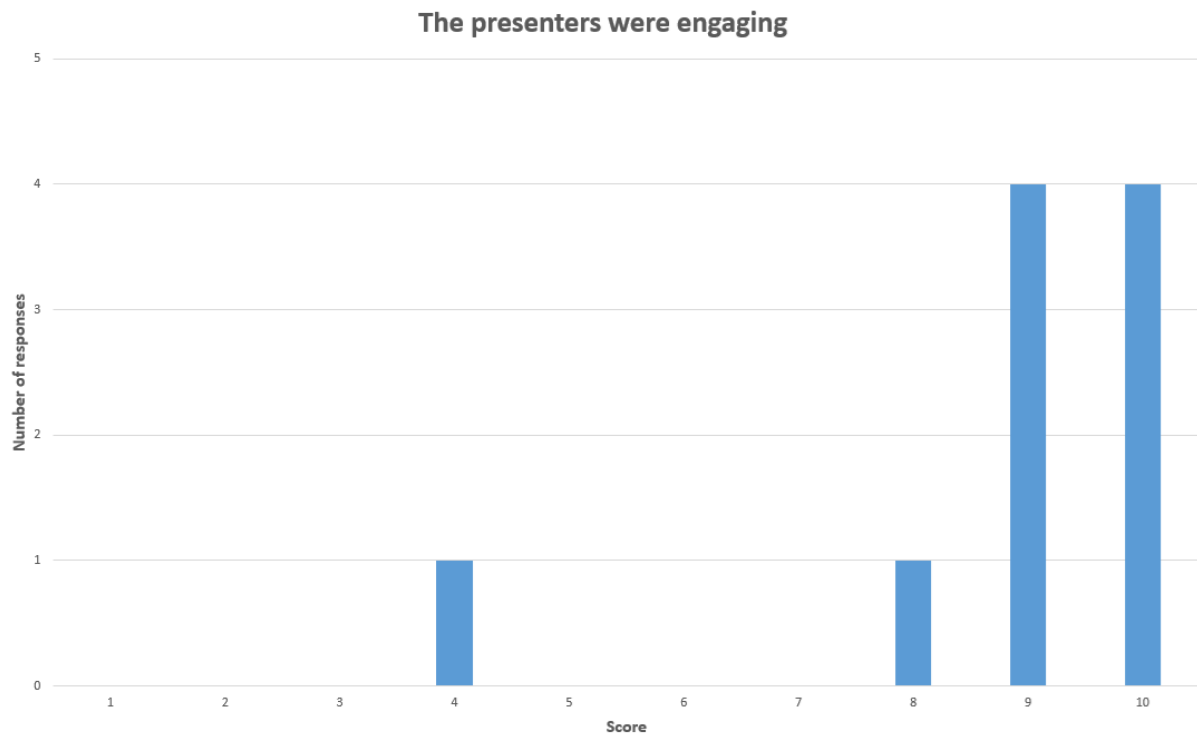
## FEEDBACK ON TRAINING & DEVELOPMENT

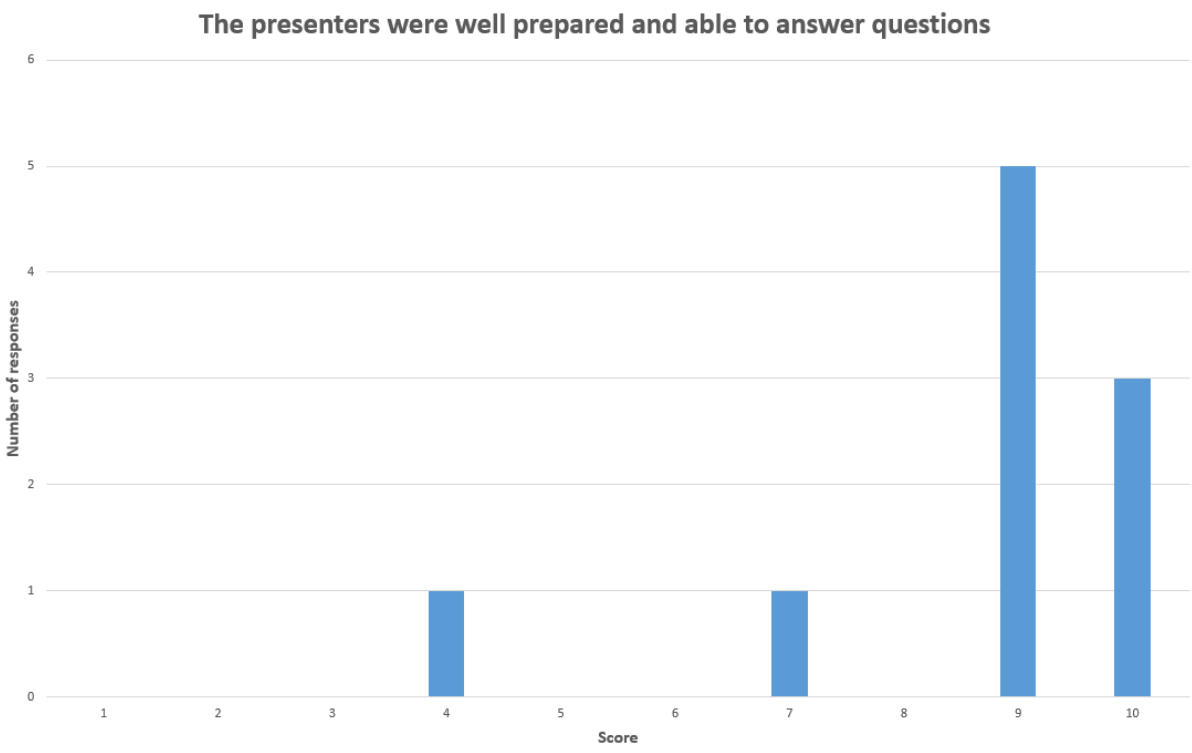
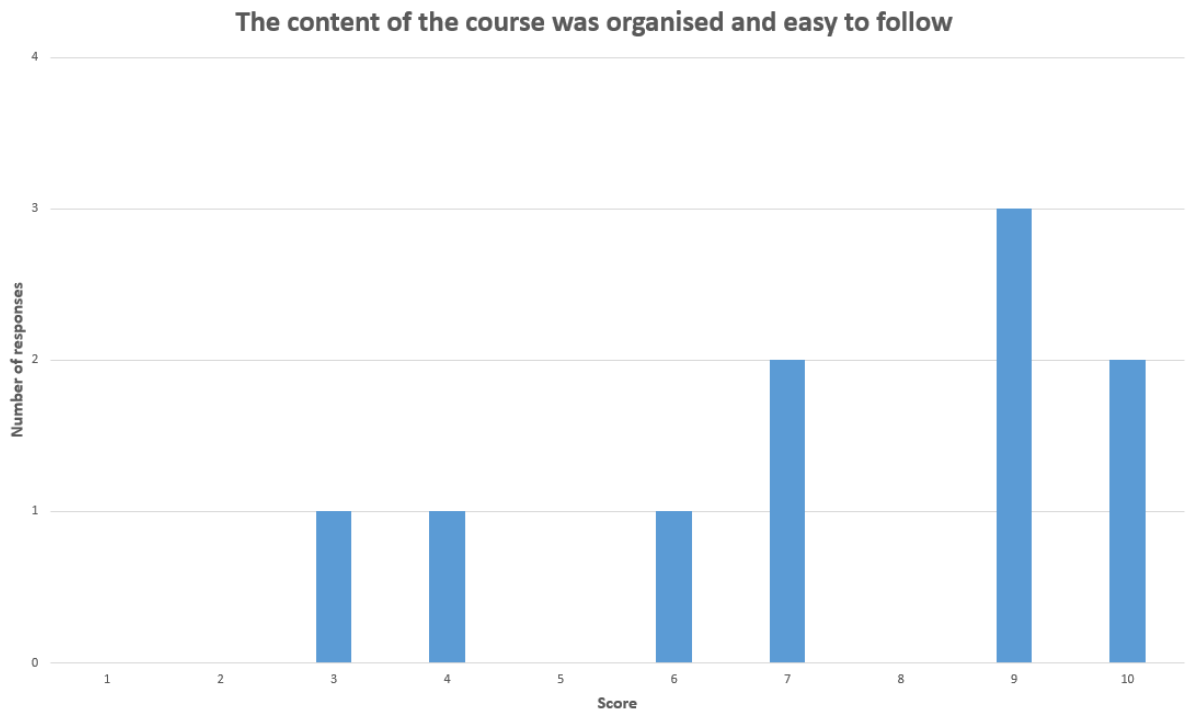
Attended: 10    Returned Feedback forms: 10

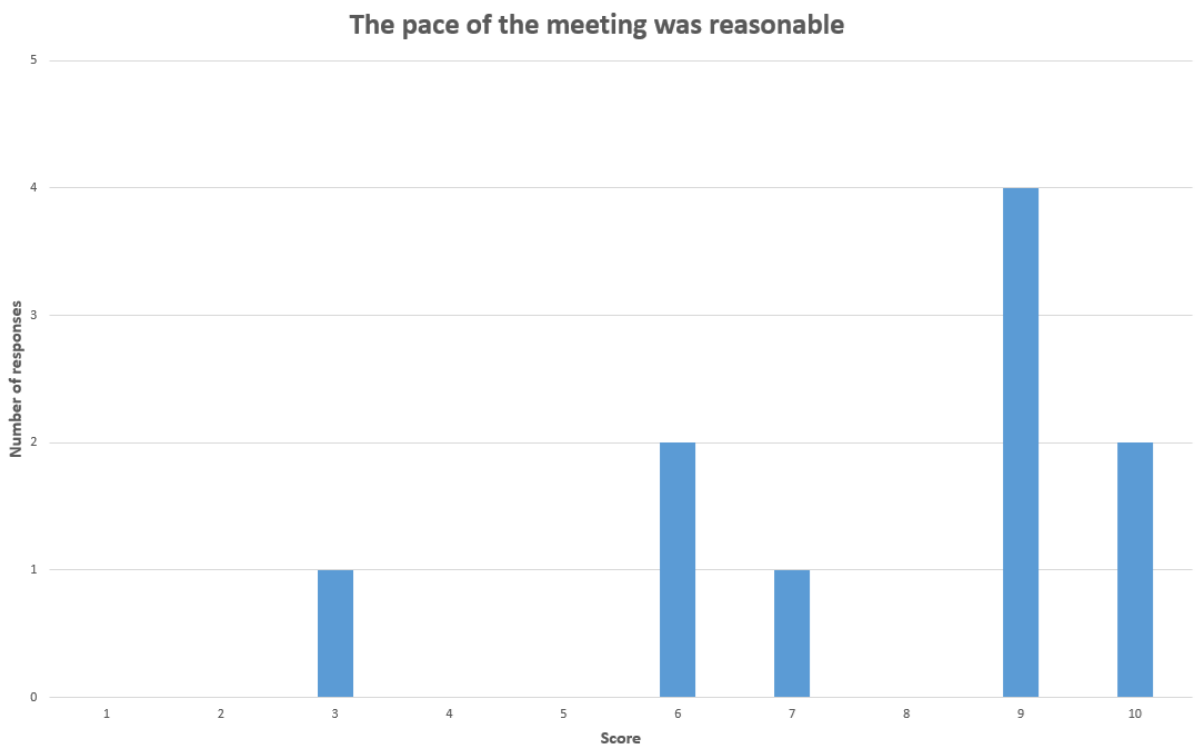
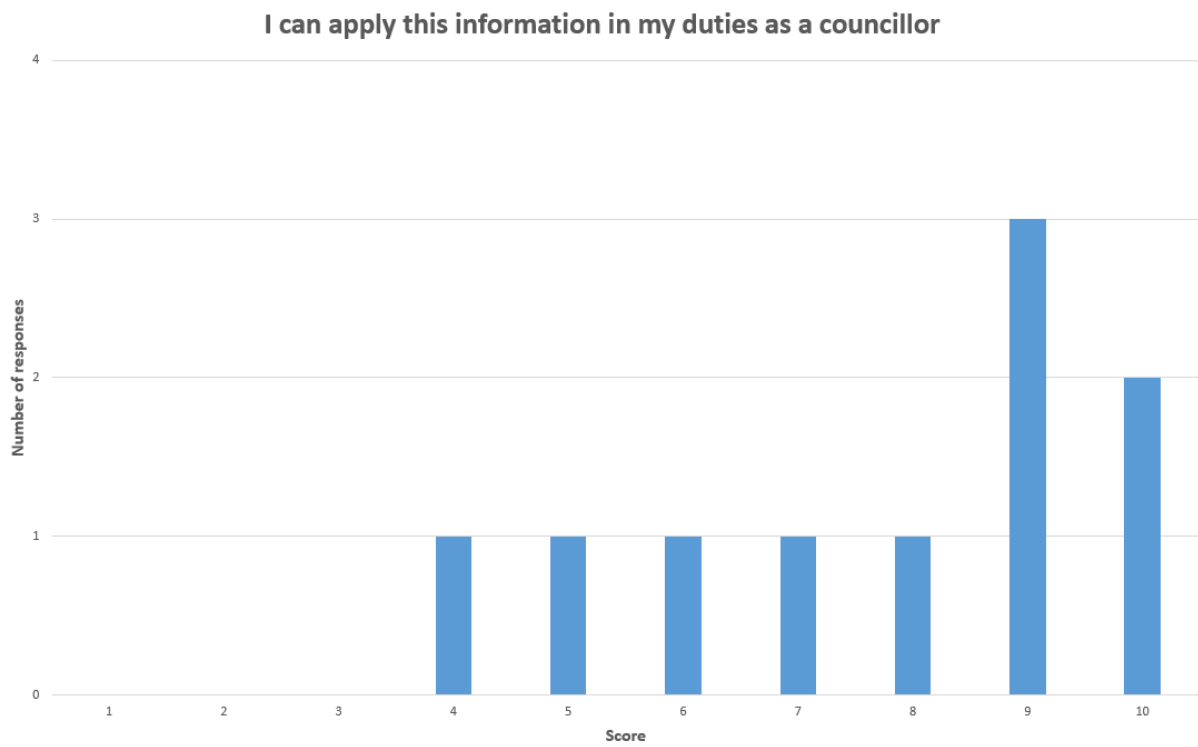
- A masterclass to develop your understanding of community leadership, engagement and your role as councillors in the 21st century.
- A consideration of the changing nature of political leadership and what that means for you in terms of understanding the 'communities', stakeholders and leadership needs within your ward and the wider Council.
- A look at effective community and stakeholder engagement.
- Help you to identify the skills you need to develop further.

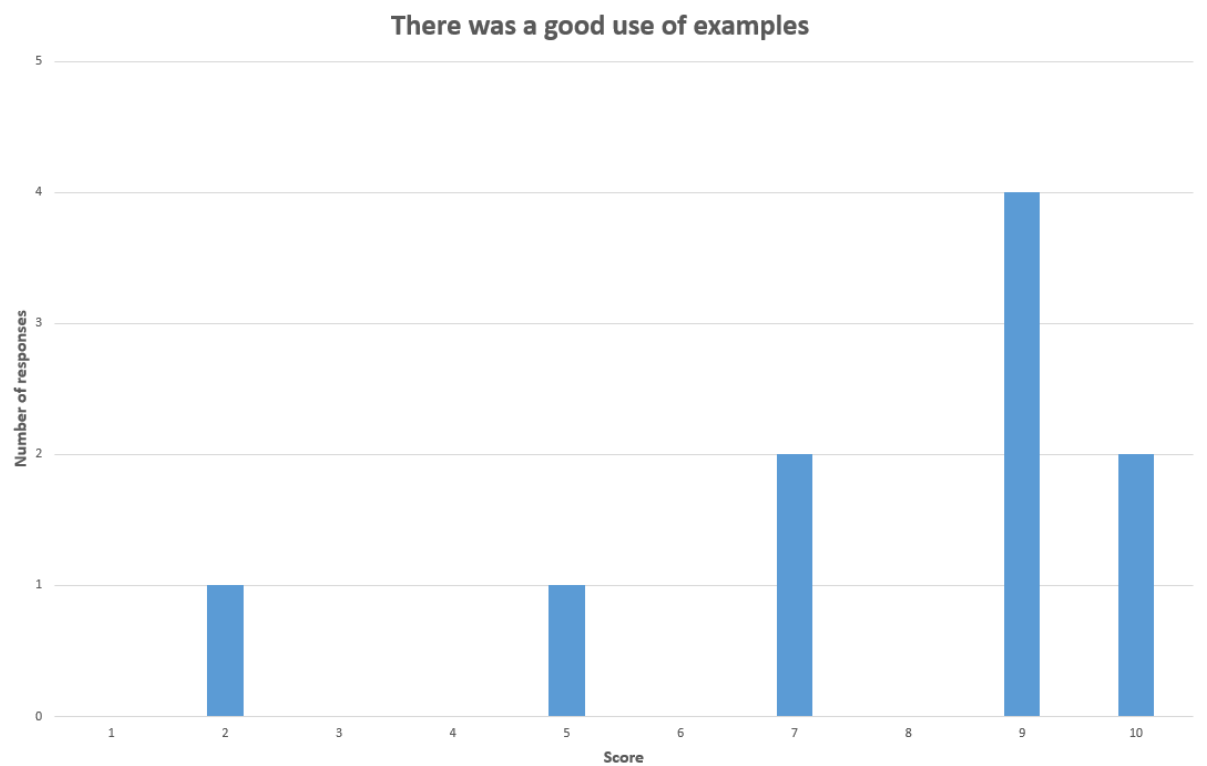
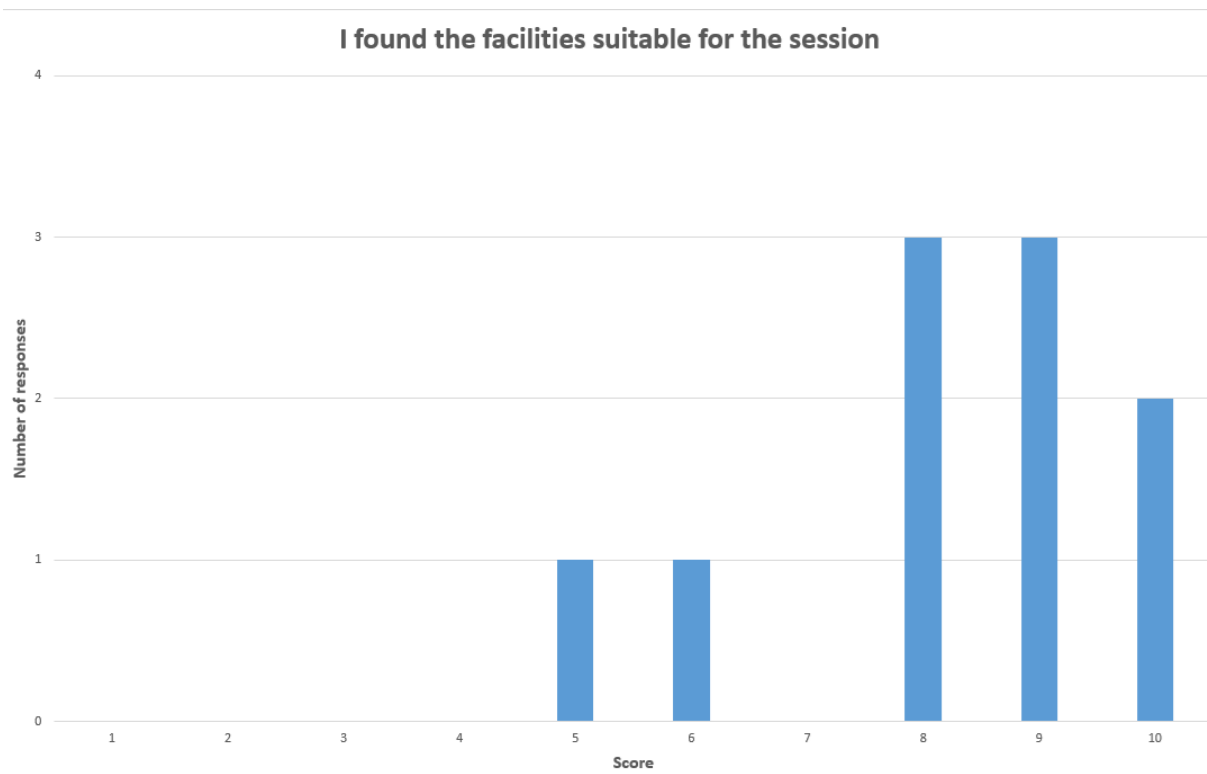
### The objectives of the session were met

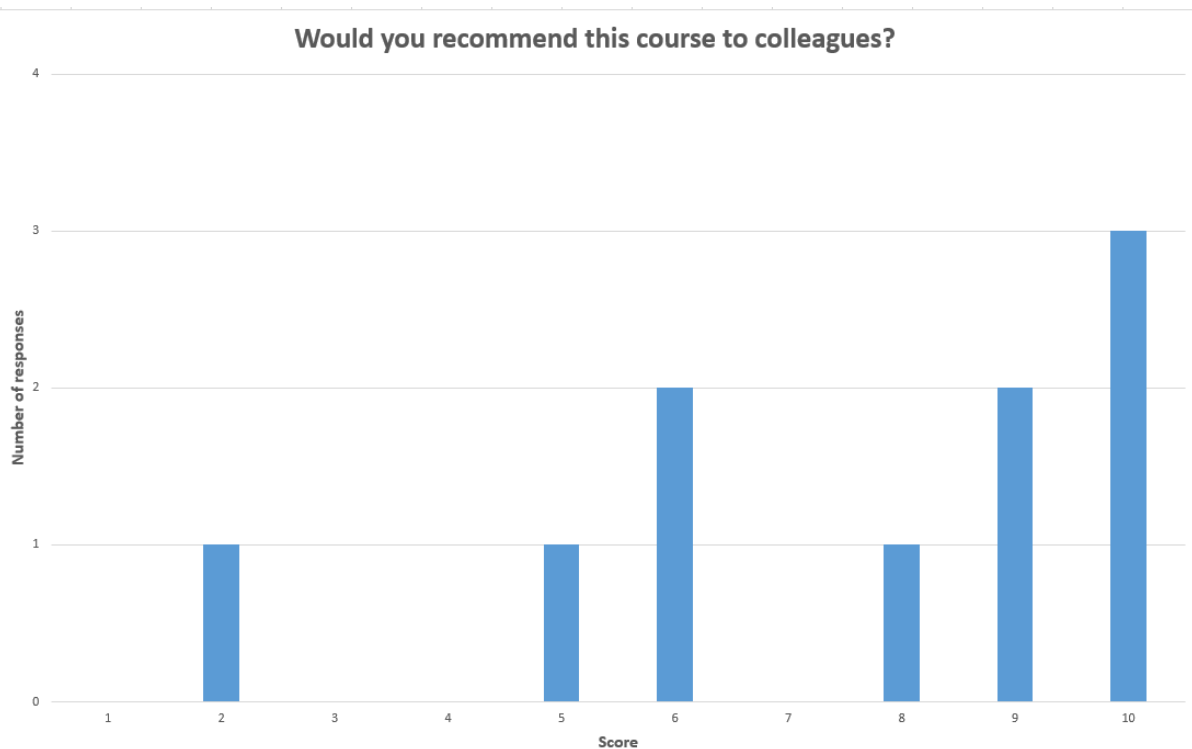












**Comments:**

- Course didn't really deal with community leadership to change things.
- Although engaging, I thought the presenter had a radically different life situation to myself, and thus suggestions and examples were difficult to put into practice.
- This was more of a course on community engagement rather than leadership. I was hoping the 'leadership' element would touch on how to be a good leader/what that means. Inspiring others and empowering others. Mimi was engaging and had good examples but spoke too much and I would have preferred Alison to have more time to present her presentation.
- Very well delivered, engaging. Slides were simple and clear.
- Very informative and useful.
- Really helpful session – I look forward to completing some of E-Modules.

Attendance Totals May 2019 - April 2020

Councillor	DMC Committee - 16 May	GDPR/FOI - 28 May 10am	Licensing Committee - 28 May	GDPR/FOI - 4 June 7pm	Chairing Skills - 20 June 7pm	Emergency Planning Awareness - 11 July 7pm	Overview and Scrutiny - 24 July 7pm	Budget Setting Process - 6 August 2pm	Budget Setting Process - 13 August 7pm	GDPR/FOI - 27 August 6:30pm	Social Media - 19 September 7pm	Planning - 3 October 7pm	Planning - 10 October 10am	Social Media - 24 October 11am	Licensing Committee Training - 8 November - all day	Community Leadership - 21 November - 7pm	Totals
ADELEKE Gbola				1	1					1							3
ALLEN William			1	1					1		1				1		5
ANDERSON Alan										1							1
ARSLAN Frances				1		1					1	1					4
BANKS Julie				1					1			1					3
BARRETT Graham		1					1		1		1		1				5
BARRY Sammy									1	1					1		3
BASSADONE Hazel			1	1	1		1	1					1	1	1		8
BEAUCHAMP Rob	1	1							1					1		1	4
BHINDER Alex				1	1	1						1			1		5
BIRNIE John				1	1		1	1			1		1				6
BOWDEN John																	0
CHAPMAN Bert		1						1			1		1				4
CLAUGHTON Stephen		1	1			1	1	1				1		1			7
DOURIS Terry		1				1	1	1				1		1			5
DURRANT Nigel	1			1									1	1			4
ELLIOT Graeme										1			1				2
ENGLAND Adrian				1	1		1		1		1					1	7
FREEDMAN Rick				1	1		1		1		1	1				1	7
GRIFFITHS Margaret										1		1					2
GUEST Fiona	1				1		1		1	1	1	1					6
HEARN Penny			1					1		1					1		4
HOBSON Claire	1			1			1										2
HOLLINGHURST Nick									1								1
IMARNI Isy			1	1	1		1					1					5
JOHNSON Alan		1	1				1		1				1	1	1		7
LINK Brenda			1						1	1			1	1			5
MADDERN Jan				1									1	1			3
MAHMOOD Sobaan						1	1										2
MAHMOOD Suglain					1		1	1	1	1		1				1	7
McDOWELL Phil	1			1					1								2
OGUCHI Pearl	1			1		1											2
PETER Colin			1						1		1	1					4
PETER Lara			1	1		1	1				1		1		1		7
PRINGLE Lara			1	1		1	1		1			1					6
RANSLEY Roxanne				1		1	1			1				1			5
RIDDICK Stewart				1		1	1		1		1						6
ROGERS Mark		1	1						1				1	1			7
SILWAL Goverdhan				1	1	1	1				1	1		1		1	7
SINHA Babita		1							1								2
STEVENS Garrick	1	1				1	1		1		1					1	6
SUTTON Graham		1								1			1	1			4
SUTTON Rosie		1	1		1	1	1		1				1	1			8
SYMINGTON Sally	1	1					1	1					1	1			5
TAYLOR Nigel	1			1		1	1		1		1	1				1	7
TIMMIS Jane					1	1	1			1	1	1					6
TINDALL Ron	1	1				1	1						1	1			6
TOWNSEND Christopher				1													1
UTTLEY Liz	1			1				1					1			1	4
WILLIAMS Andrew				1						1		1					3
WOOLNER Nicky	1	1				1	1		1					1			5
WYATT-LOWE Colette	1			1	1	1	1							1			4
Town/Parish Councillors					1	1					5			5		1	13
<b>TOTALS</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>24</b>	<b>14</b>	<b>16</b>	<b>24</b>	<b>17</b>	<b>18</b>	<b>10</b>	<b>20</b>	<b>16</b>	<b>17</b>	<b>22</b>	<b>6</b>	<b>10</b>	

**Member Development Steering Group Work Programme 2019/20**

<b>Meeting Date</b>	<b>Item</b>
<b>Wednesday 18 March 2020</b>	<ol style="list-style-type: none"> <li>1. Member Development Programme</li> <li>2. Quarterly Budget Update</li> <li>3. Evaluation feedback from previous development sessions</li> <li>4. Attendance record</li> <li>5. MDSG work programme</li> </ol>