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**MEMBER DEVELOPMENT STEERING
GROUP
AGENDA**

TUESDAY 7 DECEMBER 2021 AT 7.30 PM

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. **ACTION POINTS** (Page 7)
4. **MEMBER DEVELOPMENT TRAINING PROGRAMME - 21/22** (Page 8)
5. **ATTENDANCE RECORD** (Pages 9 - 11)
6. **QUARTERLY BUDGET**
7. **TRAINING EVALUATION FEEDBACK**

Layla to discuss the use of Microsoft Forms
8. **DORIS**
9. **AOB**

Agenda Item 2

MINUTES

MEMBER DEVELOPMENT STEERING GROUP

28 SEPTEMBER 2021

Present:

Members:

Councillors: Bhinder
Douris (Chairman)
Freedman
Griffiths
Silwal

Officers: Layla Fowell Corporate & Democratic Support Officer
Marsha Kange

Also Attendance:

The meeting began at Time Not Specified

1 APOLOGIES FOR ABSENCE

Sammy Barry-Mears sent her apologies. Cllr Griffiths arrived late to the meeting.

2 MINUTES

None

3 MEMBER DEVELOPMENT PROGRAMME - 2021- 2022

IT Training

Training about use of Modern.gov and other IT software was discussed. Cllr Freedman suggested that a questionnaire was sent prior to the training to optimise the training session. LF suggested that a drop-in session was held allowing IT and members to discuss issues and provide support. This could be a hybrid session as well to allow virtual attendance. Cllr Freedman asked that this be extended into the evening to allow attendance for those who cannot be there during the working day and LF agreed to stay until 7-7.30pm to accommodate this. LF thought it would be helpful for those members who are proficient with the IT systems to offer support in the session to those members who are struggling. Cllr Bhinder thought this was a positive idea based on the number of IT questions other members ask him.

MK noted the reduced capacity in the team to put something together but agreed that by the end of October a date could be set for the training and the questionnaire could be sent out.

LF added that other officers could also attend this training depending on what the training covered e.g. HR would be required if training was about DORIS. The questionnaire will help gauge and shape the training to know what needs to be covered.

Actions:

- MK to put together a questionnaire and arrange a date for the training by the end of October.

Additional planning training

At the planning training in June there was not enough time to cover enforcement. The enforcement team are currently recruiting so have not yet been able to give their availability for a future training session. Cllr Freedman felt a lot of time was spent on the Q&A throughout the session which meant the presentation part did not get finished as time ran out. Instead there should be the Q&A at the end of the session only. It was felt that members interjected giving examples where they did not feel procedures had not been followed as the training set out based on historic occasions and this was not the best use of the time. Cllr Bhinder asked that licensing be added to this training as well. Cllr Douris added that this was okay but it had to be clear that the first hour was for presentation and the second for Q&A so all of the topics were covered.

Actions:

- MK to organise a future training session on enforcement and licensing

MK asked how many people read Members' News. Cllr Freedman scans through it. Cllr Silwal, Cllr Griffiths and Cllr Douris read it. Cllr Bhinder does not read it. Cllr Griffiths finds the links in it useful. Members were keen that Members' News was circulated but did not want it to take too much staff time if people were not going to read it

Training

The Member Development programme training took place in June and July and the planning, enforcement and development management and the housing and improvement engagement team training took place in July as well. The budget setting and finance training on 30th September will be delivered by Fiona jump. Later in the meeting it was noted that this training would clash with the tenant and leaseholders committee and the portfolio holder cog meetings. Mosaic, an external company, will undertake the social media training on 7th October. There was a discrepancy between those who have attended the training and the records on Doris for the social media training, but mk and lf have now resolved this with members.

The rent and income team for housing are due to hold training on 27th October but are unable to attend as it's half term. Therefore, an amended date of 25th November for this training was agreed by all.

An external consultant will deliver training in 2 parts on licensing and these will be on 1st November and 4th November and both will be virtual sessions. Community partnership and wellbeing training will take place on 18th November and the health hubs sports and wellbeing training will be on 26th January. Mk proposed having local plan training in February.

Mk to add a section to members' news asking what training people would like in the future.

Lf shared her spreadsheet showing non-compliance of mandatory training among members. It is important that members remember that all of the mandatory training must be carried out in each term, so whilst members think they may have done the training before; this could have been in a previous term so it will need doing again. There has been an issue with Doris not recording training prior to the date Doris was implemented.

Members discussed the timing of training and felt a start time of 7-7.30pm would suit those who are working in the day better than 6pm or 6.30pm. Mk confirmed that all training that is already booked will remain at a start time of 6-6.30pm but future training will be booked for 7-9pm.

Lf committed to calling all members about their outstanding mandatory training in a bid to get the mandatory training records compliant. Members queried whether mandatory training had to be attended live or whether members could watch pre-recorded training. Mk confirmed they had to attend live sessions, even if they were on teams, as pre-recorded training would not count.

The community partnerships and wellbeing team who are delivering training in November have asked whether they could present live training in the forum. The benefits and negatives of live or virtual meetings were discussed. Cllr Griffiths felt it should be down to the facilitator to decide what training there is. Cllr Bhinder however considers that the risk of covid is such that training should continue to be virtual. Cllr Bhinder was critical of policy changes needing to be made in person, but it was clarified that this was a government requirement that was unlikely to change. For cllr Douris, a hybrid system works best and it should be down to the facilitator to decide on how to deliver their training best. Mk confirmed that external trainers do charge significantly more money to deliver training in person and this should also be considered in the future.

Actions:

- Mk to add a section to members' news asking what training people would like in the future.

LF to call members about their outstanding mandatory training

4 ATTENDANCE RECORD

No update

5 QUARTERLY BUDGET UPDATE

No update

6 TRAINING EVALUATION FEEDBACK

Currently for virtual training, a Word document is emailed after the training session to be filled in and sent back. When training was in person it was much easier to get the forms filled in as people would not leave the room until their forms were filled in. With virtual training this has meant that there have been times where there has been only 1 completed form received. LF proposed that she speaks to IT about using a poll at the end of the session. Cllr Bhinder was keen that people could not complete the course until they had filled in the feedback. Cllr Griffiths was against this idea as she does not always find the feedback form useful. LF to see if the poll options add-on in Teams is something that can be added to the package they already have for Teams. There is also the option of having Survey Monkey as an add-on as well. Cllr Freedman felt strongly that feedback was necessary for the training and felt it was a mark of respect for the trainer. Cllr Freedman suggested that an embedded link is produced in the training session on Teams that allows the form to be populated and sent from your email automatically. Cllr Griffiths suggested that the trainer lets members know at the beginning of the session that feedback will be taken at the end so people are aware and can think about the feedback throughout the training.

Actions:

- LF to liaise with IT about how best to capture feedback as part of a virtual training session on Teams.

7 TOWN AND PARISH COUNCIL EVENT

MK is looking into hosting a marketing event in November and this is waiting for clearance from SLT. MK is also reviewing the local plan to replace it with the finance team. The budget setting and finance meeting is on 30th September and the social media training is on 7th October.

8 DORIS

LF explained that DORIS would work better in the next 4-year term because it does not allow any training sessions to be backdated prior to the DORIS system being implemented. It therefore flags training as not having been attended, when it has been. LF is going to liaise with IT/HR about whether a 'fake' arbitrary date can be added to at least show that the training has been completed even if the correct date is not noted in the system. LF has cross-referenced the training on DORIS with her spreadsheet to ensure she has an accurate record of training for members. DORIS does allow members and staff to book their own training and it has to be a system that fits for all staff as well as members. Cllr Silwal added that he had issues accessing DORIS and he was encouraged to pick this up with IT. Cllr Bhinder asked that the cost of DORIS as a system is considered as clearly it is not functioning as it should. LF and MK will liaise with HR about the system and the issues the members have had and look at future dates for members so they can be added to DORIS with 2 dates for each training for the members to book in advance.

LF was keen that in future terms that all of the mandatory training is completed in the first year to make it easy to capture and so people did not have to be regularly chased.

Actions:

- LF to liaise with HR to see if a date acceptable to the DORIS system can be added for training that cannot be backdated.
- LF and MK to get future training dates added onto DORIS for members to book.

9 ANY OTHER BUSINESS

There was no other business highlighted by members for discussion

The Meeting ended at Time Not Specified

<u>Action points MDSG</u>	<u>By who</u>	<u>By when</u>	<u>Complete / Notes</u>
Member Support to look into the possibility of utilising the DORIS/DENNIS Member module on the intranet to include essential training information for Members	Member support		Ongoing
LF/MK to move action points into a table format	Layla Fowell	Next Meeting	Completed
MK to remove the local plan from January and replace with a finance session, look for alternative date for Local Plan	Marsha Kange		
MK to see if she can split the Licencing sessions as per the discussion	Marsha Kange	Next Meeting	Completed
MK to find out more details on what the training will provide, feedback to members before booking.	Marsha Kange	Next Meeting	Completed
· MK to put together a questionnaire and arrange a date for the training by the end of October.	Layla Fowell	End Of Jan	
· MK to organise a future training session on enforcement and licensing.	Marsha Kange	November	Completed
· MK to add a section to Members' News asking what training people would like in the future.	Layla Fowell	Covered in AP 7	
· LF to liaise with IT about how best to capture feedback as part of a virtual training session on Teams.	Layla Fowell		Have looked at MS forms, I can create a form and add a link into the Teams Chat for completion by attendees, we can insist they complete before we close the training.
LF to liaise with HR to see if a date acceptable to the DORIS system can be added for training that can't be backdated.	Layla Fowell	Ongoing	LF has asked Sharon Leeds if this would be possible
LF and MK to get future training dates added onto DORIS for members to book	Layla Fowell		
Review of Mandatory Training	TD/LF	May/June	

Agenda Item 4

TRAINING	DEPARTMENT	DATE	NOTES/COMMENTS
Planning—DM/EN	PLANNING	17 th June 2021	Already taken place
Improvement and Engagement Team	HOUSING	29 th July 2021	Already taken place
	SUMMER BREAK		
Budget Setting and Finance	FINANCE	30 th September 2021	Invitations to follow
Social Media Training	Mosaic (External Consultant)	7 th October 2021	Invitations have already been sent to those Members who have not yet completed their Mandatory Social Media Training
Rent and Income Team (Housing)	HOUSING	27 th October 2021	Cancelled and NEW DATE below
LICENSING TRAINING	Institute of Licensing (External Consultant)	Part 1 — Mon 1 st Nov Part 2 — Thurs 4 th Nov	COMPLETED
<u>Community Partnerships and Wellbeing</u>	<u>COMMUNITIES</u>	<u>18th November 2021</u>	<u>Invitations to follow</u>
Rent and Income Team (Housing)	HOUSING	25 th November 2021	Cancelled due to clash with Herts Council Webinar New date TBC
	CHRISTMAS BREAK		
Healthy Hub Sports and Wellbeing	COMMUNITIES	26 th January 2022	Invitations to follow

Attendance Totals May 2020 - April 2021

Councillor	Course	Course	Course	Course	Course	Course	Totals
	Planning 17th June	GDPR 26 July	Housing & Engagement 29 July	Budget setting 30 Sept	Licencing part 1 1st November	Licencing part 2 4th November	
ADELEKE Gbola						1	4
ALLEN William				1	1	1	2
ANDERSON Alan	1						4
ARSLAN Frances				1			1
BANKS Julie			1		1	1	8
BARRETT Graham							5
BARRY Sammy							3
BASSADONE Hazel							0
BEAUCHAMP Rob			1		1	1	11
BHINDER Alex				1	1	1	6
BIRNIE John	1			1			8
CHAPMAN Bert				1			4
CLAUGHTON Stephen							6
DOURIS Terry	1		1	1	1	1	14
DURRANT Nigel							3
ELLIOT Graeme							0
ENGLAND Adrian			1	1			6
FREEDMAN Rick			1	1	1		8
GRIFFITHS Margaret				1			9
GUEST Fiona	1						5
HARDEN Neil				1			1
HEARN Penny					1	1	1
HOBSON Claire							4
HOLLINGHURST Nick							1
IMARNI Isy							4
JOHNSON Alan			1		1	1	7
LINK Brenda							2
MADDERN Jan							1
MAHMOOD Sobaan				1			4
MAHMOOD Suqlain			1	1			4

McDOWELL Phil							3
OGUCHI Pearl							1
PETER Colin		1	1	1	1	1	8
PRINGLE Lara							1
RANSLEY Roxanne			1				3
RIDDICK Stewart							3
ROGERS Mark					1	1	3
SILWAL Goverdhan	1		1	1	1	1	12
SINHA Babita							3
STEVENS Garrick	1		1	1	1		8
SUTTON Rosie							2
SYMINGTON Sally				1			8
TAYLOR Nigel			1	1			9
TIMMIS Jane							4
TINDALL Ron	1			1	1		10
TOWNSEND Christopher							2
UTTLEY Liz							8
Wilkie Sheron	1	1					2
WILLIAMS Andrew	1		1				9
WOOLNER Nicky							5
WYATT-LOWE Colette	1						7
Town/Parish Councillors/Clerks							22
TOTALS	10		13		13	11	229

