

Public Document Pack

Date of meeting	Tuesday, 7th April, 2015
Time	7.00 pm
Venue	Committee Room 1, Civic Offices, Merrial Street, Newcastle-under-Lyme, Staffordshire, ST5 2AG
Contact	Geoff Durham

Member Development Panel

AGENDA

PART 1 – OPEN AGENDA

1 DECLARATIONS OF INTEREST

To receive Declarations of Interest from Members on items included in this agenda

2 MINUTES OF A PREVIOUS MEETING (Pages 3 - 6)

To consider the minutes of the previous meeting of this Panel held on 9 February, 2015.

3 VERBAL UPDATE ON MEMBERS ICT

To receive a verbal update from the Council's ICT Operations and Development Manager.

4 Rolling out of Tablets to Members (Pages 7 - 10)

5 Member Training (Pages 11 - 14)

6 Work Plan (Pages 15 - 18)

7 URGENT BUSINESS

To consider any business which is urgent within the meaning of Section 100B(4) of the Local Government Act 1972

Members: Councillors Becket (Chair), Owen, Mrs Peers, Proctor, Mrs Simpson, Turner and Mrs Winfield

PLEASE NOTE: The Council Chamber and Committee Room 1 are fitted with a loop system. In addition, there is a volume button on the base of the microphones. A portable loop system is available for all other rooms. Should you require this service, please contact Member Services during the afternoon prior to the meeting.

Members of the Council: If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

Meeting Quorums :- 16+= 5 Members; 10-15=4 Members; 5-9=3 Members; 5 or less = 2 Members.

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

MEMBER DEVELOPMENT PANEL

Monday, 9th February, 2015

Present:- Councillor David Becket – in the Chair

Councillors Owen, Proctor, Turner and Mrs Winfield

Apologies: Apologies were received from Councillor(s) Mrs Simpson

1. **COUNCILLOR MRS ANN HEAMES**

Prior to the commencement of business, a minutes silence was held for Councillor Mrs Heames who had recently passed away.

2. **DECLARATIONS OF INTEREST**

There were no declarations of interest stated.

3. **MINUTES OF A PREVIOUS MEETING**

Resolved:- That the minutes of the meeting held on 2 October, 2014 be agreed as a correct record.

4. **UPDATE ON ICT**

The Council's ICT Operations and Development Manager updated Members on the current position.

Reference was made to the Cabinet report which was submitted to the meeting on 14 January, 2015. The recommendations of this Panel from the October meeting were agreed.

In relation to recommendation one, it was reported that a report could be sent to group leaders advising of any Members who were not checking their emails regularly and when they had last logged on. It was stressed that all Members must regularly check their emails.

Recommendation two referred to the printing off of emails. There were still several Members for whom this was done. However, this practice would cease in the near future.

The Chair stated that he would approach group leaders with a list of the Members not using their emails and try to resolve the issue.

Recommendation three was to cease the courier service. This would take effect after the May 2015 elections. Members would then have to access their documents electronically or visit the Civic Offices at least once a week to collect their mail.

Recommendation four stated that, following this year's elections, all newly elected Members would receive a tablet to receive all of their Council related documents and would receive no printed material. Recommendation five referred to the remaining 39

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Members being given the option of a tablet rather than their printed material until the end of their current term, after which they would have to use a tablet.

The ICT Operations and Development Manager stated that he wanted to get all of the trial members together to discuss problems and improvements. A suggestion was made to set up an Tablet User Group.

The Restricted items issue and the file storage would be looked at as would any requirement for storing important documents.

A suggestion was made that prior to the elections, an open event could be arranged to show the Members what the tablets were capable of. Tablet trial members would be invited along to promote them.

Resolved:-

- (i) That the information be received.
- (ii) That a trial users session be arranged to discuss problems and any improvements.
- (iii) That the Chair meet with Group Leaders to disuss the email issues.

5. MEMBER TRAINING AND DEVELOPMENT.

The Member Training and Development Officer advised Members of a few alterations to the Training and Development Strategy 2015-16.

The changes had been made due to the requirement for all Members to check their emails daily and the imminent cessation of the courier service.

The Strategy was also amended to reflect the issuing of tablet devices from May, 2015.

In addition, at the previous meeting, the Member Training and Development Officer had been requested to put together a training programme for the next Municipal year.

Resolved:-

- (i) That the information be received.
- (ii) That the training programme be agreed.

6. WORK PLAN FOR THE MEMBER DEVELOPMENT PANEL.

Consideration was given to the Work Programme for the Panel.

Members stated that they were not happy with the Member's Web-page. They were advised that this was currently under review by IT with the intention of moving the information across to a more accessible area which would then become 'owned' by the Member Development Panel and could be updated by the Member Training and Development Officer.

A request was made that the Council's Head of Communications be invited to the next meeting to be advised what Members would like to see on the site.

Resolved:-

- (i) That the information be received.
- (ii) That the Head of Communications be invited to

attend the next meeting.

7. URGENT BUSINESS

There was no urgent business.

COUNCILLOR DAVID BECKET
Chair

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

BRIEFING NOTE TO MEMBER DEVELOPMENT PANEL

Date 3rd April 2015

REPORT TITLE

Digitally Enabled Members – Next Steps

Submitted by:

ICT Operations & Development Manager

1. Background

- 1.1. In January 2015, Cabinet approved significant changes to the ICT services that Members receive and the provisions made to them by the Borough Council. The approved report made the following recommendations:
- a) That a similar policy to that currently applied to officers be implemented to also cover Member email accounts and that the use of Borough Council email by all elected Borough Council Members for Council business be made mandatory.
 - b) That the practice of printing off and sending on elected Members emails cease.
 - c) That the Members weekly courier service be ceased. Instead, Members will be required to use either electronic means to access committee papers or will be required to visit the Civic Offices to pick up their printed papers. The Council will continue to encourage all Members to use appropriate available technology and will offer the necessary training for Members to use this technology.
 - d) That, following the May 2015 Borough Council elections, all newly elected Members are issued with a tablet device to receive their minutes, agendas and emails to replace the current printed pack service.
 - e) That those Members due for re-election post May 2015 be given the option of using a tablet device instead of the current printed pack system until the end of their current term.
- 1.2. At the present time, there are eight Members who have their emails printed. The Council also has a number of Members who do not access their email for protracted periods, but have no alternative arrangements in place to access their messages. In addition, a report generated in mid-February 2015 identified that more than half of the Borough's Councillors had not accessed their email since the end of January and a third of Members overall had not accessed their email during 2015.
- 1.3. In addition, during the recent trial, Members identified issues with how the Council currently publishes reports. In particular, Members were unhappy with how last minute additions or amendments to papers were published and the clarity of more lengthy reports or those prepared by external bodies.
- 1.4. This report outlines ICT's recommended approach for implementing the approved changes and addressing the background issues. A decision is required from EMT as to whether the proposals are suitable and as such, can be corporately supported.

2. Proposals

- 2.1. *Improvements to Email Services – Address recommendations A and B*
The Council currently provides email access to Members using Outlook Web Access. This however has proved to be problematic and a number of small issues have dented some Members confidence in using the system.
- 2.2. In order to resolve this, ICT will replace the current method of remote access for those Members who use the certificate system; to one where those Members are given remote access to a PC that has a full copy of Microsoft Outlook installed. Members will continue to access this service using their own devices or the PC's provided by the Council in the group rooms and touchdown areas. Each Member will also be provided with a pin code which will replace the cumbersome certificate system.
- 2.3. The remote PC will give Members access to Microsoft Office, the intranet, Member's website and their file storage areas. It will also ensure that any work they undertake on behalf of the Borough is conducted within the Council's IT environment, in exactly the same way as is expected for staff.
- 2.4. *Training – Address recommendation C*
Appropriate training for Members has been deemed critical in the success of any initiative by the Member Development Panel and this will be accommodated in a number of ways:

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- a) ICT will source or develop a series of basic introduction training courses to be offered to Members who have no existing ICT skills. This will facilitate those Members being gently introduced to ICT with particular emphasis on the use of email.
- b) Through ICT's partnership with Microsoft, Members will be encouraged to access various online training courses specifically relating to Microsoft products. These training courses can be undertaken by Members at any time without assistance and range from basic to advanced skill levels across all Microsoft applications.
- c) A specific iPad training course will be made available to Members who wish to use the iPad devices and will be a mandatory requirement prior to any device being handed over. Courses will be run in groups which separate novice users from more "IT-able" Members and will progress at different paces accordingly.

2.5. *iPad Introduction Sessions and Web Presence – Address recommendations C and E*

A number of Members have not seen the iPad solution and as such, are not aware of its facilities or services.

In conjunction with the Committee Services team, ICT will facilitate a number of short iPad introduction sessions at dedicated times during the evening or in the hour prior to Council meetings. The introduction sessions will last for approximately one hour, and would cover key aspects of the devices and how they can be used.

In addition, ICT will establish a dedicated area on the Members website to further support the project.

2.6. *Pre-Launch Tasks – Address recommendations C, D and E*

ICT will work with Committee Services to introduce the modern.gov secure publishing app. This will be tested with existing trial participants to ensure that content is delivered as anticipated and that the system is stable.

ICT will also survey existing Members to gauge the likely volume who will opt-into using the iPad service prior to their next scheduled election date. The procurement and subsequent provision of these iPads will be scheduled alongside those required for new Members following the May elections.

2.7. *Communications*

A comprehensive set of notifications will be released to Members on a regular basis to ensure that they are fully prepared for the changes outlined in the recommendations. This will include ensuring that Members receiving printed messages have an effective alternative solution in place and that those Members who are not opting into the iPad service are aware of how and where they must collect their printed materials from.

Existing Members will also be required to start checking their messages on a regular basis. As such, ICT will provide Group Leaders with regular, scheduled reports which show how their Councillors are using their mailboxes, ensuring compliance with the Council's requirements.

This will directly support all of the recommendations outlined in 1.1 above and will contribute to resolving the background issues identified.

2.8. *Policy Redevelopment - Address recommendation A*

A number of the Council's email and information security policies will require revision to ensure that they include elected Members. These policies can be updated at their natural review dates with the exception of the Members ICT Protocol, which will require comprehensive redevelopment in the near future.

The Council's Committee Services Team will also be required to develop guidance around the scheduling and acceptance of reports, the process of publishing and how "late admissions" are handled by the authority. This will be required to avoid the issues experienced during the trial around multiple agendas and mixed printing of reports.

3. **Resource Requirements**

3.1. Most activities above will take place between March and June 2015 and will be facilitated by ICT.

3.2. The primary resources for the main technical work will be the ICT Operations and Development Manager, Member Training and Development Officer and the ICT infrastructure team. Some activities will require assistance from Committee Services and Executive Management Team assistance may be required when developing guidelines for report submissions or in dealing with particular political groups or Members.

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- 3.3. It is anticipated (and intended) that the initially provided training will be supplemented by regular updates and guides (such as "How To") via the intranet, the use of Microsoft training facilities and externally sourced training where appropriate. This will alleviate the potential longer term effect on ICT resources.

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE MEMBER DEVELOPMENT PANEL

2 April, 2015

STRATEGY FOR ELECTED MEMBER DEVELOPMENT AND MEMBER TRAINING

Submitted by: Member Training and Development Officer

Portfolio: Finance and Resources

Ward(s) affected: Non-specific

Purpose of the Report

To agree to the amendments made to this year's New Members Induction programme and to make any amendments/additions.

Recommendations

- (a) That the revised New Member's Induction programme be agreed.

Reasons

To ensure that the training programme is robust and that Members take up the opportunities offered to give them the required skills and knowledge to carry out their role.

1. **Background**

- 1.1 The take up of training by Members of the Council has always been fairly low – approximately only one third of Members attend courses offered to all.
- 1.2 The Induction Programme needs to be reviewed on an annual basis to ensure that relevant and useful information is passed on to new Members.

2. **Issues**

- 2.1 The requirement for Member Development is an ongoing process as legislation and situations are constantly changing.
- 2.2 A revised programme is appended to this report and Members are asked to consider the changes and add any items which they feel appropriate.

3. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

- 3.1 Better informed Members will contribute directly to 'Achieving a Cooperative Council and Community Based Service'.

4. **Legal and Statutory Implications**

4.1 There are no legal implications directly associated with this report.

5. **Equality Impact Assessment**

5.1 There are no equalities implications directly associated with this report.

6. **Financial and Resource Implications**

6.1 There is now a limited budget for the remainder of the current financial year.

6.2 The main resource implication associated with the proposals listed in this report is use of Members' time. The process will require a minimal commitment of time from Members if it is to be effective and meaningful. There is little resource implication concerning officers as this process will be Member led and owned by Members.

7. **Major Risks**

7.1 There are no major risks associated with this report.

8. **Key Decision Information**

8.1 The proposals within this report are not regarded as Key Decisions in the sense that it should be included within the Forward Plan. However, as this is not regarded as a non-Executive function, a Cabinet (executive) decision is required to give effect to the proposals.

9. **Appendices**

Appendix 1: New Members Induction Programme 2015.

10. **Earlier Cabinet/Committee Resolutions**

9 February, 2015

Two or three sessions. New Members/returning members



New Members' Induction Day

Date 12 May 2015 – Council Chamber

****THIS EVENT IS MANDATORY FOR NEWLY ELECTED MEMBERS.**
RE-ELECTED MEMBERS ARE STRONGLY ENCOURAGED TO ATTEND.

- 08.45 Coffee/Tea on Arrival. Distribution of handouts / forms for completion etc.
- 09.00 Welcome and Introduction (including responsibilities of the Chief Executive's Department) by the Chief Executive, Mr John Sellgren
- 09.15 Introduction to Services by:
- Mr Dave Adams – Executive Director, Operations (15 min)
- Mr Neale Clifton – Executive Director, Regeneration and Development (15 min)
- Mr Kelvin Turner – Executive Director, Resources and Support Services (15 min)
- 10.00 Guide to being a Councillor - Councillors' Mrs G Williams & T Hambleton
- What is your role as a Councillor?
 - What things you have to do?
 - How will you spend your time as a Councillor?
 - What support is available to you?
 - What else do you need to know?
 - Communicating with officers
- 10.20 Council Leader and Deputy Leader.
(The work of the Council – a perspective & the role of the Cabinet)
- 10.35 Break
- 10.45 The Importance of Data Protection AND Information Security
Mr David Elkington – ICT Operations and Development Manager
& Mrs Liz Dodd – Audit Manager.
- 11.15 An Introduction to the Case Management Policy for Members –
Head of Customer and ICT Services– Mrs Jeanette Hilton
- 11.30 'Rules of the Road' / Councillors and the Law/ Code of Conduct / Constitutional
Matters - Mr Mark Bailey - Head of Business Improvement, Central Services
and Partnerships
- 11.45 Dealing with the Media. Phil Jones – Head of Communications

Two or three sessions. New Members/returning members

- 12.00 Group Leaders to brief their new Members in an informal discussion.
- 12.30 Informal lunch where you will have the opportunity to meet the Mayor and chat with Officers
- 1.00pm A number of workshops will now be held where Members move around and ask questions of the officers.
- Or
- You will be split into two groups and have 30 minute sessions in each Workshop.

A Guide to Planning and Housing – Mr Guy Benson and Mrs Joanne Halliday – Committee Room 1

Civil Contingencies – Mr Graham Williams – Committee Room 2

A Guide to Finance – Mr Dave Roberts – Members Room

The Councillors' relationship with Partners. Council Chamber

Chief Insp Clare Riley (Police)

Mark Walchester (Fire)

Mark Hewitt (Staffordshire County Council)

Jackie Wheeler (VAST)

Simone Butters (Aspire)

Denise Vittorino (Public Health)

Mr Robin Wiles and

Trevor Smith

Safeguarding Children and Vulnerable Adults – Miss Catherine Fox – Council Chamber/
Anti Social behaviour

Health and Safety - Claire Dodd / Nesta Henshaw - Mayor's Parlour

Computers/Tablets and Information Technology

Mr David Elkington – ICT Operations and Development Manager

Modern.gov – Geoff Durham/Julia Cleary

An overview of Enforcement -Nesta Henshaw

Health Scrutiny Nick Pountney

The Parish Councils' Role

- 4.00pm Close. Any Members who have not had their photograph taken can have it taken at this point. Mr Geoff Durham, Member Training and Development Officer will inform New Members about expenses and training. A tour of the building can also be given for those who require it.

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
MEMBER DEVELOPMENT PANEL**

2 April, 2015

WORK PLAN

Submitted by: Member Training and Development Officer

Portfolio: Finance and Resources

Ward(s) affected: Non-specific

Purpose of the Report

To assess the Work Programme for the Panel and to add any further items.

Recommendations

(a) That the Work Plan be agreed

Reasons

To give the Panel a solid structure and set aims and objectives for the future.

1. **Background**

1.1 The Member Development Panel, in its present format, was set up following the gaining of the West Midlands Member Development Charter in 2010.

1.2 A Work Plan had not been set up previously and by doing so, goals for improving the take up of training and its delivery and other Member Development issues can be set.

2. **Issues**

2.1 Having a Work Plan to guide the Panel will provide guidance and ensure that any issues raised are dealt with in a structured manner.

3. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

3.1 Better informed Members will contribute directly to 'Achieving a Cooperative Council and Community Based Service'

4. **Legal and Statutory Implications**

4.1 There are no legal implications directly associated with this report.

5. **Equality Impact Assessment**

5.1 There are no equalities implications directly associated with this report.

6. **Financial and Resource Implications**

6.1 There is now a limited budget for the remainder of the current financial year.

6.2 The main resource implication associated with the proposals listed in this report is use of Members' time. The process will require a minimal commitment of time from Members if it is to be effective and meaningful. There is little resource implication concerning officers as this process will be Member led and owned by Members.

7. **Major Risks**

7.1 There are no major risks associated with this report.

8. **Key Decision Information**

8.1 The proposals within this report are not regarded as Key Decisions in the sense that it should be included within the Forward Plan. However, as this is not regarded as a non-Executive function, a Cabinet (executive) decision is required to give effect to the proposals.

9. **Appendices**

Work Plan

10. **Earlier Cabinet/Committee Resolutions**

8 January, 2015

**WORK PLAN FOR THE MEMBER DEVELOPMENT PANEL
FOR 2 OCTOBER MEETING**

TOPIC	Dates etc	Officer
Ipad Trial	<p>27 February, 2014 to 27 August 2014</p> <p>Trial completed successfully. Roll out programme to commence May 2015.</p>	D Elkington
Professional Development Plans	<p>To be received by end of June, 2015 with a mop up period at the beginning of July.</p> <p>For the Member Development Panel to agree a training programme.</p>	G Durham
To Investigate ways in which more Members can be encouraged to participate in training events		G Durham
Review the need of and requirement for the Members Website	<p>Members with access to the site were asked to browse the site and suggest where it could be improved.</p> <p>New website is being created. Design to be shown at a future meeting.</p>	G Durham
Look at the Members Training Programme	<p>Look at the mandatory and optional subjects and prioritise them.</p> <p>Ongoing process. Programme agreed for 2015/16</p>	G Durham

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