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## **MEMBER DEVELOPMENT PANEL**

Thursday, 17th November, 2011

**Present:-** Councillor Loades – in the Chair

Councillors J M Cooper, N Jones, Loades, Olszewski, D Richards and J Williams

1. **APPOINTMENT OF CHAIR AND VICE-CHAIR**

**Resolved:-** That Councillor Loades be appointed as Chair and Councillor Richards as Vice-Chair.

2. **APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Boden

3. **MINUTES OF PREVIOUS MEETING**

**Resolved:-** That the minutes of the meeting held on 1 September 2011 be agreed as a correct record.

4. **ELECTED MEMBERS ICT**

Members received a presentation from the Council's Customer Development and GIS Manager on the systems available to Members for remotely accessing the Council's website.

Members could either have a PC or a becrypt stick which would give secure access by storing all information within the Civic Offices and not on the actual device. These devices would complement the existing system and not replace it.

Members requested that the possibility of issuing all Members with the becrypt stick be investigated and costings brought back to a future meeting.

Members stated that they had been experiencing difficulties with their passwords and could not change them themselves. A request was made to have a booklet prepared on how to construct and change passwords.

Printing facilities were available at the Civic Offices through the Multi-Functional Devices (MFD's). If Members wished to print items at home, they would need to purchase their own printer. The issue of letters being printed was raised, either going out unsigned or with an electronic signature. The Chair requested that either the Transformation and Resources Overview and Scrutiny Committee or the Audit and Risk Committee assess the risk of sending out unsigned or scanned signature letters.

A request was made that all ICT training courses being rolled out to Members should do so via this Committee.

The Council's Customer Development and GIS Manager would survey all Members on what ICT equipment they had and the level of knowledge which they had. This

## **Member Development Panel - 17/11/11**

information would be brought back to the next meeting of this Committee. The Chair and Vice-Chair would assess the questions before they were put to the Members.

- Resolved:-**
- (a) That the information be received.
  - (b) That a note be sent to Members on how to construct passwords.
  - (c) That costings for the issuing of becrypt sticks to all Members be brought to the next meeting.
  - (d) That the Audit and Risk Committee or Transformation and Resources do a risk assessment on sending out letters with a scanned signature or unsigned.
  - (e) That a survey be carried out with all Members on their level of IT knowledge and what equipment they own.

### **5. ACTIONS UNDERTAKEN**

Since the last meeting, the Member Development Working Group had become the Member Development Panel and a new structure, remit and Terms of Reference had been agreed by Full Council.

Personal Development Plans would be examined next week and a more suitable form would be brought back to this Committee for consideration.

Before next May, training dates would be planned into the calendar of meetings. In addition, the induction day would be re-examined to include a tour of the Borough and information packs would be given to Members who would serve on the Quasi-Judicial Committees.

Prior to this meeting, a training session had been held on the Modern Councillor system 'SteP' (the Staffordshire e-learning Portal) which gave Members a brief introduction into certain topics. The Chair requested that before the next meeting, all Members of this panel should try the system.

Members also requested the following:-

- The Members handbook be made into A5 size and to include the internal phone book.
- Protocols of meetings, how to chair etc.
- What do the sections of the Local Government Act i.e. Section 100B(4) mean?
- What is needed to be taken into meetings?

- Resolved:-**
- (a) That a revised PDP be brought to the next meeting.
  - (b) That training dates be planned into the Calendar of Meetings.
  - (c) That the induction day be re-examined.
  - (d) That information packs be distributed to members of quasi judicial committees.

(e) That members of this Committee go into the Modern Councillor SteP system before the next meeting of this Committee.

(f) That the size of the Members' Handbook be reduced.

(g) That Members be advised of the protocols of meetings.

(h) That a note to explain the 'Sections' of the Local Government Act 1972 be forwarded to Members.

(i) That Members be advised of what to take into meetings.

**6. TRAINING COURSES**

Members were advised of the training courses undertaken and those which were still to be given.

Members suggested that a list of training courses and attendees be brought to Members' attention.

**Resolved:-** That the information be received and the comments noted.

**D LOADES  
Chair**

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## Creating Strong Passwords

Strong passwords are vital in keeping our systems and data safe.

There are a few simple steps which you can take to ensure your password is easy to remember, but difficult to break.

Passwords must be 8 characters or more, using mixed case letters, containing at least one number or symbol and cannot be recycled.

1. Start with a sentence or two...

*The black cat ran under the ladder*

2. Turn your sentence into a row of letters using the first letter of each word...

*tbcrutl*

3. Add complexity by capitalising those letters in the first or second half of the alphabet (anything up to and including L)...

*tBCrutL*

4. Add two numbers that are significant to you at the start and end...

*27tBCrutL80*

### **Remember...**

Keep your password safe and don't let anyone else know what it is

Don't use personal information such as family names, etc.

Don't use sequences of numbers or characters such as "qwerty" or "abcd1234"

When changing your password, don't simply increment the number value by one each time

You can't recycle old passwords

Longer Passwords are Stronger Passwords



## Changing Your Password

### ***On the Members Website...***

1. Log into the Members website and open up your email.
2. Click on Options
3. On the menu to the left of the screen, click on Change Password
4. Enter your old password in the first box and your new password in the following two boxes.
5. Click on Save in the upper left hand corner

*Upon changing your password you will be immediately disconnected from the members website. Log in again using you new password.*

### ***On a Members PC...***

1. Log into a Members PC.
2. Once you have logged on, press CTRL+ALT+DELETE on the keyboard together
3. On the menu click on Change Password
4. Enter your old password in the first box, and your new password in the following two boxes.
5. Click on OK and your password is now changed

### ***Remember...***

The system will not change your password if you do not enter your current password correctly or if the two versions of your new password do not match.

***If you experience any difficulties, contact the ICT Support Desk on (01782) 742154***



Question	Answer	Count
Do you currently have access to your own, personal IT equipment?		
	No	3
	Yes	28
Do you currently have broadband internet?		
	No	1
	Yes - 3G Dongle	2
	Yes - Cable	7
	Yes - DSL	20
How would you describe your general, current level of ICT knowledge?		
	Advanced	7
	Average	10
	Basic	12
	None	2
How would you rate your ability to use Microsoft Office?		
	Advanced	5
	Average	6
	Basic	14
	None	6
How would you rate your ability to use the Members website?		
	Advanced	3
	Average	8
	Basic	11
	None	9
How would you rate your ability to use the Outlook email application?		
	Advanced	5
	Average	9
	Basic	14
	None	3
If you answered Yes to question 5, would you be willing to use this equipment for your work as a Councillor?		
	No	2
	Yes	26
If you answered Yes to question 6, what equipment do you currently have?		
	Apple MacBook/iMac	1
	Windows Laptop/PC	25

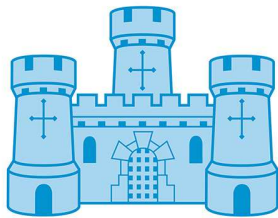
Question	Answer	Count
If you answered Yes to question 6, would you be interested in having access from your own computer to a "virtual" Council PC via the internet, giving full access to email, office applications, the member's website and secure data storage areas?	No	3
	Yes	22
If you do not have your own IT equipment or do not wish to use your own equipment, would you be willing to use Council issued IT equipment at home?	No	8
	Yes	11
When conducting meetings or visiting Council locations, would you be interested in using loaned Council IT equipment for the duration of the meeting or visit?	No	13
	Possibly	1
	Yes	16
Would you be interested in having any basic mail, such as constituent letters received at the Civic Offices sent to you instantly via email, rather than waiting for the courier service?	No	13
	Yes	18
Would you be interested in using Council's printers?	No	7
	Yes	23

## **SCHEDULE 12 A LOCAL GOVERNMENT ACT 1972**

### Reasons for Confidentiality

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

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**NEWCASTLE·UNDER·LYME**  
**BOROUGH COUNCIL**

**ELECTED MEMBER  
PERSONAL DEVELOPMENT PLAN  
and  
TRAINING NEEDS ANALYSIS**

**MAY 2012**

Councillor.....

Ward.....

Role(s) currently held (e.g. Chair).....

Committee(s).....

**Length of service as an elected member (please tick appropriate box):**

0-1 yrs       2-5yrs       6-10yrs       11+yrs

**Newcastle under Lyme Borough Council Corporate Objectives  
2007-2011**

- **Creating a Cleaner, Safer and Sustainable Borough**
- **Creating a Borough of Opportunity**
- **Creating a Healthy and Active Community**
- **Transforming our Council to Achieve Excellence**

**Preferred time to attend a training session (please tick appropriate box):**

Morning       Afternoon       Evening       All Day

# Introduction

## The Personal Development Process

Newcastle-under-Lyme Borough Council is totally committed to developing and supporting its Elected Members. As part of this commitment, to support you not only in your role as a frontline councillor within your division, but also in any roles and responsibilities that you fulfil, a Member Development programme is continually evolving.

With an increasing range of demands being made on Members, and the breadth and complexity of your role, the Council recognises that it has a responsibility to support you in developing and maintaining the skills and knowledge you need to serve your community effectively.

The Personal Development Plan (PDP) process is the first part of this, providing an opportunity for you to identify further training and development to enable you to undertake your role even more effectively. You should discuss the issues raised with your Group Leader.

## We're here to help you

If you would like assistance in completing this questionnaire or would like to talk through any particular areas then please contact Geoff Durham on 01782 742222 or email [geoff.durham@newcastle-staffs.gov.uk](mailto:geoff.durham@newcastle-staffs.gov.uk).

## 1. Development Needs and Twelve Month Action Plan

From your own experience and future plans, please list any areas for personal development and training.

**Your development plan could build upon strengths, work on areas of development or concentrate on new skills for a future role.**

<b>What skills/knowledge do I need to improve upon?</b>	<b>How will this assist my development?</b>	<b>When do I hope to achieve this target?</b>
1.		
2.		
3.		

## 2. Additional Comments

### 3. Development and Training Needs

Please tick all that you feel would benefit you.

<b>EVENT</b>	√
ICT – Introduction to Modern.gov (training package through the County)	
ICT – Emails	
ICT – Filing and basics	
Chairing / Meeting skills	
Community / LAP's etc	
Finance / Budgets	
Overview and Scrutiny	
New Legislation updates	
Dealing with the media	
<b>PLEASE LIST ANY AREAS NOT MENTIONED ABOVE</b>	

In addition to the above, Members who are nominated to sit on the following committees will be required to undertake training on the subject matter:



- Planning
- Audit and Risk
- Public Protection
- Licensing





# Training and development

This section asks about your training and development needs to help you to achieve the things you have identified.

Individuals learn and develop in different ways. Over a period of time you will have developed learning 'habits' that help you benefit more from some experiences more than others. From the table below, please select your preferred learning style. We will then be able to provide training and development opportunities that best suit your style of learning. If you are unsure of your learning style we have a questionnaire for you to complete which we can analyse for you.

	<p><b>Reflectors</b> like to stand back and look at a situation from different perspectives. They like to collect data and think about it carefully before coming to any conclusions. They enjoy observing others and will listen to their views before offering their own.</p> <p><b>Reflectors learn best when:</b></p> <ul style="list-style-type: none"> <li>▪ observing individuals or groups at work</li> <li>▪ they have the opportunity to review what has happened and think about what they have learned</li> <li>▪ producing analyses and reports and doing tasks without tight deadlines</li> </ul> <p><b>Reflectors learn less when:</b></p> <ul style="list-style-type: none"> <li>▪ acting as leader or role-playing in front of others</li> <li>▪ doing things with no time to prepare</li> <li>▪ being thrown in at the deep end</li> <li>▪ being rushed or worried by deadlines</li> </ul>
	<p><b>Pragmatists</b> are keen to try things out. They want concepts that can be applied to their job. They tend to be impatient with lengthy discussions and are practical and down to earth.</p> <p><b>Pragmatists learn best when:</b></p> <ul style="list-style-type: none"> <li>▪ there is an obvious link between the topic and job</li> <li>▪ they have the chance to try out techniques with feedback e.g. role-playing</li> <li>▪ they are shown techniques with obvious advantages e.g. saving time</li> <li>▪ they are shown a model they can copy e.g. a film or a respected boss</li> </ul> <p><b>Pragmatists learn less when:</b></p> <ul style="list-style-type: none"> <li>▪ there is no obvious or immediate benefit that they can recognise</li> <li>▪ there is no practice or guidelines on how to do it there is no apparent pay back to the learning e.g. shorter meetings</li> <li>▪ the event or learning is 'all theory'</li> </ul>

	<p><b>Theorists</b> adapt and integrate observations into complex and logically sound theories. They think problems through in a step by step way. They tend to be perfectionists who like to fit things into a rational scheme. They tend to be detached and analytical rather than subjective or emotive in their thinking.</p> <p><b>Theorists learn best when:</b></p> <ul style="list-style-type: none"> <li>▪ they are put in complex situations where they have to use their skills and knowledge</li> <li>▪ they are in structured situations with clear purpose</li> <li>▪ they are offered interesting ideas or concepts even though they are not immediately relevant</li> <li>▪ they have the chance to question and probe ideas behind things</li> </ul> <p><b>Theorists learn less when:</b></p> <ul style="list-style-type: none"> <li>▪ they have to participate in situations which emphasise emotion and feelings</li> <li>▪ the activity is unstructured or briefing is poor</li> <li>▪ they have to do things without knowing the principles or concepts involved</li> <li>▪ they feel they're out of tune with the other participants e.g. with people of very different learning styles</li> </ul>
	<p><b>Activists</b> like to be involved in new experiences. They are open minded and enthusiastic about new ideas but get bored with implementation. They enjoy doing things and tend to act first and consider the implications afterwards. They like working with others but tend to hog the limelight.</p> <p><b>Activists learn best when:</b></p> <ul style="list-style-type: none"> <li>▪ involved in new experiences, problems and opportunities</li> <li>▪ working with others in business games, team tasks, role-playing</li> <li>▪ being thrown in the deep end with a difficult task</li> <li>▪ chairing meetings, leading discussions</li> </ul> <p><b>Activists learn less when:</b></p> <ul style="list-style-type: none"> <li>▪ listening to lectures or long explanations</li> <li>▪ reading, writing or thinking on their own</li> <li>▪ absorbing and understanding data</li> <li>▪ following precise instruction to the letter</li> </ul>

**What learning style do you think best suits you?**

Signed .....

Date.....

**Thank you for completing this questionnaire. Please could you return it, in the envelope provided, by 30 June 2012.**