Notice of meeting of
Member Support Steering Group

To: Councillors Douglas (Chair), Boyce, Looker, Runciman (Vice-Chair) and Steward

Date: Thursday, 11 September 2014

Time: 4.30 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

A G E N D A

1. **Declarations of Interest**
   At this point in the meeting, Members are asked to declare:

   - any personal interests not included on the Register of Interests
   - any prejudicial interests or
   - any disclosable pecuniary interests

   which they may have in respect of business on this agenda.

2. **Minutes** (Pages 1 - 4)
   To approve and sign the minutes of the last meeting held on 13th March 2014.

3. **Public Participation**
   At this pointing the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **5:00pm on Wednesday 10th September 2014.**

Filming or Recording Meetings

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings

4.   Update on Membersphere & Councillor Casebook

Officers from ICT will be in attendance to provide an update on the Membersphere application. Members will also receive an update on the self service portal Councillor Casebook.

5.   Work Plan   (Pages 5 - 6)

Members are asked to consider the Work Plan for the Member Support Steering Group.

6.   Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:
Jill Pickering
Tel:01904 552061
Email: jill.pickering@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

(Urdu) یہ معلومات آپ کی اپنی زبان (بولی)میں بھی مہیا کی جاسکتی ہیں۔

☎ (01904) 551550

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City of York Council	Committee Minutes

Meeting	Member Support Steering Group
Date	13 March 2014
Present	Councillors Douglas (Chair), Boyce, Galvin, Looker and Runciman (Vice-Chair)

22. Declarations of Interest

At this point in the meeting members were asked to declare any personal, prejudicial or pecuniary interests in the business on the agenda. None were declared.

23. Minutes

Resolved: That the minutes of the last meeting held on 30th January 2014 be approved and signed by the Chair as a correct record.

24. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

25. New Speech Server - Data Update.

Officers from the Council's Customer Contact Centre were in attendance at the meeting to advise Members on the new Speech Server.

Ahead of the new speech server system being implemented at the Council in May or June 2014, the Customer Services team require confirmation of Members contact details to ensure phone calls are transferred to the correct number.

Officers agreed to co-ordinate this with the Groups and notify the customer centre of any changes to Members preferred contact numbers.

Resolved: That Members noted the introduction of the new speech server.

Reason: To keep members informed.

26. **Lagan Lite and Membersphere Update.**

The Council's ICT and Business Implementation Manager was in attendance to give Members an update on Lagan Lite, a self serve system for members, and the Membersphere application.

Members received a demonstration of Lagan Lite and had the following comments:
- It was agreed that the name 'Councillor Casebook' was preferable to the 'Lagan Lite' working title.
- Change the wording 'create a new *request*' to 'create a new *case*' to be more in line with the purpose of the system, which is to log casework.
- The addition of categories such as planning and housing would be useful, and Members noted that more categories could be added if it was found more were required.

In relation to the Membersphere Application, Officers advised that the implementation had been delayed due to the introduction of the Public Services Network by Central Government. The impact this may have on the Membersphere was being investigated. A further update would be provided in due course.

Resolved: That Members noted the updates on Lagan Lite and Membersphere.

Resolved: To keep members informed on ICT developments.

27. **Core Programme 2014/15.**

Members considered a report which provided details of the final Core Training Programme 2014/15 for Members. This report was further to a report to the steering group in March on the draft programme.

Members noted that Officers were still looking into opportunities for equalities, code of conduct and chairs training. A number of subjects for informal sessions to be delivered in-house had been identified and the details being finalised for inclusion in the Core Programme.

Members were pleased to note that the University had agreed to run the Local Government Course after a successful pilot year, although the free places for Members would not be available this year.

Resolved: That Members:

(i)   Approved the Core Programme as set out in Annex A to the report.

(ii)   Agreed the allocation of group pots as outlined in paragraph 6.

(iii) Agreed to 3 places at a cost of £540 per head on the Local Government Course being funded from the Member Training budget.

Reason: To enable arrangements for the delivery of a core programme for the municipal year 2014/15.

28.   **Work Plan**

Members considered the Work Plan for the Committee to September 2014.

Following discussion, it was agreed that agenda items on the following areas would be brought forward for the July meeting:
- Itrent and Member Claims Review
- Review of support facilities for Members at West Offices
- Review of Members Bulletin

In relation to the September meeting it was noted that a further update on the Membersphere application would be brought forward.

Resolved: That the work plan be noted.

Reason: To provide the Steering Group with a work programme for future meetings.

Councillor Douglas, Chair
[The meeting started at 4.30 pm and finished at 6.10 pm].

Member Support Steering Group Annual Work Plan 2014/15

MSSG Meeting	Detail
March 2014	• Final Core Programme 2014/15 • Membersphere/Lagan Lite Update • Data Update (Customer Services)
September 2014	• Update on Membersphere • Update on Councillor Casebook
November 2014	• Itrent and Member Claims Review • Review of Support Facilities for Members at West Offices • Induction programme for Newly Elected Members 2015 • Review of Members Bulletin

In addition to the above the Steering Group will also consider other items including suggested training throughout the year.

Agenda Item 5

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