

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].