Notice of a public meeting of
Member Support Steering Group

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

Date: Thursday, 27 November 2014

Time: 4.30 pm

Venue: The Craven Room - Ground Floor, West Offices (G048)

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 11 September 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 26th November 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. **Review of Member Facilities at West Offices**
   A representative from Facilities Management will be in attendance to discuss facilities for Members at West Offices.

5. **Review of iTrent and Members Claims**
   The iTrent and HR Transformation Programme Manager will be in attendance to respond to queries from Members on iTrent and Members Claims now the system has been in operation for a year.

6. **Draft Induction Programme and Strategy for**   (Pages 5 - 16)
   Newly Elected Members 2015/16.
   This report sets out the first draft of the induction strategy and programme for newly elected Members during 2015/16 for the Steering Group's consideration.

7. **Review of Members' Newsletter**   (Pages 17 - 20)
   This report provides an update on the Members' Newsletter which was introduced in April 2012. The newsletter has now been in place for over 2 years and as part of its monitoring role, the Steering Group has asked to review the newsletter and its effectiveness.

8. **Work Plan**   (Pages 21 - 22)
   Members are asked to consider the work plan for the Member Support Steering Group.

Democracy Officer:

Laura Bootland
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Email: laura.bootland@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	11 September 2014
Present	Councillors Douglas (Chair), Boyce, Runciman (Vice-Chair) and Steward
Apologies	Councillor Looker

29.   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.

30.   Minutes

Resolved: That the minutes of the last meeting of the Member Support Steering Group held on 13 March 2014 be approved and signed by the chair as a correct record.

31.   Public Participation

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

32.   Update on Membersphere & Councillor Casebook

Members received a verbal update from the ICT Digital Manager on the Membersphere application and the self service portal, Councillor Casebook.

Update on Membersphere

The ICT Digital Manager outlined the original concept for Membersphere, providing a platform to store and share information, links and communication in one place . There had been some delays in getting to the current stage of development as a result of new Cabinet Office restrictions on PSN (Public Service Network). Once fully developed, it was intended to

provide a fully operational Membersphere to all Councillors in time for newly elected Councillors in May 2015. Thereafter, a prototype would be offered to interested partners or businesses for commercial purposes. The initial stages of development, however, were due to be completed by mid October 2014, at which point it would be available for user testing by Members.

Members acknowledged the importance of testing the application thoroughly and suggested testing with more reluctant users and those with specific needs. They agreed that in order for Membersphere to become the accepted method for sharing information, it was important to encourage its use by ensuring it was used as the main channel for putting out communications to Members.

Members stressed that the application must be accessible remotely and by those Members who only had a laptop (rather than tablet or smart phone). Officers advised that the application would be accessed through a tab on the internet browser. Dependent on demand, there was the possibility of creating an app to facilitate access using a tablet or smart phone.

It was agreed that testing of the functionality would be arranged over the forthcoming weeks and an update would be provided at a future meeting.

Update on Councillor Casebook

With regard to the self service portal Councillor Casebook (Lagan Lite), the ICT Digital Manager advised Members that the Council had withdrawn its commitment to Lagan as the Council's Customer Relationship Management system (CRM) because it was no longer fit for purpose . A replacement was in the scope of the council's new transformation programme, Rewiring Public Services, and shortlisting was already underway. As a result of the decision to withdraw from the current Lagan platform, the platform on which the new 'Councillor Casebook' would be built would have to change. As a commitment to Members, it was intended to try to support the inclusion of the 'Councillor Casebook' element as one of the early deliverables of the new CRM. The revamped Council website would become the main priority however, targeted for April 2015.

It was now unlikely therefore that the new embedded system for helping Members track reported cases in their wards would be in place in time for any new Members coming in in May 2015.

Resolved: (i)   That the update on the Membersphere application be noted.

(ii)   That a further update on Membersphere be provided at the next meeting on 27 November 2014.

(iii)   That the update on the self service portal Councillor Casebook be noted.

Resolved: In order to keep Members up to date regarding ICT developments which affect them.

33.   Work Plan

Members considered the annual work plan for the Steering Group for 2014-15.

Members queried why the workplan only included meetings up to November 2014. On checking, the remaining meetings for the year had been diarised, and it was agreed that the work plan should be updated to include the remaining meetings for the current municipal year which would take place on 29 January and 12 March 2015.

The Group agreed they were happy to deal with all four items listed on the work programme for the next meeting in November. With regard to the item titled "Review of Support Facilities for Members at West Offices", the Chair explained that the intention had been to give each political group the opportunity to raise any issues they had. Members noted that suggestions put forward so far had included the introduction of a paper recycling bin close to Members lockers and the possibility of enabling Members to park outside West Offices for a short period (ie up to half an hour) in order to check contents of lockers etc. It was agreed that each group should coordinate feedback and the Facilities Co-ordinator be invited to attend the next meeting in order to be able to respond to the suggestions .

The next meeting was confirmed as 27th November 2014 at 4.30pm.

Resolved: (i)   That the work plan be noted and updated to include the remaining meetings for the municipal year.

(ii)   That each group be given the opportunity to put forward any suggestions/raise any issues regarding facilities for Members for discussion at the next meeting and that the

Facilities Coordinator be invited to this meeting to respond to issues raised by Members.[1]

(iii)   That the HR Development and Payroll Services Manager be invited to the next meeting to provide information on the itrent and Member Claims Review. [2]

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

Action Required
1. Invite Facilities Coordinator to attend   LB
meeting on 27 November 2015.

2. Invite HR Development and Payroll   LB
Services Manager to attend meeting on 27
November 2015.

Councillor Douglas, Chair
[The meeting started at 4.30 pm and finished at 5.20 pm].

Member Support Steering Group   **27 November 2014**

Report of the Assistant Director Governance & ICT

Induction Strategy & Programme 2015/2016

Summary

1.   This report sets out the first draft of the induction strategy and programme for newly elected Members during 2015/16.

Background

2.   For the last District Election in 2011 the Council had recently been awarded Charter Status for Member Development and was required to develop a detailed strategy document ahead of the induction programme being rolled out to newly elected members. Whilst the Council no longer holds Charter Status for Member Development, the 2015/16 strategy and programme will draw on the work undertaken in 2011 to develop an induction strategy and programme for 2015/16 which is more fitting to the budgets and resources presently available. In line with the Council's agreed Member Training & Development Policy, having an induction programme for newly elected members is one of the key elements and complements the general Core Programme of training and development activities available for all Members annually.

3.   Attached at Annex A to this report is the first draft of the Induction Strategy/Programme for comment. Wherever possible, internal trainers will be used, to maximize knowledge and experience available within City of York Council and to keep external costs to a minimum. However, as in any Induction year, there will be some training for which external trainers will be required. The programme will be revised as we progress towards the 2015 election but the idea is to produce a simple package for the newly elected Member.

Induction Strategy/Programme 2015/2016

4.   The overriding aim of this Induction Strategy must be to provide the core essential knowledge to newly elected Members as quickly and cost effective as possible in an informative but enjoyable way.

Providing the right support to new Members at this time will undoubtedly ease their induction into their role and into the authority. To help get this experience right, the Strategy attached has been developed based on what worked well in previous induction years in York.

5.   It is intended that the Programme for newly elected Members will be complemented by the Core Annual Programme of Training/Development activities available to all Members for 2015/16, details of which will follow at a future meeting.

6.   By the time of the elections, the Strategy/Programme attached will purely become an Induction Programme.

7.   It is anticipated that, based on previous induction years and lessons learnt, the fundamental elements of the **induction strategy** will be:

Candidates Letter – after the deadline for declaration of candidates in early April 2015, a letter will be sent to all candidates with potential dates for induction events to ensure prospective elected Members are able to plan ahead and make themselves available for the induction programme.

Formal Welcome at the Polling Count – successful candidates to be introduced to Chief Executive, Monitoring Officer and Head of Civic and Democratic Services. Newly Elected Members will also sign their acceptance of office form and, if possible, be given access and appropriate log ins to Council systems;.

A Members Welcome Pack – at the 2011 election, newly elected members were provided with a substantial 'Being a York Councillor Guide' which proved costly to produce. It is anticipated that for 2015 an introductory pack of key information will be provided upon election. This could include an essential directory of key contacts and information relating to the role of a Councillor which is vital to the early weeks of being in post .

An induction event – This will be an opportunity to meet the Council's Management Team and learn briefly from Directors about their responsibilities. It is hoped that some of the Council's more experienced Members will also be in attendance to provide some insight.

One to One with Democratic Services Staff – An opportunity to discuss the care, support and entitlements available. This will also act as an early discussion to identify individual needs and to introduce the Core Programme, together with a range of induction workshops in essential skills and statutory roles (ie. licensing, planning, local government finance)

Familiarisation Tour of West Offices – to enable the new Councillor to get used to the building and be set up with key photo identification.

Key Contacts – every newly elected Member will be encouraged to develop a network of key contacts within the organisation to help them get established. Initially, they will be given the name of a member of Democratic Services staff to help guide them to the appropriate wider contacts.

IT Drop In Sessions – Democratic Services staff will be available at set times to show new Members around the Council's intranet, how to use Outlook and solve any other basic IT problems. Further training can be arranged if required.

Induction Training– There will be sessions and/or guidance on key areas such as the Code of Conduct, scrutiny, equalities and acting as community leaders in the ward.

8. **Scrutiny Review on Equalities and Democratic Engagement**

A recent Scrutiny Task Group on 'equalities and democratic engagement', looked specifically at what training Members, new and experienced, required in order to embed equalities issues and achieve a wider demographic in terms of democratic engagement. For the first time, this induction strategy will be able to address those areas. The Scrutiny Task Group recommended:

(i)   The induction package should include 'ward demographics/profiles and information on the Joint Service Needs Assessment at ward level';

(ii)   Mandatory training for all Members on corporate equalities and on issues at ward level;

(iii)   Training for all Members on Community Impact Assessments

As the induction strategy and work unfolds, consideration will be given, working with relevant officers, as to the best means of delivering these needs.

'Working with Members'
The Council has contracted an external provider to deliver a one-off tester course for senior officers aimed at breaking down and understanding the relative roles of officers and Members. Now that the Council is largely in one building, this is to help officers coming into closer contact with Members to understand the role differentials and appropriate behaviours.

There is, however, an opportunity through the induction package to apply some joint skills learning with both Members and Officers. Initial discussions are planned with the existing learning providers to explore the possibility of some joint sessions to equip new Members and Officers with the appropriate skills and mutual understanding of the respective Member and Officer roles.

Support & Facilities

9. Induction is not only concerned with training of course but ensuring newly elected Councillors have the right support and facilities to allow them to carry out their new role effectively. For instance, information on pay, pensions, travel and subsistence and dependent carer's allowance, as well as any specific individual support needs.

   It is suggested that early work commences with election candidates to identify any specific support needs, as soon as candidates are formally declared in April 2015.

10. The Steering Group will be aware of previous proposals to introduce a new 'Membersphere' to provide Members with a single site from which to access and communicate key information quickly Despite the delays arising from Cabinet Office requirements relating to the Public Sector Network, it is hoped that this will still be available as a site for the benefit of all Members, but specifically aiding newly elected Members, as from May 2015.

11. Since the last District Elections in 2011, the Members Bulletin has been introduced to provide a simple vehicle by which to let Members have, every fortnight, key snippets of information, helpful to their roles. This is a support tool which will continue to be available as part of the coming induction and beyond, subject, of course, to the review being conducted by this Steering Group, separately on this agenda.

Consultation

12. Consultation will take place on the draft Induction Strategy with Group Leaders and Council Management Team on the delivery of a suitable induction programme, and will, of course, be ongoing with this Steering Group.   In the meantime, consultation is underway with both the Workforce Development and Neighbourhoods Services Teams to combine resources and deliver a targeted and effective induction package.

Options

13. (a) to endorse Annex A as the draft Induction Strategy and Programme for newly elected Members post the District Elections in May 2015;

(b) to suggest any revisions to the draft Induction Strategy/Programme, prior to the final draft.

Council Plan

14. Having well informed and trained Members will continue to help the Council deliver its key priorities set out within its current and any new Council Plan for the ensuing four years after the District Elections.

Implications

15. The following implications have been considered:

- **Financial** – Whilst many of the financial costs associated with the Induction Programme 2015/2016 will be met from the existing budget available for Member Development in 2015/16, it may be necessary for the Council to supplement the cost of induction, given that the overall member development budget has, in recent years, been reduced to £5k. Where possible, internal staff expertise will be used to deliver training and guidance to newly elected Members in order to keep costs to a minimum. However, there may be some sessions which it is suggested are delivered externally for reasons of independence; reputation and authenticity. Those fine details will become clearer as arrangements proceed.
- **Human Resources (HR)** – Any HR issues arising from the programme relate to trainers & staff support for events, as well as the preparation and delivery of the induction package
- **Equalities** - There are no equality implications associated with the recommendations in this report other than the need to induct new Members on their corporate equalities responsibilities. Paragraph 8 above sets out the recommendations of a recent Scrutiny Task Group in relation to these issues and what might be included within this induction.

- **Legal** – There are no known legal implications associated with this report.

- **Crime and Disorder** – There are no known crime and disorder implications associated with this report.

- **Information Technology (IT)** – Any IT implications associated with this report relate to the provision of IT training to new Members.

- **Property** – There are no known property implications associated with this report

- **Other** – There are no other implications associated with this report.

Risk Management

16.   If Members do not adopt an effective Induction Strategy and provide a robust induction package for newly elected Members, there is a risk that those newly elected Members will not be given the appropriate 'tools' and skills to represent their communities successfully and will not participate, effectively, in good decision making on behalf of the Council.

Recommendation

17.   It is recommended that the first draft Induction strategy and package for 2015/16, be noted and Members provide any comments for consideration and development.

Reason

18.   To enable arrangements for the delivery of a planned induction programme for 2015/2016 to commence.

Contact Details

Report Authors:	**Chief Officer Responsible for the report:**
Dawn Steel Head of Civic & Democratic Services Tel; 01904 551030	Andrew Docherty Assistant Director, Legal & Governance Tel: 01904 551004
Laura Bootland Democracy Officer Tel: 01904 552062	**Report Approved** √ **Date** 20.11.15

Specialist Implications Officer(s) None

Wards Affected: All √

For further information please contact the author of the report

Background Papers: None.

Annexes:

Annex A – Induction Strategy/Programme 2015/16

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Detail	Approx Date/Time	Facilitators	Cost if Applicable
In the lead up to the election: Letter to prospective Candidates giving advance warning of the induction programme/training and signing of declaration at count for successful candidates. Letter to include a copy of the Code of Conduct. Letter also to explain special needs of individual councillors will be identified in 1-2-1's with Democratic Services.	April 2015	Democratic Services Staff.	N/A
At the Count: Welcome Letter to be handed to all successful candidates at the count inviting them to induction events. They will also be given a form to complete to identify which induction training sessions they will be attending.	7 May 2015	Democratic Services Staff	N/A

Welcome Pack to include contacts list, register of interests form, personal information form to be completed and returned at induction event the following week.			Print Costs
Week 1 W/C 11th May 2015 Induction Event 'Meet the Corporate Management Team'	2 sessions at West Offices (daytime and evening), dates TBC.	Chief Exec/Directors	N/A
Tour of West Offices/Swipe Card issues.	Individual	Facilities Management	
Learning about decision making	2 Sessions, dates TBC	Monitoring Officer	N/A
Councillor Code of Conduct	2 Sessions, dates TBC	Monitoring Officer	N/A
Week 2 W/C 18th May 2015 One-to-Ones with each newly elected member will begin to discuss any special requirements; IT	1 hour slots to be arranged to suit individual members throughout May 2015	Democratic Services Staff	N/A

equipment/installation, training needs, issue locker keys, itrent set up.			
Learning to become community leaders (inc ward demographic information)	Consideration to be given to delivery and tools required	Neighbourhood Services Staff	N/A
Corporate Equalities Role (including Community Impacts Assessment)	Consideration to be given to delivery and tools required	Communities & Neighbourhoods	TBC
'Working with Members' A new course helping new Members to gain an appreciation of Officer roles and their relationships with them in working together as one collaborative organisation.	2 sessions	External provider.	Yes

A joint session with officers.			
Week 3 W/C 25th May 2015 IT Drop in sessions begin	Various dates and times throughout May and June	Democratic Services Staff	N/A
Corporate Parenting and Safeguarding Roles	Consideration to be given to delivery and tools required	Children's Services, Education & Skills	N/A
Basic Scrutiny	2 sessions TBC	External provider	Yes
Week 4 W/C 1st June 2015 Essential Licensing	Wednesday 3rd June 2015	Licensing Manager	May be some cost if we need to source an external provider for Gambling Act Training.
Essential Planning	2 sessions TBC	Planning Officers	

To consider:

Chairs training?

Public speaking?

Member Support Steering Group   **27th November 2014**

Report of the Assistant Director, Governance and ICT

Review of Members' Newsletter

Summary

1. This report provides an update on the Members Newsletter which was introduced in April 2012. The newsletter has now been in place for over 2 years and as part of its monitoring role, the Steering Group has asked to review the newsletter and its effectiveness.

Background

2. Some other authorities use a similar tool to keep their Members informed on news from around the Council. It was decided in 2012 that a simple mechanism was required to keep York's Members informed on issues they may otherwise be unaware of. This resulted in the e-newsletter being created. Since that time, it has been produced, fortnightly, by Democratic Services

Content

3. In the first issue, Members were invited to suggest articles or areas of focus for the newsletter and suggestions from Members are always welcomed. In terms of obtaining information, Officer's from around the Council are asked on a fortnightly basis if they have any information which may be of interest or relevance to Members. As the knowledge of the newsletter has spread, Officers in Directorates have initiated business for the newsletter with Democratic Services, creating a repository of information to share with Members.

4. The newsletter is also used as a mechanism to promote the Core Training Programme with reminders of forthcoming training and development opportunities included as and when necessary. There are

also regular 'Did you know?' sections to inform members of important events from within the Council or UK wide items of interest.

5. Attachments can also be added to the newsletter if there are background documents relating to particular articles.

6. Samples of a number of editions of the Members' Newsletter will be tabled at the meeting.

Format

7. The current format is clear and simple to read and works as an electronic template containing the types of information referred to in paragraphs 3-6 above. The intention was and is to provide this sort of information to Members in one place at a set time, to cut back on the volume of individual emails which Members might otherwise receive on items it contains.

Monitoring

8. Every newsletter since June 2012 has been sent with a read receipt. This has enabled Democratic Services to monitor how many Members are reading it. In addition, prior to this report, the Member Support Steering Group Members were asked to consult their respective Groups for any feedback on the newsletter.

9. From analysing the read receipt figures, the newsletter is 'opened' by between 22 and 35 Members per issue. The average is around 27 Members. This 'take up' appears to be good, although it has been noted that some Members delete without reading.

Consultation

10. Steering Group Members were asked prior to this meeting to obtain feedback on the newsletter from their respective groups. In addition, Members' comments were sought on the newsletter to date in the last edition produced on Friday 14 November, 2014.

Options

11. Members' views are sought on whether the newsletter has achieved its objectives at this stage and to suggest any improvements.

Analysis

12. The Council achieved Member Development Charter Status in September 2010 and the provision of a robust policy and training and development programme was developed as a result. In recent years due to budget constraints, the resources for Member Development and Support have been reduced. The newsletter does help provide a simple, clear vehicle for communicating information to Members in a cost effective way.

Council Plan 2011-2015

13. Having well informed Members will continue to help the Council deliver its key priorities set out within the Council Plan 2011-15.

Implications

14. **Financial** – There are no financial implications associated with the recommendations in this report.

15. There are no known Human Resources, Legal, Equalities or other implications associated with delivering the Bulletin, other than staff time in producing it

Risk Management

16. There are no known risks associated with the recommendations in this report, other than the need to ensure information is provided to Members in as simple and cost effective way as possible.

Recommendations

17. Members' views are sought on the information provided in this report and on the Members' Newsletter, as a tool for communicating information to Members on a regular basis.

Reason:

To enable robust arrangements to continue to be in place for a Members' Newsletter moving towards District Elections in in 2015.

Contact Details

Report Authors:

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Chief Officer Responsible for the report:

Andrew Docherty
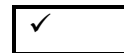Assistant Director Governance & ICT
Tel: 01904 551004

| **Report Approved** | ✓ | **Date** 19.11.14 |

Specialist Implications Officer(s) None

Wards Affected: None   **All** | ✓ |

For further information please contact the author of the report

Background Papers:
None

Annexes
None

Member Support Steering Group Annual Work Plan 2014/15

MSSG Meeting	Detail
13 March 2014	- Final Core Programme 2014/15 - Membersphere/Lagan Lite Update - Data Update (Customer Services)
11 September 2014	- Update on Membersphere - Update on Councillor Casebook
27 November 2014	- Itrent and Member Claims Review - Review of Support Facilities for Members at West Offices - Draft Induction programme for Newly Elected Members 2015 - Review of Members Bulletin
29 January 2015	- Update on Membersphere - Update on draft Induction Programme
12 March 2015	Draft of Core Programme of Member Training for 2015/16

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

Agenda Item 8

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