



**Notice of meeting of  
Member Support Steering Group**

- To:** Councillors Douglas (Chair), Runciman (Vice-Chair),  
Boyce, Hayes and Kramm
- Date:** Thursday, 9 July 2015
- Time:** 4.30 pm
- Venue:** The Auden Room - Ground Floor, West Offices (G047)

**AGENDA**

**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 - 2)

To approve and sign the minutes of the last meeting held on 12<sup>th</sup>  
March 2015.

### **3. Public Participation**

At this point in 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 8<sup>th</sup> July 2015**.

#### **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 [https://www.york.gov.uk/downloads/file/6453/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_council\\_meetingspdf](https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf)

### **4. Review of Induction Programme 2015** (Pages 3 - 18)

This report provides a review of the induction programme for newly elected and returning Members 2015/16, including the take-up of events and feedback received.

### **5. Workplan** (Pages 19 - 20)

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:  
Laura Bootland  
Tel:01904 552062  
Email: [laura.bootland@york.gov.uk](mailto: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)

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

 **(01904) 551550**

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City of York Council

Committee Minutes

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Meeting	Member Support Steering Group
Date	12 March 2015
Present	Councillor Runciman (Chair) and Looker and Fitzpatrick (substitute)
Apologies	Councillors Douglas and Boyce

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**47. Declarations of Interest**

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

**48. Minutes**

Resolved: That the minutes of the last meeting held on 29<sup>th</sup> January 2015 be approved and signed by the Chair as a correct record.

**49. Public Participation**

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

**50. Resident Case Tracking.**

Members received a verbal update from the Customer Centre Manager on the new system being installed to log and track customer cases and to seek Members views on their requirements when logging cases on their constituents behalf.

Members noted the update and made the following comments:

- It was important that new Members are made aware of the system following the election.
- A system which reports back and provides an update on what is happening with a complaint would be welcomed by Members.

Resolved: That Members noted the update.

Reason: To keep the steering group informed on IT developments which will enable Members to log and track resident concerns.

**51. Induction Strategy and Programme.**

Members considered a report which set out the final draft induction strategy and programme for newly elected and returning Members during 2015/16.

In response to questions from members relating to IT provision, it was confirmed that new members would be offered a one to one meeting with democratic services staff to identify any IT equipment requirements and training.

Resolved: That the Steering group approved the Induction Strategy for 2015/16 ahead of its implementation.

Reason: To enable the delivery of the planned induction programme.

Councillor Runciman, Chair

The meeting started at 16.30 and finished at 17.15



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**Member Support Steering Group****9<sup>th</sup> July 2015**

Report of the Assistant Director Governance &amp; ICT

**Review - Induction Programme 2015****Summary**

1. This report provides a review of the induction programme for newly elected and returning Members 2015/16, including the take-up of events and feedback received.

**Background**

2. At the Member Support Steering Group meeting of November 2014, Members were presented with an induction strategy and programme for comment. The induction strategy was also considered and subsequently endorsed by Council Management Team and Group Leaders.
3. The induction strategy comprised of statutory and recommended training for both newly elected and returning members but was also informed by the Local Government Association (LGA) recommendations on Member behaviour in York.
4. The final table of induction events as supplied to Candidates in April 2015 is attached at Annex A for information.

**Induction Strategy/Programme 2015/2016**

5. The overriding aim of the induction strategy was to provide the core essential knowledge to newly elected Members as quickly and as cost effectively as possible in an informative but enjoyable way.
6. Re-elected Members were also encouraged to participate in the induction events offered, in particular the statutory training on planning, licensing and appeals and refreshers on the Code of Conduct, Member Officer Relations Protocol. Development Days

were also open to all Members following a recommendation from Council Management Team that all Members should attend.

7. Council Management Team and Group Leaders alike, were keen to ensure that the Induction and Core Programme for the coming year provided opportunities to help Members, new and returning, to develop the knowledge, skills and experience to improve overall behavioural standards and address some of the findings of the LGA review.
8. The vast majority of sessions were delivered internally, using Council Officer knowledge and expertise on statutory and the Council procedures. However, external trainers were commissioned to deliver the following sessions:
  - Chairs Training;
  - Development Days (making a positive impact, the Modern Member; effective questioning and listening; and equalities);
  - Casework and time management
9. The benefit of external trainers for these activities being impartiality and being able to present information and make suggestions informed by a wealth of experience elsewhere.
10. At the time of the last induction in 2011, the Council was still under Charter Status for Member Development. As part of the Charter Status, the Council was required to issue training attendance targets to Members of 12 sessions per year for Executive Members and 8 sessions a year for non-Executive Members. Since Charter Status was not renewed for financial reasons, these targets were no longer in place for the 2015 Induction. However, Democratic Services has continued to monitor take up in order to report back to the Steering Group and to ensure training is offered to all Members in accordance with the Member Training and development policy.
11. As part of the induction process the intention was to introduce the new IT application Membersphere to all Members. In hindsight, this was perhaps a little ambitious given the sheer amount of information Members are expected to take on board during the induction. Despite Membersphere log in details being provided to all Members immediately after the election, this 'soft launch' approach has not been successful and to date, use of the application by Members has been minimal. It is intended that a targeted launch event will take place in the coming weeks alongside some drop-ins/demonstrations for Members to experience the full functionality of the application.



Steering Group Members may wish to consider how they can promote the application within their respective Groups as this was a desire of previous Steering Group members to provide Members with a single site from which to access and communicate key information quickly.

## Take Up

12. Attached at Annex B is a breakdown of attendances at the induction events, showing those attended by newly elected Members and those attended by returning Members. Overall, as expected, the Induction Programme was largely well attended by all newly elected members. Proportionately, fewer returning Members have attended the events they were specifically invited to e.g. David McGrath's Development Day sessions. It can be seen that where there is a legal statutory requirement for those returning Members to attend, e.g. Planning and Licensing Act Training, then the numbers were higher than for those events which the Council had labelled as 'Mandatory' such as Undersanding Decision Making and Code of Conduct.
13. Alongside training sessions, visits to the Customer Centre were offered to introduce Members to the services offered. Visits to other council run sites, the Eco Depot and Mansion House and Guildhall were scheduled. All of these sessions were poorly attended and 3 out of 5 Customer Centre tours were cancelled at the request of the Service Manager.
14. Following representations made by candidates in the run up to the election about the timing of some of the induction training sessions, a number of events were moved to 5pm or 5.30pm to enable Members that work to attend as much as possible. A second revised Induction programme was then posted out to all candidates at the end of April 2015. The intention was to give candidates the opportunity to arrange time off, at least provisionally, with employers as early as possible in the process. Despite this, further representations were made by elected members during the induction programme about the timings of some of the sessions, in particular the Development Days and the possibility of the sessions being repeated at a later date and in the evening or at the weekend. Unfortunately it was financially and pragmatically near impossible to run 4 sessions, repeated, on evenings with this external trainer. Despite this, attendance exceeded expectations at both development days.

15. There have been instances where some members have missed statutory training due to holiday or work commitments. To ensure all members have received the training required to fulfil their roles on committees, one to ones have been arranged with relevant officers and there are now no outstanding statutory training requirements.

### **Feedback**

16. Feedback has been sought from all Members as the programme drew itself to a close. Comments were requested on the events they had attended. A full range of comments to date is included at Annex C to this report for the Steering Group's consideration. Again, it is apparent that fewer returning Members responded with their feedback than newly elected.
17. The most common theme identified from the feedback was the timing of some of the sessions which made it difficult for newer working members to attend. Although the dates and times had originally been given to election candidates well in advance, this still proved challenging.

### **Consultation**

18. Consultation took place on the final draft induction strategy with Group Leaders and Council Management Team on the delivery of the induction programme, and comments from this Steering Group were also taken into account. Every Member has been given an opportunity to comment upon the induction and training they received as part of ongoing commitment to developing Members and learning from their experiences. Consultation will also take place on any gaps identified for potential inclusion in the in year Core Programme for all Members.

### **Options**

19.
  - (a) To note the feedback received and take no further action;
  - (b) To discuss and identify gaps in need and learning and consult on inclusion in the Core Programme.

### **Council Plan**

20. 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 of the new administration.

### **Implications**

21. There are direct implications associated with this report. However, resource and cost implications of Option b above will need to be properly identified before proceeding to formally engage any further external trainers if suitable needs are identified by this Steering Group. An update on current spend against this year's Member training budget will be available to assist at the meeting.

### **Risk Management**

22. If appropriate gaps are not catered for in the Core Programme there is a risk that newly elected Members may feel disengaged with their need and desire for training. It is apparent that Members have their greatest need for learning and development in their first year or two of becoming a councillor.

### **Recommendation**

23. It is recommended that the Steering Group note the attendance and feedback received and consider whether they wish to recommend any next steps for the Core Programme for all Members

Reason: In order to comply with the Council's agreed training and development policy for Members and monitor the provision of successful training.

**Contact Details**

**Author:**

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Laura Bootland  
Democracy Officer  
Tel: 01904 552062

**Chief Officer Responsible for the  
report:**

Andrew Docherty  
Assistant Director, Legal & Governance

**Report  
Approved**



**Date** 30/06/2015

**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 Programme**

**Annex B – Attendances**

**Annex C – Feedback**

### Induction Programme for Newly Elected Members

Event Details	Venue
<p><b>Monday 11<sup>th</sup> May</b></p> <p>10.30am West Offices Induction/Tour (including issuing of ID card used for access to West Offices)*</p> <p>2.30pm -5.30pm – One to Ones (Please book a place at the Count or call Laura Bootland 01904 552062)*</p>	<p>Report to West Offices Customer Entrance and ask for Richard Cuff</p> <p>Democratic Services, First Floor, Fawkes Room, West Offices (Report to customer centre reception as a visitor if not yet in possession of ID badge)</p>
<p><b>Tuesday 12<sup>th</sup> May</b></p> <p>10.30am Eco Depot Tour</p> <p>3pm-5.30pm One-to-Ones (see 11<sup>th</sup> May for details)</p>	<p>Report to Eco Depot Reception, James Street, York and ask for Daniel Brookes.</p> <p>Democratic Services, First Floor, Fawkes Room, West Offices (Report to reception as a Visitor if not yet in possession of Council ID badge)</p>
<p><b>Wednesday 13<sup>th</sup> May</b></p> <p>10am-12noon – Councillor Code of Conduct Training*</p> <p>1pm-4.30pm One to Ones (see 11<sup>th</sup> May for details)</p> <p>5pm Meet the Council's Management Team*</p>	<p>Severus Room, First Floor, West Offices</p> <p>Democratic Services, First Floor, Fawkes Room, West Offices</p> <p>Hudson Board Room, First Floor, West Offices</p>

<p><b>Thursday 14<sup>th</sup> May</b></p> <p>2.30pm West Offices Induction/Tour (see 11<sup>th</sup> May for details)</p> <p>3.30pm Meet the Council's Management Team</p> <p>5.30pm-6.30pm One-to-Ones</p>	<p>Report to West Offices Customer Entrance and ask for Richard Cuff</p> <p>Snow Room, Ground Floor, West Offices</p> <p>Democratic Services, First Floor, Fawkes Room, West Offices</p>
<p><b>Friday 15<sup>th</sup> May</b></p> <p>10am-4pm One to Ones (see 11<sup>th</sup> May for details)</p> <p>10am-4pm IT Drop-in</p>	<p>Democratic Services, First Floor, Fawkes Room, West Offices</p> <p>As above</p>
<p><b>Monday 18<sup>th</sup> May</b></p> <p>10.30am West Offices Induction/Tour (see 11<sup>th</sup> May for details)</p> <p>1.30pm-6.30pm One to Ones (see 11<sup>th</sup> May for details)</p> <p>5.15pm Customer Centre Tour</p>	<p>Report to West Offices Customer Entrance and ask for Richard Cuff</p> <p>Democratic Services, First Floor, Fawkes Room, West Offices</p> <p>Report to West Offices Customer Centre and ask for Eilidh Carricker</p>
<p><b>Tuesday 19<sup>th</sup> May</b></p> <p>10am Neighbourhood Model Training*</p> <p>1pm Tour of Mansion House and Council Chamber</p> <p>5.15pm Customer Centre Tour</p> <p>5.30pm Councillor Code of Conduct Training</p>	<p>Snow Room, Ground Floor, West Offices</p> <p>Report to the Mansion House (Front Door)</p> <p>Report to West Offices Customer Centre and ask for Eilidh Carricker</p> <p>Severus Room, First Floor, West Offices</p>

<p><b>Wednesday 20<sup>th</sup> May</b></p> <p>11.15am &amp; 2.15pm Customer Centre Tours</p> <p>5pm Understanding Decision Making*</p>	<p>Report to West Offices Customer Centre and ask for Eilidh Carricker</p> <p>Severus Room, First Floor, West Offices</p>
<p><b>Thursday 21<sup>st</sup> May</b></p> <p>11am Annual Council Meeting* (The Guildhall)</p>	<p>Report to Committee Room 2 at The Guildhall</p>
<p><b>Friday 22<sup>nd</sup> May</b></p> <p>9am Customer Centre Tour</p> <p>10.30am Eco Depot Tour</p> <p>1pm Neighbourhood Model Training</p>	<p>Report to West Offices Customer Centre and ask for Eilidh Carricker</p> <p>Report to Eco Depot Reception, James Street, York and ask for Daniel Brookes.</p> <p>Severus Room, First Floor, West Offices</p>
<p><b>Monday 25<sup>th</sup> May</b></p>	<p><b>Bank Holiday</b></p>
<p><b>Tuesday 26<sup>th</sup> May</b></p> <p>1pm Understanding Decision Making</p>	<p>Severus Room, First Floor, West Offices</p>
<p><b>Wednesday 27<sup>th</sup> May</b></p> <p>3pm Tour of Mansion House and Council Chamber.</p> <p>4.30pm General Appeals Training (For all members appointed to Corporate, Environment, Housing and Education appeals panels and see 2<sup>nd</sup> June)*</p> <p><i>(Please note we have a provisional Corporate Appeal hearing scheduled</i></p>	<p>Report to the Mansion House (Front Door)</p> <p>Severus Room, First Floor, West Offices</p>

<p><i>for Friday 5<sup>th</sup> June and attendance is essential at both appeals training sessions should you be appointed to the Corporate Appeals panel).</i></p>	
<p><b>Thursday 28<sup>th</sup> May</b></p> <p>4pm Essential Planning Training* <i>(For all Members of Planning Committee, Area Planning Committee and Local Plan WG))</i></p>	<p>Severus Room, First Floor, West Offices</p>
<p><b>Friday 29<sup>th</sup> May</b></p>	<p>No meetings or events</p>
<p><b>Monday 1<sup>st</sup> June</b></p> <p>9.30am Essential Planning Training (See 28<sup>th</sup> May for details)</p> <p>4pm Chairs Training</p>	<p>Severus Room, First Floor, West Offices</p> <p>Severus Room, First Floor, West Offices</p>
<p><b>Tuesday 2<sup>nd</sup> June</b></p> <p>10am – Planning Committee Site Visits <i>(for Members appointed to Planning Committee only)</i></p> <p>5pm Corporate Appeals Training* (see 27<sup>th</sup> May)</p> <p>5.30pm Cabinet</p>	<p>Bus departs from Memorial Gardens</p> <p>Severus Room, First Floor, West Offices</p> <p>Hudson Board Room, First Floor, West Offices</p>
<p><b>Wednesday 3<sup>rd</sup> June</b></p> <p>Essential Licensing Act &amp; Gambling Act Training*</p> <p>2-4pm Gambling Act</p> <p>4.15pm-6.15pm Licensing Act Training</p> <p><i>(Please note in order to sit on Licensing Hearings you must attend the Licensing Act section of this</i></p>	<p>Green Room, Second Floor, West Offices</p>



<i>training)</i>	
<p><b>Thursday 4<sup>th</sup> June</b></p> <p><i>No training events today but please note the following Council meeting:</i></p> <p>4.30pm Planning Committee</p> <p><i>(If on Planning Committee please attend statutory training on either 28<sup>th</sup> May or 1<sup>st</sup> June in order to sit on this first meeting)</i></p>	Hudson Board Room, First Floor, West Offices
<p><b>Friday 5<sup>th</sup> June</b></p> <p>10am Provisional Corporate Appeal Panel</p>	Craven Room, Ground Floor, West Offices
<p><b>Monday 8<sup>th</sup> June</b></p> <p>10am-4pm IT Drop-In</p> <p>5pm Corporate and Scrutiny Management Committee</p>	<p>Democratic Services, First Floor, Fawkes Room, West Offices</p> <p>Snow Room, Ground Floor, West Offices</p>
<p><b>Tuesday 9<sup>th</sup> June</b></p> <p><u>10am – 8pm Development Day 1*</u></p> <p>10am-12 noon Making a Positive Impact</p> <p>12.30pm -2.30pm Effective Questioning, Listening &amp; Analysis</p> <p>3pm-5pm Equalities and Diversity</p> <p>6pm-8pm The Modern Ward Member</p>	<p>The Mansion House, St Helens Square, York</p> <p>(State Room, First Floor)</p>
<p><b>Wednesday 10<sup>th</sup> June</b></p> <p>10am Area Planning Site Visits (Members of Area Planning only)</p> <p>1pm Dealing with Casework and Managing Difficult Situations*</p> <p>4pm Dealing with Casework and</p>	<p>Bus departs Memorial Gardens</p> <p>King John Room, Ground Floor West Offices</p> <p>Severus Room, First Floor, West</p>

Managing Difficult Situations 5.30pm Health Overview and Scrutiny Committee	Offices. Hudson Board Room, First Floor, West Offices
<b>Thursday 11<sup>th</sup> June</b> 2pm Area Planning Sub Committee	Hudson Board Room, First Floor, West Offices
<b>Friday 12<sup>th</sup> June</b> 10am Provisional Corporate Appeals Panel	King John Room, Ground Floor, West Offices
<b>Thursday 18<sup>th</sup> June</b> <u>10am-8pm Development Day 2*</u> 10am-12 noon The Modern Ward Member 12.30pm-2.30pm Equalities and Diversity 3pm-5pm Making a Positive Impact 6pm-8pm Effective Questioning and Listening Skills	Hudson Board Room, First Floor, West Offices

If you have any queries relating to any of the sessions outlined above please contact Laura Bootland, Democratic Services Officer on 01904 552062 or [laura.bootland@york.gov.uk](mailto:laura.bootland@york.gov.uk)

You may attend any of the events without prior booking except where stated. However, you can advise of attendance or non-attendance by contacting Laura Bootland on the above details.

Please note some sessions are being offered more than once to enable some flexibility to Members. You only need to attend each event once.

If you cannot attend any of the statutory training on the dates scheduled (denoted with \*) e.g. Planning, Licensing or Corporate Appeals then please contact Laura Bootland on the details above so other arrangements can be made.

Training	Newly Elected (22)	Returned (25)	Total (47)
Code of Conduct x 2 sessions	21	8	29
Meet CMT x2 sessions	21	5	26
Understanding Decision Making x2 sessions	16	1	17
Neighbourhood Model x2 sessions	16	7	23
Planning Training x2 sessions	13	11	24
Licensing Training	7	8	15
Appeals Training	5	4	9
Chairs Training	6	1	7
Dealing with Casework	9	1	10
Development Days x2	17	8	25

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## Comments – Newly Elected

Event	
Meet CMT	<ul style="list-style-type: none"> <li>• Helpful</li> <li>• Could of included more information on the Council's structure for each service area</li> <li>• Crucial to see the Management Team and hear their perspectives</li> <li>• Statistics provided were useful</li> </ul>
Code of Conduct	<ul style="list-style-type: none"> <li>• A lot to take in at once but necessary and useful</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Useful</li> <li>• Good to have experienced Members also in attendance to learn from</li> <li>• Covered a lot of ground</li> <li>• Interactive elements although necessary, were time consuming</li> <li>• Might of been useful to split into smaller sessions</li> <li>• Slightly tedious on the presentation side of things but the content was there</li> </ul>
Licensing	<ul style="list-style-type: none"> <li>• Good to hear the input from the Licensing Manager and very good training</li> </ul>
Development Days	<ul style="list-style-type: none"> <li>• Helpful over all</li> <li>• Extremely interesting and useful</li> <li>• Training techniques were excellent</li> </ul>

	<ul style="list-style-type: none"> <li>• Some of the most appropriate and targeted training I have received</li> <li>• I feel much better equipped to do my job as a councillor</li> <li>• A long day</li> <li>• Timing of sessions during working hours meant I could not attend</li> <li>• David dealt with the role of the Councillor very well.</li> </ul>
General Comments	<ul style="list-style-type: none"> <li>• Impressed with the tone, content and organisation of the sessions</li> <li>• The schedule was well thought out (see Annex A).</li> <li>• Having a one to one in first few days after election is useful but perhaps this could be repeated/followed up after 4 weeks</li> <li>• Timing of sessions – could evening or weekend sessions be considered in future.</li> <li>• IT training was something some members would of liked and this is being arranged as required</li> </ul>

#### Comments – Returned Members

Development Days	Extremely worthwhile, the trainer was well prepared and had clearly done his homework.
General Comments	The events attended were very useful and newer colleagues seemed to find them useful too.

## Member Support Steering Group Annual Work Plan 2015/16

MSSG Meeting	Detail
29 January 2015	<ul style="list-style-type: none"><li>• Update on Membersphere</li><li>• Update on draft Induction Programme</li></ul>
12 March 2015	<ul style="list-style-type: none"><li>• Update on Induction Programme for Newly Elected Members</li><li>• Attendance of Customer Service Manager</li></ul>
9 July 2015	<ul style="list-style-type: none"><li>• Review of Induction Programme</li></ul>
10 September 2015	<ul style="list-style-type: none"><li>• Refresh of Member Training and Development Policy</li><li>• Core Programme</li></ul>

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

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