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MEETING	MEMBER SUPPORT STEERING GROUP
DATE	1 JULY 2013
PRESENT	COUNCILLORS DOUGLAS (CHAIR), BOYCE AND REID (SUBSTITUTE FOR COUNCILLOR RUNCIMAN)
APOLOGIES	COUNCILLORS GALVIN, LOOKER AND RUNCIMAN

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## **PART A - MATTERS DEALT WITH UNDER DELEGATED POWERS**

### **1. DECLARATIONS OF INTEREST**

Members were asked to declare any personal interests not included on the Register of Interests, any prejudicial or any disclosable pecuniary interests which they may have in respect of items on the agenda. None were declared.

### **2. MINUTES**

RESOLVED: That the minutes of the meeting held on 14 March 2013 be approved and signed by the Chair as a correct record.

### **3. PUBLIC PARTICIPATION**

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

### **4. DEMONSTRATION OF COUNCILLORS LAGAN LITE**

A presentation was given on the Councillors Lagan Lite system. This self-service system had been designed to enable Members to log requests direct to the Customer Centre online and to track their status. The system also allowed analysis to advise on current issues and areas of concern across wards.

Members noted that the intention was for a group of Members to trial the system prior to it going live.

Members put forward the following suggestions:

- Amend the terminology from "customer" to "resident"

- Add a field “feedback to resident”.
- System to acknowledge that there may not always be a “customer” – for example, when Members are reporting issues which they have identified themselves.
- Location field to enable a junction to be named rather than just a street.
- The signing off of a complaint as being completed should rest with the Member.
- Facility to enable an email also to be sent to the relevant Cabinet Member where appropriate.
- The current list of categories used in the Lagan system would be circulated to enable Members to identify appropriate categories for inclusion in the drop-down list on the new system.
- An option for Members to confirm whether or not they wished to receive standard notification emails confirming that their complaint had been logged etc.
- It would be helpful if the system could also be available as a phone app.

The Communities and Equalities team were intending to hold a drop-in session on 16 July 2013 and this would provide an opportunity to raise awareness of the Lagan Lite system.

- RESOLVED:
- (i) That the information on the Lagan Lite system be noted.
  - (ii) That the suggestions put forward be taken on board by officers prior to the system being piloted by Members.

REASON: To enable Members to have input into the Lagan Lite system.

## **5. MEMBERSPHERE**

Members received a presentation on the Membersphere Application, including its uses in accessing or sharing information within groups.

As the next stage in its development, the application would be trialled by a group of Members prior to its launch in September 2013. Members would also be made aware of the application at

the drop-in session that was to be held with the Communities and Equalities team.

RESOLVED: That the information on Membersphere be noted.

REASON: To raise awareness of the introduction of this new application.

## **6. LOCAL DEMOCRACY WEEK**

Members considered a report that set out proposed activities for a week long programme to mark Local Democracy Week 2013. Members' views were sought on the proposed programme.

Members stated that they were pleased to note the extensive programme of activities. They suggested that the proposed work shadowing could be further extended by involving more Members.

RESOLVED: That the proposed programme of activities for Local Democracy Week 2013 be noted.

REASON: To enable arrangements to be made for Local Democracy Week 2013.

## **7. REVIEW OF MEMBER TRAINING AND DEVELOPMENT POLICY**

*[see also Part B minute]*

Members considered a report that reviewed the current Member Training and Development Policy in light of new approaches adopted towards training and developing Members for 2013/14 and beyond.

Consideration was given to Annex A of the report, which highlighted proposed amendments to the policy.

RESOLVED: That it be recommended to Council that the revised Member Training and Development policy be adopted.

REASON: In order to ensure that the Council policy remains fit for purpose and reflects new working practices and commitments.

## **PART B - MATTERS REFERRED TO COUNCIL**

### **8. REVIEW OF MEMBER TRAINING AND DEVELOPMENT POLICY**

*[see also Part A minute]*

Members considered a report that reviewed the current Member Training and Development Policy in light of new approaches adopted towards training and developing Members for 2013/14 and beyond.

Consideration was given to Annex A of the report, which highlighted proposed amendments to the policy.

RECOMMENDED: That the revised Member Training and Development Policy be adopted.

REASON: In order to ensure that the Council policy remains fit for purpose and reflects new working practices and commitments.

Councillor Douglas, Chair  
[The meeting started at 5.00 pm and finished at 7.00 pm].