

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

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 29th 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