



# MEMBER DEVELOPMENT PANEL

WEDNESDAY 13 SEPTEMBER 2006

6.00 PM

PANEL AGENDA (STANDARDS)

COMMITTEE ROOM 6  
HARROW CIVIC CENTRE

MEMBERSHIP (Quorum 3)

Chairman: Councillor Jean Lammiman

Councillors:

Paul Osborn

B E Gate  
Phillip O'Dell

Reserve Members:

1. Mrs Myra Michael
2. Mrs Vina Mithani

1. Keeki Thammaiah
2. David Perry

Issued by the Democratic Services Section,  
Legal Services Department

Contact: Sara Mirza, Committee Administrator  
Tel: 020 8424 1323 E-mail: sara.mirza@harrow.gov.uk

***NOTE FOR THOSE ATTENDING THE MEETING:  
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.  
IT WILL BE COLLECTED FOR RECYCLING.***

**HARROW COUNCIL**

**MEMBER DEVELOPMENT PANEL**

**WEDNESDAY 13 SEPTEMBER 2006**

**AGENDA - PART I**

1. **Attendance by Reserve Members:**

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

3. **Arrangement of Agenda:**

To consider whether any of the items listed on the agenda should be considered with the press and public excluded on the grounds that it is thought likely, in view of the nature of the business to be transacted, that there would be disclosure of confidential information in breach of an obligation of confidence or of exempt information as defined in Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

4. **Minutes:**

That the minutes of the meeting held on 4 April 2006, having been circulated, be taken as read and signed as a correct record.

5. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Committee Procedure Rule 19 (Part 4B of the Constitution).

6. **Petitions:**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 16 (Part 4B of the Constitution).

7. **Deputations:**

To receive deputations (if any) under the provisions of Committee Procedure Rule 17 (Part 4B of the Constitution).

- Enc. 8. **Member Development Strategy, Evaluation and Programme:** (Pages 1 - 18)  
Report of the Director, People, Performance and Policy

**AGENDA - PART II - NIL**

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|                                   |   |
|-----------------------------------|---|
| <b>Meeting:</b>                   | Member Development Panel                                |
| <b>Date:</b>                      | 13 <sup>th</sup> September 2006                         |
| <b>Subject:</b>                   | Annual development programme                            |
| <b>Key decision:</b>              | No  |
| <b>Responsible Chief Officer:</b> | Paul Najsarek, Director, People, Performance and Policy |
| <b>Relevant Portfolio Holder:</b> | Councillor Jean Lammiman                                |
| <b>Status:</b>                    | Part 1  |
| <b>Ward:</b>                      | Not Applicable  |
| <b>Enclosures:</b>                | None  |

1. **Summary/ Reason for urgency (if applicable)**

1.1 Not applicable

2. **Recommendations**

2.2. **To discuss the draft proposals and approve the member development programme for 2006 – 2010**

2.3. **To consider appropriateness, content and frequency of sessions**

**REASON: the programme takes needs and recommendations into account.**

3. **Consultation with Ward Councillors**

3.1 Not Applicable

#### 4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 Following the evaluation of the member induction programme, which started in May 2006 there is a need to provide members with further development support, as identified by members during the evaluation and training needs analysis (Appendix Four).
- 4.2 Comprehensive Performance Assessment, previously undertaken in 2002, is scheduled for November 2006. CPA identifies the need to develop leadership capacity at both Officer and member level and this report sets out a draft programme to achieve this.
- 4.3 The IDeA Member Development Charter, signed in 2003, marks the council's commitment to member development. The attached Member Development Strategy (Appendix One) details this commitment and the strategic positioning. This will be reviewed annually.
- 4.4 The Learning and Development Programme for Elected Members (Appendix Two) and the Learning and Development Schedule (Appendix Three) details the proposed training for the period 2006-2010.

#### 5. **Relevance to Corporate Priorities**

- 5.1 The Council is committed to achieving the following corporate priorities as per the Corporate Plan 2006-09. The attached strategy and programme is integral to meeting these priorities:
- 5.2 Making Harrow safe, sound and supportive
- 5.3 Getting Harrow Moving
- 5.4 Protecting our precious environment
- 5.5 Tackling waste & giving real value for money
- 5.6 Empowering Harrow youth
- 5.7 Giving more choice in sport, leisure & amenities

#### 6. **Background Information and options considered**

- 6.1 **2006 Induction** Members views on the 2006 induction programme have been sought in order to design the programme for 2006-2010. 8 members returned forms (see Appendix Four). The induction programme was well received and training needs were identified as follows:
  - Essential training on representing the Council on outside bodies
  - Performance monitoring and data quality management
  - Leadership
  - Freedom of Information
  - Harrow Strategic Partnership
  - Government Policy for Local Government (white paper)
  - Inspection regimes including Corporate Assessment and JAR
  - Member's constituency role and dealing effectively with constituency problems
  - IT training
  - Member's role in scrutiny
  - Member's role in Development Control and Planning
  - Chairing meetings
  - Report writing
  - Council rules and procedure
  - Issues pertaining to "Enforcements"
  - Communications
  - Finance
  - HR Management (Chief Officers Panel)

Technical Matters regarding Local Government  
Information on how the Council Department work  
Plan working papers  
Legal aspects

- 6.2 **2006 – 2010 programme** The views of members and senior officers on the programme for the 2006 Municipal year have been sought during August and September 2006. These have been incorporated into a draft programme, Appendix Three.
- 6.3 The programme aims to avoid clashes with other Council meetings wherever possible. This however is very difficult and it is likely that changes to Council meetings will necessitate changes to this programme.
- 6.3 The programme is largely provided through in-house speakers. The programme will be designed to minimise costs wherever possible, largely around catering, accommodation, equipment and printing costs. However external speakers are being sought where appropriate, and in line with the budget for 2006-07.
7. **Consultation**
- 7.1 None
8. **Finance Observations**
- 8.1 The proposals contained in this report can be contained within the current budget for Member Development.
9. **Legal Observations**
- 9.1 No legal comments
10. **Conclusion**
- 10.1 A structured approach to member development is a key component in the CPA and in achieving the corporate plan. The programme as outlined in Appendix Two and Three will meet the stated needs of the members and the recommendations by senior officers.
11. **Background Papers**
- 11.1 None
12. **Author**
- 12.1 Lindsey Blundell, Service Manager, Learning and Development

## **Harrow Council Member Development Strategy 2006 to 2010**

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### **The Vision**

Harrow Council is fully committed to assisting the development of Elected Members in order help to achieve the council's aims and objectives. The Member Development Strategy provides the link between Elected Members' plans and the Council's.

Through the work of the Member Development Panel the Council aims to adopt a member led strategic approach to Elected Member development. In 2003 the Council confirmed its commitment to Elected Member development as outlined by the IDeA Charter by striving towards:

- A member development programme which ensures that members can fulfil their responsibilities to the local community and provide clear leadership and effective scrutiny of local council functions. This may be done in conjunction with the IDeA or other component agencies.
- All members made aware of the training and development opportunities available
- An internal process to identify individual needs, which involves Members
- Individual Learning Accounts for Members which provide a minimum of five days training and development each year to meet the vision of the authority
- Adequate resources to meet the objectives of the training and development from both internal and external resources
- An assessment of how we can assist those with family responsibilities in terms of suitable allowances and support
- A willingness to support the programme to external scrutiny to check its effectiveness and to share information and good practice with other councils and agencies
- An opportunity each year to examine the way that we conduct our business and the commitments we place on elected members so that those with family and work commitments can come forward to serve their community. As part of the Member Development Strategy Harrow Council will put in place a Learning and Development Programme for Elected Members that clearly identifies the difference development activities will make.

### **Strategic Positioning**

The Harrow Council Member Development Strategy and the Learning and Development Programme for Elected Members is fundamental in achieving a sound political framework and meeting the objectives set by the Corporate Plan. The Member Development Strategy and the Learning and Development Programme also relates strongly to the corporate priorities and values, in order to ensure that the strategy and development programme support the success, focus and efficiency that the Council wishes to achieve.

The Member Development Strategy and the Learning and Development Programme is also key to fulfilling the standards set by the Audit Commission. As part of CPA the Audit Commission seeks to assess community leadership as well as corporate arrangements and capacity to support services in delivering improvements. The Member Development Strategy and the Learning and Development Programme provide the necessary strategy and support to ensure that Harrow Council meet these standards.



Harrow Council is also striving for Investors In People accreditation (IIP) in order to demonstrate its commitment to developing all the people who work within the Council. The Member Development Strategy and the Learning and Development Programme demonstrates this commitment to investing in its members and focuses on the individual members and the part they play in the organisation's effectiveness.

### **Process and Framework**

The Harrow Council Member Development Strategy and the Learning and Development Programme for Elected Members is developed jointly by the Service Manager, Learning and Development and the Member Development Panel. It is agreed in consultation and implemented, promoted and managed by the Service Manager, Learning and Development. The Learning and Development Programme is designed for the period 2006-2010, however there is a degree of flexibility built in to ensure that the programme is adapted to take account of Elected Members' learning and development needs and the business environment.

### **Training Needs Analysis**

Following the 2006 Member Induction evaluation was conducted in order to capture Elected Members' training needs as a result of this activity the Learning and Development Programme for Elected Members has been developed for 2006 to 2010. All activity scheduled during this period will have specific learning and development objectives attached. Following the completion of the activity evaluation will be undertaken to ensure that the objectives have been met. At this point further training needs of Elected Members will be identified, and the programme adjusted accordingly to ensure that these needs are met.

### **Equality and Diversity**

Harrow Council is committed to ensuring that all Elected Members are supported to fulfill their personal learning and development needs. The Council is also committed to ensuring that all learning and development activity is accessible to all Elected Members. Elected Members will have regular opportunities to give feedback through the evaluation processes. Elected Members also have the opportunity to engage through the Member Development Panel or directly with the Service Manager, Learning and Development.

## Learning and Development Programme for Elected Members 2006 to 2010

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### Learning and Development Objectives

- To ensure that all Elected Members are provided with learning and development that is effective in building capacity and addresses development priorities
- To address wider development matters to promote work-life balance and citizenship and to develop community leaders
- To ensure that members learn and develop effectively and share learning with other elected members and where appropriate with officers and stakeholders
- To ensure that council business is conducted legally and appropriately in accordance with the Constitution and the Code of Conduct for Councillors
- To ensure that the investment in learning and development is evaluated in terms of benefits and impact

### Development and Evaluation of Learning Needs

Harrow Council has a wide range of councillors. Therefore the Learning and Development Programme takes into account the individual skills and experience each councillor brings to the council. This work is already underway through the evaluation of the Member Induction programme, which provides the basis on which the Learning and Development Programme has been build.

To ensure that the Learning and Development Programme continues to fulfil Elected Members' needs objective setting and evaluation will embed into the process. All events will have clearly defined objectives. Evaluation will take place after every event in order to ensure that the learning and development objectives have been met. This mechanism ensures that the learning and development plan is on track.

### Scheduling

In order to maximize the effectiveness of learning and development time it is proposed that a number of briefing sessions are scheduled annually. These sessions will be designed to share and discuss a number of current issues simultaneously in a time efficient way. At least 3 months notice for events will be provided to Elected Members to maximize attendance and provide equally opportunities to attend.

### Member Induction

Induction provides the foundation for a successful Learning and Development Programme. The May 2006 the member induction programme was evaluated and these findings form the basis of the 2006-2010 Learning and Development Programme. Member Induction will take place again in May 2010, following the local elections. This will be developed using exit interviews with existing Elected Members, and using the evaluation of the 2006-2010 Learning and Development Programme.

The Member Handbook was issued in May 2006 as part of the induction programme. Officers will regularly update this handbook. This includes the annual learning and development

schedule. During 2006-2010 new Elected Members arriving as a result of by elections will receive a handbook and induction briefings from relevant officers.

### **Statutory Training and Refreshers**

In 2006, following the member induction programme a full programme of mandatory training was completed. In order to ensure that Elected Members are kept up to date these sessions will be run annually from 2007 to 2009.

The Learning and Development programme will also include sessions on the following:

- Scrutiny
- Code of Conduct & Register of Interests
- Planning
- Licensing

## **Leadership Development**

### Developing Strategic Leadership

In order to develop strategic leadership in Elected Members joint events with the senior officer team and executive members will be arranged periodically. Elected Members will also participate in the annual cycle of Harrow Council Managers' Conferences and Seminars, as appropriate. These events include the top 300 managers across the council and provide members an opportunity to build networks, engage with officers and to share ideas, issues and solutions at a local and strategic level.

A number of members have also expressed an interest in becoming IDeA peer members as part of the IDeA Peer Review scheme. It is recommended that each group consider which members should be involved in this opportunity.

### Developing Political and Community Leadership

External support for leadership development and councilor mentoring for Elected Members is currently being explored. This is not within the current budget.

Objectives for development in this area include:

- Developing personal leadership and decision making
- Exploring the role of member's responsibility and relationships with officer and member colleagues
- Developing political leadership and the theoretical and practical aspects of political and organisational leadership.
- Developing community leadership and supporting community cohesion

## **External Opportunities**

External speakers and facilitators will be invited to participate in the annual Learning and Development Programmes in order to ensure that Elected Members gain an external perspective and benefit from a broad range of experiences.

Elected Members will also be encouraged to participate in external events where appropriate, and to engage in visits to other boroughs to ensure that learning and development is broad and well informed.

## **Resources**

### IT and Intranet Support

All Elected Members are supported by HITs, the Harrow Council IT team. IT facilities and support are provided to Elected Members on request.

## Elected Members Library

### **Budget**

There is budget allocated for member development and induction in 2006-07. The Service Manager, Learning and Development hold this budget. All expenditure is in agreement with the lead officer, Councillor Lammiman, and in consultation with the member development panel.

## Learning and Development Programme Schedule for Elected Members 2006 to 2010

| <b>Annual Learning and Development</b>                                    | <b>Lead Officer</b>                           | <b>Members to Attend</b>                     | <b>Contents</b>                             |
|---|---|--|---|
| <i>Mandatory Training</i>   |   |  |   |
| 2 x Planning Sessions   | Andy Parsons<br>Dennis Varcoe<br>Frank Stocks | Members on the Development Control Committee | Purpose, legal framework, Member's role     |
| 2 x Code of Conduct Sessions  | John Robinson                                 | All Members                                  | Ethical standards framework                 |
| 2 x Licensing Sessions  | David Galpin<br>Shankar<br>Sivashankar        | Members of Licensing Panels                  | Licensing Act, role of committee & panel    |
| Scrutiny  | Nahreen Matlib<br>Lynne McAdam                | Members of Scrutiny Committee & Reviews      | Principles, protocols & procedures          |
| Grievance & Disciplinary  | Jon Turner<br>Jill Travers                    | Members of these Panels                      | Statutory framework & Council's procedures  |
| Recruitment   | Jon Turner                                    | Members of Chief Officer's Employment Panel  | Council's recruitment & selection process   |
| <i>Recommended Training</i>   |   |  |   |
| Leadership & Role of Cabinet (as part of leadership development activity) | Jill Rothwell                                 | Members of Cabinet, Portfolio holders        | Personal, political & community leadership  |
| Finance & Contracts   | Myfanwy Barrett                               | All Members                                  | Finance & budget management                 |
| Equality/Diversity  | Jon Turner                                    | All Members                                  | Legal framework and Council's policies      |
| Community Engagement  | Paul Najsarek                                 | All Members                                  | Community Engagement Strategy               |
| Updates on Latest Legislation   | Hugh Peart                                    | All Members                                  | Overview of relevant Govt legislation       |
| Risk Management   | Julia Bourne<br>Dave Ward                     | All Members                                  | How to manage business risk                 |
| Health & Safety   | David Ward<br>Paul Williams                   | All Members                                  | H & S legislation and Council procedures    |
| Looked-After Children and the Council                                     | Paul Clark<br>Gail Hancock                    | Members Involved in these issues             | Council's policy and contracting procedures |
| IT  | Carol Cutler<br>Mark Kieran                   | Interested Members                           | IT applications and services available      |

**Quarterly Members' Briefings 2007**

|   |                                    |             |   |
|---|------------------------------------|-------------|---|
| November 06<br>Inspections: CPA &<br>JAR                        | Tom Whiting<br>David<br>Harrington | All Members | Govt requirements &<br>Council's procedure for<br>inspections |
| November 06<br>Performance<br>Management & Data<br>Quality Mgmt | Tom Whiting                        | All Members | KPIs and performance<br>management                            |
| TBC<br>Harrow Strategic<br>Partnership                          | Mike Howes<br>Paul Najsarek        | All Members | Partners & Community<br>Strategy                              |
| TBC<br>Representing The<br>Council On Outside<br>Bodies         | Hugh Peart                         | All Members | Legal issues and Council<br>protocol                          |
| April 07<br>Local Government<br>White Paper                     | Paul Najsarek                      | All Members | Policy development  |
| April 07<br>Inspections and<br>Performance<br>Management        | Paul Najsarek                      | All Members | Performance and inspection<br>results                         |

## Learning and Development Programme Dates 2006 to 2010

| <b>Date</b>    | <b>Session</b>                                     | <b>Content/<br/>Objectives</b>                        | <b>Speaker</b> | <b>Audience</b>                             |
|----------------|--|---|----------------|---|
| September 2006 | 2 x Scrutiny training sessions                     | To evaluate and understand the new scrutiny processes | Inlogov        | Members of Scrutiny Committees & Reviews    |
| November 2006  | What's scrutiny about?                             | Introduction to scrutiny                              | TBA            | As Above                                    |
| November 2006  | Being the chair of a scrutiny committee or panel   | Scrutiny and role of Member                           | TBA            | As Above                                    |
| February 2007  | 2x Planning & Development                          | Legal framework & Member's role                       | TBA            | Members of Development Control Committee    |
| February 2007  | Harrow Strategic Partnership                       | Overview and purpose of HSP                           | TBA            | Open to all Members                         |
| March 2007     | 2x Code of Conduct                                 | Ethical Standards Framework                           | TBA            | All Members                                 |
| March 2007     | Leadership & Role of Cabinet                       | Personal & community leadership                       | TBA            | Cabinet & Portfolio holders                 |
| March 2007     | 2x Licensing                                       | Licensing Act & role of Committee                     | TBA            | Members of Licensing Panels                 |
| April 2007     | Scrutiny training session                          | Scrutiny & role of Member                             | TBA            | Members of Scrutiny Committees & Reviews    |
| April 2007     | Health & Safety                                    | H & S procedures at the Council                       | TBA            | Open to all Members                         |
| May 2007       | Disciplinary & Grievance                           | Statutory framework & Council                         | TBA            | Members of these Panels                     |
| May 2007       | Risk Management                                    | Management of business risk                           | TBA            | Open to all Members                         |
| June 2007      | Recruitment  | Council's recruitment policy & practice               | TBA            | Members of Chief Officers' Employment Panel |
| June 2007      | Finance & Contracts                                | Finance & contract management                         | TBA            | Open to all Members                         |
| July 2007      | Community Engagement                               | Community Engagement Strategy                         | TBA            | Open to all Members                         |
| July 2007      | Looked-After Children & the Council                | Council policy and contracting process                | TBA            | Open to all Members                         |
| September      | Representing the Council on outside bodies         | Protocol & legal framework                            | TBA            | Open to all Members                         |
| September 2007 | Performance monitoring and Data quality management | Council's policy & strategy on PM                     | TBA            | Open to all Members                         |
| October 2007   | Inspections: CPA & JAR                             | Overview of requirements                              | TBA            | Open to all Members                         |



## Event Calendar 2006- 2008

|                             | 2006  |       |       |       | 2007  |       |       |       | 2008  |       |       |       |
|-----------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                             | 01-03 | 04-06 | 07-09 | 10-12 | 01-03 | 04-06 | 07-09 | 10-12 | 01-03 | 04-06 | 07-09 | 10-12 |
| Planning&Development        |       | ● ●   |       |       |       | ● ●   |       |       |       | ● ●   |       |       |
| Code of Conduct             |       | ● ●   |       |       |       | ● ●   |       |       |       | ● ●   |       |       |
| Intro to the Licensing Act  |       | ●     |       |       |       | ●     |       |       |       | ●     |       |       |
| Hearing under Licensing Act |       | ● ●   |       |       |       | ● ●   |       |       |       | ● ●   |       |       |
| Planning & Development      |       |       | ●     |       |       |       | ●     |       |       |       | ●     |       |
| Scrutiny Members Evening    |       |       | ●     |       |       |       | ●     |       |       |       | ●     |       |
| Disciplinary & Grievance    |       |       | ●     |       |       |       | ●     |       |       |       | ●     | ●     |
| Recruitment                 |       |       |       | ●     |       |       |       | ●     |       |       |       |       |
| Community Engagement        |       |       | ●     |       |       |       | ●     |       |       |       | ●     |       |

### Briefing / Recommended training

|  |  |  |  |   |   |   |   |   |   |  |   |   |   |
|--|--|--|--|---|---|---|---|---|---|--|---|---|---|
| Leadership & Role of Cabinet                     |  |  |  | ● | ● |   |   |   |   |  | ● |   |   |
| Equality / Diversity                             |  |  |  |   |   | ● |   |   | ● |  |   |   |   |
| Health & Safety                                  |  |  |  |   | ● | ● |   |   |   |  |   | ● |   |
| Risk management                                  |  |  |  |   |   |   | ● |   |   |  |   |   |   |
| Finance & Contracts                              |  |  |  |   | ● |   |   |   |   |  | ● |   |   |
| Looked-After Children and the Council            |  |  |  |   |   |   | ● |   |   |  | ● |   |   |
| Representing the Council on Outside Bodies       |  |  |  |   |   |   |   |   |   |  |   | ● |   |
| Performance Monitoring & Data Quality Management |  |  |  |   |   |   |   | ● |   |  | ● |   | ● |
| Harrow Strategic Partnership                     |  |  |  |   |   | ● |   |   |   |  |   | ● |   |
| Inspection: CPA & JAR                            |  |  |  |   |   |   |   |   |   |  | ● | ● |   |

## Event Calendar 2009 - 2010

|                             | 2009  |       |       |       | 2010  |       |       |       | Notes / Comments |
|-----------------------------|-------|-------|-------|-------|-------|-------|-------|-------|------------------|
|                             | 01-03 | 04-06 | 07-09 | 10-12 | 01-03 | 04-06 | 07-09 | 10-12 |                  |
| Planning&Development        |       | ● ●   |       |       |       | ● ●   |       |       |                  |
| Code of Conduct             |       | ● ●   |       |       |       | ● ●   |       |       |                  |
| Intro to the Licensing Act  |       | ●     |       |       |       | ●     |       |       |                  |
| Hearing under Licensing Act |       | ● ●   |       |       |       | ● ●   |       |       |                  |
| Planning & Development      |       |       | ●     |       |       |       | ●     |       |                  |
| Scrutiny Members Evening    |       |       | ●     |       |       |       | ●     |       |                  |
| Disciplinary & Grievance    |       |       | ●     |       |       |       | ●     |       |                  |
| Recruitment                 |       |       |       | ●     |       |       |       | ●     |                  |
| Community Engagement        |       |       | ●     |       |       |       | ●     |       |                  |

### Briefing / Recommended training

|  |  |  |  |   |   |   |   |   |  |
|--|--|--|--|---|---|---|---|---|--|
| Leadership & Role of Cabinet                     |  |  |  | ● | ● |   |   |   |  |
| Equality / Diversity                             |  |  |  |   | ● |   |   |   |  |
| Health & Safety                                  |  |  |  |   | ● | ● |   |   |  |
| Risk management                                  |  |  |  |   |   |   | ● |   |  |
| Finance & Contracts                              |  |  |  |   | ● |   |   |   |  |
| Looked-After Children and the Council            |  |  |  |   |   |   | ● |   |  |
| Representing the Council on Outside Bodies       |  |  |  |   |   |   |   |   |  |
| Performance Monitoring & Data Quality Management |  |  |  |   |   |   |   | ● |  |
| Harrow Strategic Partnership                     |  |  |  |   |   | ● |   |   |  |
| Inspection: CPA & JAR                            |  |  |  |   |   |   |   |   |  |

August 2006

## **Report on evaluation of Member Induction Programme 2006**

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### **What was the Induction programme?**

The induction programme consisted of six separate events during May and June.

- The Welcome Evening on the 8 May was the first major event held straight after the elections to welcome new and existing Members to the Council. It provided the opportunity to complete essential administrative tasks such as signing of office and Code of Conduct as well as receiving information on IT issues and policies.
- On 16 May there were two sessions of three tours organised to give Members more flexibility to select the more appropriate session for them. The tours consisted of:
  - A) a two-hour tour of Borough with the aim of giving an overview of the work of the Council and issues facing the Council across the borough.
  - B) A half-hour tour of the Civic Centre with the aim of introducing the Civic Centre and allowing Members to see some key areas such as Access Harrow centre recently opened, Committee Rooms, Group Offices and some other areas where officers work.
  - C) A half-hour tour of Hits with the aim of giving an overview of how the Council's IT Department operates.
- You, the Council and the Community event aimed to introduce Members to Scrutiny, Harrow Strategic Partnership and LAA and Code of Conduct. The event made use of an Actor to play the role of a new councillor asking questions from a panel of senior officers and an experience Member.
- The next three series of events consisted of 3 Open Days, which gave an opportunity for Directorates to showcase their services and for officers to meet and talk with Members face to face.

Please find below a summary of events:

**Table 1**

| <b>Event</b>   | <b>Date</b> | <b>Numbers attended</b> |
|--|-------------|-------------------------|
| 1. Welcome Evening                                   | 8 May       | 63                      |
| 2. Tours of the Borough, Civic Centre and Hits       | 16 May      | 26                      |
| 3. You, The Council and the Community                | 18 May      | 34                      |
| 4. Chief Executive and Business Development Open Day | 23 May      | 22                      |
| 5. Urban Living Open Day                             | 14 June     | 22                      |
| 6. People First Open Day                             | 22 June     | 20                      |

**Evaluation**

**1.1 Evaluation of the Welcome Evening**

Evaluation forms were sent Mid May to obtain feedback for the Welcome Evening. 63 forms were sent out, 17 forms were returned (27%). At the same time, a training needs questionnaire was sent out to obtain information on individual training requirements of Members. 13 of these were completed and returned (21%).

With respect to the Welcome Evening they were asked to rate how useful they found the various agenda items of the evening. See results as illustrated in Table 2.

**Table 2**

| <b>Welcome Eve Agenda Items</b>         | <b>Very useful %</b> | <b>Of some use %</b> |
|---|----------------------|----------------------|
| Chief Executive's introduction          | 64                   | 36                   |
| IT Services for Members                 | 40                   | 60                   |
| Code of Conduct                         | 36                   | 64                   |
| Member's Lounge Displays                | 25                   | 75                   |
| Member Support Services                 | 13                   | 87                   |
| Your Journey with Harrow (Welcome Pack) | 19                   | 81                   |

100% of respondents confirmed that they were:

- Informed in good time
- Were ushered effectively
- Found venue satisfactory
- Found catering satisfactory

11% found there was a problem with equipment; e.g. computers

81% rated the entire evening as "good" or "very good", while 10% rated the evening as satisfactory.

Some additional comments were:

- One Member asked to make it clear whether refreshments meant a buffet dinner or just tea/coffee
- Code of Conduct session was an improvement on previous years
- Chief Executives Introduction was better structured and put into context
- Well Done!
- One evening too rushed

## **1.2 Evaluation of the overall Induction programme**

63 Evaluation forms were sent out in mid June to all councillors; 8 forms were returned (13%).

### **Summary of feedback:**

#### **Welcome Evening 8 May**

- All Members found the evening “very useful” and “very well organised” or “quite well organised”

#### **Tour Day 16 May**

- All those who attended the tour of borough found it “very useful”
- All those who attended the Civic Centre tour found it “very useful”
- All but one who attended the Hits tour found it “very useful”, one found it of “some use”.

#### **You, The Council and the Community 18 May**

- All those who attended found the event “very useful”

Directorate Open Days:

#### **Business Development and Chief Executive Open Day 23 May**

- All those attended found the event “very useful” and comments included: “Displays and officers very helpful”

#### **Urban Living Open Day 14 June**

- All those attended found the event “very useful” and comments included: “Brilliant, could have stayed all afternoon”!

*People First Open Day 22 June*

- All those attended found the event “very useful” and comments included: “Well done!”

### **1.3 Training Needs Analysis**

14 Members completed and returned their forms.

Specific training requested:

- Essential training on representing the Council on outside bodies
- Performance monitoring and data quality management
- Leadership
- Freedom of Information
- Harrow Strategic Partnership
- Government Policy for Local Government (white paper)
- Inspection regimes including Corporate Assessment and JAR
- Members constituency role and dealing effectively with constituency problems
- IT training
- Members role in scrutiny
- Members role in Development Control and Planning
- Chairing meetings
- Report writing
- Council rules and procedure
- Issues pertaining to “Enforcements”
- Communications
- Finance
- HR Management (Chief Officers Panel)
- Technical Matters regarding Local Government
- Information on how the Council Department work
- Plan working papers so we can understand the information
- Legal aspects

## *Conclusion*

### **Evaluation of induction events**

Unfortunately the poor response received on the overall induction programme makes it difficult to make a meaningful analysis of the individual events. However the more significant response received from the Welcome Evening evaluation paints a very positive picture of the event both in terms of the contents and the way it was organised.

In addition to the feedback from the Members, the working Group of Officers involved in the design and planning of the overall induction events met at the end of May to evaluate and discuss what went well and what could be improved. Here is a list of their comments:

- Very positive feedback from Councillors
- Well organised
- Good atmosphere and Officers very helpful
- Food good but too much
- Good idea to colour-group the Councillors and ushers
- Area where food served was too cramped; Members' Lounge may have been better to have food but could have served drinks outside in lobby area
- Chief Executive briefing should have included Health and Safety aspect
- Exhibitions were of mixed quality; a working group could be set up to co-ordinate the contents and format of exhibitions to make them look more of a-piece
- One of the Councillors was very helpful on the evening; It would be good practice to write to one or two existing Councillors prior to the event to invite them to help as ushers on the night