



# MEMBER DEVELOPMENT PANEL

**TUESDAY 7 APRIL 2009**

**7.30 PM**

**PANEL AGENDA (STANDARDS)**

**COMMITTEE ROOM 3  
HARROW CIVIC CENTRE**

**MEMBERSHIP (Quorum 3)**

**Chair: 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 and Governance Services Department**

**Contact: Damian Markland, Democratic Services Officer  
Tel: 020 8424 1785 E-mail: damian.markland@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**

**TUESDAY 7 APRIL 2009**

**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.

Enc. 3. **Minutes:** (Pages 1 - 4)

That the minutes of the meeting held on 3 February 2009 be taken as read and signed as a correct record.

4. **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).

5. **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).

6. **Deputations:**

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

Enc. 7. **INFORMATION REPORT - Member Development Programme Update:**  
(Pages 5 - 8)

Report of the Divisional Director of Human Resources and Development.

**AGENDA - PART II - NIL**

**MEMBER DEVELOPMENT PANEL**

**3 FEBRUARY 2009**

Chairman: \* Councillor Jean Lammiman

Councillors: \* B E Gate \* Paul Osborn  
\* Phillip O'Dell

\* Denotes Member present

**PART I - RECOMMENDATIONS - NIL**

**PART II - MINUTES**

86. **Attendance by Reserve Members:**

**RESOLVED:** To note that there were no Reserve Members in attendance at this meeting.

87. **Declarations of Interest:**

**RESOLVED:** To note that there were no declarations of interests made by Members in relation to the business transacted at this meeting.

88. **Minutes:**

**RESOLVED:** That the record of the informal discussion that took place at the inquorate Member Development meeting on 6 November 2008 be noted.

89. **Public Questions, Petitions and Deputations:**

**RESOLVED:** To note that no public questions were put, or petitions or deputations received at this meeting under the provisions of Committee Procedure Rules 19, 16 and 17 respectively.

90. **IDeA Member Development Charter:**

The Chairman welcomed Kris Hibbert of London Councils who had been invited to give a presentation on the Improvement and Development Agency (IDeA) Member Development Charter. The Chairman informed the Panel that the Council was aiming to achieve charter recognition during 2009 and that it was hoped that the presentation would give Members a better understanding of what was required in order to ensure a successful assessment.

Ms Hibbert explained that the purpose of the Member Development Charter was to build elected member development capacity by ensuring that local authorities complied with a number of good practice guidelines that had been developed by the IDeA. The central emphasis of the Charter was to put elected Members in control of their own development whilst promoting learning opportunities in line with the Council's wider corporate objectives. In order to achieve charter recognition, Councils were expected to undertake an onsite assessment during which they were required to demonstrate adherence to the following key guidelines:

- being fully committed to developing elected Members in order to achieve the Council's aims and objectives;
- adopting a Member-led strategic approach to elected member development;
- having a Member learning and development plan in place that clearly identified the difference development activities would make;
- seeing that learning and development was effective in building capacity;
- addressing wider development matters to promote work-life balance and citizenship.

Ms Hibbert commented that the Council was already fulfilling most of the Charter's requirements and identified the following existing schemes and initiatives as some of the positive steps Harrow had taken towards Charter recognition:

- the production of a Member Development Programme Brochure which formalised existing development initiatives and provided Members with a comprehensive overview of available training;

- the use of an ongoing development of a high quality induction pack for new Councillors;
- the availability of a dedicated Member Development budget;
- inviting Councillors from other boroughs and members of the voluntary sector to attend internally organised training sessions;
- the relaunch of the Training Needs Analysis (TNA) scheme and the use of Roffey Park's 360 degree feedback system to identify development needs amongst Councillors;
- the use of a core group of officers to oversee and handle Member Development issues;
- the use of 'leadership meetings' between Members and Corporate Directors to ensure both sides remained aware of important issues. The meetings also helped new Councillors develop their knowledge of the internal workings of Local Government.

During the presentation, Members discussed a number of areas where additional work was needed in order to meet the requirements of the Charter. The key areas were as follows:

- better dissemination of learning was required and, to ensure value for money, Members needed to be encouraged to share what they had learnt with others. Officers suggested that the existing learning log evaluation form could be used or, failing that, a modified version produced. Such a form would allow Members to provide key details of the training which could then be shared with others;
- the roles of individual Members needed to be better outlined to ensure members of the public knew who to contact for assistance. It was considered that, whilst information regarding committee membership and special responsibilities was available on the Council's website, it was not well organised. Officers stated that they would contact Democratic Services to see whether the situation could be improved;
- it was considered that the feedback system currently in place to gauge the benefits of training sessions needed to be further developed;
- the e-learning software that had been made available to Members had not proved popular. It was noted that many Councilors had started using the software but few had continued to use it on a regular basis. A Member suggested that sending e-mail reminders to Councillors, informing them of updates and new modules, could encourage individuals to utilise the system more often. The possibility of utilising social networking systems such as Facebook, Myspace and Twitter to assist learning was also considered;
- the way in which public feedback was logged required improvement. The Tenants' and Leaseholders' Consultative Forum was suggested as a good forum in which to trial a new external feedback system whereby members of the public could be encouraged to provide feedback. An officer agreed to discuss the proposals with Democratic Services and the Chairman of the Tenants and Leaseholders' Consultative Forum. The Chairman confirmed that the Roffey Park 360 feedback process allowed for feedback from community members.

Summing up, Ms Hibbert stated that the Council had already independently developed a robust and comprehensive Member Development programme. She stated that, aside from developing a few key areas further, the Council needed to primarily focus on documenting and collating the evidence required for its application. It was explained that in order to proceed with the application, Members of the Council would need to sign a commitment form that would then be submitted to London Councils. Once received, London Councils would consider the application and jointly agree a date for the onsite assessment. Ms Hibbert informed the Panel that it was important that the Council submitted its portfolio of evidence to London Councils three to four weeks before the assessment date and that, on the day, the Leader of the Council and Chief Executive be available.

Following a discussion, it was agreed that the Council should aim to be assessed for the Charter in late June 2009.

**RESOLVED:** That the presentation be noted.

91. **INFORMATION REPORT - Member Development Programme Update:**

The Panel received a report of the Divisional Director of Human Resources and Development, which reviewed the progress of the 2008/09 programme and outlined the forthcoming events for elected Members, in line with the Council Improvement Programme.

**Coaching**

An officer informed the Panel that the Member Development team was awaiting nine nominations for the Roffey Park Coaching Programme. It was noted that the Christmas holiday period could have resulted in the delays and officers stated that they would contact individual Members shortly.

**Review of Member Development Activities since 6 November 2008**

The officer detailed the mandatory Gambling Act Refresher and Code of Conduct training that had taken place in November and January respectively. The Panel was informed that a third Code of Conduct session was being organised for 3 March 2009, with the possibility that it would be held during the day to encourage more Members to attend. A Member of the Panel stated that whilst daytime sessions were more convenient for some Councillors, there were concerns surrounding non-attendance at mandatory training sessions. He informed the Panel that he intended to work with officers on this issue. The Chairman recommended that the Member Development team consider and review how it handled and followed up Member attendance concerns.

In addition to the mandatory training sessions, the officer outlined the non-compulsory sessions that had been run and informed the Panel that feedback had been positive. Officers were continuing to utilise a revised evaluation form to gather feedback and develop future training accordingly. Members commented that though the quality of the sessions had been high, there had been some clashes with Council meetings and that it was important that such instances were prevented in the future.

**Update on the Programme for 2009**

An officer notified the Panel of an upcoming Action Learning Event concerning Customer Service and Satisfaction, due to be held on 11 February. The event would aim to challenge Members on how the Council could improve customer service, customer satisfaction ratings and the public's perception of its work. The Panel was informed that the Leader of the Council and Chief Executive would open the event, followed by a presentation by a director of MORI. After a Question and Answer session, Members would work in groups in order to undertake a range of workshop activities designed to promote discussion.

A Member stated that it was important that the Action Learning Events were properly facilitated to ensure that political debate did not undermine the educational purpose of the session. Another Member suggested that politics had no place in a discussion concerning customer satisfaction as Councillors had a responsibility to represent the local electorate, regardless of their political alignment.

The officer requested that Members of the Panel encourage other Councillors to attend the session as a low turnout would reflect negatively on the Council and a group of at least 20 to 30 individuals was needed to ensure a good debate. The Chairman stated that she would send out reminders and it was agreed that the event would be publicised at the party Group meetings on 9 February.

**Members Quarterly Briefing**

An officer informed the Panel that a suggestion had been made by the Divisional Director of Audit and Risk that a session entitled "The Role of Councillors in a Major Incident" be held at a future quarterly briefing. Members of the Panel requested that the session be incorporated within the Members' briefing taking place on 5 March 2009.

92. **Any Other Urgent Business:**

The Chairman informed the Panel of the following urgent issues:

**Safeguarding Children**

The Panel was informed that the Corporate Director of Children's Services had requested that a Safeguarding Children training session be run for elected Members. An officer requested that the Panel decide whether the session should provide a general overview of safeguarding legislation or focus primarily on the issues surrounding the Baby P incident at Haringey Council.

A Member of the Panel stated that it was important that the Council did not neglect its obligation towards vulnerable adults and requested that the focus of the session be widened to include such issues. An officer assured the Panel that the general session would cover a range of issues. Following a discussion, Members of the Panel unanimously agreed that a general session would be more beneficial and requested that officers to proceed on this basis. It was recommended that a session regarding the Baby P incident be held at the upcoming Members' briefing.

#### Corporate Parenting

The Chairman informed the Panel that she had received a letter from the Chairman of the Corporate Parenting Panel requesting that a Member Development session be arranged entitled "On being a Corporate Parent". The Panel agreed that a session on Councillors' Corporate Parenting Responsibilities was important but that the Safeguarding Children session needed to take priority. The Chairman requested that officers incorporate a Corporate Parenting training session into the next quarterly briefing and, if well received, a dedicated session be scheduled. Officers agreed to draft a response to the Chairman of the Corporate Parenting Panel informing her of the decision.

#### Induction

The Panel was advised that preparation for the Councillor Induction process in 2010 had commenced and Democratic Services would be contacted in order to commence the necessary arrangements. Members of the Panel suggested that a representative from Democratic Services attend future Member Development Panel meetings in order to provide regular updates. The Chairman requested that officers prepare a report for the next meeting in order to provide Members with an overview of the required work.

#### Members' Library

An officer informed the Panel that the Leader of the Labour Group had requested that it consider the development of the Members' Library. Panel Members were informed that in the near future the Library would hopefully stock journals, relevant magazines, agendas and minutes and, in addition, become a central learning resource for Councillors. The officer stated that funding would most likely have to be sought from the existing Member Development budget and, as such, he was seeking the views of the Panel.

Following a discussion, the Panel agreed that the development of the library was important but that it should undergo a trial period to ensure there would be sufficient usage to justify initial expenditure. Officers were asked to look at the possibility of installing a key card access point at the Library's entrance in order to monitor how often it was used. The Chairman stated that the Library use should be piloted until summer and reviewed at the Member Development Panel meeting due to be held in September.

#### Professional Development

An officer stated that by making the Members' Library a central learning hub, it was hoped Councillors would make better use of e-learning resources. He stated that the Member Development team was looking at utilising a new learning management system that would provide Members with a record of their learning and therefore support their Continuing Professional Development (CPD). Following a discussion, Members debated whether it was possible to introduce a certification system whereby Councillors would receive a formal certificate recording the training they had completed. The officer stated that the use of certificates was an option, but that formal accreditation would require external monitoring. It was agreed that the officer look into the possibility of offering Members formal qualifications and report back at the next meeting.

(Note: The meeting having commenced at 7.30 pm, closed at 10.00 pm)

(Signed) COUNCILLOR JEAN LAMMIMAN  
Chairman



<b>Meeting:</b>	Member Development Panel
<b>Date:</b>	7 <sup>th</sup> April 2009
<b>Subject:</b>	Member Development Programme Update
<b>Key Decision: (Executive-side only)</b>	No
<b>Responsible Officer:</b>	Divisional Director of Human Resources and Development – Jon Turner
<b>Portfolio Holder:</b>	Portfolio Holder for Performance, Communications and Corporate Services - Councillor Paul Osborn
<b>Exempt:</b>	No
<b>Enclosures:</b>	None

### Section 1 – Summary and Recommendations

This report reviews the closing of the 2008/09 programme and outlines the forthcoming events for the remainder of the financial year for 2009 for elected members in line with the Council Improvement Programme. It includes an update since the Member Development Panel on the 3<sup>rd</sup> February 2009.

**RECOMMENDATIONS:**

The Panel is requested to note the report.

**REASON:** The programme is designed to meet the learning and development needs of elected members in the light of the Comprehensive Performance Assessment and Joint Assessment Review feedback, as part of the Council's improvement plan and performance development.



## Section 2 – Report

### 1. Coaching - Update

The Roffey Park Coaching programme has been completed by two Councillors to date. Another five Councillors are in the process of completing the programme. The original deadline of March 2009 will need to be reviewed in the light of the time required to complete the first cohort. It is also suggested that the Member Coaching Programme is reviewed alongside the 2008/9 programme as part of ongoing evaluation of the opportunities offered to members.

### 2. IDeA/London Councils Member Development Charter Update

The council Leader, Group Leaders and the Chief Executive have signed the Commitment to gain the Charter with a proposed assessment date of 24<sup>th</sup> June 2009. Resources have been allocated to developing a portfolio of evidence and other work to enhance our offer to Members, including a revised Training Needs Analysis in advance of the 2009/10 programme. A new Member Development Policy and Strategy is also being drafted for consideration by Panel members.

### 3. Review of Member Development Activities since Last meeting

The following events have taken place since 3<sup>rd</sup> February 2009.

Mandatory Training		
Date	Module	No. Of Attendees
17 <sup>th</sup> February 2009	Planning- secured by design	12
23 <sup>rd</sup> February/ 25 <sup>th</sup> February/3 <sup>rd</sup> March 2009	Harrow Compact (Grants advisory panel)	7
24 <sup>th</sup> March 2009	New local assessment Framework – Code of Conduct	?TBC today

Other Training Events and Briefings		
Date	Topics	No. Of Attendees
3 <sup>rd</sup> February 2009	IT Training Excel Introduction	5
11 <sup>th</sup> February 2009	Action Learning Event- Customer Service and Satisfaction	31
23 <sup>rd</sup> February 2009	Finance update	5
5 <sup>th</sup> March 2009	Members Quarterly Briefing	12
12 <sup>th</sup> March 2009	Finance update	8

We are continuing to evaluate each Member Development session by asking Members to complete learning log/evaluation forms. This allows Members to relate the benefits of learning for personal needs, benefits to the council and the community. The overall feedback from the above events has been very positive.



#### 4. Update on the Programme

##### Action Learning Event – Customer Service and Satisfaction 11<sup>th</sup> February 2009

This event was a success. We had a positive attendance of 31 Members. A repeat session will be held on **Monday 27<sup>th</sup> April** for those Members that were unable to attend. Feedback from this event included the following comments:

*‘Interesting discussion with opposition Councillors’*

*‘(I) need to develop even more contacts in my ward and (the) importance of feedback to residents’*

*‘Good session’*

*‘Council will have good Councillors to help residents and their issues’*

##### Member Development Programme 2009/10

The Member Development Programme 2009/10 is in the process of being developed. The Member Training Needs Analysis, Officer/Councillor requests and development needs identified from the Member Coaching Programme will all form the basis of the programme. The dates for the Member Development Programme 2009/10 have been confirmed in accordance with the Committee Calendar. Councillors have been supplied with these dates and will be updated when subject matters for each session are confirmed. Dates for Member Development will now be published on the Committee Calendar and therefore Councillors will receive these dates on a weekly basis as with Committee events. The calendar is also published on the intranet in the Members area.

##### Members Quarterly Briefing – 22<sup>nd</sup> June 2009

The following tables have requested to be present at the Members Quarterly Briefing in June:

- Legal update- Legal team
- Preventing violent extremism (PVE) - Samia Malik
- ‘Being a corporate parent’ Gail Hancock/Andreas Kyriacou
- New householder permitted development rights- Frank Stocks

#### Section 3. Planned Activity for Next Quarter

Activity and target audience	Provider/ Facilitator	Dates	Cost	Aims
<b>Mandatory training</b>		<b>All members in the target audience are required to attend this training</b>		
Disability Equality Duty (those that are yet to attend)	<b>Internal</b> Mike Howes/ Helen White	8 <sup>th</sup> April 2009	Officer time	Inform Members how the general equality duty impacts on decision making
<b>Other learning events</b>		<b>All members are encouraged to attend these sessions( unless stated otherwise)</b>		
Safeguarding of children and adults	<b>Internal</b> Steve Spurr/ Seamus Doherty	9 <sup>th</sup> April 2009	Officer time	To raise the awareness of the safeguarding of vulnerable adults and children
IT Training –	<b>Internal</b>	15 <sup>th</sup> April	Officer	To gain a greater

Excel Intermediate/advanced	Fiona Walters	2009	time and Fee of £100 per session	understanding on the Office Suite of software packages
REPEAT TBC Safeguarding of children and adults	<b>Internal</b> Steve Spurr/ Seamus Doherty	6 <sup>th</sup> May 2009	Officer time	To raise the awareness of the safeguarding of vulnerable adults and children
Emergency Planning	<b>Internal</b> David Ward/Kan Grover	25 <sup>th</sup> June	Officer time	To inform "The Role of Councillors in a Major Incident.
Finance Debt Management	<b>Internal</b> Greg Foley			To inform Members about Sundry Debt Management
<b>Members quarterly briefings</b>		<b>These events are open to all Members and allows for Members to have an informal discussion with Officers regarding their service area.</b>		
1 <sup>st</sup> Quarter	Various	22 <sup>nd</sup> June 2009	Officer Time	Designed to encourage members to discuss current issues, develop effective member/officer relationships and signpost further information and support
<b>Action learning events</b>				
REPEAT Customer Service & Satisfaction	Gary Welch, Research Director MORI	27 <sup>th</sup> April 2009	External speaker from MORI	To challenge councillors on key issues relating customer service and customer satisfaction

### Financial Implications

All training costs will be contained within the departments approved budget for 2009/10. (£50,000)

Name: <b>Steve Tingle</b>  Date: <b>27March 2009</b>	<input checked="" type="checkbox"/> on behalf of the Chief Financial Officer
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