

# Member Development Panel AGENDA

**DATE:** Tuesday 3 April 2012

**TIME:** 7.30 pm

**VENUE:** Committee Room 5,  
Harrow Civic Centre

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## **MEMBERSHIP** (Quorum 3)

**Chairman:** Councillor Phillip O'Dell

**Councillors:**

Varsha Parmar  
Mrs Rekha Shah (VC)

Jean Lammiman  
Yogesh Teli

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## **Reserve Members:**

1. Nana Asante
2. Mitzi Green
3. Bill Phillips

1. Paul Osborn
2. Stephen Greek

**Contact:** Manize Talukdar, Democratic Services Officer  
Tel: 020 8424 1323 E-mail: [manize.talukdar@harrow.gov.uk](mailto:manize.talukdar@harrow.gov.uk)

# **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. MINUTES (Pages 1 - 4)**

That the minutes of the meeting held on 1 February 2012 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 Executive Procedure Rule 51 (Part 4D of the Constitution).

## **5. PETITIONS**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

## **6. DEPUTATIONS**

To receive deputations (if any) under the provisions of Executive Procedure Rule 50 (Part 4D of the Constitution).

## **7. REFERENCES FROM OTHER COMMITTEES (Pages 5 - 8)**

To receive the reference from the Governance, Audit And Risk Management Committee meeting held on 26 January 2012 on the following:

- (a) Risk, Audit and Fraud Division Activity Update.

**8. INFORMATION REPORT: MEMBER DEVELOPMENT PROGRAMME UPDATE**  
(Pages 9 - 14)

Report of the Divisional Director of Human Resources and Development and Shared Services

**9. DATE OF NEXT MEETING**

12 September 2012.

**AGENDA - PART II - NIL**

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# MEMBER DEVELOPMENT PANEL

## MINUTES

### 1 FEBRUARY 2012

**Chairman:** \* Councillor Phillip O'Dell

**Councillors:** \* Jean Lammiman \* Mrs Rekha Shah  
\* Varsha Parmar \* Yogesh Teli

\* Denotes Member present

#### 33. Attendance by Reserve Members

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

#### 34. Declarations of Interest

**RESOLVED:** To note that there were no declarations of interests made.

#### 35. Minutes

**RESOLVED:** That the minutes of the meeting held on 7 December 2012 be taken as read and signed as a correct record.

#### 36. Public Questions, Petitions and Deputations

**RESOLVED:** To note that no public questions were put, or petitions or deputations received at this meeting.

### RESOLVED ITEMS

#### 37. Information Report: Member Development Programme Update

The Panel received a report of the Divisional Director Human Resources and Development and Shared Services, which provided an update on the Member Development Programme of events that had taken place since the last meeting of the Panel.

The Divisional Director stated that:

- the November Members' Quarterly Briefing and 'The Role of a Member During A Major Incident' training sessions had received positive feedback;
- The TfL briefing, 'Travel and Spend at London's Town Centres' had received some negative feedback.

Members made the following comments with regard to the TfL Briefing:

- although the research and compilation of the data had been carried out by TfL, an officer from the Council's Transport Section had been requested to deliver the training. As a result, the officer had not been able to answer some of the questions from Members;
- TfL had carried out similar research at the sub-regional level, which would be of interest and relevance to Members in Harrow.

Members were also of the view that:

- it was important to manage Members expectations with regard to training sessions, and in the future, officers and trainers should be requested to clarify the aims and objectives of the training at the beginning of each session and that learning and development criteria, such as aims and objectives should be integrated into all training;
- with regard to 'The Role of a Member during a Major Incident' training, a Member suggested the production of a wallet-sized, laminated aide-memoire setting out what to do in emergencies for all Members;
- the Office for Public Management's (OPM) training session on 30 January had been excellent, but had not been well attended as it had clashed with a number of other meetings;
- the further two OPM sessions planned for February and March 2012 should be actively promoted to Members and further information about their content be requested from the trainer and be circulated to all Members prior to the training.

Members made the following comments and requests with regard to the planned training for the remainder of the Municipal Year:

- clarification whether the 'Housing Needs' training session would include information about the recent housing priorities consultations;
- that Members be reminded that the Member Development training sessions are set out in the corporate calendar and that they should avoid double-booking themselves on these dates;

- that officers be requested not to schedule briefing or other meetings that clashed with Member Development training events.

The Divisional Director made the following additional points:

- officers were awaiting quotes from two current contracted training organisations with regard to the IT training. Once the contract was agreed, additional IT training dates would be publicised to Members;
- the Head of Legal Practice had advised that the responsibility for the impositions of sanctions, if any, on Members who failed to attend mandatory training, rested with the Standards Committee, and should be referred to it;
- the appendix to the report, which provided guidance on the types of information that Members could include on their social network sites would be circulated to all Members and published on the Member Development pages on the Hub. A copy of the LGiU guide 'Connected Councillors: A Guide to Using Social Media', would be made available to the Group Offices and placed in the Members' Library;
- Learning Pool had advised that accreditation of Members' learning was not their area of expertise and that they were essentially an e-learning systems provider. However, they had undertaken to request information about Councillor engagement with e-learning from their users, who may be able offer suggestions to increase Member engagement. The OPM, which had experience of running Institute of Learning Management accredited programmes, had indicated that they could work with Members to develop a programme of learning. The West London Alliance had a similar view;
- Health and Safety evacuation training was being scheduled for March, and would be offered to Members at the beginning of one of their Group meetings; a further Safeguarding Children training was being scheduled after April 2012;
- the Member Development Charter was due for renewal in 2012 and officers were undertaking an internal review of the Council's readiness for assessment. The results of this would be reported at the next meeting of the Panel. Some Members were of the view that the services of the consultant who had previously worked on the Charter could be engaged again, should the need arise.

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

### **38. Date of next meeting**

Tuesday 3 April 2012.

(Note: The meeting, having commenced at 7.31 pm, closed at 8.15 pm).

(Signed) COUNCILLOR PHILLIP O'DELL  
Chairman



**LONDON BOROUGH OF HARROW**

**MEMBER DEVELOPMENT PANEL – 3 APRIL 2012**

**REFERENCE FROM GOVERNANCE, AUDIT AND RISK MANAGEMENT COMMITTEE – 26 JANUARY 2012**

**142. INFORMATION REPORT - Risk, Audit and Fraud Division Activity Update**

The Committee received an information report of the Assistant Chief Executive, which set out the current work streams of the Risk, Audit and Fraud Group of services. The report set out the progress made and future work planned in respect of the Group, as the Committee was responsible for monitoring this area. Confidential appendices were also considered by Members.

The Divisional Director highlighted the key achievements in relation to the insurance service procurement for property and liability cover which would be reported to Cabinet in February 2012, raising awareness in relation to the carrying of sensitive data, progress made in implementing a two year Health and Safety Plan which was on track, achievements of the Anti-Fraud Service, Risk Management Strategy which included the Council's new draft risk appetite statement, incorporating a monitoring tool which would be presented to Cabinet in April 2012.

A Member thanked the Divisional Director Risk, Audit and Fraud for resolving the public liability insurance issue in relation to the use of Community Premises at 27 Northolt Road, South Harrow, for the benefit of the community groups.

A couple of the Members were of the view that whilst the anti-fraud elements were informative and addressed fully in the report, the report did not identify the types of insurable risks faced by the Council in detail, which was also an important aspect of the Committee's monitoring role. Moreover, the levels of self insurance needed to be identified in the report, including land value and building costs which appeared to be moving in different directions. The limits placed on the different types of insurance were also important. Additionally, the report proposed for Cabinet ought to initially be scrutinised by the Committee in future.

In response, the Interim Director Finance reminded Members that a comprehensive report had been submitted at the September 2011 meeting and was of the view that a balance had to be struck on the level of detail provided in reports.

The Chairman was of the view that the Committee's remit was wide and suggested that it might be beneficial to revisit the terms of reference at the future date. Moreover, informal posts of Lead Members had been set up to allow the Committee's role to be enhanced and not become cumbersome.

The Divisional Director undertook to provide a summary of the major classes of cover required, trends of claims and actuary review results which would be of interest to Members, with the September 2011 report being used as a basis whilst providing a refresh and an update. In response to a further question, he assured the Member that, following the

implementation of a new team structure, the Health and Safety team appointment process to vacant posts was underway and should be completed by June 2012.

A Member sought officers' opinion on the types of risks faced by the Council and asked if a sixth risk, namely 'Counterparty or Stakeholder Risk', needed to be addressed. Moreover, the concept of risk was not widely understood and the Member suggested that the Committee would benefit from a presentation in this regard. The Chairman agreed with this approach and asked that the Interim Risk Manager be invited to the next meeting.

Members noted that Harrow had been successful in tackling tenancy fraud and had received good publicity in previous years. Members were informed that a great deal of evidence gathering was required to ensure success. They asked about the financial aspects and thresholds set against risks and were advised that these details would be submitted to the next meeting in the form of a matrix setting out the parameters under which the Council operated.

Another Member enquired how the 'Public Purse' would be protected once the Audit Commission had been disbanded. The Divisional Director Risk, Audit and Fraud stated that currently, the Audit Commission produced an annual document 'Protecting the Public Purse', which focused on fighting fraud against local government. Once the Audit Commission had been disbanded, it was likely that this area of work would devolve to local authorities who were lobbying for it, with Fraud Teams based locally. Networking arrangements could be put in place with the Department of Works and Pensions (DWP) issuing a national plan which local authorities would adhere to.

Members also discussed the confidential appendices, particularly the report relating to the major incident at Belmont Circle on 3 October 2011. The Emergency Planning and Business Continuity Service Manager informed Members that a number of lessons had been learnt from the incident, the majority of which had been implemented. Only one action remained outstanding. In response to question, the officer informed Members that in terms of providing accommodation to a large number of people during an incident, mutual aid arrangements were in place. Moreover, there were regional aid agreements should the number of people to be accommodated went beyond a figure of 1,200 people. Schools too had arrangements in place, particularly in relation to the exam timetable. Trained police officers and those from the Fire Brigade were charged with dealing with the vulnerable. Members welcomed the post incident training they had received and agreed that an aide-memoire of the 'Do's and Don'ts' of handling a major incident ought to be issued to Members, as it would particularly assist those who had not been trained. The Chairman stated that mandatory training for Members ought to be introduced on an annual basis. Furthermore, it would be appropriate for Members to observe officers helping during an incident.

Members felt that the incident had been handled well and was considered to be a good news storey. It was important that residents were briefed on this matter through the Council's 'Harrow People' magazine. The Divisional Director undertook to take this request forward.

**RESOLVED:** That

- (1) the report be noted;
- (2) the next meeting of the Committee be themed on Risk with a presentation being made by the Interim Risk Manager, including an examination of the Council's risk register;

- (3) the Member Development Panel be advised of the view that the training provided to Members in dealing with major incidents be made mandatory.

**FOR CONSIDERATION**

Background Documents:

Minutes of GARMC  
Report to GARMC

Contact Officer:

Daksha Ghelani, Senior Democratic Services Officer  
Tel: 020 8424 1881  
Email: [daksha.ghelani@harrow.gov.uk](mailto:daksha.ghelani@harrow.gov.uk)

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**REPORT FOR: MEMBER DEVELOPMENT  
PANEL**

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**Date:** 3 April 2012

**Subject:** INFORMATION REPORT –  
Member Development Programme Update

**Responsible Officer:** Jon Turner, Divisional Director of Human  
Resources and Development and Shared  
Services

**Exempt:** No

**Enclosures:** None

**Section 1 – Summary**

This report updates the Panel on the Member Development Programme of events that have taken place since the February 2012 Panel meeting and on the progress of the Member Development Programme in 2012.

**FOR INFORMATION**

## Section 2 – Report

### 2.1 Overall Evaluation of Members' Training Events Since February 2012

Training Event	Attended	Did not attend	Very Useful	Fairly Useful	Not useful	No Feed back	More know ledge/ skills required Yes / No
<b>Valuing What We Do</b> 30 January 2012	7/63	56	3/5	2/5	0	2/7	3/5
<b>Better together</b> 15 February 2012	14/63	49	3/12	4/12	2/12	2/14	8/12
<b>Members Quarterly Briefing:</b>  1. Housing Needs 2. The Localism Act 3. Commercial procurement and management of contracts  27 February 2012	21/63	42	13/18	5/18	0	3/21	7/21

**Any Other Comments:**

**Valuing What We Do:**

- Interesting trainer, engages tired Councillors. Great!
- The Development of your Community
- Good start -? Session “sold/marketed” well enough

**Better together:**

- Get more Councillors/officers involved with the discussion
- Too unstructured – no purpose
- The speaker had a difficult subject but it was too theoretical. He should be careful not to criticise Government policy but direct how to encompass it
- Good interaction with Councillors
- Need to be more flowing and structured
- I concluded I must be something of a ?
- Mode of training could be more helpful and pertinent to the environment within which Members operate
- An excellent presentation by an experienced officer in this field
- Helpful and very good
- Well done for putting together varied views. Pin down next time

**Members’ Quarterly Briefing:**

(Housing Needs; The Localism Act; Commercial procurement and management of contracts)

- very informative – lack of jargon! – Very good. Well explained for the ‘lay’ person in simple terms
- Good course
- These lessons are so often good to attend and go to the heart of matters
- Well conducted by the officer
- Very well presented
- Very nice Member Development event as I learned a lot
- Briefings are very helpful. Please have more and fewer Member Development sessions

- Very interesting
- Good briefing
- The handouts given at the meeting – it will be helpful if they can be emailed before the meeting
- Good briefing

## 2.2 External Training Events Attended by Members

A free seminar organised by London Councils on 22 February 2012 entitled The Localism Act: the Implications for Councillors, was attended by five Conservative and two Labour Group Members. Attendance at this event has been added to Members' attendance records.

## 2.3 Planned Activity for remainder of municipal year

Event	Dates Provider/ Facilitator	Venue/ Time	Activity and target audience
<b>Community Based Leadership</b>	28 March 2012 Tim Whitworth (Leadership Development, OPM)	Committee Room 1 & 2 7.00 pm	<b>All Members</b> What is it and how can Members and officers be part of it and promote it
<b>Confident Public Speaking</b>	16 April 2012 Impact Factory	Members' Lounge 6.00-8.00 pm (Conservatives) & 8.00-10.00 pm (Labour)	<b>All Members</b> (this training will be offered to members in their individual Groups. Liberal Democrat and Independent Members have the option of attending either session)
<b>Project Management</b>	25 April 2012 OPM	Committee Room 1 & 2 7.00 pm	<b>All Members</b>



## **2.4 Update on IT training**

Officers are finalising dates for the one to one training sessions with the IT training company. The provider will work with Member Development Services to arrange Member attendance at coaching sessions. They will be provided with the results of the Training Needs Analysis (TNA) carried out last autumn, which will enable them to meet Members' needs as indicated in their TNAs.

## **2.5 Update on the Member Development Charter**

South East Employers (SEE) has been contacted and the Member Development Re-accreditation process started. April 3 will launch the process officially, with a re-signing of the commitment to the Charter. Over the past month, officers have been gathering evidence to complete a 'gap' analysis exercise for Charter Mark Plus accreditation.

The results of the 'gap' analysis will be shared with SEE and the Member Development Panel, and an action plan for re-assessment and 'gap' closure will be published.

## **2.6 Other Training**

A verbal update will be provided at the meeting regarding training by Harrow MENCAP and the Harrow Equalities Centre.

## **Section 3 – Further Information**

None

## **Section 4 – Financial Implications**

Funding for the member development activities and events in this report is within the current budget provision.

## **Section 5 - Equalities implications**

Was an Equality Impact Assessment carried out? No

If no, state why an EqIA was not carried out below:

N/A

## Section 6 – Corporate Priorities

N/A

Name: Steve Tingle	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 21.3.12		

## Section 7 - Contact Details and Background Papers

**Contact:** Jon Turner, Divisional Director of Human Resources & Development & Shared Services

**Email:** [jon.turner@harrow.gov.uk](mailto:jon.turner@harrow.gov.uk)

**DD:** 0208 424 1225

**Background Papers:** None