

Meeting:	Member Development Panel
Date:	3 February 2009
Subject:	Member Development Programme Update
Key Decision: (Executive-side only)	No
Responsible Officer:	Divisional Director, Human Resources and Development - Jon Turner
Portfolio Holder:	Portfolio Holder for Performance, Communications and Corporate Services - Councillor Paul Osborn
Exempt:	No
Enclosures:	None

Section 1 – Summary and Recommendations

This report reviews the progress of the 2008/9 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 6th November 2008.

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 publicised on a regular basis since the launch events at Group Meetings on 27th October 2008. After all nominations had been received, a group of 9 councillors commenced the programme in January 2009; this is due to run through into March 2009.

2. Review of Member Development Activities since Last meeting

The following events have taken place since 6th November 2008.

Mandatory Training		
Date	Module	No. Of Attendees
17 th November 2008	Gambling Act Refresher	9
15 th January 2009	Legal Update – Code of Conduct	20
20 th January 2009	Legal Update – Code of Conduct	13

Other Training Events and Briefings		
Date	Topics	No. Of Attendees
12 th November 2008	IT Training Intermediate PowerPoint	6
18 th November 2008	Time Management (run on-site by the Local Government Information Unit)	8
10 th December 2008	Members Quarterly Briefing	9

We are continuing to use a revised evaluation form for feedback and this has been completed by participants attending the above events along with anecdotal comments from both members and facilitators. The Learning Log/Evaluation form allows members to relate the benefits of learning for personal needs, benefits to the council and the community. Overall all the feedback about the programme has been very positive.

3. Update on the Programme for 2009

Action Learning Event – Customer Service and Satisfaction 11th February 2009

This key event aims to challenge members on how we improve both Customer Service and Customer Satisfaction ratings. This will involve senior officers in facilitating workshop activities, a presentation by Tom Whiting, Assistant Chief Executive and a keynote presentation from Gary Welch, Research Director from MORI.

Members Quarterly Briefing – 5th March 2009

A number of Members have made a request to the Director of Place Shaping to add a familiarisation session at the next quarterly briefing on Householder Planning Development Rights. A suggestion has also been made by the Divisional Director of Audit and Risk that all members may benefit from a briefing on Emergency Planning, specifically “The Role of Councillors in a Major Incident. This is in addition to the Legal update and the input from Harrow Association for Voluntary Services and will therefore provide a full and informative session for the next briefing.

Section 3. Planned Activity for Next Quarter

Activity and target audience	Provider	Dates	Cost	Aims
Mandatory training	All members in the target audience are required to attend this training			
Planning – Secured by Design	Internal plus external consultant	17 th February 2009	Officer time	To familiarise members with the background and principles of designing out crime
Other learning events	All members are encouraged to attend these sessions			
IT Training – Excel Introduction	Internal Fiona Walters	3 rd February 2009	Officer time and Fee of £50 per delegate	To gain a greater understanding on the Office Suite of software packages
IT Training – Excel Intermediate/Advanced	Internal Fiona Walters	15 th April 2009	Officer time and Fee of £50 per delegate	To gain a greater understanding on the Office Suite of software packages
Members quarterly briefings	These events are informal, open to all members and designed to enable members to dip in and out of the session as they wish to			
Finance Briefing – all members	Director of Finance	23 rd February 2009 & 12 th March 2009	Officer time	To update members on the Local Government Finance Regime
4 th Quarter All members	HAVS plus relevant Officers from Planning, Legal and Audit & Risk teams	5 th March 2009	Officer time and admin costs	Updates by Officers from Planning, Legal and Audit/Risk plus session led by Harrow Association of Voluntary Services
Action learning events				
All members	Gary Welch, Research Director MORI	11 th Feb 09	External speaker from MORI plus senior officers	To challenge councillors on key issues relating to customer service and customer satisfaction
All members	TBC	28 th April 2009	TBC	To challenge councillors on current key issues

Section 4 - Financial Implications

All training costs will be contained within the departments approved budget for 2008/09. (£50,000)

Section 5 - Contact Details and Background Papers

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