REPORT FOR:	MEMBER DEVELOPMENT PANEL
Date:	5 October 2011
Subject:	INFORMATION REPORT – Member Development Programme Update
Responsible Officer:	Jon Turner, Divisional Director of Human Resources & Development
Exempt:	No
Enclosures:	Appendix A – Buddying Process Appendix B – Buddying Skills

Section 1 – Summary

This report updates the Panel on the Member Development Programme events that have taken place since March 2011 and on the progress of the Member Development Programme.

FOR INFORMATION

Section 2 – Report

2.1 Review of Member Development Programme

The following Member Development training events have taken place since the previous report presented at the Panel meeting on 30 March 2011:

Training Events and Briefings – March to September 2011			
Date	**Topics**	**Number of attendees**	**Numbers previously attended**
24 March 2011	Equalities Impact Assessment for Cabinet Members	7/10	N/A
11 April 2011	Data Protection & Security (mandatory for those wishing to opt out of their harrow.gov email addresses)	4/11	N/A
25 May 2011	Procurement	9/63	N/A
1 June 2011	Equalities and Diversity (Repeat) (Mandatory training)	5/34	29/63
30 June 2011	Members' Quarterly Briefing: Social Media: A Councillor's Guide	13/63	N/A
16 May 2011	Data Protection & Security	4/7	4/11
15 Sep 2011	1) Assertiveness 2) Local Information System	14/63 5/63	N/A N/A

2.2 Overall Evaluation of Members Training Events Since January 2011

Evaluation forms completed by Members after each training session have been summarised below:

Training Event	Number of attendees	Did not attend	Very Useful	Fairly Useful	Not useful	No Feed-back	More knowledge/ skills required? Yes / No
Equalities Impact Assessment for Cabinet Members 24 March 2011	7/10	3	1/7	2/7	0	4/7	Yes 3/7
Data Protection & Security 11 April 2011	4/11	7	0	0	0	0	0
Data Protection & Security 16 May 2011	4/7	3	4/4	4/4	0	0	2/4
Procurement 25 May 2011	9/63	54	6/9	2/9	0	0	5/9
Equalities and Diversity **(Repeat, Mandatory training)** 1 June 2011	5/34	29	5/5	0	0	0	3/5
Members' Quarterly Briefing: Social Media: A Councillor's Guide 30 June 2011	13/63	50	4/13	7/13	1	0	5/13
Licensing **(Repeat, Mandatory training)**	3/5	2	2/3	0	0	1/3	1/3
1) Assertiveness	14/63	49	4/8	4/8	0	6/14	5/8
2) Local Information System 15 September 2011	5/63	58	2/3	0	1/3	2/5	3/3

Any Other Comments:

Equalities Impact Assessment for Cabinet Members:

- Good presentation
- Should have a break in such long sessions

Procurement:

- Excellent session
- Very thought provoking and challenging
- Wonderfully simple, simply wonderful
- Excellent presentation
- Important to maintain awareness of compliance
- Well put together
- Good and informative

Equalities & Diversity:

- A very nice informal atmosphere, allowed us to discuss very important equalities issues
- Discussions throughout the session were very interesting. Officer comments and experiences were excellent in understanding such issues
- Discussion was extremely useful

Social Media:

- Jessica Farmer's presentation was very good but Sharon O'Dea was too quick to finish her presentation
- Helpful
- Not planned to stimulate debate. This is what was missing
- Too much paper for training on social media. No introduction
- Is there council facility for us as Members to receive further IT essential info for setting up
- Excellent

Licensing:

- Well done

Assertiveness:
- Should provide a half day workshop on Assertiveness in the future
- Phrases & other tips very helpful
- Very good trainers
- An interesting experience, impressed by honesty of participants responses
- Filming and playing back the role play would be useful

Local Information system:

- Too much jargon, also curtailed workshop
- Lots of hard work gone into this project – very useful

2.3 Planned Activity for remainder of municipal year

Event	Dates Provider/ Facilitator	Venue/ Time	Activity and target audience
Equalities & Diversity for Cabinet Members	4 October 2011 Jessica Farmer (Head of Legal Practice) & Mohammed Ilyas (Equalities & Diversity Policy Officer)	Committee Room 1 & 2 7.45 pm	**Mandatory** for Cabinet Members
Equalities & Diversity **(Repeat)**	6 October 2011 Mohammed Ilyas (Equalities & Diversity Policy Officer)	Committee Room 1 & 2 7.00 pm	**Mandatory** for those 29 Members who have not attended previous sessions
Members Quarterly Briefing: **1. West London Waste** **2. Safeguarding Adults** **(Repeat)**	25 October 2011 Seamus Doherty (Safeguarding Adults Co-ordinator)	Committee Room 1 & 2 7.00 pm 7.45 pm	 **All Members** [Current/future services at WLW & waste prevention strategies] **Mandatory** for those 16 Members who have not attended previous sessions
Community Involvement	29 November 2011 Desiree Mahoney (Policy Officer)	Members' Lounge 7.00 pm	**All Members** [to raise the awareness and importance of involving wider groups of people in decisions, services and design]
Role of a Member During a Major Incident	8 December 2011 Kan Grover (Emergency Planning & Business Continuity Service Manager)	Members' Lounge 7.00 pm	**All Members** [Business continuity/emergency planning & Members' roles]

Valuing What We Do	Monday 30th January Tim Whitworth (Leadership Development, OPM)	Committee Room 1 & 2 7.00 pm	**All Members** [Understanding the value that Members and Officers create and how that is measured and appreciated]
Better together	Wednesday 15th February Tim Whitworth (Leadership Development, OPM)	Committee Room 1 & 2 7.00 pm	**All Members** [Why Members and officers need to work together and how that can be achieved]
Members Quarterly Briefing: **1. Housing Needs** **2. Scrutiny (tbc) OR Mental Health (tbc)**	Monday 27th February Jon Dalton (Housing Needs Service Manager) (tbc)	Committee Room 1 & 2 7.00 pm	**All Members** ['Help2Let' scheme]
Community Based Leadership	Wednesday 28th March Tim Whitworth (Leadership Development, OPM)	Committee Room 1 & 2 7.00 pm	**All Members** [What is it and how can Members and officers be part of it and promote it]
TBC	Wednesday 25th April	Committee Room 1 & 2 7.00 pm	**All Members**

2.4   Members' IT training needs analysis

It proposed that Members are offered a quality Word, Excel and PowerPoint training needs analysis (TNA) in September 2011, then offered Modular training based on the TNA results from Oct/Nov 2011 onwards using a local trainer.

We suggest rather than large sessions, we have a trainer who completes 1 to 1 or small group coaching on Word and Excel as it lends itself more to this approach. Large Group Training, based on the TNA group training could be done on PowerPoint, which should include Presentation Skills. These could be 1-hour skill sets, but done more frequently than the once per month training timetable in use at the moment.

2.5   Members' Political Skills Framework Online Self Assessment Tool

Learning Pool have recently re-launched the Modern Councillor website and are in the process of transferring Harrow Members' training records from the old site to the new one.

Access to the new site is by self-registration. All Members will be sent an email shortly requesting them to self-register on the site and encouraging them to complete the e-learning modules.

In addition to Harrow's Political Skills Assessment Tool & Introduction to Equalities and Diversity Modules, there are 17 additional e-learning modules, an Online Community, blogs, stories and events pages available on the re-launched site.

2.6   'Buddy' system

At the February 2011 meeting of the Panel it was agreed that the possibility of establishing a Buddy system for new Members be explored. Appendix A sets out the process for the Buddy system and appendix B set out the skills required.

2.7   Other Training

Mind in Harrow have offered to supply members with Mental Health Awareness Training. Members views are sought on including this within the Member Development Programme. Mind have advised that a 2-hour training session would cost approximately £200 for a group of up to 15 participants.

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	X	on behalf of the Chief Financial Officer
Date: 22 September 2011		

Section 7 - Contact Details and Background Papers

Contact: Jon Turner, Divisional Director Human Resources & Development
Email: jon.turner@harrow.gov.uk
DD: 0208 424 1225

Background Papers: None

<u>Buddying process</u>

Effective buddies should be able to:

1. Establish a rapport
Getting to know each other by 'ice-breaking'.

2. Support each other's learning needs
Finding out what s/he needs.

3. Promote access to learning
Discussing how to remove possible barriers to learning for either person.

4. Agree a learning contract
Making a two-way agreement about what each will offer the other and what s/he will not offer.

5. Help plan each other's learning
Agreeing an individual *action plan* for both including *personal outcomes.*

6. Agree roles and resources required
Identifying what roles each can offer the other and what level of time, commitment and support these roles may require.

7. Explore each others' agenda
Taking in turns to 'actively' listen and probe each other with 'open' questions to help each other take responsibility for own learning. Feeding back to each other and summarising.

8. Exchange of knowledge and experiences
Sharing with each other specific information and 'fruits' of learning gained from own experiences.

9. Advise and support each other in managing own learning
Encouraging each other to learn by reflecting on own preferred learning styles.

10. Monitor and Review progress
Giving a progress update by recording nature and extent of own learning to each other.

11. Evaluate learning
Summarising nature and extent of learning against own action plan and personal outcomes. Did s/he achieve own learning outcomes? Giving and receiving feedback.

<u>Buddying Skills</u>

1) **'Ice-breaking'** as a way of getting to know each other and establish rapport. Anything either person may wish to share with the other that could break down potential barriers.

2) **Agreeing a contract** with each other and monitor to ensure that it remains appropriate. This should be a regular feature and adjustments made 'when and where' necessary.

3) **Showing respect** by not interrupting each other and giving time and space for reflection on learning issues.

4) **Showing honesty** by being direct in response to each other while maintaining mutual respect

4) **'Active' listening** as a way of demonstrating that s/he are giving full attention to other person and encouraging them to *reflect* on issues/experiences.

5) **'Open' questioning** using *'what'* and *'how'* led questions rather than *'why'* led questions as *why* led questions can put other person on 'back foot' and feel defensive.

6) **Summarising** on a regular basis to check out understanding of other person and make sure both are in agreement.

7) **Giving constructive feedback** to other person on what impression they have made – giving *examples* to illustrate.

8) **Giving positive 'non-verbal' responses** to what other person has to say. This includes friendly facial expression, open and friendly physical gestures, space between both people and non-confrontational seating (eg. chairs at 90 degree angle).