# C445

## St Edmundsbury
### BOROUGH COUNCIL

# Democratic Renewal Working Party
# 26 April 2012

## Member Development: Update

**SUMMARY**

**1.      Setting the 2012/2013 Member Development Programme**

1.1     A total of 18 Training Needs Analysis (TNA) forms have been completed by Members.  An analysis has been undertaken of how Members assessed themselves against a range of skills (see Appendix A), as well as other comments added by Members regarding the provision of training.  Additionally, analysis has been carried out of comments received on post-training evaluation sheets returned following sessions offered between September 2011 and April 2012 (see Appendix B).  The information provided by Members on the TNA forms and evaluation sheets, alongside the advice of officers and local and national priorities, can be used to inform a Member Development Programme for 2012/2013.

**2.      Officer Contact Scheme: Review**

2.1     Following the Borough Council elections in May 2011, all new Members were allocated an officer contact, or "Buddy", to be a named point of contact for any initial queries they may have had whilst they were finding their way around the organisation.

2.2     Evaluation has taken place following completion of forms by Members and officers who took part in the scheme, and the results can be seen at Appendices C and D.

**3.      Member Development Budget**

3.1     Action 6 of the Member Development Charter Action Plan asked that the Working Party be kept up to date with the budget for Member Development.  The current status of this year's Member Development budget is provided at Appendix E for Members' information and discussion as necessary.

**RECOMMENDATIONS**

The Working Party is asked to:-

1.      **Member Development Programme 2012/2013 (Section 1 and Appendices A and B)**

1.1     Use the summarised results of the Training Needs Analysis exercise, information provided on course evaluation sheets and advice from officers on local and national priorities to advise officers of the areas for prioritisation for the 2012/2013 Member Development Programme (see Paragraph 1.14).

2.      **Officer Contact Scheme: Review (Section 2 and Appendices C and D)**

2.1     Note the findings of the evaluation of the Officer Contact Scheme offered following the Borough Council elections, and advise whether Members wish the scheme to be repeated following the next elections, and if so whether any changes to the scheme are required.

3.      **Member Development Budget (Section 3 and Appendix E)**

3.1     Discuss the use of the Member Development budget and advise officers whether the budget is being allocated appropriately.

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1.    **Setting the 2012/2013 Member Development Programme**

1.1   As requested at the last meeting of the Working Party, at the end of February 2012, all Members were sent a letter and hard copy Training Needs Analysis (TNA) form together with instructions on how to complete the form and where to find help.  The form was also made available electronically twice via the Members' Bulletin.  This was an opportunity for all Members to carry out an evaluation of their own expertise in the skills needed in the Member role, and will also serve to ensure that we provide the training that Members themselves feel they need.

1.2   By the deadline of 30 March 2012 a total of 18 forms had been completed by Members, a return of 40%.  An analysis has been undertaken of how Members assessed themselves against a range of skills (see Appendix A), as well as other comments added by Members regarding the provision of training.  Additionally, analysis has been carried out of comments received on post-training evaluation sheets returned following training sessions offered between September 2011 and April 2012.

1.3   Additionally, senior officers have been asked to suggest areas where they feel Members should receive input, either training sessions or briefings, during the next year, and the results were as follows:

- The new Standards regime resulting from changes in the Localism Act
- General principles of Localism and Community Leadership and development of Members' skills as Community Champions
- LG Finance session and the welfare and social housing reforms - the implications the reforms have on finance.

1.4   The information provided by Members on the TNA forms and evaluation sheets, and the information in 1.3 above, can be used to inform a Member Development Programme for 2012/2013.

1.5   The results of the TNA exercise can be interpreted in a number of ways, for example:

1.6   The top 6 areas of training where Members assessed their skill level as "Low" were:

| | | |
|---|---|---|
| Microsoft Excel | 5 | |
| Microsoft Word | 4 | |
| Licensing & Regulatory | 4 | (extensive training already held) |
| Emergency Planning | 4 | (course for panel members held 2012) |
| Time Management/Work life balance | 3 | |
| Local Government Finance | 3 | (two sessions held in 2011/12) |

1.7   However, it is also important to take Members' comments in Appendix A into account.  Although a topic may have scored low, the comments may indicate that this training would not be required.

1.8   Sorting the data into the top 5 areas of training where Members assessed their skill level as "Low" or "Medium" gives the following areas:

| | | |
|---|---|---|
| Emergency Planning | 15 | (course for panel members held 2012) |

| Local Government Finance | 13 | (two sessions held in 2011/12) |
| Handling challenging people/situs | 11 | |
| Overview & Scrutiny | 11 | (extensive training held 2011) |
| Licensing & Regulatory | 11 | (extensive training already held) |

1.9     There then followed 7 areas which scored 10 points:

Questioning and listening skills
Presentation skills                              (held April 2012)
Understanding the organisation
Influencing and negotiating skills
Speed Reading
Intro to FoI/Data Protection
Time management/work life balance

1.10    The top 3 areas of training which attracted the most comments requesting the training were:

| Local Government Finance | 7 | (two sessions held in 2011/12) |
| Understanding the organisation | 6 | |
| Handling challenging people/situs | 5 | |

(a further 5 areas of training attracted 4 requests)

1.11    Other areas of training requested by more than one Member were:

| Shared services/working with FHDC | 3 |

1.12    Requests or suggestions for additional training from course evaluation sheets (Appendix B) included:

- 12 requests for more training followed the 5 Development Control sessions held to date.

- 7 Members stressed the need for more scrutiny training.

- 7 requests followed the 3 Licensing and Regulatory sessions held.

- 6 Members asked for more on the new social housing reforms.

- 6 requests were made for further Local Government Finance training.

- 4 Members requested more Emergency Planning training.

1.13    The Working Party is requested to use the assessments above, as well as the Council's Corporate Priorities, and local and national priorities, to advise officers where the focus for the Member Development Programme 2012/2013 should be targeted.

1.14    Taking all this information into account, it would appear that the following areas should be considered for the Programme.  10 dates have been set aside in the Calendar of Meetings for training during 2012/2013, and **the Working Party is asked for its views on how the following list should be prioritised, and whether any other areas should be added.**

1. Ongoing Development Control training.
2. Ongoing Licensing & Regulatory training.
3. Further Local Government Finance sessions although it should be noted these generally have low attendance.
4. An update on Overview and Scrutiny.
5. Shared Services briefings.
6. Updates as necessary on the new social housing reforms.
7. Any officer suggestions detailed in 1.3 above:
   - New Standards regime; General principles of Localism and Community Leadership ; LG Finance and the welfare and social housing reforms.
8. Emergency Planning for wider Members, not just Panel Members.
9. Handling challenging people and situations.
10. Questioning and listening skills.
11. Understanding the organisation (perhaps following any restructure).
12. Influencing and negotiating skills.
13. Speed reading.
14. Introduction to Freedom of Information/Data Protection.
15. Time management/work life balance.

## 2.    Officer Contact Scheme: Review

2.1    Following the 2011 elections, the Working Party felt it would be helpful for each new Councillor to be allocated a named officer contact to help them navigate through the organisation in their early days in post.

2.2    Officers and Members involved in the scheme were asked to complete an evaluation of the success of the scheme, and the amalgamated results of this review are attached at Appendices C and D.

**2.3    The Working Party is asked to note and comment on the findings of the evaluation of the Officer Contact Scheme offered following the Borough Council elections, and advise whether Members wish the scheme to be repeated following the next elections.  Any suggestions for amendments/improvements to the current scheme are also welcomed.**

## 3.    Member Development Budget

3.1    There are two main budgets which are used to pay for member development activity.  A budget of £8,100 is used for the member development programme, including funding externally sourced sessions which are delivered in-house, places on sessions offered by other councils or organisations, the Member Development Charter and other costs.  A separate budget of £2,900 pays for attendance at external conferences by individual Members.  There is also £1,500 available for travel and subsistence payments.

3.2    The current position of the two main budgets for 2011/2012 is shown at Appendix E, and Members are asked to advise officers whether they feel the budget is being allocated appropriately.

**Members Development Training Needs Analysis Form – 2012/13 – Amalgamated Results – 18 forms received (40%)**

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| | | Low | Medium | High | |
| **General skills and knowledge of a Councillor** | | | | | |
| Local Government Finance | 3,4 | 3 | 10 | 4 | General understanding when trained, but soon forgotten!<br>Just a refresher.<br>Lectures with Q&A plus successes/not so successful outcomes (budgets, overspends etc).<br>I would very much appreciate further training in this important area.<br>More on finance.<br>Further training.<br>Short (1-1.5 hr) specialised "bites" |
| The decision-making structure, Constitution and the different roles of Members | All | | 7 | 10 | Just a refresher.<br>When/if we "share" a Constitution with FHDC I would like a refresher course.<br>Further training on the role of the Cabinet and the decision making process, ie what goes to what committees, what Cabinet can decide on and how the Cabinet structure works/how they work with the senior management team.<br>Further training. |

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| | | Low | Medium | High | |
| Understanding the organisation – structures and services | All | 1 | 9 | 7 | Medium, due to changes.<br>Low, due to changes that are taking place to work with other councils, so ongoing learning/updates please.<br>When changes occur within St Eds/FHDC organisations.<br>A brief overview of all the different departments and key personalities/ responsibilities within each one would be useful, eg an hour-long introduction to "environmental health" for example.<br>Department intro/visit |
| Standards and ethics/ Code of Conduct | 4 | | 7 | 10 | Always willing to do training in this area as feel that changes are always happening.<br>Update when new Standards regime finalised |
| Dealing with the media | 4 | 1 | 6 | 9 | Very useful session.<br>Will undertake any training offered<br>Will be important to have a full course for any new portfolio holders<br>Would certainly attend it if was convenient to. |
| Knowledge of equal opportunities, diver-sity and faith issues | 1 | | 6 | 11 | This subject is covered very thoroughly here.<br>Short training session, perhaps on early evening |
| Emergency Planning | 1,4 | 4 | 11 | 2 | Important area that I know little about, but whose organisation all Councillors could be involved in for real!<br>Attended course at West Stow, v interesting and informative.  Would attend again if appointed to relevant committee.<br>I would be very interested in learning more about this and how it works, our roles and responsibilities as Members.<br>Early evening short training session. |

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| | | Low | Medium | High | |
| Introduction to Freedom of Information and Data Protection legislation | 4 | 2 | 8 | 7 | Updates always welcome<br>Basically know the procedure and where to find details if required.<br>Undertook training with my employers |
| **Committee Specific** | | | | | |
| Overview and Scrutiny | 1 | 1 | 10 | 6 | Refresher training always welcome; I have been on a scrutiny committee for 8+ years. |
| Development Control Committee | 2,3 | 2 | 6 | 9 | Still attending training, even though a sub.<br>Aware many changes are coming in to do with planning.<br>Been on Committee for 9 years but always welcome training. |
| Licensing and Regulatory Committee and Licensing Act Sub-Committee | All | 4 | 7 | 6 | More scenario training.  More practical in the actual procedure.<br>As so many changes/additions and "case law" will happen over time I would welcome further presentations.<br>Need to keep up with changes in law and practice.<br>Would like training for info and as substitute if needed. |
| Any other Committees/Working Parties (please specify) | All | | 5 | 5 | Rural Area Working Party<br>Democratic Renewal – more awareness – and why this is a Working Party, not a Committee. Session on differences between WP and Committees.<br>Cabinet development training when arranged.<br>Mayoralty Panel<br>Staffing Appeals – little work, well led by relevant officers.<br>Sustainable Development and Rural Area WP |

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| **Information and Communications Technology** | | Low | Medium | High | |
| Microsoft Word | 4 | 4 | 5 | 9 | Medium, but adequate for my needs<br>Have enough knowledge/skill to write a letter (all that is needed).<br>Further training<br>While my computer understanding is low, I have attended courses but find if you don't regularly employ the skills they are lost.<br>Would welcome any. |
| Microsoft Excel | 4 | 5 | 4 | 7 | Practical/hands-on<br>Little used, skill level adequate<br>Rarely required except studying the work of others/manipulating electoral roll lists.<br>I don't use Excel.<br>Further training.<br>Short, specific IT training. |
| Use of email/internet including Outlook | 4 | 2 | 6 | 10 | Skill level adequate for my needs<br>A guided tour around our Intranet and St Eds website would be useful to me.<br>Further training.<br>We do not use it enough to become proficient. |
| Any other ICT training (please specify) | 4 | 1 | 1 | 2 | Not good at Powerpoint but unlikely to need it.<br>Further training.<br>Now that I have used the system, I am beginning to find out what I do not know!. |
| **Personal skills** | | | | | |

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| | | Low | Medium | High | |
| Chairing committees and other meetings | 4 | 2 | 4 | 11 | Not all chairing is good here.<br>I would find this useful. |
| Questioning and listening skills | 4 | | 10 | 7 | Some people particularly difficult to listen to/understand.<br>Could do with improvement – easy to zone out opposing views.<br>I am not, by nature, inquisitive – why not? |
| Plain English | 4 | | 6 | 11 | Pity we have so much "officialese", jargon of all sorts (slang, technical etc), plus Americanisms peppering our own as well as imported reports. |
| Speed reading | 4 | 2 | 8 | 7 | Sometimes the layout and subject matter of what we have to read makes life difficult. |
| Time management/ work-life balance | 4 | 3 | 7 | 7 | Too much to do.<br>I have enough time to take on additional Council work from time to time. |
| **Community role** | | | | | |
| Community engagement | All | 2 | 6 | 9 | Looking forward to training in this important area of localism.<br>I have not attended courses, but always reply to contacts and attend parish council.<br>This would be useful<br>Finding out who does what in the community would be good. |
| Presentation skills | 4 | 1 | 9 | 7 | I am looking forward to the forthcoming training on this. |
| Influencing and negotiating skills | 4 | 2 | 8 | 7 | Short bite-sized session.<br>Done the training, but not confident in my abilities.<br>A course may help.<br>This would be interesting. |

| | Link to Corporate Priority/ies | Your current skill level | | | How I'd like to develop my knowledge or skill / how I prefer to learn / any other comments |
|---|---|---|---|---|---|
| | | **Low** | **Medium** | **High** | |
| Handling challenging people and situations | 1,4 | 1 | 10 | 6 | Short bite-sized session.<br>Have done some training but don't feel particularly confident in my ability.<br>I think I need training to develop skills to handle situations where officers of other tiers of local authority are concerned.<br>I did hear the recent course was good so would welcome a place on the next.<br>I would definitely find this useful. |
| Facilitating groups | 4 | 2 | 5 | 8 | Short bite-sized session.<br>It would be useful to acquire the necessary knowledge/skills.<br>I would find this useful.<br>I'm not going to need this.<br>This is not something I have to do.<br>I used to lecture quite a bit. |

Please use this section to identify any other training you think would be useful to you

Always room for improvement, particularly as life, legislation and committees change.
Training preferred in short sessions, no longer than 2 hours, especially if in evenings.
By and large, if sessions in evening, then need to keep to max 2 hours.
Best practice in shared services.
I and my fellow councillors will need more face to face/joint training and/or meetings with our counterparts on FHDC.
Councillors not on the Shared Services working party should receive more regular briefings.
Keeping up with developments in Localism Act, Licensing and Planning.
It would be very good to go round all the departments and really find out who does what and put some faces to names and jobs.

**Analysis of Evaluation Forms completed – September 2011 to April 2012**

Following each of the Member development sessions held between September 2011 and May 2012, attendees were asked to complete evaluation forms. In the main attendees have said that the sessions achieved their aims and objectives and were worth attending. However, where other comments were included on the forms which indicated a need for further training, these are detailed below, in order for the Working Party to pick up any issues or further development needs.

| Date | Session | Atten-dees | Forms rcvd | Additional comments |
|------|---------|-----------|------------|---------------------|
| 21 Sept 2011 | Communications Skills | 15 | 6 | • This was more of an introductory session, and did not take into account that most attendees were already practitioners<br>• Big subject covered in too short a time. |
| 29 Sept 2011 | Overview and Scrutiny – Module 2 | 10 | 9 | • I would like to see good examples of scrutiny successes, as well as failures<br>• Would have liked a couple more case studies<br>• Difficult having a joint session when each council has a different structure<br>• All Members should have an understanding of how scrutiny works<br>• Ensure full Council understands the work done by O&S |
| 4 Oct 2011 | Emergency Planning | 10 | 7 | • All Councillors should attend this training, not just Emergency Panel Members<br>• Would help all Members to understand risk and events<br>• Need more input about the involvement of Members and how they can assist<br>• Regular training together with parishes would be good, the way it used to be. Plus should be expanded to other community reps on emergency plans |
| 25 Oct 2011 | The New Social Housing Reforms | 10 | 7 | • I would like to re-run the beginning, where the different rent applications were discussed<br>• Need to be kept in the loop as things change<br>• Regular updates will be required as localism comes into place<br>• Sessions on changes in legislation and implications of localism<br>• All councillors should attend, particularly those whose wards include housing association properties<br>• Other Members will need bringing up to speed at some stage |
| 3 Nov 2011 | Development Control - Module 1 | 15 | 8 | • Session needed on chairing planning meetings |
| 22 Nov 2011 | Overview & Scrutiny – Module 3 | 10 | 6 | • Further in-depth training needed |
| 29 Nov 2011 | Shared Services Update | 11 | n/a | Evaluation sheets not distributed as this was a briefing rather than a development session |
| 5 Dec 2011 | Development Control – Module 2 | 12 | 9 | • More on planning and NPPF<br>• More exercises that we participate in |

| | | | | |
|---|---|---|---|---|
| 17 Jan 2012 | Development Control – Module 3 | 15 | | • Would like to see some case histories or more examples, but further training already planned<br>• More on relationship between St Eds and parish councils<br>• Localism Bill – detail, concerning planning/enforcement, etc (already planned) |
| 18 Jan 2012 | Dealing with the Media | 11 | 11 | • All Members should attend this introduction/reinforcement<br>• More on policy and strategy<br>• Share the paperwork with all Members |
| 31 Jan 2012 | Licensing & Regulatory Cttee recording decisions | 11 | 11 | • Role play/practical work (already planned for 8 Feb session)<br>• This training must be attended by all Licensing Members and Subs |
| 6 Feb 2012 | Development Control – Module 4 | 13 | 12 | • A follow-up course to go through actual changes/content of new White Paper<br>• To see what effect these new laws do/will have on "local communities".<br>• This ought to be presented to parishes (SALC?). Town and parish councils need to be made aware of all this |
| 8 Feb 2012 | Licensing & Regulatory Cttee – running hearings | 9 | 13 (9 St Eds, 2 officers, 2 other | • Should be ongoing as appropriate<br>• This is a big and ever-changing subject, it must be followed up regularly<br>• More sessions on roleplay; more training involving police so singing from same hymnsheet |
| 20 Feb 2012 | Development Control – Module 5 | 16 | 16 | • Maybe some officer/Member training on affordable housing numbers.<br>• NPPF and councillor pre-application engagement<br>• Central govt changes<br>• Re-visit in a year after localism activity |
| 21 Feb 2012 | Local Govern-ment Finance | 7 | 7 | • More training will be needed following changes in legislation (x 4 Members)<br>• A poor take-up by Members, they all need to attend<br>• This is changing the role/style/future operation of councillors – we all need to know about it<br>• A lot of new information – a pity more Members didn't attend |
| 23 Feb 2012 | Licensing & Regula-tory Cttee recording decisions | 5 | 5 | • Must attend the second part of this training on 19 April<br>• Refreshers with case law examples are valuable<br>• How to achieve "correct" decision notices, covering all the required bases |
| 29 Mar 2012 | Presenta-tion Skills/ Public Speaking | 10 | 6 | • Need this presented in a different format, with participation<br>• Further development on the practical side |
| 3 April 2012 | Development Control – Module 6 | 14 | 10 | • Always welcome refreshers on planning, localism etc<br>• Can we have a session on better building design by a "design" expert/designer rather than a planner? We need inspiration and greater understanding of the art of the possible. |

**Officer Contact evaluation – Amalgamated responses – Councillors
6 out of 12 responses**

| | |
|---|---|
| Overall was it beneficial to have an Officer Contact? | No answer or not applicable = 0<br>Yes = 3<br>No = 3 |
| How often did you meet with your Contact face to face? | Never = 4<br>Three times = 1<br>More than 4 = 1 |
| How often did you consult them by other means (phone, e-mail etc) | Never = 4<br>More than 4 = 2 |
| Was your Officer Contact able to provide you with practical information to help you navigate your way around the organisation? | No answer or not applicable = 4<br>Yes = 2<br>No = 0 |

Were there other types of support which you feel you would have benefited from after your election but which were not envisaged for the role of the Officer Contact, which was purely a practical aid to building up a knowledge of the organisation?  If so please give details below.

> *A key personnel list would have proved useful for the various departments such as planning, Environmental health, highways etc.*

> *As new councillors we were shown round as a group, perhaps a second visit by single councillors would help.*

Please provide any other feedback you wish to give on the Officer Contact role and or how it could be improved in future.

> *David was fantastic, and it was great to have a friendly face I could say hello to when in the building or call/email when I wasn't sure who to contact.  I have to say all Officers have been fantastic, and have pointed me in the right direction when I have needed support or been unsure who to contact about a specific issue.*

> *Sorry but I was buddied by fellow Councillors. Also I feel that most of the people who stand as candidates are or should be capable of making useful relationships that cover this role.  Hope money can be saved in this way.*

> *We agreed I would contact Peter if I needed assistance.  It so happened that I asked my predecessor for guidance, also I rang/still ring relevant people in WSH.  They have always been very helpful.  The idea is basically a good one.  However it seems a random selection of contact officer.  It might be more helpful to have a contact assigned after committees/working parties were allocated, therefore a more relevant link.  Eg I am on the Dev Con panel so an officer from that department would have been good.  I have also made full use of the training modules for new councillors which has been a great help.  I am not afraid to seek reassurance and am happy to plead ignorance on a number of occasions!*

> *Possibly ask if anyone elected needs this assistance.  As I was already a town councillor, I had a rough idea what the role meant; however I am sure for new councillors, they may have found this service much more beneficial.*

*Adequate as it is.*

*It's good to know someone is there if you should need them.*

Finally do you consider an Officer Contact should be provided to new Councillors in future?

YES = 4      No = 1          No indication = 1

**Officer Contact evaluation – Amalgamated responses – officers**
**11 out of 12 responses**

| | |
|---|---|
| Overall, did you feel the Officer Contact role was beneficial? | No answer or not applicable = 2<br>Yes = 4<br>No = 5 |
| How often did you meet with your Councillor face to face? | Never = 5<br>Once = 4<br>Once at induction - 1<br>4+ = 1 |
| How often did they consult you by other means (phone, e-mail etc) | Never = 8<br>Once = 2<br>4+ = 1 |
| Were you able to provide all of the information requested by your Councillor? | No answer or not applicable = 6<br>Yes = 5<br> No = 0 |

Please provide any other feedback you wish to give on the Officer Contact role and or how it could be improved in future.

> *I think I had a very 'independent' Councillor who didn't really need me, apart from during his very first couple of weeks!  I think he found the contact useful to help 'get him on his way', but because of the low contact made, it's not easy to give any feedback on how the role could be improved.*

> *I thought the whole system worked very well, it's simply that the member assigned to me didn't require any help.*

> *My Councillor didn't need any assistance, but that's not to say that others wouldn't, and it may give them confidence to have a named contact in a new organisation, so all in all the scheme should be repeated.*

> *My Councillor told me at our one and only meeting that he didn't think he would need to contact me.*

> *I telephoned my Councillor and spoke to her just the once.  She seemed very happy and didn't feel the need for a buddy.  However, I do think it is a worthwhile scheme.  It gives councillors the option to use it or not.*

> *My Councillor did seem to value the first meeting but I have not had any contact since, as he did not really ask me anything useful to him, he seemed to think that it was for my benefit!  I do think that the scheme would be useful to other Councillors.*

> *I think it was very useful to get to know new Councillors.*

> *It just so happened that my Councillor was an experienced County Councillor so she didn't need my help, but I do think that it is beneficial to offer this to new Members.*

*I think the induction sessions were very helpful – and it was good to make contact with our allotted councillors.  I think that the Council has a good support network for new councillors – who soon find their way around to make direct contact with the relevant officers.*

Finally do you consider an Officer Contact should be provided to new Councillors in future?

YES = 9        No = 0        Maybe = 1        No answer = 1

Should any other form of support be provided?

*Perhaps a point of contact for each department/service, or an existing councillor as a buddy.*

**Member Development Budgets 2011/2012:  Expenses paid or planned for 2011/2012**

**0610 1290 – Training Expenses – budget £8,100**

| Date | Detail | Cost    £ |
|------|--------|-----------|
| May 2011 | Induction expenses, including Member Handbooks | 284 |
| June 2011 | Attendance at LGPS Trustees Conference | 475 |
| June 2011 | Room hire for training events at West Stow plus June catering costs | 431 |
| July 2011 | Room hire for training events at West Stow plus July catering costs | 244 |
| July 2011 | Maximising historic town centres | 90 |
| Sept 2011 | Communications Skills training for all Members | 890 |
| Sept 2011 | Catering costs September | 16 |
| TBC | Contribution to 7-module planning training | 2,000 |
| Nov 2011 | Chair of Responsible Authorities Group – "Getting ready for Police and Crime Commissioners" | 65 |
| Dec 2011 | Catering November and December | 64 |
| Jan 2012 | Language to use in conflict situations e-module – 3 Members | 75 |
| Jan 2012 | Catering January | 16 |
| Mar 2012 | Extensive programme of licensing training | 1,600 |
| Mar 2012 | Public Speaking training for all Members | 300 |
| **Total spend to date** | | **£6,550** |

**0610 3850 – Conference Expenses – budget £2,900**

| Date | Detail | Cost     £ |
|------|--------|------------|
| June 2011 | Local Govt Association – Annual Conference | 495 |
| July 2011 | LGA Annual Conference expenses | 46 |
| July 2011 | LA Treasurers Investment Forum | 125 |
| Aug 2011 | Refund part of LGA Annual Conference fee | (276) |
| Sept 2011 | Annual Rural Conference 2011 | 229 |
| Sept 2011 | New Anglia Business Conference, 2 Members | 60 |
| Sept 2011 | Member expenses September | 43 |
| Oct 2011 | Chartered Institute of Housing Annual Conference | 389 |
| Oct 2011 | Member expenses October | 230 |
| Nov 2011 | Member expenses November | 16 |
| **Total spend to date** | | **£1,157** |

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