
BRECKLAND COUNCIL

At a Meeting of the

MEMBER DEVELOPMENT PANEL

**Held on Thursday, 8 September 2011 at 2.00 pm in
Dereham Room, Conference Suite, Elizabeth House, Walpole Loke, Dereham, Norfolk**

PRESENT

Mr S R Green	Mr K.S. Gilbert
Mr I. Sherwood (Chairman)	Mr R.F. Goreham
Mr S.G. Bambridge	Mr W R J Richmond

Also Present

Mrs P.A. Spencer	Mrs E M Jolly
Mr J.D. Rogers	Mr R R Richmond
Mrs D.K.R. Irving	

In Attendance

Julie Britton	- Senior Committee Officer
Richard Wills	- Training & Development Manager

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43/11 MINUTES (AGENDA ITEM 1)

(a) Minutes (Minute No. 35/11)

At Minute No. 27/11 of the previous meeting it was suggested that the Panel's Minutes be included on the Cabinet agenda in future. This had not transpired as meetings of the Panel were not open to the public and the Minutes had instead been forwarded to the Executive Board for noting. Mr Goreham stated that it had been unanimously agreed that the Panel's Minutes should be reported through to Cabinet. Following further discussion and clarification from the Senior Committee Officer it was:

RESOLVED that the Minutes of the Member Development Panel be included on the Cabinet agenda in future, as previously agreed. If there was any matter that was felt not to be of public concern then the Minutes would be marked as private and confidential.

(b) Adoption

The Minutes of the meeting held on 2 June 2011 were confirmed as a correct record and signed by the Chairman.

44/11 NON-MEMBERS WISHING TO ADDRESS THE MEETING (AGENDA ITEM 5)

The Chairman welcomed D Irving, E Jolly, P Spencer, R Richmond and J Rogers as non-Members to the meeting and said that they were more

**Julie Britton,
Helen
McAleer**

Action By

than welcome to address the meeting.

45/11 MEMBER DEVELOPMENT AND TRAINING (AGENDA ITEM 6)

(a) **Member Training Budget**

A breakdown of the spend per month had been provided. The budget was healthier than previously reported as it now included a carry over of £13,720 from the 2010/11 budget; however, this sum of money was only to be spent on the development of **new** Members. The Training and Development Manager stated that he also had a breakdown of spend for each Member for the Panel to view if they so wished.

The Chairman highlighted the financial cost per head of not attending external courses and urged Members to attend when a place had been booked. He mentioned the planning course that had been held on 12 July where only 4 people turned up even though 12 had been due to attend; luckily, this course had been organised in-house so there was no cost but Officer time had to be considered. Emails were always sent to Members previous to training days reminding them of their commitment. Mr Goreham wished to know if the 8 that had not attended had been spoken to. The Chairman advised that he had raised this matter at the last Group meeting and would appreciate it being mentioned to the Labour Members.

In response to a question as to what the amount on 6 April had been spent on, Members were informed that an answer was still awaited.

The report was otherwise noted.

NB:

Update – The amount spent on 06 April itemised as PO163000034 was a Finance System error highlighted by Finance and has been credited back to the Member Development Budget already.

(b) **IT Training for Members**

The Training and Development Manager provided Members with a verbal update on the IT training sessions which had gone very well and only four had yet to attend. It was agreed that the names of these Members would be emailed to the E Champion, Mr Bambridge.

It was further agreed that the list of frequently asked questions (faq) would be emailed to all Members.

The biggest query during the sessions was in relation to printer and laptops failing to *speak* to each other. Members had been informed that a cable could be used meaning, however, that the equipment would no longer be wireless.

Mr Bambridge felt that the training had been effective as the number of queries to the IT helpdesk had dropped substantially.

Mrs Spencer said that she had enjoyed the training but had not been able to take everything on board. Also, the ordering of ink cartridges

**Richard
Wills**

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via the IT helpdesk she had found to be very tedious. She had also experienced password problems. Furthermore, a complaint that she had logged had still not been corrected, she had also logged her complaint to an IT person by phone.

Mr Rogers agreed that the training had been helpful but understood there was more to come. As far as equipment complaints were concerned, he had been experiencing printer and fax problems and passwords that he had been using were no longer recognised.

Mr Green had also enjoyed the IT sessions but felt that it would have been better if an IT person had been present.

Mr Robert Richmond congratulated the Training and Development Manager on the sessions but had been embarrassed when some Members, who were more IT literate, had tried to take over the training.

Mrs Irving agreed with the aforementioned comments but, like many others, had also been experiencing IT issues. She sympathised with Mrs Spencer and Mr Rogers as her problems also related to passwords and felt that it should have been highlighted from the start that two different passwords were required to log into your computer.

Referring to the ink cartridge scenario, Mr Bambridge explained that ink and paper were now available from Member Services. As far as IT issues were concerned, he urged Members to log their problems through the proper channels otherwise he would not get to hear about them if the telephone route was used. With regard to Mr Rogers' problems he felt that a wire would work better with his printer as a wireless system, if not used for a period of time, would cause delays to occur in the connection.

After listening to all the issues, the Chairman said that he was open to suggestions about how all these matters could be resolved and proposed a 'wash-up' session.

Mr Bambridge reminded Members that other sessions were being arranged and that all these problems could be dealt with at one of these. With regard to having someone from IT at the training sessions, it was pointed out that the Team had not had the time to allocate a member of staff to attend and thought that the Training and Development Manager was perfectly competent to carry out the training sessions himself. The Chairman said that monies from the budget could have been used for such purposes.

Mr Goreham reminded Members of the Panel's remit and pointed out that it was not for dealing with each individual complaint but should be of a more strategic level. He suggested having a further IT session set aside for Members to ask *brainstorming* questions. Mr Bambridge agreed and suggested that the 'wash up' session could be held following Full Council with an IT person present. Mr Bambridge then explained the password procedure.

Mrs Jolly had observed that the training had been compulsory and at

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the same level for everyone, which, she thought had led to the problems. Mr Bambridge had known that some Members were more IT literate than others but the compulsory training was more about understanding Citrix and the protocol that went with it. It was noted that no-one had received the protocol as yet.

Mrs Jolly said that she had not received the IT Policy for Breckland Council and whilst the training had been useful in a technical way she did not think that the security of it all had been addressed.

RESOLVED that:

- 1) the IT Protocol be emailed to Members; and
- 2) a *wash-up* IT session be arranged following a Full Council meeting

(for information - the response time, once a call has been logged, is two hours - not to remedy the problem but just to respond to the call).

(c) **Member Development Training Programme**

The Training and Development Manager asked if Members had any comments to make or any points to add to the Programme. Mr Gilbert suggested having a training session on how to set up their website.

Members were informed that Dominic Chessum, the Council's Marketing and Communications Team Leader would be asked if website training could be incorporated with the social media skills training which had already been included in the Programme for December. To accommodate everyone Dominic would be asked if an evening session, in addition to the day session, could be arranged.

The Chairman felt that anyone on Licensing or the Appeals Committee could benefit from taxi and hackney carriage licence training. He also asked about the Planning Reform training and what it entailed. The Training and Development Manager reported that two Members were already at the conference in London and would be asked to provide feedback.

On another matter, both the Chairman and Mr Bambridge was not happy about the St George's Room being used for meetings as it was put there purely as a Members' Room for Members to use.

Referring to the Training Programme, the Panel was informed that another general IT session would be arranged for people with a lower IT knowledge level.

There had been occasions where training had been organised for Members without the Member Development Panel being informed. It was very important that any Member training went through the proper procedure which was through the Training and Development Manager. Members were urged to inform the said Manager if they heard of any training matters being discussed at any meetings that they attended. Mr Goreham completely supported the

**Richard
Wills**

aforementioned point as it made sense to co-ordinate all training needs through one vessel.

RESOLVED that the following training sessions be added to the Member Development Programme:

- 1) the Council's Marketing and Communications Team Leader be asked if website training could be incorporated with the social media skills training which had already been included in the Programme for December; and to accommodate everyone, Dominic would be asked if an evening session, in addition to the day session, could be arranged;
- 2) Taxi and Hackney Carriage Licensing training; and
- 3) additional IT training (lower level).

(d) **Member Development and Training**

See Minute No. 45(c) above.

46/11 NEXT MEETING (AGENDA ITEM 7)

The arrangements for the next meeting on Thursday, 24 November were noted.

Action By

**Richard
Wills**

**Dominic
Chessum**

The meeting closed at 2.55 pm

CHAIRMAN