

Appendix 2: Member Development – programme outline May – July 2015

Part A: New Member Induction

Aim: To give oversight of council processes and procedures to enable new members to get quickly up to speed with their role

- Understand role and responsibilities, the Council's values & behaviours, define new development offer
- Who's who in Birmingham, customer intelligence and access to IT and council services
- Managing casework, code of conduct and the constitution

Development	Development Outcomes	Date/time/venue	Who is delivering	Format of delivery	Next steps (responsibility)
Swear & Declare	That new members are sworn in according to protocols That IT equipment is distributed and members taught to use (including contacts)	11th May 2015 3.00 – 5.30pm Committee Rooms 3 & 4	M Rogers (Organiser: J Goodall)	Formal swearing in.	✓ Completed 11 th May 2015
Induction presentation session part 1. Welcome. Birmingham City Council structure and overview.	That new members meet the Chief Executive and Strategic Directors, are welcomed to the City Council and have the opportunity to put questions to the Senior Leadership team That new members are given the opportunity to voice what they need as new members.	14 th May 2015 5.30 – 6.30pm Council Chamber	M Rogers Maria Gavin (for P Hay) I Jones (for S Lea) P Dransfield J Warlow (Organiser: J Goodall)	Formal presentation / question and answer session <ul style="list-style-type: none"> • Structures and key officers • Key objectives – Council Plan • Issues for the coming year 	✓ Completed 14 th May 2015 4/6 new members attended

Development	Development Outcomes	Date/time/venue	Who is delivering	Format of delivery	Next steps (responsibility)
<p>Induction presentation session part 2</p> <p>Codes of Conduct and City Council Governance</p>	<p>That members are provided with information on standards and conduct expected of Cllrs</p> <p>That members are informed about the requirements of the declarations of interest and member/officer protocols, the Executive Decision Making process and the role of Scrutiny</p> <p>That members understand the Committee Management Information System and how to effectively use the City Council AGM and Chamber equipment</p>	<p>18th May 2015</p> <p>4.00 – 5.30pm</p>	<p>D Tatlow, Legal Services</p> <p>E Williamson, Scrutiny</p> <p>P Patel / P Wright, Cttee Services</p> <p>(Organiser: J Goodall)</p>	<p>Formal presentations / question and answer session</p>	<p>✓</p> <p>Completed 18th May 2015</p> <p>3/6 new members attended</p>
<p>Induction presentation session part 3</p> <p>(a) Dealing with Casework - how to log constituents' issues using contact centre, web / mobile app.</p> <p>(b) Developing you as a Member</p> <p>(c) LocalView</p>	<p>That members are fully conversant with three delivery channels – contact centre, website and face to face and understand how to log resident's issues using the web and mobile App.</p> <p>That members fully understand how to deal with complaints, comments and compliments from residents in terms of BCC process.</p> <p>That members understand how to navigate People Solutions in order to access their payslip and how to access the Learning Centre via the portal to address personal learning and development needs.</p> <p>That members are consulted on the opportunity to take advantage of a 1-1 development needs conversation with an officer from HR.</p> <p>Introduction to the internal BCC online Geographical Information System.</p>	<p>Thursday 4th June</p> <p>1730-1900</p> <p>Committee Rooms 3 & 4</p>	<p>G Foxwell, Head of Customer Services</p> <p>M Wood, HR Business Partner</p> <p>S Lester, Bus. Change Mgr</p>	<p>Formal presentations / question and answer session</p> <p>Formal presentations / question and answer session</p> <p>Demonstration of access to People Solutions.</p> <p>Demonstration</p>	<p>✓</p> <p>Completed 4th June 2015</p> <p>11 members attended (2 new members)</p>
<p>New member induction for members elected by by-election</p>	<p>To provide induction sessions as outlined above for any member elected by by-election</p>	<p>As required</p>	<p>(Organiser: J Goodall)</p>	<p>As required</p>	<p>As required</p>

Development	Development Outcomes	Date/time/venue	Who is delivering	Format of delivery	Next steps (responsibility)
Role-specific induction / training (1): Licensing and Public Protection Committee members	That members of the Licensing and Public Protection Committee understand the Code of Conduct for Members on decision-making during Committee Hearings	3 June 2015	Legal Services / Licensing Contact: Sanjeev Bhopal/Parminder Bhomra/Stuart Evans	Face to face session: <ul style="list-style-type: none"> General overview of licensing law / principles Decision making Member Code of Conduct Hearing Procedure Rules 	✓ 3 June 2015
Role-specific induction / training (2): Planning Committee members	That members of the Planning Committee understand the decision-making process and how to conduct themselves during Committee meetings	2 July 2015	Richard Goulborn (Head of Planning Mgmt) Contact: E Williamson	Annual training session for Planning Committee Members (anyone who cannot make it is picked up in a 1:1 session)	Scheduled: 2 July 2015
Role-specific induction / training (3): Trusts and Charities Committee members	That members of the Trusts and Charities Committee understand their role as Members of the Committee in discharging decision making on behalf of the Council as Trustee.	23 September 2015	Legal Services with Geldards law firm Contact: Sanjeev Bhopal	Face to face session	Scheduled: 23 September 2015
Role-specific induction / training (3): Audit Committee members	That members of the Audit Committee understand their role as Members of the Committee.		Contact: Kay Reid, Assistant Director Audit & Risk Management	To be discussed at their first meeting on 30 th June	

Development	Development Outcomes	Date/time/venue	Who is delivering	Format of delivery	Next steps (responsibility)
Roles (4): New governance arrangements and principles of appeal hearings	<p>That members are clear about their role in the appeals process.</p> <p>That members understand the practicalities of the new governance arrangements</p> <p>That members are familiar with relevant HR policies and procedures and the support tools available to them.</p> <p>That members understand the legal implications and the employment tribunal arena.</p> <p>That members are clear on how to conduct fair appeals, the behaviours that support their role and responsibilities in this process and the parameters on decisions that they can take.</p>	1 st July 2015	Geraldine Dooley / Nigel Browning (HR) Ed Beaver, Barrister	<p>Two parts:</p> <p>Interactive session with an intro to HR policy and procedures.</p> <p>Key principles and shared learning of appeal process.</p> <p>Part 2 – barrister to provide overview of key legal employment issues and set appeal hearings in context.</p> <p>Q & A forum</p>	Scheduled: 1 st July 2015

Scrutiny & District Chairs & Deputy Chairs

Aim: To develop good community governance with effective and positive scrutiny

- Understand the new constitution, roles and responsibilities and what it means in practice
- *Future District Delivering Differently* programme overview and how to implement locally
- Joint session with Scrutiny and District Chairs/Vice Chairs on new ways of working together

Development	Development Outcomes	Date/time/venue	Who is delivering	Format of delivery	Next steps (responsibility)
Roles (1): District Committee Chair, Deputy Chair and members	That District Committee Chair, Deputy Chair and members understand the changes to the Constitution and the implications for their role, have an appreciation of best practice and opportunities to gain key skills.	4 th June, Chamberlain Room 11 th June, Chamberlain Room	I Jones, Districts E Williamson / B Wishart, Scrutiny A Burns, HR	Presentation on <i>Future District Delivering Differently</i> ; discussion on skills, values and behaviours; action planning session.	✓ Session 1 (4 th June 2015) 13/19 attended ✓ Session 2 (11 th June 2015) 14/19 attended
Roles (2): Scrutiny Chairs, Deputy Chairs and members	That Scrutiny Committee Chair, Deputy Chair and members understand the changes to the Constitution and the implications for their role, have an appreciation of best practice and opportunities to gain key skills	June: first (informal) meeting of each Committee	E Williamson	Presentation on key changes during informal committee meetings	✓ EVC: 10 th June ✓ CR: 16 th June ✓ ESS: 19 th June ✓ HSC: 23 rd June ✓ NCS: 25 th June
Roles (1) and (2) : District/Scrutiny Committee Chairs and Deputy Chairs	Joint Session with Scrutiny/District Chairs and Deputies – that there is a shared understanding of the respective roles and their interrelationships and identification of how they would like to take these forward	14 th July 2015	I Jones, Districts E Williamson, Scrutiny A Burns, HR	Presentation on linkages, action planning session, discussion on skills, values and behaviours	Session 3 (14 July 2015)

Development	Development Outcomes	Date/time/ venue	Who is delivering	Format of delivery	Next steps (responsibility)
Roles (1) and (2): District/Scrutiny Committee Chairs and Deputy Chairs and Scrutiny members	To develop skills needed for conducting inquiries/Neighbourhood Challenge	TBA – September	Centre for Public Scrutiny Contact: E Williamson	Bespoke session following feedback from June/July sessions, delivered by Centre for Public Scrutiny	To be arranged
Roles (3): Ward Committee / Forum Chairs	That Ward Committee Chair and members understand the changes to the Constitution and the implications for their role, have an appreciation of best practice and opportunities to gain key skills.	TBA - July	I Jones, Districts E Williamson, Scrutiny	Presentation and workshop	To be arranged

Member/Officer relationship

Aim: members and officers share understanding about their roles and responsibilities and how they work together

- Member & Officers – redefined roles & expectations, supported by development programme
- Underpinning behavioural standards, the new constitution and community governance with outward place focus

Development	Development Outcomes	Date/time/ venue	Who is delivering	Format of delivery	Next steps (responsibility)
Roles & responsibilities of a councillor	That new members fully understand the role of the Councillor and the values and behaviours required of them.	July 2015	LGA Contact: K Cook, HR	Workshops	

On-going Member Development

Aim: to provide ongoing development opportunities for members related to current and potential future role and responsibilities

- A survey poll of all members for targeted training
- Community leadership development (i.e. place shaping, partnership, civic and civil)
- Skill development (e.g. running surgeries, media training and dealing with conflict); networks and external visits
- Site visits and floor walking of council services
- Future roles and responsibilities – progressing to Chair/Vice Chair/Cabinet; how member roles are changing

Action	Outcomes	Responsibility	Timescale	Next steps (responsibility)
Survey of all members Discussing skills and induction and other events Offer of 121 advice session	To gain an understanding of members' needs, preferred styles of learning To gain an understanding of members' needs relating to specific roles To offer individual members an opportunity to discuss development needs	All	Survey closed: 26 th June	To use data to design programme for remainder of year
Review of activity so far	To review activity undertaken May to July 2015, and to report to lead members on progress, and to <ul style="list-style-type: none"> • Shape the programme for September 2015 to March 2016; • Agree on communications (e.g. how to use Cllrs Bulletin and others) 	Project group	July 2015	To use data to design programme for remainder of year
People Solutions	<ul style="list-style-type: none"> • Access to payslips • Learning Centre development resources for Members 			

Appendix 3: Proposed blended approach (first draft)

	Skills	Getting to know Council services	Community Leadership
Internal workshops ("bitesize" or half day)	<p>Dealing with Casework – Help with Surgeries: To provide practical learning around handling conflict.</p> <p>Training on use of social media and BCC policies</p> <p>IT support</p>	Basic introduction to key local government responsibilities: That members understand current service areas issues that have an impact on their community role – delivered by service area	<p>To provide information and support to members around engagement with local communities and the encouragement of social enterprise.</p> <p>To support members become more aware of how to strengthen community engagement through consultation, involvement and empowerment.</p> <p>To support members to mobilise communities using social media.</p> <p>To support members understanding of civil society – how neighbourhood forums, parish councils etc. work and the various community networks operating in the city</p>
Written information			LGA Guide for new Councillors 15/16
Briefings		<p>Service delivery / legislative information and updates</p> <p>New service delivery models</p>	Understanding Birmingham, districts and wards: That members fully appreciate BCC demographics and understand ward based profiles and statistics which enable them to better support residents in their respective local communities
Visits		Visits to other councils	Visits to other councils / partners

	Skills	Getting to know Council services	Community Leadership
External info & training	<p><i>e.g.</i> LGIU: Being an effective Councillor: ways of strengthening and sustaining personal resilience</p> <p>Media skills: External provider: equipping members with the skills needed to conduct media interviews</p>	<p><i>e.g.</i> LGIU: Inside Local Government Funding: How it works and making the most of it</p>	<p><i>e.g.</i> North West Employers: Social Enterprises and the role of the Councillor / Understanding what your residents think and how to influence them</p>
Online tutorials / e-learning	<p>Keys to speed reading success (Access via People Solutions) Personal online assessment (Access via People Solutions)</p> <p>http://www.local.gov.uk/digital-councils</p> <p>This includes:</p> <ul style="list-style-type: none"> • Social media - checklist for councillors • Social media - councillor case studies • Social media - councillors tasks and tools 		