Pecyn Dogfennau Cyhoeddus

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed CF82 7PG

Tŷ Penallta,
Parc Tredomen,
Ystrad Mynach,
Hengoed CF82 7PG

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Am unrhyw ymholiad yn ymwneud â'r agenda hwn cysylltwch â Emma Sullivan
(Rhif Ffôn: 01443 864420 Ebost: sullie@caerphilly.gov.uk)

Dyddiad: Dydd Mercher, 14 Medi 2016

Annwyl Syr/Fadam,

Bydd cyfarfod **Pwyllgor Gwasanaethau Democrataidd** yn cael ei gynnal yn **Ystafell Sirhywi, Tŷ Penallta, Tredomen, Ystrad Mynach** ar **Dydd Mercher, 21ain Medi, 2016** am **5.00 pm** i ystyried materion a gynhwysir yn yr agenda canlynol.

Yr eiddoch yn gywir,

Chris Burns

Chris Burns
PRIF WEITHREDWR DROS DRO

A G E N D A

Tudalennau

1   I dderbyn ymddiheuriadau am absenoldeb

2   Datganiadau o Ddiddordeb.

Atgoffi'r Cynghorwyr a Swyddogion o'u cyfrifoldeb personol i ddatgan unrhyw fuddiannau personol a/neu niweidiol mewn perthynas ag unrhyw eitem o fusnes ar yr agenda hwn yn unol â Deddf Llywodraeth Leol 2000, Cyfansoddiad y Cyngor a'r Cod Ymddygiad ar gyfer Cynghorwyr a Swyddogion.

I gymeradwyo a llofnodi'r cofnodion canlynol: -

3   Cynhaliwyd y Pwyllgor Gwasanaethau Democrataidd ar 25ain Mai 2016.

1 - 4

I dderbyn ac ystyried yr adroddiad(au) canlynol: -

4   Dewch â'ch Dyfais eich Hun ar gyfer Aelodau.

5   Diweddaru Rhaglen Gymorth a Hyfforddiant i Aelodau.

Cylchrediad:
Cynghorwyr P.J. Bevan, D.G. Carter, W. David, D.T. Davies (Is Gadeirydd), Mrs C. Forehead, Mrs P. A. Griffiths, Ms J.G. Jones, L. Jones, G. Kirby, C.P. Mann (Cadeirydd), S. Morgan, Mrs G.D. Oliver, Mrs D. Price, Mrs M.E. Sargent, Mrs E. Stenner a J. Taylor

A Swyddogion Priodol

DEMOCRATIC SERVICES COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
ON WEDNESDAY 26TH MAY 2016 AT 5:00PM

PRESENT:

Councillor C.P. Mann - Chair
Councillor D.T. Davies - Vice-Chair

Councillors:

W. David, Mrs C. Forehead, Ms J.G. Jones, Ms L. Jones, G. Kirby and S. Morgan.

Together with:

C. Forbes-Thompson (Interim Head of Democratic Services) and E. Sullivan (Democratic Services Officer).

1. APOLOGIES

Apologies for absence were received from Councillors P.J. Bevan, D. Carter, Mrs P.A. Griffiths, Mrs G.D. Oliver, Mrs D. Price, Mrs M.E. Sargent, Mrs E. Stenner and J. Taylor.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made at the beginning or during the course of the meeting.

3. MINUTES – 2ND MARCH 2016

RESOLVED that the minutes of the meeting held on the 2nd March 2016 be approved as correct records and signed by the Chair.

REPORTS OF OFFICERS

4. ANNUAL REPORT FOR DEMOCRATIC SERVICES

The Interim Head of Democratic Services introduced the report which detailed the current and planned services and support provided to Elected Members. The report also provided an overview of how the resources within the Democratic Services Team are being maximised to ensure that there are adequate arrangements in place for Members.

The different Democratic Services functions to support Members were outlined and were noted to include Committee Services, Members Training and Development, Scrutiny and the Civic and Cabinet Office. The Officer referred to relevant sections of the report and the types and nature of the support provided in these areas were summarised for Members information.

Members were advised that this year had seen the introduction of the Senior Councillor Development Programme an entirely new style of programme developed specifically for Caerphilly Councillors that hold or aspire to hold senior office. The Officer confirmed that a submission had been made to the WLGA for a Good Practice and Innovation Award for the Programme and this had been successful.

The Officer confirmed that Committee Services were currently working on implementing the new Welsh Language Standards via the Mod.Gov operating systems and the translation and publication of all committee agenda's and Cabinet minutes would be achieved by the end of July 2016.

The Chair thanked the Officer for her report and Members questions were welcomed.

Members referred to the Member's seminar and training programme and commented on the number and frequency of the courses offered and that many experienced low attendance levels. The Officer appreciated that with the many demands on Members time it was not possible for everyone to attend all the opportunities presented but every effort was being made to encourage attendance and confirmed that training materials and presentations were posted on the Members Portal for information.

With regard to Members seminars, Members requested that consideration be given to delivering a seminar on the Wellbeing of Future Generation Act and its introduction and impact was discussed at length. During the course of the debate it was moved and seconded that committee's request be taken forward to the appropriate Officers and arrangements made for said seminar and by show of hands this was unanimously agreed.

In this regard the Officer confirmed that in order to facilitate the requirements of the legislation significant changes had been made to the terms of reference for the Policy and Resources Scrutiny Committee, when sitting as the Crime and Disorder Scrutiny Committee, who would now take on the scrutiny of the Public Services Board. It was noted that Members would be provided with specific training on the committee's new remit and its role and responsibilities under the Act.

Scrutiny services were discussed further and reference was made to the changes to the Forward Work Programme process and the limiting of agenda items to four. It was noted that the new system had already been implemented by the Education and Health committees and been well received. Members discussed the process in terms of emergency items and prioritisation.

Members acknowledged the work of the Civic Office and the fantastic sum achieved for the Mayor's Charities.

Members congratulated the Democratic Services Team on their successful submission to the WLGA for the Good Practice and Innovation Award and those that attended the training complemented Officers on its content and organisation.

Reference was made to the web-casting of full Council meetings and the viewing figures achieved, Members expressed concern with regard to the low numbers recorded considering the cost of the facility. The Officer accepted that live views were very low however historic viewing figures were growing month on month. Clarification was sought as to whether other meetings would be webcast. The Officer confirmed that there were no current plans to increase the number of meetings webcast as the equipment was a static feature of the Chamber and this location did not lend itself well to other meeting formats such as scrutiny.

Further clarification was sought with regard to 'bring your own devices' facility where Members would be able to use their private phones or tablets to access their council email accounts and information. The Officer explained the issues in relation to data control breaches and the responsibilities of the individual. It was noted that an investment would need to be made in additional security software that would need to be implemented at a corporate level across the whole of the borough in order to achieve the required usage. Furthermore mobile device management software upgrades, and firewalls would need to be managed appropriately and this would place additional demands on IT Services. Members agreed that they would like to receive information of the technical aspects and costs involved with Bring Your Own Devices (BYOD) and asked the Officer to make further enquiries. The Officer agreed to feed this back to IT services and request that they submit a report and invite them to the next appropriate Democratic Services committee meeting and this was agreed.

Finally in terms of Democratic Services staffing and resources Members noted the appointment of Cath Forbes-Thompson as the new Interim Head of Democratic Services and the additional support provided by Legal Services' Solicitors at scrutiny and the Officer confirmed that additional support would be provided in due course.

Having fully considered its content the Democratic Services Committee noted the Annual Report.

5.   **ANNUAL REPORTS FOR ELECTED MEMBERS 2015-16**

The Democratic Services Officer outlined the report which updated Members on the continued support provided by the Democratic Services team to assist Members in producing an Annual Report.

The Officer thanked Members for all their support and hard work last year and confirmed that once again Caerphilly was one of only two Councils to publish 100% of their Members Annual Reports by the prescribed deadline.

Members were advised that templates would be sent out over the next few days for completion by the 1st July 2016. Once again the activity information would be accepted in which ever format worked best for the individual, handwritten, typewriting, emailed or verbally over the phone. Members were reminded that they would be welcome to schedule time with the Democratic Services Officer if they would prefer to receive one-to-one support.

The Chair thanked the Officer for her report and having fully considered its content the Democratic Services Committee noted the update.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 21st September 2016 there were signed by the Chair

_____
CHAIR

The meeting closed at 17:41pm

Gadewir y dudalen hon yn wag yn fwriadol

DEMOCRATIC SERVICES COMMITTEE – 21ST SEPTEMBER 2016

SUBJECT: BRING YOUR OWN DEVICE FOR MEMBERS

REPORT BY: ACTING HEAD OF INFORMATION TECHNOLOGY

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1.   PURPOSE OF REPORT

1.1   The purpose of the report is to present the Democratic Services Committee with options and associated information regarding the pre-requisites needed to enable Members to use their personal computing devices to access the Council's information and make recommendations regarding how to progress.

2.   SUMMARY

2.1   This report will formalise the pre-requisites that will enable Members to use their personal devices for Council work. It defines the technology and references appropriate legislation and industry standard practices that would underpin a safe and reliable solution.

2.2   The solution has been sized based on each Member being able to register two devices each, such as a smartphone and a tablet.

2.3   Potential options are detailed and the further work required to progress.

3.   LINKS TO STRATEGY

3.1   The Local Government (Wales) Measure 2011 requires the Council to provide appropriate support to Members and for the Democratic Services Committee to monitor that support.

3.2   The report links to current strategies employed within the Council to ensure the security and governance of information processed and retained.

4.   THE REPORT

4.1   The ability to use personal devices to access the Council's information is generally known as "Bring Your Own Device (BYOD)". There are two main topics that will be covered in this report, namely the technology and the management of information.

4.2   This report will provide advice regarding Members using "true" BYOD at Penallta House on the Ground and First Floors only. This constraint has been applied to limit the scope of the proposal so estimated costs and support calculations could be defined. If necessary the solution can be expanded but this will require further technical investment and incur additional costs which would be identified once any supplementary scope is known. The report also offers less costly options that are not constrained to these areas of Penallta House that may be sufficient to meet Members' access needs.

4.3   Suppliers constrain their BYOD technical solutions to support only the most popular devices used. A "true" BYOD deployment would be constrained therefore by such external influences. However, it is anticipated that the market would ensure that these supported devices and operating systems would be updated to match the changing technical environment over time. It should be noted that additional investment may be required to accommodate such changes in the longer term.

4.4   This report also outlines the environment influences that need to be taken into account when considering such implementations. Such influences will include requirements of the external environment, asset management, information governance and IT security. Key elements related to these categories are included in the following sections.

5.   PUBLIC SERVICES NETWORK (PSN)

5.1   The Public Services Network (PSN) is a Government supplied network that facilitates secure transfer of information between the Council and other Public Sector organisations and Government approved service providers. To ensure security of information and the protection of the recipient organisations the PSN enforces annual compliancy assessments. This is a rigorous process with strict rules with non-compliancy resulting in loss of access to the PSN and to the services provided across it.

5.2   There are a growing number of important front line services accessed by the Council that are only available over the PSN and therefore maintenance of compliant status is critical. Examples of such services are given below.

5.2.1   The Department of Works and Pensions (DWP) Customer Information Services (CIS).

5.2.2   The Individual Electoral Registration Database (IER).

5.2.3   The Youth Offending Service central database.

5.2.4   The Blue Badge (Disabled Persons' Parking) Scheme system.

5.2.5   The Registrars Tell Us Once (TUO) system.

5.2.6   GCSX secure email system operates over the PSN.

5.2.7   LOCTA Search tracing and recovery solution.

5.3   Members' attention is drawn to the importance of PSN as it enforces strict rules regarding the connection of personal devices. As the Council's network connects to the PSN these rules need to be applied to the Council's network. A summary of requirements and other good information governance practices are shown below.

5.3.1   Connection of personal devices will be allowed only where a secure connection is made between the device and the network; ensuring effective user authentication and encryption of information whilst in transit between device and Council's network.

5.3.2   To reduce the leaking of information the personal device should always be locked when not in use which will reduce the risk of information leakage through "reading over a shoulder" or unauthorised access.

5.3.3   It is preferential not to store business data on the device and it should be saved in protected network locations such as the Council's data centre. Where data is stored on personal devices it is likely that the device will have both private and business related information on the same device. In these instances a Mobile Device Management (MDM) solution must be implemented to ensure segregation of data on the personal device to enhance the protection of business information.

5.3.4 Some applications installed by the user can automatically share data held on or accessed by the device, e.g. social networking applications may share contacts or calendar information, cloud storage applications may share files as part of a synchronisation process, etc. Such applications must be managed appropriately to minimise risks of sharing business information inappropriately causing information governance breaches.

5.3.5 Where a personal device has been subjected to a virus or other malware attack the perpetrator may gain access to both user and business information inappropriately. As this is the case anti-malware provision and authentication controls to the Council's network must be robust and follow IT security good practices.

6. DEVICE MANAGEMENT

6.1 Management of the device is essential to protect the information accessed and to ensure the security of the network. It is a requirement of the PSN that all devices not supplied and configured by the Council are managed appropriately and specialised MDM software is required to do this.

6.2 MDM is an essential tool to integrate with existing systems, provide the required security measures to allow connection to private wireless networks and help Members meet their obligations as Data Controllers.

6.3 MDM solutions install a small piece of software on the device to facilitate central management of the device and offer the following facilities.

6.3.1 Security Management: Configure stringent security measures to protect business data from outside threats.

6.3.2 Email Management: Segregate business and personal emails on the device so business content may be managed by the MDM solution.

6.3.3 Document management: Provide a secure area on the device to temporarily store business documents providing segregation and encryption of business and personal information.

6.3.4 Application Management: It is possible to manage the applications held on a device remotely preventing download of inappropriate applications or those that present a malware risk. The MDM can also be used to push appropriate Council applications to the device.

6.3.5 In the event that the device is lost or stolen the MDM solution will allow the device to have its data erased helping to protect Members against loss of data and potential infringement of the Data Protection Act.

6.3.6 Asset Management: Capability to scan and retrieve the details of the devices and software installed including the security status of the device.

6.3.7 Device Enrolment: Devices must be enrolled to ensure the specific device is recognised as authorised to access BYOD facilities. Each device that is required to access the BYOD solution must be enrolled separately.

6.3.8 Audit and Reports: Provision of information to be used to minimise information risk.

7. NETWORK CONNECTION

7.1 Personal devices cannot be allowed to connect directly to the Council's network and therefore a separate network with special security facilities is required to act as an intermediary enabling the required access. This combined with an MDM solution will maintain compliance with the relevant PSN requirements.

7.2 To connect a personal device to the Council's network the following must be in place.

   7.2.1 The device must be fully up to date with all relevant software. This will include the operating system and all applications installed to ensure all security features and fixes are in place. This will be the device owner's responsibility.

   7.2.2 The device must have protection software installed offering defence against virus, other malware and cyber attack that is updated at least daily to reduce the risk of infecting the Council's network. This will be the device owner's responsibility.

   7.2.3 The user log-in authentication process for BYOD cannot follow the simple username and password combination deployed within the Council's networks to mitigate security risks. "Two factor authentication" will be required where the usual username and password combination is supplemented by the input of an additional piece of information that only that user knows. The Council currently uses small keyring token devices that display a random number sequence that needs to be input each time a request for access is made.

   7.2.4 The device must be enrolled onto the BYOD system to allow access. As devices are replaced the solution will need to be updated with the new device's information as access will be denied from an "unknown" device.

7.3 Specialised networking equipment is required to enable data to be transmitted securely across any non-secured public networks such as the internet. This reduces the risk associated with the data being "inspected" in transit which would enable a cyber attack to be initiated against the Council.

8. DATA PROTECTION ACT

8.1 In the event of a Subject Access Request or Freedom of Information Request there is a risk that data backed up by users may no longer be under the control of the Council and may come to light at a later date. This could place the organisation at risk of reputational damage and legal or regulatory non-compliance and the Council's already comprehensive Members' information governance training programme would need to be supplemented to cover such eventualities.

9. EQUALITIES IMPLICATIONS

9.1 This report is for information purposes, so the Councils EqIA process does not need to be applied.

10. FINANCIAL IMPLICATIONS

10.1 The solution on which the cost estimates have been based would be open to all Members and their IT support staff and offer a maximum of two devices per user, e.g. a smartphone and a tablet. This equates initially to approximately 160 devices.

10.2 "True" BYOD - The following costs are cost estimates for a "true" BYOD implementation but would need to be confirmed once the final requirements and solution have been established.

Item	Unit Cost	Quantity	Total	
Specialised Network Equipment	£4,000	1	£4,000	
Associated Licences	£40	160	£6,400	
Associated Maintenance	£560.00	1	£560	per annum
MDM Server Equipment	£2,400	1	£2,400	
Associated Licences	£90	160	£14,400	per annum
Associated Maintenance	£336	1	£336	per annum
Two Factor Authentication	£90	77	£6,930	3 year cost
Training & Installation	£550	1	£550	
Implementation & Configuration Professional Services	£1,200	4	£4,800	
IT Implementation & Initial Support Costs			£18,800	6 months' cost of Grade 8
IT On-Going Support Costs			£11,300	30% of Grade 8 p.a.
Year 1 Costs			**£70,476**	
Year 2 Onwards Costs			**£26,596**	per annum

10.3   Alternative Options - Other options are available dependent upon the service requirements. The following alternatives have been identified as lower cost options that will deliver access to email and calendar facilities from non-Council devices and therefore may deliver some of the desired benefits.

10.3.1 Outlook Web Access. Email and calendar services could be made available for supported tablet devices with no additional costs. It should be noted that resources from the IT Department would need to be deployed to configure and support the service and be scheduled into its work plan.

10.3.2 Outlook Mobile Access. Email and calendar services could be made available for supported smartphone devices with the additional costs outlined below. It should be noted that resources from the IT Department would need to be deployed to configure and support the service and be scheduled into its work plan.

Item	Unit Cost	Quantity	Total	
Additional Device Licences	£55	77	£4,235	
MDM Server Equipment	£2,400	1	£2,400	
Associated Licences	£90	80	£7,200	per annum
Associated Maintenance	£336	1	£336	per annum
IT Implementation & Initial Support Costs			£6,300	2 months' cost of Grade 8
IT On-Going Support Costs			£7,500	20% of Grade 8 p.a.
Year 1 Costs			**£27,971**	
Year 2 Onwards Costs			**£15,036**	per annum

10.4   Funding sources would need to be identified as part of any resultant business case process.

11.   PERSONNEL IMPLICATIONS

11.1   The solution will be open to all Members and their IT support staff and initially 160 devices, there will be a need to support these devices. In addition to the device support there will be considerable support required for the management and support of a "true" BYOD solution and

a lesser requirement for other options. This could be absorbed into the work of the existing workforce but would have an impact on the capacity to undertake other work, e.g. prioritisation of activity may lead to greater time required to implement changes / support solutions. These opportunity costs have been incorporated into the Financial Implications section of this report.

11.2   There would be a training requirement for Members for accessing the BYOD solution and identifying risks associated with use of this solution.

12.   CONSULTATIONS

12.1   There are no consultations that have not been included in the report.

13.   RECOMMENDATIONS

13.1   It is recommended that a project team is created to produce a detailed specification of requirement for Members' access to IT solutions. It is suggested that this team be made up of a representative from each political group and key Democratic Services and IT members of staff.

13.2   That this group also considers the IT device and service requirements for Members for the period following the local elections in May 2017.

14.   REASONS FOR THE RECOMMENDATIONS

14.1   The costs associated with BYOD can be significant. A definitive specification of requirements is required so that service implications and costs can be derived to inform any business case to implement changes.

14.2   Members' IT provision was subjected to a holistic review at the time of the last local elections. This review had a positive impact informing the service and devices offered. The technologies now available have developed since that time and their adoption may facilitate the service provided for the next post-electoral period.

15.   STATUTORY POWER

15.1   This report has been prepared following the Statutory Guidance relating to the Local Government (Wales) Measure 2011; Chapter 3 Section 16: Democratic Services Committee.

Author: Paul Lewis – Acting Head of IT and Central Services
Consultees: Nicole Scammell – Acting Director of Corporate Services
               Gail Williams – Interim Head of Legal Services & Monitoring Officer
               Catherine Forbes-Thompson – Interim Head of Democratic Services
               Gwyn Williams – Acting ICT Operations Manager
               Alessandra Veronese – E-Government Team Leader
               Joanne Jones – Corporate Information Governance Manager

DEMOCRATIC SERVICES COMMITTEE – 21ST SEPTEMBER 2016

SUBJECT: UPDATE MEMBER TRAINING AND SUPPORT PROGRAMME

REPORT BY: ACTING DIRECTOR CORPORATE SERVICES AND SECTION 151 OFFICER

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1.   **PURPOSE OF REPORT**

1.1   To provide Members with an update on the Member Training and Support Programme to further strengthen the Council's corporate governance through the implementation of a range of Members' training and support sessions.

2.   **SUMMARY**

2.1   On the 22nd April 2014 Council agreed a detailed programme of Members support and development training opportunities. This report will update Members on the progress of the training and support programme arrangements.

3.   **LINKS TO STRATEGY**

3.1   The report assists in the implementation of the Member Training and Development Protocol adopted by Full Council on 22nd April 2014.

4.   **THE REPORT**

4.1   The Council has long since recognised the importance of supporting Members' many and varied roles with a programme of targeted training and development. Indeed, the Council was the first in Wales to be awarded the WLGA's Wales Charter for Member Support and Development in 2007 and was renewed most recently in 2014.

The Training and Development Programme

4.2   On the 22nd April 2014 Council agreed a detailed programme of Members support and development training opportunities.

4.3   Based on the recommendations contained in that report, a framework of training and development for a full Council term (4 years) was scheduled to follow three distinct categories namely Mandatory, Recommended and Requested.

4.4   Mandatory Training is recognised as essential and is associated with Members' statutory responsibilities and regulatory committee membership. Recommended Training is recognised as important but not essential and includes the Annual Refresher and 6 Monthly Update sessions and Requested Training which is based on the needs identified by Members themselves as part of their training needs analysis or personal development review.

Recommended Training

4.5 The Annual Refresher Training schedule has been in place for 3 years with an average attendance level of 60%. Following the Annual Meeting of Council each Committee, Sub Committee and Panel receives a 30 minute Officer led, refresher training session prior to its scheduled meeting. These sessions update Members on the terms of reference for that particular committee; provide information on any relevant policy or legislation changes along with any decision making considerations and appeal processes that need to be taken into account. Scrutiny and Regulatory Committees also receive a 6 monthly update session if there have been any important changes made to the committee in the interim period and these achieved a 65% attendance rate.

Mandatory Training

4.6 The Mandatory Training schedule runs twice per Council term, with the first sessions delivered in January 2015. 100% attendance was achieved for each of the committees designated under the programme (Audit Committee, Licensing Committee, Planning Committee, Pensions Compensation Committee, Appeals Panel, Appointments Committee, Rights of Way Cabinet Committee and the Investigating and Disciplinary Committee) with individual sessions arranged for any new Members appointment after the initial training had been delivered. 'All Member' Mandatory Training on the Constitution and Information Governance achieved a 90% attendance rate over two sessions. Those Members still outstanding will be offered a further opportunity to attend a final mop-up session.

4.7 In terms of 'All Member' Mandatory Training, Democratic Services Officers are looking at alternative methods of delivering mop-up sessions to those Members who for legitimate reasons have been unable to attend the facilitator led sessions. The possibility of providing a recorded training session or a webcast session with a log-on access capability is being considered and further updates will be provided on the progress made.

Requested Training

4.8 Feedback on the Requested Training schedule achieved a 100% overall rating of either very good or good and was particularly positive for the sessions run by Melanie Dole (Public Speaking/Presenting to an Audience and Webcasting), Ian Botrill (Negotiating and Influencing Skills) and Lianne Dallimore and Steve Harris (Introduction to Finance). For the first time the training programme offered e-learning modules through the All Wales Academy learning portal. This facility allowed Members to study at their own pace; at a time best suited to themselves and offered a variety of courses from Managing Constituency Casework to Chairing Skills.

Requested Training	Facilitator	*Attendance	% Rated Very Good or Good
Webcasting/Public Speaking	Melanie Dole	77%	100%
Effective Communication	Stephen Pugh	67%	100%
Negotiating and Influencing Skills	Ian Botrill	70%	100%
New Thinking in Performance Management	Ros Roberts	100%	100%
Roles and Responsibilities of Cabinet Members	Jonathan Jones	90%	100%
Equalities and Diversity	Anwen Rees Dave Thomas	78%	100%
Finance	Lianne Dallimore Steve Harris	100%	100%

The attendance percentage is calculated on the number of Members that booked on to a session that attended.

It is worth noting that the Finance training was first delivered as a workshop to the participants in the Senior Councillor Development Programme and following their recommendation was subsequently offered to all Members. A similar recommendation was made in relation to the Chairing Skills and Public Speaking/Media Interview Skills modules and arrangements will be made to offer these as individual sessions to all Members following the Local Government Elections in 2017.

Senior Councillor Development Programme

4.9 During 2015/16 an entirely new training programme was piloted by Caerphilly Council for those Members who hold or aspire to hold senior office. Working in conjunction with the Welsh Local Government Association (WLGA), the Senior Councillor Development Programme aimed to help participants develop the key skills and knowledge required by members in senior positions with a view to optimising performance and progression within the council.

4.10 Delivered over a 6 month period through a series of Saturday seminars, weekday work-shops, guided personal research and reflection and observed practice this informal and interactive programme was offered to Councillors from all parties and positions. Sponsored by the Leader of Council and supported by the Leaders of the Opposition and Independent Group the programme covered wide ranging and strategic topics including Setting the Context – The National Political Landscape, Strategic and Political Leadership, Finance, Performance and Improvement, Chairing Skills and Public Speaking – Media Interview Skills.

4.11 14 Members initially signed up to the programme, 2 x Members withdrew after the introduction session for personal reasons, 1 x Member resigned as a Councillor and of the 11 remaining participants 8 (73%) completed sufficient modules and workshops to receive their certification. Although a 35% drop out rate was disappointing it was not unexpected given the nature and duration of the training.

4.12 Feedback on the Senior Councillor Development Programme overall received a 100% satisfaction rating from participants and 100% rated the quality of the trainers and training provided as either good or very good. All but one of the participants felt that the Saturday morning provision worked well.

SENIOR COUNCILLOR DEVELOPMENT PROGRAMME				
Module	Facilitator	Workshop	Facilitator/ Preparation	% Rated Very Good or Good
Setting the Context	Daniel Hurford	N/A	N/A	100%
Strategic and Political Leadership	Ian Botrill	Challenges of Being a Cabinet Member	Self Study and Research	100%
Finance	John Rae	Introduction to Finance/Medium Term Financial Planning	Lianne Dallimore Steve Harris	100%
Performance and Improvement	Daniel Hurford Ros Roberts	Performance and Improvements Plans	Ros Roberts	100%
Chairing Skills	Cath Forbes-Thompson Sarah Titcombe	Chairing Skills – Practical Exercises	All Wales Academy e-learning Module	100%
Public Speaking – Media Interviews	Melaine Dole	Practical Exercise and Role Play	Melaine Dole	100%

4.13　As a result of the feedback received and the positive outcomes achieved for participants a submission was made to the WLGA for a Good Practice Award and Innovation Award for the programme. In June 2016 the WLGA confirmed that the submission had been successful and the award was made at Council on the 19th July 2016. As part of that submission a further presentation will be made at the WLGA Officers and Members Network meeting on the 8th November 2016, a few of the Members that completed the course will be attending to give their personal views on the programme.

Additional Training and Support

4.14　Outside the Mandatory, Recommended and Requested programmes, Members have also made individual requests for specific additional training and support has been provided for attendance at events such as the LGA Young Councillor's Weekend, WLGA Leadership Academy, Institute of Licensing, Gambling Commission and LGA Focus on Leadership.

Conclusion

4.15　In that the number and frequency of the different training sessions a Member would need to attend within a training year, is primarily driven by that Member's committee membership some Councillors found the first full year of the training and development programme to be very demanding. Members' comments on the amount of training delivered have been noted and different delivery options will continue to be looked at and piloted in order to try and reduce the demands on Councillors time, whilst maintaining a quality training experience. However Members stated preference is still to receive tutor facilitated modules rather than distance or e-learning options.

4.16　All 9 of the Mandatory training sessions received excellent feedback in terms of the content and quality of the training provided. Overall Members fed back that scheduling this type of training twice per Council term was the correct timeframe and agreed that the subject matter was set at the right level. It should be noted that there have been no referrals made to the Standards Committee as a result of non-attendance.

4.17　New e-Learning modules are continually being developed by the All Wales Academy (AWA) and Democratic Services will look at lifting the profile of this facility with Members over the next year by highlighting when new modules become available. The present AWA Learning Portal will be moved onto an NHS host site in August 2016 and new links and individual log on details will be forwarded to Councillors as soon as they go live.

4.18　Members will continue to be offered an annual review of their training and development needs and the next training needs analysis questionnaire will be circulated following the Local Government Elections in 2017 with a view to formulating a new two year Requested Training Programme commencing in 2018.

5.　EQUALITIES IMPLICATIONS

5.1　There are no specific equalities implications arising as a result of this report.

6.　FINANCIAL IMPLICATIONS

6.1　Costs associated with training including the Senior Councillor Development Programme are met from the Council's existing Members' budget provision.

7.　PERSONNEL IMPLICATIONS

7.1　The administration of the programme means additional tasks for Democratic Services staff but these will be met through existing budgets.

8. CONSULTATIONS

8.1 There are no consultation responses not contained in the report.

9. RECOMMENDATIONS

9.1 That Members note the update on the Members Support and Development Programme arrangements.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To assist with compliance of the Protocol adopted by Council which is now incorporated in the Council's Constitution.

11. STATUTORY POWER

11.1 The Local Government Act 2000.

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Background Papers:
Members Training and Development - Council 22nd April 2014

Gadewir y dudalen hon yn wag yn fwriadol