Evaluation of Member Induction Programme 2017/18
Report to Democratic Services Committee 9/03/18

The Member Induction Programme was launched on the 11th May 2017 in County Hall, Carmarthen. The objectives of the launch were to inform new and returning members;

- the main functions of the Council and of the responsibilities of each service;
- an understanding of the principal strategies and the vision for service delivery for Carmarthenshire;
- detailed information on the arrangements for the Induction/Refresher Programme.

The Induction Programme contained a total of 25 developmental session which were divided into sessions for all members and sessions specifically for panel members sitting on relevant committees.

In order to evaluate the programme, members were invited to attend Focus Groups in December 2017, one session was in Carmarthen and one was in Llanelli. The Focus Groups were held so that members could give feedback on whether the programme had been effective in providing sufficient knowledge and understanding. Furthermore, it gave members a chance to explore what aspects of the programme worked well, what could have been better and next steps – Member Annual Development Programme 2018/19. Below are the key points captured during the sessions;

1. What worked well;
- Plenty of choices
- Great support from Democratic Services
- Council provide a good beneficial training programme
- Various locations
- System has improved over the years
- Good launch, enjoyed speaking to officers on the day.

2. What could have been better;
- More presence at the sessions, some well attended and some poorly attended
- More flexible options to increase attendance. Night or evening sessions
- Introduce / Trial streaming or catch-up sessions online for those that have been unable to attend

- Avoid dates that clash with council dates
- Poor presence on the finance programme, which is very important
- Everyone needs to take responsibility
- More commitment from members, everyone needs to contribute equally
- FOI for everyone.

3. Next Steps:

Training areas:
- Safeguarding training for everyone
- Freedom of information (FOI) training / workshop to include the role of the local member
- Health and Safety
- Re-run the whole programme for those that couldn't attend
- Session on the effect of Brexit on CCC
- Summary of the role of school governor training for all – increase awareness of role.

Development Areas:
- Team building / away days – a way of sharing expertise and information.
- Opportunities to share and talk more often
- Invite executive board members to have a discussion.

IT:
- Outlook IT training – next steps from sending an email; filing emails, flagging, scheduling etc.
- PowerPoint training
- Offer 1-1 IT sessions
- More information on 'Calling sessions' (??)

Mentoring:
- Mentoring scheme (members experienced and new would like a mentor each, and willing to become mentors).

Information:
- How to contact partners / other people to be able to deal with enquiries more efficiently i.e. contact details for Electricity / Gas / BT etc.
- Who are the external bodies – contact details?

Need:
- Somehow members need to realise the importance of training and development
- Members need to be re-educated about the responsibility of the role
- Role responsibility to be placed as an agenda item for the full council
- Members need to prepare for the meetings
- To share and receive an update from members
- Find out why there's lack of presence and how to meet their needs

- Send questionnaire to the new members – what, why, how?
- Possible to share attendance figures for the training sessions
- Different delivery options – in the evening, online?

4. Conclusion:

Following recommendations from the focus groups, further recommendations from various scrutiny committees, Democratic Services Unit, Group Leaders & Deputy Leaders and priorities identified by senior council officers have helped to devise the annual Member Development Plan for 2018/19.