



Committee: COUNCIL BUSINESS COMMITTEE

Date: THURSDAY, 30 MAY 2024

Venue: MORECAMBE TOWN HALL

Time: 6.00 P.M.

A G E N D A

1. **Apologies for Absence**

2. **Appointment of Vice-Chair**

To appoint a vice-chair for this committee for the municipal year 2024/25

3. **Minutes**

To receive as a correct record the Minutes of meeting held on 29 February 2024 (previously circulated).

4. **Items of urgent business authorised by the Chair**

5. **Declarations of Interest**

To receive declarations by Councillors of interests in respect of items on this Agenda.

Councillors are reminded that, in accordance with the Localism Act 2011, they are required to declare any disclosable pecuniary interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Whilst not a legal requirement, in accordance with Council Procedure Rule 9 and in the interests of clarity and transparency, Councillors should declare any disclosable pecuniary interests which they have already declared in the Register, at this point in the meeting.

In accordance with Part B Section 2 of the Code Of Conduct, Councillors are required to declare the existence and nature of any other interests as defined in paragraphs 8(1) or 9(2) of the Code of Conduct.

6. **Induction Review & Member Satisfaction Survey (Pages 3 - 41)**

Report of Senior Manager, Democratic Support and Elections.

7. **Past Mayor and Mayoress Badges (Pages 42 - 43)**

Report of Senior Manager, Democratic Support and Elections.

ADMINISTRATIVE ARRANGEMENTS

(i) Membership

Councillors David Whitaker (Chair), Suhir Abuhajar, Matthew Black, John Livermore, Sarah McGowan, Jean Parr, Paul Stubbins.

(ii) Substitute Membership

Councillors Gina Dowding (Substitute), Prof Chris Harris (Substitute), Joyce Pritchard (Substitute) and Jason Wood (Substitute)

(iii) Queries regarding this Agenda

Please contact Phillip Abel, Democratic Support - email pabel@lancaster.gov.uk.

(iv) Changes to Membership, substitutions or apologies

Please contact Democratic Support, telephone 582000, or alternatively email democracy@lancaster.gov.uk.

MARK DAVIES,
CHIEF EXECUTIVE,
TOWN HALL,
DALTON SQUARE,
LANCASTER, LA1 1PJ

Published on 21 May 2024.

COUNCIL BUSINESS COMMITTEE**Member Development:
Induction Review & Member Satisfaction Survey
30 May 2024****Report of Senior Manager, Democratic Support and
Elections****PURPOSE OF REPORT**

To update the Committee on the implementation of the Members' Induction Programme following the 2023 local elections and report back on a Member Satisfaction Survey

This report is public.

RECOMMENDATIONS

That the Committee:

- (1) **Notes the progress of the Member Induction Programme**
- (2) **Notes and comments on the findings of the Member Satisfaction Survey**
- (3) **Takes a decision on commissioning extra training on equalities (non-protected characteristics) to complement the Learning Zone mandatory training module. (see paragraph 2.3 of the report).**

1.0 Induction Training

1.1 In May 2023, 35 new members were elected to the City Council. Most were entirely new to Lancaster City Council, some were returning to the City Council after a break of four or more years. A range of induction events and training courses were offered and whilst Councillors were not requested to complete evaluation forms, they were invited to comment on the effectiveness of the training; more recently through a Member Satisfaction Survey.

1.2 39 Councillors attended one of the two Induction Events. Most of the training was provided in-house as detailed below and where possible initial training was delivered immediately prior to the initial meeting of each Committee to ensure that the training programme was not too congested.

1.3 Mandatory Training

Code of Conduct - All but 6 Councillors attended one of the three training sessions which were provided by the Monitoring Officer (one session was held at Lancaster Town Hall, one at Morecambe Town Hall and one via Teams). 5 of the non-attendees were returning councillors so would have received code of conduct training previously.

Arrangements are in hand for training for the two most recently elected members to receive this training and to chase up the newly elected non-attendee.

Equalities - This is the only course which members are currently requested to undertake solely online. One Member has asked for a more inclusive face to face Equalities training session (See 2.3 for further details).

General Data Protection Regulation (GDPR) - This training was provided by the Information Governance Manager via Teams and was attended by 44 Councillors. This is also available via the Learning Zone and Members unable to have undertaken the Teams training need to have completed the online training.

Safeguarding and Personal Safety- 10 Members received this training in a face-to-face training session provided by the Resilience and Community Safety Officer. Those unable to attend that session will need to undertake the online training on this.

Finance – All but 9 Members, 8 of whom were returning councillors, attended one of the 3 Finance training sessions provided by the Chief Officer Resources (one session was held at Lancaster, another at Morecambe and the third via Teams). *Arrangements are in hand for the two recently elected members to receive this training.*

1.4 **Committee Training**

Licensing - All Members of the Licensing Committee have received training on relevant law and procedures.

Planning – Initial face to face training was delivered to Members with various subsequent training sessions delivered either face to face or via Teams. All members were invited to the majority of these sessions although several were specific to Planning Committee members and subs.

People and Organisational Committee - All Members have received the necessary training on relevant law and procedures provided by the Chief Officer People and Policy.

Appeals – Training was delivered to Members and subs by a Senior Solicitor via Teams.

Audit - Committee Members have received relevant training with additional training delivered ahead of each meeting covering areas such as Risk Management, The Role of Internal Audit, Audit Committee Effectiveness and the Statement of Accounts. All Members were invited to the hybrid Risk Management training session.

Overview & Scrutiny – Members of the Overview & Scrutiny Committee received face to face training prior to the initial meeting of the Committee.

Budget & Performance Panel – Training was provided to Panel Members by the Chief Officer Resources prior to the first meeting of the Panel. Further training has been delivered prior to meetings to consider Treasury Management and Capital Financing, Risk Management as well as a series of Service Introductions and Revenue and Capital Budgets.

Standards – 6 Members attended the Standards training which was delivered by one of the Deputy Monitoring Officers prior to the first meeting of the Committee.

1.5 Additional Induction Training

Media - 11 members attended this training delivered on Teams by the Communications and Media Relations Manager.

Civil Contingencies – Provided by the Resilience and Community Safety Officer this Teams session was attended by 13 members.

Staff Wellbeing - 11 members attended this briefing that was provided by officers within the People and Policy Team

Carbon Literacy Training for Cabinet members – 9 Cabinet members undertook this intensive online training which was provided by APSE.

North West Employers – Local Government Association (LGA) - Details of external training provided by LGA and North West Employers were circulated to all Members. At least two Members undertook the online Life as a Councillor training modules delivered by North West Employers and several Members attended the face to face 'Hitting the Ground Running' training provided by the LGA.

1.6 Learning Zone Online Training

A number of online courses are available to Councillors through the Learning Zone and guidance to accessing the Learning Zone is included in the Member Induction pack. The Learning Zone includes a number of mandatory training modules that members are required to undertake online if they were unable to attend the face-to-face training sessions. These include GDPR and Safeguarding Adults and Safeguarding Children. As referred to in 1.3 Equalities is currently the only mandatory training session which is provided solely online.

Looking at the training database maintained by Democratic Support together with a recent update from officers responsible for the Learning Zone it appears that a significant number of members have failed to complete all of the training that Council has decided should be compulsory for all Lancaster City Councillors. Democratic Support is in the process of contacting those members individually so that this can be addressed by them without delay. Completion of all mandatory training is a constitutional requirement.

1.7 Member Briefings

A number of Member Briefings have been delivered both as part of the induction process and as a means to disseminate topical information. Member briefings are now being delivered via Teams and whenever possible recorded so they can be viewed by any member unable to 'attend' the Teams briefing. There has been a significant increase in the number of attendees since using Teams.

2.0 Member Satisfaction Survey

2.1 In February this year Members were invited to respond to a Member Training and Support Satisfaction survey which sought thoughts on the induction and ongoing training in order that members could be more effectively supported in their role as a city councillor. The survey ran for approximately 6 weeks. Disappointingly only 10

members responded to the survey.

Responses are appended to this report. Looking at question 4 and the adequacy of training the responses suggest that rather than having a 'not applicable' box for members to click if they were not a member of that particular committee, they had been required to tick a 'not sure' box so this skewed the results!

- 2.2 From the responses it is clear that there is support for training with regard to a number of areas including Community Leadership, Questioning Skills, Negotiating Skills, Chairing Skills and IT.
- 2.3 As referred to in 1.3 above a Councillor has requested that in-person Equalities training be provided to all councillors since : *“the passive, online experience of the Learning Zone is not appropriate for such a sensitive topic, and councillors need to know how others feel and where to look to for peer support if they are in a position of having to challenge poor behaviour by another councillor in relation to an equalities issue, especially if the behaviour relates to something that is not a protected characteristic (e.g. non-binary gender identity)”*. Enquiries have been made with an external provider and we have been advised that the cost for a two hour in person training session will be in the region of £2250. Since this type of training is not mandatory, the Senior Manager, Democratic Support and Election asked Councillors (via email, 9th April 2024 - whether they would be interested in attending such a session. One replied to say he would. With only the original requester and one other councillor expressing an interest in attending, it does not seem to justify the cost of engaging an external trainer, however the Committee is asked to decide whether this should go ahead.

(3) Conclusion

- 3.1 The Committee is asked to note the contents of this report and consider whether an external trainer should be asked to provide further training on equalities to cover non-protected characteristics, given the cost and the likely attendance figures.

LEGAL IMPLICATIONS

There are no legal implications arising directly from the report.

FINANCIAL IMPLICATIONS

A member training budget of £6500 has been allocated for 2024/25.

OTHER RESOURCE IMPLICATIONS, such as Human Resources, Information Services, Property, Open Spaces

none

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no further comments to add to this report.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and is of the view that any continued failure to

attend mandatory courses may become a standards issue for him to consider.

BACKGROUND PAPERS

none

Contact Officer: Liz Bateson

Telephone: 01524 582047

Email: ebateson@lancaster.gov.uk

Committee Support Survey

SURVEY RESPONSE REPORT

PROJECT NAME:

Member Training and Support Satisfaction Survey



SURVEY QUESTIONS

Q1 | **Your name**

Anonymous

2/08/2024 03:26 PM

Anonymous

2/08/2024 03:35 PM

Anonymous

2/08/2024 03:40 PM

Anonymous

2/08/2024 03:50 PM

Anonymous

2/08/2024 06:47 PM

Anonymous

2/08/2024 07:57 PM

Anonymous

2/09/2024 03:08 PM

Anonymous

2/13/2024 09:38 AM

Anonymous

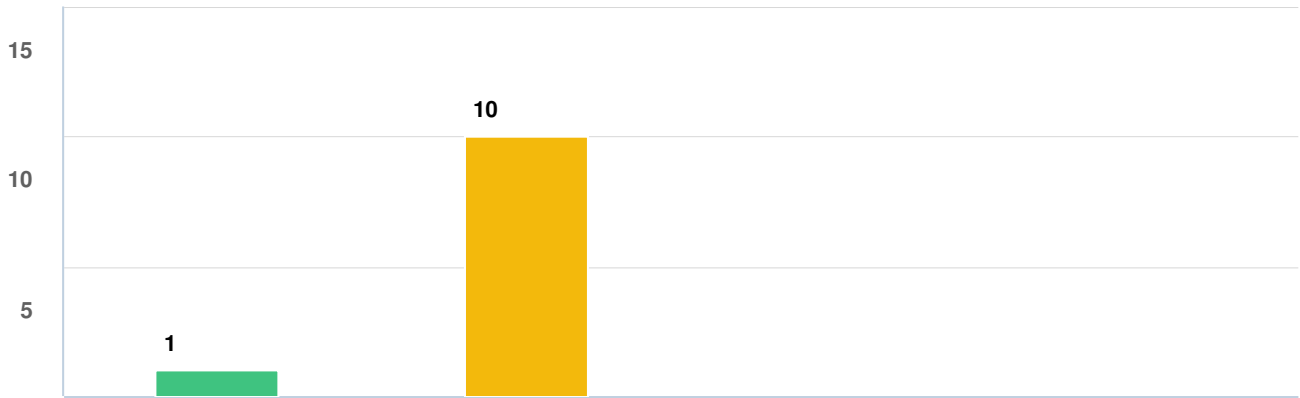
2/19/2024 04:09 PM



Optional question (9 response(s), 1 skipped)

Question type: Single Line Question

Q2 Committee Support Which Committees do you sit on?

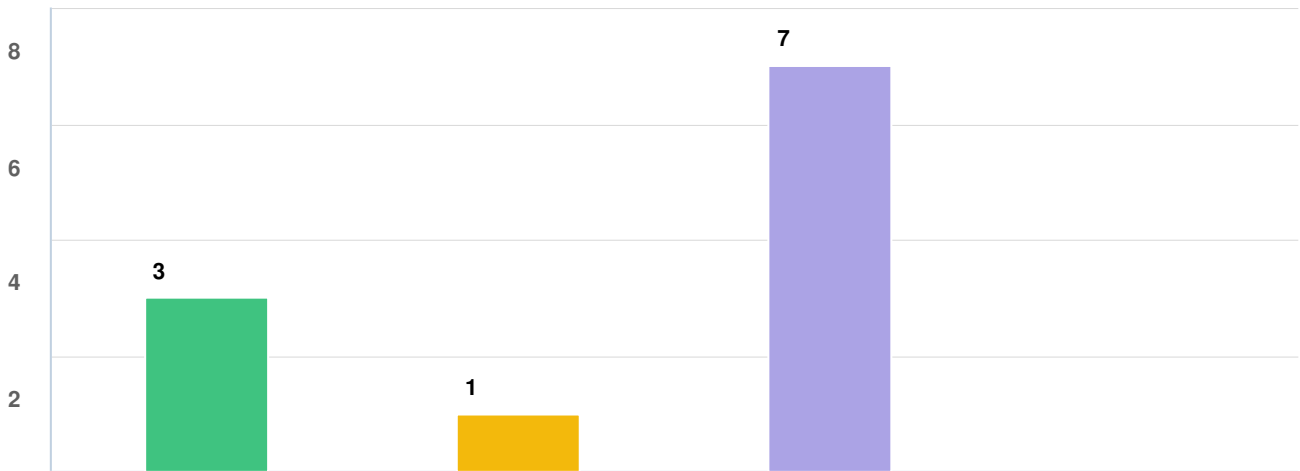


Question options

- Cabinet
- Regulatory (Appeals, Audit, Council Business Committee, Licensing, Planning, Standards, People & Organisational Development)
- Scrutiny (including task groups) ● None

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q3 Would you like to receive training for any of the Regulatory Committees below? Please tick all that apply.



Question options

- People & Organisational Development
- Planning
- None
- Licensing

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q4 Do you feel you have received adequate training to sit on the Committees to which you have been appointed?



Mandatory Question (10 response(s))
Question type: Likert Question

Q4 | Do you feel you have received adequate training to sit on the Committees to which you have been appointed?

People & Organisational Development

Not sure : 2



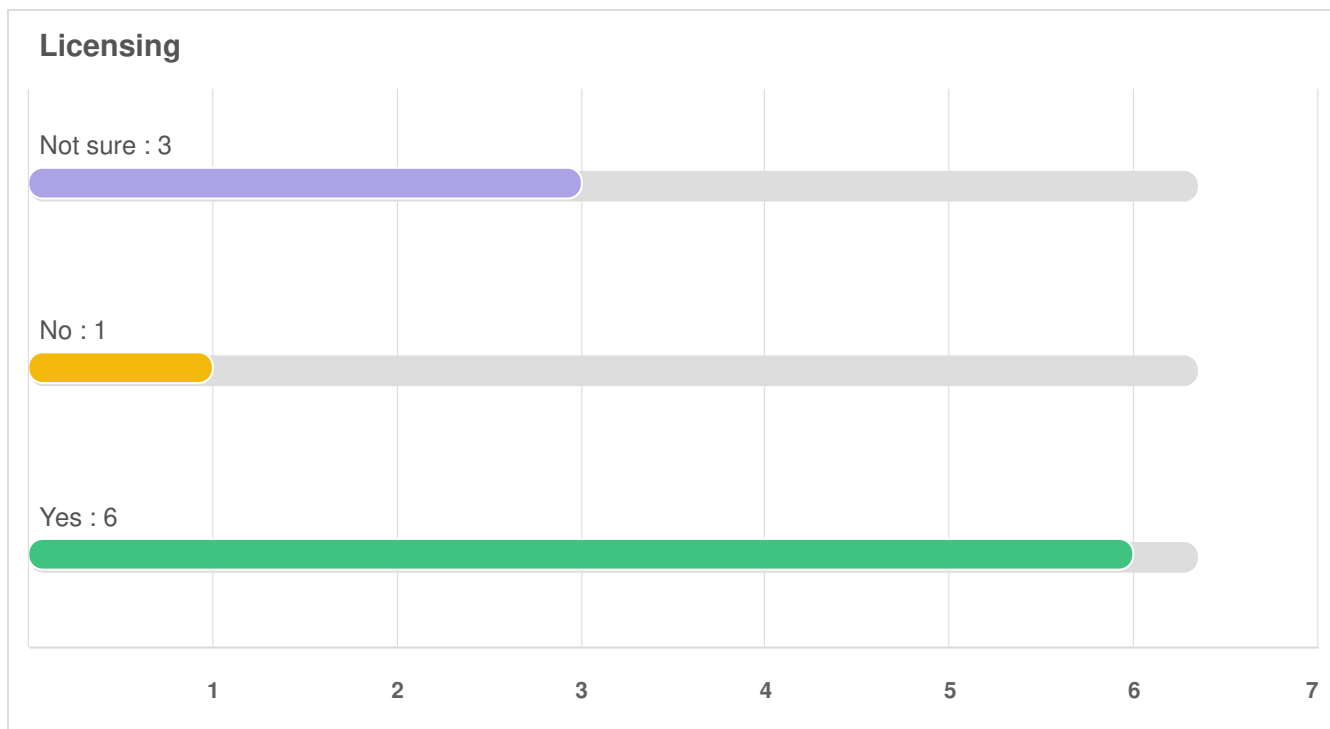
No : 2

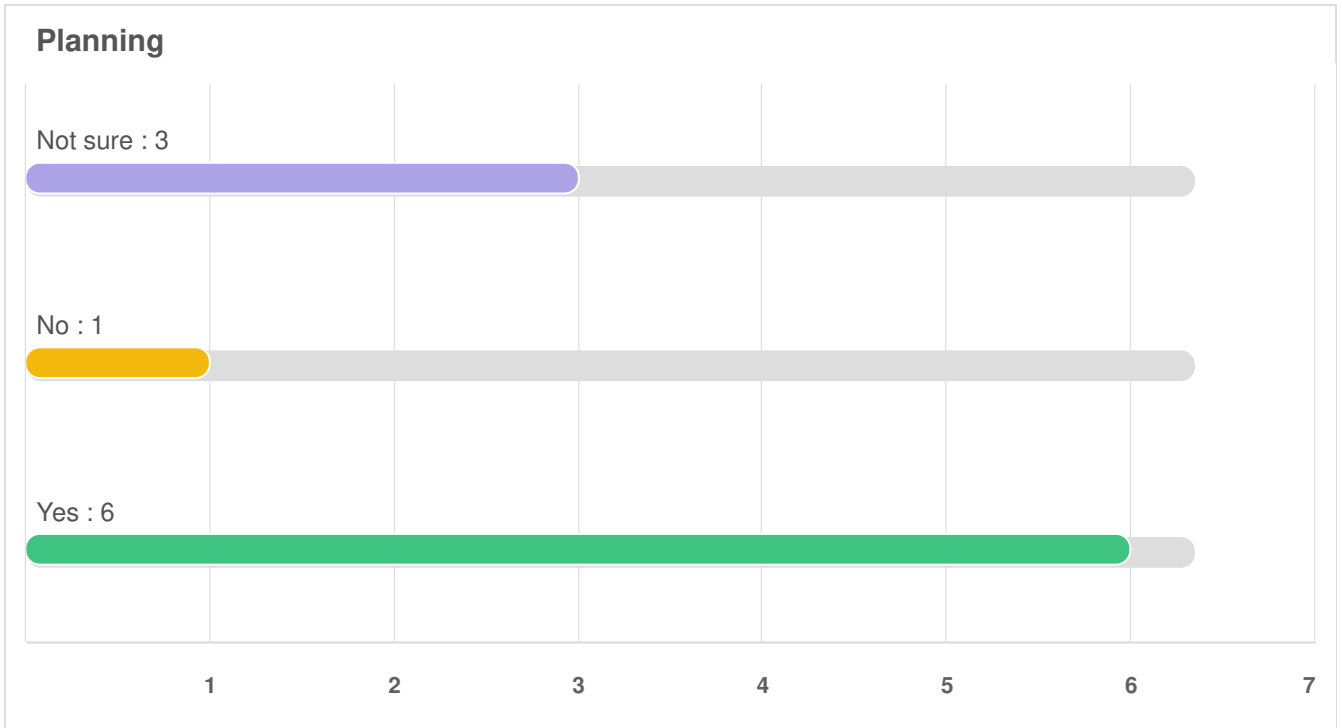


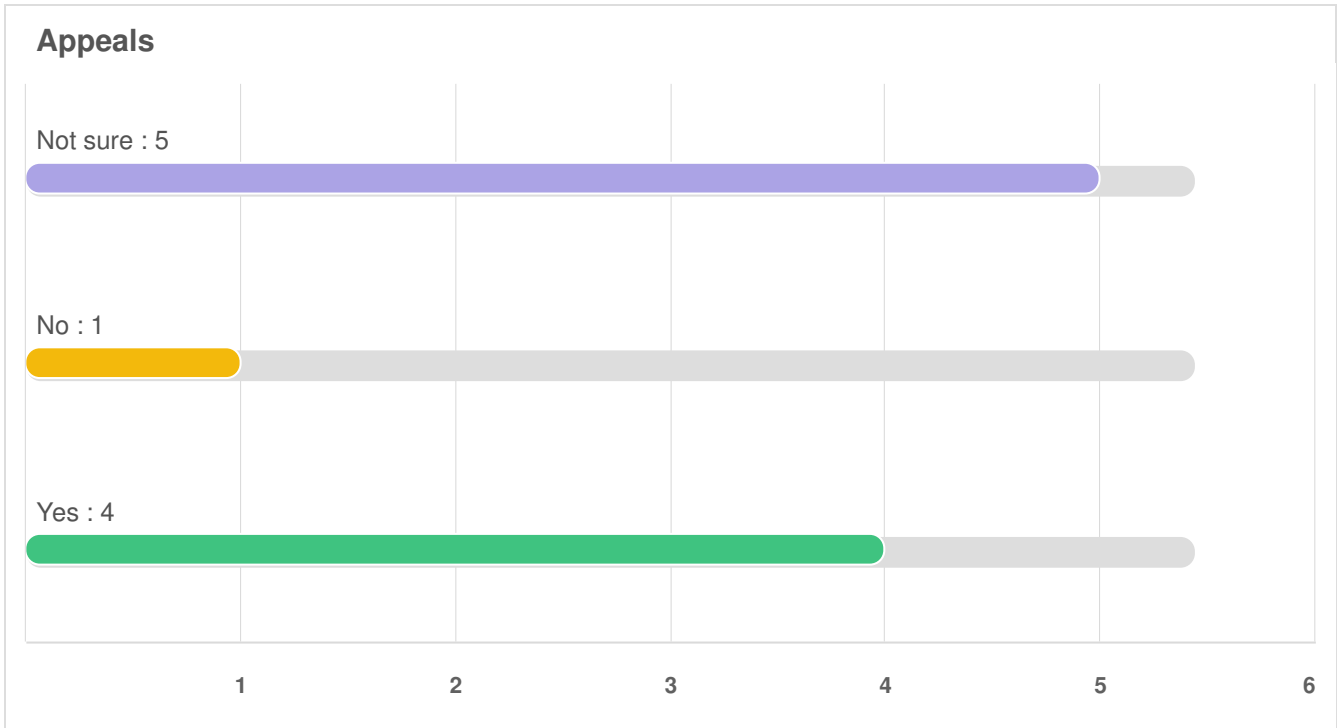
Yes : 6

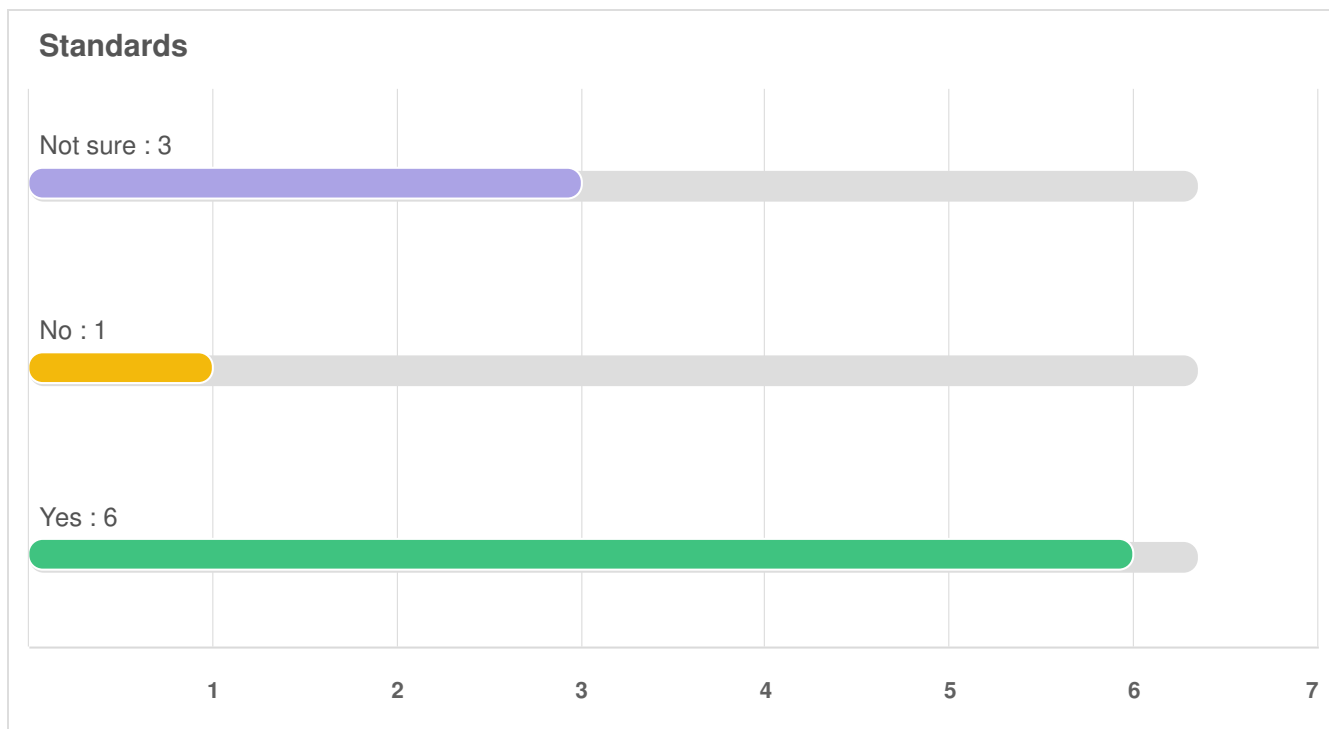


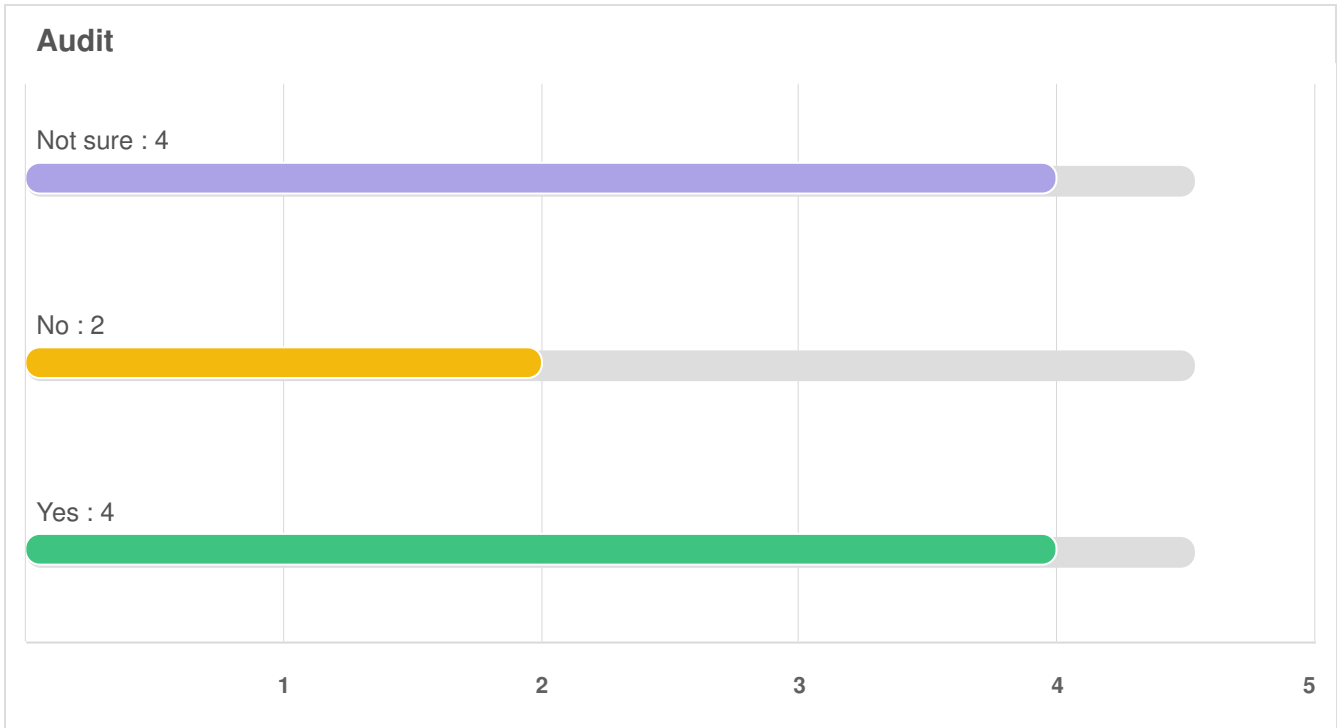
1 2 3 4 5 6 7

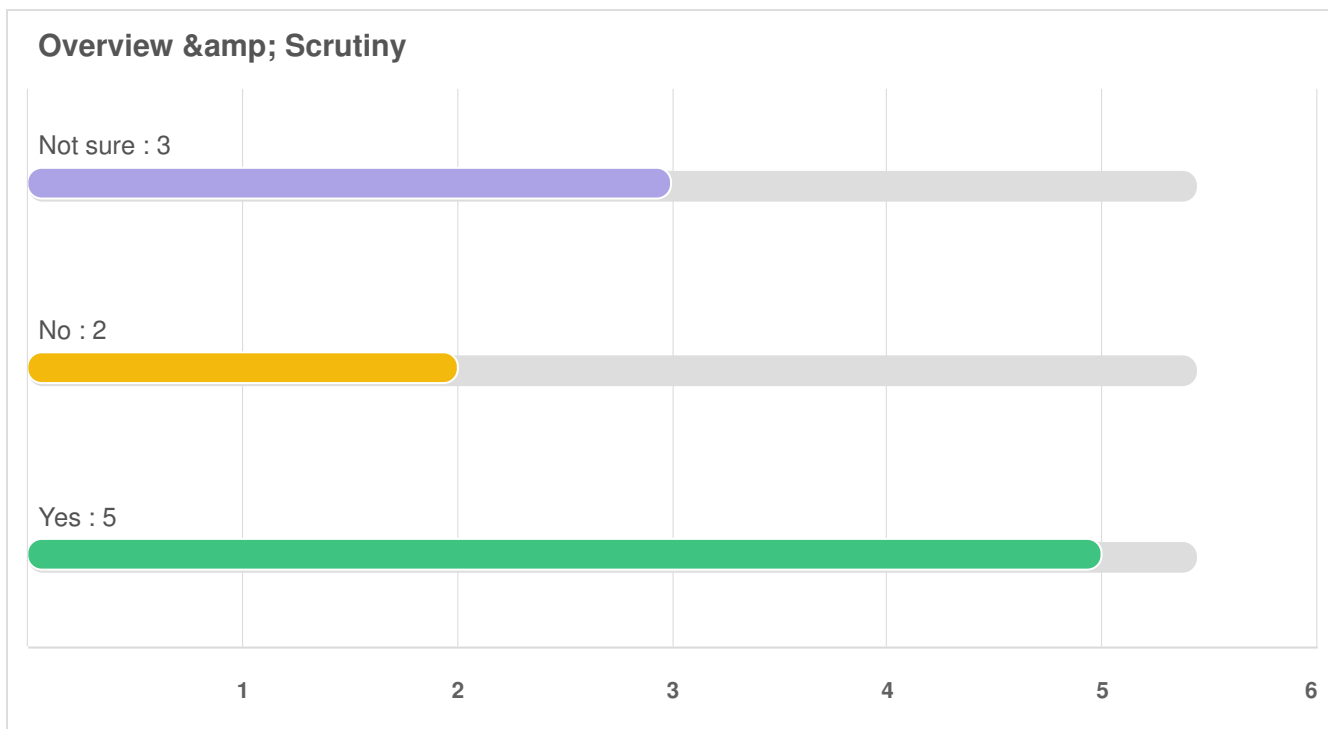












Q5 | If you have chosen no or not sure to Q3 please advise us how we could improve this.

Anonymous

2/08/2024 03:40 PM

I am not on those committees!

Anonymous

2/08/2024 03:50 PM

I have sat as a substitute on People & Organisational Development and may be asked again. As far as I am aware I have not been offered any training. I have had to answer 'not sure' on the other committees - I don't sit on them and not likely to have to sub onto them but due to a design flaw I need to say 'not sure' when 'not applicable' would be a better answer.

Anonymous

2/08/2024 06:47 PM

I have answered not sure because I don't sit on those committees. I am sure The Training will be of good quality if I did undertake Training to sit on those committees.

Anonymous

2/08/2024 07:57 PM

pressed the wrong committee sorry am only on licence

Anonymous

2/09/2024 03:08 PM

I haven't received any training for Business committee, only clicked yes to submit the survey

Anonymous

2/12/2024 01:53 PM

I'm not on these committees, but have to answer the questions!

Anonymous

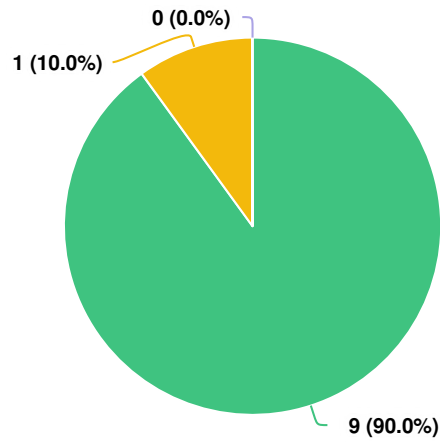
2/13/2024 09:38 AM

I don't sit on the not sure committees !! should there not be a N/R option

Optional question (7 response(s), 3 skipped)

Question type: Essay Question

Q6 Training Support Have you completed all the mandatory training that you are required to undertake? (Equalities, code of co...

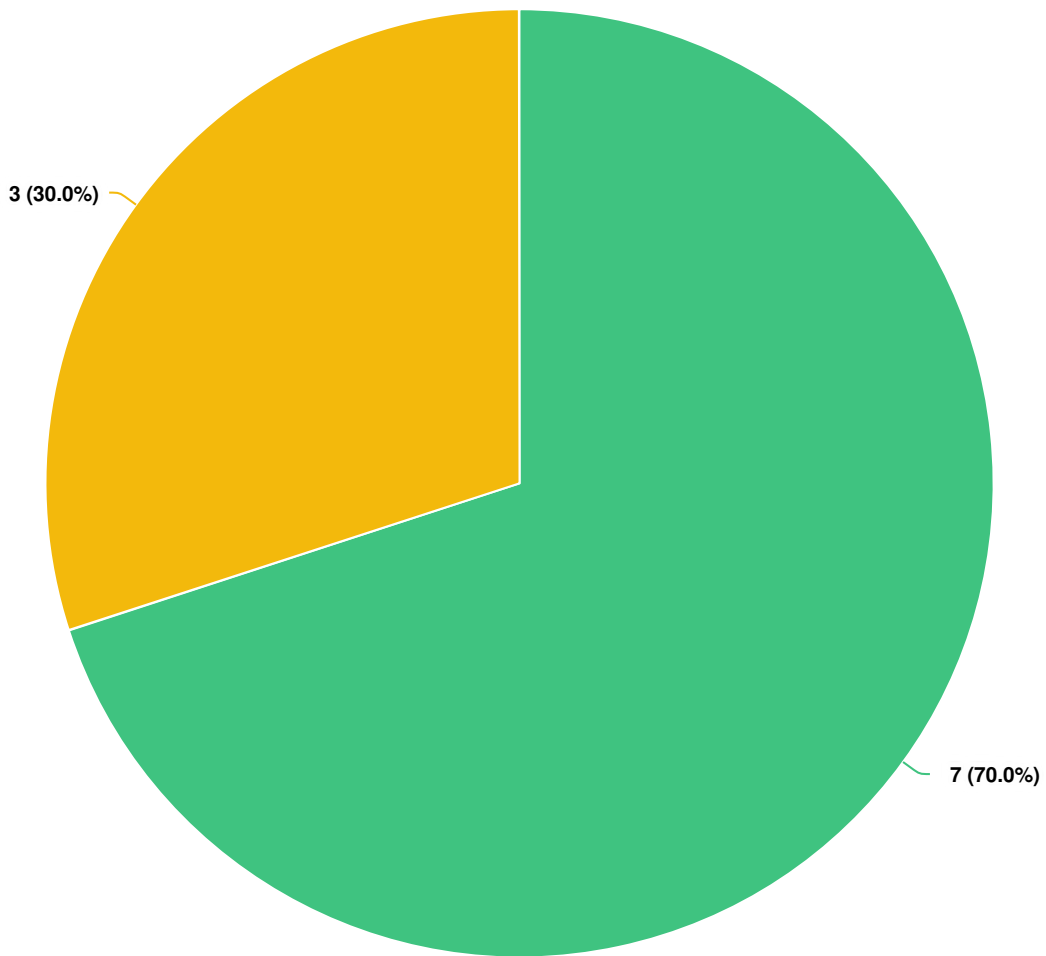


Question options

- No
- Not sure
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q7 Have you undertaken any online training using the Learning Zone



Question options

- No
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q8 | If you haven't used the Learning Zone please tell us why

Anonymous

2/08/2024 03:26 PM

Prefer face to face training

Anonymous

2/08/2024 03:35 PM

No need

Anonymous

2/08/2024 03:40 PM

I have done stuff on the Learning Zone but find it hard to access and am far from sure it recorded. You might like to check- and send a link please. I use an iPad and that may have been the problem... I don't use the council laptop- and will return it.

Anonymous

2/08/2024 03:50 PM

Just to flag (as there seems to be nowhere else to put this comment) that I have repeatedly asked for in-person Equalities Training to be provided to all councillors. The passive, online experience of the Learning Zone is not appropriate for such a sensitive topic, and councillors need to know how others feel and where to look to for peer support if they are in a position of having to challenge poor behaviour by another councillor in relation to an equalities issue, especially if the behaviour relates to something that is not a protected characteristic (e.g. non-binary gender identity)

Anonymous

2/08/2024 06:47 PM

I have used it but it is difficult to access .

Anonymous

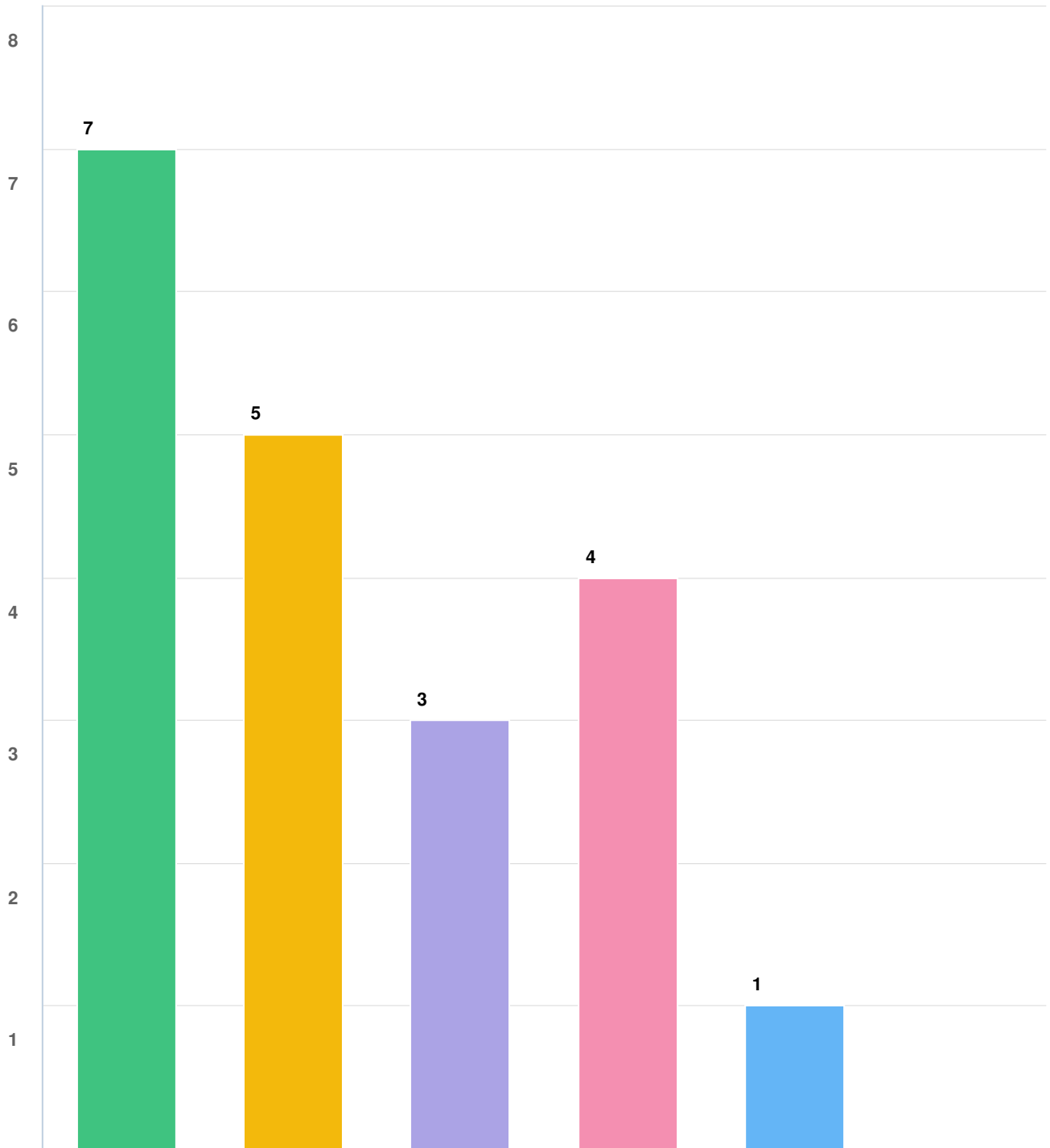
2/12/2024 01:53 PM

Time. I need things to be timetabled in to my diary.

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q9 What do you think are the best ways to deliver training? Please tick all that apply.

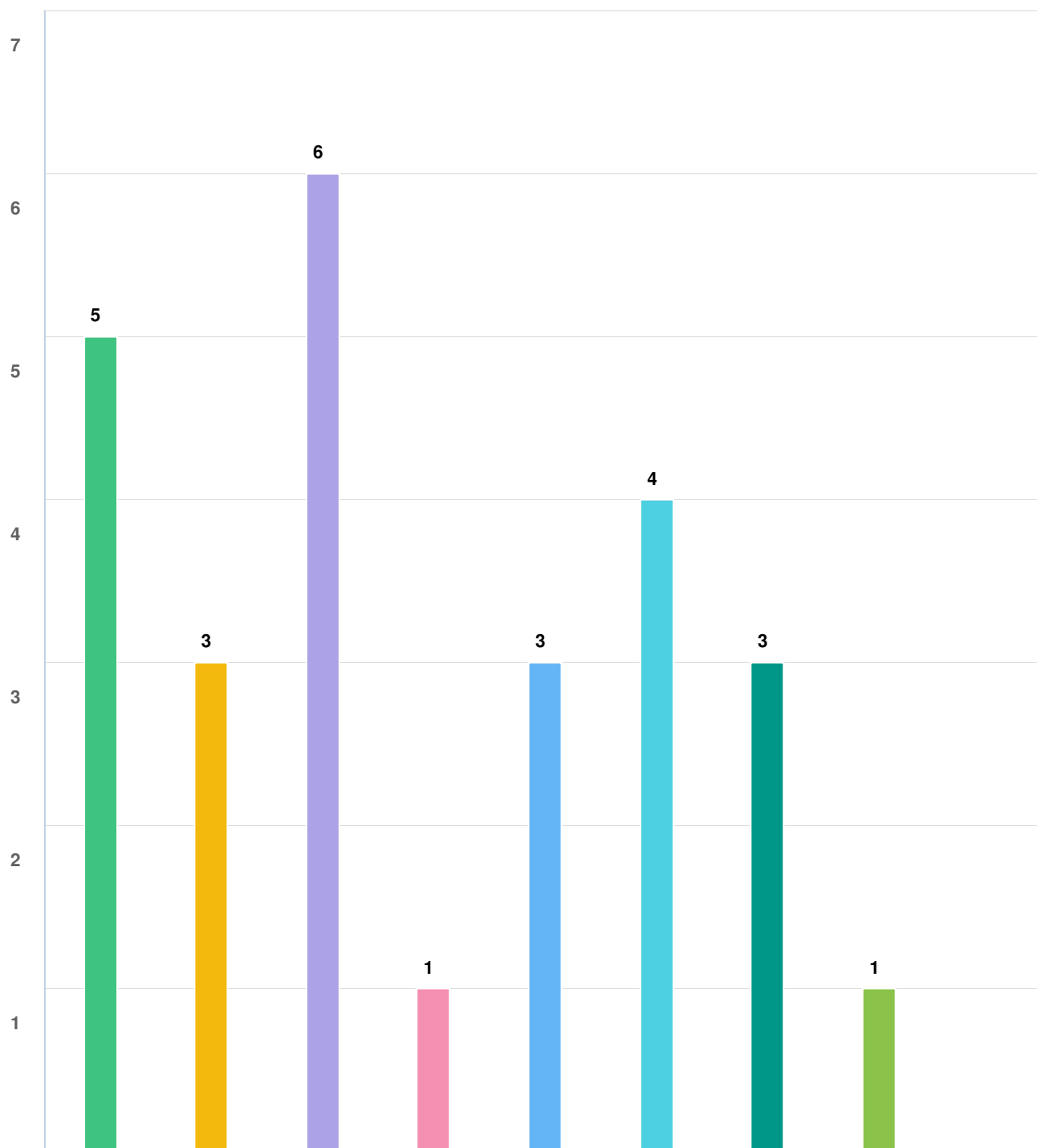


Question options

- Other (please specify)
- Hand out
- Online
- Group activities
- Small table discussions
- Powerpoint presentation

Mandatory Question (10 response(s))
Question type: Checkbox Question

Q10 Thinking about above, which types of training would be most helpful to your work as a councillor?

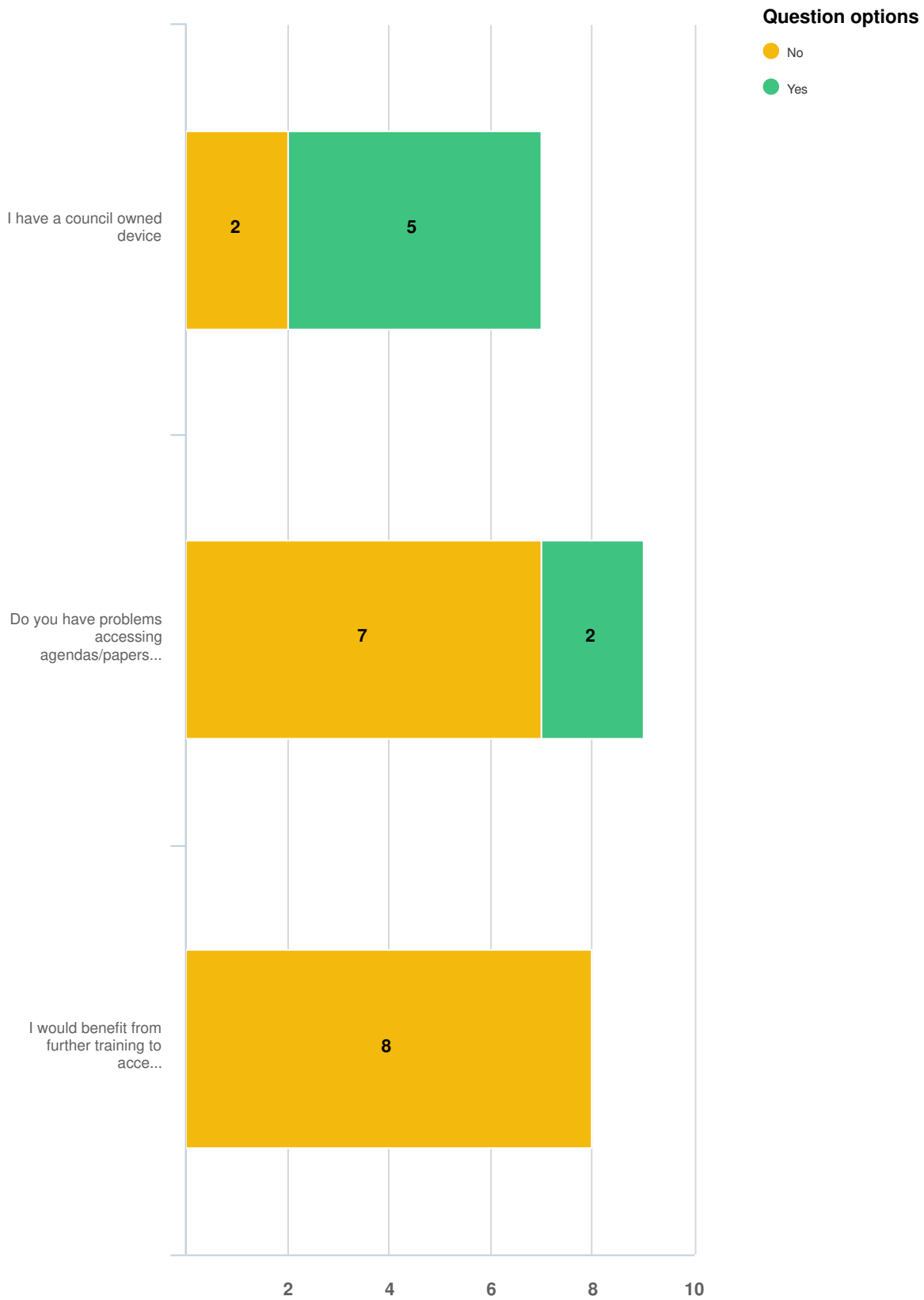


Question options

- Other (please specify) None of above Questioning skills Negotiating skills IT training
- Overview and Scrutiny Community Leadership Chairing skills Media training

Mandatory Question (10 response(s))
 Question type: Checkbox Question

Q11 | If you ticked IT training, please tick all that apply to you



Optional question (9 response(s), 1 skipped)
 Question type: Likert Question

Q11 | If you ticked IT training, please tick all that apply to you

I have a council owned device

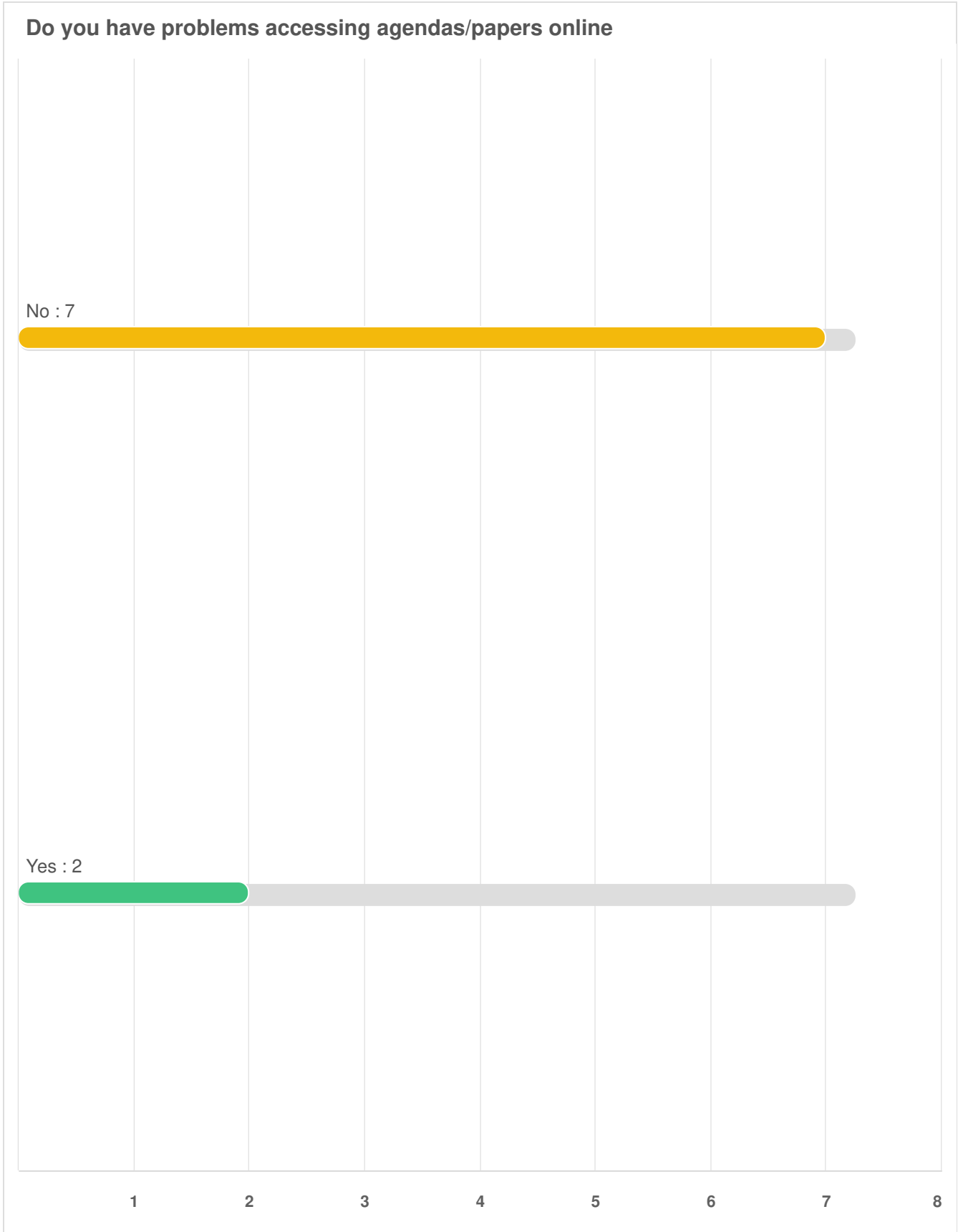
No : 2

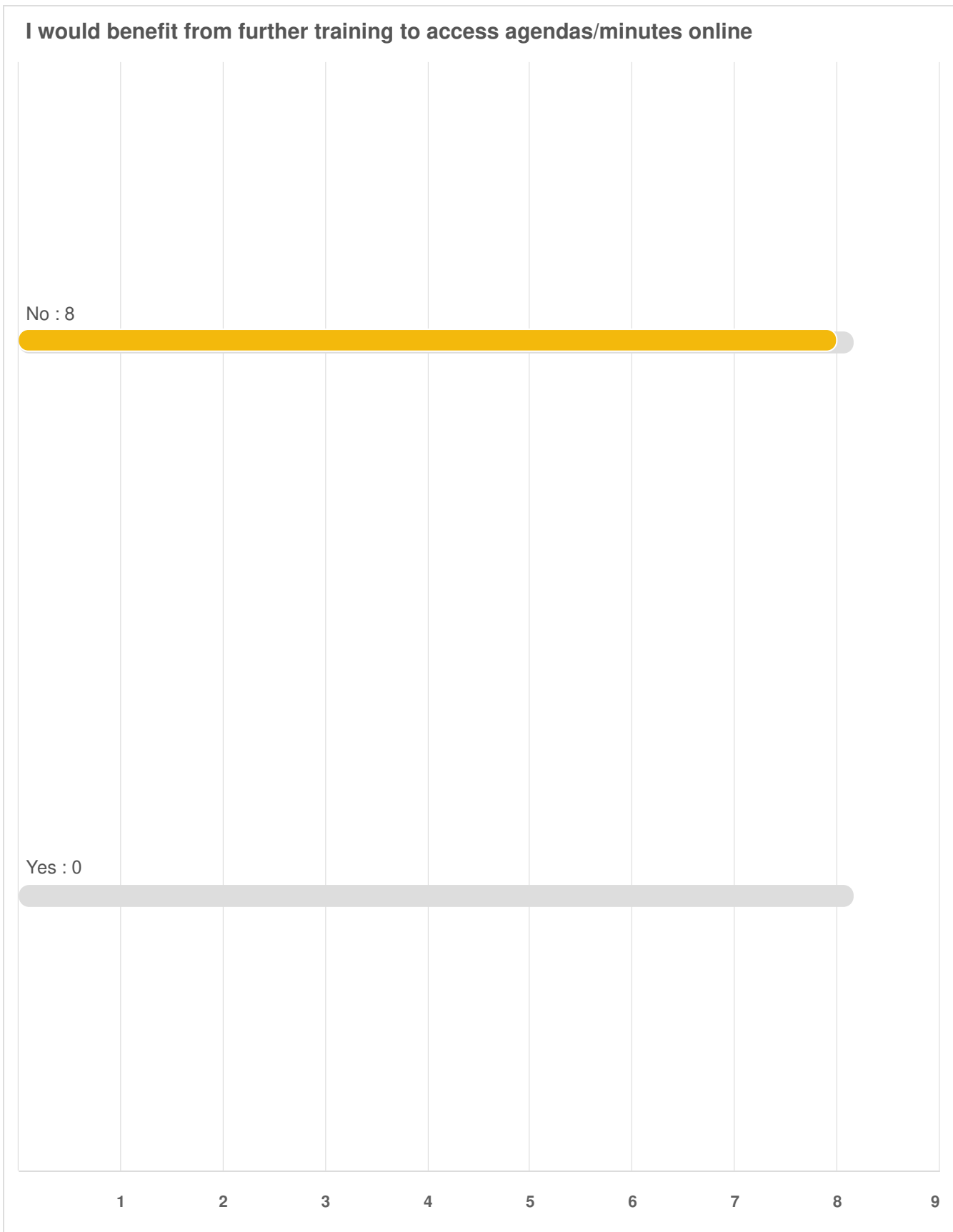


Yes : 5

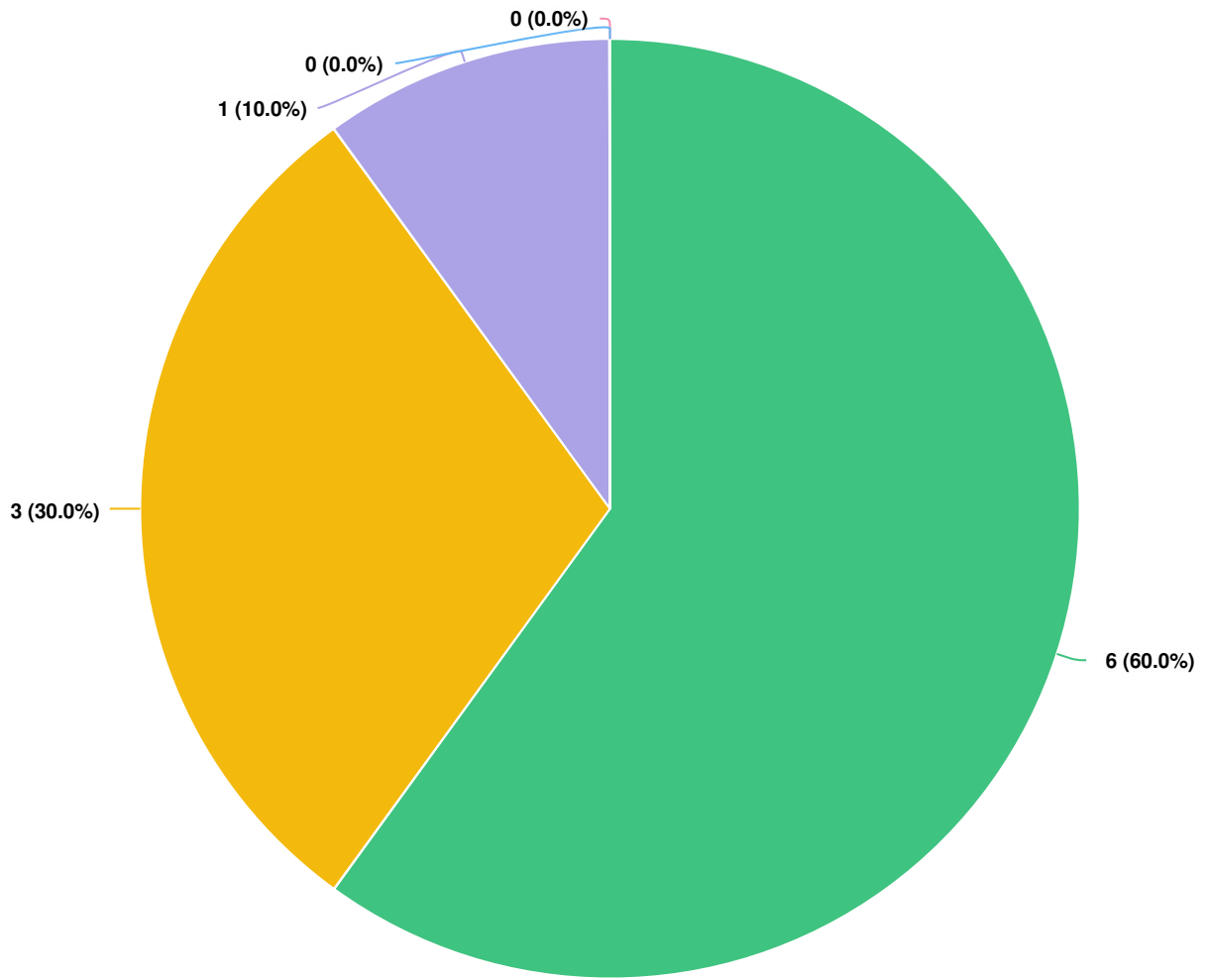


1 2 3 4 5 6





Q12 | Much of our communication with you is via email . Occasionally we may need to get a message to you urgently . How frequently do you access your council emails



Question options

- Less frequently
- Fortnightly
- Weekly
- Every other day
- Daily

Optional question (10 response(s), 0 skipped)
Question type: Dropdown Question

Q13 | We are looking to provide some external IT training in the near future. If you feel you would benefit from such training please indicate below what sort of training you require: teams/outlook/out of office messages/accessibility features etc

Anonymous

2/08/2024 03:26 PM

None

Anonymous

2/08/2024 03:40 PM

Outlook

Anonymous

2/08/2024 03:50 PM

The big issue for me is the unreliability of the new VPN. This leads to problems with Teams in particular (e.g. my council laptop sometimes loses access to my microphone and speakers during a Teams meeting). I'm not sure that this is a training need so much as practical issue for the IT staff to look into.

Anonymous

2/08/2024 07:57 PM

Teams,out Of Office Messages

Anonymous

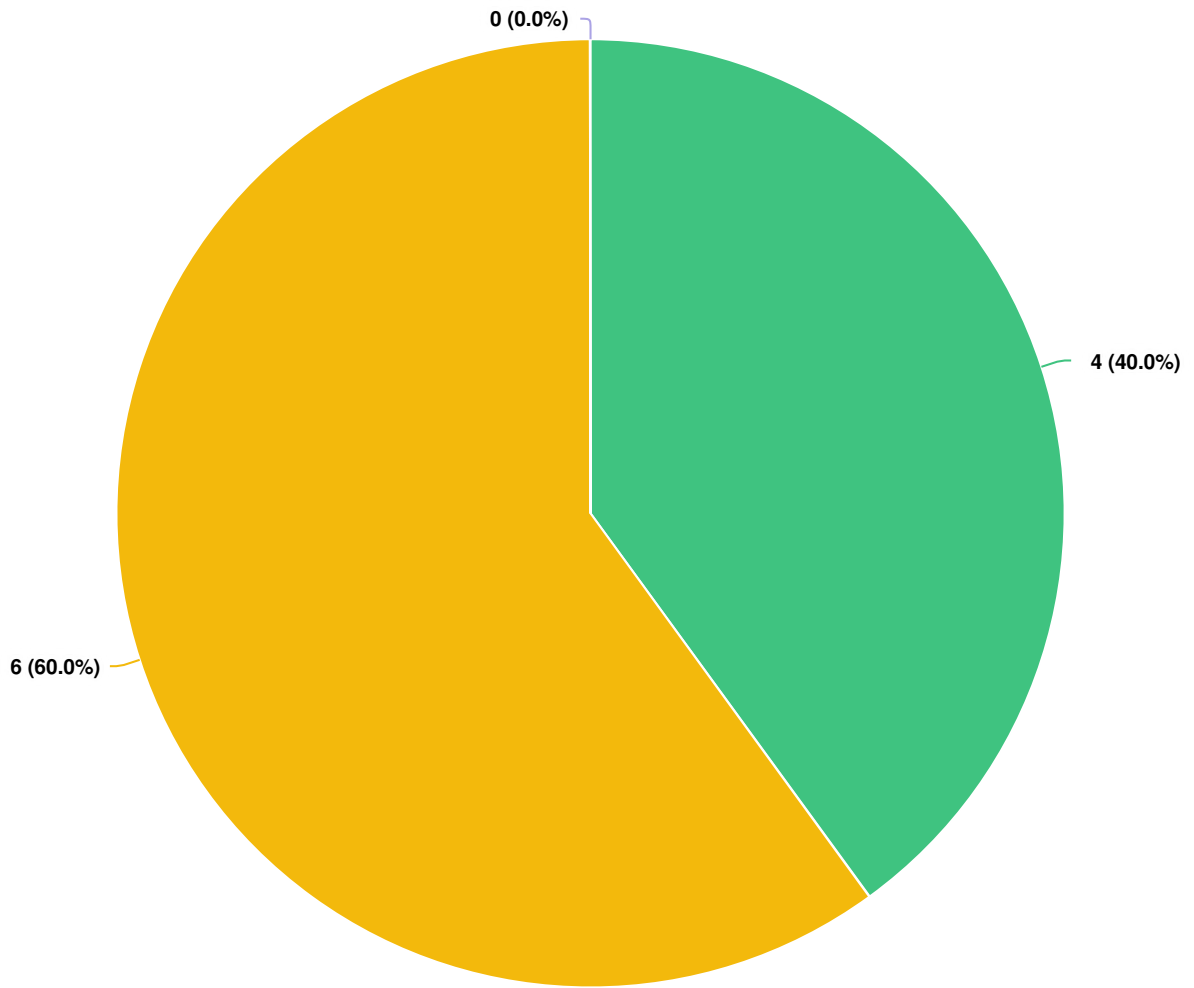
2/12/2024 01:53 PM

All the above

Optional question (5 response(s), 5 skipped)

Question type: Essay Question

Q14 How often do you attend member briefings?

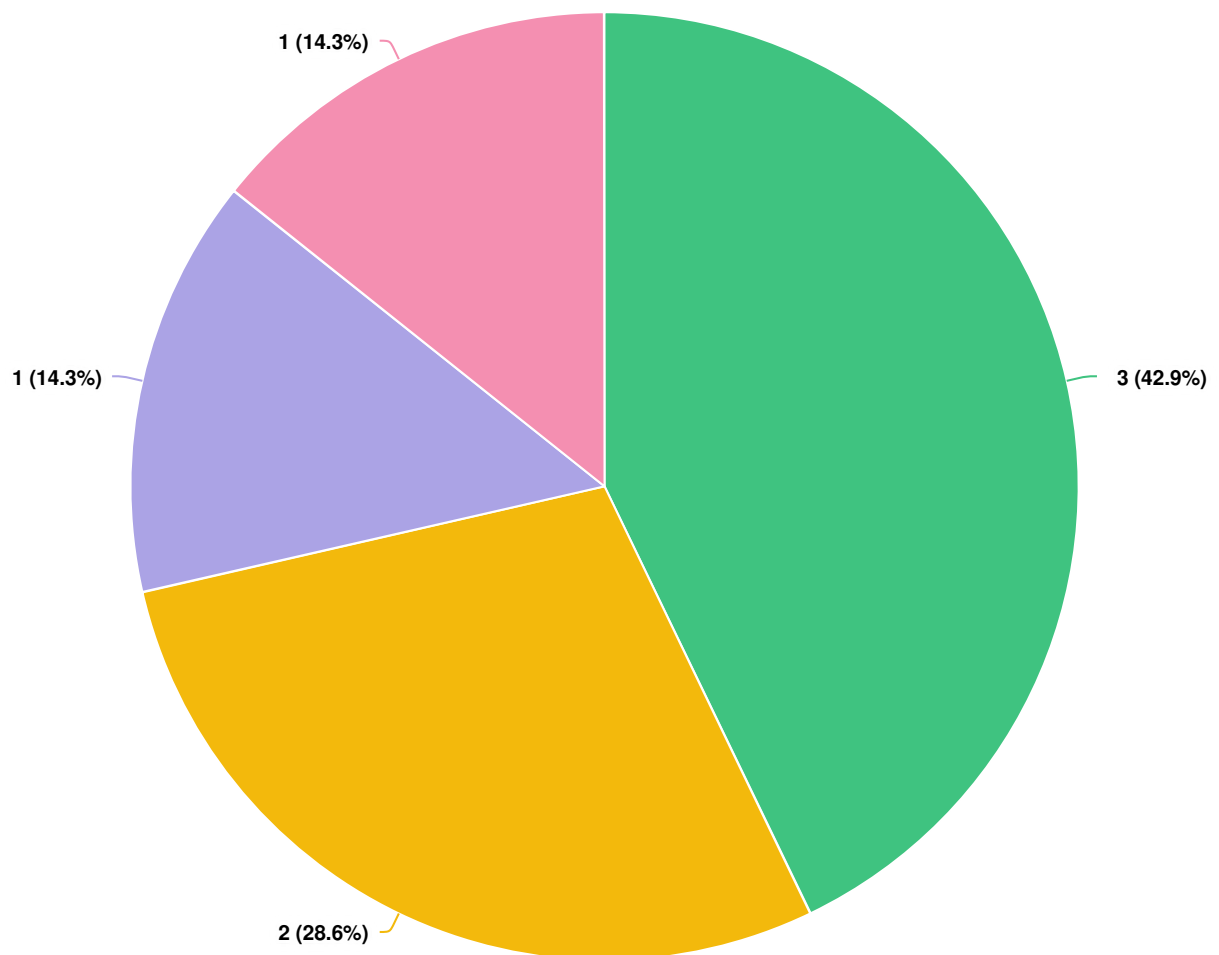


Question options

- Never
- Occasionally
- Frequently

Optional question (10 response(s), 0 skipped)
Question type: Dropdown Question

Q15 What prevents you from attending member briefings?

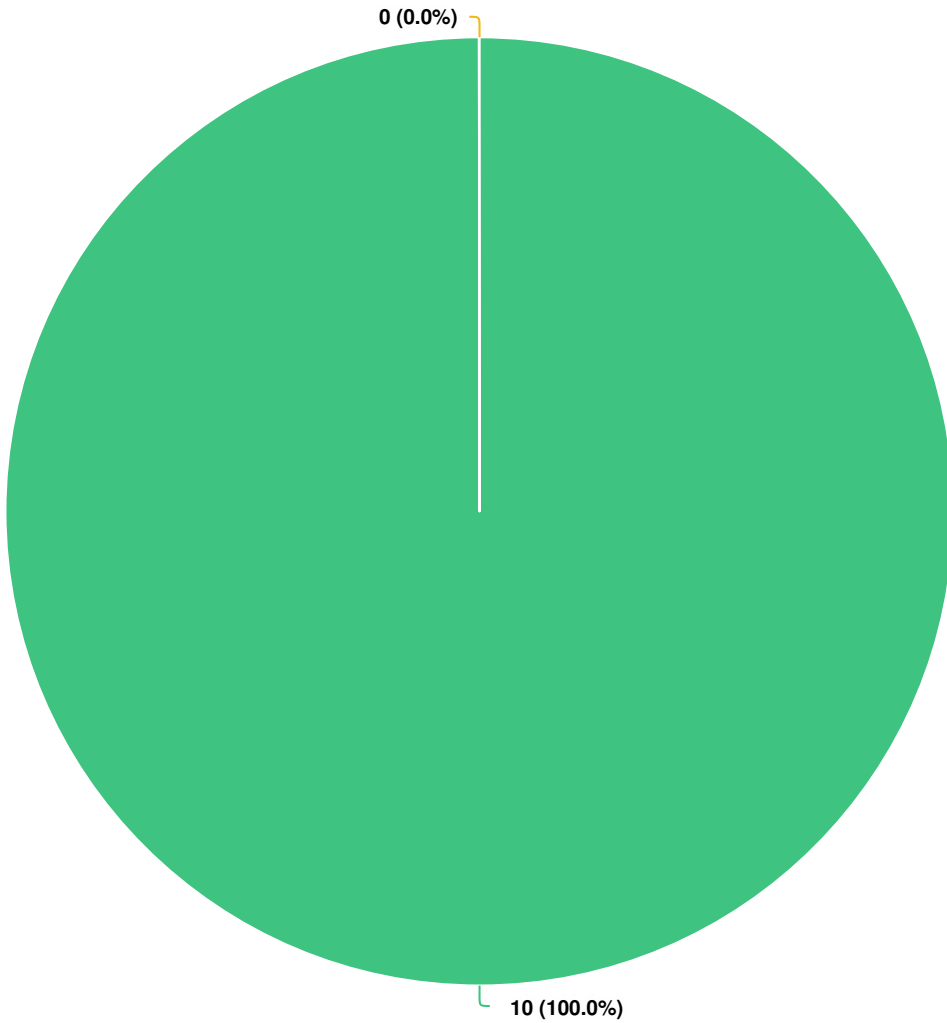


Question options

- Other (please specify)
- Struggle to access them online
- Subject of the briefing
- Timing of the briefing

Optional question (7 response(s), 3 skipped)
Question type: Dropdown Question

Q16 | Are you aware that we record member briefings whenever possible so you can view them at a time convenient to yourself?

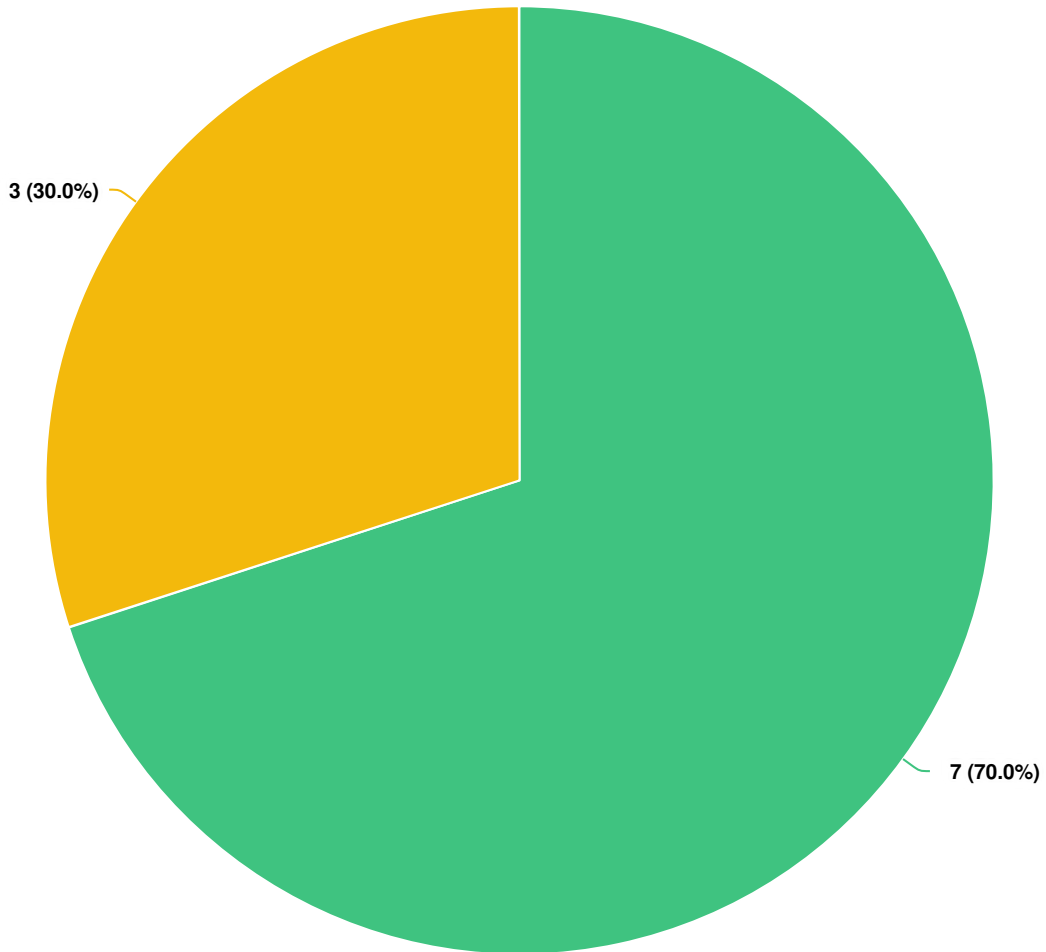


Question options

- No
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q17 | Would you like to automatically receive a recording of all member briefings when they are available

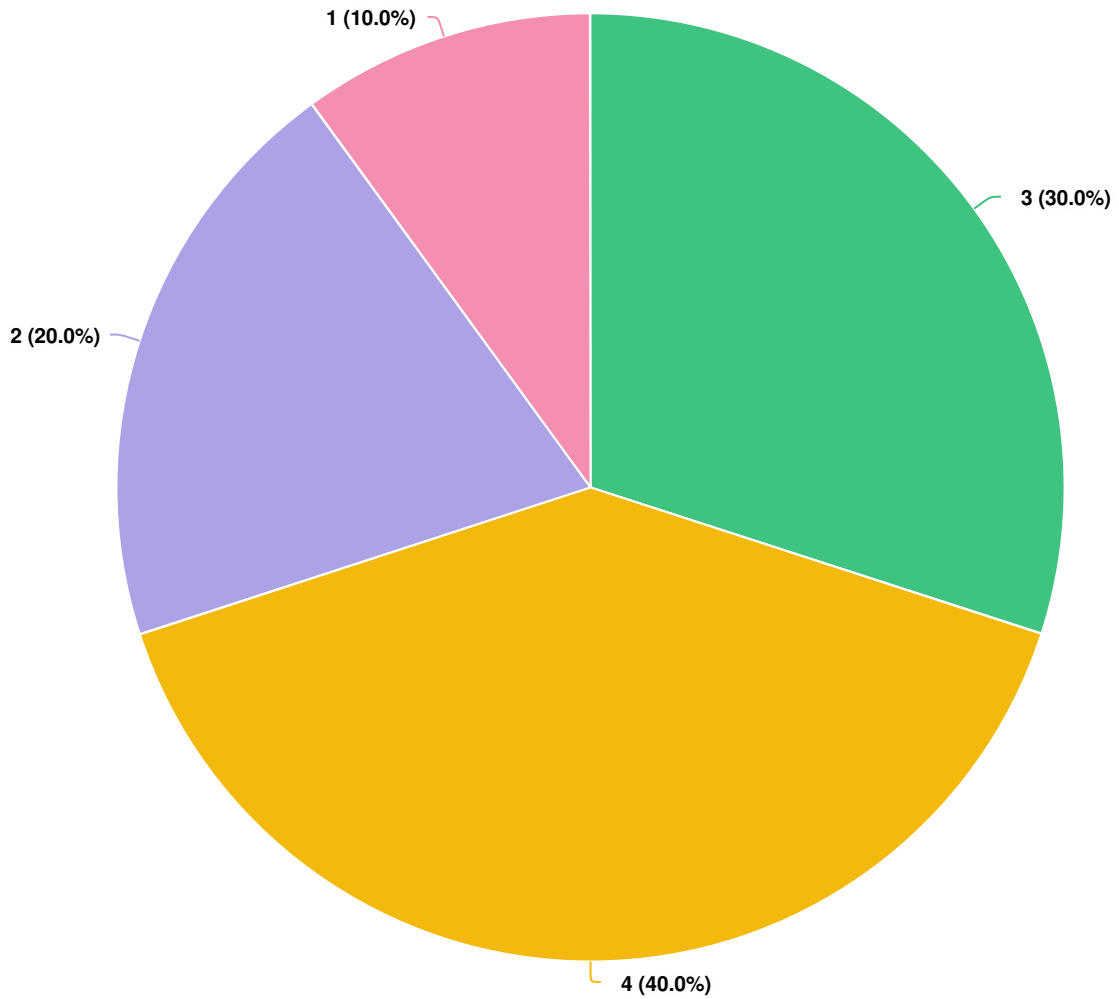


Question options

- No. would prefer to ask Democratic Support to share a recording
- Yes – would like the recording when available

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q18 Thinking about future member briefings what kind of information would be most helpful to your work as a councillor?

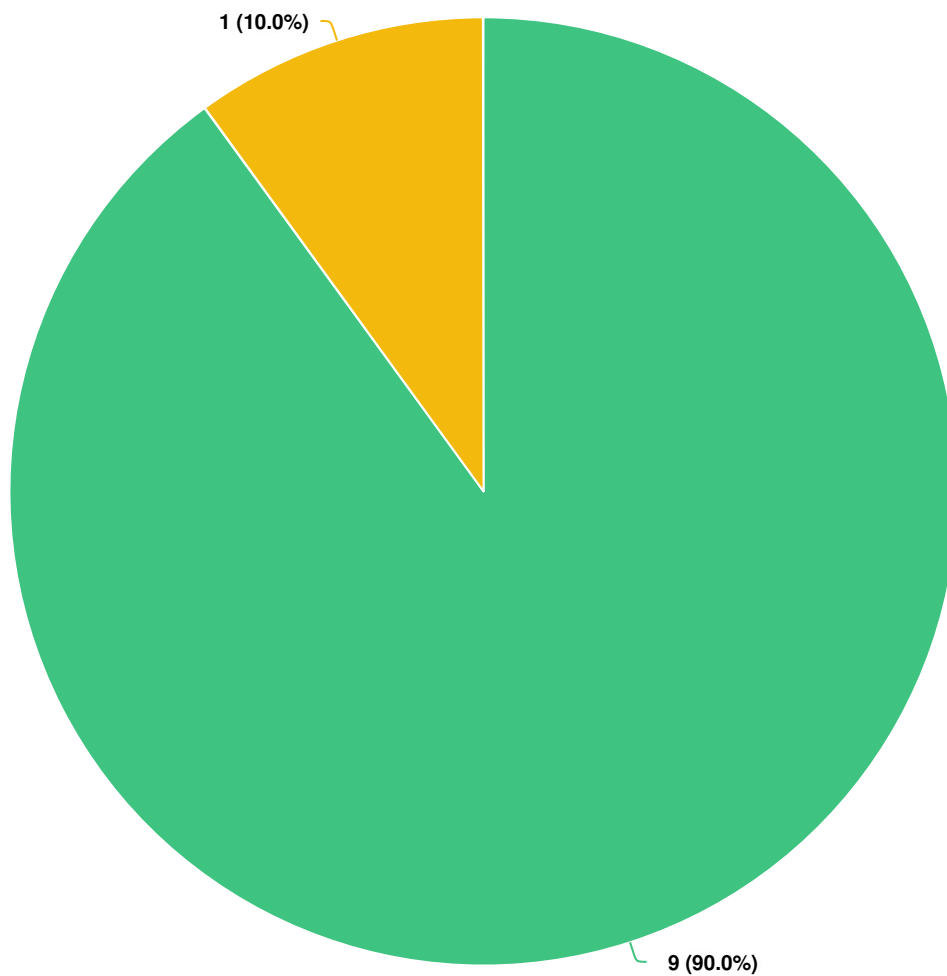


Question options

- Other (please specify)
- The district and its residents
- Statutory requirements
- Services provided by the council?

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q19 | Are you aware of the Councillors section on the intranet and the information that is available to you at that site ?



Question options

- No
- Yes

Mandatory Question (10 response(s))
Question type: Dropdown Question

Q20 | Is there anything that you feel should be included that currently isn't included?

Anonymous

2/08/2024 03:26 PM

I tend to obtain information from the public council pages - there's more on there.

Anonymous

2/08/2024 03:40 PM

Don't know how to access it!

Anonymous

2/08/2024 03:50 PM

Just to note that I clicked the link to the 'councillor section' in order to answer this question and was hugely frustrated to see that it opened in the same tab. That meant I lost all the progress I had made in completing this survey!! Perhaps some further training is needed for staff involved in setting up member satisfaction surveys - it shouldn't be too difficult to ensure that links click through to a new tab or window. I now need to fill everything in again. Also in relation to the form of this survey, I think you are overlooking some of the most basic aspects of member induction. Yes there is a link to the member expenses form but I have been provided with no guidance on where to submit this form (I understand from Phil Abel that I can pass it directly to him, but this was because of a conversation we had, not because of any training). I need guidance on how far back claims will be allowed (3 months, 6 months, a year, anytime during the current term??). I expected to receive a payslip each month in relation to my allowance but this has not been provided in any obvious way; I need to check back through messages to see whether I have overlooked something. We also need guidance on the facilities available to members in the two Town Halls. I know where the members' room in LTH but not how to get paper for the printers. Can I put letters in the outgoing post? Can I claim back any expenses relating to needing to communicate with residents by letter? I have heard rumours of a members' room in MTH but have no idea where it is nor what facilities are available there. It has been difficult to get the codes for the cycle sheds. This is really basic stuff that was covered as part of my induction at County Hall when I was a County Councillor and I am surprised and disappointed that we seem to be expected to work all this out for ourselves. There are a lot of new councillors from the 2023 intake and also some councillors elected in by-elections during the past term, and it seems that none of us have been very well served by the induction process.

Anonymous

2/08/2024 07:57 PM

No

Committee Support Survey

Anonymous

2/12/2024 01:53 PM

I'm unable to log in

Anonymous

2/13/2024 09:38 AM

same as Q22?

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q21 | If you haven't already accessed this site then please do before responding to the following questions. What are your initial impressions of the Councillor page?

Anonymous

2/08/2024 03:26 PM

Not enough info.

Anonymous

2/08/2024 03:35 PM

difficult to navigate to find specific info

Anonymous

2/08/2024 03:40 PM

Do not know how to find it.

Anonymous

2/08/2024 03:50 PM

Very limited information there - see my comment above about the lack of guidance on expenses claims and member facilities.

Anonymous

2/08/2024 07:57 PM

Its A very interesting and helpful page as long as its kept up to date

Anonymous

2/13/2024 09:38 AM

useful well set out.

Optional question (6 response(s), 4 skipped)

Question type: Essay Question

Q22 | Is there anything that you feel should be included that currently isn't included?

Anonymous
2/08/2024 03:26 PM
I use the main council site

Anonymous
2/08/2024 03:50 PM
As above - though an in-person induction to the facilities at LTH and MTH would be very useful.

Anonymous
2/08/2024 07:57 PM
No

Anonymous
2/13/2024 09:38 AM
I am aware of committee meeting changes / additions eg Budget and Performance that have occurred since July 23 when the committee timetable was last published. Is there any way of keeping it up to date? Quick links to monthly meetings and agendas don't seem to work for me from my desktop at home. although other links do. Might be useful to have a list of all the committees and what their remit is. Or is this somewhere else?

Optional question (4 response(s), 6 skipped)

Question type: Essay Question

Q23 | Is there anything included that you feel should not be included

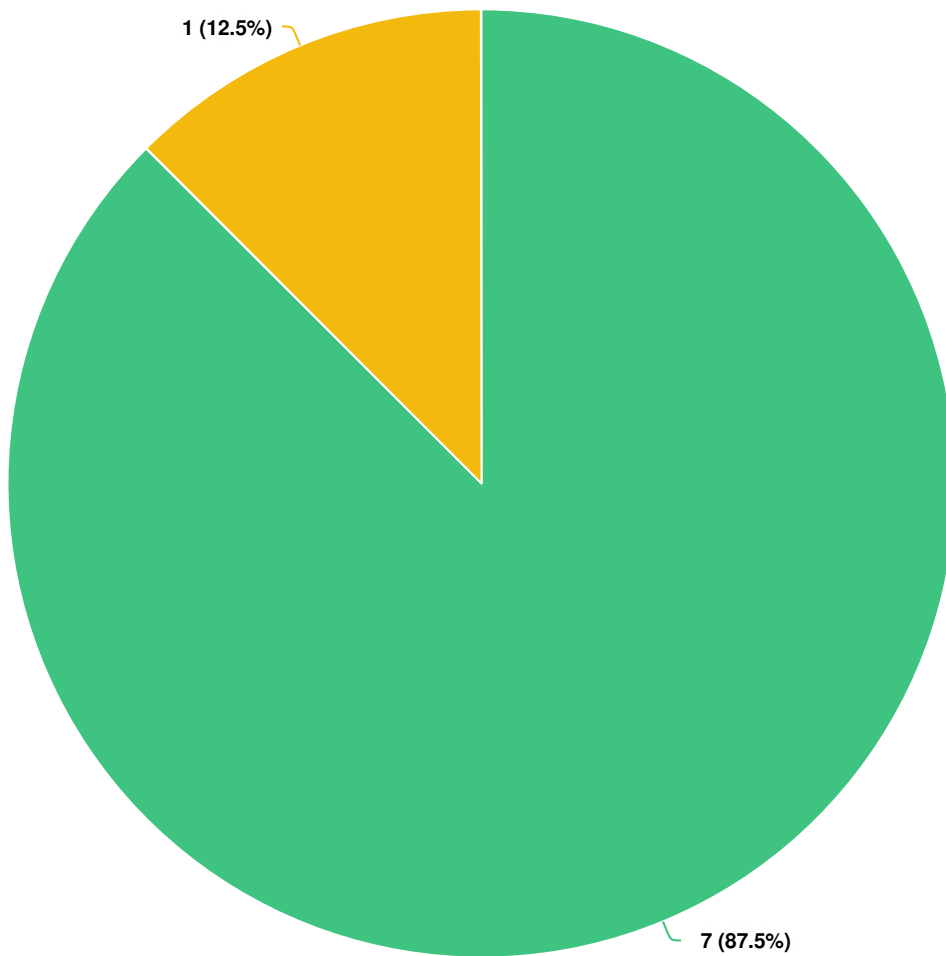
Anonymous
2/08/2024 07:57 PM
No

Anonymous
2/13/2024 09:38 AM
nil in particular

Optional question (2 response(s), 8 skipped)

Question type: Essay Question

Q24 | Having now viewed the Councillor page are you likely to access it again and is it something that you think Democratic Support should continue to support or abandon?
Democratic Support should continue to support the Councillor Page



Question options

- No
- Yes

Optional question (8 response(s), 2 skipped)

Question type: Dropdown Question

COUNCIL BUSINESS COMMITTEE**Past Mayor and Mayoress Badges
30th May 2024****Report of Senior Manager, Democratic Support and
Elections****PURPOSE OF REPORT**

To request the Committee to consider whether to continue presenting badges to retiring Mayors and Mayoresses.

This report is public.

RECOMMENDATIONS

That the Committee:

- (1) **Either agree to continue to present the retiring Mayor and Mayoresses with badges or to cease.**
- (2) **Consider alternatives to badges that are presented.**

1. Past Mayor and Mayoresses Badges

Each year, at the Mayor Making Ceremony, the retiring Mayor and Mayoress are presented with Past Mayor and Mayoress' badges. These badges are then worn at Civic events such as Remembrance Sunday, Civic Funerals and Mayor Making.

The Past Mayor's badge is made of Sterling Silver which is enamelled and has a polished hard Gold finish and is hung on a red ribbon collarette.

The Past Mayoress' brooch is also made of Sterling Silver with Gold gilt and enamel.

The cost of the Mayor's badge is £578.29 plus VAT (£115.66) = £693.95

The cost of the Mayoress' brooch is £361.06 plus VAT (£72.21) = £433.27

Therefore at a cost of almost £1,000 plus VAT.

Officers, a few years ago made enquiries as to whether the badges could be made at a reduced cost but the savings were negligible.

Other options could be to present the retiring Mayor and Mayoress with a plaque of some sort and a certificate at a much smaller cost.

3. Conclusion

The Committee is requested to consider whether to continue presenting Past Mayor and Mayoress' badges at Mayor Making. If the Committee decide to end this tradition, the Committee is asked to consider what could be presented in place of the badges.

<p>LEGAL IMPLICATIONS</p> <p>There are no legal implications arising directly from the report.</p>	
<p>FINANCIAL IMPLICATIONS</p> <p>The Mayoral budget for 2024/25 is £7,000 and these purchases can be managed from within this amount should the committee choose to continue to present the retiring Mayor and Mayoresses with badges.</p>	
<p>OTHER RESOURCE IMPLICATIONS, such as Human Resources, Information Services, Property, Open Spaces</p> <p>None</p>	
<p>SECTION 151 OFFICER'S COMMENTS</p> <p>The Section 151 Officer has been consulted and has no further comments to add to this report.</p>	
<p>MONITORING OFFICER'S COMMENTS</p> <p>The Monitoring Officer has been consulted and has no comments to add.</p>	
<p>BACKGROUND PAPERS</p> <p>none</p>	<p>Contact Officer: Jenny Kay Telephone: 01524 5820465 Email: jkay@lancaster.gov.uk</p>