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To: Selection and Members Services Committee - 23 January 2009

Subject: Member Development Charter and Member Development

Classification: Unrestricted

Summary: This report provides the Selection and Member Services Committee with an update on the County Councils application for the Member Development Charter, Inductions and a Member Development Programme.

Introduction

Member Development Policy

1. (1) At its meeting on 11 December 2008 the County Council received a report from the three leaders inviting the County Council to approve a Member Development policy for incorporation in the County Council's Constitution. This was agreed by the County Council.

Member Development Charter

(2) The three Leaders signed a commitment to the South East Employers Member Development Charter in September 2007 with an intention that the status of the Charter be achieved by April 2009, in time for the newly elected County Council in June 2009. Following concerns expressed by Dr Eddy, Leader of the Labour Group and other Members at the December County Council meeting, I have reflected on the aspiration to achieve this Charter status for the County Council in April this year. I have met with Dr Eddy and Mrs Dean and have concluded that it would be sensible for the County Council's application and self-assessment for Member Development Charter status to be delayed until after the elections in June 2009.

Improvement and Development Agency (I&DeA) – Giving Councillors the tools for the job: The Support councillors' Declaration

2. (1) The I&DeA has recently written to all Councils inviting them to commit to ten statements which make up a declaration-setting out the standard of support for Councillors to perform their role as a Councillor. The ten statements are set out in Appendix 1 to this report.

(2) The I&DeA are promoting the Councillors' declaration and have identified that it is vital to the success of local democracy that prospective Councillors are aware of the high standard of support that they can expect from the Councillor and its officers.

(3) The White Paper "Communities in Control: Real People Real Power" places considerable emphasis on the importance of the role of councillors as community leaders and need to properly support them in their important public service.

(4) The I&DeA view is that if Councils properly support their Councillors they will find that they get:-

- A better understanding of the needs of their local communities;
- Greater public involvement in local initiatives;
- Greater interest in the role of the Council.

Other County Council Workstreams

(5) The County Council had before it in December 2008 a package of initiatives which impact on the role of elected Members eg the outcomes and recommendations of:-

- the Select Committee: Accessing Democracy;
- the IMG report on Member Information; and
- the emerging agenda of the County Council in response to 'localism'.

(6) If the Selection and Members Services Committee are so minded it may wish to invite the Informal Member Group: Member Development to look at the ten statements in the declaration for supporting councillors in conjunction with the supporting councillors' framework produced by the I&DeA with a view to reporting back to this Committee in March and inviting the County Council at its April meeting to support this declaration.

Member Induction and Member Development

Member Development

3. (1) The IMG: Member Development asked that a programme of Member Development and training be prepared to reflect the outcomes of the survey conducted by the political groups in the summer of 2007.

(2) Since the last meeting of this Committee a number of events have been arranged but the support of Members has been mixed. The IMG: Member Development might therefore wish to reflect on the evaluation forms completed by attendees so that the programme can be adjusted accordingly.

(3) The programme of development/training events for elected Members is to be published to all Members of the County Council and included in the County Council diary. This information will also be made available on KNET.

(4) Appendix 2 sets out a programme of opportunities for Member Development and training which reflects the outcomes of the political groups survey. The Committee's specific attention is drawn to that part of this programme immediately after the election and before the County Council on 25 June 2009 such as the "Standards Committee: The Role of Members and the Ethical Framework" and the procedural rules for council and committee meetings.

(5) The Democratic Services and Local Leadership Unit are also proposing to host an open day on 23 June 2009 for all Members of the County Council to provide the opportunity to meet the staff within the Unit. There will be a range of stands for Members to view including:-

- Modern.gov – the electronic system for the production of agenda, reports, minutes and retrieval;
- how the work and outcomes of the IMG Member Information approved by the County Council on 11 December have been taken forward including demonstrating best practice of other authorities, such as North East Connects, Westminster City Council, the London Borough of Redbridge
- understanding the work of the Standards Committee,
- how Members become involved in Overview and Scrutiny,
- understanding the Select Committee and the research roles, and
- understanding the various localism models. This will promote another opportunity to invite other local authorities to demonstrate how they are tackling the localism agenda.

It is intended to that the event will be light-hearted fun, interactive but deliver and assist Members in becoming familiar with the services they can expect from the Democratic Services and Local Leadership Unit.

Recording of Events

(6) The IMG: Member Development and this Committee have both indicated that all Member Development events should be recorded so that if a Member is unable to attend a learning and development opportunity they can look at a DVD or listen to the audio of the event in their time to suit their lifestyle. Work developing on how this might be achieved within the resources available is being explored and the IMG: Member Development and this Committee will be kept informed of progress.

Member Induction

(7) The IMG: Member Development are keen that the induction programme following the County Council election should look very different than it has following previous elections. Attached as Appendix 3 to this report is the proposed Members' Induction and Development Framework.

(8) There will be a need for the IMG Member Development to meet soon so that advice can be given to directorates about what other events Members may feel be required which is not currently included in the programme.

(9) Work is also being undertaken to provide:-

(a) a fact sheet which will contain the immediate contact details of key people across each Member's Electoral Division which will be a useful document for each Member immediately upon election (see an early prototype at Appendix 4)

(b) an early survival guide; and

(c) the Member's handbook.

Learning and Development Resource Library

(10) A Resource Library of learning and development tools which includes CDs, DVDs, books etc., available from the Learning and Development Team is being assembled. Appendix 5 sets out what is currently in this library.

Recommendations:-

4. The Committee are asked to:

a) note that the County Council's self assessment and application for Member Development Charter status will be delayed until after the County Council election in June;

b) commission the IMG: Member Development to look at the ten statements and supporting Councillors' framework with a view to making a recommendation to this Committee in March and then asking the County Council to agree the declaration at its April meeting; and

c) note the continuing work on the development of a programme of events for Members of the Council, the induction programme following the elections and the documentation that elected Members will receive immediately upon their election.

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Background documents:

Giving councillors the tools for the job: the supporting councillors declaration

This council undertakes to	What this involves (see The Supporting Councillors Framework for more detail)
1 Assist existing and prospective councillors so they are aware of what is expected of them.	Councils may choose to develop their own role descriptions or to adapt/adopt existing ones. Role descriptions can also be used to identify the personal development needs, including those of experienced councillors taking up new roles.
2 Provide all councillors with administrative support to meet their individual needs, including the provision of adequate support staff to meet councillors' scrutiny, information and research needs.	This will include, for example: <ul style="list-style-type: none"> • correspondence, post and communications • diary management and room bookings for meetings • arranging and publicising ward surgeries • arrangements for site visits for local ward issues • research support. While larger authorities may be able to provide dedicated support staff, other councils may need to have nominated contacts.
3 Ensure that all councillors are kept advised on how decisions are made and the opportunities open to them to influence these decisions.	There will be clear processes for: <ul style="list-style-type: none"> • accessing support and for making information requests • feeding cases and local issues into the council and for logging and tracking these • reports for councillors appointed to outside bodies • accessing support and for feeding back reports for councillors appointed to outside bodies.
4 Be aware of how much information we send to councillors.	There will be protocols regarding sending information to, and consulting with, councillors on issues relevant to their wards. This will help to ensure councillors receive the information they need.
5 Provide space for councillors to hold ward surgeries, meetings with constituents and to discuss council business.	Councils may provide appropriate meeting space within council offices or provide help to find and book suitable accommodation within the ward (eg at a community centre).
6 Identify the 'democracy' budget; current expenditure that funds councillor support and development, supports scrutiny research and consultation, etc. Consider delegated budgets for improvements within the ward.	Guidance to the Local Government Act 2000 specifies that dedicated support and a discrete budget should be available for those in a scrutiny role ('New council constitutions: guidance to English Authorities', paras. 3.54-3.46) If councillors have delegated budgets then appropriate support needs to be provided to enable them to manage these effectively and record them accurately.

Giving councillors the tools for the job: the supporting councillors declaration

This council undertakes to	What this involves (see The Supporting Councillors Framework for more detail)
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7 Ensure that all support is appropriate for individual councillors and that there is clarity of what support and development opportunities are available.	<p>This may require the council to have a menu of support arrangements in place (including, for example, child care) that can be 'activated' as the need arises.</p> <p>The Member Development Charter award provides an external challenge to show that the council is supporting and developing its councillors.</p>
8 Ensure that all councillors have stationery and office equipment available to them both at home and when on the council's premises, to provide access to appropriate ICT and help councillors to use such technology to improve efficiency and communication.	<p>Councils need to provide stationery, filing cabinets for use at home, access to copying and printing, and computer equipment.</p> <p>How this is provided will vary between councils and according to the individual needs of councillors and could be delivered by providing the facilities or grants/allowances for use of their own.</p>
9 Conduct interviews with councillors who are standing down/retiring/resigning.	<p>Councils need to identify whether:</p> <ul style="list-style-type: none"> • the reasons for standing down are linked to the level of support provided • the council could have done more, or done things differently, to support the councillor.
10 Identify the personal development needs of councillors, provide a member development programme.	<p>Councils can use the IDeA Political Skills Framework Toolkit which identifies the range of skills councillors need and includes guidance and examples of how it can be used to help develop personal development plans (PDPs).</p>

As a demonstration of commitment we also would encourage councils to sign up to the Member Development Charter. All regions have their own Member Development Charter, most jointly badged with the IDeA. All hold a common set of principles covering member support and development and the incorporation of these standards. Councils are awarded the Charter following an external assessment process led by the relevant Regional Employer.

Introduction

This document sets out a programme of training for the elected members based on their requirements and in conjunction with the I&DeA skill framework for elected members. The skill framework areas are:

- Community Leadership (CL)
- Regulating and Monitoring (RM)
- Scrutiny and Challenge (SC)
- Communication Skills (CS)
- Working Partnership (WP)
- Political Understanding (PU)
- Providing Vision (PV)
- Managing Performance (MP)
- Excellence in Leadership (EL)

To this end a schedule of training will be established to encompass the skill sets above using new and innovative methods of delivery.

Implementation of this programme will begin with an assessment of Emotional Intelligence. This will take the form of a web-based questionnaire and followed by individual feedback. This information will help identify the members Emotional Quotient levels and provide an analysis of their preferred methods of working.

Development Objectives:

- To ensure that members have a broad understanding of the I&DeA skill framework
- Members to complete a self-skills analysis in relation to the skill framework
- Members to complete an EQI Assessment to identify preferred learning methods and ways of working
- To agree a development plan which sets out strategies for fulfilling development areas
- To assess the effectiveness of training programmes followed/delivered

Contents

I&DeA Members Key Qualities.....	9
Business Writing Skills	11
Effective Reading Techniques.....	12
Speed Reading	12
The Voice of Influence	13
Computer Skills – Using the Internet and Email.....	15
Email Logic.....	15
Communicating with the Media	17
Time Management	18
Local Government Law	19
Diversity and Equalities Briefing.....	20
Modern Member	21
Diversity In The Workplace – E-Learning Module.....	22
Chairing Skills.....	23

I&DeA Members Key Qualities

<p>Community Leadership (CL)</p>	<p>Regulating and Monitoring (RM)</p>
<p>Engages enthusiastically and empathetically with the community in order to learn, understand and act upon issues of local concern. Mediates fairly and constructively, encouraging trust by representing all sections of the community.</p>	<p>Understands and executes judicial role by the following protocol, evaluating arguments and making decisions that balance public needs and local policy. Ensures progress by monitoring and intervening where necessary.</p>
<p>Scrutiny and Challenge (SC)</p>	<p>Communication Skills (CS)</p>
<p>Acts as a critical friend by seeking opportunities for scrutiny and providing constructive feedback. Analyses information quickly and presents arguments in a concise, meaningful and easily accessible way.</p>	<p>Listens sensitively, uses appropriate language and checks for understanding. Communicates regularly with individuals and groups in the community, speaks clearly and confidently in public, and makes sure that people are informed.</p>
<p>Working in Partnership (WP)</p>	<p>Political Understanding (PU)</p>
<p>Builds positive relationships by making others feel valued, trusted and included and by working collaboratively to achieve goals. Maintains calm and focused, recognises when to delegate or provide support and is able to take long-term view in developing partnerships.</p>	<p>Acts ethically, consistently and with integrity when communicating values or representing group views in decisions and actions. Works across group boundaries without compromising values or ethics.</p>
<p>Providing Vision (PV)</p>	<p>Managing Performance (MP)</p>
<p>Creates a shared council vision by establishing strategic policies and prioritising actions. Actively encourages involvement of others in policy formation and works collaboratively to analyse information and promote understanding. Open to new ideas</p>	<p>Works closely with others to develop, promote and achieve objective and represent council at a strategic level. Encourages scrutiny, monitors performance and responds</p>

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and ways of doing things.	positively to feedback and ideas.
Excellence in Leadership (EL)	
Provides visionary and charismatic leadership, is well prepared, able to troubleshoot and juggle conflicting responsibilities. Works to shape a culture of excellence by acting as the public face of the council and a role model for others. Encourages co-operation and communication across political and council boundaries	



Business Writing Skills

Skills Framework Mapping: CS

Introduction

Writing reports or documents is an essential part of most people's jobs, and developing your skills will enable you to communicate your message more effectively.

This course is intended to help develop those who will be required to write a variety of reports.

Objectives

By the end of the course you will be able to

- Demonstrate improved confidence in putting a report together
- Explain how to produce concise and readable reports/documents more quickly and effectively
- Demonstrate that the message you communicate is the one you intended

Course Content

- Learn and practice the basic concept of report writing
- Understand the seven C's of business writing
- Appreciate the benefits of Plain English
- Target communication for maximum impact

Duration 1 day

Effective Reading Techniques

Skills Framework Mapping: CS, RM, MP

We can provide members with a document produced by a university advising of effective reading techniques.

AND/OR

Speed Reading

Introduction

This workshop has been designed to challenge and change the reading habits of the attendees

Objectives

To learn and practice techniques to improve the speed of reading over a range of materials.

This will include:

- Challenging reading barriers
- Revisiting childhood reading
- Improving attitude, skills and knowledge
- Understanding eye and brain co-ordination
- Recording information with Mind Maps
- Practising the 'Power Overview'
- Considering applications, environment and process
- Setting goals, prioritising and time management
- Integrating the speed reading process into the usual
- Working environment.

The Voice of Influence

Skills Framework Mapping: CS, CL, PU, EL


Introduction

Presenting is an important activity and there are numerous courses to help people present better. But many people learn the skills and still can't perform well, through lack of self-belief or because nerves get the better of them on the day. This course goes beyond the basics of presentation to what is needed to communicate confidently in a very real way with people.

The truth is that each one of us possesses within everything that is necessary to become a powerful public speaker. It's largely a matter of removing the obstacles to full expression, and enabling ourselves to use our voice and connect in a direct and real way with our audience. Subject knowledge, good preparation and technical skills are all important. But good presentation skills go much further than the actual presentation or speech. The skills needed for excellent public speaking are similar to those that enable you to connect successfully in all your interactions. They are about how you present yourself to the world, how you compel attention, how you use your voice. If you can communicate with impact, you can inspire others to follow your lead and ultimately move mountains.

Objectives

Present with confidence; control your state to be at your best; speak powerfully and authentically; project your voice and hold attention; learn the art of spontaneity; engage and inspire an audience; influence others with your vision



Course Content

- Benchmarking excellence
- Purpose and Structure
- State Management Strategies
- Presence and Authenticity
- How to connect with the audience
- How to be quick on your feet with questions and interruptions
- Voice : How to be heard
- Voice : How to engage and maintain interest
- Bringing things alive

You will have plenty of opportunity to develop abilities through exercises and practice in a supportive group setting.

Duration

1 Day

Computer Skills – Using the Internet and Email

Skills Framework Mapping: CS

Introduction

The effective use of IT systems is essential for today's business environment with many organisations relying on the internet and email to communicate with the public and other organisations.

Bespoke Course

Learning and Development can develop a course to meet members training needs. Members would complete an online diagnostic assessment to identify training needs and we would develop a course taking these needs into consideration together with the Members aspirations relating to the use of the Internet and Email.

AND/OR

Email Logic

Introduction

Email, messaging and texting are all fantastic, but...

- Have you ever felt out of control or stressed by emails?
- Do you get copied in on emails you don't need?
- Do you compulsively check your email first thing every morning?

So imagine *all* your emails were useful; they were *all* easy to understand and simple to prioritise. How would it be to have a "lean" inbox where it is obvious what needs to be done with each message?

Solve these problems:

- unclear messages
- “passing the buck” by email
- emails that are hard to prioritise
- stress
- people not talking
- too much time lost
- useful messages lost in the junk

Duration

60 minutes

Communicating with the Media

Skills Framework Mapping: CS, SC, CL, EL, PU

Introduction

The media is an exceptionally powerful tool for promoting a company's reputation. This one day intensive training session is aimed to equip key spokespeople with the ability to maximise the opportunities and minimise the risks of dealing with television, radio and the press.

Structure

The course will be tailored to Kent County Council's specific requirements and can include the following modules.

- How to handle press interviews
- Television recorded or "as live" interview skills
- "Live link" interviews
- Television studio "one to ones"
- Creating colourful and effective sound-bites
- Communication in a crisis
- Radio interviews and phone-ins

Key Learning Outcomes

Delegates will learn to face the media with confidence, gain positive news coverage and maximise media opportunities. All delegates will be filmed using professional broadcast equipment and will receive detailed feedback and an edited highlights DVD of their performance.

Duration

1 day

Time Management

Skills Framework Mapping: CS

Introduction

Time is one of the most valuable commodities we have in KCC and each and every one of us can benefit from becoming better at time management. Attending this programme can help you release up to 25% of your working day to focus on more productive activity, all done without a 'dump and run' approach to delegation.

Objectives

- To agree a plan to release more time in your working day for 'what matters most'.
- Identify key timewasters and have developed a plan to implement changes.
- Recognise the importance of planning and review and identify how to carry these out.

Course Content

- Consider a wide range of time management and personal organisation strategies so that you can pick those that work best for you.
- Conduct a 'personal makeover' on your role to release more time in your daily life.
- Question ineffective or inefficient practices so that you can find better alternatives to the status quo.

Duration

½ Day

Local Government Law

Skills Framework Mapping: PU,

Stuart Ballard in Democratic Services has been contacted and they will be happy to undertake this part of the training programme. They will however, need to know further details i.e. the depth of training required and the length of course.

Diversity and Equalities Briefing

Skills Framework Mapping: CS, PU, WP, EL

Introduction

This will be a bespoke course developed for Kent County Council's members.

Course Content

Course objectives and detailed content will be made available once the course is commissioned. The content will consist of the following:

- Mainstreaming Diversity and Equalities
- Consistency of approach across directorates
- Community Leadership Role
- Behaviours/Language
- Bullying and Harassment
- Equality Strategy
- Legislative Requirements
- Audit Inspections

Modern Member

E-Learning courses from Learning Pool

Skills Framework Mapping: CL, RM, SC, CS, WP, PU, PV, MP, EL

Introduction

Modern Councillor is a new service from Learning Pool designed to help local authority councillors develop their skills through e-learning.

Whether you're a newly elected councillor or an established member seeking to increase your knowledge so that you can be a better community leader, Modern Councillor has something for you.

Learners will be able to study at their own convenience; they can dip in and out of courses as required and revisit courses to refresh themselves, as necessary

Available Courses

- Your role as a councillor
- Code of conduct
- Introduction to Local Government
- Community Leadership
- Information Technology for Councils
- Partnership Working
- Working with the Media
- Scrutiny Skills
- Public Speaking
- Licensing and Regulation
- Charing Meetings
- Negotiating and Influencing
- Risk Management
- Financial Skills
- Using Mobile Technology
- Data Protection and Freedom of Information

All of these courses are available online and last for about 30 minutes.

Diversity In The Workplace – E-Learning Module

Introduction

An innovative solution from Learning & Development using the on line tool at your desk or via a laptop with internet access. The course Diversity in the Workplace has been produced especially for staff as an introduction to Diversity & Equalities.

Objectives

By completing the module you can expect to :

- Become more familiar with Equalities Legislation
- Gain an understanding of the broader issues within diversity and equalities
- Know your responsibilities and rights as an employee

Contents

The programme covers :

- Legislation
- Sexual Discrimination
- Sexual Orientation
- Race
- Disability
- Religion or Belief
- Age
- Harassment & Bullying
- Stereotyping & Prejudice
- Consequences
- Your role as a member of staff

You will receive a password to the system and on going telephone / email support from the System Administrator.

Duration

1 hour with a multi choice test

Chairing Skills

Skills Framework Mapping: CS, EL

Aim

To enable Councillors to consider all aspects of the Chairman's role and encourage them to devise practical ways of developing their performance in this area.

Sample Programme

Content will be tailored to meet your specific needs.

- The role of the Chairman in different meetings
- Preparing effectively for a meeting
- Using a range of skills including listening, summarising skills and facilitation
- Taking control of a meeting and managing time
- Developing a range of techniques for dealing with different meeting participants
- Learning points and action plan

"I think your session received the most praise I have ever known our members to give a training session"

Jane Burke, Buckinghamshire County Council

Duration

½ Day

Members Development/Training Opportunities Calendar

Subject	Location	Date	Duration
Transport Appeal Training	Maidstone	Tues 3/02/2009	
Transport Appeal Training	Maidstone	Mon 23/02/2009	
Transport Appeal Training	Maidstone	Wed 25/02/2009	
Participatory Budgeting Workshop		Wed 25/02/2009	(PM)
Time Management	Maidstone	Thu 05/03/2009	½ Day (PM)
Participatory Budgeting Workshop		Thurs 5/03/2009	(PM)
Participatory Budgeting Workshop		Thurs 12/03/2009	(PM)
Business Writing Skills	Maidstone	Wed 18/03/2009	½ Day (PM)

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Participatory Budgeting Workshop		Thurs 23/04/2009	(PM)
KCC Road Trip		Tues 9/06/2009	
KCC Road Trip		Wed 10/06/2009	
Standards Committee: The Role of Members and the Ethical Framework (two sessions)		Fri 12/06/2009	9:30 – 12:30 1:30 – 4:30
KCC Road Trip	Various	Mon 15/06/2009	
KCC Road Trip		Tue 16/06/2009	

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Standards Committee: The Role of Members and the Ethical Framework (two sessions)		Wed 17/06/2009	9:30 – 12:30 1:30 – 4:30
Procedural Roles for Council and Committee Meetings (two sessions)		Thurs 18/06/2009	9:30 – 12:30 1:30 – 4:30
Procedural Roles for Council and Committee Meetings (two sessions)		Fri 19/06/2009	9:30 – 12:30 1:30 – 4:30
Proposed Democratic Services and Local Leadership Open Day for all Members of the County Council		Tues 23/06/2009	
KCC Road Trip		Fri 26/06/2009	

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Chairmanship Skills		Wed 1/07/2009	(PM)
Scrutiny and Questioning techniques		Thurs 2/07/2009	(AM)
Webinars x 4	At any computer	Thu 02/07/2009	1 day
Participatory Budgeting Workshop		Tues 21/07/2009	(PM)
Standards Committee: The Role of Members and the Ethical Framework (two sessions)		Fri 24/07/2009	9:30 – 12:30 1:30 – 4:30
Local Government Law	Maidstone	Thu 06/08/2009	1 day
Webinars x4	At any computer	Mon 10/08/2009	1 day

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Business Writing/Time Management	Maidstone	Wed 12/08/2009	1 day
Diversity and Equalities	Maidstone	Wed 19/08/2009	1 day
Local Government Law	Maidstone	Fri 21/08/2009	1 day
Effective Reading Techniques	Maidstone	Mon 24/08/2009	1 day
Voice of Influence	Maidstone	Wed 26/08/2009	1 day
Diversity and Equalities	Maidstone	Mon 09/09/2009	1 day
Media Training	Maidstone	Mon 07/09/2009	1 day
Chairmanship Skills		Wed 9/09/2009	(PM)
Scrutiny and Questioning techniques		Fri 11/09/2009	(PM)

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Scrutiny and Questioning techniques		Tues 15/09/2009	(PM)
Time Management/Business Writing	Maidstone	Thu 01/10/2009	1 day
Effective Reading Techniques	Maidstone	Tue 13/10/2009	1 day
Voice of Influence	Maidstone	Thu 22/10/2009	1 day
Media Training	Maidstone	Wed 18/11/2009	1 day



Members' Induction and Development Framework

Maintain your Winning
Edge!

learning & development



Induction and Development Framework



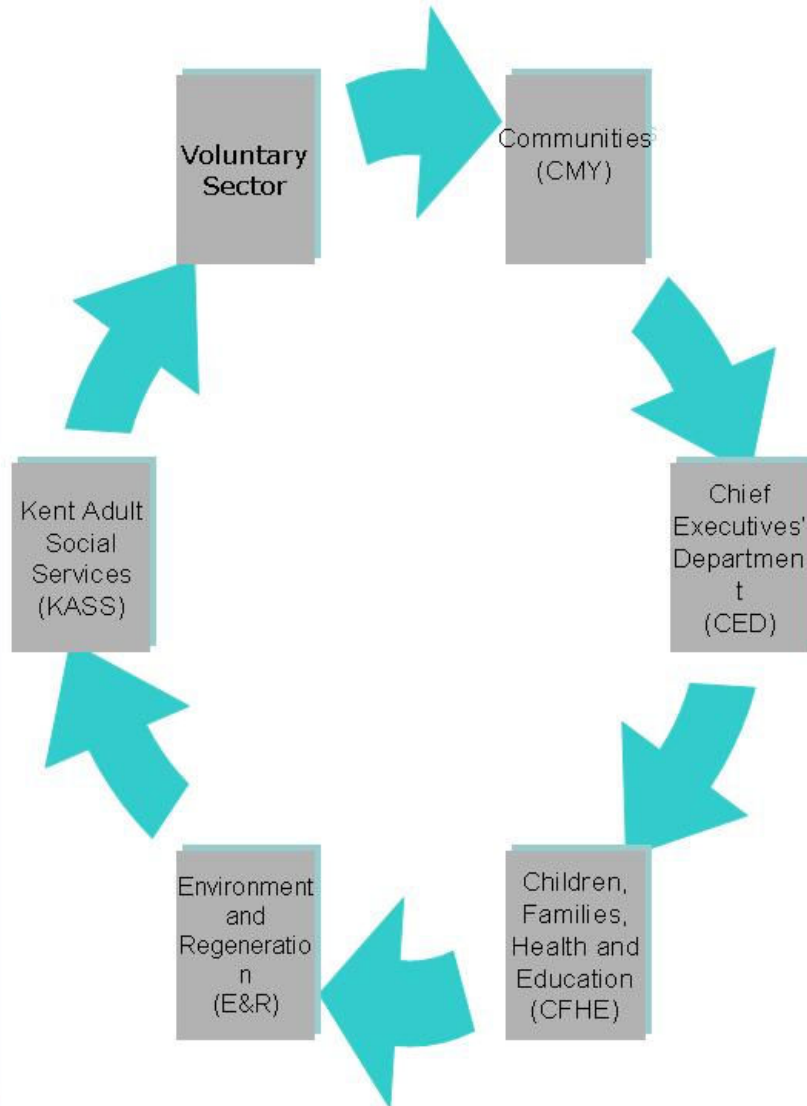


Induction Pack

- Written document including:
 - What's next?
 - Where to get help
 - Top Tips
 - Building Relationships
 - How does the council work?
 - Structure, Services and Contacts
 - Our Partners
 - How decisions are made
 - Who makes decisions
 - What happens at meetings
 - Your responsibilities
 - Code of Conduct
 - Equality and Diversity
 - Confidentiality
 - What support will I get?
 - Personal development and training
 - Equipment and Services
- 

The Great KCC Road Trip

A chance for new and re-elected Members to see KCC's frontline services for each directorate up close



KCC Road Trip - Itinerary

○ E&R

- Highways Depot (Ashford)
- Allington Waste Management Facility
- Shorne Woods County Park
- Eastern Quarry Observatory
- Ebbsfleet Station
- Northfleet Station
- Swanscombe peninsular
- Ingress Park
- Crossways Business Park

○ CMY

- Turner Contemporary
- Margate Gateway
- The Cube (Adult Ed)
- A Youth Centre
- A visit with Community Warden
- Beaney Library
- Accompany Trading Standards Officer
- Visit to Kent Youth County Council
- Visit to Bewl Water (Youth Service facility)



KCC Road Trip - Itinerary

- CED
 - Commercial Services
 - Legal and Democratic
 - KASS
 - Westview
 - Margate Gateway
 - Broadmeadow
 - Age Concern
 - Folkestone Day Opportunity Centre
 - Dorothy Lucy Centre
 - Southfields Respite
 - Crawford Centre
 - Better Homes: Active Lives Sites
- 



KCC Road Trip - Itinerary

- CFE
 - Children's Centres
 - Folkestone Academy
 - Marlowe Academy
 - Respite Centres
 - Appledore Centre
 - 6 Bells (Family Support)
 - The Willows
 - Vocational Centres
 - Voluntary Sector
- 



Talent Management

- Providing Members with opportunities to accelerate their development via:
 - Shadowing
 - Coaching and Mentoring
 - Personal Development Programme



Modern Member

- Use of an e-learning tool containing bite-size 30 minute modules. The topics include:
 - Your role as a Member
 - Intro to local government
 - Code of Conduct
 - Community Leadership
 - Working with the media
 - IT for local government
 - Overview and Scrutiny
 - Public Speaking
 - Licensing and Regulation
 - Chairing Meetings
 - Risk Management
 - Equality and Diversity
 - Crime and Disorder for Councillors
- 



Directorate Seminars/Webinars

- Up to 1 hour overview of key issues and projects relating to each of the directorates
- These seminars will be delivered both in person and as webinar sessions at your desk

Seminar/Webinar – Topics by Directorate

- E&R
 - Directorate Challenges
 - E&R's budget
- CMY
 - Key Projects (Turner, Kent History Project)
 - Community Safety Policy
 - Kent School Games
 - Olympics Preparations
 - Cultural Strategy
 - Youth Service
 - Emergency Planning
 - KDAAT
 - Youth Offending

Seminar/Webinar – Topics by Directorate

o CED

- Overview of Commercial Services
- Operation/ Income Generation
- Legal Services
- Gateway Strategy
- Kent TV
- Climate Change
- Kent Film Office
- Leadership Programme
- Office Transformation

o KASS


- Active Lives
- Care and Support – Funding and Sustainability
- What makes a good day?
- East/West Kent Overview
- Mental Health Overview
- Supporting People
- Gypsy and Travellers
- Sensory Services
- Assistive Technology
- Building Community Capacity

Seminar/Webinar – Topics by Directorate

- CFE
 - Early Years Quality and Funding
 - Primary Attainment
 - 14-19 Developments and Diplomas
 - CFE Budget
 - Children's Services Partnerships
 - The Impact of Poverty on Children and Families
 - Building Schools of the Future
 - Schools' ICT
 - Kent Children's Trust
 - Health for Children and Young People



IT Training – Power Hour

- In addition to the training outlined in the next section. Members can access Power Hour training.
 - These 1 hour sessions will focus on IT programmes relevant to the individual at will delivered at their desk
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Continuous development:

- Psychometric Testing
- Personal Development Review
- Self Assessment tool that maps into the I&DeA skill framework for Members
- A range of training events and resource materials have been identified that map into the I&DeA skill framework for elected Members. The skill framework areas are:
 - Community Leadership (CL)
 - Regulating and Monitoring (RM)
 - Scrutiny and Challenge (SC)
 - Communication Skills (CS)
 - Working Partnership (WP)
 - Political Understanding (PU)
 - Providing Vision (PV)
 - Managing Performance (MP)
 - Excellence in Leadership (EL)

Maidstone Rural North

1. Environment and Regeneration:

Community Operations Service Group:

If there are any queries or requests of KHS from the public, parish and local councils, KHS has set up a dedicated unit. The phone number for any member of the public to ring in is **08458 247 800**.

For Maidstone district a members query would be directed the Community Liaison Officer, Louise Codman on **01622 798310**

Strategic Planning: Executive officer to the managing director: Alison StClair Baker
01622 221926

Waste: Head- Caroline Arnold **01622 605990**

Service delivery and future operations: Peter Horn **01622 605996** mob. **07860 524297**

Waste Liaison Officer, Alex Foreman **01622 605988**

2. Community Safety:

County manager, Community Safety: Stuart Beaumont **01622 694878**

Kent Community Wardens:

Tonbridge and Malling and Maidstone Area Supervisor: Martin Smith **07969 584173**

Bearsted: Dawn Riach-Brown **07813 712105**

Neighbourhood Policing:

Maidstone Urban Policing team: Inspector Adam Jones, **01622 604391**

Maidstone Rural Policing team: Inspector Ian Sandwell **01622 604392**

Trading Standards: Sue Edmunds **01622 221001**

Public enquiries, use: **08458 247247**

3. Children, Family and Education:

Youth and Community:

Head: Nigel Baker, Invicta House 3rd Floor Tel. 01622 696569

Area Youth Officer: Angela Ford, Mid Kent Area Education Office, Bishops Terrace, Bishops Way, Maidstone ME14 1AF Tel. 01622 605159

Education:

Area Children's Services Officer: Chris Jones **01233 898560**

Local Children's Services Officer: Maidstone 1 Julie Stones **01732 525113**

Maidstone 2 Hilary MacDonald **01622 605114**

Head of Children's services, Mid Kent: Cathy Yates **01233 652150**

Head of operations, Unaccompanied Asylum seeking children:

Karen Goodman **01622 605258**

4. Kent Adult Social Services:

Maidstone District manager: Chris Cogdell **01892 515045**

5. Kent Fire and Rescue:

01622 682121

6. Kent Messenger contact:

Bearsted: Martin Hider, **01622 736327**

Boxley: Alison Dickerson **01622 762334**

Bredhurst: Pam Merryweather **01634 366370**

7. Maidstone Borough Council:

Contact number: 01622 602000 website www.maidstone.gov.uk

LSP: Jim Boot, Community Planning Co-ordinator, Maidstone Borough Council & Local Strategic Partnership (LSP). Maidstone House, King Street, Maidstone ME15 6JQ T: 01622 602246 M: 07818 411597

Director, Economic Development: Brian Morgan **01622 602000**

Economic Development Officer: John Foster **01622 602000**

8. Parish Council Clerks:

Boxley:

Pauline Bowdery, Parish Office, Beechen Hall, Wildfell Close, Walderslade, ME5 9RU
01634 861237

Chairman: Martin Pepper

Bredhurst:

Melanie Fooks, Camellia, Dunn Street, Bredhurst, ME7 3NB **01634 370830**

Chair: Vanessa Jones

Bearsted:

Mr. C.E Palferman, Madginford Hall, Egremont Road, Bearsted, ME15 8LH

01622 630165

Chairman: Mr. P. Walton

9. Third sector:

Community Support Centre:

39-48 Marsham Street Maidstone ME14 1HH **01622 690369**

Citizens Advice Bureau:

2 Bower Terrace, Tonbridge Road, Maidstone ME16 8RY **01622 752420**

Voluntary Action Maidstone:

39-48 Marsham Street Maidstone ME14 1HH **01622 690369**

Member Learning Resource Library

Resource Name	Type	Source	I&DeA Framework Mapping
Understanding Scrutiny	Audio CD and Booklet	Calderdale Council	Scrutiny and Challenge
Improving your Scrutiny Skills	Audio CD and Booklet	Calderdale Council	Scrutiny and Challenge
How to be an Effective Chair of Scrutiny	Audio CD and Booklet	Calderdale Council	Scrutiny and Challenge, Communication Skills
Take the Chair	Audio CD	Calderdale Council	Communication Skills, Excellence in Leadership
Radio Skills	Audio CD and Booklet	Calderdale Council	Communication Skills, Community Leadership
Breaking Bad News	Audio CD and Booklet	Calderdale Council	Communication Skills, Community Leadership
Skills of Chairing Meetings	Audio CD	SEE	Communication Skills, Excellence in Leadership
Speed Reading for Success	Audio CD		Communication Skills
A Practical Approach to Local Government Law	Book		Political Understanding
Eat that Frog! (Time Management)	Book		
Time for Time	Audio CD		



