

MEMBER TRAINING 2019 - 2020.

Training	Members	How Delivered	Date Delivered	Log of progress
Media & Social Media Training	Requested by 20 Members	<p>Invitation to all Members in respect of Social Media Training (sent 03.09.19) with independent emails to those specifically requesting training in this area.</p> <p>One to one training provided to one Member on request</p>	<p>14.10.19</p> <p>12.08.19</p>	Complete
Chairing Skills	7 Members requested	<p>Chairing Skills training delivered to Scrutiny Chairs and Presiding Member and Deputy Presiding Member</p> <p>Chairing Skills arranged for x 6 Members</p>	<p>August 2019 – delivered by WLGA</p> <p>17.1.20 delivered by WLGA</p>	Complete
Council Protocols	Member Request (dealing with aggressive constituents, personal protection Conflict of Interest - clarity on boundaries when a school governor and a local councillor)	<p>Lone Working Training to be delivered through HR and through development of E-learning module</p> <p>One to One Monitoring Officer Re Conflicts of Interest</p>	<p>Lone Working Training arranged for All Members on 30.01.2020</p> <p>Training offered but not taken forward at the time by the Member</p>	To be revisited – Member to be contacted to see if still requires training
	Member Request (officer response times, customer care, protocols for	One to One with Head of Democratic Services and Council Business Manager and further	1:1 session taken forward on the 10.1.20	Complete

	dealing with members)	meetings with relevant officers if needed		
	Member Request (constitution training)	One to One with Monitoring Officer	Member confirmed they no longer required the training session scheduled	Complete
	Member Request - Guidance on Council process-how democracy works	One to One with Head of Democratic Services	Member confirmed they no longer required the training session scheduled	
	Member Request (constitution and standing orders)	One to One with Head of Democratic Services	29.10.19 – training provided. Chairing skills training procured through WLGA - arranged for 7.1.20	Complete
	Member request – (Member protocols during Committee meetings / Committee ToR)	One to One with Head of Democratic Services and Council Business Manager	09/05/19-	Complete
	Member Request - (questioning techniques)	One to One with Head of Democratic Services	Member confirmed they no longer required the training session scheduled	Complete
Scrutiny	A number of Members Requested a general overview on the process.	Training provided by Dave Mckenna	25 th October - invite to all Members	Scrutiny training to be delivered as and when necessary
IT training	Member Request - Mod Gov queries	Contacted by Council Business Unit	April 2019	Complete
	Member Request-training on the various Functions of Ipad	Taken forward by ICT	14/8/19 – ICT visited Member to give a refresh tutorial	Complete
	Member Request - Technical problems with ICT equipment	Taken forward with ICT	20/3/19 –ICT provided guidance on hibernation	Complete

			interval of equipment	
	Member Request - issues with gaining contacts on good app on mobile phone	Taken forward with ICT	18/03/2019 – Further training on iPad and phone delivered	Complete
	Member Request – email accessibility	Taken forward with ICT	01/03/2019 – Email setup instructions and guidance provided	Complete
	Member Request – Mod Gov Training	Council Business Unit	Training provided	Complete
	Member Request IT Orientation - getting the best out of the work platform	Taken forward with ICT	Training Provided	complete
	Member Request - ICT training	Taken forward with ICT	3.3.20 – training provided	complete
	Member request - office 365	Taken forward with ICT	Training provided	complete
	Member Request additional training on IT - Excel / using ipads - being more effectively. Modgov - using to its full potential. Media session and social media e.g more in depth use of this – how to use effectively.	General ICT training provided inhouse on the use of Ipad Excel training provided Social Media training provided in house Update on Modern Gov app provided	ICT provided HR training officer provided 14.10.19 Council Business Unit	Complete
	Member Request - office 365; page numbering, note taking on ipad.	Taken forward with ICT	General ICT training delivered in house	Complete
	Member Request – ipad training - creating documents, making notes, functionality, presentations and mail merge	Taken forward with ICT	General ICT training delivered in house	Complete

Miscellaneous training requests	SCAM recognition training (via Welsh Assembly) for all Members		To be considered – not a priority training item at this time.	
	Universal credits	Universal Credit training provided to all Members in a Pre Council meeting	24.10.18 – Pre Council session	Documentation from the training session to be recirculated to Member
	Food Banks	Council Business Unit collating information	A Food Bank Fact Sheet was circulated to All Members	Complete
	Planning - brief update of current changes (info sheet rather than briefing perhaps)	Briefing paper produce by Officers	Briefing paper circulated to Member	Complete
	Planning and Licensing - procedure, stages of planning, guidance on what you should /shouldn't do at various stages and any legal elements	General Training provided to all Members of Committee in respect process and procedures– 14.06.18. Pre-consultation training – open to all Members – 18.10.18	14.06.18	Refresher training on Committee procedures can be redelivered if Members / officers deem necessary.
	Possible seminar with Trivallis for self and others to help understand/reflect on the issues they are dealing with (e.g letting arrangements, policies and practices).	Trivallis Seminars run across County Borough at start of 2019 Municipal Year – Chief Executive of Trivallis in attendance – poor take up by Members. Trivallis also attended Pre-Council training session	11.07.19 Clydach Vale 19.09.18	
	Meeting Management, Time Management and Stress Management - generic for all Mental Health and	Mental Health & Well being training to be provided to all Members HR sent Member some HWB/workload info.	10.12.19	Complete although Mental Health and Well being should be an area to relook at on an annual basis

	Wellbeing - Members.			
	Public Speaking and the Planning - process of application	General Training provided to all Members of Committee in respect process and procedures– Pre-consultation training – open to all Members – Public Speaking – HR to procure	14.06.18. 18.10.18 One-to-one delivered by WLGA 22.11.19	Complete
	Speed Reading Public Speaking (large audiences)	Public Speaking – HR to procure	One-to-one delivered by WLGA 3.12.19	Complete
	would be useful to have inductions into any new committees - what to expect, protocols, governance arrangement - tuition into new roles	Head of Democratic Services recently taken this forward with any new appointments / Committee membership changes	Taken forward by Council Business Unit as and when appropriate	Ongoing as and when necessary
	Education (CYP) and keeping abreast of ALN Act	Training sessions recently provided by consortium during 2019 (13.03.19 at Children & Young People Committee)	4.11.19 – Member confirmed they no longer required any training in this area.	Complete
	knowledge needs to be continually updated, particularly in field of planning, Future Generations and other areas where regulations change/new regulations	Regular and timely updates / training provided prior to Planning Committee	Planning & Development – SUDS 21.03.19 training to all planning committee members	Ongoing – training to planning committee Members to be delivered as and when necessary.

	Further understanding of Council Tax, eg key principles, basis of reductions, empty property and rule changes	Briefing note already sent to all Members following Council	One to One Session arranged - was later cancelled by the Member. Briefing notes were sent to the Member.	Complete
	<p>Planning - specifically for planning committee. How does inspectorate work, appeals process. New 'CIL' system(do's & don'ts)</p> <p>New members would benefit from guidance on Licensing/CCTV/Role of Council and range of services/functions the Council carry out</p>	<p>General Training provided to all Members of Committee in respect process and procedures– 14.06.18.</p> <p>CIL training – 07.11.19</p> <p>Pre-consultation training – open to all Members – 18.10.18</p> <p>Inspectorate Training conducted – 24.01.19</p> <p>Member induction incorporates how the Council works presentation and general committee training is provided</p>	<p>14.06.18</p> <p>07.11.19</p> <p>18.10.18</p> <p>24.01.19</p> <p>Will ensure that such training is provided to new Members going forward.</p>	
Other training taken forward - Zoom Training				
Zoom Training	Member	Provided by Council Business Unit	15.05.20 - 2pm	Successful run through. Contact ICT for Mod Gov problems for Member
Zoom Training	Member	Provided by Council Business Unit	14.05.20 – 11.30am	Complete
Zoom Training	Member	Provided by Council Business Unit	14.05.20 – 1pm	<p>Issues raised with IT</p> <ul style="list-style-type: none"> • The use of spilt screen functionality on iPads to allow the user to view ModGov and Zoom simultaneously; • The use of Zoom on personal devices to allow the user to see ModGov on the iPad whilst viewing Zoom on a personal device;

Appendix A

				<ul style="list-style-type: none"> To connect the iPad to a larger screen display such as a TV or computer monitor; Any differences in Zoom functionality between personal and RCT issued devices; There is a 9 person screen limit at any one time on the iPad; and, Half the screen is obscured when the user activates the participant function on an iPad. <p>Also to be discussed in Members briefing on 18th May</p>
Zoom Training	Member	Provided by Council Business Unit	14.05.20 – 2pm	Complete
Zoom Training	Member	Provided by Council Business Unit	18.05.20 – 11am	Successful run through completed No further action required.
Zoom Training	Email contact with: 4 Members	Council Business Unit	15.05.20	All happy that they do not require 1-1 sessions on Zoom. No further action required.
Zoom Training	Telephoned: 4 Members	Council Business Unit	19.05.20	All happy that they do not require 1-1 sessions on Zoom. No further action required.
Zoom Training	Member	Provided by Council Business Unit	20.05.20	Successful run through completed. No further action required.
Zoom Training	Member	Provided by Council Business Unit	22.05.20	Successful run through completed to support Member No further action required.
Zoom Training	Member	Provided by Council Business Unit	1.06.20	Successful run through completed. No further action required.
Zoom Training	Member (x 20)	Provided by Council Business Unit	w/c 1.6.20	Check upgrades to Version 5 of Zoom
Zoom Training	Member	Provided by Council Business Unit	15.05.20 11.30pm	Successful run through.
Zoom Training	Members x 2	Provided by Council Business Unit	15.05.20 – 2pm	Member to speak with IT in respect of camera issues. Another meeting required on Friday 15h May.

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				Issues raised by Member in respect of split screen / accessing camera.
Zoom Training	Member	Provided by Council Business Unit	14.05.20 – 3pm	Successful run through however requested an extra practice session – arranged and delivered 15.05.20
Zoom Training	Member x 2 (repeat training session)	Provided by Council Business Unit	15.05.20 10am	Successful run through – No further action required
Zoom Training	Member x 2	Provided by Council Business Unit	3.06.20 10.30am	Successful run through – No further action required
Zoom Training	Member	Provided by Council Business Unit	26.05.20	Noted comments regarding the 'split screen' and advised that ICT are currently working on this issue. Confirmed by email that no training needed
Zoom Training	Member		27.05.20	Confirmed by email that no training needed
Zoom Training	Member		27.05.20	Confirmed by email that no training needed. Noted comments regarding Welsh translation. Advised that ICT are still working on this. No further action required
Zoom Training	Member		27.05.20	Confirmed by telephone that no training needed. No further action required
Zoom Training	Member		5.06.20	Confirmed by telephone that no training needed. No further action required
Zoom Training	Member x 5	Provided by Council Business Unit	8.06.20	Successful run through. No further action required
Zoom Training	Members x 2	Provided by Council Business Unit	9.06.20	Successful run through. No further action required
Zoom Training	Member	Provided by Council Business Unit	11.06.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit	11.06.20	Successful run through
Zoom Training	Member		11.06.20	Confirmed by email that no training needed
Zoom Training	Member		11.06.20	Confirmed by telephone that no training needed
Zoom Training	Member		11.06.20	Confirmed by telephone that no training needed

Zoom Training	Member	Provided by Council Business Unit	12.06.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit	12.06.20	Successful run through x 2
Zoom Training	Members x 3 Co-opted Members x 2	Provided by Council Business Unit	16.06.20	Co-opted Member request a 1 to 1 session - completed 17.06.20 Successful run through
Zoom Training	Members x 5	Provided by Council Business Unit	17.06.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit		Successful run through
Zoom Training	Member	Provided by Council Business Unit	16.09.20	Successful run through
Zoom Training	Co-opted Member	Provided by Council Business Unit	23.09.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit	30.09.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit	05.10.20	Successful run through
Zoom Training	Member	Provided by Council Business Unit	14.10.20	
Zoom Training	Co-opted Member	Provided by Council Business Unit	November 2020	Successful run through

Modern Gov Training	
48 Members have received Mod Gov training facilitated by the Council Business Unit	6 Co-opted Members have received Mod Gov training facilitated by the Council Business Unit

Other Training not through PDR request:

<u>Training Session</u>	<u>Date</u>
Scrutiny Toolkit Training (in house)	Jan 19
The Councils Arts Service	6.3.19
Planning & Development – SUDS	21.3.19
Dignity & Respect	27.3.19
GDPR	10.4.19

Licensing Committee – Training Session	30.4.19
South Wales Police	10.4.19
Treasury Management Training	June 2019 Council meeting F&P meeting's latest 19/10 /20
Cwm Taf Joint Overview & Scrutiny Committee Training Session (Dave McKenna)	25.7.19
Scrutiny Chair & Vice Chairs Training (Sarah Titcombe)	5.8.19
GDPR – Community & Town Councils	4.9.19
Social Media Training	14.10.19
Dementia Friendly Training	21.10.19
Scrutiny Training Session	25.10.19
Understanding the Council's Budget –All Scrutiny Committees between Oct 19 – March 20	Oct 19 – March 20
Community Infrastructure Levy (CIL) Training	4.11.19
Mental Health & Wellbeing Training	7.1.20
Lone Working	30.1.20
Disability Toolkit	24.2.20
Safeguarding	16.01.19
Winter Maintenance Plan	25.11.19
Planning & Development - Role of PINS	24.01.19
Scrutiny training for newly Elected Members and Co-opted Members with Head of Democratic Services, Council Business Manager & relevant Group Director / Legal Officer	Following appointment to Committee membership