Agenda Item No: 5

Meeting of:	**Democratic Services Committee**
Date of Meeting:	**Monday, 16 November 2026**
Relevant Scrutiny Committee:	**No Relevant Scrutiny Committee**
Urgent Decision Procedure Used **(If yes, why)**	Not Applicable
Item Type	Part I
Report Title:	Draft Member Development and Induction Programme 2027
Portfolio Holder:	Executive Leader and Cabinet Member for Performance and Resources
Strategic Leadership Team:	Head of Legal and Democratic Services (Monitoring Officer)
Lead Officer:	James Langridge-Thomas, Head of Democratic Services

1.0 What is this report about?

1.1 This report outlines the importance of ongoing Member Development and presents a proposed Induction Event and subsequent Development Programme (Appendix A) for consideration by the Committee.

1.2 A comprehensive Induction and Development Programme was undertaken following both the 2017 and 2022 Local Government Election, which have informed the structure for the 2027 proposed schedule.

1.3 The proposed programme, by its very nature and timescale, contains some dates/times and draft content which are indicative and subject to change.

2.0 What are the Recommendations?

	Recommendations – What and How?	**Reason for Recommendation – Why?**
2.1	That the draft Member Induction and Development Programme, attached as Appendix A to the report, be endorsed and used to inform the final version of the Induction Events and subsequent Development Programme.	To facilitate the approval and subsequent delivery of a Member Induction Event and ongoing Member Development Programme.

DRAFT

3.0 What is the background to this report?

3.1 The work of a Councillor is complex and challenging and the political, legislative, and local landscape in which they work is changing constantly. Communities have high expectations of their elected representatives from the day of their election and throughout their period of office. It is essential, therefore, that elected Members are given every assistance in preparing to be able to quickly and successfully navigate the numerous different aspects of local government.

3.2 The Programme, in turn, will assist in preparing Members for their decision-making roles and responsibilities, where they will be called upon to consider issues, make recommendations and decisions that will impact on both present, and future generations.

3.3 An Induction and Development Programme is an important development opportunity as it enables Members to quickly become familiar with how the Council works, the rules and procedures under which it operates and the complexities of the elected member role.

3.4 Member training and development is required by the Local Government Act 2000, Local Government Measure (Wales) 2011 and the Council's Member Development Strategy. Both the initial Induction Event and the ongoing Member Development Programme, in addition to their obvious importance for Members generally, will need to be delivered against the background of the following Wellbeing Goals within the Well-being of Future Generations Act (Wales).

3.5 The proposed Member Induction programme will be underpinned by several wider strategic themes including:

- The Council's Corporate Plan, Vale 2030,
- Well-being of Future Generations (Wales) Act 2015,
- 21st Century Councillor (University of Birmingham),
- Welsh Local Government Association (WLGA) Guidance, and
- Local Government Association (LGA) Guidance.

3.6 The Induction and Development Programme will also be delivered against the background of the Council's Corporate Plan, Vale 2030, to ensure that Members are qualified to contribute to the Council's vision of 'Strong Communities with a Bright Future."

3.7 The Induction and Development Programme sits under the Member Development Strategy, which was agreed at the previous meeting of Democratic Services Committee (Appendix B).

3.8 A Candidate and Elected Member Handbook, currently being produced, will sit alongside the Induction and Development Programme. The Handbook will help to manage Election Candidate expectations of the Elected Member role and ensure that Elected Members have important information available to them prior to their first day in office.

3.9 Following the 2022 election, a variety of methods of feedback were undertaken and evaluated, with the learning informing the development of this programme. A summary of the learnings has previously been presented to the Committee to meet its responsibility for overseeing the Council's approach to Member Development. For ease, a summary has also been included later in the report.

4.0 What issues are there to be considered?

4.1 Following the 2022 Local Government Election, a comprehensive Member Induction and Development Programme was undertaken over the first six months following the election but with final completion by the end of the calendar year as follows:

From the day of the Election, the Programme was broken down into three phases:

4.1.1 Phase 1 - The first two weeks following the Election prior to the Annual General Meeting (May).

4.1.2 Phase 2 - When meeting cycles began over a two-month period prior to the August Recess (June and July).

4.1.3 Phase 3 - The remaining four months of the calendar year (September – December).

4.1.4 Phase 4 – Ongoing member development programme for the remaining municipal term (January 2023 – April 2027).

4.1.5 26 Training Topics were delivered over 45 sessions. Of those, 14 (31%) were day-time sessions (between 09.00 and 16.00) and 31 (69%) were evening sessions (16.00 - 21.00). Most topics had at least two sessions scheduled; one daytime and one evening to help with Member availability unless it was a session facilitated by an external presenter or not deemed necessary because of low Member numbers;

4.1.6 12 of 26 Training Topics were labelled as essential (mandatory), equating to 46% of the Programme. To maximise attendance and being sympathetic to Members' personal commitments, mop-up sessions were arranged on a 1:1 or small group basis for mandatory topics. During the induction process, feedback was sought from participants via a Microsoft Forms survey.

4.2 It is proposed that the 2027 Induction & Development Programme follow the same phased calendar for phases 1 – 3, with the following changes later in the municipal term:

4.2.1 Phase 4: January 2028 – April 2028, 5 month period completing the first municipal year. Briefings and seminars on the work of individual departments and issues emerging affecting specific service delivery.

4.2.2 Phase 5: May 2028 – May 2032, remainder of five year municipal term. Refresher and Ongoing Development that includes refresher training on core topics alongside training as identified during Member PDR or wider feedback processes alongside an annual mandatory refresher training on the Code of Conduct.

4.3 It is proposed that the 2027 Induction & Development Programme continue to include a mixture of mandatory and non-mandatory topics, delivered through a mixture of daytime and evening session times, and feedback sought after sessions are delivered for future assessment.

4.4 However, the following changes in approach have been proposed for the 2027 Induction & Development Programme, which are reflected in Appendix A, as follows:

4.4.1 Each topic will have a single session scheduled but a more comprehensive mop-up mechanism will be available via MemberNet for Members to inform the Monitoring Officer of training completed outside of the original session.

4.4.2 Sessions will be consolidated where appropriate. This may mean longer session timings but these will be arranged primarily (but not exclusively) on Mondays and Fridays to support Members with managing their attendance around caring and work commitments.

4.5 Key findings from the Microsoft Forms submissions by Members, aggregated from individual session feedback identifies that:

4.5.1 The information provided during sessions was relevant and informative but the length of sessions were too long for the number of sessions expected to attend. 1.5 hours should be the maximum stand-alone session time including ample time for Members to discuss points raised during the session with the facilitators either during or after the formal session content being delivered. Careful consideration should be given to the time and date for when sessions are held with plenty of notice provided to Members.

4.5.2 Members appreciated sessions that were scenario based and/or gave practical examples to help encourage engagement in the session. A Seminar/presentation style was not always the best approach especially with more dry subject matters. Sessions that used visual presentations and actively encouraged honest conversations were the most engaging. Care should also be given to the acronyms used during sessions and materials provided after the session.

4.5.3 Refresher training should be provided automatically, especially when there are changes to legislation that impact decision making.

4.5.4 It would be helpful to tailor the question within the post-session survey to ask if anything could be improved specifically for that particular training session.

4.5.5 Practical suggestions for the future:

Elected Members to visit the Contact One Vale (C1V) Centre and receive a tour of the Civic Offices building,
- An initial networking event amongst members to make cross-party introductions,
- Practice ‘Mock’ Committee Meetings (especially for those held remotely) prior to the first formal meeting,
- The initial Scrutiny Chair & Vice-Chair Working Group meeting to be held earlier in the induction timetable,
- Ongoing ICT training on Microsoft365 software and programmes including user basics and advice on how to best contact Officers using the technology available.

4.5.6 Topics that Members could have benefited from having a bit more time spent on and/or a stand-alone training session being arranged:
- Planning Committee Site Visit Practicalities,
- Public Participation in Committee Meetings,
- Section 106 Monies,
- How to Undertake Casework,
- The Wellbeing and Future Generations (Wales) Act and its role in the Council's Decision Making,
- GIS Mapping,
- Poverty Awareness,
- Code of Conduct Refresher Training (annual basis),
- Ways to increase local procurement of goods and services; and
- When and How to complete an Equality Impact Assessment.

4.5.7 In 2025, Councillors nationally were asked to complete the WLGA Member Induction Survey. Despite the low number of recipients, the views provided were aligned to feedback from other Councillors across Wales in that;

4.5.7.1 There was a split between Councillors surrounding the level of induction when considering if too much or too little.

4.5.7.2 Preferred methods of induction included face to face sessions or online workshops. Councillors collectively identified e-learning was their least preferred learning method.

4.5.7.3 89% (8/9) found sessions delivered by Officers to be useful.

4.5.7.4 When asked to identify topics they feel should be prioritised during induction; areas included Code of Conduct, Planning, Managing Social Media, Scrutiny, Rules of Debate and Equalities.

4.6 The previously mentioned elements have been incorporated into the Member Development Strategy 2027-32, which has been agreed to be delivered in five phases including:

4.6.1 Core knowledge and skills - Core training providing an overview of the Council including induction events, ICT set up and how processes such as payroll work alongside more generalised training targeted at all Members.

4.6.2 Council and Committee issues - Introductory Committee specific training alongside areas required to undertake Committee roles such as Planning, Scrutiny, Licencing and Treasury Management.

4.6.3 Corporate Development - Developing knowledge of wider Council areas such as policy development, Well-being of Future Generations (Wales) Act 2021, Corporate Parenting, and financial management for example.

4.6.4 Service Specific Knowledge - Enhancing knowledge area of service areas across the Council at an operational level, undertaken through briefings, expos, iDev and visits.

4.6.5 Refresher Training and On-going Development - Undertaking refresher training on core topics alongside training as identified during Member PDR or wider feedback processes.

4.7 It should be noted that as a key part of the Council's Reshaping Scrutiny arrangements and delivery of its new Corporate Plan, Vale 2030, the Council has developed a more positive culture of providing information to support their ongoing knowledge and development including:

4.7.1 Development of a programme of briefings based upon identified strategic priorities,

4.7.2 Publication of briefing materials and recordings, alongside signposting to resources and materials through the Council's MemberNet site, and

4.7.3 Sharing of the ad-hoc training materials and webinars from internal and external providers on a regular basis to all Members.

4.8 A dedicated programme of training relating to the Council's Scrutiny function is currently being developed and will be incorporated into the draft Induction and Development Schedule (Appendix A) in due course. Members have recently participated in scrutiny impact workshops facilitated by the Centre for Governance and Scrutiny (CfGS), and officers are reviewing the feedback received to help shape future development activities following the May 2027 Local Government Election. Officers will ensure that appropriate training and support is provided to scrutiny members in advance of the first cycle of scrutiny meetings scheduled for July 2027.

4.9 In 2022, following the Candidate Nominations deadline, the then Head of Democratic Services wrote to all candidates to inform them of the Member Development Programme and their requirement to attend the 'Market Place' Induction Event should they be elected (Appendix C).

4.10 It is proposed that this process be undertaken again for 2027, but that information provided by the Head of Democratic Services be shared earlier in the pre-election period as part of nomination packs disseminated by the Council's Electoral Registration Team. This is key in managing members expectations on the training requirements placed on them once they are elected.

4.11 A proposed structure for the 2027 Member Induction Event has been designed (Appendix D) based on the structure of the 2022 event and is still subject to change. Democratic Services Officers are in the process of discussing the event with colleagues across the council to confirm final objectives/tasks for the event.

4.12 The Candidate & Elected Member Handbook was first published in February 2022 and has been regarded as an extremely helpful induction tool following an election. It is proposed for the 2027 Induction and Development Programme that the Handbook be shared even earlier in the pre-election period as part of nomination packs disseminated by the Council's Electoral

Registration Team. The Handbook is currently in the process of being updated to reflect how the Council currently operates, in comparison to the last time it was updated in 2024, and to assess its format and language used to maximise its relevance and accessibility.

4.13 The Council will also be facilitating 'Becoming a Councillor' Open Day Events for the public in Winter 2026/Spring 2027 working alongside a number of partners that will be advertised via the Council's social media channels, as part of the Induction element of the programme. These sessions will be offered over the course of one week at different times of the day to provide any interested parties with the opportunity to question Officers on the Elected Member role.

4.14 Co-opted Members are valued individuals and are invited to attend some of the development sessions as set out in the programme schedule for Elected Members. Therefore, a Draft Coopted Member Induction and Development Schedule, will be designed on the basis of the agreed Elected Member Schedule.

4.15 As part of the on-going work in reviewing ways of working with Town and Community Councils, it is proposed that a copy of this schedule is shared with their respective Clerks, and opportunities for collaboration identified, whilst also considering the role of One Voice Wales and Society for Local Council Clerks in providing support and training.

5.0 How has evidence been used to inform the report, including the views of others?

5.1 This report has used a range of evidence sources including learnings from previous iterations of the Member Development and Induction programme, alongside WLGA and LGA best practice examples.

6.0 What are the next steps if the recommendations are approved?

6.1 If agreed, this will form the basis of the Council's approach to Member Development and Induction for May 2027 onwards which will be delivered by Democratic Services.

7.0 How does this report support Vale 2030 and Reshaping?

7.1 Member Development and Induction ensures that Councillors are equipped to support in their various roles in delivering all aspects of Vale 2030. The approach has been designed and adjusted based upon previous learning, demonstrating how the Council strives to "Be the Best Council We Can Be."

8.0 How does this demonstrate the Five Ways of Working?

8.1 The proposed approach takes a long-term view of the support required for Members and seeks to prevent future challenges in undertaking their role through involving them in the design of proposed future approaches. The strategy and proposed induction programme have been developed in collaboration with a range of internal and external stakeholders.

Resources

9.0 Finance

9.1 The Future Member Development provision will continue to comprise a mixture of delivery which, whilst largely delivered internally, will also include external facilitators where considered appropriate and beneficial. Any expenditure incurred on external facilitators will be met from within the existing budget.

10.0 Workforce

10.1 There are no direct impacts to the workforce as a result of this report.

11.0 Legal and Equalities

11.1 An Equalities Impact Assessment has been not completed because this is an internal policy decision which does not have a direct impact upon residents within the Vale of Glamorgan.

11.2 The proposed programme demonstrates how the Council is meeting its legislative requirements under Local Government and Elections (Wales) Act 2021, and various other legislation such as Local Government Act 2000 and Local Government (Wales) Measure 2011.

Key Contacts

12.1 Who are the primary officers to contact with any comments and/or queries on the report?

Lead Officer: James Langridge-Thomas, Operational Manager (and Statutory Head of) Democratic Services jlangridge-thomas@valeofglamorgan.gov.uk 01446709457	Democratic Services Officer: Amy Rudman Principal Democratic & Scrutiny Services Officer arudman@valeofglamorgan.gov.uk 01446709855

Appendix

Appendix A – Proposed Draft Member Induction and Development Schedule 2027.

Appendix B – Member Development Strategy 2027-32.

Appendix C – Proposed Candidate Information from Head of Democratic Services.

Appendix D - Proposed Draft Member Induction Event Structure 2027 PowerPoint Slides.

Background Documents

Draft Member Development and Induction Strategy, Democratic Services Committee, Monday 29th June 2026

Member Development Programme – Phase 4 Progress Update, Democratic Services Committee, Monday 2nd March 2026.

Member Induction and Development Programme Update and outcome of the Learning Needs Survey, Democratic Services Committee, Tuesday 11th April 2023.

Local Government (Wales) Measure 2011

Local Government and Elections (Wales) Act 2021

Statutory and Non-Statutory Guidance for Principal Councils in Wales

WLGA Councillor Development Competency Framework

LGA Briefing for New Councillors

21st Century Councillor Revisited, University of Birmingham.

Subject to:
- Democratic Services Committee consideration,
- The agreed timetable of meetings for the period,
- Further consultation with session facilitators.

Date	Task
December 2026	Becoming a Councillor Comms Launch (webpage and seminars).
February 2027	Notification Pack Deadline (Handbook Publication).
Monday 22nd March	Notice of Election. Pre-election period begins. Candidate Nominations Open (3 week window).
Friday 9th April , 4pm	Candidate Nominations Close. Statement of Persons Nominated Published.
Monday 12th April – Wednesday 5th May	Candidate Prep Begins. Notification to existing Members to return their ICT Equipment, as appropriate.
Monday 19th April	Deadline for receiving applications for registration on the Electoral Register.
Tuesday 20th April	Deadline for new postal vote and postal proxy vote applications.
Tuesday 27th April	Notice of Poll. Deadline for new in-person Proxy votes. Leaver process beings for members standing down.
Monday 3rd May	Bank Holiday

Thursday 6th May	**Election Poll Day**
Friday 7th May	**Election Count**
Saturday 8th May	Induction Event Preparation
Sunday 9th May	Induction Event Preparation
Member Induction & Development Programme Phase 1 10th May - 4th June	
Monday 10th May	**Mandatory for All Members (to attend at least one induction session) -** Member Induction Day 1. Outgoing Member Payroll Retirement. New Member Payroll Start. ICT Closure of Accounts, Systems, Drive. ID Card Closures. **Mandatory (online) iDev Courses available for All Members -** including: Data Protection / Cyber Security / Equalities & Diversity / Corporate Parenting and Safeguarding (SSWBA) / VAWDASV / Easy Conference Connect.
Tuesday 11th May	**Mandatory for All Members (to attend at least one induction session) -** Member Induction Day 2.
Wednesday 12th May	ICT Drop-in / Building Tours. Member Development Session - Introduction to C1V; the Council's Contact Centre.
Thursday 13th May	ICT Drop-in / Building Tours. Member Development Session - Introduction to C1V; the Council's Contact Centre.
Friday 14th May	**Mandatory for all Members -** EXPO/Networking Event (All day): State of the nation: Corporate Plan. Democracy and Governance, i.e. how Council decision-making works and organisational awareness. The Wellbeing and Future Generations (Wales) Act and its role in the Council's Decision Making.

	Legal / constitutional framework. Code of Conduct and Probity. Welsh Language, Diversity and Equality. Local Government Finance and Financial Responsibilities, and Role of Councillors, including as a corporate parent.
Monday 17th May	**Mandatory for All Members -** Access to Information/ ICT Skills Workshop.
Tuesday 18th May	**Mandatory for All Members** - Information Management and Cyber Security. Annual Meeting Agenda Publication.
Wednesday 19th May	
Thursday 20th May	
Friday 21st May	**Mandatory for Cabinet Members -** Development Skills: Executive. First Cabinet Agenda Publication.
Monday 24th May	**Mandatory for All Members -** Rules of Debate via a mock meeting. Annual Meeting. Outgoing Mayor and Deputy Payroll Retirement. New Mayor and Deputy Payroll Start.
Tuesday 25th May	
Wednesday 26th May	
Thursday 27th May	First Cabinet Meeting.
Friday 28th May	**Mandatory for All Members -** Social Media and Media Skills.

Monday 31st May – Friday 4th June	Bank Holiday. May Half Term.
Member Induction & Development Programme Phase 2 7th June – 30th July	
Monday 7th June	Deadline for ICT Equipment returns from 2022 Elected Members. First Welsh Church Act Estate Trust Meeting. **Mandatory or Members of the Committee –** Standards Committee Induction. **Mandatory for Members of the Committee –** Governance & Audit Committee Induction.
Tuesday 8th June	**Mandatory for Members of the Committee -** Licensing Committee Induction. **Mandatory for Members of the Committee -** Planning Committee, Site Visits and Section 106 Monies Induction.
Wednesday 9th June	**Mandatory for All Members –** Questioning Skills.
Thursday 10th June	First Standards Committee Meeting.
Friday 11th June	**Mandatory for Members with a Chair Position** – Chairing Skills.
Monday 14th June	**Mandatory for All Scrutiny Members -** Development Skills: Scrutiny. First Governance & Audit Committee Meeting.
Tuesday 15th June	First Public Protection & Statutory Licensing Committee Meeting. First meeting of the Scrutiny Chairs & Vice-Chair's Group.
Wednesday 16th June	
Thursday 17th June	First Planning Committee Meeting.

Friday 18th June	**Mandatory for Members of Governance & Audit Committee and Resources Scrutiny Committee** – Treasury Management.
Monday 21st June	** Scrutiny Committee Induction Sessions take place during this week** Member Development Session - Audit and Risk Management.
Tuesday 22nd June	
Wednesday 23rd June	First Shared Regulatory Services Committee Annual Meeting.
Thursday 24th June	Cabinet Meeting.
Friday 25th June	Early Retirement & Redundancy Committee Meeting.
Monday 28th June	** Scrutiny Committee Induction Sessions take place during this week**
Tuesday 29th June	
Wednesday 30th June	
Thursday 1st July	
Friday 2nd July	
Monday 5th July	First Start Well Scrutiny Committee Meeting.
Tuesday 6th July	First Live Well Scrutiny Committee Meeting.
Wednesday 7th July	
Thursday 8th July	

Friday 9th July	Member Development Session - Community Leadership and Partnership Working: including Community Engagement, Casework and Public Participation in Committee Meetings.
Monday 12th July	Member Development Session - Performance Management. Governance & Audit Committee Meeting.
Tuesday 13th July	Public Protection Licensing Committee Meeting. First Place Scrutiny Committee Meeting. First Full Council Agenda Publication.
Wednesday 14th July	First Resources Scrutiny Committee Meeting.
Thursday 15th July	Planning Committee Meeting.
Friday 16th July	Early Retirement & Redundancy Member Development Session - Sitting on Appeals.
Monday 19th July	Full Council.
Tuesday 20th July	
Wednesday 21st July	First Joint Scrutiny Committee Meeting.
Thursday 22nd July	
Friday 23rd July	
Monday 26th July	First Democratic Services Committee Meeting.
Tuesday 27th July	

Wednesday 28th July	
Thursday 29th July	Cabinet Meeting.
Friday 30th July	
AUGUST RECESS	
Member Induction & Development Programme Phase 3 September – December 2027	
Monday 6th September	Member Development Session - Dealing with Complaints.
Tuesday 7th September	
Wednesday 8th September	
Thursday 9th September	
Friday 10th September	Member Development Session - Strategic Planning.
Monday 13th September	Member Development Session – GIS Mapping Access.
Tuesday 14th September	
Wednesday 15th September	
Thursday 16th September	
Friday 17th September	
Member Induction & Development Programme Phase 4 January 2028 – Apr 2028	
Briefings and seminars on the work of individual departments and issues emerging affecting specific service delivery.	

Details to be confirmed in due course.
Member Induction & Development Programme Phase 5 May 2028 – May 2032
Refresher and Ongoing Development This includes refresher training on core topics alongside training as identified during Member PDR or wider feedback processes alongside an annual mandatory refresher training on the Code of Conduct. Details to be confirmed in due course.

MEMBER DEVELOPMENT STRATEGY 2027-32

VALE of GLAMORGAN
BRO MORGANNWG

Contents

Foreword 2

Introduction 3

21st Century Councillor 5

Vale 2030 6

Member Development Strategy – Aims and Objectives 8

Implementing the Strategy 11

Roles and Responsibilities 12

- The Member Development Champion (Chair of the Democratic Services Committee) 12
- All Members 13
- Political Group Leaders 13
- Directors and Heads of Services 14
- Head of Democratic Services 14

How Member Development Will be Undertaken 15

Core Principles of Member Development 15

Key Themes 16

- Phase 1: Core Knowledge and Skills 16
- Phase 2: Council and Committee Issues 16
- Phase 3: Corporate Development 17
- Phase 4: Service Specific Knowledge 17
- Phase 5: Refresher Training and On-Going Development 17

Wider Member Development 17

- Digital and ICT 17
- Well-being 18
- Other Training Opportunities 18

Monitoring and Review 19

DRAFT

Foreword

Effective local democracy depends on knowledgeable, skilled and confident elected Members who can represent their communities, make informed decisions and provide leadership within an increasingly complex public sector environment. In Wales, the roles and responsibilities of Councillors continue to evolve in response to legislative change, rising public expectations, financial pressures and the need to work collaboratively with partners and communities.

This Member Development Strategy sets out the Council's commitment to supporting Members in carrying out their roles effectively. It recognises that learning and development is a continuous process that extends beyond induction, enabling Members to develop the skills, knowledge and behaviours required to fulfil their individual responsibilities and contribute positively to the collective governance and leadership of the authority.

The Strategy is aligned with the principles of good governance, equality and inclusion, and the Welsh local government legislative framework. It supports the work of the Democratic Services Committee and reflects the Council's duty to provide adequate support for Members. By investing in Member development, the Council seeks to strengthen democratic accountability, improve decision-making, and ensure that elected Members are well equipped to serve the communities of the Vale both now and in the future.

The Council and with the full support of elected colleagues, the Chief Executive and Strategic Leadership Team, is committed to ensuring that the Council provides the best development opportunities for Members to enable them to fulfil the expectations of the electorate, building upon the recognised good practice of previous Member Development strategies and recent positive changes in how Members are supported to undertake their role.

Rob Thomas, Chief Executive

Dr. Ian Johnson, Chair of Democratic Services Committee

DRAFT

Introduction

Member Training and development is required by the Local Government Act 2000 and Local Government Measure (Wales) 2011, with the Local Government and Elections (Wales) Act 2021 placing additional duties on Local Government in relation to Member knowledge and development.

The Council has a demonstrable record in improving services, particularly as it responds to several wider factors such as wider economic pressures, increasing use of digital resources and artificial intelligence, and increasing societal expectations. This impacts upon the work of Elected Members significantly, who now must embrace, and adapt to, many different roles and responsibilities.

As outlined within the 21st Century Member – Revisited, a number of contextual trials have further developed since the previous Election which have added additional challenge to the role of the Elected Member, who are now required alongside the content outlined within the Strategy, to have a comprehensive understanding of working with complexity, developing and valuing new ways of working and thriving in a new environment.

The Local Government and Elections (Wales) Act 2021 places duties on the Council to ensure it is exercising its functions correctly, using resources economically, efficiently and effectively, with governance in place to secure this. Alongside this, the Well-being of Future Generations (Wales) Act requires Councils to undertake decisions in line with the Five Ways of Working – Long Term, Prevention, Integration, Collaboration and Involvement.

Operating in a constantly changing environment with reducing budgets whilst also taking on new responsibilities requires Elected Members, Co-opted Members and a workforce that is flexible and responsive to change which will result in new and challenging roles. Various statutory responsibilities are placed on the Council to promote the economic, social and environmental wellbeing of the community and to lead, collaborate and co-ordinate the preparation of a few key Strategies in partnership with the Council's public, private, voluntary and community sector partners.

DRAFT

This Strategy has been developed in the context of ongoing changes in Local and National Government, and the wider public sector ecosystem, and with a view to enabling Elected Members and Co-opted Members to meet the challenges and opportunities presented to them, both through legislative changes and drivers in the Council's organisation, the way it delivers services and the way it works with its communities, partners and stakeholders. The Strategy seeks to reaffirm the principles that will govern the Council's approach to Member Development and to set out in broad terms how the aims and objectives of Member Development will be met.

DRAFT

21st Century Councillor

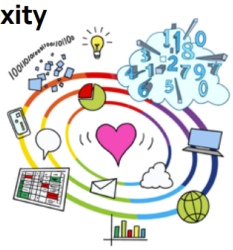
It is against the outlined legislative and societal backdrop that all Members have a pivotal role in the process of helping the Council to improve service delivery, whilst meeting the needs of residents and be supported to develop and become effective Community leaders with the knowledge and skills to represent views effectively.

Whilst the strategy outlines areas of specific skills and knowledge required to undertake this unique Community role, throughout all training opportunities the Council will consider development of "skills as outlined within the 21st Century Councillor (full version in Appendix B); characteristics identified for Councillors to thrive in undertaking their role:

Theme 1 – Working with complexity



Zooming in and zooming out – shifting perspective constantly between the council and the community, the macro and the micro



Keeping the system human – putting residents at the heart of decision making by feeding in what's happening on the ground



A multi-level diplomat – developing effective partner relationships despite having limited authority and even less money

Theme 2 – Developing and valuing new ways of working



A trusted listener – a contact point for residents in distress



A torchbearer – promoting the council and the place, acting as a role model for others who might want to be councillors



Using social media in safe mode – navigating the fragmented social media environment with care

Theme 3 – Thriving in the new environment



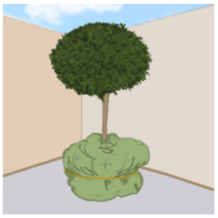
A hybrid connector - building relationships on and offline



A self-developer – committed to expanding their own skills and knowledge



A lightning rod – absorbing hostility and challenge whilst remaining grounded and secure



An evergreen – staying visible and useful all year round whilst finding protection from the harshest winds

Vale 2030

In developing the Council's new Corporate Plan for 2025 – 2030, Vale 2030, the Council identified a vision of **"Strong Communities with a Bright Future",** underpinned by five Well-being Objectives:



The Council's values remain unchanged in terms of what the Council expects of its managers and staff in relation to how they do their work and how they will be treated:



These have been embedded across the organisation and have been instrumental in ensuring that the Council has achieved the commitments in the previous Corporate Plan. They have also made a significant difference to the culture of the organisation and how we all work together.

The Council's Performance Panel Assessment (PPA), undertaken in November 2024, explored several key themes for improvement within the Council, and identified the below areas for which Members will play a key role including:

Planning for Place	Signalling Change	Building on existing, strong partnerships	Governance and using resources effectively

Most notably for the role of Elected Members, the PPA identified several Member specific recommended areas which have been considered as principles to inform this strategy including:

- Exploring ways to better engage members in more proactive and cross chamber collaboration – in both formal and informal ways
- Reviewing the balance between the internal corporate demands placed on members and their role as representatives of their constituents to deliver the Council's vision of place.
- Using the strong local politics as a force for good, whilst ensuring civility in public life is promoted and kept front and centre to encourage respectful and constructive debate including online and in-person meetings.

Elected Members and Co-opted Members will continue to play a vital role in the delivery of the Council's vision and meeting the recommendations of the PPA. Alongside this, the Council also has an ambitious Reshaping portfolio of programmes related to financial savings, cost avoidance and prevention, and service development. It is essential that all Members possess the correct skills and knowledge. Residents and communities expect them to be able to work for them across a range of subjects, using skills and expertise that match the increasingly complex nature of those topics.

As and when legislative requirements change the way the Council is required to work including, its Elected Members, these changes will be considered when planning future Member Development programmes to ensure that Elected Members/ Co-opted Member are enabled to undertake their various roles.

Good quality Member Development arrangements enhance Members' ability to do this by developing:

DRAFT



Member Development Strategy – Aims and Objectives

The Local Government (Wales) Measure 2011 requires Local Authorities to secure the provision of reasonable training and development opportunities for its Members. The Measure does not define what constitutes reasonable training and development. However, Welsh Government guidance recommends that Local Authorities provide opportunities for what is essential for a Member to perform their role effectively. Member Development refers to any development activities or training programmes specifically designed to improve the knowledge, skills and abilities of elected Members in their varied roles. This Strategy aims to equip Members with the skills and knowledge they need in their current (as set out in their role descriptions) and future roles. To ensure that this Strategy meets the needs of Members and the Council, activities will be properly planned, resourced, monitored and evaluated. The Strategy's main objectives are:

- To support newly elected and returning Members with a comprehensive induction process during their first six months in office
- To achieve a clear and shared understanding of the various Member roles, including the purpose, skills and responsibilities of the role.
- To support Members in keeping their learning under review on an annual basis as part of Personal Development Reviews
- To develop a culture of continuous learning and development through the term of office providing role, skills, and knowledge development opportunities for all Members on an ongoing basis.

DRAFT

- To support Members who have identified training needs through analysis with support
- To develop a culture of ongoing evaluation throughout the delivery of the programme, including monitoring the impact of the Strategy, alongside a clear feedback loop with Elected Members.

The Council will provide Elected Members and Co-opted Members with flexible and responsive training and development pathways that are based on individual and organisational needs using a variety of mediums and technologies. This should in turn maximise the effectiveness of all Members in their various roles to ensure that the Vale of Glamorgan Council could be regarded as a leader in the provision of support to elected Members.

As agreed at Democratic Services Committee in July 2025, it is recommended that Personal Development Reviews (PDRs) are undertaken as below:

"Suitably Qualified" persons	Will conduct PDRs on the following Members:
Head of Democratic Services	Leader(s) of Opposition groups in receipt of senior salaries Any un-grouped members
Leader of the Council (in consultation with the Head of Democratic Services)	Executive Members
Group Leaders (in consultation with the Head of Democratic Services)	Chairs of other Committees All other Members

One of the main areas of challenge is how often someone should attend training particular as the workload of Members has increased in recent years. This is for the individual to determine in line with their own learning and development needs, but as far as reasonably practicable, the Council will endeavour to ensure training materials and recordings of sessions are available on a self-service basis to allow for a Member to view at their discretion in line with their own learning needs.

The Democratic Services Committee has determined that those Members will be expected to have such an interview as outlined in the table above and that specific levels of all Member

DRAFT

training are to be considered as Essential (Mandatory), as set out in the Member Learning and Induction Programme Overview (Appendix C) A significant proportion of this programme will be delivered post each local government elections as part of the Council Elected Member/ Co-opted Member induction Programme. This will be supplemented with additional learning sessions, briefings, some of which will flow from the personal development review process.

Member learning and development provided by the Council will adopt and reflect the principles of the Welsh Local Government Associations Elected Member Competency Framework. This is with the objective of attaining consistency in provision of learning and development to Members' and Co-opted Members across Wales. To compliment the Framework the WLGA have developed revised versions of model role descriptions.

Essential Training involves training associated with Members' and Co-opted Members statutory responsibilities e.g. membership requirements of certain Committees such as Planning, Licensing, Audit and Governance Committees etc. and generic themed training to ensure that all Members have the necessary knowledge and skills to enable them to operate within the Council's Code of Conduct, have an understanding of the Council's Constitution, undertake common essential duties and, where appropriate, discharge regulatory or personnel related Committee functions.

In line with the aspiration of "Being the Best Council We Can Be", we will often need to identify some key areas of training as top priorities for learning in line with strategic priorities or emerging initiatives. Whilst we are not able to position these trainings as essential, it is recommended that Members are proactive in engaging with the training offer to maximise their knowledge and skills.

In addition to the above, the Council has historically taken a proactive view by recommending targeted development at specific roles such as Chairing Skills for Committee Chairmen, Scrutiny Training for Scrutiny Committee Members and Committee Questioning Skills. Members and Coopted Members of committees will also receive specific knowledge building and development briefing sessions on the changes to legislation as and when these arise.

DRAFT

To facilitate knowledge building and development through more innovative ways the Council will continue to deliver Member Expo events centred around key organisational challenges, and provide access to a range of officers from Service areas across the Council.

Requested Training topics can also be incorporated into the ongoing Member Development Programme when identified by individual Members as part of the Councillor training needs analysis survey undertaken periodically.

In addition to more formal learning arrangements, Elected Members will be encouraged to utilise E-Learning opportunities including through the Council's iDev platform, which offers a range of training courses for individual Members to consider.

Implementing the Strategy

It is fundamental to its success that all Members take a leading role in its delivery and willingly participate with the requirements of the Strategy. The strategy will be delivered using a phased approach as outlined below:

Phase	Dates	Outline
Pre-Election	September 2026 to March 2027	Developing tools and resources to support prospective future Councillors; including Handbooks, drop-in sessions, and updating the Becoming a Councillor web information.
Phase 1 – Core Knowledge and Skills	May 2027	Core training providing an overview of the Council including induction events, ICT set up and how processes such as payroll work alongside more generalised training targeted at all Members.
Phase 2 - Committees	June 2027	Introductory Committee specific training alongside areas required to undertake Committee roles such as Planning, Scrutiny, Licencing and Treasury Management.

DRAFT

Phase	Dates	Outline
Phase 3 – Corporate Development	September to December 2027	Developing knowledge of wider Council areas such as policy development, Well-being of Future Generations (Wales) Act 2021, Corporate Parenting and financial management for example.
Phase 4 – Service Specific Knowledge	January to May 2027	Enhancing knowledge area of service areas across the Council at an operational level, undertaken through briefings, expos, iDev and visits.
Phase 5 – Refresher and On-going Development	May 2027 onwards	Undertaking refresher training on core topics alongside training as identified during Member PDR or wider feedback processes.

All Member training and development activities provided because of this Strategy will:

- Be secured from appropriate training providers or facilitators from within or outside the Authority.
- Respond to the needs of Members for method and style of delivery; and
- Be provided taking in to account the principles of the Council's Equality of Opportunity Policy and be arranged at convenient times and locations.

Roles and Responsibilities

All involved within the Council will play a key role in ensuring there Development Strategy is implemented as far as possible.

The Member Development Champion (Chair of the Democratic Services Committee)

and the Democratic Services Committee in consultation with the Head of Democratic Services will oversee the implementation of this Strategy and agree and review training and development activities for Elected Members and Co-opted Members by:

DRAFT

- Ensuring that Member Development continues to be part of the overall mainstream organisational activity.
- Providing advice on Members' Support Services, particularly Member Development.
- Co-ordinating the Member Development Programme.
- Promoting Member Development throughout the organisation, including identification of joint Member and officer activities.
- Working collaboratively with Directors and Heads of Service and with other partners in the identification and delivery of activities.
- Monitoring progress against the Strategy's objectives and the implementation of Members' training, support and development more widely; and
- Monitoring the requirement for each Member to be asked to complete an evaluation form after each course or training event.

All Members

- Identify their own development needs and proactively seek out development opportunities to meet them.
- Attend the mandatory induction programme post Local Government Elections and any subsequent By Election and follow-up refresher training and development in core areas, for example Code of Conduct, Finance, Planning, Licensing and Equalities and Diversity.
- Help others to develop through informal mentoring, sharing of learning and so encourage the development of a culture whereby learning and development is regarded as a component of the ongoing success of the Council.
- Develop an understanding of the Council's various roles and responsibilities as outlined within Section 25 of the Council's Constitution.

Political Group Leaders

- Ensure that their Group Members engage fully in the Member Development process especially with all mandatory training elements; recognising shortcomings and proactively seeking out training opportunities.
- Support Group Members with Personal Development Reviews as appropriate.

DRAFT

- Ensure that any Members within their respective group who are in receipt of a Senior Salary undertake an annual review of their development / training requirements.
- Promote and maintain high standards of conduct by Group Members in accordance with the Local Government and Elections (Wales) Act 2021.

Directors and Heads of Services

- Identify key strategic activities that require Member Development.
- Share tools and resources which may support Elected Members in developing their knowledge and skills.
- Provide briefings to Elected Members and Co-opted Members on key areas of service delivery and development and on emerging themes and Council priorities. This is particularly relevant in regard to statutory work programme for the Cabinet Members and separately, Scrutiny Committee work programmes.

Head of Democratic Services

- Oversee that Personal Development and Review interviews are undertaken in respect of all Members who are in receipt of a Senior Salary.
- Afford all non-Senior Salary Members the opportunity of undertaking an annual Personal Development Review interview.
- Identify Member Development requirements and draw up and facilitate / deliver a Member Development Programme accordingly.
- Keep under review the Member Development Strategy and ongoing Member Development Programme through a range of evaluation methods, including periodic reports to the Democratic Services Committee.
- Collaborate with national bodies such as WLGA and LGA alongside partners and training organisations to identify opportunities to enhance Member's skills and knowledge.

DRAFT

How Member Development Will be Undertaken

The activities outlined in the strategy will be delivered through a range of channels including:

- An Induction Programme for new Members and Co-opted Members
- Specific sessions on core areas for all Members following Council elections and subsequently, as appropriate in the light of any major changes (e.g. as the result of significant new legislation)
- Informal Mentoring opportunities are offered for newly Elected Members within each respective political group
- Personal support for Members in developing their individual action plan and identifying priorities for their development; and
- Member Development Programme of knowledge and skills development activities.

Core Principles of Member Development

The following principles will govern the Council's approach to Member Development:

- The process needs to be owned and led by Members.
- Member Development must be considered as a continuous and evolving process informed by ongoing reflections around effectiveness.
- The Strategy will be informed by the offering and undertaking of annual Personal Development Interviews for all Members and the production of associated Training Needs Analyses.
- All newly elected Members and Co-opted Members will be properly inducted into the Council and their roles.
- All Elected Members and Co-opted Members will have the opportunity to benefit from Information Communications Technology (ICT) to assist them in their role and development.
- The provision of training and development will balance the needs of the Council itself, its stated corporate priorities and the individual and group needs of Elected Members and Coopted Members.
- Learning should be undertaken in a hybrid manner; using a range of digital tools and technologies and available to be viewed following delivery

DRAFT

- The learning programme will consider individual and group needs and all Members' preferred learning styles and where appropriate utilise E-learning modules; and
- Where possible, active consideration will be given to the delivery of training on a collaborative regional basis.

Key Themes

There are four key themes that will continue to run through the Member Development Programme:

Phase 1: Core Knowledge and Skills

Areas covered will include:

- Democracy and Governance, i.e. how Council decision-making works and organisational awareness.
- Code of Conduct and Probity.
- the legal / constitutional framework.
- Welsh Language, Diversity and Equality.
- ICT Skills.
- Member Well-being.
- Information Management and Cyber Security.
- the Role of Councillors, including as a corporate parent.
- Local Government Finance and Financial Responsibilities; and
- Customer relations orientation.

Phase 2: Council and Committee Issues

There will be several issues relevant to Councillors as Members of specific Committees, for example:

- Planning
- Licensing
- Standards Committee
- Governance and Audit Committee Responsibilities.
- Development Skills – Scrutiny
- Development Skills – Executive

DRAFT

- Sitting on Appeals
- Chairing
- Rules of Debate
- Questioning
- Social Media and
- Media Skills.

Phase 3: Corporate Development

This element of the Programme will include issues such as:

- Community Leadership and Partnership Working.
- Community Engagement.
- Strategic Planning.
- Audit and Risk Management.
- Performance Management; and
- Dealing with Complaints.

Phase 4: Service Specific Knowledge

This includes briefings and seminars on the work of individual departments and issues emerging affecting specific service delivery.

Phase 5: Refresher Training and On-Going Development

This includes refresher training on core topics alongside training as identified during Member PDR or wider feedback processes alongside an annual mandatory refresher training on the Code of Conduct.

Wider Member Development

Digital and ICT

All Members will be provided with the appropriate hardware devices and software applications to enable them to carry out the roles effectively and efficiently as Elected Members. The specific specifications of those hardware devices and software applications will be appropriate at the time of purchase. However, laptops will be supplied with Windows operating systems using

DRAFT

Office 365 and mobile phones will be supplied alongside the opportunities for Members to utilise the Council's Bring Your Own Device policy.

All Council buildings broadcast the corporate wi-fi computer network (Lupus) and physical data outlets are located throughout the buildings to enable a wired connection to the computer network if required via their corporately supplied laptops. All Members can access the Council's network from their homes and anywhere where they can connect to the mobile phone network (4G/5G). Members can also access their emails, Teams chat and video calls, and files and documents on their smart phones.

Through collaboration with Democratic Services, Human Resources and Organisational Development and Digital Services, ongoing training is available to all Members to support them in developing skills and knowledge in effectively using their hardware and software through targeted communication activities, e-learning modules through the Council's iDev platform, or face to face drop-in sessions.

ICT provision for Members will be reviewed on a regular basis and particularly before a new intake of Members following an election.

Well-being

A fundamental part of the Member role is ensuring that they are supported to safe and well in undertaking their role. Whilst Member Well-being, including personal safety will be covered as part of the Council's induction programme as has a dedicated MemberNet page, all Members can access a range of tools and resources to support them including Occupational Health, Westfield Health, and a range of online training through the Council's iDev platform.

Other Training Opportunities

Whilst the Council provides a range of induction and development programmes as outlined within this Strategy, Democratic Services will frequently signpost Members to external training opportunities delivered by other organisations which may be of interest to Members such as Welsh Local Government Association, Local Government Association Equality and Human Rights Commission, New Local and Safer Communities Network for example. These will be advertised

DRAFT

via MemberNet to all Members and will be at individuals' discretion as to if and how they engage with these opportunities.

Monitoring and Review

The Member Development Strategy will be monitored on an ongoing basis through a variety of mediums with areas for improvement identified to inform future development. These methods include:

Method	Description
Personal Development Reviews (PDRs)	Members will be asked to consider the impact of training and identify and any future training needs.
Post training evaluation	Following any session, a brief evaluation will be requested to assess the quality and impact of training provided.
Annual Members survey	Members will be asked on an annual basis to review the effectiveness of the Member Development opportunities provided throughout the year.
Updates to Democratic Services Committee	An annual update reflecting upon the progress in delivering the Member Development Strategy will be provided to Democratic Services Committee.

Records of attendance will be maintained for all Members. For training facilitated by Democratic Services, this will be recorded on Member's behalf. However, for other sessions, including external training, Members will be required to notify Democratic Services accordingly of any changes to update their training record. This information will be stored centrally and made available to the Monitoring Officer and Group Leaders, with individual records made available upon request.

DRAFT

Dear Candidate

Member Induction and Development Programme

I am writing to you as you have confirmed your intention to stand for election or re-election to the Vale of Glamorgan Council.

Should you be successful in the forthcoming election, I would like to take this opportunity to welcome you to the Council's Member Induction and Development Programme, which has been designed to support both newly elected and returning Members in preparing for their roles and responsibilities.

The Council is committed to providing a comprehensive programme of Member Development. Following the initial induction period, Members will be able to access a range of topic-specific development sessions covering areas relevant to their responsibilities as elected representatives. Some sessions will be open to all Members, whilst others will be linked to membership of specific Committees.

Please note that a number of training sessions have been designated as mandatory, either for all Members or for those appointed to specific Committees. In particular, Members appointed to quasi-judicial Committees such as Planning and Licensing must complete the relevant training before they are able to take their seat on the Committee.

I would therefore be grateful if you could make a note of the dates and times contained within the attached programme schedule and keep them available in your diary.

Member Induction Events

Of immediate importance are the Member Induction Events, which will take place on Monday 10 May and Tuesday 11 May 2027. These events are a key part of the induction process and are designed to ensure that successful candidates are equipped and prepared to begin their duties from the outset.

It is essential that all successful candidates, whether newly elected or returning Members, attend one of the four available sessions.

During the event, Members will:

- Sign their Declaration of Acceptance of Office.
- Sign their Group Affiliation documentation (if applicable).
- Complete their initial Register of Interests entry.
- Have their official Member photograph taken for Council records and publication.
- Collect their photo identification and building access card.
- Complete the paperwork required to initiate payment of Members' Allowances.
- Provide information needed to establish Council records and administrative arrangements.
- Complete a number of important forms and surveys, including:
    - DBS application requirements,
    - Equalities and Reasonable Adjustments information, and
    - Welsh Language preference survey, and
- Receive their Council ICT equipment package, including initial guidance and training on its use.

DRAFT

Preparing for the Induction Event

To ensure that the induction process runs smoothly, please bring the following information with you:

Mandatory items:

- National Insurance Number.
- Bank Account Details.
- Two forms of photographic ID.

You may also wish to bring:

- Any information you may need to complete pension documentation.
- Details of any reasonable adjustments or accessibility requirements you would like the Council to be aware of.
- Any diary information that may assist with a Member Availability Survey, and
- Details of any interests you may have in the Vale of Glamorgan e.g property, memberships.

Please be aware that some of the activities undertaken during the induction event are required before certain Council services, allowances and systems can be fully activated. Attending a session and completing the necessary documentation at the earliest opportunity will assist us in supporting you effectively from the beginning of your term of office.

Booking a Session

To assist with planning and resource allocation, I would be grateful if you could reserve a place on one of the following sessions, in advance, by contacting the Democratic Services Team on 01446 709394 or Democratc@valeofglamorgan.gov.uk upon receipt of this letter.

Although not all recipients will ultimately be elected, booking in advance helps to ensure that successful candidates can attend their preferred session and allows officers to prepare appropriately for the events taking place shortly after the election.

Session	Date	Timings
1	Monday 10 May 2027	09:30 – 13:00
2	Monday 10 May 2027	13:30 – 17:00
3	Tuesday 11 May 2027	09:30 – 13:00
4	Tuesday 11 May 2027	13:30 – 17:00

Please note that refreshments will be available during each session; however, lunch will not be provided.

Should you not be elected, no further action will be required and attendance will not be necessary.

In the meantime**, please also find attached the Council's Candidate and Elected Member Handbook.** I hope that the information provided offers a useful introduction to the role of an Elected Member, the support available to Members, and the Council's commitment to helping you succeed in the role should you be elected.

Yours sincerely,

James Langridge-Thomas
Head of Democratic Services

VALE of GLAMORGAN
BRO MORGANNWG

2027 Member Induction Events

A Team Effort.....



National & Local Planning Context

128 Working Days until Election Day	Becoming A Councillor Comms Campaigns begins from December 2026.
	Election/Poll Day likely to be Thursday 6th May 2027.
	Poll Count is likely to be Friday 7th May 2027.
	First day for new Members will be Monday 10th May 2027.
Here in the Vale	Structure/Strategy for MI&D Programme already agreed in principle by SLT.
	Monitoring Officer Oversight Groups Established and Meeting regularly – Amy drafting the Induction Event and Development Programme Schedules.
	We are preparing for a higher turnover of members than 2022 with a change in political leadership.

Deadlines for 2027

Candidate Nominations

By 29th January

- Handbook content confirmed.
- Member Induction & Development Programme published.

Election Day

Wednesday 6th May

- Equipment Procurement complete by this date.
- Induction Event Plan and materials finalised.
- Candidates known and accounts on standby [2022 =168].

Election Weekend

Sat 8th and Sun 9th May

-72 VoG Accounts activated and equipment builds complete [59 Elected and 13 Co-opted].

- Member iDev Accounts activated.

Induction Events

Mon 10th and Tuesday 11th May

- 4 x Induction Sessions. *See Later slides
- Member Equipment handover/ Inventory established.
- ICT Code of Conduct Compliance sought.

Development Programme

Weds 12th and Thurs 13th May

- ICT Drop-in Sessions.
- Tour Drop-ins.
- C1V Orientation.



Induction Event Structure

Monday 10th May and Tuesday 11th May

4x Sessions (two morning and two afternoon): 09:30 – 13:00 and 13:30 – 17:00.

Mixture of VoG and Co-opted Members.

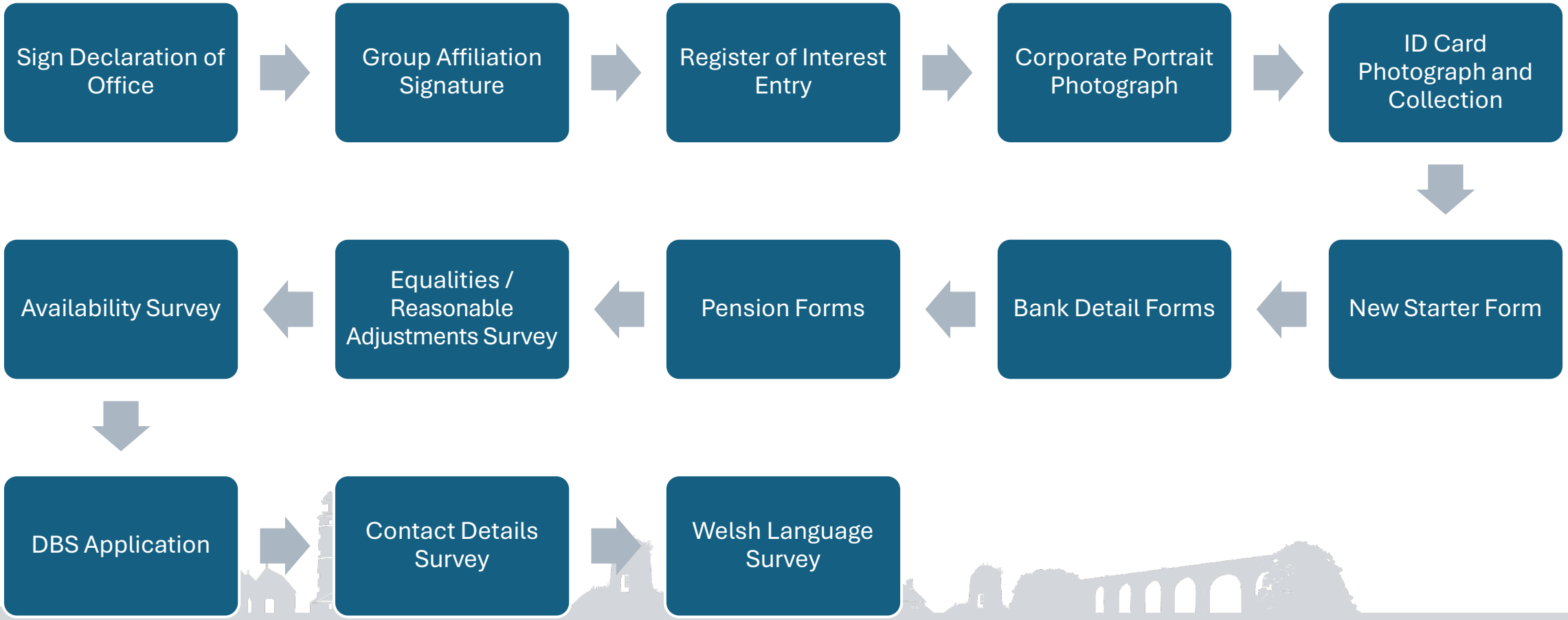
Each event will have a maximum of 20 spaces, pre-booked on a first come first serve basis. Quarter of members would be 15.

Council Chamber (including public gallery) and Cosmeston Suite.

Supported by Democratic, ICT and OD Officers.

Time Slot	Objectives
09:30 – 10:00 or 13:30 – 14:00 [30min]	Welcome presentation from Chief Exec. Members sign their declaration of Office.
10:00 – 11:30 or 14:00 – 15:30 [90min]	Market Place Activities. *See other slides.
11:30 – 13:00 or 15:30 – 17:00 [90min]	ICT Equipment Collection & Induction including iDev and Oracle Fusion.

Market Place Activities 10th + 11th May



ICT Induction Session 10th + 11th May

Objectives

Members are able to…..

1. Receive an equipment package: Laptop, Charger, Carry Case, Headset.
2. Collect and/or request any consumable equipment: Mouse, Keyboard, Desktop Screen, Cables.
3. Sign for the equipment provided (to establish an inventory).
4. Log-on to each device successfully.
5. Take part in an equipment orientation workshop *see next slide.
6. Locate and access key programmes/tools.
7. Confirm Directory Information.
8. Confirm any BYOD requirements.
9. Raise any technical queries/questions.
10. Book an appointment for any further 1-2-1 support required.

Anything Else??



ICT Induction Session 10th + 11th May

Workshop Content

- Laptop log-in process and details (BitLocker, VoG Domain Credentials)
- Onsite and Remote Internet Access.
- Locate Key Programmes: Browser, Word, Excel, Outlook Inbox, Outlook Calendar.
- Access ICT Self-Service Portal Knowledge Base and Ticket Submission.
- Access Microsoft Teams Directory and Call-forwarding.
- Access MemberNet.
- Access Committee HUB.
- Access Personal OneDrive.
- Access iDev
- Access Oracle Fusion.
- Receive advice on Bring Your Own Device Policy.
- Receive advice on the Council's Hybrid Meeting Platform.
- Receive instructions for Printing Fleet.



Anything Else??

Follow-up: ICT User Policy Compliance?

Drop-ins 12th + 13th May

Good opportunity to wrap up any initial technical issues/enquiries from members following induction event(s)

- **All Day (10am – 4pm), ICT drop-in sessions available for Members who require additional tech support to use Office365 and/or Easy Conference Connect ahead of being used for future Development Programme Sessions and first formal meetings. Supported by Democratic Services and ICT Officers.**

- **A Building Orientation/Tour will also be provided on these days, including; Entrances, Fire Exits, Group Room, Democratic Office, ICT 4th Floor, Printers, Meeting Rooms, and Occupational Health.**

- **Members will also be offered the opportunity to take part in an introductory presentation on how C1V operates and fits within the wider customer contact policy on these days, as well as the opportunity to book listening-in sessions with call handlers.**

Diolch
– any questions?

