

Member Development Group

At a meeting of the Member Development Group held on 14th March 2023
in the Boardroom, Municipal Building Widnes

Present: Councillors A. Teeling (Chair), V. Begg J. Bradshaw, B. Gilligan, A. Lowe, T. McDermott, M. Ratcliffe, D. Thompson and P. Wallace.

Officers: K. Mackenzie, L. McKeagney, S. Riley, A. Scott, C. Spruce.

Apologies for absence: Councillors I. Bramwell and T. Stretch.

MDG 1	NOTES OF THE LAST MEETING	
	<p>The notes of the last meeting held on 14 March 2023 were approved as a correct record.</p>	
MDG 2	HBC CONTACT CENTRE PRESENTATION	
	<p>The Group welcomed three officers from Halton Borough Council Contact Centre, who were attending to inform and update Members of their work and how this had developed over the last few years.</p> <p>Members received a detailed presentation explaining how calls were handled including issues such as potholes/bins/street lighting/ council tax/ social care.</p> <p>Members noted the Centre role of “Service Centre”. Advisors would listen to a callers query and take this as far as they could to resolve the caller’s issue. Calls were filtered in a way which prioritised certain types of caller – and some calls would be recorded to avoid duplication with no second call handling to improve efficiency through integration.</p> <p>The Centre could manage different elements of the same enquiry and pass through to different Council departments to be actioned.</p> <p>The Centre could pass on information on latest Government policy to callers on hold, through pre-recorded information, and promote what callers could do on-line – thus reducing the number of callers on hold.</p> <p>Contact Centre supervisors monitored the priority of calls arranged by the system.</p> <p>Members also noted plans for future integration with other systems to improve the current system, involving external partners.</p> <p>Members of the Group thanked the officers present for their valuable and informative presentation. Members also noted that the presentation would be offered to all Members in June 2023 following the local election in May.</p>	

MDG 3	ELECTED MEMBERS IT – WAY FORWARD	
	<p>The Group were updated following the distribution of iPads to all Members in December 2022. Office 365 had been installed, and Members noted that the Skype phone system would be phased out and would evolve to a newer version of TEAMS.</p> <p>Members noted that should they wish to use a larger screen at home, or their own device and log in to Office 365 via Edge web browser, this could be arranged through the IT Helpdesk.</p> <p>Members wished their sincere thanks to be recorded for the staff who worked so efficiently to manage to new IT distribution to all Members in December.</p>	
MDG 4	REVIEW OF CURRENT PERFORMANCE AGAINST TARGETS	
	<p>LOD2 – Number of Members with a Member Action Plan (MAP)</p> <p>The Number of Members with a MAP to date since the election of May 2022 was 54.</p> <p>LOD3 – Percentage of Members attending at least one organised training event in the current financial year.</p> <p>Since May 2022, 63% of Members had attended at least one training and development event. The target was 100% for the year 2022-2023.</p>	
MDG 5	LEARNING AND DEVELOPMENT UPDATE	
	<p>Members noted that training sessions had been held for:</p> <p>Local Government Finance – 2 November 2022</p> <p>Race Equality - The training had been made available to all Members via Zoom.</p> <p>Members were reminded that there were a number of eLearning courses on offer for Members via the eLearning portal on the Intranet. If any Member needed assistance they should contact Alison Scott or contact training reception via the following link - Trainrec.Trainrec@halton.gov.uk</p> <p>Members were reminded of the North West Employers offer available with details on their website https://nwemployers.org.uk/ Members could find details of their seminars on offer and LGA workbooks.</p>	
MDG 6	ANY OTHER BUSINESS/MEMBER SUPPORT ISSUES	
	None to report.	

MDG 7	DATE OF THE NEXT MEETING	
	RESOLVED: The next meeting to be held in June/July 2023.	
	The meeting closed at 7.05pm	