

THIS ITEM IS FOR INFORMATION ONLY

Title of meeting:	Resources Portfolio Meeting
Subject:	Members' Services Consultation
Date of meeting:	4 th December 2014
Report by:	Louise Wilders, Head of Customer, Community and Democratic Services (CCDS)
Wards affected:	None

1. Requested by Councillor Lee Mason.

2. Purpose

The purpose of this report is to provide the Resources Meeting with the findings of the online consultation undertaken in September/October which looked at the support and facilities provided to elected members and to provide an update on actions in response to the findings.

3. Background

A copy of the summary report on the consultation is attached as Appendix One.

As a result of the findings the following actions are being taken:

3.1 Information Technology (IT)

As the use of IT needs to be tailored to meet individual requirements the Head of Information Service (IS) will be in touch to discuss options with each Member.

The Head of IS has implemented wireless provision in the Council Chamber under the Super-Connected Programme and there will be access to the corporate network delivered in council offices across the City over the next year.

3.2 Induction and Training

The Head of Service for CCDS is working with Learning & Development to pull together a new induction, training and evaluation plan. Governance and Audit and Standards Committee have been updated as these findings relate to the Peer review undertaken in 2013 and future reports relating to this will go to that Committee.

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The Head of Service for CCDS is prioritising Social Media training with the Local Government Association (LGA).

3.3 Administrative Support

The Head of Service for CCDS is undertaking a review of administrative support to ensure that it meets demand. The review will include looking at processes and working with elected members and colleagues across all portfolios and services to ensure reduction in print is also achieved.

3.4 Communication

The Head of Service for CCDS is reviewing Members' Information Service (MIS) with a view to incorporating all of the required information into a single, user-friendly communication tool. The project team looking at this will be working closely with elected members throughout the design and testing phases.

3.5 Other

Those who responded to the survey appeared generally satisfied with the facilities provided within the Group Rooms.

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Signed by (Head of Service)

Appendices: Appendix One - Members' Services Consultation Feedback.

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location