Meeting of:	**Democratic Services Committee**
Date of Meeting:	**Monday, 04 April 2022**
Relevant Scrutiny Committee:	Corporate Performance and Resources
Report Title:	Member ICT Induction 2022.
Purpose of Report:	To outline the proposed ICT induction and equipment package for newly elected and returning Councillors following the local government election in May 2022.
Report Owner:	Rob Thomas, Chief Executive
Responsible Officer:	Nick Wheeler, Operational Manger (ICT)
Elected Member and Officer Consultation:	This is an internal matter, and no consultation has, therefore, been necessary, however, the Senior Leadership Team have been consulted on the report and proposals. Facilitators delivering the proposed Programme content have been consulted.
Policy Framework:	This is a matter for Executive decision.

Executive Summary:

54 Elected Members and 13 Co-opted Members (total of 67) must be provided with corporate ICT Equipment to conduct their role within the Council following the next Local Government Election on 5th May 2022.

The 2022 Member Induction and Development Programme commences shortly after the next Government Election and is considered as a separate item on this agenda. Member training and development is required by the Local Government Act 2000 and Local Government Measure (Wales) 2011.

Members are required to abide by the ICT Code of Conduct.

Shortly after 5th May 2022 Local Government Election, Members will be expected to attend an essential Member Induction Event on either Monday 9th or Tuesday 10th May having booked a space on the event prior to the election as a candidate.

At the Induction Event, each eligible Member will be provided with a corporate ICT package and an introductory workshop on key equipment features and software most relevant to their work on the council in line with current Council policies and working practices.

In addition, at the Induction Event, Members will be able to book a slot to attend the Meeting Platforms ICT Drop-In Sessions held on Wednesday 11th and/or Thursday 12th May, if they feel they need extra support ahead of using Microsoft Teams and CIVICO prior to member development sessions and formal committee meetings taking place.

As well as remote training sessions facilitated by Council Officers, Members will also be required to complete online, self-study, e-learning modules as part of the Member Induction and Development Programme. Therefore, all Elected Member will be provided with access to the Council's online learning portal; iDev.

Recommendation

1. That the proposed Member ICT Induction Plan, as set out within the body of the report, be endorsed.

Reason for Recommendation

1. To facilitate the approval and subsequent delivery of a Member Induction Event and ongoing Member Development Programme.

1. Background

1.1 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.

1.2 The 2022 Member Induction and Development Programme Schedule takes into account the previous 2017 structure and Member feedback. The initial Induction Event will be held on Monday 9th and Tuesday 10th May, part of which involves a dedicated ICT session.

1.3 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 will need to be delivered against the background of the following Well-being Goals within the Well-being of Future Generations Act (Wales):
- A prosperous Wales;
- A resilient Wales;
- A healthier Wales;
- A more equal Wales;
- A Wales of cohesive communities; and
- A Wales of vibrant culture and thriving Welsh language.

1.4 The Local Government and Elections (Wales) Act 2021 places a new duty on Local Government in relation to Member knowledge and development, such as:
- Member Personal Safety whilst working face-to-face and online including the use of Social Media; and
- Meeting management in a variety of settings and using different channels for physical, hybrid and remote meetings.
Both the above duties have been incorporated into the 2022 Member Induction and Development Programme.

1.5 The Induction and Development Programme will also be delivered against the background of the Council's Corporate Plan 2020 - 2025 to ensure that Members are qualified to contribute to the Council's vision of 'Working together for a brighter future,' via the five ways of working and four well-being objectives:
- To work with and our communities;
- To support learning, employment and sustainable economic growth;
- To support people at home and in their community; and
- To respect, enhance and enjoy our environment.

1.6 The Council recognises the importance of ICT as an enabler for positive change in order to creatively and innovatively rise to the challenges being presented. The ever-increasing dependence on the use of technology is affecting all of our lives and this is not only changing society, but also how the Council works. It is therefore important that Members are familiar with both the Council's ICT Strategy and its Digital Strategy. Both of which aim to enable opportunities for improvement through the innovative use of ICT, now and in the future.

1.7 The Council's online learning portal is called iDev. Elected Members have had access to iDev since October 2020 and accounts will be generated for the 2022 cohort of Elected Members.

1.8 As well as remote training sessions facilitated by Council Officers, Members will also be required to complete online, self-study, e-learning modules as part of the Member Induction and Development Programme.

2. Key Issues for Consideration

2.1 The close of candidate nominations for the 5th May 2022 election is Tuesday 5th April. Therefore, on 6th April, the confirmed list of candidates will be produced by the Electoral Registration Team in order that the Head of Democratic Services write to all candidates to inform them of the Member Induction and Development Programme and their requirement to attend the 'Market Place' Induction Event(s) on Monday 9th or Tuesday 10th May should they be elected. Spaces on the event sessions are booked on a first come first serve basis.

2.2 The window for setting up Member ICT and iDev Accounts between the Election Count on Friday 6th May and Induction Event(s) is only two days (the election weekend). Therefore, once the Election Candidates are confirmed on 6th April, these names will be provided to both the ICT and Organisational Development Team to start the account build process over a 19 working day period.

2.3 During the Election Count, the names of the successful Elected Members will be confirmed with both the ICT and Organisation Development Teams so that the build process can be finalised over the course of the election weekend (Saturday 7th and Sunday 8th May). This makes the build process more manageable. The

accounts for unsuccessful candidates will be deleted.

2.4 Efforts will also be made over the election weekend to prepare the Council Chamber and Committee Room 2 for the face-to-face Member Induction Event(s) for 54 Elected Members and 13 Co-opted Members to attend (67 in total).

2.5 The Member Induction Event is split in to four sessions over the course of Monday 9th and Tuesday 10th May and is supported by Officers from Democratic Services, Organisational Development, and ICT:

Time Slot	Objectives
09:30 – 10:00 or 13:00 – 13:30 [30min]	Welcome presentation from Chief Exec. Members sign their declaration of Office.
10:00 – 11:00 or 13:30 – 14:30 [60min]	Market Place Activities: ID Photo shoot & Card collection, Starter Paperwork, Starter Surveys.
11:00 – 12:00 or 14:30 – 15:30 [60min]	ICT Equipment Collection & Induction including iDev.
12:00 – 12:30 or 15:30 – 16:30 [30min]	Civic Building Orientation/Tour.
12:30 – 13:00 or 16:30 – 17:00 [30min]	Chief Officer Meet & Greet / Refreshments.

2.6 Since the 2017 Local Government Election, the Council has adopted Microsoft Office 365 as its primary productivity suite of products.

2.7 Prior to using any ICT resources, for example connecting to the corporate computer network, using Office 365 and other software applications, etc., all Members will be required to agree and sign the ICT Code of Conduct, which details such topics as acceptable use of Council's ICT resources, network and information security, use of personal equipment, etc.

2.8 The objectives of the ICT Equipment Collection and Induction part of the sessions are as follows:

1) Each Member to sign an acceptance sheet for their Corporate Equipment Package; Laptop, Carry Case, Headset and Mobile Phone.

2) Members are provided with a practical workshop/seminar on how to locate and navigate the more commonly used programmes and software as follows:

- Log-in process and details
- Remote Access
- Microsoft Outlook
- Microsoft Word
- Microsoft TEAMs
- CIVICO Hybrid Meeting Solution
- Home Drive
- Committee Hub
- How To Desktop (offline) Guides
- Adobe / PDF Annotator
- Edge default web browser
- StaffNet (so MemberNet is accessible) as default browser homepage
- Send secure/encrypted emails
- Locate and edit Corporate email Signature including a link to the Council's GDPR Privacy Notice and other corporate content e.g. pronouns.
- Locate Corporate Background Imagery available on Member Home Drives for use with meeting platforms.

3) Each Member is provided with iDev log-in details and shown how to access the e-learning portal.

4) Members to book a 1-2-1 slot on the Meeting Platforms ICT Drop-In sessions if they feel it necessary.

2.9 The Meeting Platforms ICT Drop-In Sessions will take place on Wednesday 11th and Thursday 12th May. The all-day sessions, 10am - 4pm, are designed to provide Members with extra support ahead of using Microsoft Teams and CIVICO prior to member development sessions and formal committee meetings taking place. The drop-in sessions will be supported by Democratic Services and ICT Officers.

2.10 E-modules will also be available on the Council's online learning portal, iDev, regarding Microsoft Teams and CIVICO to support Members with becoming familiar with the platforms.

2.11 The following e-modules will be available to Members on their iDev Accounts:

The e-modules will be made live at various times to coincide within the Member Induction and Development Programme Schedule as either a stand-alone [main] course or as a refresher module.

1. GDPR & Cyber Security
2. Violence against Women, Domestic Abuse and Sexual Violence
3. Welsh Language Act
4. Microsoft Outlook
5. Microsoft Teams
6. CIVICO Hybrid Meeting Platform
7. Gender Identity

8. Equality Matters
9. Trans Awareness
10. What is Discrimination?
11. Safeguarding Group A
12. Time & Workload Management
13. Community Leadership & Casework
14. Social Media
15. Chairing Skills
16. Public Speaking & Working with the media
17. Future Generations Act
18. Managing Stress, Bullying & Harassment
19. Introduction to Audit & Risk

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 The Well-being of Future Generations (Wales) Act sets out a duty for the Council to ensure the Sustainable Development Principle underpins all of the work undertaken by the Authority, requiring us to demonstrate how decisions are formulated, taken, and scrutinised via five ways of working, the Act underpins the Council's Corporate Plan. The approach to developing the Induction Programme is collaborative and involving and the contents of the Act will be used to inform the development of specific sessions within the Member Induction and Development Programme over the coming years.

4. Resources and Legal Considerations

Financial

4.1 There will be a financial implication in procuring ICT kit for Members. This will be the cost of a laptop, laptop carry case, headset for virtual meetings, mobile phone (where required) and the cost of software licencing and will be met from existing resources.

Employment

4.2 The main implication will be in terms of officer time.

Legal (Including Equalities)

4.3 Member Training and development is required by the Local Government Act 2000 and Local Government Measure (Wales) 2011.

5. Background Papers

2022 Member Induction & Development Programme - Cabinet Report: 19th July 2021.

Local Government (Wales) Measure 2011 and associated guidance documents.