

## EAST AYRSHIRE COUNCIL

CUMNOCK AREA LOCAL COMMITTEE - 13 JUNE 2002

### TRAINING FOR COMMUNITY REPRESENTATIVES AND SUBSTITUTE REPRESENTATIVES

#### Report by the Depute Chief Executive/Director of Corporate Resources

#### 1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to advise Local Committees of the proposed arrangements for training sessions for Community Representatives and their respective Substitutes.

#### 2. BACKGROUND

- 2.1 The Council undertook to review the operation of the Decentralisation Scheme, which included, amongst other things, reviewing the need for training for Community Representatives and Substitute Community Representatives.

- 2.2 Following consultation with the Annual Seminar Working Group for Community Representatives, a module was developed jointly by the Council's Administration Service and the Training Section for new and existing representatives entitled "Effective Committee Skills", together with an induction pack which provided representatives with the Council's:-

- Guide to Local Committees;
- Decentralisation Scheme; and
- Composition and structure, including relevant background information.

- 2.3 Training sessions are provided over one half day and details of the programme are as follows:-

- **Session 1 - Welcome, Introduction and Duty of Care**

Biographical Exchange  
Emergency Evacuation Procedures  
Administrative Arrangements

- **Session 2 - The Role of the Community Representative**

Refresher - "A Guide to Local Committees"

- **Session 3 - Listening at Meetings**

Exercise 1 - Audio Tape and Questionnaire - Active Listening  
Exercise 2 - Listening Questionnaire - Good Listening Behaviour

- **Session 4 - Speaking at Meetings**

“Making Yourself Heard at Meetings” (Negative effects of not being given a fair hearing or unable to get your point across) - Group discussion with Flipchart.

“How Do You Make Yourself Heard” - Group discussion with Flipchart.

Content & Style

Content - The Prep Technique

Style - Voice/Delivery/Body Language

- **Session 5 - Note Taking at Meetings**

Meeting Role Play Exercise

- **Session 6 - Participating at Meetings**

Responsibilities - Before/During/After

Contributing Assertively at Meetings

Consensus Exercise

- **Session 7**

Open Forum & Close

### **3. UPDATE OF TRAINING DURING 2000/2001**

**3.1** Eight training sessions have been held to date, on 25, 26, 27 and 28 September 2000 and 28 February, 1 March, 29 and 31 May 2001.

**3.2** Information is provided in Appendix I of this report on attendance at these training sessions.

### **4. FEEDBACK FROM COMMUNITY REPRESENTATIVES/SUBSTITUTES**

**4.1** The feedback from all of the courses to date has been excellent. The comments, almost unanimously, have been very positive, with the delegates being more aware of their role within the Committee and most importantly, the vast majority felt that their confidence had increased both in respect of their contribution and participation at Local Committee meetings.

### **5. TRAINING FOR 2002**

**5.1** Following approval of appointments of Community Representatives and Substitute Community Representatives to the Council's seven Local Committees, dates were arranged for training sessions with the Council's Training Section for those who wish to attend.

**5.2** The training session will be delivered twice over a 12 month period as appropriate.

**5.3** Subject to demand, it is proposed to run two training sessions for spring 2002 on Wednesday 12 June and Monday 17 June 2002 in Kilmarnock and Lugar respectively.

**5.4** Any Community Representatives/Substitute Community Representatives wishing to attend either of these two training sessions should contact George Weir, Training and Development Officer on (01563) 576288.

## **6. ACCESS TO FURTHER TRAINING**

**6.1** Following completion of the Council's initial training session, Community Representatives and their Substitutes may access relevant areas of the Council's corporate training programme. Information regarding such courses will be made available at the training sessions on 12 and 17 June 2002.

## **7. POLICY/FINANCIAL/LEGAL IMPLICATIONS - NIL**

## **8. RECOMMENDATIONS**

**8.1** It is recommended that any Community Representatives/Substitute Representatives who wish to attend either of the training sessions indicated in Paragraph 5.3 should contact George Weir, Training and Development Officer on (01563) 576288 to indicate on which date they would wish to attend.

Fiona Lees  
Depute Chief Executive/  
Director of Corporate Resources

10 April 2002

AMC/LR

## **LIST OF BACKGROUND PAPERS - NIL**

Any person wishing further information on this report should contact Anne Marie Carr, Administrative Officer on telephone number (01563) 576134 or Bill Walkinshaw, Administration Manager on telephone number (01563) 576135.

**Implementation Officer: Anne Marie Carr, Administrative Officer.**

**APPENDIX I**

**ATTENDANCE AT TRAINING MODULE “EFFECTIVE COMMITTEE SKILLS FOR COMMUNITY REPRESENTATIVES”**

|   | <b><u>CUMNOCK<br/>AREA</u></b> | <b><u>DOON<br/>VALLEY</u></b> | <b><u>IRVINE<br/>VALLEY</u></b> | <b><u>KILMARNOCK<br/>CENTRAL</u></b> | <b><u>KILMARNOCK<br/>NORTH</u></b> | <b><u>KILMARNOCK<br/>SOUTH</u></b> | <b><u>NORTHERN<br/>AREA</u></b> | <b><u>TOTAL</u></b> |
|---|--------------------------------|-------------------------------|---------------------------------|--------------------------------------|------------------------------------|------------------------------------|---------------------------------|---------------------|
| <b><u>Total Number of<br/>Representatives</u></b> |                                |                               |                                 |                                      |                                    |                                    |                                 |                     |
| • Community Reps                                  | 10                             | 9                             | 9                               | 9                                    | 9                                  | 7                                  | 9                               | <b>62</b>           |
| • Substitute Reps                                 | 8                              | 8                             | 6                               | 7                                    | 5                                  | 3                                  | 7                               | <b>44</b>           |
| <b>TOTAL</b>                                      | <b>18</b>                      | <b>17</b>                     | <b>15</b>                       | <b>16</b>                            | <b>14</b>                          | <b>10</b>                          | <b>16</b>                       | <b>106</b>          |
| <b><u>Actual Attendance</u></b>                   |                                |                               |                                 |                                      |                                    |                                    |                                 |                     |
| • <u>Community Reps</u>                           | 3                              | 2                             | 4                               | 3                                    | 2                                  | 2                                  | 2                               | <b>18</b>           |
| • <u>Substitute Reps</u>                          | 2                              | 1                             | 2                               | 1                                    | 0                                  | 2                                  | 5                               | <b>13</b>           |
| <b>TOTAL</b>                                      | <b>5</b>                       | <b>3</b>                      | <b>6</b>                        | <b>4</b>                             | <b>2</b>                           | <b>4</b>                           | <b>7</b>                        | <b>31</b>           |

**AGENDA**