

The Wales Charter for Member Support and Development

Criteria and Assessment Process



What is the Charter?

The role of a member of a Fire and Rescue Authority is challenging. Throughout Wales, authorities are striving to provide the best possible support for their members to enable them to meet these challenges. This takes the form of skill and knowledge development, support facilities, and support services.

The Welsh Local Government Association works with authorities to help them develop these activities. To provide structure to the national programme of support, the Wales Charter for Member Support and Development was developed collaboratively by the Association working with officers and members from fire and rescue authorities.

The Charter aims to provide a broad framework for local planning, self-assessment, action and review together with networking and comparison amongst authorities and the sharing of good and innovative practice.

A list of authorities and their award status is available on the WLGA website.

The Assessment Process

Authorities should apply for the Charter followed by the Advanced Charter. These awards will need to be renewed every three years.

Assessment for the **Charter** is a self-assessment undertaken by the Authority and submitted to the WLGA who will review the submission and make the award. The Charter is designed to establish that an essential range of support and development arrangements are **in place**.

To make a submission authorities should complete the self assessment pro-forma at appendix 1 in this document and send this to the WLGA electronically together with the supporting evidence.

Assessment for the **Advanced Charter** is a peer assessment by officers and member peers. The Advanced Charter is designed to recognise that the arrangements required for the Charter are **working effectively**.

To make a submission, authorities should contact the WLGA to agree timescales and complete the submission pro-forma at appendix 2 in this document and send this to the WLGA electronically together with the supporting evidence. The WLGA will arrange a virtual peer assessment meeting following the submission where officers and members of the authority will have an opportunity to discuss approaches and experiences with the review team.

Reassessments at both Charter and Advanced Charter level will be assessed through written submission.

The Good Practice and Innovation Award for Member Support and Development

This award seeks to recognise and share excellent or innovative practice in member support and development to improve practice in Wales.

Criteria for the Award

The award will recognise excellent or innovative practice in an **aspect** of member support or development which has **demonstrably improved** the outcomes for members or the authority.

This practice should be **over and above** that required for the advanced level of the Charter **or** outside the scope of the Charter award. In some cases, practice will be identified through applications for Charter status, in others, through separate application.

Applications for the Good Practice and Innovation Award

Should include:

- 1. A short written description** of the activity, including:
 - What is being done
 - How it is being done – including how members have been engaged in the process
 - Why it was introduced – links to personal or organisational development or the needs expressed by members for support.
- 2. A description of the impact on or outcomes for members** as a result of the activity. This should include quantifiable results and qualitative evidence from the authority and members.
- 3. Evidence for (2) above**

Assessment

Will be based on a review of the written submission to a WLGA peer panel.

Practice exchange

On receipt of the award, the Fire and Rescue Authority will be invited to make a presentation to the national officer and member networks. The submission will also be included on the WLGA website.

Please inform the WLGA of your intention to apply by contacting:

WLGA.Improvement@wlga.gov.uk

The Member Support & Development Charter for Fire and Rescue Authorities Standard and Advanced Level Criteria

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the</p> <ul style="list-style-type: none"> ▪ Chair of the Authority ▪ Vice Chair of the Authority ▪ Committee Chair ▪ Member of the Authority ▪ Chair of the Standards Committee ▪ Member of the Standards Committee ▪ Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>What does adopted mean? Role descriptions exist and have been formally adopted by the Authority for all the roles listed. There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is for and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and <p>Outside Bodies Where members are responsible for formally</p>	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process.</p>	<p>Every member has a role description which matches what they do. In addition to the first level this also includes descriptions for champions/lead members, and guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p> <p>All members would need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>

		representing the Authority or making decisions that could impact on the Authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.		
2. Members are supported in undertaking their duties according to high standards of conduct.	All members are provided with training and development in the detail of the Authority's Code of Conduct.	What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it whilst serving on the F&R Authority. This could include written guidance, induction sessions, workshops, or Q&A sessions.	Members are kept up to date with any amendments to the Code. Potential breaches are addressed internally as set out in the Ombudsman's report a local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the Code.	
3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.	All members have received training on and understand the contents of the constitution/standing orders including: <ul style="list-style-type: none"> the roles, 	Training has been made available to all members and take up of this has been high. The constitution sets out the roles and responsibilities of every committee and broadly	The constitution/standing orders and related documents listed at level one change in line with requirements.	

	<p>responsibilities and limits to the roles of committees</p> <ul style="list-style-type: none"> • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate. 	<p>the role of the key players at each committee, for example chairs support officers, regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>		
B. Member Development				
B1. A member learning and development strategy has been adopted.	<p>A local member development strategy is in place. The strategy sets out the approach that the Authority takes to member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a scheme which identifies the local and national, collective and individual development needs of all members • a commitment to and 		<p>All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.</p>	

	<p>methodology for developing members according to the needs of the organisation</p> <ul style="list-style-type: none"> • a commitment and methodology for creating personal development <u>plans</u> for all members • a methodology for responding to the development needs of members identified in their personal support and development reviews plans 			
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR which covers the requirements of their role on a Fire & Rescue Authority.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans • are conducted by senior members or other deemed suitably qualified 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or suitably qualified person their own requirements for training and development. This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out in the first level. The PDR provides opportunities for members to identify the level at which development is required.</p>	<p>The outcomes effectively and regularly inform the member development strategy and programme. Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>

	<ul style="list-style-type: none"> are <u>made available</u> for all members and <u>must be</u> undertaken by members in receipt of a senior salary 	<p>of the discussion should feed into a personal development plan held by the member with the required development activities also recorded by the Authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document Personal Development Review Guidance for Authorities provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>		
<p>B3. A development programme for members is in place with a mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> The annual development programme is planned and publicised in advance. Members are made aware of development 	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements available from personal development plans.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p>	<p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with member needs and the MD strategy.</p> <p>The content of the programme is made available to suit the need of members with different skills and experience. I.e. there is some <u>levelling</u> to development activities.</p>	

	<p>opportunities provided in response to their needs.</p> <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>		
B4. Prospective and new members are informed of their roles and responsibilities.	<ul style="list-style-type: none"> Prospective members are informed of the role that they will be expected to perform. All new or returning members are provided with a programme of induction. 	<p>What constitutes an induction programme?</p> <p>Information about the expectations and commitment placed on members whilst on the Authority is provided to constituent authorities.</p> <p>This will vary between authorities but should at the base level be any activity that introduces new members to their roles and the work of the Fire and Rescue Authority.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>Every member moving to a new role has received an induction for that role. For example Chair, Vice Chair and Champions.</p>	.
B5. Development activities are	Learning activities are provided in appropriate	What are appropriate styles and settings?	Training and development is provided to a consistently	

<p>relevant and of high quality.</p>	<p>styles and settings based on identified learning needs and styles of the individuals and teams The Authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>A mix of for example formal/informal group/individual, interactive/passive working environment/away day. The Authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	<p>high standard, commissioning and evaluation is effective and systematic.</p> <p>The Authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>	
<p>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and</p>	<p>A member support and development “champion” and member development working group made up of members and officers is in place to sponsor the strategy and monitor the programme.</p>	<p>These arrangements are mature and effective in representing the views of all members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes.</p>	

	championing this area.		Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.	
B7. Resources are identified and provided for member development.	Dedicated resources are identified and provided for member development activities.	How dedicated is dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the Authority. It could include traditional briefing, workshops or seminars handbooks, e learning, and induction activities. Resources should also include staff time, shared where possible between authorities.	Resources, whether people or money, are allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs. Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.	
B8. Members are offered the opportunity to be mentored by member peers.	Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The Authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies". The Authority should be exploring the need to provide leadership mentoring for the Chair if requested.	The Authority has a mentoring strategy to support the needs of members who have requested mentors.	

C. Member Support				
C1. Officer support is provided for all the member functions.	Every member committee, panel, forum etc. has officer support provided.	Officer support should be provided for every council meeting and committee.	Members are satisfied with the level of support provided.	
C2. Arrangements made for the business of the Authority are flexible and enable members to participate fully regardless of personal circumstances.	A review of the arrangements for Authority business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.	Authorities should undertake a review at least once every term, preferably shortly after the new Authority is established which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding meetings at certain times and some evidence of flexibility in meeting arrangements as a result.	The Authority can demonstrate that it knows the requirements of its current members and has met them.	i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who have special access requirements.
C3. Personal support for	Members are provided with access to guidance on their	Members are provided with general advice on what might	Members report that this information and advice is	

members.	rights and benefits as members.	be described as 'employment' rights and benefits relating to their role as members. This includes member salaries, allowances and tax and benefits.	adequate.	
D. Member Facilities				
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> Members have access to the equipment or connectivity required to undertake their role on the Authority. Basic training is provided in its use and IT support is available. Members are able to communicate with the Authority and the public electronically. 	<p>Members have access to equipment for their individual use to undertake Authority business.</p> <p>They are shown how to use the equipment and software.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media.</p> <p>All Authority agendas and meeting papers are provided electronically.</p>	Members are routinely using the provisions required for level one and report that this is sufficient.	
D2. Information resources are	A central collection of information dedicated to	An up to date and regularly revised collection of	Members routinely use the provisions required for level	

provided	member needs is provided as part of the information and research support available to members.	<p>information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>	one and report that this is sufficient.	
D3. Facilities for members to work in the Authority are available.	<p>Member needs have been reviewed and where possible the following are provided:</p> <ul style="list-style-type: none"> ▪ private rooms for meetings ▪ offices for senior office holders 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	Members report that facilities are sufficient and that their needs are regularly reviewed.	

**A Self-Assessment Pro-forma for the
Standard Level Charter
For Fire and Rescue Authorities**

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Description of Authority Approach & Actions	References to Supporting Evidence Enclosed
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the</p> <ul style="list-style-type: none"> ▪ Chair of the Authority ▪ Vice Chair of the Authority ▪ Committee Chair ▪ Member of the Authority ▪ Chair of the Standards Committee ▪ Member of the Standards Committee ▪ Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>What does adopted mean? Role descriptions exist and have been formally adopted by the Authority for all the roles listed. There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is for and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and <p>Outside Bodies Where members are responsible for formally representing the Authority or</p>	<p><i>Example Entry:</i></p> <p><i>Role descriptions have been adopted for all the listed roles.</i></p> <p><i>These were adopted by the Authority on 27.07.12 having been developed by the MDWG from the WLGA framework.</i></p> <p><i>Every member agreed and signed their role descriptions in September 2012.</i></p>	<p><i>Example Evidence References:</i></p> <p><i>Full set of signed role descriptions evidence ref a.1.1</i></p> <p><i>Authority minutes 27.07.12 evidence ref a.1.2</i></p> <p><i>MDWG minutes 15.06.12 and 01.07.12 evidence ref a.1.3</i></p> <p><i>Terms of reference for outside bodies with emails to members evidence ref a.1.4</i></p> <p><i>E mail to members 27.09.12 evidence ref a.1.5</i></p>

		making decisions that could impact on the Authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.		
2. Members are supported in undertaking their duties according to high standards of conduct.	All members are provided with training and development in the detail of the Authority's Code of Conduct.	What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it whilst serving on the F&R Authority. This could include written guidance, induction sessions, workshops, Q&A sessions.		
3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.	All members have received training on and understand the contents of the constitution/standing orders including: <ul style="list-style-type: none"> the roles, responsibilities and limits to the roles of committees 	Training has been made available to all members and take up of this has been high. The Constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs support officers,		

	<ul style="list-style-type: none"> • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate. 	regular/key participants. Role descriptions may be in the Constitution or as a separate document but should be formally adopted and valued.		
B. Member Development				
B1. A member learning and development strategy has been adopted.	<p>A local member development strategy is in place. The strategy sets out the approach that the Authority takes to member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a scheme which identifies the local and national, collective and individual development needs of all members • a commitment to and methodology for developing members according to the 			

	<p>needs of the organisation</p> <ul style="list-style-type: none"> • a commitment and methodology for creating personal development <u>plans</u> for all members • a methodology for responding to the development needs of members identified in their personal support and development reviews plans 			
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR which covers the requirements of their role on a Fire & Rescue Authority.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans • are conducted by senior members or other deemed suitably qualified • are <u>made available</u> for all 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or suitably qualified person their own requirements for training and development. This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with</p>		

	<p>members and <u>must</u> be undertaken by members in receipt of a senior salary</p>	<p>the required development activities also recorded by the Authority so that development activities can be arranged to support every members' needs.</p> <p>The WLGA document Personal Development Review Guidance for Authorities provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>		
<p>B3. A development programme for members is in place with a mechanism for its annual review.</p> <p>All members are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. 	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements available from personal development plans.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p>		

	<p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>The programme is designed to offer choice or variety of opportunities to attend.</p>		
<p>B4. Prospective members and new members are informed of their roles and responsibilities.</p>	<ul style="list-style-type: none"> ▪ Prospective members are informed of the role that they will be expected to perform. ▪ All new or returning members are provided with a programme of induction. 	<p>Information about the expectations and commitment placed on members whilst on the Authority is provided to constituent authorities.</p> <p>What constitutes an induction programme?</p> <p>This will vary between authorities but should at the base level be any activity that introduces new members to their roles and the work of the Fire and Rescue Authority.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>		
<p>B5. Development activities are relevant and of high quality.</p>	<p>Learning activities are provided in appropriate styles and settings based on identified learning needs and styles of the individuals</p>	<p>What are appropriate styles and settings?</p> <p>A mix of for example formal/informal group/individual,</p>		

	<p>and teams The Authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>interactive/passive working environment/away day. The Authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>		
<p>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area.</p>	<p>A member support and development “champion” and member development working group made up of members and officers is in place to sponsor the strategy and monitor the programme.</p>		
<p>B7. Resources</p>	<p>Dedicated resources are</p>	<p>How dedicated is</p>		

are identified and provided for member development.	identified and provided for member development activities.	dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the Authority. It could include traditional briefing, workshops or seminars handbooks, e learning, and induction activities. Resources should also include staff time, shared where possible between authorities.		
B8. Members are offered the opportunity to be mentored by member peers.	Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The Authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies". The Authority should be exploring the need to provide leadership mentoring for the Chair if requested.		
C. Member Support				
C1. Officer support is	Every member committee, panel, forum etc. has officer	Officer support should be provided for every Authority		

provided for all the member functions.	support provided.	meeting and committee.		
C2. Arrangements made for the business of the Authority are flexible and enable members to participate fully regardless of personal circumstances.	A review of the arrangements for Authority business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.	Authorities should undertake a review at least once every term, preferably shortly after the new Authority is established which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding meetings at certain times and some evidence of flexibility in meeting arrangements as a result.		
C3. Personal support for members.	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as members. This includes member salaries, allowances and tax and benefits.		

D. Member Facilities				
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> Members have access to the equipment or connectivity required to undertake their role on the Authority. Basic training is provided in its use and IT support is available. Members are able to communicate with the Authority and the public electronically. 	<p>Members have access to equipment for their individual use to undertake Authority business.</p> <p>They are shown how to use the equipment and software.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media.</p> <p>All Authority agendas and meeting papers are provided electronically.</p>		
D2. Information resources are provided	A central collection of information dedicated to member needs is provided as part of the information and research support available to members.	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training</p>		

		<p>opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>		
D3. Facilities for members to work in the Authority are available.	<p>Member needs have been reviewed and where possible the following are provided:</p> <ul style="list-style-type: none"> ▪ private rooms for meetings ▪ offices for senior office holders 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>		

**A Submission Pro-forma for the Advanced
Level Charter
For
Fire and Rescue Authorities**

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Expansion and Clarification	Description of authority approach and actions	References to supporting evidence enclosed
1. Members are supported with role descriptions.	<p>Role descriptions are adopted for the</p> <ul style="list-style-type: none"> ▪ Chair of the Authority ▪ Vice Chair of the Authority ▪ Committee Chair ▪ Member of the Authority ▪ Chair of the Standards Committee ▪ Member of the Standards Committee ▪ Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>What does adopted mean?</p> <p>Role descriptions exist and have been formally adopted by the Authority for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is for and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and 	<p>Every member has a role description which matches what they do. In addition to the first level this also includes descriptions for champions/lead members, and guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p> <p>All members would need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>	<p><i>Example entry:</i></p> <p><i>Role descriptions for all members were developed by the MDWG following consultation with all members and agreed by the Authority in September 2012.</i></p> <p><i>Each RD outlines all aspects of that member's role.</i></p> <p><i>Each member has also been supplied with guidance covering their role on task and finish groups.</i></p>	<p><i>Example evidence references:</i></p> <p><i>Full set of signed role descriptions evidence ref a1.1</i></p> <p><i>MDWG minutes 19.07.12 and 28.08 12 evidence ref a1.2</i></p> <p><i>email to Members regarding task and finish terms of reference and member responsibilities evidence ref a1.3</i></p>

		Outside Bodies Where members are responsible for formally representing the Authority or making decisions that could impact on the Authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.		<i>Members agreed that the contents of their own RDs were a reflection of the work they undertake and signed them accordingly.</i> <i>The role descriptions are provided to members conducting PDRs and used with the Authority's member development framework as the basis for PDR discussions.</i>	<i>council minutes 29.11.12 evidence ref a1.4</i> <i>emails to individual members regarding rd content evidence ref a1.5</i> <i>PDR Guidance evidence ref B2.2</i> <i>Members confirmation that roles are undertaken to be discussed at site visit.</i>
2. Members are supported in undertaking their duties according to high standards of conduct.	All members are provided with training and development in the detail of the Authority's Code of Conduct.	What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it whilst serving on the F&R Authority. This could include			

		written guidance, induction sessions, workshops, or Q&A sessions.			
3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.	<p>All members have received training on and understand the contents of the constitution/standing orders including:</p> <ul style="list-style-type: none"> the roles, responsibilities and limits to the roles of committees the role of individual members and officers Member/officer protocols meeting practice standing orders rules of debate. 	<p>Training has been made available to all members and take up of this has been high.</p> <p>The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs support officers, regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>			
B. Member Development					
B1. A member learning and development strategy has been adopted.	A local member development strategy is in place. The strategy sets out the approach that the Authority takes to				

	<p>member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a scheme which identifies the local and national, collective and individual development needs of all members • a commitment to and methodology for developing members according to the needs of the organisation • a commitment and methodology for creating personal development <u>plans</u> for all members • a methodology for responding to 				
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	the development needs of members identified in their personal support and development reviews and plans				
B2. Arrangements are in place for <u>all</u> members to be offered a PDR which covers the requirements of their role on a Fire & Rescue Authority.	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans • are conducted by senior members or other deemed suitably qualified • are <u>made available</u> for all members and <u>must</u> be undertaken by members in receipt of a 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or suitably qualified person their own requirements for training and development. This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities also recorded by the Authority so that development activities can be arranged to support every members needs.</p>	The outcomes effectively and regularly inform the member development strategy and programme. Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.		

	senior salary	The WLGA document Personal Development Review Guidance for Authorities provides guidance in this area. <u>Anyone</u> conducting reviews should have received training in their purpose and methodology.			
<p>B3. A development programme for members is in place with a mechanism for its annual review.</p> <p>All members are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. <p>The timings and settings of activities</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements available from personal development plans.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>			

	are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.				
B4. Prospective and new members are informed of their roles and responsibilities.	<ul style="list-style-type: none"> ▪ Prospective members are informed of the role that they will be expected to perform. ▪ All new or returning members are provided with a programme of induction. 	<p>What constitutes an induction programme?</p> <p>Information about the expectations and commitment placed on members whilst on the Authority is provided to constituent authorities.</p> <p>This will vary between authorities but should at the base level be any activity that introduces new members to their roles and the work of the Fire and Rescue Authority.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	.		
B5. Development activities are relevant and of high quality.	Learning activities are provided in appropriate styles and settings based	<p>What are appropriate styles and settings?</p> <p>A mix of for example formal/informal</p>			

	<p>on identified learning needs and styles of the individuals and teams. The Authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>group/individual, interactive/passive working environment/away day. The Authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>			
<p>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development.</p>	<p>A member support and development “champion” and member development working group made up of members and officers is in place to sponsor the strategy and monitor the programme.</p>			

	Individual members and officers have clear roles in leading and championing this area.				
B7. Resources are identified and provided for member development.	Dedicated resources are identified and provided for member development activities.	How dedicated is dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the Authority. It could include traditional briefing, workshops or seminars handbooks, e learning, and induction activities. Resources should also include staff time, shared where possible between authorities.			
B8. Members are offered the opportunity to be mentored by member peers.	Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The Authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies". The Authority should be exploring the need to provide leadership			

		mentoring for the Chair if requested.			
C. Member Support					
C1. Officer support is provided for all the member functions.	Every member committee, panel, forum etc. has officer support provided.	Officer support should be provided for every Authority meeting and committee.			
C2. Arrangements made for the business of the Authority are flexible and enable members to participate fully regardless of personal circumstances.	A review of the arrangements for Authority business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.	Authorities should undertake a review at least once every term, preferably shortly after the new Authority is established which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding meetings at certain times and some evidence of flexibility in meeting	i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who have special access requirements.		

		arrangements as a result.			
C3. Personal support for members.	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as members. This includes member salaries, allowances and tax and benefits.			
D. Member Facilities					
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> ▪ Members have access to the equipment or connectivity required to undertake their role on the Authority. ▪ Basic training is provided in its use and IT support is available. ▪ Members are able to communicate 	<p>Members have access to equipment for their individual use to undertake Authority business.</p> <p>They are shown how to use the equipment and software.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media.</p>			

	with the Authority and the public electronically.	All Authority agendas and meeting papers are provided electronically.			
D2. Information resources are provided	A central collection of information dedicated to member needs is provided as part of the information and research support available to members.	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>			
D3. Facilities for members to work in the Authority are available.	<p>Member needs have been reviewed and where possible the following are provided:</p> <ul style="list-style-type: none"> ▪ private rooms for meetings ▪ offices for senior office holders 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>			

