



TRAFFORD COUNCIL

AGENDA PAPERS FOR STANDARDS COMMITTEE

Date: Thursday, 7 March 2024

Time: 6.30 pm

Place: Committee Rooms 2 and 3, Trafford Town Hall, Talbot Road, Stretford,
M32 0TH.

A G E N D A	PART I	Pages
1.	ATTENDANCES	
	To note attendances, including officers, and any apologies for absences.	
2.	MINUTES	1 - 2
	To receive and, if so determined, to agree as a correct record the minutes of the meeting held on 20 March 2023.	
3.	OMBUDSMAN COMPLAINTS REPORT 2022/23	3 - 8
	To receive a report from the Executive Member for Finance, Change and Governance.	
4.	INDUCTION TRAINING FOR COUNCILLORS	9 - 12
	To consider a report of the Organisational Development and Learning Officer.	
(a)	APPENDIX ONE - STRUCTURE CHART 2022-23	13 - 18
(b)	APPENDIX TWO - WELCOME TO TRAFFORD INFO PACK	19 - 30
(c)	APPENDIX THREE - WELCOME TO TRAFFORD TOWN HALL PACK	31 - 46

5. URGENT BUSINESS (IF ANY)

Any other item or items which by reason of:-

- (a) Regulation 11 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the Chairman of the meeting, with the agreement of the relevant Overview and Scrutiny Committee Chairman, is of the opinion should be considered at this meeting as a matter of urgency as it relates to a key decision; or
- (b) special circumstances (to be specified) the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

SARA TODD

Chief Executive

Membership of the Committee

Councillors K. Procter (Chair), S. Zhi (Vice-Chair), F. Cosby, P. Eckersley, W. Frass, S.J. Gilbert, W. Hassan, F. Hornby, E.R. Parker, H. K. Spencer, D. Western, Mr. C.E.J. Griffiths, Mr R. Brown, A. Rudden, N. Jackson and Mr M. Whiting.

Further Information

For help, advice and information about this meeting please contact:

Harry Callaghan, Democratic Officer
Tel: 07977 717252
Email: harry.callaghan@trafford.gov.uk

This agenda was issued on **Tuesday, 27 February 2024** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH.

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Standards Committee - Thursday, 7 March 2024

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STANDARDS COMMITTEE

20 MARCH 2023

PRESENT

Councillor K. Procter (in the Chair).

Councillors Mrs. P. Young (Vice-Chair), W. Frass, S.J. Gilbert, D. Jerrome, and S. Maitland.

Co-opted Members: Mr. C.E.J. Griffiths, Mr R. Brown, Mr. A. Rudden and Mr M. Whiting

In attendance

Emma Malpas

Stephanie Ferraioli

Head of Legal and Governance

Governance Officer

APOLOGIES

Apologies for absence were received from Councillors Dr. S. Carr, D. Jarman, M. Mirza, A. New, D. Western, and Co-opted Members Mr. D. Goodman and Ms. N. Jackson

6. MINUTES

RESOLVED: That the minutes of the meeting held on 22nd September 2022 be noted as a true and correct record.

7. INDUCTION TRAINING FOR COUNCILLORS

The Chair gave an overview of the report, and it was noted that perhaps the only point of view missing was feedback from Members who had attended the induction training.

Councillor Maitland confirmed it was a good induction and Councillor Gilbert observed that when new Members join it would be helpful if they received an explanation of what is expected of them in their new role, so they have a clear picture.

One Councillor stated that in view of the all-out election this year maybe they could do the training prior to the election. They were informed this is an unorthodox method and unlikely to take place.

Chair would like the members feedback to be included in the report.

Councillor Jerrome stated that a two-hour session is too long if you have a daytime job.

Councillor Maitland commented that although it is an annual thing, the training does not have to be done in a two-hour session, but it is possible to attend for part of it.

Standards Committee
20.3.23

Councillor Frass confirmed he completed the training in half hour chunks and found it beneficial.

Councillor Young informed that more experienced Members would be more than happy to assist new ones if approached.

RESOLVED:

- 1) That the report be noted.
- 2) That feedback from Councillors be included in future training.

8. SOCIAL MEDIA GUIDANCE FOR COUNCILLORS

The Chair presented the report and informed that this was for wider sharing too if Members felt someone would benefit from the guidance. He also mentioned that given that Councillors received training on social media about three years ago, maybe this could now be revisited. Members agreed this would be of great benefit to all.

Councillor Gilbert said the report was very interesting and very measured.

RESOLVED: That social media guidance training be included in the package for Members.

9. DEPUTY MONITORING OFFICERS REPORT

The Head of Legal and Governance informed the Committee that nothing had arisen since the last meeting which needed to be brought to their attention.

10. URGENT BUSINESS (IF ANY)

There was no urgent business to discuss but the Chair informed the Committee of Mr. Goodman's resignation from the Committee, who had served as a co-opted member of the Committee for the last 23 years and would be missed.

The Chair also thanked Councillor Young for her hard work on the Committee, as she was standing down at the forthcoming election.

The meeting commenced at 6.30 pm and finished at 8.30 pm

TRAFFORD COUNCIL

Report to: Standards Committee
Date: 7th March 2024
Report for: Information
Report of: Executive Member for Finance, Change and Governance

Report Title

Report on Complaints Determined by the Local Government & Social Care Ombudsman 2022/23

Summary

There is a statutory duty to report to Members on adverse outcomes of complaints formally investigated by the Local Government & Social Care Ombudsman. This report sets out the background to this duty and provides Members with a summary of complaints determined in 2022/2023.

Recommendation(s)

That the content of the report be noted.

Contact person for access to background papers and further information:

Name: N Owen
 Extension: 4221
 Background Papers: None

Implications:

Relationship to Policy Framework/Corporate Priorities	Complaint outcomes are potentially relevant across the range of Council policies.
Relationship to GM Policy or Strategy Framework	None directly arising from this information report.
Financial	None directly arising from this information report.
Legal Implications:	None directly arising from this information report.
Equality/Diversity Implications	None directly arising from this information report.
Sustainability Implications	None directly arising from this information report.
Carbon reduction	None directly arising from this information report.
Resource Implications e.g. Staffing / ICT / Assets	None directly arising from this information report.
Risk Management Implications	None directly arising from this information report.
Health & Wellbeing Implications	None directly arising from this information report.
Health and Safety Implications	None directly arising from this information report.

Background

1. Complaints to the Local Government & Social Care Ombudsman

- 1.1 Services provided by the Council and agencies working on its behalf are subject to the jurisdiction of the Local Government & Social Care Ombudsman, who is empowered to investigate complaints of maladministration and/or injustice in relation to the delivery of those services.
- 1.2 Ordinarily, the Ombudsman will only investigate complaints which have completed progress through all stages of the Council's Corporate or Statutory complaints procedures. The Ombudsman also operates, for the majority of complaints, a 2-stage assessment process, whereby complaints are only referred for investigation where it appears, on the face of it, that this could be warranted.
- 1.3 It follows from this that the population of complaints actually referred by the Ombudsman for detailed investigation is comparatively small, and will tend to involve the most long-running and intractable issues; there is thus a significant likelihood that any complaint, subject to detailed investigation, will be upheld.

2. The Requirement to Report to Members

- 2.1 There are two distinct circumstances where reports on Ombudsman complaints are required to Members.
 - In rare, particularly serious cases, or where a generic/multiple issue has been identified and where the Ombudsman has formally issued a "Public Interest" report, section 30(1) of the Local Government Act (LGA) 1974 provides that a report must be made to Members.
 - There is a broader requirement, under the Local Government and Housing Act (LGHA) 1989, to advise Members of any findings of "maladministration", whether under a Public Interest report or a more usual Decision Statement.

3. Change in Ombudsman Complaint Classification / Need to Report

- 3.1 In the year 2022/23, no Public Interest report was issued which would have given rise to a report to Members under the LGA 1974 pursuant to section 30(1).
- 3.2 In respect of the LGHA 1989 duty, a number of years ago the Ombudsman amended its classification/definition system, to base it on a binary distinction of complaints as being "Upheld" or "Not Upheld". Crucially, *any complaint deemed to be upheld is classed as "Maladministration"*, however trivial the identified fault, and whether or not any injustice arose to the complainant as a result of that fault. As a result of this descriptive change, the Council now receives comparatively regular technical findings of "maladministration". Another consequence of the use of this term to define the finding in these cases is that it also triggers the statutory requirement under LGHA 1989 to report on "maladministration" findings to Members.
- 3.3 Whilst there has been no substantive change in the complaints environment or the Council's performance, this additional reporting requirement has arisen essentially from a change in the Ombudsman's terminology.

4. Complaints 2022/23

- 4.1 For the purposes of this report, the complaints included are those recorded in the Ombudsman’s Annual Letter for 2022/23 as having been formally determined within that municipal year.
- 4.2 Annexe A provides for Members’ information an anonymised summary of cases where complaints have been upheld, and thus, under the current classification, deemed to involve “maladministration”. Details are included of service area, subject to the complaint, and the outcome following the Ombudsman’s investigation.
- 4.3 According to the Ombudsman’s analysis, there were 14 upheld decisions during the year, a number of these relating to ongoing complaints primarily handled in the previous year. In terms of service area, the highest numbers tend to arise in areas which are either high volume services or which can be by their nature contentious and/or involve significant financial aspects, such as Waste Management, Revenues & Benefits and Adult Care charges.
- 4.4 In terms of the nature of findings/resolution, the following issues can be noted. 12 cases involved some element of financial remedy, usually accompanied by an apology and/or proposals for amendment to/review of decision-making processes or systems. The financial remedy could take the form of an actual payment (sometimes nominal, in respect of time and trouble/inconvenience), waiver of liability for fees/charges or a review of a previous assessment decision.

Other Options

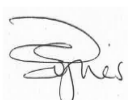
None: there is a duty for these findings to be reported to Members.

Reasons for Recommendation

To comply with the Council’s statutory duty in ensuring that Members are informed of the outcome of Ombudsman investigations.

Finance Officer Clearance:

Legal Officer Clearance: **EM**

DIRECTOR’S SIGNATURE *(electronic)*..... 

To confirm that the Financial and Legal Implications have been considered and the Executive Member has cleared the report.

OMBUDSMAN DECISIONS 2022/3 – UPHELD COMPLAINTS

Refs.	Decision Date	Area	Description	Outcome
UPHELD:				
20006074 20/21 014	2.8.22	Waste Management	Fault in bin collections	Apology, nominal payment to recognise injustice, share findings as part of contract review with refuse collection provider
21007404 21/22 006	9.6.22	Children's Services	Fault in responding to concerns and delay in arranging an educational placement	Apologies, nominal payment in recognition of the loss of provision, remind staff to consider whether to work with the health body to run a concurrent investigation and issue a joined-up response at all stages of the complaints procedure when someone complains under the children's statutory complaints procedure and consider whether to include the complaint about the other department in the investigation when the complaint is regarding the actions of children's social care and another Council department
21013578 21/22/009	19.4.22	Adult Social Care	Fault for delays in arranging funding for residential care	Nominal payment to recognise the time son-in-law spent dealing with father-in-law's complaint, investigate what happened in this case and brief staff on the findings, write to his son-in-law to explain the findings
21014860 22/23 001	8.7.22	Adult Social Care	Fault in communication regarding care finance	Nominal payment in respect of distress caused by delay in completing the financial assessment
21012692 22/23 002	25.7.22	Adult Social Care	Fault in invoicing/overcharging and communication regarding care finance	Apology; cancel outstanding invoice, contact to discuss whether wants care support to be re-instated, review of care provider's billing practices
21013439 22/23 003	18.7.22	Waste Management	Fault in bin collections	Apology, nominal payment, obtain evidence of costs incurred on private waste collection between January 2021 and January 2022 and reimburse complainant upon receipt.
21011882 22/23 004	26.8.22	Waste Management	Fault in bin collections	Apology, nominal payment.
20014096 22/23 005	12.8.22	Waste Management	Fault in bin collections	Apology; nominal payment and share findings as part of contract review with refuse collection provider
21000987 22/23 006	2.8.22	Waste Management	Fault in bin collections.	Apology; nominal payment.

21015093 22/23 008	21.6.22	Information Governance/ Children's Services	Fault in failing to secure records	Nominal payment to acknowledge impact of the fault and distress caused.
21013917 22/23 009	8.9.22	Adult Social Care	Fault in communication regarding changing agencies and responding to the complaint initially	Apologies; nominal payment.
22001186 22/23 011	8.12.22	Adult Social Care	Fault in communication regarding care finance	Apology; cancel all outstanding care charges owed and nominal payment to recognise injustice, reflect on issues raised in decision statement and identify any areas of service improvement.
21011600 22/23 015	29.3.23	Children's Services	Fault in not offering a financial remedy, delay in completing Stage 2 investigation	Limited payment as remedy for the distress caused within one month of decision if complainant accepts.

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Member Development

March 2024

Core eLearning Course	Count of Completion status
GDPR: New Data Protection Law, Definitions and Principles	
Completed	49%
Safeguarding Adults - Level 1	
Completed	43%
Safeguarding Children - Level 1	
Completed	16%

We have pushed for completion of the core courses and will work with the new chair of the member development Steering Group, to push for higher level of completion. This includes registering the training completed with other organisations or as school governors.

We have seen a significant increase in completion rates from last year.

External Provision – external courses offered by external providers and attend by members have been:

- LGA mentoring
- Chairing Skills
- Child Health and Wellbeing conference
- Children and Young people’s Mental Health
- Local Governance Association Awareness Session
- Local Sustainability and COP28 Goals
- Mental Health Training from Greater Manchester Health and Care Partnership

Internal Provision – internal courses offered by Trafford Subject Matter experts have been:

- Planning
- Licencing
- Microsoft 360 migration
- L and Q Housing Trust updates

Induction 2023

During the 2022 induction we offered a blended approach for new members. The following was offered to new members:

- North West Employers, 3 day induction was attended by 5 new members
- We held 1 welcome meetings for new members, covering a building tour, overview of learning and development and a warm welcome from Sara Todd
- A suite of Trafford directorate workshops were held by CLT, including Trafford Housing Trust.

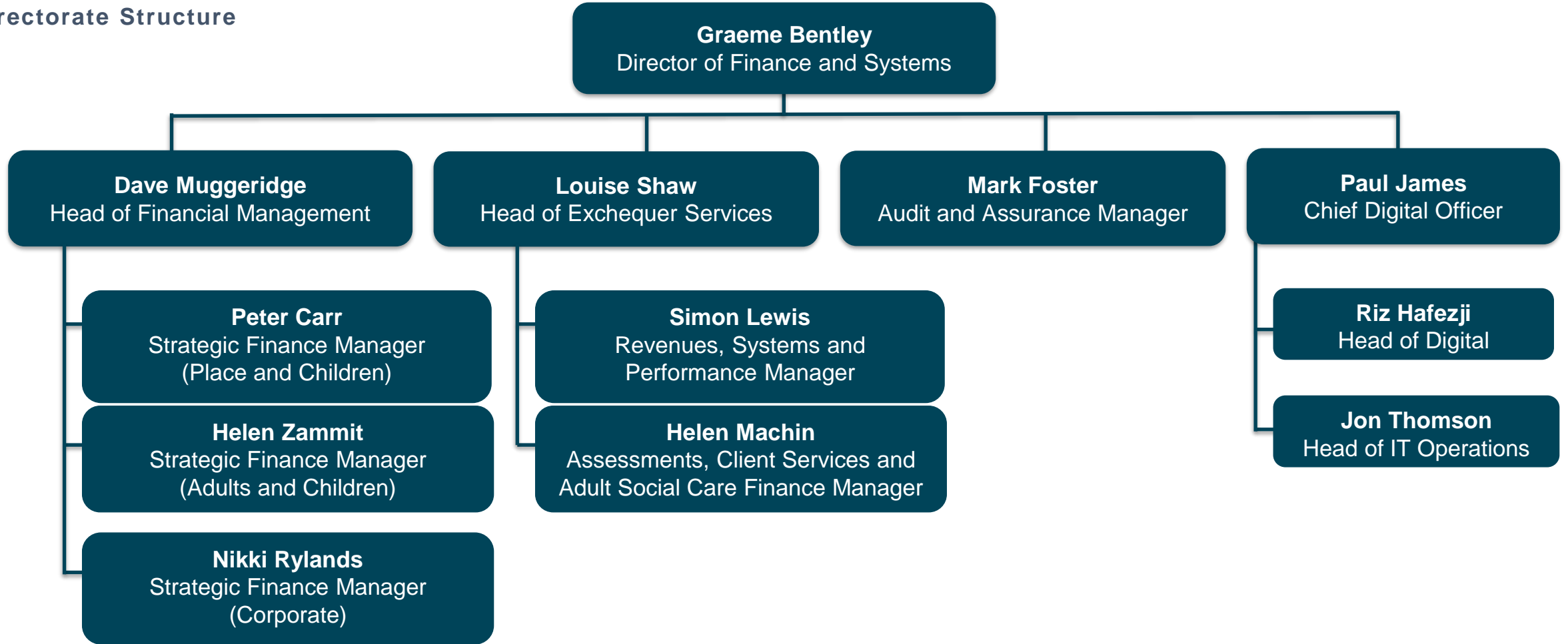
Induction plans for 2024

Plans for 2024 induction we will still offer a blended approach for new members, there will be an enhanced by a focus on skills and a buddy system for more 'on the job' support. The plans are as follows:

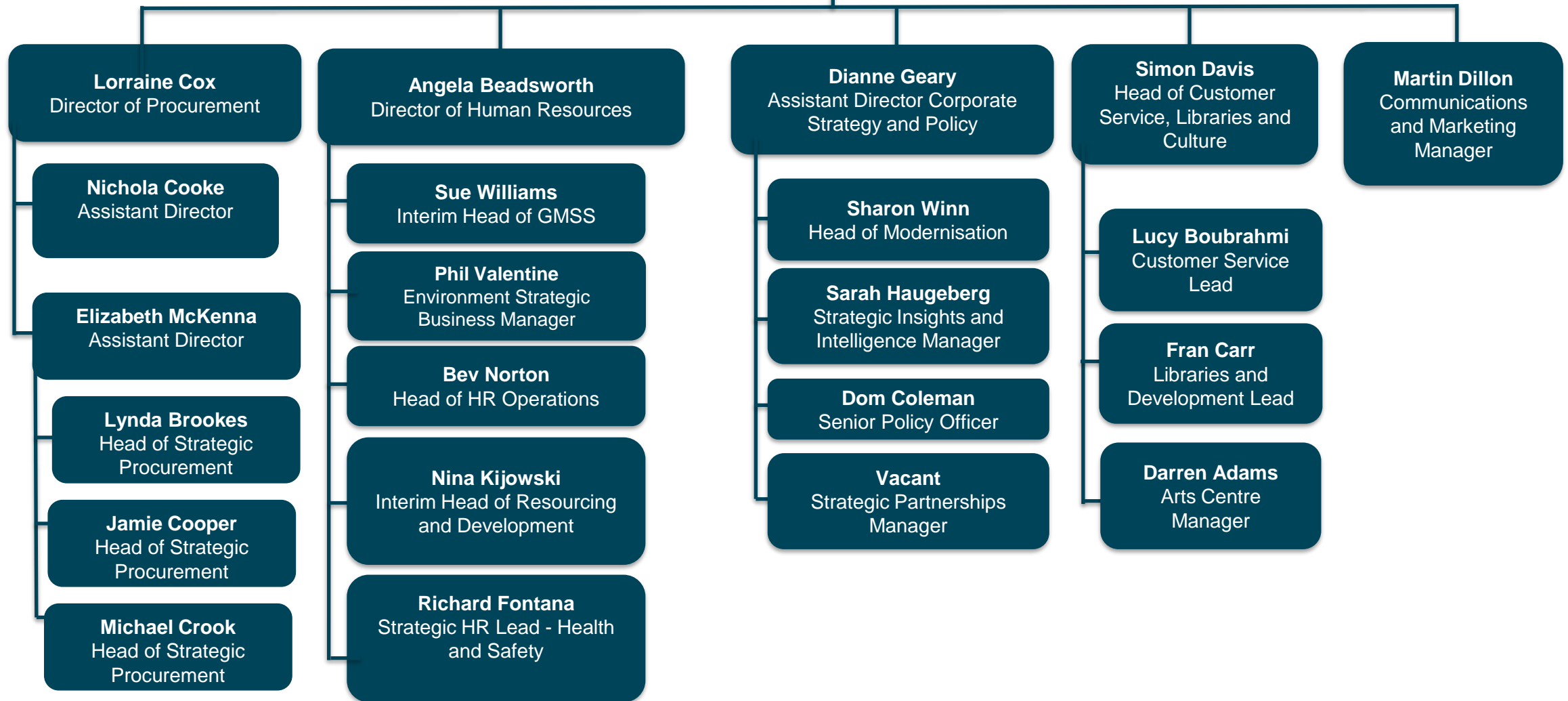
- Northwest Employers, 3-day induction offer
- 1 welcome meetings for new members, covering practical Knowledge, such as building tour, code of conduct, expenses etc.
- A suite of Trafford directorate workshops were held by CLT
- A focus on skills for new members and (existing members) focusing on chairing skills, finance etc
- A refresh of their internet pages to create a 'Member's Hub' where they can navigate and easily find information and recourses on a variety of topics.
- Refresh and update the 3 guides for induction, please see appendices 1, 2 and 3.

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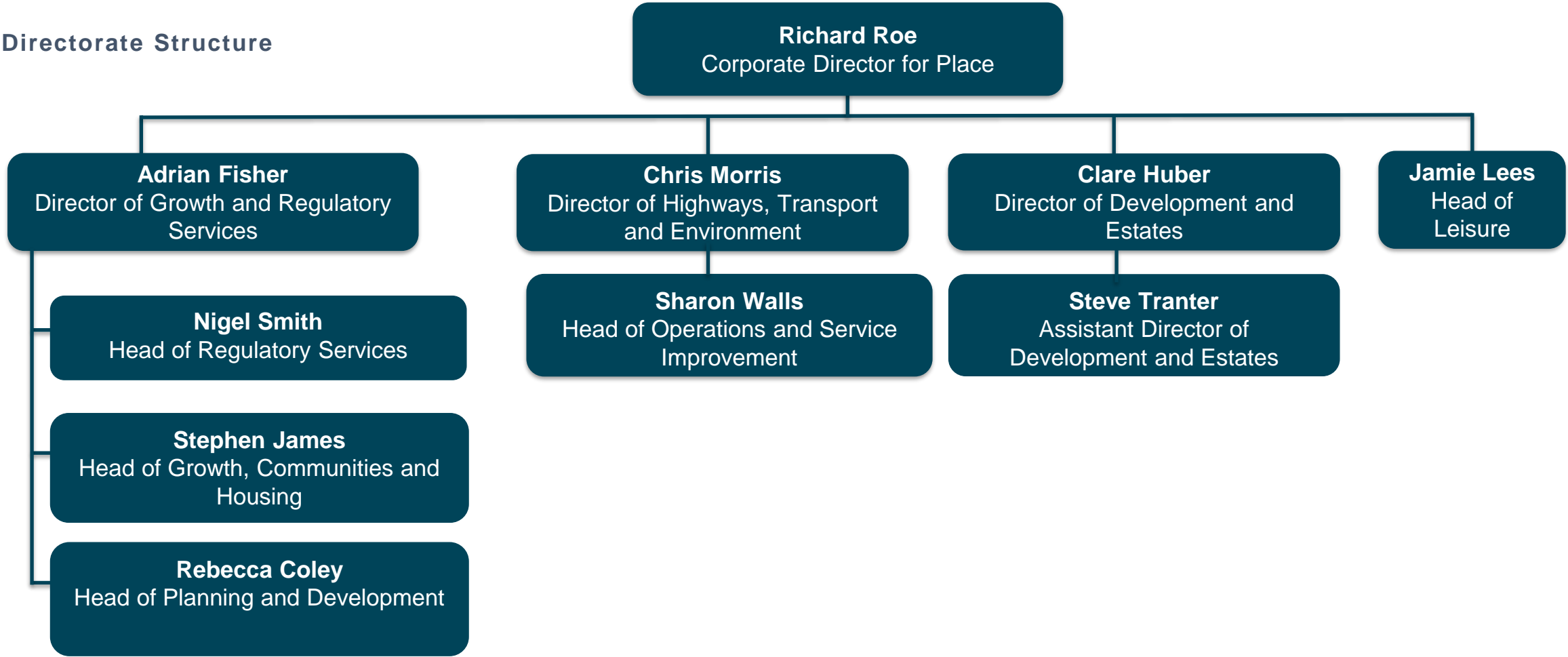
Directorate Structure



Sara Saleh
Deputy Chief Executive
Corporate Director, Strategy and Resources



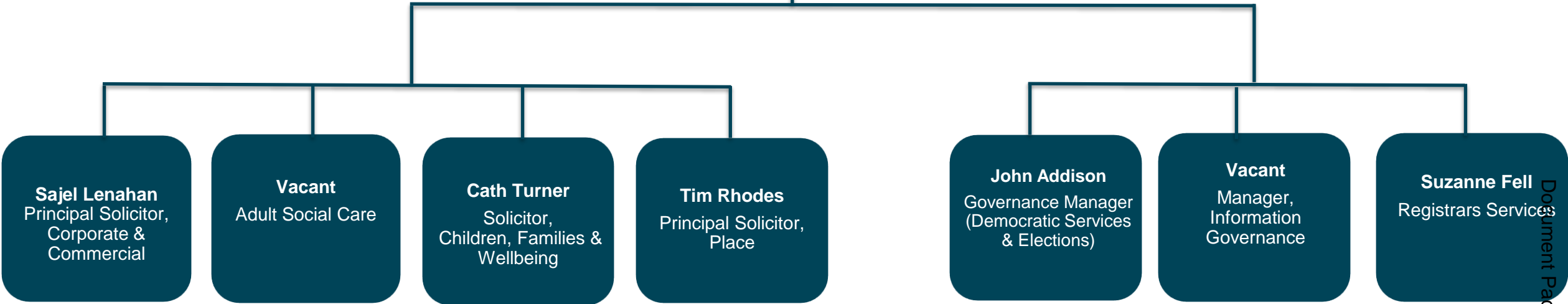
Directorate Structure

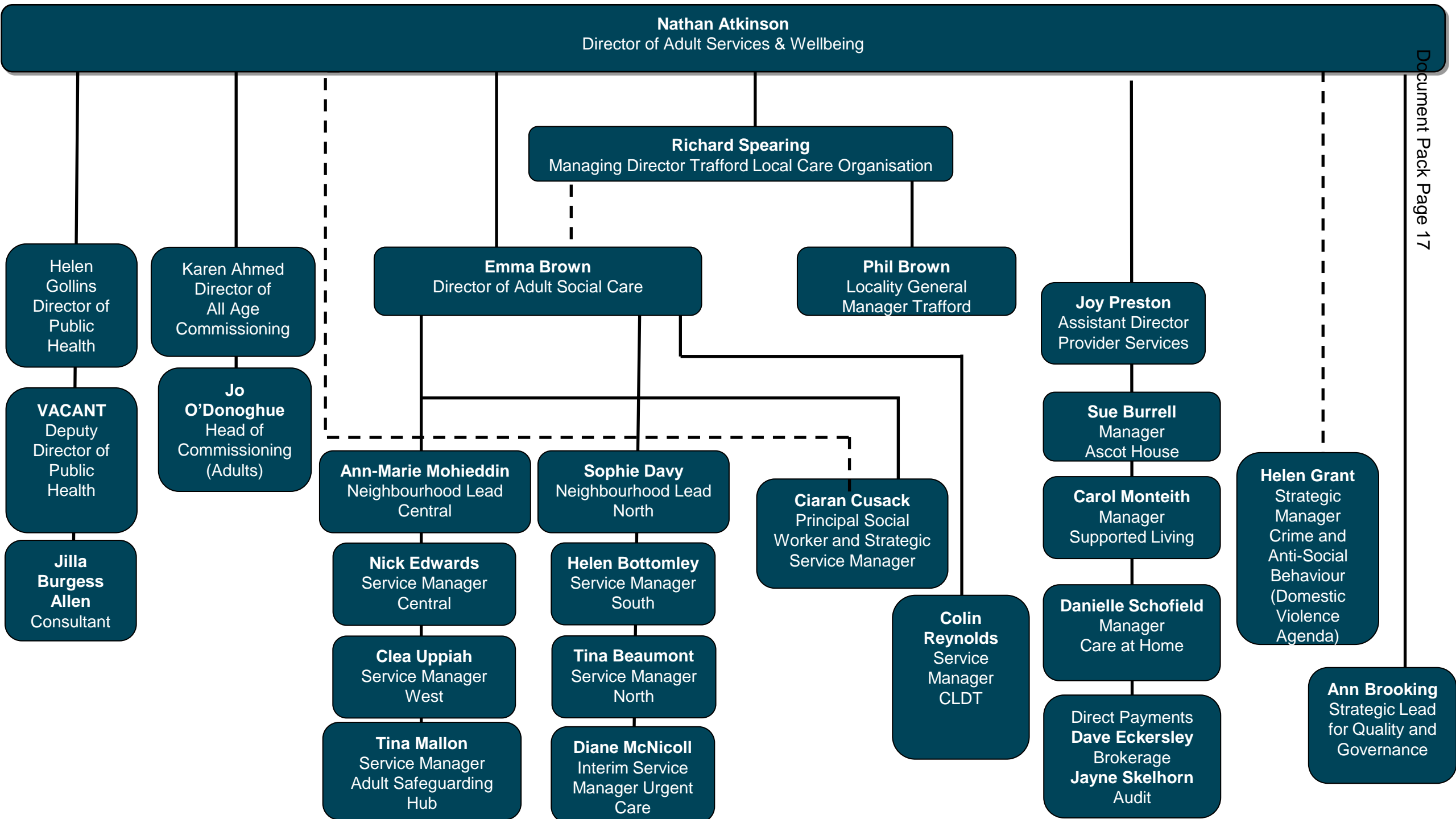


Legal & Governance

Dominique Sykes
Director of Legal and Governance

Emma Malpas
Head of Legal and Governance





Children's Services

Corporate Director of Children's Services
Jill McGregor

Director of Education Standards, Quality and Performance
Karen Samples

Director of Early Help & Children's Social Care
Pamela Wharton

Virtual Head Teacher
Lynsey Burridge

Designated Social Care Officer (DSCO)
Justin Colman

Complex Needs Team Practice Manager
Theresa Dearn

Strategic Lead Safeguarding
Tony Morrissey

Strategic Lead Practice Improvement and Learning
Jude Brown

Primary School Improvement Adviser
Vacant

Secondary School Improvement Adviser
Jane Bryan

Interim Principal Educational Psychologist
Andrew Byrne

Head of Service Cared 4 and Care Experienced Service
Tracey Arnold

Head of Service Provider Services
Glen Perryman

Head of Service Vulnerable Adolescent Service
Tracey Staines

Interim Head of Inclusion Service
Sally Smith

Head of Access, Admissions & Early Years Service
Sarah Butters

Head of Service & Advisor for Vulnerable Children
Karen McCallum

Head of Service Early Help Locality Service and First Response
Rachel Carter-Brown

Head of Service Families First (Child in Need) Locality Service
Elaine Harvey

Head of Service Support and Protection Locality Service
Jean Mawdsley

Welcome to Trafford

New Member Information Pack

Congratulations on your election

This pack will help you navigate through what you need to know as a newly elected member to Trafford. If you have been re-elected, this information will still be helpful to you, with some important contacts and training information.

The Governance team will give you the following forms to fill in. It is important to return these quickly, so there is no delay in you getting started with your role.

- Declaration of Acceptance of Office within 28 days of being elected.
- Bank Authorisation form
- New members form
- Emergency contact details
- HMRC form
- ICS data protection advice
- Members' Code of Conduct



Welcome to Trafford

If you have any questions about the forms, please contact: Democratic.Services@trafford.gov.uk

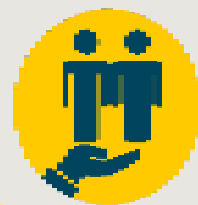
Once you have returned the forms, we will be able to allocate you:

- Your IT equipment
- Access to Mitrent for expenses
- Building access badge and lanyard.

Please return the forms as quickly as possible to Democratic.Services@trafford.gov.uk so we can get you set with all you need, without any delay.

This pack contains further information to help support you as a member in the following key areas:

- What I need to know
- Representing people in your ward
- Being a community leader
- Being a policy maker.



What I need to know

Accessing Mitrent for expenses

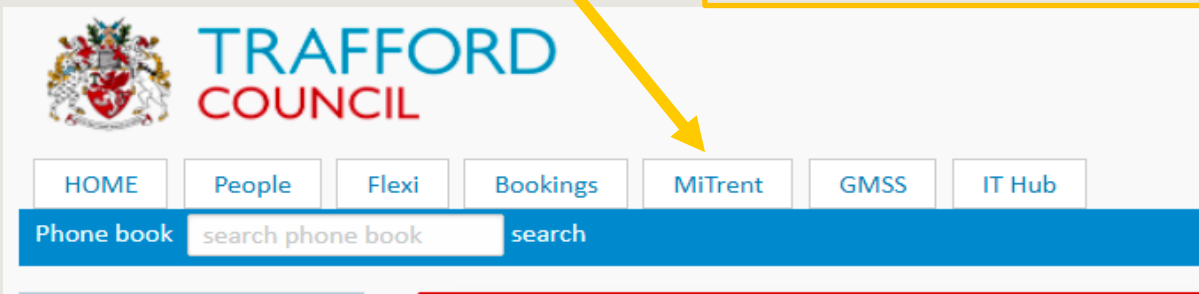
Once you have returned your forms, this will allow your IT and Mitrent information to be set up. Mitrent is Trafford's HR system and this is where you can manage your expenses claims from.

You can access Mitrent from this tab.

on the home intranet page, or [click here](#) to use the link.

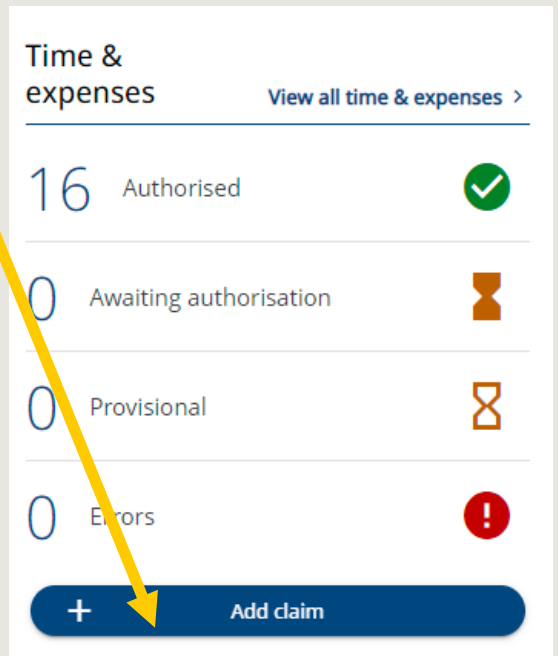
Once on the login page you can login with

- **Payroll number**
- **Desktop login password**

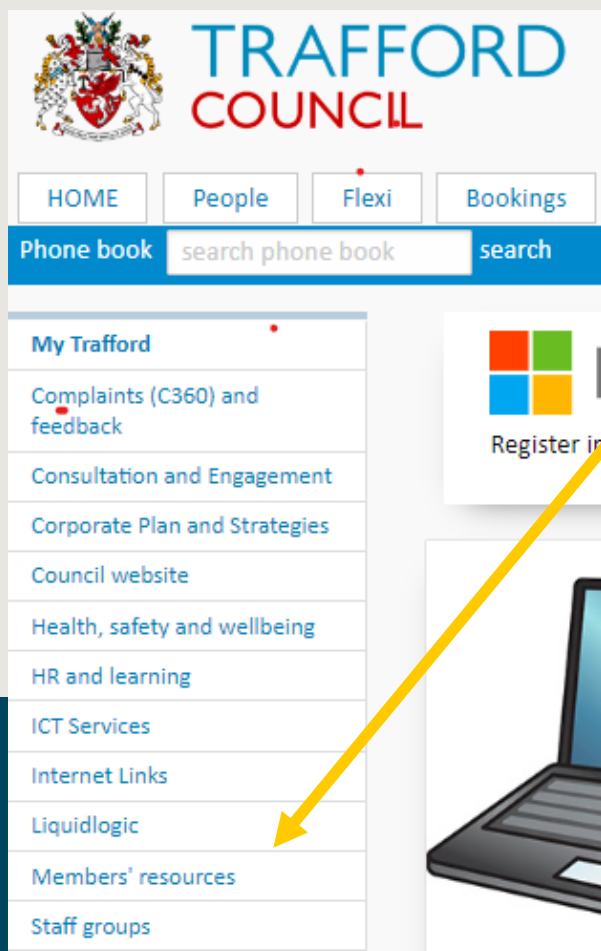


From your profile dashboard you can add an expenses claim, under **time and expenses**. This quick reference guide will take you through how to submit your claim [Trafford ESS quick reference guide](#)

Please note that you can log into Mitrent from a mobile phone – please see this useful guide for further information [Logging into ESS from a mobile \(trafford.gov.uk\)](#)



Trafford Intranet



From the Trafford intranet landing page, you can access all the member information from the tab on the left hand side.

Just simply click on '**members Resources**' and this will take you to the main area where you will find all the information relating to everything you need to know in one place.

Learning and Development

You can log into the MeLearning (eLearning) system using this link
[Login - Trafford Council e-learning \(melearning.university\)](https://melearning.university)

Login with:



firstname.lastname

Password:

The 4 core eLearning modules that need to be completed by all Members are below:

- **Adults safeguarding level 1**
- **Children's safeguarding level 1**
- **GDPR**
- **Information Security**



Member development is important to us at Trafford:

The Member Development Steering Group, help integrate and promote member learning at Trafford. There is a small budget available for learning, so members can attend external training and conferences, please contact victoria.Talbot@trafford.gov.uk for help and support. The [Member Development Learning Hub \(trafford.gov.uk\)](https://trafford.gov.uk) – is where you can find all your training information and events. You will find your **Continuous Professional Development (CPD)** form where you log your progress against learning.

One of our main partner organisations that offer support and network opportunities for members, is The Local Government Association:



The [Home | Local Government Association](#) have a wealth of information and here are some useful links:

- [New councillor hub | Local Government Association](#) for new Members.
- A collection of short workbooks covering a variety of topics [Councillor workbooks | Local Government Association](#)
- [Climate change hub | Local Government Association](#) Climate Change Hub, which is one of our 3 priorities.



What is expected of me as a Councillor?

Protocol and Code of Conduct

Part 5 of Trafford Council’s **constitution** contains the Councils **Code of Conduct**, the protocol on Member/Officer relations, and protocols regarding Scrutiny and Planning committees. You can access this at [Our constitution \(trafford.gov.uk\)](http://trafford.gov.uk)

If you have further queries you can contact democratic.services@trafford.gov.uk and they will help you directly or signpost you to an officer who can help.

Part 6 of the Council constitution contains **Members allowances** which you can view at [Our constitution \(trafford.gov.uk\)](http://trafford.gov.uk).

If you feel that something isn’t correct you can contact democratic.services@trafford.gov.uk and they will look into this on your behalf.

A note for opposition parties:

You play an important role as any elected member in representing the residents of your ward, challenging effectively and by working with other parties to get the best outcomes for our Trafford communities. There is much opportunity for you to influence and shape policy and reconcile residents issues, through your style and approach.

Dr Snape identifies the different styles of opposition below.

Incorporation	Collaboration	Competition	Confrontation
Opposition group/s relationship to the controlling group/s is one of partnership to the point of incorporation	Collaboration & co-operation set tone of opposition & controlling group relationship	Competitive relationship between opposition & controlling group/s	Adversarial & confrontational relationship between opposition & controlling group/s
Opposition groups partially or largely incorporated by controlling group/s	Opposition group/s co-operate with controlling party/parties over key aspects of policy	Opposition seek 'clear water' between their group & controlling groups on key issues	Routine & vocal opposition to controlling group decisions & policies
Working as close partners. To outsiders it may be difficult to distinguish between the opposition party/s and controlling group/s	In other aspects – where there are policy differences – constructive opposition approaches are adopted	Competition is not hostile or adversarial in style	All internal & external platforms used to further opposition e.g. using scrutiny internally & the media externally
These groups often achieve their goals through deals with the controlling group/s	Opposition party/parties may emphasise a value-set which is non-partisan	Production of alternative policies, budgets, manifestos	Production of alternative policies, budgets, manifestos
		Wide use of opposition strategies & platforms but scrutiny not used as opposition platform	

Source: Dr Stephanie Snape, New Leadership Foundation



You may have heard the term 'hard and soft power' and both are applicable at Trafford in your role as a member as they allow you to operate effectively for our residents:

- **Hard powers** are the rules and regulations that we need to abide by, this includes how meetings functions, Members' Code of Conduct, elections protocol, scrutiny process etc. it's our professional and moral duty to ensure that we work effectively inside these guidelines. Information can be found here [Our constitution \(trafford.gov.uk\)](https://trafford.gov.uk)
- **Soft powers** focus on outcomes, i.e. the desired results through co-opting people and not through cohesion, but through collaborative working and using our interpersonal skills and integrity to work with other members, officers and residents with respect and embracing diversity of experience and thinking. As an organisation, we have our [EPIC Values](#), that were created with our colleagues and drive our [behaviours](#). The values are important to all members and that we work together in an EPIC way. Think about Dr Snapes different styles and how and when they may be appropriate to them to achieve the best outcomes for Trafford communities.

We Empower



We are People Centred



We are Inclusive



We Collaborate



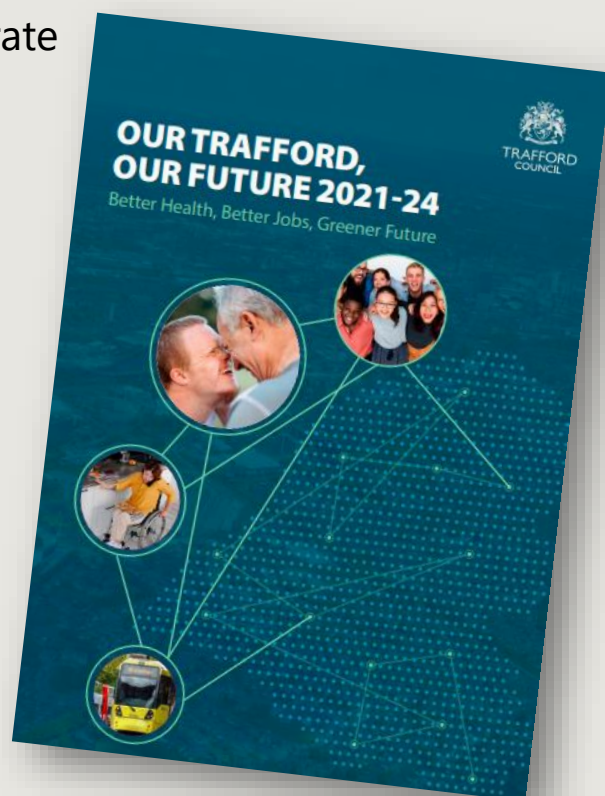
Our **Corporate Plan** outlines the 3 corporate priorities for Trafford and how we will achieve these.

You can find out more information about the [Corporate Plan 21-24](#)

More information about Trafford can be found on Trafford Data Lab [Trafford Data Lab](#). There is a wealth of information here including a Corporate Dashboard relating to our corporate priorities.

[Corporate Dashboard](#) which visualises the corporate priorities. These are interactive visualisations, can also link back to some of the data sources.

There is also a [Ward Profiler](#), which allows you to see some of the key data about your ward.



Representing people in your ward.

Foremost, when working out in the community, it's important to ensure that you and your colleagues are safe. Information about personal safety, training and reporting can be found here:

- [Member - Managing Personal Safety \(trafford.gov.uk\)](https://trafford.gov.uk)
- [Personal Safety Guidance for Elected Members \(trafford.gov.uk\)](https://trafford.gov.uk)



While holding surgeries and taking on casework, the support of your buddy will be essential in helping you navigate through your casework and we have a contact list to help you.

- Buddy info
- Contact list

It is important to engage with a diverse group of residents in your ward to gain a variety of different perspectives, priorities and lived experiences. This will really challenge you thinking and will really help you in your work as a councillor.

There will be times when you are working with really vulnerable residents. Your buddy and peers will help navigate through this and the Local Government Association has workbooks to help you learn how to engage with your residents.

- [Councillor workbook: engaging with young people | Local Government Association](#)
- [Councillor workbook: facilitation and conflict resolution | Local Government Association](#)
- [Councillor workbook: supporting residents with complex issues | Local Government Association](#)

what does ward work look like?

- Holding 'ward surgeries' and undertaking casework
- Dealing with constituent enquiries about aspects of Council business
- Explaining Council policy and making sure that the policy has been carried out fairly
- Campaigning on local issues
- Winning resources for your ward
- Encouraging community participation and involvement in decision-making
- Listening to the needs of local people and taking their views into account when considering policy proposals.



Building, licensing services, neighbourhood planning and commissioning

Are a broad sweep of different activities that encompass a wide range of services and resources needed within you ward community. These services and initiatives not only help to make it safe for residents, they also offer housing and business opportunities.

- [Licences, regulations and trading standards | Local Government Association](#) This LGA page will take you through much of the information you need for our licences and regulatory services.
- [Housing, planning and homelessness | Local Government Association](#) This LGA page will help you with all the information and case studies you need to know about planning and housing.
- [Social care, health and integration | Local Government Association](#) This LGA page will take you through all you need to know about Adult Social Care, Public Health and Mental Health.

There are further learning opportunities for you to utilise with eLearning courses in:

Licensing and regulation (LGA)

Planning (LGA)

Commissioning of services (LGA)

Community engagement & leadership (LGA)

The LGA also have useful workbooks in the following topic areas :

- [Councillor workbook: planning | Local Government Association](#)
- [neighbourhood-planning-si-6bc.pdf \(local.gov.uk\)](#)
- [Councillor's workbook on mentally healthier places | Local Government Association](#)
- [Councillor workbook: commissioning services | Local Government Association](#)



2) How does Community Leadership work?

- Representing the Council and constituents on local management boards, school governor committees or local partnership panels
- Participating in the activities on any outside body to which they are appointed and reporting back to the Council
- Developing a working knowledge of the organisations, services, activities, and other factors important to the community's wellbeing and identity.



Policy Maker.

As a policy maker you will be involved with your committee meetings and scrutiny, both through the formal processes of forming policy and as a critical friend to financially ensure that there is a strategic over view and accountability for budget spends.

The LGA have further information for you to help support you in your role

- [Councillor workbook: chairing skills | Local Government Association](#)
- [Councillor workbook: Influencing skills | Local Government Association](#)
- [Councillor workbook: scrutiny | Local Government Association](#)
- [Councillor workbook: scrutiny of finance | Local Government Association](#)
- [L12-406 Councillor workbook fit for the future v6.pdf \(local.gov.uk\)](#)

The Role of Scrutiny

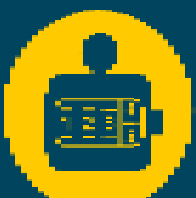
The Local Government Act 2000 introduced a new political management system for local councils in England and Wales, requiring them to have a separate 'executive' in the form of a leader, or elected mayor, and cabinet.

To provide a counterweight for this, the Act also introduced the concept of 'overview and scrutiny', whereby every council with an executive management structure is required to have an overview and scrutiny committee. This enables the rest of the council to scrutinise the executive by investigating their decisions and policies, and issuing reports and recommendations where any shortcomings are identified.

The Localism Act 2011 gave councils the option of converting to a committee system form of governance. Councils that have chosen this option are not required to have a separate overview and scrutiny committee, although they may choose to do so. It is still expected that scrutiny will take place within committees to identify where improvements need to be made. Scrutiny is an essential part of ensuring that local government remains transparent, accountable and open, resulting in improved public policies and services.

3)How am I involved in Policy Making?

- Councillors can influence local policies through their role on full Council and their role on committees, which both scrutinise the work of the Cabinet and recommend policy development
- Membership of management boards of voluntary bodies and school governors
- Membership of partnership boards
- Membership of a political group, which meet separately from Council meetings.



FAQs



Please see some scenarios and useful links below that will Help you navigate some resident queries.

- A resident has a problem regarding welfare and benefits who should I contact?

Trafford commission a number of providers who you can sign post a resident to and there are several inhouse services who also provide support. A report detailing these services went to the Councils Health Scrutiny Committee and can be viewed at [Report \(trafford.gov.uk\)](https://trafford.gov.uk)

- A resident has an issue relating to a missed bin collection, pot holes, graffiti, fly tipping etc who do I contact?

Those services are provided by our partner organisation Amey and Trafford Councillors are asked to email queries to traffordmembers@amey.co.uk to ensure that they are logged and tracked. If the resident has already contacted Amey they should have a reference number, which should be included in your email.

- How do I find out about meetings I am to attend?

A full Calendar of all Council meetings scheduled for the year is available at [Monthly meetings calendar - May 2022 \(trafford.gov.uk\)](https://trafford.gov.uk)

You should receive an email informing you of the details for meetings you are to attend at least five working days before the meeting. The email will include a link to the meeting agenda and will be sent by the officer who supports the meeting.

All meeting information is available on the Council website at [Committee structure \(trafford.gov.uk\)](https://trafford.gov.uk)

If you have a specific question about a meeting you are to attend the officer who supports the meeting will be listed on the agenda or you can contact the democratic services team at democratic.services@trafford.gov.uk



Key contacts

- **General Queries about being a Councillor or Council Business** –
Democratic.services@trafford.gov.uk
- **Handling sensitive information** –
data.protection@trafford.gov.uk
- **Legal queries** – Dominique Sykes, Monitoring Officer - Dominique.Sykes@trafford.gov.uk
- **Training** – Victoria.tabot@trafford.gov.uk
- **Adult Social Care** – Nathan Atkinson,
Nathan.Atkinson@trafford.gov.uk Phone 0161 912 2705
- **Children's Services** – Jill McGregor –
jill.mcgregor@trafford.gov.uk, Phone 0161 912 2365
- **Amey** - traffordmembers@amey.co.uk
- **Elections** – elections.office@trafford.gov.uk

Committees

- **Full Council** – Ian Cockill,
ian.cockill@trafford.gov.uk Phone 0161 912 1387
- **Executive** – Jo Maloney,
joseph.Maloney@trafford.gov.uk Phone 0161 912 4298
- **Planning and Development Committee** –
Michelle Cody, michelle.cody@trafford.gov.uk
0161 912 2775
- **Licensing and Public Protection** – Natalie Owen,
Natalie.owen@trafford.gov.uk Phone 0161 912 4221
- **Scrutiny** – Alexander Murray,
alexander.murray@trafford.gov.uk Phone 0161 912 4250







Welcome to Trafford Town Hall

A Guide for Elected Members



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History

Trafford Town Hall (TTH) was built between 1931 and 1933 and designed by architects Bradshaw Gass and Hope of Bolton, it was originally known as Stretford Town Hall. In 1974 the formation of the new Trafford Metropolitan Borough occurred and Stretford Town Hall was adopted as the base for the new council and was re-named Trafford Town Hall. The building was given Grade II listing by English Heritage in 2007. It was then closed in 2011 to facilitate the demolition of a 1980's extension, the refurbishment of the Grade II listed 1930's building and the construction of a new addition.

This project cost the government £29 million and the architectural design of the new building was selected from a competition held in 2010. The new building was designed to support new ways of working, both in workstyle and the general office environment. The building provides staff with a professional, effective and pleasant environment to perform their duties and contribute to key objectives.

Did you know?

- ! The Town Hall initially had a live in caretaker who lived on the second floor with his family overlooking Talbot Road.
- ! TTH has its own system for harvesting rain water which is recycled and used throughout the building such as for watering green spaces.
- ! TTH has an Aquifer (an underground stream) which is used for heating and cooling the whole building.

Building Opening Hours

Monday to Friday:

Reception Hours 8am – 5pm

Office Hours 7am – 7pm

If required (e.g. Civic Meetings) 5pm – 10pm

Out of Hours Arrangements

For issues that arise outside of building opening hours that cannot wait to be dealt with during the next 'normal' 8.30-17.00 working day, contact the Building Supervisor on ext. 2198 between 07.00-08.30 & 19.30-22.00. Outside of the above times and as a last resort, when it has not been possible to contact FM, then the following number should be contacted (only in an emergency): 0161 443 0821.

Key Contacts

Facilities Management Help Desk	0161 672 6539 or traffordfm@amey.co.uk
Trafford Town Hall Reception	0161 912 4093 or TTH.Reception@trafford.gov.uk
IT Help Desk	0161 912 1133

Reception and Visitors

Reception staff deliver a wide range of services from visitors attending meetings, customers accessing services, room bookings, car parking bookings, council enquiries and library enquiries. It is a very busy reception desk staffed by a small team of dedicated staff from Access Trafford. Due to the nature of their work they are unable to escort any visitors to meeting spaces around the building. Each individual is responsible for their own visitors. All external visitors should be escorted out of the building by you or a member of staff. This is to ensure continued security for both staff and visitors.

How do you connect to the Wi-Fi?

If you have a Trafford device, this should automatically connect to the secure Trafford network.

If you require the Wi-Fi guest access, please follow the below steps:

- Turn on your Wi-Fi
- Choose “Your-Trafford-Guest-G2”
- Choose how you wish to access the Wi-Fi, either through email or text message
- It will then ask you to fill out a Visitor Registration (fill in your name and/or your email or mobile and to accept the terms of use)
- Once you have done this you will have access to the Wi-Fi for 4 hours

Can I book a parking space for my visitor?

There are visitor parking spaces located just off the Visitor Car Park located on Warwick Road that are available for external visitors only, staff are able to book these spaces via ext. 4093 or email TTHParking@trafford.gov.uk.

You will need to provide full details of your booking; the name of the visitor, the car registration, the start time and finish time, your contact details and the contact details of the visitor.

The Council also have parking/charging stations for Electric Cars. There are 3 of these which cannot be booked specifically, but you should contact Facilities Management if you wish to use one (0161 672 6539 or traffordfm@amey.co.uk)

For visitors who are unable to access the car park booking system, there are a number of other parking options within a few minutes' walk of Trafford Town Hall. These include the large Tesco car park, Lancashire Cricket Club and on-street parking, the visitor car park in the Town Hall also allows for 3 hours maximum stay.

Facilities Management Helpdesk

The FM Helpdesk is a single point of contact for all FM reports and requests and delivers a 'one stop shop' staffed by a dedicated team that is able to deal with your issue or put you in touch with the person who can help.

The Facilities Management (FM) Helpdesk operating times are 8:30 – 17:00, Monday to Friday.

The facilities office is located behind Reception, if you need to speak to them then you will need to ring the bell (located on the wall next to the reception desk). Alternatively you can ring 0161 672 6539 or email traffordfm@amey.co.uk

How to make the most out of our Meeting, Break Out and Public Spaces

Booking meeting rooms will be covered in the Intranet Explorer training sessions.

Meeting Rooms

Meeting rooms are available to be booked using the council's intranet pages <http://intranet.trafford.gov.uk/bookings>. Each of the meeting room spaces are advertised along with their availability, size and facilities available. To help, a map of the Town Hall has also been provided in this welcome pack showing meeting room locations (see Appendix D). Meetings rooms are in high demand and are also available for community use, so it is vital that that you cancel a meeting room if you no longer require it.

Controls

Many meeting rooms or committee rooms have projectors; the controls for the projects sit with the FM team. The controls for the rooms need to be signed out at the FM office which is located behind reception. Once you have finished with the room please ensure that the projector is switched off and the remotes are returned to the FM team.

Are you booking a room for the public?

If you are booking a room for a meeting which includes members of the public then please stick to Meeting Rooms 1 to 10. This is so the members of public can access

the rooms themselves as there are no security doors along the ground floor next to reception.

Meeting Titles

When you book rooms please bear in mind that all meeting titles are displayed on the TV next to reception. Therefore please ensure that no confidential information is shown and that the title of the meeting is appropriate for the public to view.

Break Out Area/Pods

Break out areas should only be used for informal meetings and catch ups between 7-12am and 2-7pm and are not bookable. Individual/touchdown spaces (Pods) are available and are bookable through the [booking system](#), under desks and must not be used as a permanent or semi-permanent office space. These should be used when there is a need for a more confidential or quiet environment, as well as for staff just needing a space for a short period between meetings so as not to take a desk on the floor.

Agile Working

Areas are currently zoned in teams and employees are expected to work in an agile manner within these zones. An agile working policy has been agreed by Trafford Council's Corporate Leadership Team and the CCG's Senior Leadership Team.

You can access a colour coded map of the Town Hall service areas on the intranet - <http://intranet.trafford.gov.uk/noticeboard/display.asp?ID=52148>. This also highlights and overflow/visitors area on the ground floor which can be accessed and utilised.

Following the agile working policy, staff also have access to and the opportunity to work in a variety of locations. These are listed below with opening times and contact details. Please note, all have the corporate Wi-Fi, meaning your trafford device will automatically connect.

Altrincham Library: Altrincham Library, 2 Pott Street, Altrincham, WA14 1AH

Altrincham.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	10am – 7pm
Thursday	10am – 5pm
Friday	10am – 5pm

Altrincham Crematorium: Whitehouse Lane, Dunham Massey, Altrincham, Cheshire, WA14 5RH

Altrincham.Crematorium@trafford.gov.uk or 0161 912 1515

Day	Time
Monday to Friday	8:30am – 4:30pm

Coppice Library: Coppice Avenue, Sale, M33 4DW

Coppice.Library@trafford.gov.uk or 1061 912 3560

Day	Time	Manned
Monday to Friday Saturday (10am to 4pm)	10am – 5pm	During opening hours

Hale Library: Closed due to relocation

Lostock Library: Temporarily closed.

Stretford Library: Kingsway, Stretford, M32 8AP

Stretford.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	10am – 5pm
Thursday	10am – 7pm
Friday	10am – 5pm

Timperley Library: Riddings Community Centre, 121 Park Road, Timperley, WA15 6QQ (temporary address)

Timperley.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 5pm
Wednesday	Closed
Thursday	10am – 7pm
Friday	10am – 5pm

Urmston Library: Unit 34, Golden Way, Urmston, M41 0NA

Urmston.library@trafford.gov.uk or 0161 912 3189

Day	Time
Monday	10am – 5pm
Tuesday	10am – 7pm
Wednesday	10am – 5pm
Thursday	10am – 5pm
Friday	10am – 7pm

Woodsend Library: Woodsend Road, Flixton, M41 8GN

Urmston.library@trafford.gov.uk or 0161 912 3189

Day	Time	Manned
Monday	9am – 5pm	2pm – 5pm
Tuesday	9am – 5pm	10am – 1pm
Wednesday	9am – 5pm	No
Thursday	9am – 5pm	2pm – 5pm
Friday	9am – 5pm	2pm – 5pm
Saturday	10am -4pm	No

Limelight Old Trafford: 1 St Brides Way, Old Trafford, Manchester, M16 9NW

info@limelightoldtrafford.co.uk or 03000 112 112

Day	Time
Monday	10am - 7pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	10am - 5pm
Friday	10am - 5pm
Saturday	10am - 4pm

Sale Waterside: 1 Waterside Plaza, Sale, M33 7ZF

salewatersidehelpdesk@engie.com or 0161 912 2871

Day	Time
Monday	10am - 7pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	10am - 5pm
Friday	10am - 7pm
Saturday	10am - 4pm

Sale West Conference Centre: 120 Manor Avenue, Sale, M33 5JX

SWCCbookings@trafford.gov.uk or 0161 912 3381

Day	Time
Monday to Friday	8:30am – 4:30pm

Wythenshawe Hospital: Wythenshawe, Manchester, M23 9LT

0161 998 7070

Day	Time
Monday to Friday	Open 24/7

Notice Boards

Notice boards are provided and are for the sole purpose of Corporate and related communication. If you would like a work related notice to be put up, please contact Communications and Marketing on ext. 4080 or email the team on the following email: communications@trafford.gov.uk

Confidential Waste and Recycling Collections

A confidential waste process is available for all staff in TTH. Each of the printing hubs have a locked console for disposal of such documents.

Recycling collection service for paper, cardboard, glass bottles, tins and cans is available at central recycling points in the kitchens and printing hubs. Recycling is collected by FM daily.

Mail Processing and Delivery Service

The Mailroom is located in the basement, underneath the ground floor reception area. The majority of incoming mail for services is delivered to this section and services are required to collect it. All outgoing mail is to be dropped off in the

Mailroom for delivery.

Confidential and signed for mail will be signed for by reception or the post room operative upon arrival. The relevant team will then be informed by phone that this has been delivered. A signature will be required by a team member upon collection from the post room for tracking/audit purposes.

Catering – The Terrace at Trafford Town Hall

The main restaurant offers a full breakfast and lunch service, including hot food, as well as a Costa Coffee

The terrace is open Monday to Friday 8.30am–4.00pm

- Breakfast is served 8.30am-10.00am
- Lunch is served from 12.00pm-2.00pm

The catering team also provide hospitality from tea, coffee and biscuits to a full lunch service in the meeting rooms within TTH. Orders can be made by going to their intranet page: <http://cms.intranet.trafford.gov.uk/TheTerrace/the-terrace.aspx>.

Security

Access to and from floors is controlled via a swipe/security pass/ identification card system which should be worn at all times. All staff are reminded that they should question anyone they see walking around the building who does not have identification.

Please note that passes for TTH are issued by the FM team. If there are any issues with passes to enter, exit or move around the building, the FM team should be contacted.

Smoking

In accordance with the Council policy the building and surrounding grounds are no smoking areas. Therefore all staff should be aware that they will need to leave the site if they wish to smoke, during official break periods.

Fire Evacuation Procedure

At TTH, a short fire alarm test will sound every Monday afternoon or on a Tuesday afternoon after a Bank Holiday. If the alarm continues to ring, you should evacuate the building.

Please read the full fire safety and evacuation procedure for TTH or contact the premises manager for the evacuation process from the link on the Intranet: <http://cms.intranet.trafford.gov.uk/HealthAndSafetyUnit/A-to-Z/fire-safety.aspx>

As a user of a Trafford Council building you must make yourself familiar with:

- The location of your nearest 'Alarm Point.' Assembly points are located in the open flat car park to the north west elevation of the new building
- Know your 'Assembly Point'. Please note, visitors you are escorting around the building should join you at your assembly point outside.
- Familiarise yourself with the full procedure as to what to do in the event of a fire or other emergency.

Bike Storage

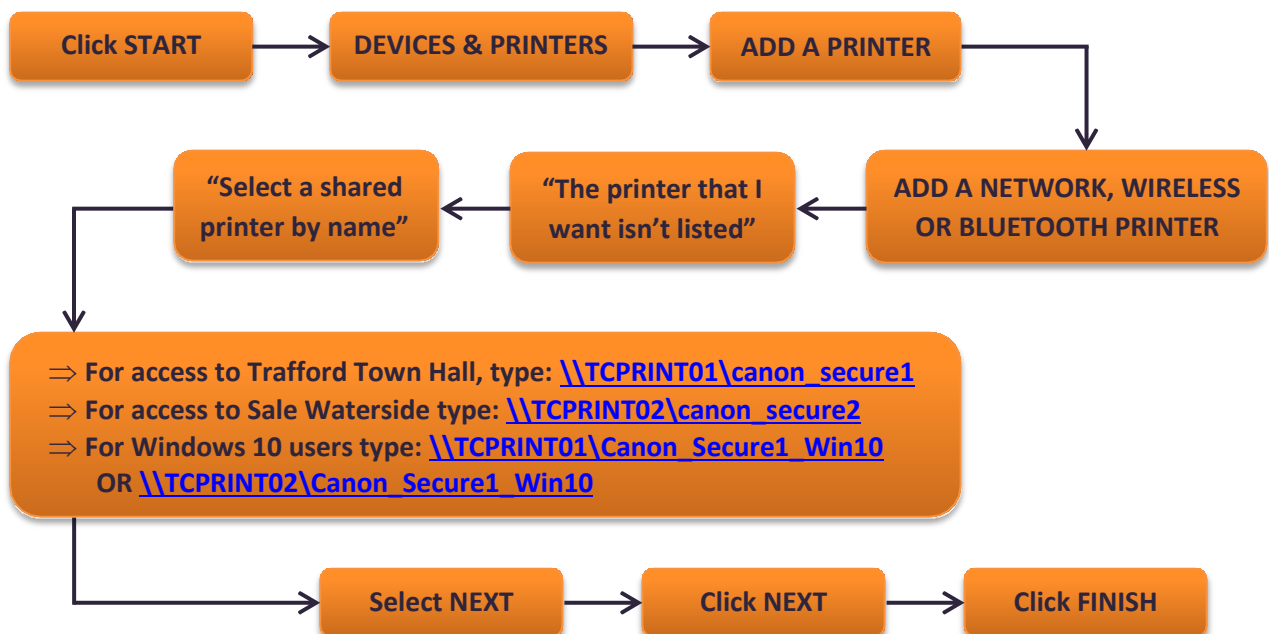
Bike storage is available in the covered parking areas. Trafford passes can access the bike storage area automatically followed by a code (this can be obtained from FM Team). Please ensure that the door is locked behind you.

Located in the town hall are changing rooms, which include showers and a drying room – this is located in the basement of the town hall and can be accessed through the side door next to the staff entrance.

A Guide to the Printers

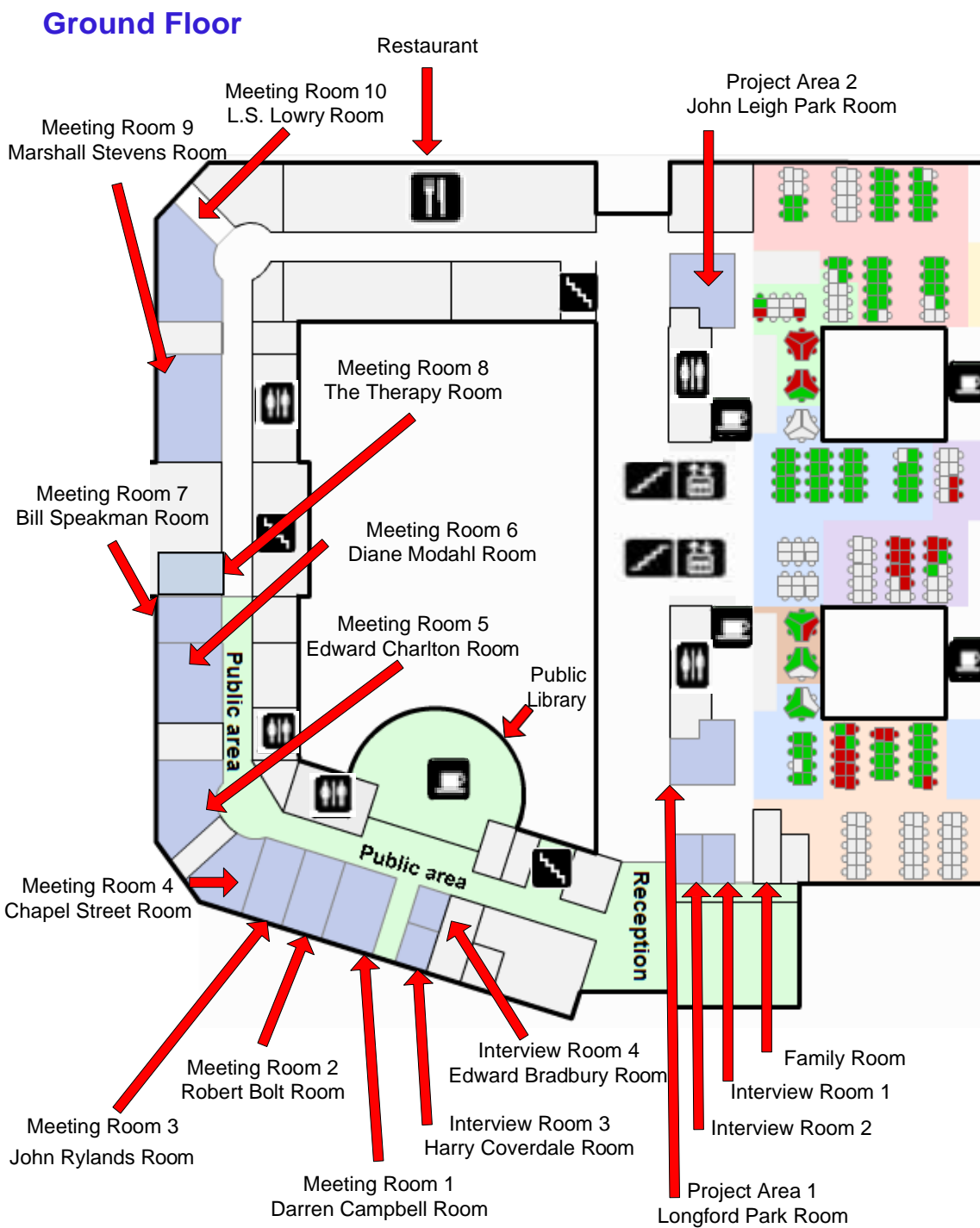
The printers at Trafford Council buildings are managed via your building/security pass.

To add a printer:

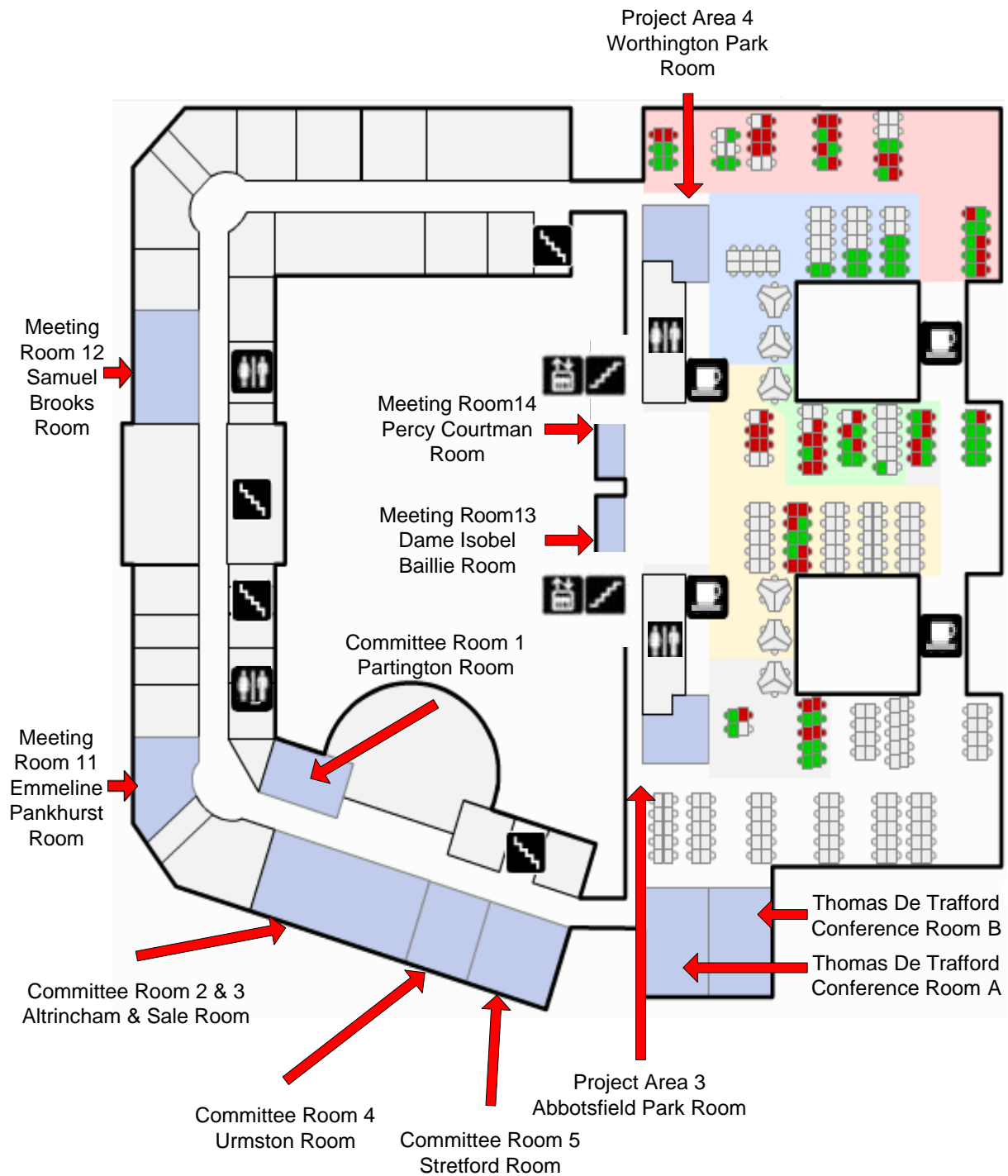


Once the printer is set up using the online guide or instructions above, a registration process is required at one of the printers. Follow the on screen instructions at the printer.

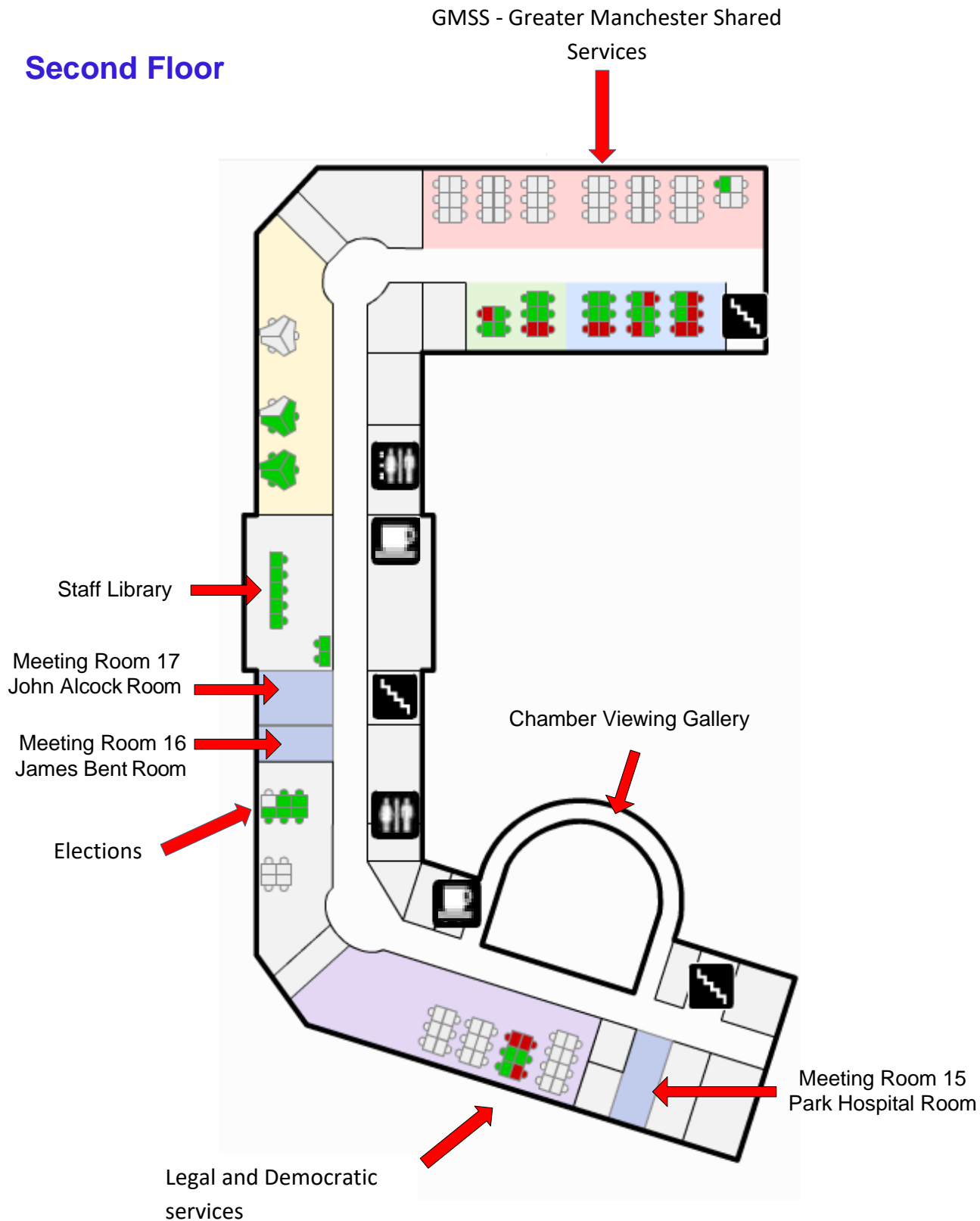
Appendix A – Trafford Town Hall Meeting Room Locations



First Floor



Second Floor



Appendix B - Map of Trafford Town Hall and Surrounding Area

