

# Member Support – A Summary of Services Provided

**Member Support Team**

Our function is to support Members and enable them to carry out their role as fully as possible. The following is a brief summary of the main roles we perform for all Members:

* First point of contact for all Councillors
* Hold key Member information, updated and reviewed regularly, including web content
* Check and challenge invoices, expenses and process Divisional Fund requests
* Help and advise with completing a Members Mileage claim
* Arrange booking for conferences, seminars, training events, etc
* Arrange ad-hoc meetings with officers as requested
* Hold a corporate record of meetings, prepare the daily Member meeting list and update the internal calendar of meetings.
* Offer hospitality
* Order business stationery as appropriate
* Work closely with colleagues across the directorates to improve ways of working for Members
* Help with formal letter writing and other correspondence. Formatting correspondence and reports.
* Secretarial support by way of diary management, pro-active monitoring of emails if required.
* Raise and co-ordinate responses to member queries through the Members’ Enquiry System
* Ensure accommodation for Members is kept clean and tidy, reference material and notice board are up-to-date
* Advice on submissions for Worcestershire Councillors’ Divisional Fund Scheme and co-ordination of payments and maintain a record of all payments which will be updated on the Worcestershire County Council’s website.

Please contact: Ruth Morgan, Member Support Officer Tel: 01905 846308

[rmorgan@worcestershire.gov.uk](mailto:rmorgan@worcestershire.gov.uk)

Catherine Astley-Morton, Member Support Officer Tel: 01905 844331

[castley-morton@worcestershire.gov.uk](mailto:castley-morton@worcestershire.gov.uk)

Lisa Banks, PA to Chairman, Leader and Deputy Leader and Member Support Officer Tel: 01905 846650

[lbanks@worcestershire.gov.uk](mailto:lbanks@worcestershire.gov.uk)

**Support from Committee & Appellate Team**

* Advice on constitutional matters and meetings procedure
* Support for Cabinet and committee meetings and Member Panels (arranging, publication of agendas and minutes etc)
* Advice on membership of Committees, Panels and outside bodies (including substitutions)
* Advice on meetings participation e.g. declarations of interest, questions to Council, public participation, handling of petitions etc
* Administering and publicising the forward plan of key decisions

Please contact: Nicki Garner Committee Appellate Officer

[ngarner2@worcestershire.gov.uk](mailto:ngarner2@worcestershire.gov.uk)

Kate Griffiths Interim Committee Manager Tel: 01905 846630

[kgriffiths@worcestershire.gov.uk](mailto:kgriffiths@worcestershire.gov.uk)

Simon Lewis Committee Officer Tel: 01905 846621

[slewis@worcestershire.gov.uk](mailto:slewis@worcestershire.gov.uk)

**Support from Overview and Scrutiny Team**

* Advice on the overview and scrutiny process
* Co-ordination and planning of scrutiny work programme
* Support for overview and scrutiny meetings (arranging, agendas, minutes)
* Support for scrutiny reviews (advice, research, collation of evidence, arranging meetings, organising visits, liaising with witnesses, writing scrutiny reports)
* Advice on administrative, procedural and constitutional matters

Please contact: Samantha Morris Overview & Scrutiny Co-Ordinator Tel: 01905 844963

[sjmorris@worcestershire.gov.uk](mailto:sjmorris@worcestershire.gov.uk)

Alyson Grice Overview & Scrutiny Officer 01905 844962

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Emma James Overview & Scrutiny Officer 01905 844964

[ejames1@worcestershire.gov.uk](mailto:ejames1@worcestershire.gov.uk)

Alison Spall Overview and Scrutiny Officer 01905 846607

[aspall@worcestershire.gov.uk](mailto:aspall@worcestershire.gov.uk)

Jo Weston Overview & Scrutiny Officer Tel: 01905 844965

[jweston@worcestershire.gov.uk](mailto:jweston@worcestershire.gov.uk)

**Support from Member Engagement Officer**

* Support Members' community leadership role both internally and out in communities
* Support Members to work closely with District and Parish Councillors
* Support Members to work with partners
* Carry out research work for projects
* Community engagement opportunities such as at local events.
* Shadowing opportunities with County Council officers
* Keep Members informed of democracy events held at County Hall and in the Districts.

Please contact Deborah Dale 01905 846282 [ddale@worcestershire.gov.uk](mailto:ddale@worcestershire.gov.uk)

The Interim Committee and Member Support Manager is Kate Griffiths and she can help with any issues around these service areas.

Please contact: Kate Griffiths on 01905 846630 [kgriffiths@worcestershire.gov.uk](mailto:kgriffiths@worcestershire.gov.uk)

The Assistant Director for Legal & Governance is Hazel Best. She is happy to meet any Member to discuss particular constitutional or conduct issues.

Please contact Hazel Best on 01905 765609 [hbest@worcestershire.gov.uk](mailto:hbest@worcestershire.gov.uk)