



# MEMBER DEVELOPMENT PROGRAMME

## 2019-2023

### TRAINING AND DEVELOPMENT SCHEDULE

#### FOR 2020/21

If you require this document in large print, audio or braille or in a different language, please email [democraticservices@eastsoffolk.gov.uk](mailto:democraticservices@eastsoffolk.gov.uk) or telephone 01502 523521.

## Introduction

A Shadow Member Development Steering Group designed and commissioned a Member Development Programme for 2019-23 that aligned with the Member Development Strategy for the same period.

The Programme aimed to ensure that East Suffolk Councillors received a comprehensive and informative Induction to support their introduction to this brand new Authority, as well as an annual Training and Development Schedule of relevant and useful training and briefing sessions that would support Members in undertaking their duties and individual roles during their four year term in office.

A cross party East Suffolk Member Development Steering Group was formed and meets regularly to ensure that Councillors are continually supported and up to date in accordance with the aims and objectives of both the Strategy and the Programme.

A key part of the Steering Group's remit under the auspices of the Member Development Programme is to review the training needs and requests from Members on an annual basis in order to develop a suitable and effective Training and Development Schedule for the following year.

The Schedule is a live document and, as such, is reviewed regularly to ensure that it is responsive to the needs of Members and the organisation, with the details of new training sessions added as and when arranged. It offers a wide variety of topics and is created from Members' requests e.g. from ad hoc individual requests for specific training; requests made following training sessions on the Training Feedback Forms; and discussions with Democratic Services Officers during the Member Development Plan process. In addition, the Programme includes sessions suggested by Officers to ensure that Members are aware of the latest legislation and corporate priorities.

## Training and Development Schedule for 2020/21

A list of the Training/Briefing Sessions scheduled for 2020/21 can be found overleaf.

Details of any other training sessions that are added to the Schedule will be emailed to Members as and when they become available.

Calendar invites will be sent to Members and Councillors are asked to accept the invite or book their place as soon as possible by emailing [democraticservices@eastsoffolk.gov.uk](mailto:democraticservices@eastsoffolk.gov.uk).

Sessions are normally held either at East Suffolk House, Melton or the Riverside offices, Lowestoft. Due to the current COVID-19 pandemic, however, sessions have been scheduled to be held remotely via video conferencing platforms such as Zoom, Skype or Microsoft Teams up until the end of December 2020. Rooms at East Suffolk House or Riverside have been booked for Sessions from January 2021 but these can be changed to remote meetings if necessary.

**The calendar invite for each session will detail the exact location/platform being used so please check these carefully in advance of the session in case there are any changes.**

## SECTION 1 – ESSENTIAL SESSIONS FOR ALL COUNCILLORS IN RELATION TO THE STRATEGIC PLAN

The East Suffolk Strategic Plan was adopted by Full Council in February 2020, it spans a four year period and sets out the aims and objectives of the Council across five interconnected themes.

<b>1</b>	<p><b>STRATEGIC PLAN 2020-24 AND THE IMPACT OF COVID-19</b></p> <p><b>Monday, 28 September 2020 at 6.30pm (Remotely)</b></p>
	<p>This Session will give Members an update on the impact that COVID-19 has had on the Council's Strategic Plan.</p> <p>This Session will be led by Stephen Baker, Chief Executive.</p>
<b>2</b>	<p><b>DELIVERING AGAINST THE STRATEGIC PLAN – MODULAR BRIEFING SESSIONS</b></p> <p><b>Available: Various – exact dates to be confirmed</b></p>
	<p>Delivery of the priorities within the plan are overseen by the Strategic Plan Delivery Board, which is made up of Cabinet Members and Strategic Management Team Officers. All Members are welcome to attend the Strategic Plan Delivery Board – it meets six times per year, five meetings focus upon each of the five themes and one annual meeting to review progress and achievements against our strategic plan objectives.</p> <p>The modules offered below are a key element of the Member Development Programme and will assist Members to more fully understand the themes within the strategic plan, the position the authority is currently in against each theme and where to get further information on any of the objectives within the plan.</p> <p>Delivery of the modules will be via a slide presentation, with voice over, for Members to undertake at a convenient time of their own choosing and will be available to access on the Members' area of FRED.</p> <p><b>Delivering Digital Transformation</b> (July 2020)  <b>Caring for Our Environment</b> (August 2020)  <b>Growing Our Economy</b> (October 2020)  <b>Enabling Our Communities</b> (December 2020)  <b>Remaining Financially Sustainable</b> (February 2021)</p>

## SECTION 2 – ESSENTIAL TRAINING/BRIEFING SESSIONS TO AID ALL EAST SUFFOLK COUNCILLORS

### **An Understanding of Planning at East Suffolk Council**

**Thursday, 6 August 2020 at 10am (Remotely)**

This Session is a repeat of the training held on 3 June 2019 and is essential for any Councillor who wishes to sit on the Planning Committees as a full Member or a substitute and is also ideal as a refresher for those that have already attended.

Specifically, the Session will give Elected Members an understanding of the process for determining planning applications, what constitutes a material consideration, the role of elected members and how the Planning Committees operate.

This Session will be led by Philip Ridley - Head of Planning and Coastal Management and Liz Beighton - Planning Development Manager.

### **Hidden Needs in the Context of Covid-19**

**Wednesday, 19 August 2020 at 6.30pm (Remotely)**

This Session will provide Councillors with an understanding of how we can use data to understand our community better, including to identify hidden needs in communities and individuals.

The session will focus on new maps produced from the updated Index of Multiple Deprivation and new data sets developed through the Suffolk Office of Data Analytics.

The Session will be led by Nicole Rickard – Head of Communities.

### **The East Suffolk Economic Growth and Regeneration Programme**

**Monday, 12 October 2020 at 6.30pm (Remotely)**

This Session will cover East Suffolk's approach to economic growth including how we are building on our economic strengths and taking a place based approach to meet the Strategic Plan objective of 'Growing our Economy'.

It will also set out how we are working collaboratively with our partners to deliver an effective and inclusive economic recovery plan following the Covid-19 economic shock.

The Session will be led by Paul Wood - Head of Economic Development and Regeneration.

## Anti-Fraud Culture

**Monday, 26 October 2020 at 6.30pm (Remotely)**

This Session will cover the following and includes a practical questions and answers session:

- How can Councillors champion the Council's anti-fraud culture
- Understanding roles and responsibilities around identifying risks
- Understanding Whistleblowing, Bribery, Money Laundering procedures etc

The Session will be led by Siobhan Martin - Head of Internal Audit and Sheila Mills-James - Corporate Fraud Manager.

## Social Media

**Wednesday, 11 November 2020 at 6.30pm (Remotely)**

Back by popular demand, this interactive Session has been refreshed and updated and will give Councillors who are completely new to Social Media, or a veteran, guidance on:

- how to use social media
- best practice
- things to avoid
- related legal matters

The Session will be led by Karen Ainley from Mosaic Publicity.

## An Introduction to East Suffolk Council's Finances

**Monday, 23 November 2020 at 6.30pm (Remotely)**

This Session will provide Councillors with an explanation of:

- the 2020/21 East Suffolk Council budget
- the Council's main sources of finance
- and a look at local government financial statements.

The Session will be led by Simon Taylor - Chief Finance Officer and Section 151 Officer.

## Information Governance

**Monday, 30 November 2020 at 6.30pm (Remotely)**

This Session will cover the information governance processes at the Council including Data Protection, Freedom of Information and the Environmental Information Regulations

This Session will be led by Siobhan Martin – Head of Internal Audit.

## **An Overview of Procurement Processes**

**Wednesday, 9 December 2020 at 6.30pm (Remotely)**

This Session will provide Members with an overview of Procurement Processes for Local Government under UK Law and our own internal regulations. How we meet the Council's needs whilst balancing best value, local supply chains, the green agenda, social value and compliance.

The Session will be led by Mark Fisher – Procurement Manager.

## **An Overview of Risk Management**

**Wednesday, 13 January 2021 at 6.30pm in the Conference Room, Riverside, Lowestoft or remotely if social distancing measures are still in place**

This refreshed and updated Session will be delivered by Matthew Hardwick from Zurich Municipal (the Council's Insurers) who is a dedicated professional specialising in Risk Management. This is a useful and informative Session for all Councillors but Members of the Audit and Governance Committee are particularly encouraged to attend. The main objectives will be:

- An overview of Risk Management and its benefits.
- A definition of the role and responsibilities of Members for undertaking / overseeing Risk Management within the Council.
- Discussion from the Members' perspectives of the main risks facing the Council.
- The ability and competencies needed to become involved with Risk Management in the Council.

## SECTION 3 - ESSENTIAL TRAINING SESSIONS FOR MEMBERS OF SPECIFIC COMMITTEES

### Best Practice for Effective Scrutiny

**Friday, 14 August 2020 at 9.45am (Remotely)**

This Training Session will provide Members of the Scrutiny Committee with a look at

- (a) the key characteristics of efficient and effective scrutiny - and how this relates to new statutory guidance
- (b) key tips and techniques to achieve added value and to make a difference through committee scrutiny, and
- (c) how to avoid some of the 'deadly sins' of committee scrutiny.

The Session will be delivered by David McGrath, Link Support Ltd.

### Making an Impact through Effective Review Groups (Scrutiny)

**Friday, 14 August 2020 at 12.45pm (Remotely)**

This Training Session will provide Members of the Scrutiny Committee with a range of proven techniques to achieve success through reviews. The trainer will demonstrate the techniques with reference to real case studies. Topics include:

- (a) The rapid ('one day') review
- (b) Planning to make a bigger difference
- (c) How to use strategic vision and get things done
- (d) The 'one page' review time planner
- (e) Avoiding pitfalls and scrutiny potholes.

The Session will be delivered by David McGrath, Link Support Ltd.

### Determining Applications as a Member of a Licensing Sub-Committee – A Guide to Making Legally Sound Decisions

**Wednesday, 7 October 2020 at 7pm (Remotely - after the general Licensing training at 6.00pm on 7 October 2020 for all Members)**

This Session will provide Members of the Licensing Committee with the training they need to determine licensing applications on a Licensing Sub-Committee. This is a refreshed and updated session from the one held last year.

This Session will be led by Chris Bing - Legal and Licensing Services Manager and Martin Clarke - Lawyer.

## How to be an effective Audit and Governance Committee Member

**Monday, 18 January 2021 at approximately 7.30pm (to be held immediately following the Session on Pensions which is open to all Members) in the Deben Room, East Suffolk House, Melton or Remotely if social distancing measures are still in place**

This Session will provide Members of the Audit & Governance Committee with a refresher on best practice guidance on how to be an effective member of the Committee.

This Session will be led by Siobhan Martin - Head of Internal Audit.



## **SECTION 4 - USEFUL TRAINING/BRIEFING SESSIONS (FOR ALL EAST SUFFOLK COUNCILLORS UNLESS SPECIFIED OTHERWISE)**

### **An Overview of the Anglia Revenues Partnership**

**Wednesday, 29 July 2020 at 6.30pm Remotely via Microsoft Teams**

This Session will provide Councillors with an overview of the Revenues and Benefit work carried out by the Anglia Revenues Partnership on behalf of East Suffolk Council including Housing Benefits, as well as information on the Welfare Reform which includes Universal Credit.

The Session will be led by Sarah Hyman – Liaison Officer, Anglia Revenues Partnership.

Microsoft Teams is similar to Zoom and can be accessed by clicking the link in the calendar invite. Members who require help to access Microsoft Teams are asked to contact Democratic Services well in advance of the Session.

### **Neighbourhood Planning**

**Wednesday, 12 August 2020 at 6.30pm (Remotely)**

This Session will provide Councillors with an introduction to Neighbourhood Planning, the process and some examples of existing Plans.

The Session will be led by Dickon Povey – Principal Planner (Policy and Delivery) and Melanie Seabrook – Planner (Policy and Delivery).

### **IT: Outlook – Filing and Organising within and from Outlook**

**Friday, 21 August 2020 at 12-1pm (Remotely)**

This Session will show Councillors how to use Outlook effectively and will cover the following:

- Creating folders in File Explorer
- Saving Attachments received via email
- Opening these attachments using Word or Excel
- Flagging messages
- Viewing flagged messages in Tasks
- Creating folders in Outlook
- Moving emails to folders
- Adding Signatures to emails
- Sending attachments via email
- Adding tables to email messages

The Session will be led by Marion Knight-Dixon - Grapevine Computing Ltd.

**Spaces are very limited so early booking is essential.**

## **CMIS: Overview and Functionality**

**Thursday, 27 August 2020 at 6.30pm (Remotely)**

This Session will give Members an overview of CMIS accessed via the web, together with the functionality of the myCMIS app including annotating and searching documents.

The Session will be led by Matt Makin – Democratic Services Officer.

## **Speed Reading**

**Wednesday, 2 September 2020 at 6.30pm (Remotely)**

This interactive and practical Session will give Members an overview of:

- How to adapt and adjust reading styles
- Skimming documents to identify key points
- Increased reading speeds through use of specific techniques
- Effective reading from tablets and screen
- Careful reading for understanding and retention

The Session will be led by Miranda Smythe – Local Government Information Unit Associate Trainer

## **Speaking with Confidence**

**Wednesday, 9 September 2020 at 6.30pm (Remotely)**

This Session will give Members an overview of:

- How to scope a presentation and speech
- Organising information into a beginning, a middle and a close
- Managing nerves
- Demonstrating confidence through language, tone and non-verbal behaviour.

The Session will be led by Miranda Smythe – Local Government Information Unit Associate Trainer

## **General Licensing Overview for all Councillors**

**Wednesday, 7 October 2020 at 6-7pm (Remotely)**

This Session will give all Councillors, and especially those appointed to the Licensing Committee, an overview of the work of the Licensing Team including the licensing of pubs, clubs, taxis (hackney carriage and private hire), street trading, charity street collections and sex establishments. This is a refresher session of the one that was held last year.

The Session will be led by Chris Bing - Legal and Licensing Services Manager, Martin Clarke – Lawyer, Teresa Bailey - Senior Licensing Officer and Alison Woodley and Leoni Hault - Licensing Officers.

## IT: Word Processing – Setting up Documents and Inserting Tables

**Thursday, 12 November 2020 at 6.30pm (Remotely)**

This interactive practical Session will provide Councillors with the knowledge of how to use Word effectively and includes the following:

- Creating and formatting tables
- Adjusting margins
- Changing orientation
- Page breaks
- Adding headers and footers
- Using Styles
- Q&A

The Session will be led by Marion Knight-Dixon - Grapevine Computing Ltd.

**Spaces are very limited so early booking is essential.**

## Homelessness and Rough Sleeping

**Thursday, 19 November 2020 at 6.30pm (Remotely)**

This Session will provide Members with an introduction to the issue of Homelessness in the district and how the Council managed the 1500 approaches for help last year. It will also cover rough sleeping and the high priority this has been given nationally over the last year.

The Session will be led by Fern Lincoln - Housing Needs Manager and members of her team.

## IT: Excel – Extracting Information from Lists and Printing the Output

**Thursday, 26 November 2020 at 6.30pm (Remotely)**

This interactive practical Session will provide Councillors with the knowledge of the basics of how to use Excel:

- How to set up a list
  - Sorting
  - Filtering
- Printing options
  - Adjusting margins
  - Adding headers and footers
  - Orientation
  - Scaling
- Q&A

The Session will be led by Marion Knight-Dixon - Grapevine Computing Ltd.

**Spaces are very limited so early booking is essential.**

## **The Pensions Process**

**Monday, 18 January 2021 at 6.30pm at East Suffolk House, Melton or remotely if social distancing measures are still in place**

This Session will provide all Councillors, and especially those appointed to the Audit and Governance Committee, with information and an update about the Pensions process in Suffolk, given Suffolk County Council administer the pensions for East Suffolk Council and other Suffolk Councils.

This Session will be led by Paul Finbow, Senior Pensions Specialist, Suffolk County Council.

## **The Electoral Process**

**Wednesday, 20 January 2021 at 6.30pm at the Conference Room, Riverside, Lowestoft or remotely if social distancing measures are still in place**

This Session will provide all Councillors with an overview of the procedural steps that take place on the run up to an election, during polling day and once the polls close.

This Session will be led by Stephen Baker, Chief Executive and Karen Last, Elections Manager.

## **The Council as a Landlord**

**Thursday, 11 February 2021 at 6.30pm at East Suffolk House, Melton or remotely if social distancing measures are still in place**

The Council owns and manages nearly 4500 properties, mainly in the north of the district with the former Waveney Council housing stock. This Session will cover the management and maintenance of the stock, the investment plan and new developments, and the management and support of our tenants.

This Session will be led by John Brown - Maintenance Manager, Samantha Shimmon - Tenancy Services Manager and Bridget Law - Housing Programme Development Manager.



## TRAINING AND DEVELOPMENT SCHEDULE 2020/21

Sessions commence at 6.30pm unless marked with an \*

<b>July 2020</b>	<b>29</b> • An Overview of the Anglia Revenues Partnership					
<b>August 2020</b>	<b>6</b> • Planning Training* (repeat - to sit on Committee)	<b>12</b> • Neighbourhood Planning	<b>14</b> • Best Practice for Effective Scrutiny* • Making an Impact Through Effective Review Groups*	<b>19</b> • Hidden Needs in the context of Covid-19	<b>21</b> • IT – Outlook - organising your files*	<b>27</b> • CMIS: Overview and functionality
<b>September 2020</b>	<b>2</b> • Speed Reading	<b>9</b> • Speaking with Confidence	<b>28</b> • Strategic Plan 2020-24 and COVID-19			
<b>October 2020</b>	<b>7</b> • General Licensing Overview* (refresher) • Determining Licensing Applications (refresher)	<b>12</b> • The Economic Growth and Regeneration Programme	<b>26</b> • Anti-Fraud Culture			
<b>November 2020</b>	<b>11</b> • Social Media (refreshed and updated)	<b>12</b> • IT – Word	<b>19</b> • Homelessness and Rough Sleeping	<b>23</b> • An Introduction to ESC's Finances	<b>26</b> IT - Excel	<b>30</b> Information Governance
<b>December 2020</b>	<b>9</b> • Overview of Procurement Processes					
<b>January 2021</b>	<b>13</b> • Risk Management by Zurich Municipal (refreshed and updated)	<b>18</b> • An Overview of Pensions • How to be an Effective Audit & Governance Committee Member (refresher)	<b>20</b> • The Electoral Process			
<b>February 2021</b>	<b>11</b> • The Council as a Landlord					
<b>March 2021</b>						
<b>April 2021</b>						

### Sessions still to be scheduled:

Planning – The Enforcement Process (Jan/Feb 2021)

Treasury Management for AGC Members (December 2020)

Coastal Management

Overview of Policies in the Adopted Waveney and Suffolk Coastal Local Plans (November 2020)

Planning – Trees (Jan/Feb 2021)

Training in the use of Microsoft Office Teams (September-December 2020)

Webcasting

Virtual Tours of the District