



## London Borough of Enfield

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<b>Report Title</b>	Member Development Programme Update
<b>Report to</b>	General Purposes Committee
<b>Date of Meeting</b>	25 <sup>th</sup> October 2023
<b>Executive Director / Director</b>	Terry Osborne Director of Law & Governance
<b>Report Author</b>	<a href="mailto:Claire.Johnson@enfield.gov.uk">Claire.Johnson@enfield.gov.uk</a>

### Purpose of Report

1. To provide an update on the implementation of the Member Induction programme 2022 and Member Development programme 2022 – 2024.

### Recommendations

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| <ol style="list-style-type: none"><li>i. To note the progress made on the member induction and member development programme attached at appendix A.</li></ol> |
|---|

### Background and Options

2. The member induction programme supports newly elected and re-elected Members to gain an overview of the Governance and decision-making framework of the council, members responsibilities under the code of conduct, and how the council supports members in their representational work.

3. Following the election in May 2022 a detailed induction programme was developed, to support members in their roles. Listed below are some key points, of the induction programme which is attached at appendix B.
  - Support for members immediately following election entailed, deployment of digital devices, essential information packs and key contacts.
  - Bespoke training was provided to those members in newly appointed Chairing roles.
  - Members allocated to committees with a statutory function such as Licensing, Planning, Pensions, General Purposes or Scrutiny, had specific training at the start of the municipal year, to ensure they were appropriately trained to fulfil their function on the committee.
  - A Buddy scheme was implemented for the first 8 weeks following election to provide support to new councillors at senior officer level. The buddy acted as first point of contact to help with signposting and offer advice on all councillor related issues.
4. A member development programme was also agreed, with development sessions scheduled monthly in the calendar of meetings for 2022/23 and 2023/24.

### **Support and Implementation**

5. The member Induction was planned well, and ran smoothly, with new members receiving comprehensive support following their election.
6. Information packs were provided on the night of election to all new members and re-elected members. The pack held information about joining the council, the support available to them, key dates, key contacts and the member development programme which listed the induction programme dates, and the ongoing development schedule.
7. Members were provided with a detailed plan on the training sessions they would be given in their new roles, and specialist training events were held for members on certain committees such as Planning, Licensing, Pensions and Scrutiny to ensure that they had received training prior to their first meetings.
8. Members that were Chairing committees for the first time, were offered training on how to manage meetings effectively.
9. Members are required to undertake mandatory training on Data protection, Cyber Security and FOI. The training is available on ilearn, but Group sessions were also arranged on teams and officers took members through the requirements and were able to capture a greater attendance and completion of the required training.

10. Training has been provided using a mixture of face to face and online sessions. With many members being new to the Council, face to face training was particularly useful as a good way for councillors to network and also meet officers, however, virtual sessions work effectively too, have good attendance, and are particularly useful when external organisations are providing training.

### **Proposed Future Activity**

11. The member development programme for 2024/25 needs to be considered and populated. Members on the General Purposes Committee, Cabinet and EMT will be contacted by the end of the year to put forward proposals for development sessions for 2024/25.

### **Preferred Option and Reasons For Preferred Option**

12. Members should be provided with the support, information and training to be able to undertake the role of councillor effectively.

### **Relevance to Council Plans and Strategies**

13. The proposals detailed within the report aim to ensure that members are offered the information and support to be able to fulfil their leadership and community representational roles.

### **Financial Implications**

14. Where possible training is undertaken in-house. Where additional expertise is required, external trainers have been commissioned.

### **Legal Implications**

15. This is a report of the Director of Law & Governance.

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### **Appendices**

Member Induction & Professional Development Programme

**MEMBER INDUCTION & DEVELOPMENT IMPLEMENTATION 2022 – 2023**

**APPENDIX A**

<b>DATE</b>	<b>TITLE</b>	<b>TRAINING PROVIDER</b>	<b>SCOPE</b>	<b>ATTENDEES</b>
7 <sup>th</sup> May 2022	Saturday Induction	In-house Terry Osborne	Essential Admin IT device collection Tour of the borough	26
11 <sup>th</sup> May 2022	Member Induction	In-house Terry Osborne/Claire Johnson	Being an effective councillor: Code of conduct Constitution The role of members etc	29
9 <sup>th</sup> June 2022 And further session held on the 15 <sup>th</sup> June	Planning Training	In-house Gillian Macinnes/Andy Higham	Member's responsibilities and powers related to Planning	23
13 <sup>th</sup> June 2022	Effective Scrutiny	Centre for Governance & Scrutiny	The principles of effective Scrutiny.	20
14 <sup>th</sup> June 2022	Licensing Training	In-house Ellie Green/Catriona McFarlane	Member's responsibilities and powers related to Licensing	13
16 <sup>th</sup> June 2022	Audit & Risk	In-house Gemma Young	The Councils responsibilities on Audit & Risk	14
16 <sup>th</sup> June Follow-up sessions held on the 25 <sup>th</sup> July, 30 <sup>th</sup> August and 12 <sup>th</sup> & 28 <sup>th</sup>	Data Protection Mandatory Training	In-house Rezaur Choudhury	Mandatory Training element provided as a group session rather than ilearn.	46

September.				
20 <sup>th</sup> June 2022	Code of Conduct Training (Conservative Group)	In-house Terry Osborne	A detailed briefing on members responsibilities under the Code.	21
27 <sup>th</sup> June 2022	Code of Conduct Training (Labour Group)	In-house Terry Osborne	A detailed briefing on members responsibilities under the Code.	34
18 <sup>th</sup> July 2022	Finance Training	In-house James Newman	Rules, regulations and principles of local authority finance. How Enfield fits within this context. The challenges Enfield faces and how we meet those challenges	9
21 <sup>st</sup> July 2022	Chairing Skills	External consultant Beth Evans	How the Chair can manage meetings effectively.	9
27 <sup>th</sup> July 2022	NLWA briefing	North London Waste Authority	An introduction to NLWA.	12
12 <sup>th</sup> & 29 <sup>th</sup> September 2022	RADA presentation skills	RADA	Presentation Skills for Councillors, in 2 sessions.	11
4 <sup>th</sup> October 2022	Introduction to Local Government Finance	CIPFA	Update for General Purposes Committee	4
26 <sup>th</sup> October 2022	Personal Safety for members	Suzy Lamplugh Trust	Session covering personal safety in relation to ward forums, ward surgeries and general duties.	12
30 <sup>th</sup> November 2022	Emergency Planning Civil Resilience Training for Ward Councillors	Vale Consulting Solutions Andy Fry OBE	An opportunity to explore the role councillors have during the process of the council preparing	25

			for, responding to, and recovering from emergencies affecting communities in Enfield.	
5 <sup>th</sup> January 2023	Child Protection and Safeguarding And Adults Safeguarding training	In-house Angela Bent/Elsbeth Smith	An overview on the legislation and guidance in place to safeguard children and a separate session on Adult safeguarding	18
15 <sup>th</sup> February 2023	Cyber Security/FOI	In-house Martin Sanders Will Wraxell	Mandatory Training element provided as a group session rather than ilearn.	25
3 <sup>rd</sup> April 2023	Making Every Contact count	In-house Mark Tickner/Dudu Sher-Arami	<p>“Making Every Contact Count” – history [What is it? Where did it come from?] , evidence [Does it work? – LBE did some work with other London Councils a while ago to verify this] and implementation [why were we so late?]</p> <p>MECC in Enfield progress thus far.</p> <p>A quick on-line MECC session.</p> <p>MECC plans – including how we are doing it with so little expenditure.</p>	18
5 <sup>th</sup> Sept 2023	Autism Awareness	Enfield Advisory Service for Autism Dr Rachel Walker	The course objectives: To learn about autism as a difference rather than as a deficit	22

			<p>or disorder</p> <p>Recognise the three areas of difference for autistic children and young people and how these can affect them</p> <p>Listen to and learn from the perspectives of autistic young people and their parents/carers</p> <p>Reflect on your knowledge and practice in making 'reasonable adjustments' for autistic children and young people</p> <p>There will also be a briefing on the strategic approach that Enfield is taking to support all education settings in the borough to become more autism-friendly.</p>	
9 <sup>th</sup> January 2024	Modern Slavery	In-house		
Date tbc with LGA	Equalities Training	LGA		
Date tbc	Mental Health Awareness			
Date tbc	Building Safety Responsibility			
Date tbc	Public Health of Residents and Challenges			

Date tbc	Council Housing and Regeneration Projects			
Date tbc	Social Media Training			
Date tbc	NHS Commissioning			





# Member Induction & Professional Development Programme

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# Welcome



It is a priority of the Council to ensure Councillors are supported and fully equipped to represent the views of the community in order to improve and shape services for the future. Therefore we have made a commitment to ensuring our Councillors are supported in continuously developing the range of skills needed to be outstanding community leaders and advocates for the Council.

The purpose of our Member Development Programme is to:

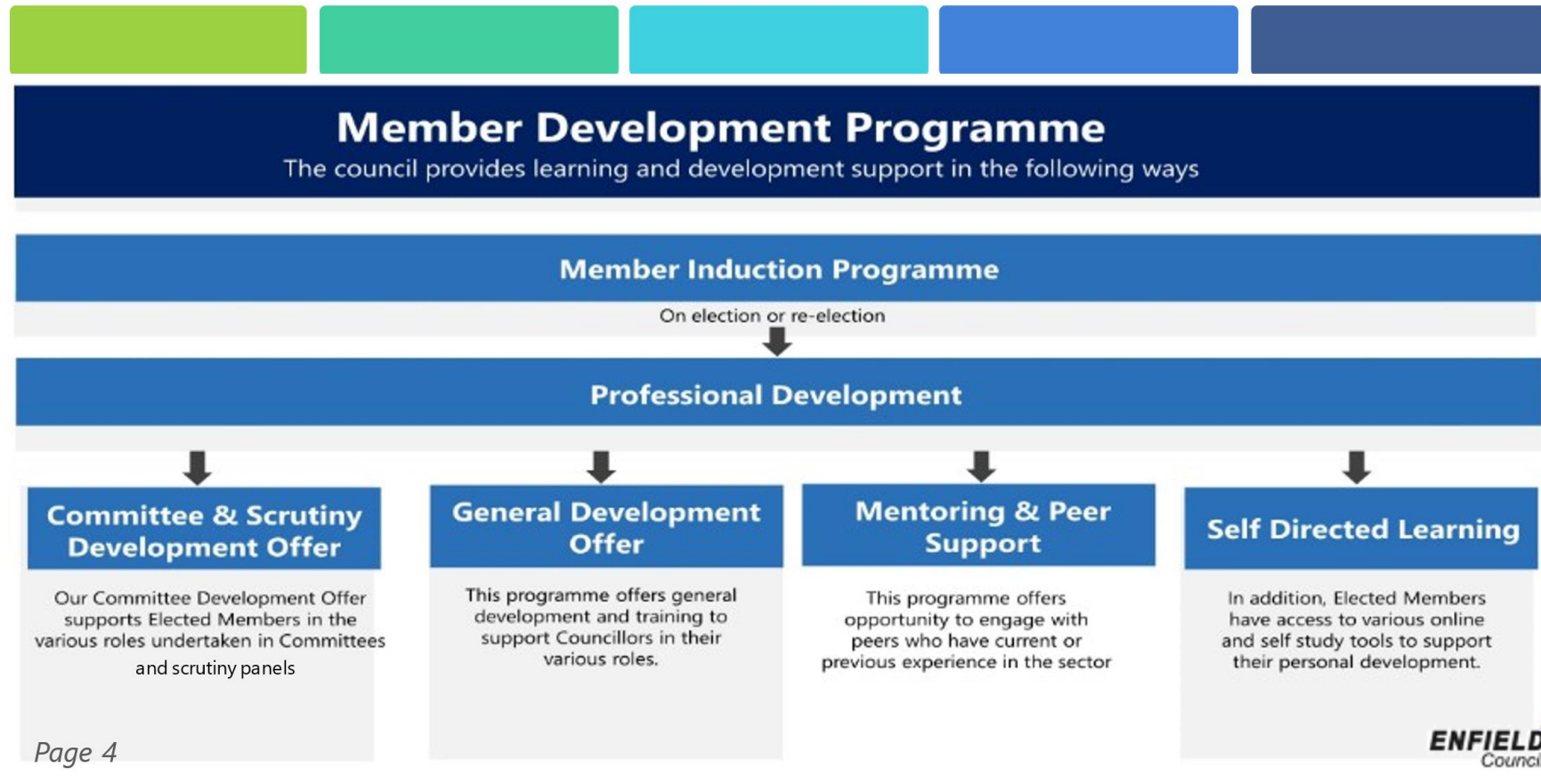
- Create a clear framework for Councillor development based upon individual and organisational needs.
- Ensure all Councillors have access to a suite of training opportunities which will assist them in developing their skills and knowledge and support them in conducting their roles effectively,
- Support Councillors to feel confident in undertaking their roles.
- Ensure Councillors are fully aware of their responsibilities and accountabilities to deliver good governance.
- Support the continued development of Councillors to prepare them for roles they may fill in the future.
- Provide all Councillors with the opportunity for development.

Our Member Development Programme consists of required courses, non-required courses and Continuous Professional Development programme (CPD).

**Required courses** are drawn from statutory and identified high risk areas. All members will be required to undertake the mandatory courses within the first quarter following election to the Council.

Our **non-required courses** are designed to provide support on specific skill sets and topics that Members may want to utilise in support of their roles.

# Member Development Programme



# Member Induction Learning Programme Overview

## Essential Training

First Day	First Week	Following AGM	First Month
<p><b>Election Night - Thursday 5<sup>th</sup> May</b></p> <ul style="list-style-type: none"> <li>➤ Sign Declaration of Acceptance of Office</li> </ul> <p><b>Saturday 7<sup>th</sup> May - 9.30am – 3pm</b></p> <ul style="list-style-type: none"> <li>➤ Essential administration/Photos</li> <li>➤ IT devices collection</li> <li>➤ Tour of the borough</li> </ul>	<p><b>Wednesday 11<sup>th</sup> May</b></p> <ul style="list-style-type: none"> <li>➤ Being an effective Councillor</li> <li>➤ Meet Senior Officers &amp; Departmental Services</li> <li>➤ IT queries drop-in</li> </ul>	<p><b>AGM - Wednesday 25<sup>th</sup> May</b></p> <ul style="list-style-type: none"> <li>➤ Scrutiny Induction</li> <li>➤ Audit &amp; Risk</li> <li>➤ Planning</li> <li>➤ Licensing</li> <li>➤ Pensions</li> <li>➤ How to raise an MEQ</li> <li>➤ Effective Meetings (The role of the Chair/ Rules of procedure)</li> <li>➤ Member code of conduct</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mandatory Training (see full list on page 10)</li> <li>➤ Self directed e-learning</li> </ul>

# Induction Programme - First Day

Course / Event		Required learning
<b>Election night</b> ➤ Declaration of Acceptance of Office	<ul style="list-style-type: none"> <li>• Signing "Acceptance of Office" declarations and photographs</li> </ul>	R
<b>Saturday 7<sup>th</sup> May</b> ➤ Essential administration	<ul style="list-style-type: none"> <li>• Photos for ID badges and website photos</li> <li>• Register of interests form completed</li> <li>• Payroll details/contact details etc completed</li> <li>• Pick-up IT devices - laptop and mobile phones with support provided by Digital services</li> </ul>	R
➤ Tour of the borough	<ul style="list-style-type: none"> <li>• Guided bus tour of the borough in the afternoon</li> </ul>	R

Required learning = R Continuous Professional Development = CPD Mandatory = M

# Induction Programme - First Week

Course / Event	Required learning	
<ul style="list-style-type: none"> <li>➤ Being an effective Councillor</li> </ul>	<ul style="list-style-type: none"> <li>• The role of an elected member</li> <li>• The role of Cabinet/Scrutiny</li> <li>• The Committee Structure</li> <li>• What to expect at your first Council meeting</li> <li>• Role of the Mayor</li> <li>• Ward forums/ward surgeries</li> <li>• Councillor Code of Conduct</li> <li>• Member/Officer protocol</li> <li>• Mod Gov</li> <li>• Members portal</li> <li>• Required learning on ILEARN</li> <li>• Raising issues for your residents – MEQ's, service requests etc</li> <li>• Comms</li> </ul>	<p style="text-align: center;">R</p>
<ul style="list-style-type: none"> <li>➤ Meet and Greet EMT and Senior Officers</li> </ul>	<ul style="list-style-type: none"> <li>• Meet and Greet Executive Directors and Directors, and to find out more about the Council services that each department delivers</li> </ul>	<p style="text-align: center;">R</p>
<ul style="list-style-type: none"> <li>➤ IT queries drop-in</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Services experts will be on hand to answer any queries you have with your IT equipment</li> </ul>	

Required learning = R Continuous Professional Development = CPD Mandatory = M

# Induction Programme - Following AGM

Course / Event	Required learning	
<ul style="list-style-type: none"> <li>➤ Effective Meetings – Chairing Skills</li> </ul>	<ul style="list-style-type: none"> <li>• To look at difference scenarios in meetings and how the Chair can effectively manage these.</li> </ul>	R
<ul style="list-style-type: none"> <li>➤ Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• A detailed briefing on members Code of Conduct</li> </ul>	R
<ul style="list-style-type: none"> <li>➤ How to raise an MEQ</li> </ul>	<ul style="list-style-type: none"> <li>• Members enquiries are a key part of the work you will undertake as a councillor, raising issues for your constituents. This session will help you to navigate the members enquiries system, track enquiries and respond to departments.</li> </ul>	R

Required learning = R Continuous Professional Development = CPD Mandatory = M



# Induction Programme - First Month

Course / Event	Required learning	
<ul style="list-style-type: none"> <li>➤ Mandatory e-learning</li> </ul>	<ul style="list-style-type: none"> <li>• Enfield Council Induction</li> <li>• Cyber Security</li> <li>• General Data Protection Regulations</li> <li>• Enfield Council Freedom of Information</li> <li>• DSE</li> <li>• Fire Safety</li> <li>• The Principles of Risk Assessment</li> <li>• Equality in the Workplace</li> <li>• Safeguarding Children</li> <li>• Safeguarding Adults</li> </ul>	<p>M</p>
<ul style="list-style-type: none"> <li>➤ Self-serve ILEARN courses</li> </ul>	<ul style="list-style-type: none"> <li>• See comprehensive list pages 16 – 19.</li> </ul>	<p>CPD</p>
<ul style="list-style-type: none"> <li>➤ Stress Management and Personal Resilience</li> </ul>	<ul style="list-style-type: none"> <li>• This workbook from the LGA is aimed at helping councillors to understand the signs of stress and to develop strategies to deal with it, as well as building up their own personal resilience in the role. <a href="https://www.local.gov.uk/publications/councillor-workbook-stress-management-and-personal-resilience">https://www.local.gov.uk/publications/councillor-workbook-stress-management-and-personal-resilience</a></li> <li>• The LGA run an annual conference for local government <a href="https://www.local.gov.uk/lga-annual-conference-2022">https://www.local.gov.uk/lga-annual-conference-2022</a></li> </ul>	<p>CPD</p>

Required learning = R Continuous Professional Development = CPD Mandatory = M

# General Development Modules

Course / Event	Required learning	
<ul style="list-style-type: none"> <li>➤ Members Personal Safety and Conflict Management</li> </ul>	<ul style="list-style-type: none"> <li>• This training focusses on what Personal Safety is, covering elements of Lone Working, understanding and putting boundaries around aggression, types of Risk Assessments, Tracing, Travelling, and Conflict De - escalation and Defusion techniques.</li> </ul>	<p>CPD</p>
<ul style="list-style-type: none"> <li>➤ Understanding the Council's Finances</li> </ul>	<ul style="list-style-type: none"> <li>• An introduction to those new to the role and any re-elected councillors who need a refresher to enable an understanding of the councils finances. The council's finance and funding is a central part of all decision making, ensuring that the council provides value for money, or best value, in all of its services</li> </ul>	<p>CPD</p>
<ul style="list-style-type: none"> <li>➤ Council Housing and Regeneration Projects</li> </ul>	<ul style="list-style-type: none"> <li>• To receive a briefing and overview of the councils current projects.</li> </ul>	<p>CPD</p>
<ul style="list-style-type: none"> <li>➤ NHS Commissioning</li> </ul>	<ul style="list-style-type: none"> <li>• To provide an overview of how NHS commissioning is structured, the different functions provided by NHS services, and how the council works with them.</li> </ul>	<p>CPD</p>
<ul style="list-style-type: none"> <li>➤ Social Media Training</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and guidance on your role as councillor on social media, the 'do's and don'ts'</li> </ul>	<p>CPD</p>

Required learning = R Continuous Professional Development = CPD Mandatory = M

# General Development Modules

Course / Event		Required learning
<ul style="list-style-type: none"> <li>➤ Making Every Contact Count</li> </ul>	<ul style="list-style-type: none"> <li>• Making Every Contact Count – history, evidence and implementation.</li> <li>• MECC in Enfield progress and plans.</li> </ul>	CPD
<ul style="list-style-type: none"> <li>➤ Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• To receive an overview of the Council's and members responsibilities with regard to safeguarding.</li> </ul>	CPD
<ul style="list-style-type: none"> <li>➤ Equalities Training</li> </ul>	<ul style="list-style-type: none"> <li>• Receive an introduction to equality, and understand the councils and members responsibilities.</li> </ul>	CPD
<ul style="list-style-type: none"> <li>➤ Modern Slavery</li> </ul>	<ul style="list-style-type: none"> <li>• Raise your awareness of modern slavery. This will enable you to identify modern slavery and how to raise if you have concerns, and understand the Local Authorities responsibilities.</li> </ul>	CPD

Required learning = R Continuous Professional Development = CPD Mandatory = M

# General Development Modules

Course / Event		Required learning
➤ Data Protection	<ul style="list-style-type: none"> <li>You will gain an awareness of the requirements for processing, special rules for members, and a summary of the law and key changes since introduced</li> </ul>	CPD
➤ Mental Health Awareness	<ul style="list-style-type: none"> <li>How to recognise those crucial warning signs of mental ill health and feel confident to guide someone to appropriate support.</li> </ul>	CPD
➤ Building Safety Responsibility	<ul style="list-style-type: none"> <li>You will receive an overview of the Building Safety responsibilities following the introduction of the Building Safety Bill, and Fire Safety Act 2021 .</li> </ul>	CPD
➤ Cyber Security	<ul style="list-style-type: none"> <li>In addition to the mandatory e-learning course, this session will provide you with more detail, on what Cyber Security means, the risk to the council and to you as individuals in your role, but also in your personal life, examples of the types of attacks - scams/phishing, ransomware, malware</li> <li>How you can improve your own awareness and protect yourself , and how to report a problem if you have one.</li> </ul>	CPD
➤ Public Health of Residents and Challenges	<ul style="list-style-type: none"> <li>Information about key Public Health challenges and how we are addressing them.</li> <li>An update on what we know about how health inequalities in Enfield and action to address these.</li> </ul>	CPD

Required learning = R Continuous Professional Development = CPD Mandatory = M

# Cabinet Member Professional Development



Ensuring every Cabinet Member has the knowledge, skills and behaviours required to function at a high level as Community Leaders, representing their electorate and undertaking their responsibilities as a Councillor in strategic functions, statutory responsibilities and regulatory roles is a priority for the council.

Individual discussions will be held with Cabinet Members to develop a bespoke and tailored package for Member development.

# LGA Mentoring and Peer Support



Regional improvement networks provide dedicated ongoing regional support, peer support and intelligence gathering through an extensive network of principal advisers, regional teams, member peers and political group offices.

The LGA's peer support offer provides councils with a unique opportunity to engage with peers who have current or previous experience in the sector and provide challenge, support and guidance on specific areas or issues.

Further information about these elements of the sector support programme can be accessed on the LGA internet page below.

<https://www.local.gov.uk/our-support/council-improvement-and-peer-support>

# LGA Annual Conference & Exhibition



This provides an opportunity for members to participate in a wide-ranging programme focusing on the issues that matter most to local communities.

The conference is being held in Harrogate on the 28<sup>th</sup> – 30<sup>th</sup> June 2022.

For more information, please click on the following link:

[Events date and venue \(local.gov.uk\)](#)

\*There is a cost to this conference. Depending on the level of interest shown we may need to limit numbers.

# Self Study Development Tools



In addition to the previous programmes, Elected Member's have access to various online and self study tools to support their personal development.

**I LEARN** – This is the Council's online learning platform where you can get access to a range of e-learning modules written specifically for Councillors and Employees.

All Councillors are registered with **I LEARN**. Log-in details can be obtained by emailing [i.learn@enfield.gov.uk](mailto:i.learn@enfield.gov.uk). You can access **I LEARN** via any computer with internet access via <https://enfield.learningpool.com/login/index.php>

Further guidance on accessing **I LEARN** is at the end of this section.

I LEARN

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**LGA Councillor Development Tools** – The Local Government Association have developed a range of e-learning modules and workbooks specifically for Elected Members. These can be accessed free via <http://www.local.gov.uk/councillor-workbooks>.

You need to register for your personal log in details by emailing [eleaming@local.gov.uk](mailto:eleaming@local.gov.uk). Further guidance on how to access this service is available at the end of this section



# ILEARN Catalogue



## **A - C**

All Age Carers  
An Introduction to the Human Rights Act  
Anti-social Behaviour  
Asbestos Awareness  
Assert Yourself  
Assertive Communication  
Bullying and Harassment in the Workplace  
Business Continuity Management  
Business Maths  
Child Sexual Exploitation  
Communicating Change  
Communicating with Deaf Customers  
County Lines  
Customer Service Suite: Part 1 – Introduction  
Customer Service Suite: Part 2 – Standards  
Customer Service Suite: Part 3 – Communication

## **D - F**

Data Quality  
Delegation skills  
Disability and Discrimination  
Dementia Awareness Tier 1

Domestic Abuse Awareness  
Down's Syndrome Awareness  
Epilepsy Awareness  
Equality Act 2010  
Equality Impact Assessments  
Female Genital Mutilation (FGM)  
Food Safety Suite  
Freedom of Information – A Guide for Local Authorities  
Freedom of Information – Handling Requests  
Fuel Poverty

## **G - I**

Grievance Policy and Procedure  
Handling Complaints  
Hate and Mate Crime  
Homelessness Reduction Act (2017)  
Honour based violence and forced marriage  
Information Sharing  
Introduction to Hoarding  
Introduction to Local Government  
Introduction to Local Government– London  
Introduction to Meditation  
Introduction to Public Services Network  
Introduction to the Public Services Act 2012



# ILEARN Catalogue cont.



## **L - N**

Learning to Learn  
Legionella Awareness  
Love Food, Hate Waste  
Make Every Contact Count  
Manager Induction  
Managing in a Political Environment  
Nutrition Awareness

## **P - R**

Payment Card Industry Data Security Standard (PCI DSS)  
Personal Emergency Evacuation Plan (PEEPs)  
Plain English  
Police and Crime Commissioners Elections  
Prevent  
Quality Management  
Radicalisation

## **S - T**

Safeguarding Adults  
Safeguarding and child protection for non children service workers  
Safer Recruitment  
Self harm (CSC)

SEND Module 1 - Changes to the Special Educational Needs and Disability System  
SEND Module 2 Assessment planning and review  
SEND Module 3 Funding and Personal Budgets  
Suicide Prevention Awareness  
Sustainability  
Technology and Change: What's in it for you?  
The 5K Project  
The Armed Forces Covenant: e-Learning for Front Line Workers  
The Care Act 2014: Assessments and Support planning  
The Care Act: Financial planning and safeguarding  
The Regulation of Investigatory Powers Act 2000 (RIPA)  
Trans Awareness

## **U-Z**

Understanding Autism Level 1  
Visual Impairment  
Welfare Reform  
Whistleblowing with Confidence  
Working Time Regulations  
Writing for Different Audiences

# LGA Member eLearning Platform.



The LGA eLearning platform enables councillors to deepen their knowledge of local government and develop the essential leadership skills needed to work more effectively with their communities.

Through the platform, users can create a bespoke learning programme, choosing the modules most relevant to their individual needs and interests, and allowing them to fit their learning around work or other commitments.

Modules include:

- Equality, diversity and inclusion
- Holding council meetings online
- Facilitation and conflict resolution
- Effective ward councillor
- Scrutiny
- Influencing skills
- Local government finance
- Supporting mentally healthier communities

We encourage this online learning to be combined with the LGA workbooks and webinars.

Workbooks: <https://www.local.gov.uk/councillor-workbooks>

Webinars: <https://www.local.gov.uk/events>

# LGA Member Workbooks.



The LGA has produced a series of distance learning materials, covering a number of topics, in the form of workbooks. These are available free from the LGA website- <https://www.local.gov.uk/councillorworkbooks>

- A councillor's workbook on the role of leaders and cabinet members during the COVID-19 pandemic
- A councillor's workbook on effective opposition during COVID-19, reset and recovery
- A councillor's workbook on equality, diversity and inclusion
- A Councillor's workbook on the local pathway to net zero
- Acting on climate change
- Being an effective ward councillor
- Bribery and fraud prevention
- Chairing skills
- Commissioning services
- Community leadership
- Councillor/officer relations
- Creating a 'fit for the future organisation'
- Engaging young people
- Facilitation and conflict resolution
- Handling casework
- Handling complaints for service improvement
- Health and safety in the council
- Health in All Policies and COVID-19
- Influencing skills
- Local government finance
- Mentally healthier places
- Planning
- Neighbourhood & community engagement
- Neighbourhood planning - ward councillors
- Scrutiny
- Scrutiny of finance
- Stress management and personal resilience
- Supporting residents with complex issues
- Working with town and parish councils