

Appendix A
Member Development
Programme 2022-23

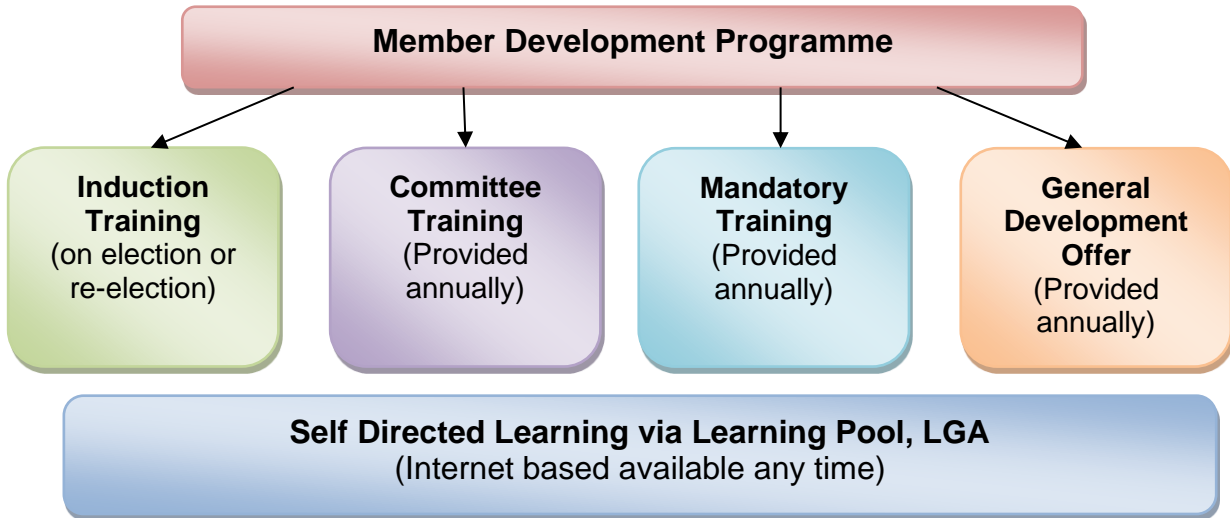
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Introduction

It is a priority of the Authority to ensure Councillors are supported and fully equipped to represent the views of the community to improve and shape services for the future. Therefore, the Authority has made a commitment to ensure that its Councillors are supported in continuously developing the range of skills needed to be outstanding community leaders and advocates for the Authority.

The Authority provides training support in the following ways



This programme provides details of the whole training offer to Elected Members.

Induction Training (on election or re-election)

All Councillors on election (newly elected or re-elected) will be invited to attend a Councillor Induction Programme. Mandatory modules must be completed as a minimum by re-elected and newly Elected Members.

Workshop/training events

Programmed events will be scheduled and on election members will be provided with a planner detailing all dates, times and venues for the following events.

| Approx Timescale | Mandatory/ Optional | Face to face session |
|--|---------------------|---|
| Week 1 | Mandatory | One-to-one with Customer & Member Liaison Officer |
| In advance of first full Council meeting | Optional | Introduction to the Authority's Constitution |
| Week 2-3 | Optional | Introduction to the Authority's Services |
| Week 4 | Mandatory | Code of Conduct |
| Week 6 | Mandatory | Safeguarding & Sexual Exploitation |
| Week 8 | Mandatory | Corporate Parenting |
| Week 10 | Optional | Service Planning & Finance Introduction |
| Week 12 | Optional | Lone Working & Managing Conflict |
| Week 12+ | Optional | Authority Finance and Budgeting |

Online Learning

The following online learning modules are available to support Councillor induction, further details on how to access e-learning is available in the online/self-directed learning section of this handbook.

| Duration | Mandatory/ Optional | Module |
|------------|---------------------|--|
| 40 Minutes | Mandatory | Equality & Diversity Aims to provide councillors with an increased awareness of equality and diversity within the Authority's overall strategy and framework and to understand their role in supporting the Authority in the delivery of an equitable quality of service to its employees and the community |
| 50 minutes | Mandatory | Information Governance As a councillor there are many ways in which you will access and use data and information, this may include considering issues and making decisions as part of the Authority's business, carrying out casework (in this instance you are the data controller) or as part of your political party e.g. canvassing. |

| | | |
|------------|------------------|---|
| | | This learning will provide you with skills and information needed to manage data and information appropriately. |
| 30 Minutes | Mandatory | ICT Security This module promotes good and safe practice about IT security when using Authority computers. It helps users understand their individual responsibilities in relation to IT security as outlined within the Authority's Information Computer Security Policy. |
| 40 minutes | Optional | Dispensations Aims to raise awareness of the dispensations process, provide details on how to apply for dispensations and the factors the Standards Committee will take into account when considering an application for a dispensation. Please note that your registerable interest must be submitted within 28 days of election, therefore please review this module as soon as possible. |
| 20 Minutes | Optional | Introduction to Social Media Explains what social media is, how it can benefit Elected Members and steps you can take to protect your self when using social media |

Mandatory Training (Provided annually)

The following training is mandatory and is monitored by Group Leaders and Authority Officers.

| When | Type of Training | Session |
|--|------------------------------|------------------------------------|
| Every two years or when the Code of Conduct changes | Workshop or E-learning | Code of Conduct for Councillors |
| Once per elected term | Workshop or E-learning | Safeguarding & Sexual Exploitation |
| Once per elected term | Workshop | Corporate Parenting |
| Once per elected term | E-learning | Equality & Diversity |
| Annual | E-learning | Information Governance |
| Annual | E-learning | IT security |

Attendance/completion of the above modules is also part of the Councillor Induction programme and therefore will also meet the mandatory training requirements.

Committee Training

(Provided annually)

Councillors must complete specific committee training in advance of attending committees/panels to sit as an appointed or substitute member on the Authority's regulatory committees. Training must be completed annually.

Councillors are required to complete a workshop or e-learning in year 1 and in years, 2, 3, and 4 either attend the annual training workshop, complete the e-learning module or pass the competency quiz questionnaire, before serving on the regulatory committees.

| Session | Who | Year 1 | Year 2, 3 & 4 |
|---|---|------------------------|---|
| Planning Committee Training | Appointed members and/or substitute members | Workshop or E-learning | Workshop, e-learning or competency quiz questionnaire |
| Regulation & Review Committee Training (including panels) | Appointed members and/or substitute members | Workshop or E-learning | Workshop, e-learning or competency quiz questionnaire |
| Licensing Committee Training (including panels) | Appointed members | Workshop or E-learning | Workshop, e-learning or competency quiz questionnaire |
| Audit Committee | Appointed members | Workshop | Workshop or competency quiz questionnaire |

Councillors will be notified by the Authority's Learning Management System when training is due for renewal. Training which is renewed on a regular basis is known as a 'certification'.

Committee Training can be found within the 'required learning' section of Learning Pool once a Councillor is logged into the Learning platform.

An example of a certification is set out on the next page:

Information Governance - Certification


You are required to complete this program under the following criteria:

- Member of audience 'NTC all employees'.

You are currently certified - you do not need to work on this certification until the recertification window opens. Progress made before the recertification window opens will likely be lost. The recertification window will open on 31 January 2018, 5:00 PM

Date assigned: 13 December 2016

Due date: 31 March 2018, 5:00 PM

Progress: 

Information Governance training is mandatory for all employees and must be refreshed every 12 months. Completion of the learning activities within this certification will meet your mandatory training requirement.

Original certification path

Information Governance

All courses in this set must be completed (unless this is an optional set).

| Course name | Actions | Status | Mark complete |
|--|-------------------------------|--|-------------------------------------|
|  Information Governance | Launch course |  | <input checked="" type="checkbox"/> |

General Development Offer (Provided annually)

This annual programme offers general development and training to support Councillors in their various roles. The programme is informed and considered by Deputy Mayor.

2022/23 Member Development Programme includes:

Committee specific training to support the delivery of committee work programmes. In early 2022 the Authority is undertaking a review of the Authority's approach to Scrutiny. A key component of this review will incorporate the roll out of a workforce development programme to support Elected Members.

ICT familiarisation to support Elected Members with the launch of new ICT initiatives and ways of working e.g. modern.gov, remote contact with constituency and the use of Teams. This development will be delivered as identified within the ICT projects.

Leadership development programmes tailored to the needs of Cabinet and senior political roles. Programmes to be identified according to individual need and will include internal and external training workshops. This element is also about offering development opportunities for aspiring political leaders, via the Authority's Executive Leadership Academy; and

Emerging priorities within the Local Authority and its communities to support Members in their role such as understanding the Authority's approach to climate change, the customer promise, supporting Member's Health and wellbeing, working with key constituencies/communities. A key recommendation from the Executive Leadership Academy review (carried out in October 2021) was to offer Elected

Members the opportunity to gain a greater understanding of working with officers and how policy is developed. A pilot of both these programmes will be offer in the Members Development Programme 2022/2023 and if successful will be rolled out across all Elected Members.

Note: Training sessions will be scheduled throughout the year avoiding committee dates/times

Self Directed Learning via Learning Pool, LGA

(Internet based available any time)

In addition to the above programmes Elected Members have access to various online and self-study tools to support their personal development.

What's Available:

Learning Pool – This is the Authority'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 Learning Pool your log-in details can be obtained by contacting Alison Miller, Organisation Development Lead via email alison.miller@northtyneside.gov.uk. Or telephone 0781605426.

You can access Learning Pool via any computer with internet access via <http://northtyneside.learningpool.com>. Further guidance on accessing Learning pool is at the end of this section.

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 elarning@local.gov.uk. Further guidance on how to access this service is available at the end of this section.

Online Resources List

| Where | Resource | Type of Learning | Primary Audience |
|---------------|--|------------------|-----------------------------|
| Learning Pool | ICT Security | E-learning | Elected Members & Employees |
| Learning Pool | Dispensations | E-learning | Elected Members |
| Learning Pool | Introduction to Social Media | E-learning | Elected Members |
| Learning Pool | Information Governance | E-learning | Elected Members & Employees |
| Learning Pool | Planning Committee Training | E-learning | Elected Members |
| Learning Pool | Licensing Committee Training | E-learning | Elected Members |
| Learning Pool | Regulation & Review Committee Training | E-learning | Elected Members |
| Learning Pool | Climate Change | E-learning | Employees |
| Learning Pool | Introduction to Equality & Diversity | E-learning | Employees |
| Learning Pool | Tackling Racial Discrimination | E-learning | Employees |

| Where | Resource | Type of Learning | Primary Audience |
|---------------|---|-------------------------|-------------------------|
| Learning Pool | Basic Autism Awareness | E-learning | Employees |
| Learning Pool | Communication Skills | E-learning | Employees |
| Learning Pool | Meeting Skills | E-learning | Employees |
| Learning Pool | Presentation Skills | E-learning | Employees |
| Learning Pool | Prevent Awareness | E-learning | Employees |
| Learning Pool | Lone Working | E-learning | Employees |
| Learning Pool | Resilience | E-learning | Employees |
| Learning Pool | Coaching | E-learning | Employees |
| Learning Pool | Management | E-learning | Employees |
| Learning Pool | In your hands Child Trafficking | E-learning | Employees |
| Learning Pool | Child Sexual Exploitation | E-learning | Employees |
| Learning Pool | Safeguarding Children | E-learning | Employees |
| Learning Pool | Mental Health Awareness | E-learning | Employees |
| Learning Pool | Down Syndrome Awareness | E-learning | Employees |
| Learning Pool | Learning Disability Awareness | E-learning | Employees |
| Learning Pool | Epilepsy Awareness | E-learning | Employees |
| Learning Pool | Faith & Belief | E-learning | Employees |
| LGA | Councillor Induction | E-learning | Elected Members |
| LGA | The Effective Ward Councillor | E-learning | Elected Members |
| LGA | Facilitation and Conflict Resolution | E-learning | Elected Members |
| LGA | Handling Complaints for Service Improvement | E-learning | Elected Members |
| LGA | Licensing & Regulation | E-learning | Elected Members |
| LGA | Policy & Crime Panels | E-learning | Elected Members |
| LGA | Scrutiny for Councillors | E-learning | Elected Members |
| LGA | Effective Ward Councillor | Workbook | Elected Members |
| LGA | Supporting constituents with complex issues | Workbook | Elected Members |
| LGA | Stress Management & Personal Resilience | Workbook | Elected Members |
| LGA | Performance Management | Workbook | Elected Members |
| LGA | Neighbourhood and Community Engagement | Workbook | Elected Members |
| LGA | Media & Communications | Workbook | Elected Members |
| LGA | Influencing Skills | Workbook | Elected Members |

| Where | Resource | Type of Learning | Primary Audience |
|--------------|--|-------------------------|-------------------------|
| LGA | Health & Safety in the Authority | Workbook | Elected Members |
| LGA | Handling Case Work | Workbook | Elected Members |
| LGA | Facilitation and Conflict Resolution | Workbook | Elected Members |
| LGA | Influencing Skills | Workbook | Elected Members |
| LGA | Media & Communications | Workbook | Elected Members |
| LGA | Effective Member and Officer Relations | Workbook | Elected Members |
| LGA | Scrutiny of Finance | Workbook | Elected Members |
| LGA | Joining the Chain Gang – Preparing for the Role of Mayor | Workbook | Elected Members |
| LGA | Engaging Young People | Workbook | Elected Members |
| LGA | Business Planning | Workbook | Elected Members |
| LGA | Chairing Skills | Workbook | Elected Members |
| LGA | Community Leadership | Workbook | Elected Members |
| LGA | Community Safety | Workbook | Elected Members |
| LGA | Creating a 'Fit for the Future Organisation' the Political Dimension | Workbook | Elected Members |
| LGA | Councillors Guide to the Health System | Workbook | Elected Members |
| LGA | Climate Change | Workbook | Elected Members |
| LGA | Handling Complaints for Service Improvement | Workbook | Elected Members |
| LGA | Introduction to Planning | Workbook | Elected Members |
| LGA | Taxi and PHV Licensing | Workbook | Elected Members |
| LGA | Gambling Regulation | Workbook | Elected Members |
| LGA | Community Events | Workbook | Elected Members |
| LGA | Scrutiny for Councillors | Workbook | Elected Members |

Accessing Learning Pool

What is Learning Pool?

Learning Pool is an online learning platform that hosts a number of online learning modules. Learning Pool can be accessed via any computer with internet access, you do not need to log in to the Authority's system to access the platform.

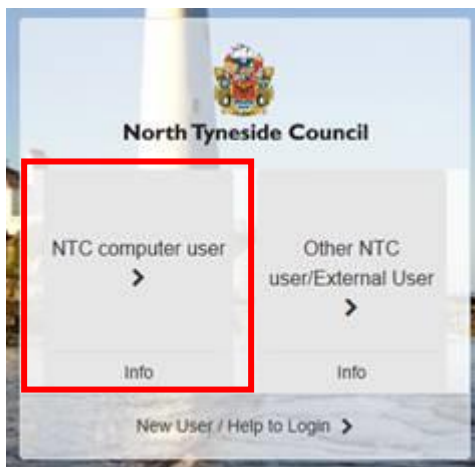
You can access Learning pool via <http://northtyneside.learningpool.com>

New to online learning? Your instructions to get you started

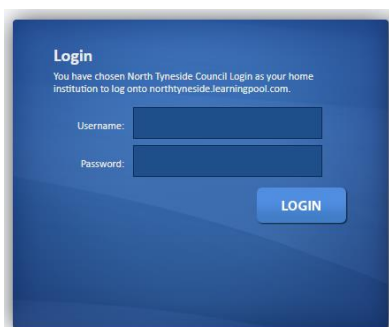
How to access the online training course (it may be helpful to print these instructions when accessing the course for the first time)

- You will need your Council device and internet access
- Go to the following website <http://northtyneside.learningpool.com>

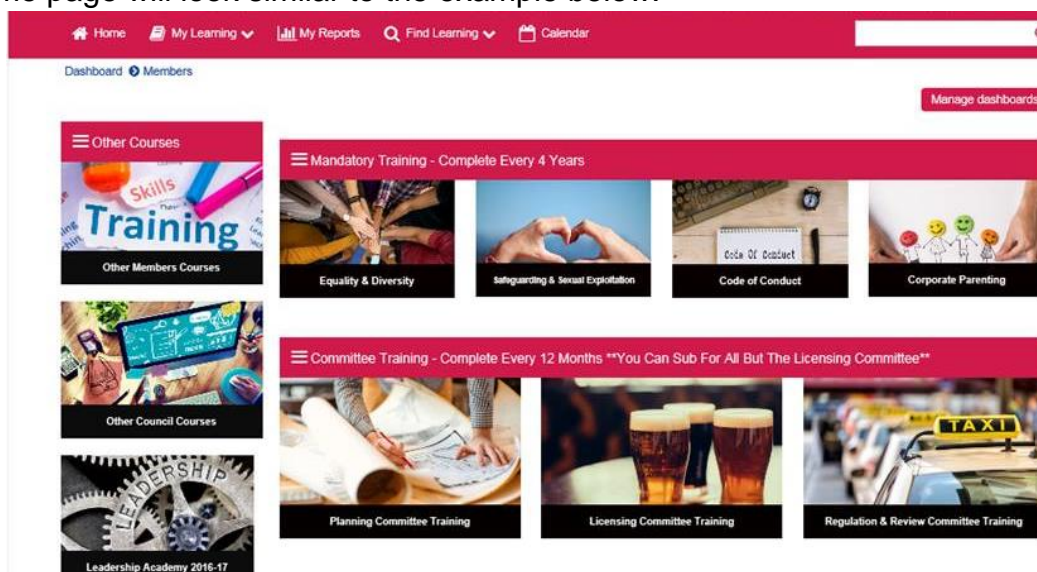
Click NTC User



When accessing Learning Pool outside of a Council building you will need to sign-in with your computer username and password.



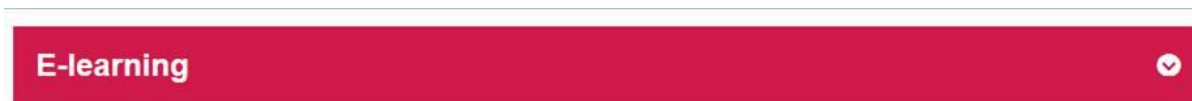
Your username is: This is the same as your council computer user name e.g. **hdav1912**
Your password is: your council computer password
 your home page will look similar to the example below:



Click an

z's.

To start e-learning open the e-learning - expand the e-learning tag and clicking the box to launch the module . (see below)

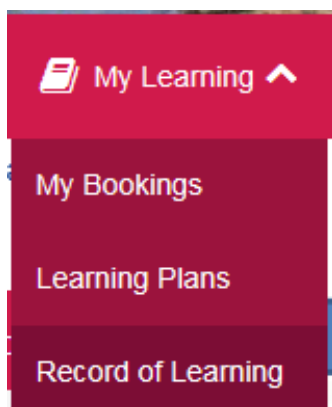


How to check your record of completion

If you wish to check your online learning progress or completion follow these instructions:





Login to Learning Pool using your unique username and password (as detailed above)

From the home screen click 'Record of Learning' with the 'My Learning' section



You can then view the courses complete and the date of completion, as an example:

Page: 1 2 3 4 (Next)

| Type | Course Title | Progress | Course completion date |
|---|------------------------|---|------------------------|
|  | BMS: Introduction |  | 21 Dec 2010 |
|  | Effective Writing 2010 |  | 12 Aug 2010 |

Help and Support

Please see attached some frequently asked questions to help you make best use of the Learning Pool platform

Contact Alison Miller via email Alison.miller@northtyneside.gov.uk if you need any help or support to access online learning.

Frequently Asked Questions about Learning Pool

1. I've forgotten my password, what should I do?

If you have forgotten your password, click on the forgotten password link underneath the log in box. Fill in the required details and this will generate a new password which you will receive via email.

2. What is e-learning?

eLearning courses can be accessed from anywhere you have internet access.

The e-Learning courses are not intended to replace the existing classroom training you receive, they are intended to enhance the opportunities available to you. There may be times when you need to quickly refresh your memory about a topic or only have a couple of queries which do not require you to attend a full training session or there may be mandatory courses you are required to complete within a set time frame.

3. How should I go about choosing a course?

Usually you should discuss the courses that will most benefit your personal development. You may wish to browse through the courses on offer within the Member Development category, by browsing through the other eight categories or using the course search box on the home page. Some courses are designed as quick refreshers or as a point of reference.

4. Do I need to do any preparation before starting a course?

Before starting any course you should make sure you have a clear space in your diary and you will not be disturbed. You should also check the course length and ensure you have adequate time available.

To access the courses in learning pool, you will need to enable pop ups. If you have not already done this, go to the menu bar and click Tools. Scroll down to Pop-up Blocker and select Turn Pop-ups Off.

5. How do I access a course?

Once you have logged in, if you know the category of the course you require, click on the icon from the homepage. If not, click on Find Courses. Click on the course title of the course you require which will then take you to the specific Course content.

6. What if I want to stop working through a course and return to it later?

The benefit of learning pool is that you can revisit a course as many times as you like in order to complete it. However, we recommend most courses should be completed in two sessions.

To exit a course at any time, click on Menu, located in the bottom left corner of every page, which will take you back to the course contents. Click on Exit, to leave the course and return to the Course Homepage. Your course and completed sections will be saved in your profile and will be available the next time you log in.

7. How do I know if I have completed a section of a course?

As you work through the different sections of the course you will be able to see from the Menu page the sections you have completed, the sections half-completed and those still to do.

8. How can I find out if I have any incomplete courses?

The My Course Progress box is available on the right hand side once you have logged in. By clicking on My Progress, you will see a list of courses you have started and completed.

9. Will anyone else see any quizzes or tests that I have completed?

No. Where there is a requirement for you to complete a quiz or test, this cannot be accessed by others. However, a management report may be produced at a later date to identify results.

10. What happens if I fail a course?

Should you not achieve the required score for a test or quiz, you will be asked to repeat it automatically.

11. Can I print a course out?

We recommend that you don't print out courses, as this can only be done on a page by page basis. All courses are available to return to at any time by just logging in with your learning pool username and password.

12. I completed a course a while ago. Can I return to it?

The benefit of Learning Pool is that courses are available at all times. That means, even if you completed a course months ago, you can still refer back to it. This can be done either by clicking on the My Progress link in the My Course Progress section, or by searching for the course in Find Courses.

13. Can I access Learning Pool from home?

Yes, learning pool can be accessed from home.

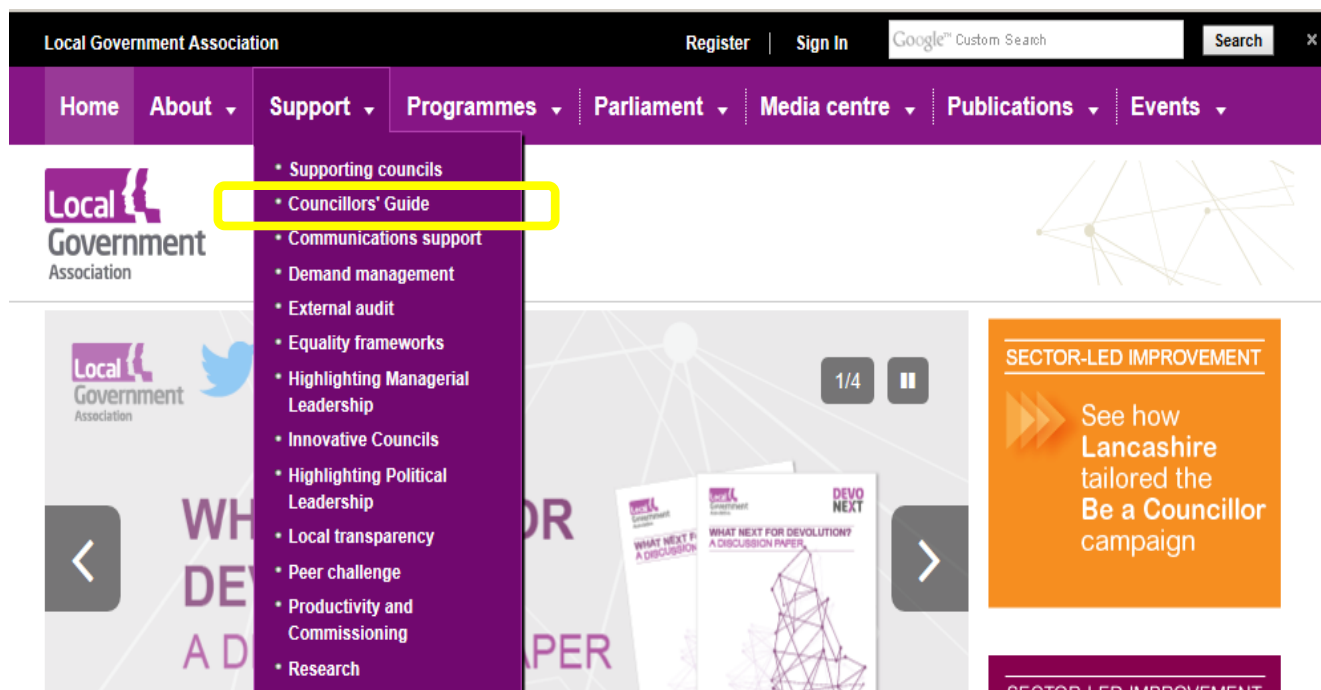
Accessing LGA Councillor Development Tools

The Local Government Association offers a wide range of development resources to Councillors.

How to access Councillor Workbooks

- You will need a computer with internet access
- Go to the following website www.lga.gov.uk

Click **Support** then **Councillors Guide**



The screenshot shows the Local Government Association website. The top navigation bar includes 'Home', 'About', 'Support', 'Programmes', 'Parliament', 'Media centre', 'Publications', and 'Events'. The 'Support' menu is open, and the 'Councillors' Guide' option is highlighted with a yellow box. Below the navigation bar, there is a search bar and a grid of content cards. One card is titled 'SECTOR-LED IMPROVEMENT' and features the text 'See how Lancashire tailored the Be a Councillor campaign'.

The page details a list of resources available

Click **Distance Learning Resources**



From the Chairman

LGA Chairman Lord Porter of Spalding on being councillor and the unique opportunity to make a real difference to the communities you represent.



The councillor's role

As a democratically elected local representative, you are in a privileged position. Find out how you have the potential to make a real difference to the lives of your constituents.



Distance learning resources

Find out about our online councillor workbooks and e-learning modules available to all new councillors.



Community leadership

The LGA's range of political leadership development programmes helps to support and develop councillors ensuring our local politicians are confident and capable; well equipped and well supported to make a difference.



Communication

An essential part of being a good councillor is knowing how and what to communicate with different audiences. These key principles will help you carry out your role more effectively.



What does it mean to be a councillor?

What does being a councillor actually involve? And how rewarding can the responsibility be? Find out by reading the testimonies of serving members.

A list of Councillor Workbooks are available:

Councillor workbooks



How to access Councillor LGA e-learning

Follow the instructions as above

Click **Distance Learning Resources**



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What does it mean to be a councillor?

What does being a councillor actually involve? And how rewarding can the responsibility be? Find out by reading the testimonies of serving members.

Click on the e-Learning Link as detailed below. Please note you must register by emailing elarning@local.gov.uk to be able to access this resource.

The screenshot shows the Local Government Association website. The top navigation bar includes 'Local Government Association', 'Register', 'Sign In', and a search box. Below this is a purple menu with links for 'Home', 'About', 'Support', 'Programmes', 'Parliament', 'Media centre', 'Publications', and 'Events'. The main header features the LGA logo and the text 'FIND OUT ABOUT OUR CAMPAIGNS'. The left sidebar lists various support topics, with 'Support' highlighted. The main content area is titled 'Distance learning resources' and includes a breadcrumb trail: 'Home / Support / Councillors' Guide / Distance learning resources'. The text describes the LGA's distance learning materials and provides instructions on how to access them via email. A yellow box highlights the 'E-learning' section, which details the dedicated e-learning platform and provides the email elarning@local.gov.uk for registration. A 'Quick jump menu' on the right lists several key topics.

Support

Supporting councils
Councillors' Guide
Communications support
Demand management
External audit
Equality frameworks
Highlighting Managerial Leadership
Innovative Councils
Highlighting Political Leadership
Local transparency
Peer challenge
Productivity and Commissioning
Research

Home / Support / Councillors' Guide / Distance learning resources

Distance learning resources

The LGA has produced a series of distance learning materials, covering a number of topics, in the form of workbooks and e-learning modules. Both resources are aimed at all councillors and will be particularly useful to new councillors.

In this section, you will find links to a series of distance learning Councillor workbooks covering a number of topics, as well as a dedicated e-learning platform to assist councillors with their development. Based on our community leadership resources, the modules have been established to help support and develop councillors ensuring our local politicians are confident and capable; well-equipped and well-supported to make a difference, deliver and be trusted.

E-learning

As part of the LGA's commitment to supporting effective political leadership, and as part of our Highlighting Political Leadership offer, there is a dedicated e learning platform to assist councillors with their development. Based on our community leadership resources, the modules have been established to help support and develop councillors ensuring our local politicians are confident and capable; well-equipped and well-supported to make a difference, deliver and be trusted.

To receive access to the site for the first time, please email elarning@local.gov.uk

To receive a user name and password. Once you have done this, you will be able to access the site by clicking the hyperlink below:
[Learning resources/](#)

Quick jump menu

- [The councillor's role](#)
- [Support for councillors](#)
- [Distance learning resources](#)
- [Community leadership](#)
- [Effective communication](#)
- [What does it mean to be a councillor?](#)

Contacts

If you have any questions or queries in relation to Member Development contact Alison Miller, Organisational Development Lead, via email Alison.Miller@northtyneside.gov.uk

Personal Training Record

Councillor attendance at Authority offered events will be recorded within your Learning Pool account. Should you wish to keep your own records throughout the year, please see below a template that can be used to record useful information.

Name _____ Year _____

Role(s) _____

| Date | Workshop/Event/Conference/E-learning/Workbook |
|-------------|--|
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