



Member Learning and Development Programme

Evaluation of Quarter 3 September – December 2023

1. The purpose of this paper is to provide the Member Development and Standards Sub-Committee with a snapshot of the learning and development sessions that have taken place in Quarter 3 of the programme.
2. As previously mentioned, the L&D programme has been divided into four themed quarters, the first of which was Leadership. The intention of the sessions were to support Members as community leaders and in their varied roles as Members of the Court.
3. Each of the sessions were notified to the Court by the Chief Commoner in a series of regular newsletters which also signposted Members to the portal for full course details and to register their interest in attending. Reminders of each session were communicated and advertisement using emails from the Chief and officers. Various days of the week and times were offered in an attempt to maximise attendance, this approach, however, had limited success.
4. At the conclusion of each session an evaluation form was circulated to those in attendance, followed by a chaser email a week later to those that have not responded in a bid to maximise response rates. An example of the post event evaluation form can be found at Appendix 1a of this paper.
5. For ease of reference the following table provides an overview of offerings for the previous quarter, course attendance figures, qualitative feedback for individual courses and a budget and cost update. This is followed by a more in-depth review of each session.

Title of the Event	Date and Time	Offered to	Members in attendance
Decision Making and Influencing Change	Wed 13 th Sept 4.00pm	All Members	4 in person 2 online (6)

Chairing in the City	Tues 19 th Sept 10.00am	All Members	7 in person 1 online (8)
Member Behaviour, Code and Conduct and Member Officer Charter	Mon 2 nd October 2.00pm	All Members and Co-opted members	Members and Co-optees 4 in person 2 online (4)
Speech Writing	Wed 11 th October 3.30pm	All Members and Co-opted members	Members and Co-optees 3 in person 2 online (4)
Delivering a Speech	Wed 18 th October 4.00pm	All Members and Co-opted members	3 in person 2 online (4)
Corporate Parenting	Tue 14 th Nov 5.00pm	All Members	5 in person 1 remote (6)
Recruitment and Selection	Thurs 16 th Nov 10.00am	Offered to Members involved in the recruitment of senior and executive managers	This session was cancelled due to poor uptake
Finance in the City	Fri 24 th Nov 2.00pm	All Members	8 in person 3 online (11)
Introduction to Licensing	Tues 5 th Dec 4.00pm	All Members	3 online

A total of 46 Members have attended sessions throughout Quarter 3 representing a combination of repeat attendance and single Member attendance across the 8 of 9 sessions that have taken place.

Decision Making and Influencing Change – 13th September 2023 – 4.00pm – 5.30pm

6. The purpose of this session was to provide Members with an understanding of how to navigate the City's decision making process and to support their effectiveness in seeking change. The session was delivered by an internal officer with extensive knowledge and expertise in the subject, which was echoed in the comments of all those who attended. The session was evaluated positively and the general consensus was that Members would recommend the session to their peers.
7. The session was offered to all members of the court and 11.25% (9) Members showed interest in attending. On the day, 4 Members attended in person with 2 Members accessing the session remotely.

8. The post session evaluation is based on the comments of 4 respondents. Three respondents stated the session outcomes were met, one respondent felt that the outcomes were not fully met and commented that “this is a broad subject with some aspects not covered in this session”.
9. It was commented that the session could be improved with the inclusion of case studies in regard to standing orders and court procedures. A request was made for the introduction of an online facility for Members to access advise on best practice.

Chairing in the City – 19th September 2023 – 10.00am – 11.30am

10. The outcome of this session sought to provide an understanding of the specific requirements and responsibilities entailed in chairing a Corporation Committee and in combination with the “Decision Making and Influencing Change” session would support new and existing Members in maximising their effectiveness at meetings irrespective of their role. The presentation was delivered by an experienced senior City officer with extensive knowledge and experience, which was commented on positively by all participants.
11. This session was offered to all Members of the Court and following advertising attracted a response of 17.5% (14). There were 8 Members in attendance on the day, one of whom attended remotely.
12. Comments were favourable in terms of the content and presentation, however it was mentioned that it would be useful for all new and prospective chairs to attend this session and it was suggested that this could be marked as essential or highly recommended going forward.

Member Behaviour, Code of Conduct and Member Officer Charter – 2nd October 2023 – 2.00pm – 3.30pm

13. The desired outcome of this session was to raise Members awareness of the Members’ Code of Conduct, the Member Officer Charter together with the legal framework governing the conduct of Members and co-opted members. This was one of a series of learning opportunities offered to Co-opted members in addition to Members of the Court. The session was delivered by an experienced senior City officer who received positive feedback from those taking part.
14. Following advertisement 12 responses were received, 3 Co-opted Members and 9 (11.25%) Members of the Court. Four participated via Microsoft Teams and a mixture of 2 elected Members and 2 Co-opted members attended in person.
15. Post event comments included a plea to include greater emphasis on those involved with charities and outside bodies. There was a suggestion that the session should be compulsory for all Members and that, following the next all out election, it would be a good time to introduce this as part of an Induction.

16. Procedurally, one participant mentioned that earlier sight of the presentation slides would allow for more focused questions.

Speech Writing – 11th October 2023 – 3.30pm – 5.00pm

17. The objective of this session was to enable Members and Co-opted members to be confident about speech writing.
18. This session was offered to the Court and Co-opted members and attracted a response rate of 11, of which 9 (11.25%) were Members of the Court . This session was followed by an event entitled “Delivering a Speech” which was intended to complement the learning from this session. The presenter was a knowledgeable City senior officer and from the limited feedback received was positively evaluated.

Delivering a Speech – 18th October 2023- 4.00pm – 5.30pm

19. The desired outcome for Members and Co-opted members was to understand the key considerations in delivering an effective speech, achieving a score or 8.75 out of 10 following evaluation.
20. The event post advertisement attracted 7 responses, 5 (6.25%) were Members of the Court and 2 Co-opted members. On the day, 3 Members attended in person 1 Member and 1 Co-opted Member attended online. This event was delivered by professionals from the Guildhall School of Music and Drama who were positively evaluated, and to-date has been the only session delivered externally and attracted a charge to the budget of £450inc.
21. Overall comments included the length of time of the session and how the presenter was limited in what could be achieved. On reflection, it was felt by those attending remotely that they would have benefited from being in the room. Participants enjoyed taking part in the practical elements and would have benefited from criticism of their speech delivery. The takeaways from the session included “I learnt about breathing and preparing my body, helped to reflect on my speaking style”. When asked how the session would support their role, comments included focus on defining three main objectives in delivering a speech, one participant felt more supportive as a representative of the City and the session would be used as a foundation to more training in public speaking.
22. Members would like to have the opportunity to have a follow up session with the presenters. One member commented that the Corporation should use GSMD talent and resources more.
23. Overall consensus in the room and remotely was to run the session again in conjunction with another Speech Writing session.

Corporate Parenting – 14th November 2023 – 5.00pm – 6.30pm

24. Members were encouraged to attend this session to meet the desired outcome of developing familiarity with their role as a corporate parent and to understand the expectations required of them in fulfilling that role. All participants that completed the evaluation felt that the overall learning outcomes had been met.
25. The Chair set a minimum response rate of 4 participants for this and future sessions to proceed. 6 Members were in attendance and it was therefore confirmed that the session could take place. The session was delivered colleagues in the Community and Children's Services Department and they were evaluated as being knowledgeable when responding to Members questions.

Finance in the City – 24th November 2023 - 2.00pm – 3.00pm

26. In recognition of the scope and complexity of the subject, the session aimed to provide Members with a baseline understanding of the City's financial landscape and how to navigate it. The session was delivered by internal senior officers with expert knowledge in the field.
27. The subject engaged Members which was acknowledged by the number of participants, 3 online and 8 in the room. The feedback from the session was positive and one Member suggested that the timing should be increased to allow for additional Member questions post the officer presentation.

Introduction to Licensing – 5th December 2023 – 4.00pm – 5.00pm

28. The learning outcomes for this session was focused on those Members that do not currently sit on the Licensing Committee and Members it was hoped would have a working knowledge of licensing law and how best to support their constituents, both residents and local businesses, in navigating licensing processes. The session was delivered internally by experienced licensing officers that were knowledgeable and able to answer Members questions.
29. At the time of writing this paper, no Member evaluation of the session has taken place, however anecdotally, the session was well received by participants.

General Comments and Future Sessions

30. Members making general comments and taking the opportunity to influence future offerings included a suggestion of a session on the legal role of Officers/ Members in relation to the corporation as a Local Authority including sources of advice.
31. A session focused upon the role of the Corporation supporting Financial and Professional Services was also requested. In response, a session was offered on Finance in the City later in the third Quarter of the programme.

32. The Member Services Officer is now also liaising with the Corporate Charities team to enable a future session focused on representing the City in charities and other voluntary organisations to be delivered going forward following requests for this.
33. Dealing with practical ward topics such as refuse collection, street litter, street lighting, pavement conditions, managing noise nuisance, anti-social behaviour, City engagement, dock-less bike/scooter nuisance, antisocial behaviour, parking/vehicle idling, traffic congestion and other issues have also been requested by Members to date.

Post Event Activity

34. Several of the sessions were recorded to enable those Members that were unable to attend the session to view the video, as new information or for those in attendance, as a refresher. The numbers of those viewing the post event recordings range from 3 – 5, this method of post event circulation of data has been provided but remains unsuccessful in engaging Members.
35. There has been a suggestion that bitesize online training packs that can be accessed by individuals in their own time could engage more Members. This would, however, likely require additional and potentially external resourcing and therefore financing. In addition, it was suggested that Members workplace learning activity should be linked to an individual learning account in the Corporation. This would also clearly have resource implications and the accuracy of any such record would be entirely reliant on individual Members communicating with Officers as and when they are involved in any relevant learning outside of the organisation.
36. There was some appetite for Member learning records to be made publicly available on the Corporation's website in a similar way to that of the Members registers of interest and declarations.

Budget and Costs

37. Value for money has been a contributing factor in drawing up the rolling programme and it can be reported that to-date £450 has been charged to the overall budget of £20,000 held by this Sub-Committee for this financial year. This was for costs related to the "Delivering a Speech" session delivered externally by the professionals at the Guildhall School of Music and Drama which was well received by all participants who felt that it would be a good session to repeat and to offer to their peers.