



## **Member Learning and Development Programme**

### **Draft Evaluation of Quarter 4 January – March 2024 and Quarter 1 April to June 2024**

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 4 (January 2024 to March 2024) and Quarter 1 (April 2024 to June 2024) of the programme.
2. In response to feedback from this Sub-Committee and Members in general, officers seek to be more responsive to Members asks. The focus of Quarter 4 supported Members mental health and wellbeing, with Quarter 1 seeking to dedicate sessions to information technology, enhancing and plugging knowledge gaps in this respect.
3. Taking advice from this Sub-Committee, and in an attempt to attract and engage with Members in a more efficient way, individual Microsoft Outlook invitations were circulated to all Members, with session details for all offerings in Quarters 4 and 1. Members continued to be signposted to the Portal to access full course details and further information as to how to register their interest/attendance. Reminders of each session were communicated using chaser emails. Officers continued to offer a range of days of the week and times in the hope of maximising attendance. The number of Members accepting invitations via Outlook has increased however the actual numbers of Members attending on the day continues to be varied.
4. At the conclusion of each session an individual evaluation form is circulated to all attendees, in the room or online, followed by a chaser email a week later to help improve the response rate.
5. For ease of reference the following table provides an overview of offerings for Quarter 4 and Quarter 1, course attendance figures, qualitative feedback from individual courses and any budgetary implications. This is followed by a more in-depth review of each session.

<b>Title of the Event</b>	<b>Date and Time</b>	<b>Offered to</b>	<b>Members in attendance</b>
<b>Quarter 4 – January – March 2024</b>			
<b>Mental Health Tool Kit for Members</b>	Thursday 29 <sup>th</sup> February 9.30am to 11.30am	All Members	Session cancelled as the minimum 8 Members attending was not achieved
<b>Mental Health for City of London Councillors</b>	Monday 11 <sup>th</sup> March 5.15pm – 6.45pm	All Members	7 in person 8 online (15)
<b>Quarter 1 – April – June 2024</b>			
<b>IT and Microsoft Office Skills – repeated later in the quarter</b>	Thursday 18 <sup>th</sup> April 2.00pm – 3.30pm	All Members	3 in person 3 online (6)
<b>IT and Microsoft Office Skills</b>	Wednesday 8 <sup>th</sup> May 3.00pm – 4.30pm	All Members	1 in person 1 online (2)
<b>Health and Safety Governance</b>	Friday 17 <sup>th</sup> May 2024 – 10.00am – 12.30pm	All Members (targeted group – Corporate Services Committee)	4 in person 1 online (5)
<b>Cyber Security - repeated later in the programme</b>	Wednesday 12 <sup>th</sup> June – 4.00pm – 5.00pm	All Members	5 in person 6 online (11)
<b>Cyber Security</b>	Thursday 13 <sup>th</sup> June 2.00pm – 3.00pm	All Members	2 in person 6 online (8)
<b>Civica and the Mod.Gov App</b>	Monday 17 <sup>th</sup> June	All Members	0 in person 12 online (12)
<b>Civica and the Mod.Gov App</b>	Thursday 25 <sup>th</sup> June	All Members	1 in person 4 online (5)

### **Mental Health for City of London Councillors Monday 11<sup>th</sup> March 5.15pm – 6.45pm**

6. The purpose of this session was to enable Members to discuss evidence-based techniques to support mental health and wellbeing and how to effectively use local government powers to create mentally healthier circumstances with residents, workers and visitors in the Square Mile. Designed and delivered by an external presenter who came highly recommended having previously served as a senior London Councillor for 12 years, a Local Government Association Expert Peer for a decade, a public health master's graduate of King's College London and a policy and public affairs lead at the Centre for Mental Health. 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, 12.50% (10) Members showed interest in attending, however on the day 2 members did not attend and an additional 5 Members attended taking the total attendance figure to 20% (16) of which 7 members attended in person and 9 accessed the session online.
8. The post session evaluation was based on the comments of 6 respondents, 100% stated the session outcomes were met. On a scale of 1 -5, with a '5' rating meaning highly recommend, respondents average rating was 4.83. All 6 respondents felt that the presenter was knowledgeable and able to answer all their questions.
9. It was commented that the session should be made compulsory for all Members. with one response stating that "I thought it would be less about my mental health and more about coping with trolling online, bad behaviour from others" with another respondent stating that they thought that the session would be more about mental health personal management techniques. When asked if Members would find this session useful, two respondents stated that it was very informative and worth repeating.

#### **IT and Microsoft Office Skills 18<sup>th</sup> April, repeated 8<sup>th</sup> May 2024.**

10. The desired outcome of this session was to support and build confidence in individuals IT skills to assist in capacity and productivity. Using a range of examples of the tools available, demonstrations were provided and practical advice given.
11. In a departure from the standard format, this session was presented in two parts, the first hour consisted of a presentation followed by a Q&A where Members had the opportunity to ask specific questions related to the presentation and their own experiences. The second hour was delivered as a "drop in session" when Members were provided with 1:2:1 support and guidance related to their specific needs. Both part 1 and 2 of the session were received positively.
12. Of the 6 Members in attendance, 4 Members completed the post session evaluation, there was a 50:50 split between the desired outcome being achieved or partly achieved. One Member commented that the presentation was too frequently interrupted with individual queries detracting from the information that could have been presented to all. It was felt that the presenters were knowledgeable and able to respond to questions.
13. Comments were favourable in terms of the content and presentation, however it was stated by several of the respondents that there should be more sessions available and that this was a good starting point. The IT team have reiterated that they hold drop-in sessions monthly before each Court of Common Council in the Members' Reading Room. This may need to be more widely and pro-actively advertised in future to attract more attendance.

## **Health and Safety Governance Friday 17<sup>th</sup> May 2024 – 10.00am – 12.30pm**

14. The session sought to educate and update Members on discharging their governance responsibilities under Health and Safety Legislation. This was achieved through a series of discussions, examples and insights into the impacts of governing safety. The session was delivered by internal and external experts who provided relevant examples of what good practice looks like.
15. The subject being 2.5hrs long, engaged the Members and received 100% post session evaluation and feedback. All respondents felt that the objectives of the session had been met, that the presenters were knowledgeable and able to answer all of their questions and that they would recommend this offering to their colleagues and peers.
16. Comments made to support the session included “this is a must watch for all Members”, the suggestion to run this session prior to a committee meeting to capture Members and increase attendance was made. General comments included, sending the link to the recording of the session to all members and that “it would be great to revisit key points in a few months’ time”.

## **Cyber Security – Wednesday 12<sup>th</sup> June – 4.00 – 5.00pm and Thursday 13<sup>th</sup> June 2.00-3.00pm**

17. This baseline briefing incorporated information as to the psychology behind hackers and defenders and featured the latest advice and insights from industry experts and the NCSC, as well as offering examples of modern cyber security breaches. The briefing was specifically designed to raise attendees’ baseline level of knowledge.
18. Feedback thus far has been positive with a unanimous ‘highly recommended’ rating and a comment that ‘it was excellent.’

## **Civica and the Mod.Gov App – Monday 17<sup>th</sup> June and Tuesday 25<sup>th</sup> June 2.00-3.00pm**

19. These sessions were designed to support Members’ use of Mod.Gov and provide an introduction to the Modern.Gov App.
20. Anecdotally, those in attendance were keen for the App to be more actively promoted amongst all Members. Formal feedback received stated awareness of the app and training should be brought to the direct attention of all members, for example during an informal court. Members expressed frustration of not having access to the app prior to or during the session, and therefore could not benefit from the session. It would have been beneficial to have IT present to help Members install the app during the session.

### **General Comments and Future Sessions**

21. Members making general comments and taking the opportunity to influence future offerings included, as previously stated, that some sessions should be made compulsory.
22. Delivering regular IT skills sessions, and more actively promoting the regular “IT drop in” sessions would be useful.
23. Further suggestions of future sessions included chairing meetings and minute taking.

### **Post Event Activity**

24. Several of the sessions were recorded to enable Members that were unable to attend the sessions to view the recording as new information for non-attendees or as a refresher for those in attendance. The post session viewing figures remain low and are unsuccessful in engaging a higher percentage of Members. However, the record of sessions is available to support newly elected Members and is also offered to officers new to the Corporation.

### **Budget and Costs**

25. Value for money has been a contributing factor in delivering the programme and it can be reported that to-date £1,450 for the financial year 2023/2024 and £1,050 for Quarter 1 of the current financial year has been charged to the annual budget of £9,000 held by this Sub-Committee. Quarter 1 expenditure was related to the “Civica and Mod.Gov App” sessions delivered externally by professionals at Civica.