

<b>Committee(s):</b> Member Development and Standards Sub-Committee	<b>Date:</b> 17/07/2024
<b>Subject:</b> Member Learning and Development Update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>All</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so how much?</b>	<b>N/A</b>
<b>What is the source of funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department</b>	<b>N/A</b>
<b>Report of:</b> Town Clerk and Chief Executive	<b>For Information</b>
<b>Report author(s)</b> Gemma Stokley Principal Governance and Member Services Manager	

### Summary

This report provides the Sub-Committee with an update in respect of the delivery of the Member Learning and Development programme to date, as outlined in the Members' Learning and Development Strategy.

The content of the report is a reflection of the work undertaken since the last meeting of the Sub-Committee on 8<sup>th</sup> March 2024; including delivery of Quarter 1 of the 2024/25 programme (April – June 2024). In accordance with the rolling programme approved by your Sub-Committee, Quarter 1 focused on information technology and various software applications. At the point of writing this report, all sessions advertised within Quarter 1 have taken place and an evaluation of those sessions combined with the evaluation of Quarter 4 are reported at this meeting.

In addition to the IT subjects of Quarter 1 an offering on Health and Safety Governance was delivered by internal and external experts. The offer had initially been directed to the full Court and then later advertised with a heavy focus on the memberships of the Corporate Service Committee, as the City's guardians of H&S governance responsibilities under Health and Safety Legislation.

Given that the primary focus for the remainder of this civic year will now be upon Member Induction and Refresher Programme offerings, it is proposed that the wider Learning and Development Programme be wound down for Quarters 3 and 4 to enable this to be prioritised. Proposals in respect of the longer-term Member Development offer will then be submitted to the Sub-Committee for consideration before the summer

recess in 2025, following a review and evaluation of the learning captured and feedback received during the Induction/Refresher Programme and once Members' on-going learning and development interests are better understood.

**Recommendation:**

Members are asked to note the report.

**Main Report**

**Background**

1. At its meeting of 8<sup>th</sup> March 2024, the Member Development and Standards Sub-Committee endorsed proposals for Quarter 1 of the new Civic Year (to be delivered in April-June 2024). In response to Members feedback a series of IT sessions sought to enhance their software skills. In a bid to increase attendance figures, several sessions were run at varied days of the week and varied times, to address comments from this Sub-Committee and general feedback from Members in relation to availability etc. The delivery and format of each session remained unchanged with hybrid attendance offered at every opportunity. The timings had been reduced to a maximum of an hour, where appropriate. Event recordings continued, to enable future viewing, however post viewing figures and attendance numbers have not significantly improved.

**Current Position**

2. The table below sets out offerings across Q1 (which has very recently concluded).

2024	Theme/Focus
Q1.	IT Skills <ul style="list-style-type: none"> <li>- IT and Microsoft Office Skills</li> <li>- Cyber Safety from the City of London Police</li> <li>- Mod.Gov App training</li> </ul>
	Health and Safety Governance

**Future Quarters for 2024/25**

3. It is proposed that the wider Learning and Development Programme be wound down from Quarter 2 (July 2024) onwards for the remainder of the civic year to enable preparations for a comprehensive Induction and Refresher programme to be prioritised. That being said, one event as already been diarised for Mid July which will focus on the City and its family of schools. Colleagues are still keen that this go ahead and be advertised to all in the usual way. Details of the planned sessions are captured in the table below.

4. Proposals in respect of the longer-term Member Development offer will be submitted to the Sub-Committee for consideration ahead of the summer recess in 2025, following a review and evaluation of the learning captured and feedback received during the Induction/Refresher Programme and once the on-going learning and development interests of a new cohort are therefore better understood.

<b>The City and its Family of Schools</b>	16 <sup>th</sup> July 2024  Cttee Rm 2  4.00pm - 5.00pm	All Members	An awareness of the systems, structures and governance of the City Family of Schools and education services delivered by the City of London Corporation.	Presentation and Q&A	Deborah Bell, Strategic Director of Education and Skills	Hybrid and Recorded session	In house
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### **Members' Portal**

5. The Members' Portal has been in operation for the past 8-months therefore it was felt an appropriate time to review the use of the page, the layout and content, whilst taking into account comments of this Sub-Committee and general Member feedback. In a bid to improve the content, look and feel of the page several alternations have been made, with the aim of improving the user experience. The test page has been discussed in advance of this meeting with the Chairman of the Digital Services Committee and a Member of this Sub-Committee as both Members had previously discussed their experiences of the page and what they might find more useful.
6. The content and layout of the Portal post discussions with the wider group of Members and any suggested changes have been consulted with the Chair and Deputy Chairman of this Sub-Committee, a demonstration of the proposed amended layout and content will be provided to the Sub-Committee during this meeting. It is hoped that we utilise this page considerably as part of the New Member Induction Programme in 2025, to ensure it becomes a 'go-to' site for Member enquires.

### **Measurement and Analysis**

7. Monitoring and analysis continues to form an important part of the delivery of the Member Development Strategy to ensure not only the appropriate use of resources, but to allow us to take forward learning to influence the future. We continue to deliver against this by reporting quarterly on the following metrics:
  - Course offerings for the previous quarter;
  - Course attendance figures;
  - Qualitative feedback for individual courses;
  - Budget and cost updates.
8. The latest update and evaluation of sessions that have taken place in Quarter 4 and Quarter 1 can be viewed at Appendix A of this report.

## **Corporate and Strategic Implications**

### **Strategic Implications:-**

9. The profile of the L&D function, both internally and externally, demonstrates Members' commitment to ensuring that they have the relevant skills to deliver on all areas of the City's Corporate Plan, including the ambitions to embrace best practice and to deliver on value for money requirements, and to support individuals to promote and cultivate communities within the organisation and amongst the City's resident population.

### **Financial Implications:-**

10. The annual budget allocation of £9k made by the City Corporation for Member Learning and Development has and will continue to remain stable. There is a charge of £1,052.25 pending against this for the delivery of the recent Civica (Mod.Gov) training, leaving a total budget of £7947.75 for 2024/25 activities.

### **Resource Implications:-**

11. The practice and intention is to actively seek out internal expertise before engaging external presenters. In Quarter 1 officers have researched what is being delivered in terms of Civica and Mod.Gov training and arranged a session with a presenter who comes highly recommended and have previously delivered sessions to officers within the Town Clerk's Department. The cost for the session including pre and post event preparation is £1,052.25. This is the single budgetary spend in this quarter.

### **Risk Implications:-**

12. The success of the Member Learning and Development Programme is reliant on Member engagement. If the offer is not sufficiently appropriate or engaging, objectives will not be met. If successful, the delivery of the Strategy ought to help mitigate against corporate risks across the organisation, with Members being better equipped to discharge their various responsibilities. In this Quarter the programme has been delivered according to plan, however Member attendance remains a concern. Officers have, following requests and comment, revised the method by which Members are notified of upcoming sessions. A Microsoft Teams invitation is now circulated to the full Court on each occasion with those wishing to attend encouraged to accept the invitation. However an acceptance of the invitation has proved not to be a reliable method of calculating attendance to date. Officers welcome consideration and comments from the Sub-Committee regarding how to increase attendance figure and improve Member interest/response rates moving forward.

### **Equalities Implications:-**

13. Under the Equality Act 2010, all public bodies have a duty to ensure that when exercising their functions they have due regard to the need to advance equality of opportunity between people who share a protected characteristic and to take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people and encourage people with certain protected characteristics to participate in public life or in other activities

where their participation is disproportionately low. The proposals contained in this report do not have any potential negative impact on a particular group of people based on their protected characteristics. Instead, the strategy will ensure that the programme is accessible to all Members and would accommodate those requiring support to enable all delegates to have the same opportunities. Where possible, reasonable adjustments will be made to allow equality of access.

**Climate Implications:-**

14. There are no climate implications arising from this report.

**Security Implications:-**

15. There are no security implications arising from this report.

**Conclusion**

16. This report presents an update on the delivery to-date of the Member Learning and Development programme, and Members' are invited to comment and offer reflections and alterations to the offerings in Quarter 2 and considerations in terms of the headlines for Quarter 3.

**Appendix**

Appendix A – Evaluation of Quarter 4 (January – March 2024) and Quarter 1 (April – June 2024)

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