



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

Member Development Offer Survey 2022



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Workforce Development (HR) were looking to develop the 2022-23 and 2023-24 Member Development & Training offer. Your engagement in the planning and design of the offer is important to us. We carried out a short survey in October 2022 to have some input from you on our current and future training offer.

18 out of 90 members responded to the survey. Thank you to all members who took part in completing the survey and sharing your valuable feedback.

The following 5 questions were asked. I have compiled all your suggestions in this booklet with the actions that we have taken so far.

1. What do you like about the **current** Member training offer and why?

2. What elements would you like to see remain from the **current** Member training offer?

3. Moving forward what would you like to include in the 2023-24 Member training offer?

4. What does not work well about the **current** Member training offer and why?

5. Any other comments that need to be considered.

You Said

The brochure needs to be easier to distinguish between statutory and optional member training and development opportunities.

We Did

The brochure was redesigned following your recommendation and was distributed in October 2022. It was liked and approved by our members and colleagues.

You Said

More follow up work needed with training providers, ensuring presentation slides and tool kit training guides for members after the sessions to refer to.

Develop links with other training providers, develop good practice from across other local authorities. Potential to develop joint sessions with other local authorities to reduce costs.

We Did

Training materials were sent out to all eligible members as and when received. Some were sent to all members. Some training materials cannot be shared with all members if they have not attended the training.

Already made links with LGA and included some of their training on our refreshed brochure. We are looking at making connection with other providers.

You Said

There's opportunities include more LGA training events. There's a need for greater engagement with members about the type of training they would like to see included.

We Did

LGA trainings and information were included on the refreshed brochure. The Survey was introduced to involve members in their training and development.

You Said

This is difficult to answer because I am still waiting to receive the new members training 'Juggling Roles and Learning the Ropes' which I should have received in June but was omitted from the mailing list. There are lots of things I'd like to know such as how committees work, how the cabinet system works, how to contribute questions and motions to Full Council and which department/officer deals with what but I don't know, yet, if these will be covered in that training.

We Did

Juggling Roles and Learning the Ropes training was repeated and you have attended it. We are looking in to see if anyone can provide a training on how committees work, how the cabinet system works, how to contribute questions and motions to Full Council. We have been in contact with the Whips and some of them are willing to provide workshops on this subject. We have provided information about departments in the induction pack. A telephone directory with the important contact details has been emailed to all the Whips for distribution amongst members.

You Said

I would rather have in person training on GDPR etc, the online training which is available.

We Did

We have looked in to arranging a Face-to-Face Training on this subject, but it is not available due to low staffing level in the department, however we have managed to sort out Q&A sessions if required with the Team.

You Said
Mental Health Awareness.

We Did
We have delivered Mental Health Awareness Training on 30th January 2023 Face to Face in person. 2nd cohort was arranged for 22 and 28 March 2023 over 2 evenings, Virtual to meet the need of members who are working during the day. It was cancelled due to low uptake.

You Said
More on practical how to workshops - supporting residents in an era of poverty for example.

We Did
We are looking for such training. Once something is found we will inform Members

You Said
Need to increase some new training especially of a new member.

We Did
Some new trainings were arranged and updated brochure was sent to all members. To name a few — Fire Awareness, Mental Health Aware, Active bystander with Coercive Control and a lot more from LGA.

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You Said

We need to access the requirement of newly elected member.

We Did

Lots of information is available on LGA website for new members. I have included some of them on updated brochure. Constitution of the Council and Executive Arrangements booklet is very useful too.

You Said

More sessions about how Council operates eg writing a motion. Also a guide to who to contact for constituent queries as this is often a guessing game.

We Did

We are still working on it. Your Leaders and Whips are also able to support you. A telephone directory was passed on to the Whips for distribution.

You Said

Evolve is not easy to use/navigate.

We Did

We understand some members are struggling with evolve and support is offered as and when required. With regular signing into Council Laptop will eliminate the log in issue.

You Said

Induction for new councillors needs to be much more formal in terms of how things are presented. Reworked handbooks, explanation of mandatory training.

We Did

We understand due to Covid proper induction did not take place in 2022, however it was improved this year. We were present with our team on the induction day to explain to newly and re-elected members about the mandatory trainings. Emails were sent with the links to complete the mandatory training.

You Said

Training for new councillors is poor. The current "learning the ropes" training is inadequate both in terms of format and content. It needs to cover:

- > how council works - meetings, scrutiny, full council etc.
- > how to engage with officers.
- > what you can and can't ask officers to do.

I think this would work best as a longer session integrating "Members Code of Conduct Training" into this session.

We Did

The survey allowed us to identify members training needs. Juggling Roles and Learning the Ropes was replaced with Hitting the Ground Running.

Constitution of the Council and Executive Arrangements handbook covers a lot of the information.

We have tried to incorporate with Member Code of Conduct, but it was not possible due to the length of timing of the session.

You Said

There is far too much TBC in this making it very difficult to plan and it creates a perception that some of these sessions are "not important".

We Did

It mentions on the brochure the minimum number of participants requirement as they are very expensive. We did not receive enough interests from members to attend any of the TBC trainings. In 2021 all those training was paid for but no one attended them. Hence, we have been advised to book these trainings if minimum number of request met.

You Said

The training programme is based on organisational need rather than an individual need. The sessions are knowledge based rather than applicable to the role.

We Did

Some trainings are mandatory for all councillors to fulfil their roles. Other trainings have been introduced as requested by members to develop their skills and knowledge to help them serve their community effectively.

You Said

You're doing a great job - this is constructive feedback, not criticism! Also, please always start on time, as it's not fair to start 10 minutes late to wait for others to turn up when the people in the room have got there on time (this is a general point, not one specific to training - you may well do this, it's just something that

We Did

Thank you for your positive feedback. Trainers have been informed to start their sessions on time and we understand where you are coming from.

You Said

If any rules/regulation are changed that Cllrs ought to know should be included into training package.
ITC. Training on ITC not included in training package.

We Did

Point noted. Lots of information provided on refreshed brochure.
We are looking in to organising ITC training for Members.

You Said

Our role as elected members in the planning system, who does what at Bradford Council and who we need to contact about different issues raised by residents - it is almost impossible to work this out from people's job titles, how decisions get made at the council - our role in the decision making, how to write a council motion etc. So many of these things we are supposed to pick up - without any formal support.

We Did

We have provided information package with contact details from different department after this year's election.

Lots of information for new members were shared from LGA

You Said

I think it has been a poor offer - and I feel very unsupported in learning about being a new councillor. We have basically been left to our own devices. I did not feel that there was an induction process. I run a team of people in my day job and plan inductions for new staff - there has been nothing like this for us.

We Did

We understand due to Covid proper induction did not take place last year. Full induction programme was delivered on 10th May 2023 for newly and re-elected members. We were present on the induction day to explain to newly and re-elected members about the mandatory trainings. Lots of new workshops and training has been introduced and included on the brochure.

You Said

Better training about departments and council services. Training about council complaints and grievance procedures.

More training and support around surgeries etc. Better EDI training.

We Did

We are looking at organising workshop about council complaints and grievance procedures. Guidance on Council Complaints information document was shared with all members. Your Whips are happy to offer support around surgeries. More EDI trainings have been included on the brochure.

You Said

Some of us have day jobs and need lots of advance notice to be able to make it to training sessions. It would be good to include lunchtime sessions on zoom/teams so more of us can make them. And there should be a forum for new Cllrs to discuss and share advice with one another.

We Did

We have provided training sessions at different times so that all members can benefit from them. We will look at organising a Forum in future.

You Said

Something about free apps to use to make our lives easier, and advice about how to organise casework so it's searchable and not too onerous to organise. Is there a system people can use? Does IT services have any advice on this? Emails are useful but cumbersome and not all in one thread (not that I want them to be! I just want an easy way to organise everything). Also, it might be useful to have an Evolve open session, where people can drop in to do their mandatory online courses in person - and have an IT person present! Also, I'd like to see dates and times for everything offered at the start of the municipal year to get it in the diary - some of the sessions towards the end of the year said TBC.

We Did

There is no such App introduced yet.

My Request service has been introduced for everyone to contact the Council.

We have been looking at organising the Mandatory trainings to be delivered in person but due to lack of resources they are made available via eLearning.

If struggling to access evolve or with IT support is available up on request.

The new brochure was sent to all members at the beginning of the municipal year with dates, time and the venue details.

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You Said

Some of the training sessions are important, but if only one date and time is offered then you miss it. Eg Intro to scrutiny, corporate parenting, emergency planning. Members don't always find it easy to engage with training as our inboxes and diaries are crammed full - it would be helpful if training could therefore be hybrid and recorded to watch back. A rough timing of what's going on in the session would also help, particularly on a recording, so we can go to the bits we know are relevant to our knowledge gap. For example, the first 10 minutes of an introduction aren't always useful and we're often hanging about waiting for late people to join, but if I had it on a recording, I'd likely skip this part!

We Did

Introduction to Scrutiny training is only aimed at the Panel members and clearly states on the brochure.

Some of the other trainings have been arranged more than once, invites were sent well in advance this year. Training materials and handouts are emailed to all members up on availability even if they were not able to attend the trainings. I can ask trainers if their training session can be recorded to be passed on.

We Did

Training timings has been bee changed based on your feedback.

Some trainings are longer than 2 hours due to the contents being covered.

You Said

Timing of training should be 5pm onwards or daytime not clashing with school pickup drop off time.
Training no more than 2 hours.

You Said

It would be preferable if training and briefing sessions weren't continuously deferred or cancelled.

We Did

We understand Corporate Parenting training was cancelled a couple of times due to the trainers were not able to deliver the programme on the arranged dates. We managed to rearrange 2 alternative dates and the training was delivered successfully.

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You Said

Development of a training package for new members that looked at how the Council works, functions and scope, governance , member responsibilities, Code of Conduct issues , the senior team and who does what? To give members a good overview. Better targeted training for members on specific committees. Perhaps individualised development plans for members taking account of their previous experience.

We Did

The survey was introduced to identify Member's Training needs.

Various new trainings and workshops has been introduced because of member's feedback.

If there are any gaps, please do let us know and we will look into it.

You Said

Need for better promotion/marketing of member development offer – which to some extent was undermined by the COVID pandemic – particularly important for newly elected members. Member development to engage more effectively with members - face to face perhaps attending Group Meetings or having workshops helping members to understand better what would be helpful for their development.

Some training events poorly attended.

We Did

We attended New Member's Welcome Day this year. Training package was presented to all members with explanation.

We met with the Whips about organising workshops.

Outlook/ meeting invites has been sent at least 8 weeks in advance to promote all trainings.

Evolve has been sending reminders to all registered members to remind them of the training.

Despite all our efforts we agree some of the trainings are poorly attended.

You Said

More IT training and people to people interaction.

We Did

New Member's Introduction to IT was delivered face to face on 13 June 2023. More to come soon.