

# Councillor Development and Support Services from the WLGA: 2015-16

The work of a councillor is complex and challenging and the political, legislative and local landscape in which they work is changing constantly. Communities have high expectations of their elected representatives from the day of their election throughout their period of office. New and experienced councillors therefore need appropriate support, guidance and personal and professional development to undertake their complex and evolving roles.

The WLGA works with local authorities across Wales to help provide this important support to councillors. The support is informed by councillors themselves and the officers who support them.

The WLGA has over a decade of experience in providing valued training, development and support to councillors and officers. The WLGA's improvement and support role has however been refocused following the withdrawal of Welsh Government funding in 2015; the WLGA will continue to coordinate and provide strategic national guidance and support to local authorities but will offer a more focused range of bespoke in-house training and support packages to councils and councillors. The WLGA will charge for some services from 1<sup>st</sup> April 2015.

## CORE SERVICES (FREE)

- **Ad hoc guidance to authorities, councillors and officers** on all aspects of councillor support and development
- **Facilitating national councillor and officer networks** to share learning, experiences and expertise, to collaborate on activities such as the production or delivery of councillor training or guidance notes
- **Developing national guidance**, with input from authorities, such as the Wales Charter for Member Support and Development, model member development strategies, role descriptions and development frameworks.
- **Developing induction and training modules and e-learning** for councillors and authorities
- **Representing local government interests and views** to ensure that the needs of councillors are promoted and that the requirements of authorities are reflected in Welsh Government policies, programmes and legislation
- **Signposting authorities** to, and briefing of, consultants and trainers who can provide specialist training and development for councillors in Wales
- **Promoting leading practice and raising standards** of councillor development and support through the Wales Charter for Member Support and Development
- **Supporting councils' arrangements for personal development review for councillors**, including workshops for those involved and undertaking or sourcing peers to undertake reviews for councillors who chose to seek this outside of their local arrangements
- **Liaising with national partners** to ensure any councillor development or training programmes that may be offered in future are appropriate, proportionate and add value



## TRAINING

Coaching, training and workshops will be provided by WLGA officers, unless otherwise specified or requested.

### **Councillor skills workshops: £200 plus VAT**

- **Chairing skills for councillors:** An interactive workshop covering the key skills required to chair meetings effectively. This provides councillors with some examples of good practice and encourages them to consider their own performance as chairs or vice chairs.
- **Chairing skills for scrutiny:** A similar workshop catering for the specialist needs of the chairs of overview and scrutiny committees.
- **Scrutiny Questioning skills:** An interactive workshop on outcome focused questioning strategies and techniques for scrutiny committee members.
- **Effective scrutiny:** An opportunity for scrutiny members to review their approaches to outcome focused scrutiny which makes an impact.
- **How to be a mentor:** An interactive workshop where members have opportunities to develop practical skills in mentoring new or inexperienced members.
- **Similar bespoke workshops on request** where expertise is available in the WLGA. For example induction workshops.

Workshops are typically 2hrs. Maximum numbers 15 councillors per workshop. Workshops can be delivered to councillors from one or a group of authorities.

- **Other skills or subject matters:** The WLGA aims to be responsive and, on request, will seek to signpost to relevant trainers or may deliver and/or commission other sessions in response to emerging councillor development and training needs where possible. Fees may vary depending on whether additional external trainers are required.

**Regional/National Workshops on new or key areas of councillor skills and knowledge:** £75 plus VAT per delegate (4 for the price of 3 for multiple bookings).

**Individual Coaching for Councillors:** £200 plus VAT for 4 confidential sessions (plus cost of any psychometrics). Sessions will be provided by a WLGA qualified coach, to help councillors address current or new challenges, role changes or personal skills.


**Individual Support for Chairs:** £400 plus VAT. Confidential one-to-one support for chairs focusing on improving confidence and performance in meetings and on webcasts. This would include observation of meetings, feedback on performance and 3 coaching sessions

## FOR FURTHER INFORMATION, CONTACT:

**Sarah Titcombe**

**Policy and Improvement Officer (Democratic Services) 029 20468638**

[sarah.titcombe@wlga.gov.uk](mailto:sarah.titcombe@wlga.gov.uk) [www.wlga.gov.uk](http://www.wlga.gov.uk) @welshlga



**Councillor Development Providers List**  
**Developed by the WLGA with the Member Support Officer Network**  
**2015**

This is a list of consultants and trainers that work with councillors. It is not exhaustive or a list of recommended providers.

The list is held by the WLGA and will be updated annually.

We suggest that commissioners check:

- References of work undertaken with **members** in a public service setting in **Wales**
- Understanding of the Welsh context
- Experience and credentials of the facilitator, not just the company.
- Costs: compare, research and bargain. Check travelling and subsistence costs as well as cost of delivery and preparation.

And, whenever possible, we suggest that authorities share sessions.

Provider	What they do	Contact Details
APSE (Association of Public Service Excellence)	Development Programme 2015-16 <ul style="list-style-type: none"> <li>• The role of the elected member and frontline councillor               <ul style="list-style-type: none"> <li>▪ Chiring committees</li> <li>▪ How to be a real community leader</li> <li>▪ Elected members and the 3<sup>rd</sup> Sector</li> <li>▪ Leadership</li> <li>▪ Shaping and influencing policy</li> <li>▪ Developing a media strategy</li> <li>▪ The role of Scrutiny and performance management</li> <li>▪ Using Social media to reach your electorate</li> <li>▪ Getting the most out of your officers</li> </ul> </li> </ul>	Jan Kennedy 01617721810 <a href="mailto:jkennedy@apse.org.uk">jkennedy@apse.org.uk</a>  <a href="http://www.apse.org.uk/apse/index.cfm/training/current-training-course/elected-member/">http://www.apse.org.uk/apse/index.cfm/training/current-training-course/elected-member/</a>
Bevan Brittan  Peter Keith Lucas and Bethan Evans	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Standards</li> <li>• Legal issues in Public service - liability, claims, licensing, health and safety, corporate governance and probity.</li> </ul>	<a href="mailto:Peter.keith-lucas@bevanbrittan.com">Peter.keith-lucas@bevanbrittan.com</a> 08701941741 <a href="mailto:Bethan.evans@bevanbrittan.com">Bethan.evans@bevanbrittan.com</a> 08701948993
Centre for Public scrutiny	Scrutiny <ul style="list-style-type: none"> <li>• Introduction to scrutiny</li> <li>• Scrutiny leadership programme</li> <li>• Practical skills for scrutineers</li> <li>• Effective non-executives</li> </ul>	National contact Fatcha.begum@cfps.org.uk <a href="http://www.cfps.org.uk/">http://www.cfps.org.uk/</a>

Chris Kelly Media Skills	Media training including interviews	<a href="http://www.chriskelly.co.uk/">http://www.chriskelly.co.uk/</a> Bournemouth 01202 292960
Cornerstone Barristers	Public sector law for example planning, licencing conduct, corporate governance.	One Caspian Point Cardiff 03332400591 <a href="http://cornerstonebarristers.com/">http://cornerstonebarristers.com/</a>
Cipfa	Finance and financial management. Audit committee training	Chris Tidswell head of CIPFA in Wales <a href="mailto:Chris.tidswell@cipfa.org">Chris.tidswell@cipfa.org</a> 07825190321
Clare Forrest (Structured Learning)	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Influencing and negotiating</li> <li>• Speed reading</li> <li>• Report writing</li> <li>• Chairing</li> <li>• Scrutiny chairing</li> <li>• Presentation</li> <li>• Time management</li> </ul>	<a href="http://www.structuredlearning.com/">http://www.structuredlearning.com/</a> <a href="mailto:clareforrest@structuredlearning.com">clareforrest@structuredlearning.com</a> , mobile: 07957 793642 –
Community Development Foundation	Community Development <ul style="list-style-type: none"> <li>• Introduction to Community Development</li> <li>• Community Engagement</li> <li>• Social media to engage with communities</li> </ul>	<a href="http://www.cdf.org.uk/content/about-cdf/">http://www.cdf.org.uk/content/about-cdf/</a>  London 02078331772
Consultation Institute	Community Engagement (especially consultation)	<a href="http://www.consultationinstitute.org">http://www.consultationinstitute.org</a>
Local Government Data Unit	<ul style="list-style-type: none"> <li>• Using Data to support Scrutiny</li> <li>• Handling Data</li> <li>• Presenting Data</li> <li>• Understanding and using performance Data</li> </ul>	<a href="http://www.dataunitwales.gov.uk/">http://www.dataunitwales.gov.uk/</a>
Foxley Tagg planning Ltd.	All aspects of LA planning	<a href="http://www.foxleytaggplanning.co.uk">www.foxleytaggplanning.co.uk</a>
Illumine	<ul style="list-style-type: none"> <li>• Speed reading</li> <li>• Mind mapping and information retention</li> <li>• Cmmunication</li> </ul>	<a href="https://www.illumine.co.uk/learn-absorb-and-understand/">https://www.illumine.co.uk/learn-absorb-and-understand/</a>
Inlogov	Short courses for example: <ul style="list-style-type: none"> <li>• 3 day certificate in overview and scrutiny</li> <li>• I day course on scrutiny chairing</li> <li>• In house seminar on questioning (for councils or groups of councils)</li> </ul>	Institute of Local Government Studies School of Public Policy University of Birmingham <a href="http://www.inlogov.bham.ac.uk/">http://www.inlogov.bham.ac.uk/</a>
James Button	Licensing committees	<a href="http://www.jamesbutton.co.uk/">http://www.jamesbutton.co.uk/</a>
Jonathan Huish Policy 2 Praxis	Bespoke senior councillor development and mentoring	<a href="mailto:jvhuish@yahoo.co.uk">jvhuish@yahoo.co.uk</a> 07980846081

<p>Learning 4 Leadership Cymru</p> <p>Ian Bottrill</p>	<ul style="list-style-type: none"> <li>• Council and community leadership</li> <li>• Effective opposition</li> <li>• Cabinet development</li> <li>• Budgeting</li> <li>• Tackling challenging issues</li> <li>• Scrutiny</li> <li>• Frontline councillor</li> <li>• Managing change</li> <li>• Surgeries and casework</li> <li>• Working with officers</li> <li>• Performance and Improvement</li> </ul>	<p><a href="http://www.l4lc.org.uk/">http://www.l4lc.org.uk/</a></p>
<p>LGIU</p>	<ul style="list-style-type: none"> <li>• Speed reading and retention</li> <li>• Time management</li> <li>• Chairing skills</li> <li>• Community engagement</li> <li>• Partnership working</li> <li>• Local government finance (would need to tailor for Wales)</li> </ul>	<p><a href="http://www.lgiu.org.uk/">http://www.lgiu.org.uk/</a></p>
<p>Linda Durntal Associates</p>	<ul style="list-style-type: none"> <li>• The Planning System</li> <li>• Development Planning</li> <li>• LDPs</li> <li>• Conservation and listed buildings</li> <li>• Engaging with the community</li> </ul>	<p>Linda Durntal Aylesbury 01296 422161 <a href="mailto:Linda.durntal@dsl.pipex.com">Linda.durntal@dsl.pipex.com</a></p>
<p>Link Support Services UK</p> <p>David McGrath Managing Director</p>	<ul style="list-style-type: none"> <li>• All aspects of scrutiny</li> <li>• Cabinet Development</li> <li>• Community Leadership</li> <li>• Partnership</li> <li>• Speed reading</li> <li>• Media skills</li> <li>• Public speaking</li> <li>• Equalities, diversity and anti-discrimination</li> <li>• Audit committee member role and skills</li> <li>• Member/officer partnerships</li> <li>• Chairing skills</li> </ul>	<p>Link Support Services Coventry</p> <p>01676 522461 07802 640159</p> <p><a href="mailto:Linkukltd@aol.com">Linkukltd@aol.com</a></p>
<p>Mel Doel</p>	<ul style="list-style-type: none"> <li>• Public speaking</li> <li>• Webcasting</li> <li>• Media skills</li> <li>• Social Media</li> </ul>	<p><a href="mailto:melanie.doel@btinternet.com">melanie.doel@btinternet.com</a></p>
<p>Mhairi Cameron Consulting</p>	<ul style="list-style-type: none"> <li>• Cabinet development</li> <li>• Leadership</li> <li>• Scrutiny development</li> <li>• Coaching</li> <li>• Change management</li> </ul> <p>Provider on Leadership Academy</p>	<p>Mhairi Cameron <a href="http://www.mhairicameronconsulting.co.uk">www.mhairicameronconsulting.co.uk</a></p> <p><a href="mailto:Mhairi.cameron@btinternet.com">Mhairi.cameron@btinternet.com</a></p>
<p>Participation Cymru</p>	<p>Public engagement and participation training. Using the national principals for public engagement (which they developed) endorsed by WG</p>	<p><a href="http://www.wcva.org.uk/communities">www.wcva.org.uk/communities</a></p>

Poppleston Allen Training	Training courses for Licensing Committee members	Nottingham <a href="http://www.popalltraining.co.uk/">http://www.popalltraining.co.uk/</a>
POS enterprises (Planning Officers Society)	Planning. <ul style="list-style-type: none"> <li>• Development Management</li> <li>• Probity in planning</li> </ul>	<a href="http://www.planningofficers.org.uk/">http://www.planningofficers.org.uk/</a>
Public-i	<ul style="list-style-type: none"> <li>• Social Media</li> <li>• The Networked Councillor Programme</li> </ul>	<a href="http://www.public-i.info/">http://www.public-i.info/</a>
Public PR	PR, communications and media skills	<a href="http://www.publicpr.co.uk/contact.html">http://www.publicpr.co.uk/contact.html</a>
Red Shiny apple Anna Morgan	All aspects of Equality and Diversity, including the legislative requirements placed on organisations, and cultural change.	<a href="mailto:annaemorgs@gmail.com">mailto:annaemorgs@gmail.com</a>
Shared Service Architects	Collaboration and shared services	<a href="http://www.sharedservicearchitects.co.uk/">http://www.sharedservicearchitects.co.uk/</a>
TDE Associates	Financial training for members	Rheon Tomos 07921529955 <a href="mailto:rheon@tde-associates.com">rheon@tde-associates.com</a> Cardiff <a href="http://www.tde-associates.com">www.tde-associates.com</a>
University of South Wales	Post-graduate certificate in governance	<a href="http://courses.southwales.ac.uk/courses/1402-postgraduate-certificate-in-governance">http://courses.southwales.ac.uk/courses/1402-postgraduate-certificate-in-governance</a>
WLGA	Strategic support for Democratic Services plus councillor development in: <ul style="list-style-type: none"> <li>• Chairing skills</li> <li>• Chairing skills for scrutiny</li> <li>• Scrutiny questioning skills</li> <li>• Effective scrutiny</li> <li>• Mentoring skills</li> <li>• Undertaking personal development review</li> <li>• Improvement and performance</li> <li>• Local government finance</li> <li>• Improvement and governance</li> </ul>	<a href="http://www.wlga.gov.uk/councillor-development-and-support-services-from-the-wlga-2015-16">http://www.wlga.gov.uk/councillor-development-and-support-services-from-the-wlga-2015-16</a>
	Similar bespoke workshops on request	
Wordsmiths	<ul style="list-style-type: none"> <li>• Speed reading</li> <li>• Report writing</li> <li>• Grammar refresher</li> <li>• Mind mapping for memory and creativity</li> <li>• Business writing</li> </ul>	Jane Smith 01873 857556 <a href="mailto:jane@word-smiths.co.uk">jane@word-smiths.co.uk</a> Abergavenny
Work2Health	<ul style="list-style-type: none"> <li>• Stress awareness and management</li> <li>• Employment Law relating to stress</li> </ul>	<a href="http://www.work2health.org.uk/index.php">http://www.work2health.org.uk/index.php</a> Cardiff