LRALC   Monthly training bulletin

July 2023

Time comes round quickly. July already? Here's our monthly training bulletin with reminders, information about new courses and other hints to help your council and councillors.

Feedback

Here's a message that arrived in the office this week.

Following our Council meeting last night, members wished to express their thanks for the excellent Councillor Training session they attended last week.

From the round robin introductions at the start of the meeting, it was clear that many of our members are long serving. It was these members in particular who felt that it was one of the best sessions they had attended in many years. They all took away a good deal of information and found it very worthwhile and engaging throughout.

Our staff also enjoyed the session as it was great to sit in and be involved. Knowing first hand what training was delivered helps us to support our members alongside the support that LRALC provide.

All round, it was a great evening and thank you again. We would definitely consider holding in-house training in the future.

Thanks go to the clerk who went to the trouble to send this in, and to the council for the comments.

In-house Councillor or Code of Conduct training is available for all councils. We're currently looking at September or October dates but we'll try to accommodate any councils that would like to arrange this. Please contact our office to express an interest.

Civility and Respect

Your council may have been working with the [Civility and Respect materials](#) from NALC and SLCC for some time. You may have taken the pledge already – many other councils have.

Do your new members know about this project? Have you pointed them towards the resources? Maybe it's time for council to revisit the earlier materials and pick up any new updates.

Reminders of some of the things that are available:

The Pledge

By signing the Pledge, your council is agreeing that the council will treat councillors, clerks, employees, members of the public, and representatives of partner organisations and volunteers with civility and respect in their roles. The council also declares that it:

- *has put in place a training programme for councillors and staff*
- *has signed up to the Code of Conduct for councillors*
- *has good governance arrangements in place including staff contracts and a dignity at work policy*
- *will seek professional help at the early stages should civility and respect issues arise*
- *will commit to calling out bullying and harassment if and when it happens*
- *will continue to learn from best practices in the sector and aspire to be a role model/champion council through for example the local **Local Council Award Scheme***
- *supports the continued lobbying for change in legislation to support the Civility and Respect Pledge including sanctions for elected members where appropriate*

So have you got all these in place? How are you getting on with addressing the areas that need some attention? Do you need any support from LRALC?

And if council previously signed up to the pledge, do you need to revisit for the benefit of newer members? If you haven't already done so, include it on an agenda to remind everyone of what is involved. See the example agenda wording and flyer within the [resources section](#) of the Civility and Respect website.

So what happens next? Go back to the Civility and Respect website. The pledge is just one part of the whole package. Look at the Mission Statement and the Workstreams. C&R is not going to establish itself in your council through a single meeting and agenda item. It's a far wider commitment that needs to be embedded throughout everything that you do.

Look at the training that you all attend. Yes, you've got our core training for councillors, chairmen, code of conduct and clerks. What else needs addressing in your council? Have you looked at the e-learning options, or the [programme](#) provided through Breakthrough Communications?

Check through the other resources available as well. There are lots of materials to help you, including

[Bullying and harassment statement](#)

[Code of conduct](#) and [supporting guidance](#)

[Dignity at work policy](#)

[Early Day Motion for Sanctions](#)

[HR podcasts](#)

- Building an effective personnel committee
- Recruitment
- Handling grievances
- Handling disciplinary situations
- Appraisals
- Sickness and absence

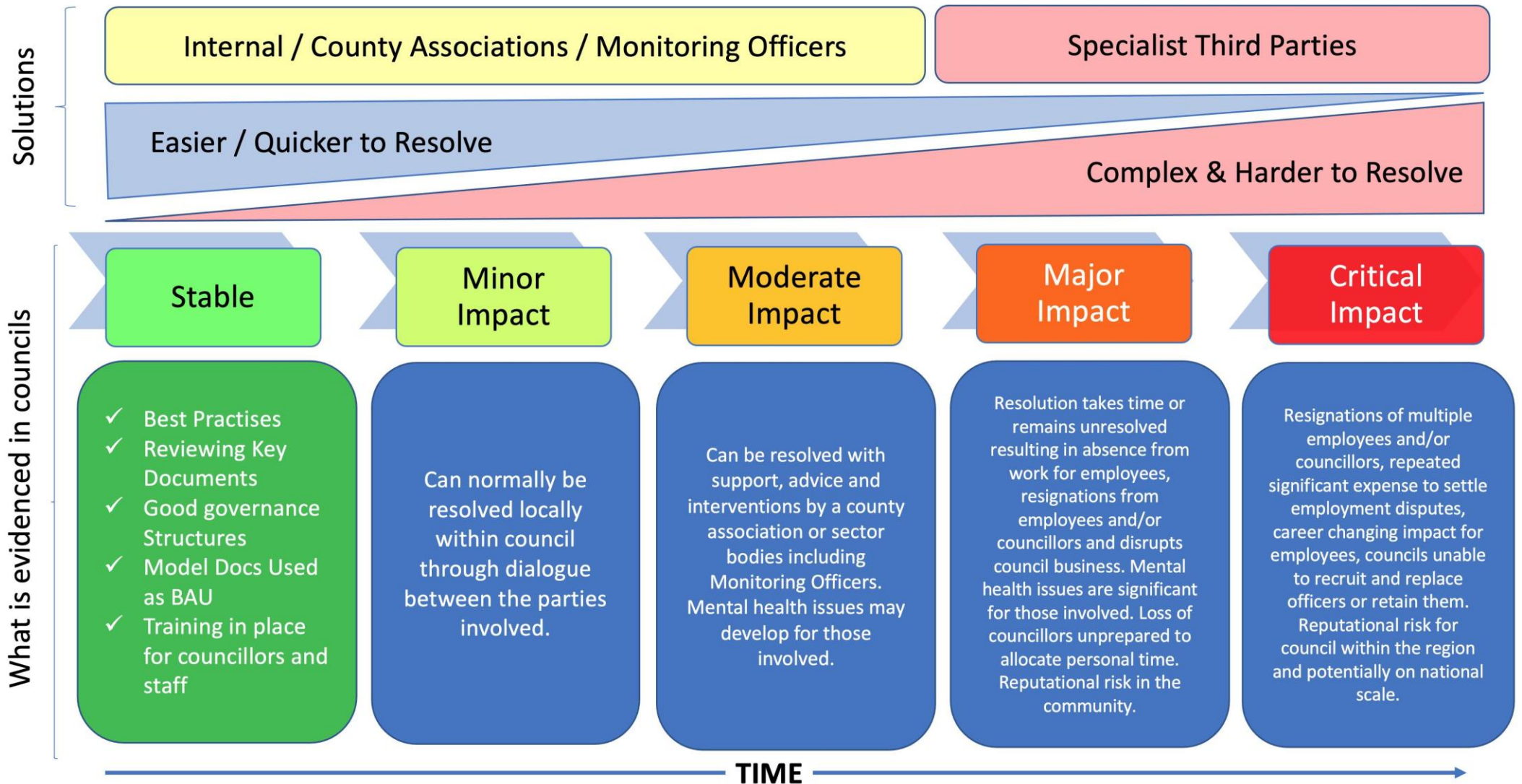[Model councillor-officer protocol](#)

[Newsletters](#)

[Recruitment guide](#) - see LRALC website for the full package

[Roles and responsibilities guidance](#)

[Social media guide](#)

Civility and Respect Continuum

Solutions

| Internal / County Associations / Monitoring Officers | Specialist Third Parties |

Easier / Quicker to Resolve

Complex & Harder to Resolve

What is evidenced in councils

Stable	Minor Impact	Moderate Impact	Major Impact	Critical Impact
✓ Best Practises ✓ Reviewing Key Documents ✓ Good governance Structures ✓ Model Docs Used as BAU ✓ Training in place for councillors and staff	Can normally be resolved locally within council through dialogue between the parties involved.	Can be resolved with support, advice and interventions by a county association or sector bodies including Monitoring Officers. Mental health issues may develop for those involved.	Resolution takes time or remains unresolved resulting in absence from work for employees, resignations from employees and/or councillors and disrupts council business. Mental health issues are significant for those involved. Loss of councillors unprepared to allocate personal time. Reputational risk in the community.	Resignations of multiple employees and/or councillors, repeated significant expense to settle employment disputes, career changing impact for employees, councils unable to recruit and replace officers or retain them. Reputational risk for council within the region and potentially on national scale.

TIME →

Direct booking

Course details are on the next two pages of this bulletin with booking links, dates and times at https://breakthroughcomms.co.uk/calc-training-events

Each course has a dedicated link where you can make your booking. Confirmation emails and links will be sent directly to participants by Breakthrough Communications. Each course will cost your council £35 per person. Sessions run through Zoom and last usually 2 hours with a range of times available during the day and evenings.

Choose Leicestershire and Rutland Association as the county association when you book. Your council will receive an invoice from the LRALC office after the session and will pay us. Cancellation without charge is possible up to one week before the course. Any queries about bookings should be made directly to Breakthrough Communications rather than our office.

If you would like to arrange a whole-council session with Breakthrough Communications, get in touch with us at the LRALC office. We can arrange dates to suit you. The total price for you is likely to be £400 depending on the amount of work involved, but this will include a presentation tailored specially for your council.

Courses available

Local council communications and community engagement training courses	
Communicating with your community Part 1: creating a communications strategy	It's important for councils of all shapes and sizes to create a public communications strategy that supports the delivery of your council's priorities, aims and objectives. In this session we explore latest best practice for creating an effective, sustainable and resource-appropriate communications strategy that fits with the needs and aspirations of your council.
Communicating with your community Part 2: implementing effective community engagement and building sustainable conversations	This session will help you consider how to implement your communications strategy and engage with your community. We explore how councils can communicate and engage, as well as building sustainable conversations. Discover the tools, strategies and techniques needed to better promote your own messages but also to better respond to the voices within your local community.
How councils can engage effectively with young people in their communities	Young people are often a hard-to-reach demographic for councils to engage with. In this session we explore what we actually mean by the term 'young people', what issues matter to different groups of younger people, how to effectively reach and engage them, both online and offline, and how to build partnerships with youth-focused organisations in your area.
How councils can recruit a more diverse pool of local councillors	It is increasingly challenging to find people who are willing to put their names forward either at election time or to be co-opted. We explore effective ways councils and councillors can engage people over time, building up their awareness and interest in the work of the council, in order to better promote and demystify the role of a councillor.
Getting the most from local and regional media	From local newspapers and magazines to regional TV and radio, traditional media provides councils a platform to communicate with residents, but engaging with journalists can be daunting. We explore how you can build effective two-way

	relationships with journalists, how to write effective press releases and how to get regular coverage in your local and regional media.
Crisis communications for local councils	We never know when a crisis could strike. From local flooding to a council meeting going viral there are many ways in which councils can find themselves in the eye of the media storm. This session takes participants through the detail of preparing for a crisis no matter what form it may take. Passing on expert tips and guidance on being as prepared as you can be should the worst happen.

Local council social media and digital communications training courses

Canva Part 1: Getting started	This training session is designed to help councils get started with Canva and to get to grips with its essential features. Participants will discover how councils can use Canva to create content for a variety of community engagement purposes, including printed material as well as for websites and social media. We will work through how to create new designs and how to make use of templates, how to add text and images, and customise their designs.
Canva Part 2: Advanced	This training session is designed for councils who already have experience with Canva and want to learn its more advanced features and techniques. Participants will learn how to use advanced tools to create complex designs and layouts as well as how to set up your council's brand. We will also explore how to integrate Canva with your social media, how to make use of its scheduling features and using Canva to create and edit video content.
Social Media Part 1: Getting started with social media for local councils	Social media provides councils with an opportunity to significantly enhance their communications. Discover how to get started on social media and how to get the fundamentals right. In this session we explore how to create a social media strategy, how to get the most out of Facebook in particular, and how to make use of time-saving tools and techniques save councils time and effort.
Social media Part 2: Advanced social media strategies & tactics for local councils	Many councils look to use a range of social media platforms in order to increase their digital reach into the community. In this session we explore how to get the most from each of the key social media platforms and how to ensure your social media content is delivering on your council's communications objectives. We also introduce social media advertising and how this can benefit councils.
Social media skills for parish and town councillors	Social media provides councillors an opportunity to engage and communicate with their residents. Building up two-way conversations through the power of digital platforms has never been easier, but it can be tricky to get started and to know where to focus your time and effort. We walk you through the essential ways to get the most out of key social media platforms as a local councillor, what issues to be mindful of, and we provide top tips to engage with your residents.

Local council interpersonal skills and communication skills training courses

Dealing with difficult people and conversations in our local councils	Managing our professional relationships within our local councils is important, yet it can still be a challenge to deal with people who are 'difficult' and to face challenging situations. In this session we explore practical techniques to manage difficult conversations and situations in a council environment. Suitable for Clerks, council officers and councillors.
Councillors training: chairing council and public meetings effectively	This session is designed for councillors, regardless of whether you are an experienced chairperson or whether you are new to the role. We explore how to effectively prepare for meetings, how to get the most out of the meetings you chair and from other councillors, and how to deal with tricky situations.

Local council Data Protection and Freedom of Information training courses

Data Protection for councils Part 1: Foundations & theory	In an ever-evolving legislative landscape, it is vital that councils ensure they have the most up-to-date understanding of their data protection obligations. This introductory session walks councils through the theory and core principles of GDPR and related data protection legislation, and we explain what policies, practices and processes councils need to have in place.
Data Protection for councils Part 2: Accountability & lawfulness	Our second data protection session deep dives into how councils are required to demonstrate accountability with UK GDPR. We consider the different lawful bases for how councils process personal data and we how to get started with creating the different policies and documents required, including your Privacy Notice, Legitimate Interest and Data Protection Impact Assessments.
Data Protection for councils Part 3: Dealing with data subject rights and information security	Our third data protection session considers how to deal with data subject rights requests, including Subject Access Requests. We explore specific steps to take to ensure you are compliant with the legislation, and we consider what exemptions may apply, and when. We also explore the importance of Information Security for local councils and what this means in practice.
Data protection training for parish and town councillors	Whether you are an experienced councillor or have only recently been elected, it is vital that you understand how data protection legislation sits with your role as an elected member. This session will help you understand your legal obligations to yourself and to your council and how to get things right. We also introduce the Freedom of Information legislation and what this means as a councillor.
Freedom of Information for local councils: obligations, procedures and exemption	This course looks at what requirements and obligations local councils have when it comes to Freedom of Information. We look at what policies and procedures councils should have in place, how to ensure officers and councillors are aware of their obligations and what steps to take when you get an FOI request, and what exemptions may potentially apply and when.

Clerks employed by LRALC member councils may book directly for courses at £30 per participant.

All sessions are 90 minutes. Zoom links will be sent directly to participants as part of the confirmation email from the Parkinson Partnership. Your council will receive an invoice from the LRALC office after the session and will make your payment to us.

Training dates are live on www.bookwhen.com/parkinson . Dates for September onwards will be published soon.

Courses currently available:

- Finance for councillors
- Internal controls
- Procurement
- The role of internal audit
- VAT for unregistered councils (VAT 126)
- VAT for VAT registered councils
- VAT – partial exemption

You can also book Parkinson courses for your whole council. Contact our office for more details.

Course dates July - October

We'll give you booking dates for the next few months. More details about times and dates for later in the year are on our website.

Key to courses:

LRALC	Courses may be Zoom or face to face. Cost varies- see our website. Book through LRALC https://www.leicestershireandrutlandalc.gov.uk/training-reservations.html May be taught by LRALC officers or specialists on our behalf.
Breakthrough Communications	All courses via Zoom. All £35 per person. Book via https://breakthroughcomms.co.uk/calc-training-events
Parkinson Partnership	All courses via Zoom. All £30 per person. Book via https://bookwhen.com/parkinson#focus=ev-smrf-20210630100000

For all courses, councils will be invoiced by and payment should be made to LRALC Please check the respective websites for availability, cancellations or changes to dates at the time you wish to book.

July

3rd	Councillors: data protection training
3rd	Charitable Trusts part 1
4th	Finance for councillors
4th	Communicating with your community part 1
5th	Internal controls
5th	Communicating with your community part 2
6th	Engage more effectively with young people
6th	VAT for registered councils
6th	Agendas and Minutes
7th	Data Protection & GDPR for Clerks & Officers part 1
10th	Data Protection & GDPR for Clerks & Officers part 2
10th	Charitable Trusts part 2
11th	Social media part 1
11th	Procurement
12th	Social media part 2
13th	Councillors: social media skills
13th	Finance for councillors
13th	Recruiting and retaining a more diverse pool of councillors
14th	Data Protection & GDPR for Clerks & Officers part 3
18th	Councillors: chairing meetings effectively

18th	VAT for unregistered councils (VAT126)
24th	Councillor training – for clerks

August

1st	Social media part 1
2nd	Communicating with your community part 1
3rd	Communicating with your community part 2
7th	Data Protection & GDPR for Clerks & Officers part 1
11th	Data Protection & GDPR for Clerks & Officers part 2
14th	Data Protection & GDPR for Clerks & Officers part 3
16th	Social media part 2
17th	Social media skills for parish and town councillors
21st	Data protection training for parish and town councillors
22nd	Dealing with difficult people and conversations in our local councils

September

4th	Data Protection & GDPR for Clerks & Officers part 1
4th	Village greens
5th	Communicating with your community part 1
5th	Parish clerks 1
6th	Communicating with your community part 2
8th	Data Protection & GDPR for Clerks & Officers part 2
11th	Data Protection & GDPR for Clerks & Officers part 3
12th	How councils can engage effectively with your people in their communities
12th	Appraisal skills
13th	Chairman
13th	Crisis communication for Local Councils
14th	Social media part 1
19th	Social media part 2
19th	Councillor
20th	Social media skills for parish and town councillors
21st	Chairing council and public meetings effectively
21st	Parish clerks 2
25th	Data protection training for parish and town councillors
27th	Local Council Award Scheme briefing – now moved to 2nd October
28th	Agendas and minutes

October

2nd	Data protection training for parish and town councillors
2nd	Local Council Award Scheme briefing – now moved from 27th September
3rd	Communicating with your community part 1
4th	Communicating with your community part 2
4th	Parish clerks 3
5th	Code of conduct
5th	Recruiting and retaining a more diverse pool of councillors
6th	Data Protection & GDPR for Clerks & Officers part 1
9th	Data Protection & GDPR for Clerks & Officers part 2
10th	How councils can engage effectively with your people in their communities
11th	Confidential session
13th	Data Protection & GDPR for Clerks & Officers part 3
18th	Dealing with local and regional media
19th	Social media part 1
24th	Social media part 2
24th	Report writing
25th	Social media skills for parish and town councillors
26th	Dealing with difficult people and conversations in our local councils