

Councillor Induction Programme 2017

Suffolk County Council is multi-million pound organisation responsible for ensuring the delivery of a range of services which affect everyone in Suffolk.

A cross party Councillor group has designed and commissioned this programme using their knowledge and experience to ensure you are offered a comprehensive and informative start to your time with Suffolk County Council. These opportunities support the role of the County Councillor and many of the specific responsibilities that councillors maybe involved in. The times and dates have been set to assist you to become familiar with things as you need them.

Suffolk County Council will reimburse councillors expenditure for care of children or dependent relatives. Details of the terms for these payments can be found in Suffolk County Council's Constitution, Members' Allowances Scheme on the Suffolk County Council website:

<https://www.suffolk.gov.uk/assets/council-and-democracy/the-council-and-its-committees/constitution/PART-7-Members-Allowances-Scheme-Oct-2016.pdf>

If you have any questions, please contact Councillor Services: Tel: 01473 265119.

Phase 1 – Legalities and Practicalities

Welcome to Suffolk County Council Open House Drop-in Sessions

Welcoming you to Suffolk County Council, this suite of drop-in sessions will help you to meet your obligations as a County Councillor as well as guiding you through the start of your role. You will meet the Democratic Services Team, Monitoring Officer, IT Strategic Support Team, Information Management Team and other key members of staff who will support you and help you know what you can expect from the Council.

Attendance for 1 half day over the 4 days is essential.

You will:

- Sign your declaration of acceptance with the Monitoring Officer Tim Ryder
- Attend an information management interactive briefing
- Have you official SCC photographs for the website and any publicity taken
- Find out about Locality Budgets and Member Allowances
- Hand in the completed paperwork from your induction pack
- See what information is available to you on MySCC (intranet) and the SCC Website
- Talk with the IT Team about your IT preferences
- Take a tour of Endeavour House including Health and Safety information
- Meet the Democratic Services Team who will be happy to support you during your term of office
- Sign-up for any of the training sessions in this pack

Who is it for?

All Councillors.

Drop-in Sessions: 2nd Floor, Endeavour House, 8 Russell Road, Ipswich

10am – 4pm Monday 8 May 2017

No Sessions on Tuesday 9 May 2017

10am – 4pm Wednesday 10 May 2017

10am – 4pm Thursday 11 May 2017

10am- 4pm Friday 12 May 2017

[Councillor Induction Programme 2017](#)

Phase 2 – Induction critical skills and knowledge

All programmes are run in the Elisabeth Room, Endeavour House, Ipswich (unless otherwise stated).

[Understanding the Council's Decision Making Process](#)

This session will help you to understand the role of the Cabinet and Council in setting the strategic direction of the Council, as well as understanding the opportunities of Cabinet members and of 'backbench' councillors, e.g. working groups, Councillor questions at Council, Scrutiny, call-in and the role of Statutory Officers within the Council, including monitoring and scrutiny arrangements

The session will be led by Tim Ryder, Assistant Director of Scrutiny and Monitoring and Monitoring Officer and Geoff Dobson, Director of Resource Management and Section 151 Officer and we are offering a choice of two dates.

Session 1: 10am – 12.30pm Monday 15 May 2017 or

Session 2: 1.30pm – 4pm Tuesday 16 May 2017

[Committees of the Council](#)

This session will be an exploration and discussion about the roles and responsibilities of Committees and the impact they have on the people of Suffolk.

The session is delivered by Tim Ryder, Assistant Director Scrutiny and Monitoring and Monitoring Officer and we are offering a choice of two dates.

Session 1: 1.30pm - 4pm Monday 15 May 2017 or

Session 2: 10am – 12.30pm Wednesday 17 May 2017

[Who does what? And how it is financed.](#)

This session will help you to understand each councillor's responsibility for agreeing the budgetary framework and how the council is organised to deliver service priorities. There will also be an opportunity to meet informally with the Council's Section 151 Officer and Service Directors.

The session will be led by Aidan Dunn, Interim Director of Resource Management; Sue Cook, Director for Children and Adults; Abdul Razaq, Director Public Health; Mark Hardingham, Chief Fire Officer and Lou Aynsley, Interim Head of Finance (Section 151 Officer).

Session 1: 10am – 12.30pm Tuesday 16 May 2017 or

Session 2: 1.30pm – 4pm Thursday 18 May 2017

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County Council Meetings

This session will familiarise you with the formalities of procedure at County Council meetings; when can I speak, how long can I speak for; what is a 'point of order' and how is it used? What is the role of the Chairman of the Council? How to vote and use the microphones. Webcasting why do we do it? and what does it mean for councillors?

The session will be led by Tim Ryder, Assistant Director Scrutiny and Monitoring and Sue Morgan, Head of Democratic Services and will be run twice.

Sessions will take place in the King Edmund Chamber so councillors can see and use the audio visual equipment.

Session 1: 1.30pm – 4pm Wednesday 17 May 2017 or

Session 2: 10am – 12.30pm Thursday 18 May 2017

Phase 3 - Skills Development and practical application

Each of these sessions is designed to provide an induction to members and substitute members of the committees and an overview to those who might be assigned to them in the future or simply want to find out more about them.

Other sessions will cover the development of skills for councillors, duties which councillors have responsibility for and service areas which maybe of interest to councillors.

All programmes are run in the Elisabeth Room, Endeavour House, Ipswich (unless otherwise stated).

Audit Committee

This development session introduces councillors to the working and remit of the Audit Committee. This session is particularly appropriate for those councillors who will be sitting on the committee including substitute members. However, all councillors are encouraged to attend and understand the role of the Audit Committee and its operation.

Topics covered will include;

- What is the role of the Audit Committee
- Whistleblowing Policy
- Local Government Ombudsman and Complaints

The course is delivered by Peter Frost, Head of Audit Services, Tim Ryder, Assistant Director Scrutiny and Monitoring, Louise Aynsley Chief Accountant (Strategy & Accounts) Jane Swift, Customer Experience Operations Manager, Peter Knight, Head of Performance and Information Management and Mark Hodgson, Ernst & Young and will be run once.

Session 1: 10am – 12.30pm Wednesday 7 June 2017

[Councillor Induction Programme 2017](#)

Development Control Committee

This development session introduces councillors to the working and remit of the Development Control Committee. It is aimed at those councillors who will be sitting on the committee including substitute members. However, all councillors are encouraged to attend and understand the role Development Control Committee plays in the quasi-judicial decision making framework and how you as a local councillor can make representations to the committee on behalf of your constituents.

This session will include;

- Waste and Mineral Applications
- The Planning Framework
- Planning applications from start to finish
- Making representations on behalf of constituents

This session is delivered by John Pitchford, Head of Planning, Anita Seymour, Development Manager and Emma Bethell, Principal Planning and Environment Lawyer and will be run once.

Session 1: 10am - 12.30pm – Tuesday 6 June 2017.

Education Transport Appeals Committee

As part of the quasi-judicial decision making framework at the Council, this committee is responsible for considering and determining the outcome of appeals from carers and parents of children who have not been offered free school transport. Only councillors who have been trained can sit on this committee so it is a must for the committee members and substitutes. Councillors can also be asked to assist in an appeal by a constituent so this session is open to all councillors to learn how the committee operates and how you can input into this process.

The session aims to help you:

- Understand the school transport policy of Suffolk County Council
- Know the extent of the committee's powers and responsibilities
- Understand the role the Officer's Panel plays in the process

The session will be led by Julie Mitchell/Kirsty Marjoram, job share Business & Information Manager, Timothy Earl, Head of Legal Services and Helen Taber-French, Committee Administrator and will be run once.

Session 1: 1.30pm – 4pm Monday 5 June 2017

[Councillor Induction Programme 2017](#)

Governor Appointments Committee

This committee is responsible for nominating and removing Local Education Authority school governors to maintained schools.

The session will help participants to:

- Understand the remit and importance of the committee
- Get to grips with the papers for the meetings
- Have a clearer understanding of the role councillors can play in the wider recruitment of school governors
- Have greater clarity of the role of the Education Leadership and Governance Team in governor recruitment

The session will be delivered by Joanna Howell, Senior Governance Advisor, Children and Young Peoples Services.

The session will last for an hour and will include an open discussion on the issues around governor recruitment in Suffolk.

Session 1: 1.30pm – 2.30pm Monday 12 June 2017

Health Scrutiny Committee

The primary aim of health scrutiny is to strengthen the voice of local people, ensuring that their needs and experiences are considered as an integral part of the delivery and development of health services, and that the services they receive are effective and safe.

At the same time, health scrutiny has a legitimate role in proactively seeking information about the performance of local health services, and in challenging and testing this information by drawing on different sources of intelligence.

This session will focus on the specifics of health scrutiny and will build upon the generic practical scrutiny skills offered in the “Scrutiny in Practice” session. It will be helpful for councillors who wish to understand the role of health scrutiny and in particular any councillors who will be sitting or substituting on the Health Scrutiny Committee.

The session will include:

- The legislative context for health scrutiny, roles, responsibilities, and powers
- An overview of the health and care system
- Understanding relationships with other bodies such as the Health and Wellbeing Board, Healthwatch and Care Quality Commission
- Practical examples of health scrutiny in action.

This session will be led by Brenda Cook, the Centre for Public Scrutiny Regional Advocate for the East Midlands and East of England, with input from Theresa Harden, Business Manager (Democratic Services) and will be run once.

Session 1: 2pm – 4.30pm Friday 7 July 2017

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Pension Fund Committee

This session will provide councillors with background to and understanding of the complex legal and financial arrangements for the Local Government Pension Scheme.

Pension Fund Committee members and substitutes are required to attend.

You will learn:

- The remit and responsibilities of the committee
- How the fund is managed
- The funds approach to funding and investments
- The basics of the schemes benefits

This session will be delivered by Paul Finbow, Senior Pension Specialist and Stuart Potter, Pensions Operations Manager and will be run once.

Session 1: 1.30pm – 3.30pm Tuesday 6 June 2017

Rights of Way Committee

This committee not only considers any changes to the definitive map it makes recommendations on objections to Traffic Regulation Orders to the Cabinet Member as well as decisions on commons and village green matters.

This session will enable councillors to play a full role on the committee by:

- Explaining the role of the definitive map and statement
- Understand what the role of traffic orders are
- The remit and responsibilities of the committee

The session will be run by Alan Thorndyke, Head of Highways Network Management and Andrew Woodin, Rights of Way and Access Manager, and David Holt, Commercial Practice Group Lead Lawyer and will be run once.

Session 1: 10am - 12.30pm Monday 5 June 2017

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Scrutiny in Practice

Scrutiny has a role in promoting transparency, involvement and accountability in public sector decision making, using critical friend challenge as a positive means of improving outcomes for people using public services.

This generic scrutiny session will be useful for all councillors who wish to understand the role of scrutiny and in particular any councillors who will be sitting or substituting on any of the scrutiny committees are encouraged to attend.

The session will include:

- Understanding the role of scrutiny in providing critical friend challenge to decision makers
- What makes effective scrutiny
- Practical scrutiny skills

The session will be led by the Centre for Public Scrutiny with input from Sue Morgan, Head of Democratic Services and will be run once.

Session 1: 10am -1pm Friday 16 June 2017

Suffolk Police and Crime Panel

The panel is partnership between all the Councils in Suffolk. Representation to the panel is worked out on a proportionate basis considering all councillors across the county and includes two Independent Community Members. The Panel is responsible for scrutinising the decisions and plans of the Police and Crime Commissioner for Suffolk.

The Panel has a formal meeting on 21 July 2017 and its members usually meet informally for a scoping workshop in advance of the formal meetings.

The session is for all members of the Police and Crime Panel and substitute members.

At this workshop you will:

- scope the 21 July Police and Crime Panel meeting 'Road Safety' topic in more detail,
- recap on the role/operation of the Police and Crime Panel, especially for any new PCP members, and
- Review and develop the Police and Crime Panel Forward Work Programme.)

This Session will take place in Room F01 in Constantine House, Ipswich

The session will be led by Sue Morgan, Head of Democratic Services and Paul Banjo, Scrutiny Officer and will be run once.

Session 1: 10am-12pm Wednesday 21 June 2017

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Claiming Expenses

Suffolk County Council operates an online expenses claiming system called iTrent which is part of MyHR on the council's intranet. The sessions will cover how the system works and what you need to input to ensure you claim is processed quickly. Sessions will be hands on and you will need to bring with your National Insurance Number, Date of Birth, username and password for your SCC login.

The session is open to all councillors and is a **must** for councillors new to Suffolk County Council.

At this session you will:

- Learn how to use MyHR
- Find out what you can claim back from the Council
- Shown how to access your payslip
- Be given key deadline dates.

The sessions will be led by the Phil Brown, Senior Trainer, Learning and Development Team and Democratic Services and will be run 12 times. Please note there is a limit of 6 councillors per session and this is computer based.

Sessions will be held in Room F06, First Floor, Constantine House, Constantine Road, Ipswich, IP1 2DH

Session 1: 10am – 12pm Wednesday 7 June 2017 or

Session 2: 2pm – 4pm Wednesday 7 June 2017 or

Session 3: 2pm – 4pm Thursday 8 June 2017 or

Session 4: 10am – 12pm Monday 12 June 2017 or

Session 5: 2pm – 4pm Monday 12 June 2017 or

Session 6: 10am – 12pm Thursday 15 June or

Session 7: 2pm – 4pm Thursday 15 June or

Session 7: 10am – 12pm Friday 16 June 2017 or

Session 8: 2pm – 4pm Friday 16 June 2017 or

Session 9: 10am – 12pm Tuesday 20 June 2017 or

Session 10: 2pm – 4pm Tuesday 20 June 2017 or

Session 11: 10am – 12pm Wednesday 21 June 2017 or

Session 12: 2pm – 4pm Wednesday 21 June 2017

[Councillor Induction Programme 2017](#)

Corporate Parenting and Safeguarding for Councillors

Find out about your responsibilities as a Councillor for adult and children's safeguarding, what you need to know and how to make referrals and signposting services to constituents. As a Councillor you are legally a Corporate Parent to children in care and a Corporate Carer to vulnerable adults and this introduction explains what this means to you and your role.

The sessions are open to all councillors and attendance is **required** by the Councillor Development Working Group.

At this session you will:

- Understand the role of a Corporate Parent and Corporate Carer
- Learn what Safeguarding means to councillors
- Find out how to make referrals
- Make useful contacts within Suffolk County Council for advice and guidance.

The session will be led by the Julie Bateman, Assistant Director, Personalisation, Quality and Safeguarding or Paula Youell, Head of Adult Safeguarding Service, Tina Wilson, Head of Safeguarding and Reviewing Officer Service and Cliff James, Head of Corporate Parenting and will be run twice.

Session 1: 10am – 12.30pm Thursday 15 June 2017 or

Session 2: 1.30pm - 4pm Monday 10 July 2017

Effective Chairing

This interactive course will arm you with the hints and tips for chairing community meetings, council meetings and any other meetings you might be called on to chair as a councillor.

The session is open to all councillors.

At this session you will learn:

- The key skills and qualities required of the Chairman and Vice-Chairman
- Summarising skills
- How to create and manage effective relationships with the Vice-Chairman, officers, the Cabinet and other stakeholders

The session will be led by experienced trainers from the Local Government Information Unit. It will be run twice.

Please note there is a limit of 20 councillors per session.

Session 1: 10am-12.30pm Tuesday 20 June 2017 or

Session 2: 1.30pm-4pm Tuesday 20 June 2017

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External Funding

In this session hear from external funding officers about the type of support and advice they can provide.

The session is open to all councillors.

You will:

- Learn about the range of funding pots available across the county
- See how your locality budget can be used to kick start projects and lever in further funding from other sources
- Make useful contacts who can offer advice and guidance to you and your communities

The session will be run by Andrew Cuthbertson, External Funding Specialist, External Funding Team and will be run twice.

Session 1: 1.30pm – 3pm Wednesday 14 June 2017 or

Session 2: 11am – 12.30pm Monday 19 June 2017

Handling the Media

These sessions are designed to give you practical hints and tips to help you put your point across well to the media, when you are put on the spot, or promoting your role or your community.

The session is open to all councillors.

You will learn how to:

- Pitch a story for maximum coverage
- Anticipate and prepare for the difficulties associated with media coverage
- Avoid common pitfalls and mine-fields

The session will be led by Andrew St Ledger, Head of Communications and Media and will be run twice.

Session 1: 10am-12.30pm Monday 12 June 2017 or

Session 2: 1.30pm-4pm Thursday 15 June 2017

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Health and Safety for Councillors

These sessions are designed to give you clarification of the role of each councillor's personal and corporate responsibility for Health and Safety. These sessions have been designated as **mandatory** for councillors by the Councillor Development Working Group as they relate to statutory and legal obligations.

The session is open to all councillors.

At this session you will:

- Understand the legal and statutory obligations on the Council and how it is managing its health and safety risks
- Gain clarity over what are the consequences of not giving due regard to health and safety
- Be clear about a councillor's role responsibilities, in terms of health and safety, including your own
- Understand the importance of your own personal safety.

The session will be led by the Paul Butcher, Head of Health and Safety and will be run twice.

Session 1: 1.30pm – 4pm Monday 19 June 2017 or

Session 2: 10am – 12.30pm Monday 10 July 2017

Keeping Councillors Safe

These sessions are designed to improve your safety when working alone or in small groups in the community. You will consider aspects of lone worker safety, conflict resolution and breakaway skills to improve your safety and awareness.

The sessions are open to all councillors.

You will:

- Improve your confidence when handling difficult conversations
- Understand what constitutes conflict and the causes of it
- Recognise the different stages of conflict
- Learn how to demonstrate effective distance, positioning, stance, and movement.

The sessions will be run by Ikon Training a locally based company who are specialists in the field of personal safety training and will be run three times. Please note there is a limit of 12 councillors per session.

Session 1: 10am-1.30pm Friday 7 July 2017 or

Session 2: 1pm-4.30pm Wednesday 26 July 2017 or

Session 3: 1pm-4.30pm Tuesday 5 September 2017

[Councillor Induction Programme 2017](#)

Localities and Communities

With diminishing resources, communities and our residents play an important role in helping to address some of the challenges facing the Council, our partners, and our population. The Localities and Partnerships team supports the Council's community resilience programme and also provides an interface between the Council and local places through their engagement in place based partnerships and support to local projects.

This is an opportunity to hear about their work to date and explore how they might be able to support you in your local leadership role.

The session is open to all councillors.

At this session you will:

- Learn more about the Our Place initiative within the Council
- Find out the benefits you can reap from the scheme
- Get information about Locality Budgets and how to spend them.

The sessions will be led by Sara Blake, Head of Localities and Partnerships and will be run twice.

Session 1: 10am-12.30pm Wednesday 14 June 2017 or

Session 2: 1.30pm-4pm Monday 24 July 2017

Phase 4 – Councillor Development Programme

Starting in September 2017 the Councillor Development Programme will run throughout your time here at Suffolk County Council. It will enable you to build on your skills and knowledge and assist you in being a County Councillor. The Councillor Development Working Group is always keen to hear councillor's suggestions and ideas for training and development sessions and to receive feedback on those offered and attended.

All programmes are run in the Elisabeth Room, Endeavour House, Ipswich (unless otherwise stated).

[Councillor Induction Programme 2017](#)

Child Sexual Exploitation (CSE) Awareness Sessions

Elected members at all levels have a role to play in keeping children safe, and councils cannot stamp out CSE without the help of the wider community. Councillors have a key role to play in this, and should not be afraid to raise these issues within the communities they represent.

The sessions are open to all councillors and attendance is **required** by the Councillor Development Working Group.

The session will cover:

- Information on the roles and responsibilities of elected members
- The lessons and implications coming from recent serious case reviews
- The picture in Suffolk as understood by the Local Safeguarding Children's Board
- Questions you should be asking

The sessions will be delivered by Paul Nicolls, Local Safeguarding Children's Board Advisor and will be run three times.

Session 1: 1.30pm-2.30pm Tuesday 25 July 2017 or

Session 2: 11am-12pm Wednesday 26 July 2017 or

Session 3: 1.30pm-2.30pm Friday 22 September 2017

Data and Information

This session will help you to understand that quality data is important to effective decision making both strategically and locally. Officers from the Public Health team will provide you with an introduction to the Suffolk Observatory. This will also be an opportunity to explore how you can use your divisional profiles which are in your induction pack and ask questions.

The session is open to all councillors.

At this session you will:

- See the breadth of information available on the Suffolk Observatory and how to use it
- Explore the information in the divisional profile in your induction pack
- Make useful contacts who can offer advice and guidance to you and your communities

The session will be run by Kit Day, Interim Knowledge and Intelligence lead analyst for Public Health and will be run twice.

Session 1: 10am – 12.30pm Friday 22 Sept 2017 or

Session 2: 1.30pm – 4pm Monday 30 Oct 2017

Councillor Induction Programme 2017

Equality and Inclusion

The session will develop Councillors' understanding of equalities and inclusion; providing an overview of the Equalities Act 2010; the Public Sector Equality Duty; and make particular reference to demographic and cultural awareness in Suffolk.

The sessions are open to all councillors and the Councillor Development Working Group **expect** all councillors to attend.

Key topics covered will include:

- Duties arising from the Equalities Act 2010
- The protected characteristics (the nine groups protected under the Equalities Act)
- Equalities governance at Suffolk County Council
- Embedding equalities across SCC
- SCC equalities objectives
- The demographic and cultural picture of Suffolk
- Working with partner agencies on equalities and inclusion

The sessions will be led by Allison Coleman, Equalities Lead Advisor and will be run three times.

The July sessions will be in the **Rose Room**, 2nd Floor, Endeavour House.

Session 1: 10am-12pm Monday 17 July 2017 or

Session 2: 1.30pm- 3.30pm Monday 17 July 2017 or

Session 3: 10am – 12pm Tuesday 28 November 2017

Microsoft Outlook and Word, Managing Files, and Skype for Business

Do you need help finding your way around IT?

We can show you how to:

- Use Microsoft Outlook to organise, search for and send emails
- Use Microsoft Word to create and save text documents
- Use Skype for Business to keep in touch with colleagues in real time using instant messaging

The sessions will be delivered by the Linda Hearne, Senior Trainer, Learning and Development Team and the IT strategic Support Team. Please note there is a limit of **2 councillors** per session and this is computer based.

Sessions will be held in F06 Room, First Floor, Constantine House, Constantine Road, Ipswich, IP1 2DH

Session 1: 10am – 11am Friday 15 September 2017 or

Session 2: 11am – 12pm Friday 15 September 2017 or

Session 3: 12pm – 1pm Friday 15 September 2017 or

Session 4: 2pm – 3pm Friday 15 September 2017 or

Session 5: 3pm – 4pm Friday 15 September 2017 or

Session 6: 4pm – 5pm Friday 15 September 2017

Session 7: 10am – 11am Tuesday 19 September 2017 or

Session 8: 11am – 12pm Tuesday 19 September 2017 or

Session 9: 2pm – 1pm Tuesday 19 September 2017 or

Session 10: 2pm – 3pm Tuesday 19 September 2017 or

Session 11: 3pm – 4pm Tuesday 19 September 2017 or

Session 12: 4pm – 5pm Tuesday 19 September 2017 or

[Councillor Induction Programme 2017](#)

Public Speaking

A highly practical and useful workshop, which will involve some low-key and developmental skills practice, which will enable participants to build their confidence in presenting information to groups.

The sessions are open to all councillors.

By the end of the sessions, you will be able to:

- Plan speeches and presentations using straightforward structures
- Use positive non-verbal communication when presenting
- Project your voice and sound confident and assured
- Use PowerPoint positively

The sessions will be delivered by experienced trainers from the Local Government Information Unit and will be run twice.

Please note there is a limit of 20 councillors per session.

Session 1: 10am – 12.30pm Friday 14 July 2017 or

Session 2: 1.30pm – 4pm Friday 14 July 2017

Questioning and Listening Skills

Explore how good questioning and listening skills can assist you in your role as councillor both within the formal committees of the Council and in all communications you have. Learn about different types of questions and how they can help you. Find out how you can be an active listener, what your body language conveys to those around you and the impact it may have.

Objectives for the session include:

- Showing you what makes a good listener
- Identifying what good questioners do
- Hints and tips for you to adopt in different situations

The session will be delivered by experienced trainers from the Local Government Association and will be run twice.

Session 1: 10am – 12.30pm Monday 9 October 2017 or

Session 2: 1.30pm – 4pm Monday 9 October 2017

Councillor Induction Programme 2017

Social Media

Social Media is not going away and certainly isn't a fad and this means that if we really want to engage more people with ever decreasing budgets then we need to embrace social media as one of our tools.

This course will look at the most popular methods of social media, which are the best for your personal needs as well as the risks and the solutions to keep you safe in your work as well as up-to-date with your methods. Whether you are totally new to social media or are trying to decide which method works best for you this course has something you need.

You will through the session learn:

- How to use social media to enhance your community engagement strategies
- What is good and bad practice in using social media
- Which types of social media are appropriate for you? Twitter; Blogging; Facebook; Instagram; websites.

The sessions will be delivered by experienced trainers from the Local Government Information Unit and Matt Woor, Social Media Channel Manager, Suffolk County Council and will be run twice.

Please note there is a limit of 20 councillors per session.

Session 1: 10am – 12.30pm Wednesday 8 November 2017 or

Session 2: 1.30pm – 4pm Wednesday 8 November 2017

Working with Constituents

Being equipped with the skills, confidence, and ability to take appropriate actions in response to your constituents' queries is an important and valued role for any councillor. This workshop aims to provide you with the opportunity to explore the issues and concerns some of the people in your community face. It will provide you with useful hints and tips to enable you to keep yourself safe and how you can be prepared for planned or unplanned contacts with the people of Suffolk. The session will help develop your understanding of the system that is in place in Suffolk County Council for managing contacts regarding complaints and customer feedback.

The sessions are open to all councillors.

The sessions will be delivered by the SCC Complaints Team and will be run twice.

Session 1: 10am – 12.30pm Monday 30 October 2017 or

Session 2: 1.30pm – 4pm Tuesday 28 November 2017

[Councillor Induction Programme 2017](#)

Further Development Opportunities

Councillor Knowledge Update Sessions

Run on a monthly basis, these hour long sessions cover two different topics in one morning or afternoon. There is time to share information as well as discuss and get answers on current hot topics.

It is planned to start these sessions from January 2018 and we are looking for suggestions for topics from both councillors and officers. Topics should be relevant to the council and be able to be delivered by Suffolk County Council officers. Suggestions outside this remit will be passed to the Councillor Development Working Group to consider as part of the wider Councillor Development Programme.

For example, sessions have been run on Sizewell, Flooding and Asset based working. If you have suggestions please contact: Sarah Bradfield, Business Manager, Democratic Service. Tel: 01473 265124 or email: sarah.bradfield@suffolk.gov.uk.

E- learning Modules

A portal called MyLearning is linked through MySCC, the council's intranet, which flags learning opportunities to staff. As part of this offering there are a large number of e-learning courses available of which several are useful to councillors.

The portal does require a separate login and all councillors will have been set up to have one. Usernames are the same ones used to access any SCC IT accounts. The password is initially set to 'password' but you will be required to change this on first login. The password does not expire once set. Visit: <http://suffolk.learningpool.com/>

The following topics are considered to be of particular interest to councillors:

Under the topic heading - **Induction modules**

- [Introduction to IT Security](#) – a mandatory course for all those who use the SCC network.
- [Storing, processing and transmitting information](#) – covers information and IT security in SCC.
- [Introduction to Health and Safety](#) – a good overview of Health and Safety practice.
- [DSE \(Display Screen Equipment\)](#) – covers the risks of using DSE and how to minimise them.
- [Essential Information Management](#) – what information management is and the best practice that should be followed.
- [Equality Essentials](#) – an introduction to the topics of equality and diversity.
- [Safeguarding Awareness](#) – a basic understanding of what safeguarding is, as well as what to do if you have concerns about a child or adult at risk.

Under the topic heading - **Health, Safety, and Wellbeing**

- [Driving Safely](#) – what should you consider if you are required to drive in your role

To book or for more information on the Induction Programme please email councillor.services@suffolk.gov.uk or tel: 01473 265119