



Member Learning & Development Programme

March 2026

Aim

This PowerPoint aims to look at feedback received on:

1. Member Learning and Development (MLD) sessions
 2. Requests for future training
 3. Charter Plus
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1. Learning and Member Development sessions

Feedback is requested at the end of every training session. Unfortunately, we don't get very much of it and we tend to find we only get feedback where sessions went exceptionally well or exceptionally badly!

We generally use feedback to gauge if members found sessions useful, and if they found external presenters helpful. If we do get poor feedback for a presenter, we would not use them again.

A selection of feedback received

I was not really able to discuss our role as councillors. Felt it was too short and hurried - not enough interaction.

Brent Carers Strategy
3 June 2025

Less slides and more interaction. I felt all the stats about 'how many' was excessive and was a little irrelevant in some ways.

Brent Carers Strategy
3 June 2025

Members and fix my street should have been here to respond to queries.

Members' Enquiries
1 July 2025

Have it in a larger room!!

Brent Carers Strategy
3 June 2025

A selection of feedback received

I think more of our training should be delivered as effectively as this. The trainers knew their subject, delivered it effectively and engagingly and answered questions honestly. The exercise was far superior to other council training I've taken part in which has too often consisted of people reading out poorly produced slides with too many words on and which too often seems to be used to justify a department's performance rather than elucidate the requirements of councillors.

*Data Protection and Information Governance training
July 2025*

Excellent Session

*Annual Data Protection and Information Governance training
July 2025*

This training is most important for all Councillors.

*Annual Data Protection and Information Governance training
July 2025*

Trainers needs to improve skills on not letting 1 or 2 cllrs derail a session with their own personal enquiries unrelated to cllr roles/ plus time keeping. A couple of answers after the multiple-choice questions left people still in some doubt on the right answers because so much time was spent discussing wrong answers. E.g. on the turnaround for a subject access request. Time was wasted reading out the entirety of long scenarios.

*Data Protection and Information Governance training
July 2025*

A selection of feedback received

No (except an accurate estimate of the time it would take. It was booked for 90 mins but the trainers clearly expected 120.

*Annual Data Protection and Information Governance training
July 2025*

Having this training as a refresher help to keep in touch with updates.

*Annual Data Protection and Information Governance training
July 2025*

There should be an assessment of learning styles and prior knowledge. I would prefer not to do this format and simply do a course online.

*Annual Data Protection and Information Governance training
July 2025*

Finishing the session at 8.15pm was too late. Sessions should finish by 7.30pm.

*Annual Data Protection and Information Governance training
July 2025*

It would be more useful to shorten the group discussion section of the programme. We came to the correct answer quickly.

*Annual Data Protection and Information Governance training
July 2025*

2. Requests for future training

We occasionally get requests from Members for training (both individual training, group sessions and general feedback). However, not all requests will be able to be accommodated. Training requests received in 2025 include:

- More on carers for elderly, those with dementia or physical impairments, children with learning difficulties and/or special needs. More about helping those who are carers with practical things like applying for assistance and respite. Dos and Don'ts. **Member Services are currently liaising with Mental Health team re scheduling in a session re this.**
 - Understanding of our strategy in Health and social care, housing and environmental management. **Member Services have requested more information on what this might cover from requesting Member, given broadness of request**
 - AI and IT **Member Services have requested more information on what this might cover from requesting Member, given broadness of request.**
 - Mental Health/ Anti Social Behaviour impacting quiet enjoyment. Remedies. **Public Health team have agreed to schedule in a session on Public Mental Health and on Substance Misuse in late 2026.**
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3. Personal Development Plans (PDPs)

As part of our contract with Charter Plus, we are due to revisit the PDPs every two years.

The next time this will take place is in the second half of 2026 - after the Local Elections.

As with previous elections where turnover has been anything up to a third of all Members, we are expecting between 20-30 newly elected Councillors, and we will be focusing on them to undertake PDPs for the first time.

Next steps for MLD

1. MLD training will continue as planned. As this is an election year, this means the normal MLD programme has ended and will not resume until June or July. The focus in May will be on all Members completing the mandatory training. All training planned will have the continued input of the MLD Steering Group.
2. Member feedback (both formally sought and voluntarily offered) continues to shape and mould future MLD plans.
3. The next set of PDP sessions are due to be late in late 2026, after the Local Elections. The priority will be to get all newly elected Members to undertake PDPs.