



Borough of Telford and Wrekin

Governance Committee

Wednesday 23 September 2026

Member Learning & Development Programme Progress Report

Cabinet Member:	Cllr Zona Hannington - Cabinet Member: Finance and Resident Services
Lead Director:	Anthea Lowe - Director: Policy & Governance
Service Area:	Policy & Governance
Report Author:	Lorna Gordon - Member Support Officer
Officer Contact Details:	Tel: 01952 384978 Email: lorna.gordon@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Not Key Decision
Forward Plan:	Not Applicable
Report considered by:	Governance Committee – Wednesday 23 September 2026

1.0 Recommendations for decision/noting:

The Committee is asked to:-

- 1.1 Endorse the proposed plans for the Member Induction Programme for the 2027-2031 Council term.

2.0 Purpose of Report

- 2.1 The purpose of this report is to provide the Governance Committee with the proposed arrangements for the Member Induction Programme following the 2027 local elections and to seek endorsement for the detailed programme and associated activities.
- 2.2 The proposals outlined within this report build upon the feedback and recommendations previously considered by the Committee and are intended to

provide a comprehensive, accessible and robust induction experience for all newly elected and returning Members.

3.0 Background

- 3.1 Following the review of the 2023-27 Member Development Programme, Members identified several opportunities to improve the induction process, including greater use of online learning, enhanced accessibility, improved practical support, strengthened role-specific training and clearer support arrangements. The Governance Committee subsequently endorsed the development of an updated Member Development Programme for 2027-31 incorporating these improvements.
- 3.2 Further planning work has now been undertaken and a proposed induction framework has been developed to ensure Members receive the information, equipment, training and support necessary to undertake their roles effectively from the outset of the new Council term.

4.0 Summary of main proposals

Proposed Member Induction Programme 2027

4.1 Essential Registration Events

- 4.2 It is proposed that all Members attend one of two Essential Registration Days to be held on Wednesday 12 May 2027 and Thursday 13 May 2027. There will be six one-hour sessions on each day, allowing for approximately five Members to attend a session of their choosing..

The Essential Registration Days will include:

- Collection and configuration of Council laptops.
- Allocation and setup of Council mobile phones for those Members who require one.
- Building access and security fob arrangements.
- Photographic identification and security requirements.
- Completion of DBS Checks.
- Introduction to named support officers.
- Submission and review of Personal Development Plans.
- Completion of essential administrative documentation for HR and payroll.

4.3 Directorates Fayre

It is proposed that a Directorates Fayre be held on Wednesday 19 May 2027 prior to the Annual General Meeting the following week. The event will provide Members with an opportunity to meet key officers and learn about Council services, priorities and responsibilities.

Member Learning & Development Programme Progress Report

Member and Officer feedback of the Directorates Fayre held in 2023 was overwhelmingly positive, with Members citing the benefits of being able to meet and understand the different service areas operated by the Council.

It is planned that the Directorates Fayre for 2027 will include representatives from all directorates with exhibition stands and information regarding key Council projects and strategies.

Whilst it is expected that the Directorates Fayre will remain a drop-in event for Members to attend at a time of their convenience, it is proposed that the Fayre will now incorporate a 'Welcome to Telford & Wrekin' presentation from the Chief Executive and members of the Senior Leadership Team, alongside mandatory Code of Conduct training for all Members. These required learning sessions will run throughout the day and will be bookable in advance.

4.4 Online Learning Programme

In response to Member feedback regarding flexible learning opportunities, a suite of online learning modules will be developed and hosted on Ollie. These modules will complement, rather than replace, face-to-face training sessions. Completion data will be monitored and reported to the Member Support Team and as part of the Member Development Programme.

The proposed modules are:

- Planning Committee Essentials.
- Audit Committee Essentials.
- Licensing and Regulatory Committee Essentials.
- Code of Conduct.
- Essential Guide to Corporate Parenting.
- Scrutiny Essentials.
- Data Management 101.
- Equality and Diversity.

All modules will include supporting materials, practical case studies and assessment activities where appropriate to ensure accurate monitoring of completion.

Where suitable, recorded training sessions will also be made available to view through the Ollie Learning platform.

4.5 Member Induction Delivery

The induction programme will be structured around three phases:

Hit the Ground Running (Essential Training)

This will run from May to Mid-July 2027 and will include sessions such as:

- The Member's Toolkit
- Data 101
- Code of Conduct
- How to be an effective Councillor
- Audit Committee Training
- Licensing and Regulatory Committee Training
- Planning Committee Training
- Ultimate Guide to Corporate Parenting
- Introduction to Council Governance
- Member IT Systems and Digital Services
- Rules of Debate and Meeting Etiquette
- Chairing Skills
- Effective Scrutiny
- Communications and Social Media

Operating as an effective Councillor

This phase is expected to run from September to December 2027 and will include sessions such as:

- Understanding Your Ward
- Personal Safety
- Emergency Response Arrangements
- Dealing with Stress as a Councillor
- Public Speaking and Influencing Skills
- Pride Funding
- Navigating Negotiation
- Procurement and Working with Contractors
- The Roles of Outside Bodies

- Understanding Council Finances

Roles & Responsibilities

This phase is expected to run from January to May 2028 and will include sessions such as:

- Becoming a Community Champion
- The Health & Care Landscape
- Understanding the Voluntary Sector
- Leadership in Place

4.6 Additional Training Resources

To support Members outside of formal training sessions, it is proposed that the following resources are developed:

- Pocket-sized laminated Rules of Debate guide issued to all Members.
- Committee Ready checklists.
- Frequently Asked Questions and quick reference guides.
- Councillor Safety Pack.
- Ward surgery risk assessment template.
- Digital systems user guides.

4.7 Member Support Arrangements

In line with previously approved changes, each Member will be allocated a Named Support Officer prior to Election Day and details will be included within induction packs distributed immediately following the election. Personal Development Plans will also form part of the induction pack and will be reviewed during the Essential Registration Events.

The Member Support Team will also support Members with the organisation of ward walk materials, business cards, ward surgery provision and associated posters.

To improve digital support arrangements, dedicated ICT support sessions will be available during induction and at regular points throughout the year. Members will receive clear guidance regarding:

- Logging ICT issues.
- Accessing support services.
- Escalation processes.
- The Member Enquiry Process

Member Learning & Development Programme Progress Report

Delivery of the programme will require coordination across Democratic Services, IDT, Human Resources, Legal Services and Directorate Management Teams.

External providers will be commissioned where specialist expertise is required, including Planning training and any additional specialist modules identified during final programme development.

5.0 Alternative Options

- 5.1 The plans outlined in this report are subject to review by the Governance Committee.
- 5.2 During the development of the Member Learning and Development Programme, a range of learning topics, delivery methods and timescales were considered.
- 5.3 The Governance Committee could choose not to endorse the proposed programme, however for reasons set out within this report, it is considered beneficial for the Committee to implement the programme to support Members in carrying out their respective roles and to promote good governance across the Council.
- 5.4 Any comments or recommendations made by the Committee will be considered and reflected in the final Member learning and Development Programme for final approval where appropriate.

6.0 Key Risks

- 6.1 There are no key risks associated with this report.

7.0 Council Priorities

- 7.1 A community-focused, innovative Council providing efficient, effective and quality services.

8.0 Financial Implications

- 8.1 There are no specific financial implications arising from this report.

9.0 Legal and HR Implications

- 9.1 There are no specific legal or HR implications arising from this report.

10.0 Ward Implications

- 10.1 There are no specific ward implications arising from this report.

11.0 Health, Social and Economic Implications

Member Learning & Development Programme Progress Report

11.1 There are no specific health, social and economic implications arising from this report.

12.0 Equality and Diversity Implications

12.1 There are no specific equality and diversity implications arising from this report.

13.0 Climate Change, Biodiversity and Environmental Implications

13.1 There are no specific climate change and environmental implication arising from this report.

14.0 Background Papers

- 1 Member Learning and Development Programme 2027-2031 Update
- 2 Member Development Update Report

15.0 Appendices

None.

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Legal	15/09/2026	15/09/2026	DTW