

**Monday 8 June – Introductions & Welcome**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
9.30 – 12  Three time slots: 9.30 – 10.15 10.15 – 11.00 11.00 – 12.00	<b>Administration:</b> <ul style="list-style-type: none"> <li>• CRB</li> <li>• Acceptance of Office</li> <li>• Declaration of Interests</li> <li>• Photos &amp; security passes</li> <li>• Returning of details form</li> <li>• Induction attendance form</li> <li>• Distribution of member handbook</li> <li>• Member stationary</li> </ul>	Democratic Services Team	Committee Rooms, County Hall, Trowbridge	To complete the administration required as a new councillor.  <b>This session is essential for all new councillors.</b>
12 - 12.30	Lunch			
12.30 – 14.15	<b>'The business we're in'</b> <ul style="list-style-type: none"> <li>• Box Clever Theatre Company Performance &amp; discussion on corporate vision led by the Chief Executive.</li> <li>• Introduction to the Corporate Plan</li> </ul>	Box Clever Theatre Company  Chief Executive Keith Robinson  Laurie Bell, Service Director for Policy and Communications	Council Chamber, County Hall, Trowbridge	To understand & contribute to the Wiltshire Council corporate vision  <b>This session is essential for all new councillors.</b>
14.15 – 14.30	Refreshments			
14.30 – 14.45	<b>Introduction to Member Development</b> <ul style="list-style-type: none"> <li>• Introduction to the development programme for members.</li> </ul>	John Quinton, Head of Democratic and Member Services	Council Chamber, County Hall, Trowbridge	To understand the provision for member development at Wiltshire Council.  <b>This session is essential for all new councillors.</b>
14.45 – 15.15	<b>Corporate Safeguarding for Children and Adults</b> <ul style="list-style-type: none"> <li>• safeguarding responsibilities of all Members</li> <li>• multi-agency 'level1' training</li> </ul>	Carolyn Godfrey Corporate Director Children and Education  Sue Redmond, Corporate Director Community Services	Council Chamber, County Hall, Trowbridge	To understand your role as a member in corporate safeguarding.  <b>This session is essential for all new councillors.</b>

15.15 – 15.30	Refreshments			
15.30 – 17.00	<p><b>Promoting the rights of individuals in your community</b></p> <ul style="list-style-type: none"> <li>• The concept of inclusiveness</li> <li>• Roles and responsibilities as a member</li> </ul>	<p>Mayur Bhatt, Corporate Equality and Diversity Manager</p> <p>Mandy Collyer Equality and Diversity Performance Partner, HR</p>	<p>Council Chamber, County Hall, Trowbridge</p>	<p>To understand your role in promoting the rights of individuals in your community.</p> <p>To understand the equality and diversity agenda of the council.</p> <p><b>This session is essential for all new councillors.</b></p>
17.00 – 17.45	<p><b>Member conduct &amp; allowances</b></p> <ul style="list-style-type: none"> <li>• Code of conduct</li> <li>• Standards committee</li> <li>• Payment/Allowances</li> <li>• Declaring interests</li> <li>• Declaring gifts and hospitality</li> </ul>	<p>Ian Gibbons, Monitoring Officer</p> <p>John Quinton, Head of Democratic and member services</p>	<p>Council Chamber, County Hall, Trowbridge</p>	<p>To understand how the code of conduct sets a standard for member behaviour.</p> <p>To understand the allowances you will receive as a member and how to claim expenses.</p> <p><b>This session is essential for all new councillors.</b></p>
18.00 – 19.30	<p><b>Administration:</b></p> <ul style="list-style-type: none"> <li>• CRB</li> <li>• Acceptance of Office</li> <li>• Declaration of Interests</li> <li>• Photos &amp; security passes</li> <li>• Returning of details form</li> <li>• Induction attendance form</li> <li>• Distribution of member handbook</li> <li>• Member stationary</li> </ul>	<p>Democratic Services Team</p>	<p>Committee Rooms, County Hall, Trowbridge</p>	<p>To complete the administration required as a new councillor.</p> <p><b>This session is essential for all new councillors.</b></p>

**Tuesday 9th June – Local honest open decision making**

**Daytime Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
9.30 – 11.00	<b>Role of the unitary councillor</b> <ul style="list-style-type: none"><li>• The national councillor framework</li><li>• Unitary Councillor Toolkit</li><li>• The new unitary role for Wiltshire</li></ul>	Dame Jane Roberts  Sample of experienced members	Corn Exchange, Devizes	To explore the new unitary role and your role as a councillor.  <b>This session is essential for all new councillors.</b>
11.00 – 11.15	Refreshments			
11.15 – 12.45	<b>How to be an effective member</b> <ul style="list-style-type: none"><li>• The content of this session is to be developed after further consultation with members</li></ul>	Andrew Holder Associates	Corn Exchange, Devizes	To understand how officers and members work together to deliver services to the Wiltshire Community.  <b>This session is essential for all new councillors.</b>

**Tuesday 9th June – Local honest open decision making**

**Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 20.00	<p><b>Role of the unitary councillor - repeated</b></p> <ul style="list-style-type: none"> <li>• The national councillor framework</li> <li>• Unitary Councillor Toolkit</li> <li>• The new unitary role for Wiltshire</li> </ul>	<p>Dame Jane Roberts</p> <p>Sample of experienced members</p>	Corn Exchange, Devizes	<p>To explore the new unitary role and your role as a councillor.</p> <p><b>This session is essential for all new councillors.</b></p>
20.00 – 20.15	Refreshments			
20.15 – 21.45	<p><b>How to be an effective member – repeated</b></p> <ul style="list-style-type: none"> <li>• The content of this session is to be developed after further consultation with members</li> </ul>	<p>Andrew Holder Associates</p>	Corn Exchange, Devizes	<p>To understand how officers and members work together to deliver services to the Wiltshire Community.</p> <p><b>This session is essential for all new councillors.</b></p>

**Wednesday 10th June - IT Induction  
Daytime sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
15.00 – 17.30	<p><b>IT induction &amp; Equipment handout (repeated on the 16<sup>th</sup> June)</b></p> <ul style="list-style-type: none"> <li>• Passwords</li> <li>• Using Outlook (Email &amp; Calendars)</li> <li>• The intranet &amp; internet</li> <li>• Modern.gov – accessing committee papers</li> <li>• Steria &amp; IT support</li> <li>• Ways of Working</li> <li>• Further Training Opportunities</li> </ul>	Wendy Western ICT Training Manager	Committee Rooms, County hall	<p>To collect your new IT equipment</p> <p>To learn about the protocols for using Wiltshire Council equipment</p> <p>To understand how to access committee papers online.</p> <p>To learn about the IT support available.</p> <p><b>This session is essential for all new councillors.</b></p>

**Wednesday 10th June – High quality, low cost, customer focused services  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 20.30	<p><b>High quality, low cost, customer focused services</b></p> <ul style="list-style-type: none"> <li>• Corporate Directors will give a brief overview of their departments and key service priorities.</li> </ul>	Corporate Directors	Council Chamber, County Hall, Trowbridge	<p>To understand the vision for how we deliver services in Wiltshire.</p> <p>To learn out some of the challenges ahead.</p> <p><b>This session is essential for all new councillors.</b></p>
20.30 – 21.30	<p><b>Departmental Marketplace</b> (with refreshments)</p> <ul style="list-style-type: none"> <li>• Each department will have their own stall area displaying relevant information about their departments' functions.</li> <li>• Opportunity to meet with senior officers and ask any questions.</li> </ul>	Service Directors  Heads of Service	County Hall, Trowbridge	<p>To find out about the council's services.</p> <p>To meet with service directors and heads of service.</p> <p><b>This session is essential for all new councillors.</b></p>

**Thursday 11th June – Area Boards  
Daytime Sessions**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
10.00 – 12.00	<p><b>Area Boards 1</b></p> <ul style="list-style-type: none"> <li>• Introduction to area boards</li> <li>• What we've learnt from the development stage</li> <li>• The Area Board Handbook</li> <li>• How to engage with services locally</li> </ul>	Nikki Lewis, Service Director for Community Leadership and Governance	Neeld Hall, Chippenham	<p>To understand how area boards will work. To learn about your role on area boards.</p> <p><b>This session is essential for all new councillors.</b></p>
12.00 – 13.00	Lunch			
13.00 – 15.00	<p><b>Area Boards 2</b></p> <ul style="list-style-type: none"> <li>• Mock area board scenarios</li> </ul>	Nikki Lewis, Service Director for Community Leadership and Governance  Community groups	Neeld Hall, Chippenham	<p>To look in more detail at the issues raised at area boards.</p> <p><b>This session is essential for all new councillors.</b></p>

**Thursday 11th June – Area Boards  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
17.30 – 18.00	Refreshments on arrival			
18.00 – 20.00	<b>Area Boards 1 (repeated)</b> <ul style="list-style-type: none"> <li>• Overview</li> <li>• What we've learnt from the development stage</li> <li>• The Area Board Handbook</li> <li>• How to engage with services locally</li> </ul>	Nikki Lewis, Service Director for Community Leadership and Governance	Salisbury City Hall Alamein suite & Meeting Room	To understand how area boards will work.  To learn out your role on area boards.  <b>This session is essential for all new councillors.</b>
20.00 – 20.15	Refreshments			
20.15 – 10.00	<b>Area Boards 2 (repeated)</b> <ul style="list-style-type: none"> <li>• Mock area board scenarios</li> </ul>	Nikki Lewis, Service Director for Community Leadership and Governance  Community groups	Salisbury City Hall Alamein suite & Meeting Room	To look in more detail at the issues raised at area boards.  <b>This session is essential for all new councillors.</b>

**Friday 12<sup>th</sup> June – Planning & Licensing  
Daytime Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
9.30 - 10.30	<b>Planning – from policy to decision making session 1</b> <ul style="list-style-type: none"> <li>• Why do we need spacial planning?</li> <li>• Local Development Frameworks</li> <li>• The role of members at corporate and area board level</li> </ul>	Georgina Clampitt-Dix Head of Strategic Policy	Cavall Hall, Sarum College Salisbury	To understand how we develop a framework for future infrastructure development in Wiltshire.  To learn how councillors can drive and influence the development of this framework.  <b>This session is recommended for all members</b>
10.30 – 10.45	Refreshments			
10.45 – 11.45	<b>Planning – from policy to decision making session 2</b> <ul style="list-style-type: none"> <li>• Development Control and Conservation</li> <li>• Building Control</li> <li>• Enforcement</li> <li>• Appeals</li> </ul>	Brad Fleet Service Director Development	Cavall Hall, Sarum College Salisbury	To understand the way in which planning services will be delivered by the new council.  To understand the role members play in the planning process.  <b>This session is recommended for all members</b>
11.45 – 12.00	Refreshments			
12.00 – 13.00	<b>Introduction to Licensing</b> <ul style="list-style-type: none"> <li>• Overview of the licensing responsibilities of the council</li> <li>• How licensing fits into wider public protection issues.</li> </ul>	Mandy Bradley, Service Director Public Protection	Cavall Hall, Sarum College Salisbury	To gain an overview of how licensing services will be delivered in the new council.  To understand the role members play in the licensing process.  <b>This session is recommended for all members</b>



**Friday 12<sup>th</sup> June - Governance, Planning & Licensing  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.00 – 18.30	Refreshments on arrival			
18.30 – 19.30	<b>Planning – from policy to decision making session 1 (repeated)</b> <ul style="list-style-type: none"> <li>• Why do we need spacial planning?</li> <li>• Local Development Frameworks</li> <li>• The role of members at corporate and area board level</li> </ul>	Georgina Clampitt-Dix Head of Strategic Policy	Monkton Park Council Offices, Chippenham	To understand how we develop a framework for future infrastructure development in Wiltshire.  To learn how councillors can drive and influence the building of this framework.  <b>This session is recommended for all members</b>
19.30 – 20.30	<b>Planning – from policy to decision making session 2 (repeated)</b> <ul style="list-style-type: none"> <li>• Development Control and Conservation</li> <li>• Building Control</li> <li>• Enforcement</li> <li>• Appeals</li> </ul>	Georgina Clampitt-Dix Head of Strategic Policy  Sally Canter, Development Services Officer	Monkton Park Council Offices, Chippenham	To understand the way in which planning services will be delivered by the new council.  To understand the role members play in the planning process.  <b>This session is recommended for all members</b>
20.30 – 20.45	Refreshments			
20.45 – 21.45	<b>Introduction to Licensing (repeated)</b> <ul style="list-style-type: none"> <li>• Overview of the licensing responsibilities of the council</li> <li>• How licensing fits into wider public protection issues.</li> </ul>	Mandy Bradley, Service Director Public Protection	Monkton Park Council Offices, Chippenham	To gain an overview of how licensing services will be delivered in the new council.  To understand the role members play in the licensing process.  <b>This session is recommended for all members</b>

**Monday 15<sup>th</sup> June – internal governance & use of resources  
Daytime Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
9.30 – 11.30	<b>Finance overview</b> <ul style="list-style-type: none"> <li>• The budget</li> <li>• Sources of income</li> <li>• The role of finance in members' decision-making.</li> <li>• Procurement and PFI</li> </ul>	Martin Donovan, Chief Financial Officer	Council Chamber, County Hall, Trowbridge	To understand how the council is funded.  To learn about how the council's budget is set.  To understand how finance and budgeting supports the whole decision-making process.  <b>This session is recommended for all members</b>
11.30 – 11.45	Refreshments			
11.45 – 12.45	<b>Performance &amp; Risk Management</b> <ul style="list-style-type: none"> <li>• The National Performance Framework</li> <li>• Performance Management in the Council</li> <li>• The role of members in managing performance</li> </ul>	Sharon Britton, Service Director Performance and Risk	Council Chamber, County Hall, Trowbridge	To learn about how the council monitors and seeks to improve its services.  To understand how councillors can drive service improvement.  <b>This session is recommended for all members</b>
12.45 - 13.30	Lunch			
13.30 – 15.00	<b>Individual Service Performance</b> <ul style="list-style-type: none"> <li>• Opportunity to discuss the specific performance management challenges of different departments.</li> </ul>	Sharon Britton, Service Director Performance and Risk	Committee Rooms, County Hall, Trowbridge	To discuss with senior managers how they manage the performance of their services

**Monday 15<sup>th</sup> June – internal governance & use of resources  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 20.00	<b>Governance Structure</b> <ul style="list-style-type: none"><li>• Decision –making by the council and cabinet</li><li>• Introduction to committees</li><li>• The role of members in overview and scrutiny</li></ul>	John Quinton, Head of Democratic and Member Services	Council Chamber, County Hall, Trowbridge	To understand the decision-making structure of the council and the interaction between full council, cabinet and overview and scrutiny.  <b>This session is recommended for all members</b>

**Tuesday 16<sup>th</sup> June – First Council**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
Up to 10.30	<b>Group Meetings</b>	Group Leaders	Committee Rooms, County Hall, Trowbridge	-
10.30 – 11.00	<b>Council Dress Rehearsal</b> <ul style="list-style-type: none"> <li>• What happens at first council</li> <li>• Rules of debate</li> <li>• Q&amp;A to a set panel of officers and members</li> </ul>	John Quinton, Head of Democratic Services  Keith Robinson, Chief Executive  Ian Gibbons, Monitoring Officer	Council Chamber, County Hall, Trowbridge	To learn about what happens at the first council meeting.  To understand how to address the council.  <b>This session is particularly recommended for members who are completely new to council procedure.</b>
11.00	<b>First Full Council (lunch provided)</b>		Council Chamber, County Hall, Trowbridge	<b>This meeting is for all members</b>
14.00 – 16.30	<b>IT induction &amp; Equipment Handout (repeated)</b> <ul style="list-style-type: none"> <li>• Passwords</li> <li>• Using Outlook (Email &amp; Calendars)</li> <li>• The intranet &amp; internet</li> <li>• Modern.gov &amp; accessing committee papers online</li> <li>• Steria &amp; IT support</li> <li>• Ways of Working</li> <li>• Further Training Opportunities</li> </ul>	Wendy Western - ICT Training Manager	Committee Rooms, County Hall, Trowbridge	To collect your new IT equipment  To learn about the protocols for using Wiltshire Council equipment  To understand how to access committee papers online.  To learn about the IT support available.  <b>This session is for members who are unable to attend the initial IT induction on the 10<sup>th</sup> June.</b>

**Wednesday 17<sup>th</sup> June – Planning  
Daytime Sessions**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
10.00 – 12.30	<p><b>Area Planning committees</b></p> <ul style="list-style-type: none"> <li>• The decision-making framework</li> <li>• Procedures at area planning committees</li> <li>• Mock Committee</li> </ul>	Development Services Officers	Monkton Park Offices, Chippenham	<p>To learn about how planning decisions are made and the specific procedures of the area planning committee.</p> <p>To carry out your quasi-judicial planning responsibilities</p> <p><b>This session is essential for all councillors who are to sit on area planning committees.</b></p>
14.00 – 16.30	<p><b>Area Planning committees – repeated</b></p> <ul style="list-style-type: none"> <li>• The decision-making framework</li> <li>• Procedures at area planning committees</li> <li>• Mock Committee</li> </ul>	Development Services Officers	Browfort Offices, Devizes	<p>To learn about how planning decisions are made and the specific procedures of the area planning committee.</p> <p>To carry out your quasi-judicial planning responsibilities</p> <p><b>This session is essential for all councillors who are to sit on area planning committees.</b></p>

**Wednesday 17<sup>th</sup> June – Planning  
Evening Sessions**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
18.30 – 21.00	<p><b>Area Planning committees – repeated</b></p> <ul style="list-style-type: none"> <li>• The decision-making framework</li> <li>• Procedures at area planning committees</li> <li>• Mock Committee</li> </ul>	Development Services Officers	Salisbury Civic Hall Meeting Room, Salisbury	<p>To learn about how planning decisions are made and the specific procedures of the area planning committee.</p> <p>To carry out your quasi-judicial planning responsibilities</p> <p><b>This session is essential for all councillors who are to sit on area planning committees.</b></p>
18.30 – 21.00	<p><b>Area Planning committees – repeated</b></p> <ul style="list-style-type: none"> <li>• The decision-making framework</li> <li>• Procedures at area planning committees</li> <li>• Mock Committee</li> </ul>	Development Services Officers	Committee Room, County Hall, Trowbridge	<p>To learn about how planning decisions are made and the specific procedures of the area planning committee.</p> <p>To carry out your quasi-judicial planning responsibilities</p> <p><b>This session is essential for all councillors who are to sit on area planning committees.</b></p>

NB: You can attend any of the area planning committee training sessions regardless of the area committee you are to serve on.

**Thursday 18<sup>th</sup> June - Licensing Away Day**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
10.00 – 16.00	<p><b>Licensing Away Day</b></p> <ul style="list-style-type: none"> <li>• Overview of legislation and link into wider community safety agenda</li> <li>• Practical demonstration of what's happened in the past.</li> <li>• Interactive session looking at two case studies</li> <li>• Q&amp;A</li> </ul>	<p>Mandy Bradley, Service Director Public Protection</p> <p>John Carter Head of Environmental Protection</p> <p>Ian Webster, Planning and Licensing Solutions</p>	Corn Exchange, Devizes	<p>To carry out your quasi-judicial licensing responsibilities</p> <p><b>This session is essential for all members who wish to sit on a licensing committee.</b></p>

**Friday 19<sup>th</sup> June - Overview and Scrutiny Away Day**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
10.00 – 16.00	<p><b>Overview and Scrutiny Away Day</b></p> <ul style="list-style-type: none"> <li>• National context</li> <li>• Structure of scrutiny</li> <li>• Priorities for scrutiny in the new council</li> <li>• Scrutinising external partners (health etc)</li> <li>• Scrutiny in the locality</li> <li>• Scrutiny &amp; finance</li> </ul>	<p>Paul Kelly, Head of Scrutiny</p> <p>Charles Jack – Gateway Training</p> <p>Derek Bishop – Associate of the Centre for Public Scrutiny</p>	Braeside, Devizes	<p>To understand the national context for scrutiny.</p> <p>To develop an understanding of how scrutiny works in the new council.</p> <p>To carry out your role as an overview and scrutiny member.</p> <p><b>This session is essential for all members who wish to be involved in overview and scrutiny.</b></p>



**Monday 22<sup>nd</sup> June - Overview and Scrutiny Away Day**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
10.00 – 16.00	<p><b>Overview and Scrutiny Away Day – (repeated)</b></p> <ul style="list-style-type: none"> <li>• National context</li> <li>• Structure of scrutiny</li> <li>• Priorities for scrutiny in the new council</li> <li>• Scrutinising external partners (health etc)</li> <li>• Scrutiny in the locality</li> <li>• Scrutiny &amp; finance</li> </ul>	<p>Paul Kelly, Head of Scrutiny</p> <p>Charles Jack – Gateway Training</p> <p>Derek Bishop – Associate of the Centre for Public Scrutiny</p>	<p>Braeside , Devizes</p>	<p>To understand the national context for scrutiny.</p> <p>To develop an understanding of how scrutiny works in the new council.</p> <p>To carry out your role as an overview and scrutiny member.</p> <p><b>This session is essential for all members who wish to be involved in overview and scrutiny.</b></p>

**Tuesday 23rd June – Police Conference Centre, Melksham  
Daytime Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
10.00 – 12.00	<p><b>Unitary Plus – an introduction to Partnership Working</b></p> <ul style="list-style-type: none"> <li>• Seven Partnership Ambitions</li> <li>• The family of Partnerships &amp; the role of members in partnership working</li> <li>• Working locally</li> <li>• Working smarter</li> </ul>	<p>Delivered with partners: Police NHS Fire Voluntary sector Chamber of Commerce</p> <p>Keith Robinson, Chief Executive Sharon Britton, Service Director Performance and Risk</p>	<p>Police Conference Centre, Melksham</p> <p>Bus transfers available from Chippenham and Trowbridge</p>	<p>To learn about how we work in partnership and the role members play in partnership working.</p> <p>To meet some of our key partners.</p> <p><b>This session is highly recommended for all members.</b></p>

**Tuesday 23rd June – Police Conference Centre, Melksham  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 20.30	<p><b>Unitary Plus – an introduction to Partnership Working (repeated)</b></p> <ul style="list-style-type: none"> <li>• Seven Partnership Ambitions</li> <li>• The family of Partnerships &amp; the role of members in partnership working</li> <li>• Working locally</li> <li>• Working smarter</li> </ul>	<p>Delivered with partners: Police NHS Fire Voluntary sector Chamber of Commerce</p> <p>Keith Robinson, Chief Executive Sharon Britton, Service Director Performance and Risk</p>	<p>Police Conference Centre, Melksham</p> <p>Bus transfers available from Chippenham and Trowbridge</p>	<p>To learn about how we work in partnership and the role members play in partnership working.</p> <p>To meet some of our key partners.</p> <p><b>This session is highly recommended for all members.</b></p>

**Wednesday 24th June – Communication and Customer Access  
Daytime Session**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
9.30 – 11.00	<p><b>How the Public Access the Council</b></p> <ul style="list-style-type: none"> <li>• The access strategy – how we are improving access for the public.</li> <li>• How the public can access the council (by phone/web and face to face)</li> <li>• How councillors can access services on behalf of their constituents.</li> </ul>	John Rogers – Head of Customer Access	Chestnut Room, Conference and Development Centre, Trowbridge	<p>Advise constituents how to contact the council.</p> <p>Understand how to contact services on behalf of your constituents when things go wrong.</p> <p><b>This session is highly recommended for all members.</b></p>
11 – 11.15	Refreshments			
11.15 – 12.45	<p><b>Communications and media management</b></p> <ul style="list-style-type: none"> <li>• How do we communicate with councillors within the council?</li> <li>• How do we communicate with Wiltshire Communities?</li> <li>• Managing the media</li> </ul>	Laurie Bell – Service Director Policy, Research and Communications	Chestnut Room, Conference and Development Centre, Trowbridge	<p>To understand how to gain access to information you need to fulfil your role.</p> <p>To advise constituents how they can find out about the council.</p> <p><b>This session is highly recommended for all members.</b></p>

**Wednesday 24th June – Communication and Customer Access  
Evening Session**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
18.30 – 20.00	<p><b>How the Public Access the Council (repeated)</b></p> <ul style="list-style-type: none"> <li>• The access strategy – how we are improving access for the public.</li> <li>• How the public can access the council (by phone/web and face to face)</li> <li>• How councillors can access services on behalf of their constituents.</li> </ul>	John Rogers – Head of Customer Access	Chestnut Room, Conference and Development Centre, Trowbridge	<p>To advise constituents how to contact the council.</p> <p>Understand how to contact services on behalf of your constituents when things go wrong.</p> <p><b>This session is highly recommended for all members.</b></p>
20 – 20.15	Refreshments			
20.15 – 21.45	<p><b>Communications and Media Management (repeated)</b></p> <ul style="list-style-type: none"> <li>• How do we communicate with councillors within the council?</li> <li>• How do we communicate with Wiltshire Communities?</li> <li>• Managing the media (further sessions to follow)</li> </ul>	Laurie Bell – Service Director Policy, Research and Communications	Chestnut Room, Conference and Development Centre, Trowbridge	<p>To understand how to gain access to information you need to fulfil your role.</p> <p>To advise constituents how they can find out about the council.</p> <p><b>This session is highly recommended for all members.</b></p>
Evening	West Wiltshire Development Control Committee			

**Thursday 25<sup>th</sup> June  
Daytime Session**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
9.00 – 10.45	<p><b>Delivering Children’s Services – the challenges ahead</b></p> <ul style="list-style-type: none"> <li>• Future challenges in delivering children’s services.</li> </ul>	Carolyn Godfrey Corporate Director, Children and Education	Chestnut Room, Conference and Development Centre, Trowbridge	<p>To learn about the challenges we face in delivering children’s services.</p> <p><b>This service is recommended for all members.</b></p>
10.45 - 11	<b>Refreshment</b>			
11.00-12.00	<p><b>Corporate Parenting</b></p> <ul style="list-style-type: none"> <li>• Trying to improve outcomes for looked – after children</li> <li>• The corporate parenting role of all members</li> <li>• The corporate parenting group</li> </ul>	<p>Service Director Children &amp; families</p> <p>Shannon Clark Head of Children Looked After, Placement</p> <p>Heather Clewett Head of Area Services</p>	Chestnut Room, Conference and Development Centre, Trowbridge	<p>To learn about how members can contribute to improving outcomes for looked – after children.</p> <p>To understand the work of the corporate parenting group.</p> <p><b>This session is essential for all members who wish to be part of the corporate parenting group.</b></p>
13.00 – 16.00	<p><b>Chairing Skills for Area Boards</b></p> <ul style="list-style-type: none"> <li>• Managing a challenging public forum.</li> <li>• Maintaining the focus or objective of a meeting</li> <li>• Handling questions</li> </ul>	RADA Enterprises with Nikki Lewis	Willow Room, Conference and Development Centre, Trowbridge	<p>To develop your chairmanship skills</p> <p>To consider how to successfully chair area board meetings.</p> <p><b>This session is essential for members who wish to chair an area board.</b></p>

**Thursday 25<sup>th</sup> June – Area Boards Chairmanship  
Evening Sessions**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
18.30 – 21.30	<p><b>Chairing Skills for Area Boards (repeated)</b></p> <ul style="list-style-type: none"> <li>• Managing a challenging public forum.</li> <li>• Maintaining the focus or objective of a meeting</li> <li>• Handling questions</li> </ul>	RADA Enterprises with Nikki Lewis	Monkton Park Council Offices, Chippenham	<p>To develop your chairmanship skills</p> <p>To consider how to successfully chair area board meetings.</p> <p><b>This session is essential for members who wish to chair an area board.</b></p>
Evening	Salisbury Development Control Committee			

**Friday 26<sup>th</sup> June  
Daytime sessions**

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
10.00 – 12.00	<p><b>The first year - Challenges ahead</b></p> <p>An interactive debate with the corporate leadership team about the key challenges ahead. Including:</p> <ul style="list-style-type: none"> <li>• A leisure strategy for Wiltshire</li> <li>• Waste collection</li> <li>• Supported living (facilitating independent living)</li> <li>• Area boards</li> </ul>	<p>Corporate Leadership Team</p> <p>Cabinet members</p>	Salisbury (venue TBC)	<p>To understand the challenges we face in delivering services with the first year of the new Wiltshire Council.</p> <p><b>This session is highly recommended for members.</b></p>
12.00 – 13.00	<b>Lunch</b>			
13.00 – 16.00	<p><b>Chairing Skills for Community Area Boards (repeated)</b></p> <ul style="list-style-type: none"> <li>• Managing a challenging public forum.</li> <li>• Maintaining the focus or objective of a meeting</li> <li>• Handling questions</li> </ul>	RADA Enterprises	Salisbury Civic Hall Meeting Room, Salisbury	<p>To develop your chairmanship skills</p> <p>To consider how to successfully chair area board meetings.</p> <p><b>This session is essential for members who wish to chair an area board.</b></p>

**Friday 26<sup>th</sup> June  
Evening Sessions**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 21.30	<b>Chairing Skills for Community Area Boards (repeated)</b> <ul style="list-style-type: none"><li>• Managing a challenging public forum.</li><li>• Maintaining the focus or objective of a meeting</li><li>• Handling questions</li></ul>	RADA Enterprises	Browfort Offices, Devizes	To develop your chairmanship skills  To consider how to successfully chair area board meetings.  <b>This session is essential for members who wish to chair an area board.</b>



Monday 29<sup>th</sup> June

Daytime Session

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
10.00 – 12.00	<b>Transforming adult social care – the challenges ahead</b> <ul style="list-style-type: none"><li>• The big questions around how we transform social care.</li><li>• The government's 'choice' agenda.</li></ul>	Sue Redmond Corporate Director, Community Services	Chippenham (Venue TBC)	To understand the changes in how we deliver adult social care.  <b>This session is highly recommended for all councillors.</b>
18.30 – 20.30	<b>The first year - Challenges ahead</b> An interactive debate with the corporate leadership team about the key challenges ahead. Including: <ul style="list-style-type: none"><li>• A leisure strategy for Wiltshire</li><li>• Waste collection</li><li>• Supported living (facilitating independent living)</li><li>• Area boards</li></ul>	Corporate Leadership Team Cabinet members	Chippenham (Venue TBC)	To understand the challenges we face in delivering services with the first year of the new Wiltshire Council.  <b>This session is highly recommended for all councillors.</b>

Tuesday 30<sup>th</sup> June

Daytime Session

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
TBC	Audit Committee Training (immediately prior to the first audit committee meeting. Lunch provided)	Steve Memmott Chief Auditor	Committee Room 3, County Hall, Trowbridge	To fulfil your role on the audit committee  <b>This session is essential for all members of the audit committee.</b>

Evening Session

Session Times	Session Topic and Content	Facilitators	Venue	This session will enable you:
18.30 – 20.30	<b>Transforming adult social care – the challenges ahead</b> <ul style="list-style-type: none"><li>• The big questions around how we transform social care</li><li>• The government 'choice' agenda.</li></ul>	Sue Redmond Corporate Director, Community Services	Salisbury (Venue TBC)	To understand the changes in how we deliver adult social care.  <b>This session is highly recommended for all councillors.</b>

**Wednesday 1<sup>st</sup> July**

**Daytime Session**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
Morning	Wiltshire Pension Fund			
TBC	Opportunity to visit a library and children's centre in the Devizes Area	Library Service & Children Centre Staff	TBC	To familiarise yourself with some of the service providers in your local area. To speak to frontline staff about delivering services.
TBC	Opportunity to visit a library and children's centre in the Chippenham Area	Library Service & Children Centre Staff	TBC	To familiarise yourself with some of the service providers in your local area. To speak to frontline staff about delivering services.

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
TBC	Opportunity to visit South Broom Youth Development Centre in Devizes	Youth Development Service	Southbroom Youth Development Centre, Devizes	To familiarise yourself with some of the service providers in your local area. To speak to frontline staff about delivering services.
TBC	Opportunity to visit Youth Development Centre in Chippenham	Youth Development Service	Youth Development Centre, Chippenham	To familiarise yourself with some of the service providers in your local area. To speak to frontline staff about delivering services.
Evening	North Wilts Development Control			

**Thursday 2<sup>nd</sup> July  
Daytime Session**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
TBC	Opportunity to visit a library and children's centre in Trowbridge	Library Service & Children Centre Staff	TBC	To familiarise yourself with some of the service providers in your local area.  To speak to frontline staff about delivering services.
TBC	Opportunity to visit a library and children's centre in Salisbury	Library Service & Children Centre Staff	TBC	To familiarise yourself with some of the service providers in your local area.  To speak to frontline staff about delivering services.
Afternoon	Kennet Development Control			

**Thursday 2<sup>nd</sup> July  
Evening Session**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
TBC	Opportunity to visit Trowbridge Youth Development Centre.	Youth Service Officers	Court Mills, Trowbridge	To familiarise yourself with some of the service providers in your local area.  To speak to frontline staff about delivering services.
TBC	Opportunity to visit Salisbury Youth development Centre	Youth Service Officers	Salisbury Youth Development Centre	To familiarise yourself with some of the service providers in your local area.  To speak to frontline staff about delivering services.

**Friday 3<sup>rd</sup> July  
Evening Session**

<b>Session Times</b>	<b>Session Topic and Content</b>	<b>Facilitators</b>	<b>Venue</b>	<b>This session will enable you:</b>
18.30 – 20.30	<b>Member development beyond the induction</b> <ul style="list-style-type: none"><li>• Evaluation of the induction</li><li>• The member development programme</li><li>• Training needs assessment</li><li>• The role of the member development officer</li></ul>	John Quinton	Members Room, County Hall, Trowbridge	To learn about the development opportunities available after the induction.  <b>This session is highly recommended for all councillors.</b>

## **Notes on Facilitators:**

### **Box Clever**

Box Clever is a writer-led touring theatre company dedicated to the creation of contemporary theatre. Since 1996, they have built a reputation as a producer of high-quality theatre work, tours to schools, training projects and conferences.

Recent Clients include the Councils Network, the Healthcare commission, Merseyside police, East Sussex County Council, Hertfordshire County Council, MA Education Ltd and Worcestershire County Council.

### **Dame Jane Roberts**

Jane Roberts has extensive experience in local government. A Camden councillor for 16 years, she was Leader of the Council from 2000-05 and is currently undertaking work for the Improvement and Development Agency (IDeA) and the Local Government Leadership Centre. She is also an Associate Fellow at Warwick University working with the Leadership Development Research Programme at Warwick Business School. Professionally, she is a medical doctor, specialising in child and adolescent psychiatry and Director of Quality and Performance at Islington Primary Care Trust.

### **Andrew Holder Associates**

Andrew Holder has worked as a facilitator of change in public services with politicians and managers for almost 30 years; initially at SAUS, Bristol University and since 1990 when he established AHA Consulting. He leads the Personal Leadership module of the IDeA's Leadership Academy Programme, is an Advisor for the Leadership Centre and a visiting fellow at the University of the West of England and has written extensively about modernising processes in local government.

### **Gateway Training**

Gateway Training is based in Salisbury. Their experienced delivery team has over 50 years combined practical knowledge in designing and delivering effective training courses and management development workshops to organisations in the public and private sectors.

### **Ian Webster, LGS**

A former head of Licensing & Building Control with Swale Borough Council Ian has 25 years experience in local government. A Chartered Surveyor, Planner and acknowledged expert in Licensing Ian provides a breadth of specialist knowledge for gaining permission in a number of regimes. Ian is also a Director of the Institute of Licensing and has published two books.

### **Derek Bishop – Associate of the Centre for Public Scrutiny**

Since 2003 the Centre for Public Scrutiny has developed a strong reputation for sharing knowledge about how accountability works in public services. Centre for Public Scrutiny Associates deliver training on behalf of the CfPS. Each of the Associates has expertise and experience in scrutiny, training, facilitation and delivery.

Derek Bishop is the Former Head of Democratic Services and Scrutiny at Oxfordshire County Council and has considerable, recent experience of delivering scrutiny in the field.

### **RADA Enterprises**

RADA Enterprises Ltd (REL) is the commercial subsidiary of RADA. Their mission is to generate income which supports RADA and its students by making available RADA's unique skills, expertise and assets to corporate, institutional and individual clients.

Communication skills for Public meetings helps councillors communicate effectively and confidently when they chair or facilitate Local Area Forums & Community Councils. Participants take part in exercises and discussions to develop their own personal impact, understand how to maintain the focus or objective of a meeting, handle questions and manage a challenging public forum.