

CIVILITY AND RESPECT PROJECT



WELCOME TO THE CIVILITY AND RESPECT PROJECT NEWSLETTER

PROJECT MANAGEMENT

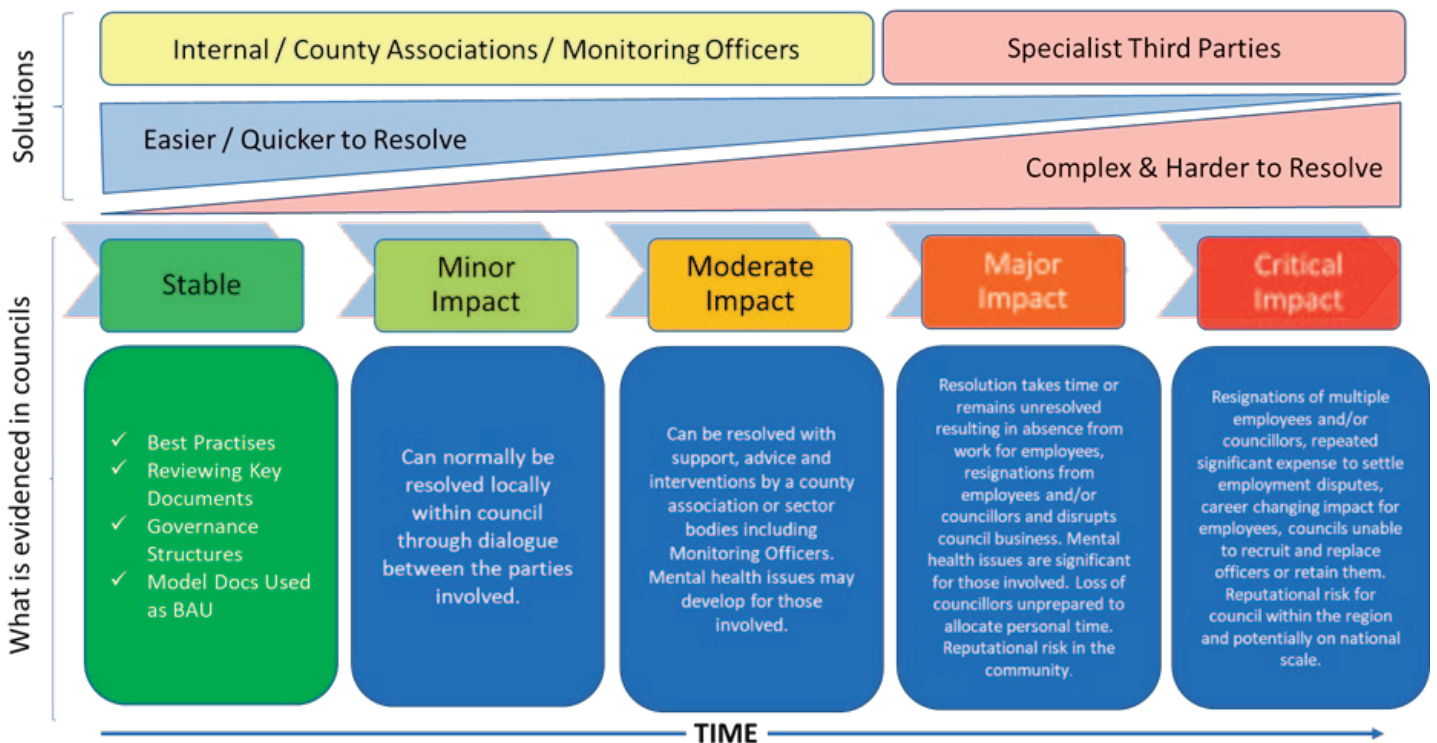
Hazel Broatch started in post as Civility and Respect Project Manager in April on a six-month contract. She has 16 years' senior experience as a County Council Officer and five years as a clerk and Responsible Finance Officer (RFO) in parish councils in Cumbria and now in Merseyside.

Her role is to project manage the delivery of phase 2 of the project which has two key tasks:

- (1) identifying and developing resources and models of intervention for local councils which are heading for/or in chronic failure; and
- (2) managing the process of taking civility and respect from a 'project' to being 'business as usual'.

THE CIVILITY AND RESPECT CONTINUUM

Phase 2 is identified on the civility and respect continuum as the complex and harder to resolve matters that might have either major or critical impact.



PHASE 1

Michelle Moss, who project managed phase 1, can be rightly proud of her achievements in making a difference. The civility and respect outputs have been significant under her project management with invaluable inputs by workstream team members/leaders and the Civility and Respect Project Management Board (C&R PMB). Working together they have promoted the pledge, developed a range of resources that will help local councils to be exemplars of civility and respect, and achieved a significant amount in a short period.

THE CIVILITY AND RESPECT PLEDGE

Promoting The Civility and Respect Pledge has resulted in 1282 local councils signing up to civility and respect. This is an increase of around 28% since the March 2023 edition of this newsletter. This is a significant phase 1 achievement, but it will be as important to continue this good work in phase 2. If you want to know more about the pledge please visit www.slcc.co.uk/civility or www.nalc.gov.uk/our-work/civility-and-respect-project

Phase 1 also developed excellent resources and information on all the resources can be found on both NALC and SLCC websites. We are aware that there will be several new councillors following the 2023 elections. **All new councillors will find The Good Councillor's Guide invaluable. The Civility and Respect Project would also like to highlight some of the other resources available:**

The Good Councillor's Guide to Employment

It was apparent from **phase 1** research that one of the key areas which challenges relationships between councillors and clerks is the council's responsibility as employer for the clerk. Councils which support and value their staff are better able to deliver their objectives and adapt to changing needs or priorities. Whether the council employs a single member of staff for a few hours a week, or a large and varied team of individuals, good employment practice from recruitment through to support and development is key to achieving the best outcomes for your council and your communities. NALC offer a publication - **Good Councillors Guide to Employment**, which is available to members and provides vital guidance for councils as employers.

Podcasts

Phase 1 recognised that a blended approach is often needed to share vital information, so to help councillors understand their responsibilities as employers phase 1 worked with council sector HR experts, Personnel Advice and Solutions Ltd, to produce a series of short videos, or podcasts, each 20 to 30 minutes long, which give practical guidance to councillors on critical topics such as building effective HR committees, recruitment, appraisals, staff absence and sickness. The podcasts are a free resource, shared with county associations and available via NALC and SLCC websites. Links to the range of podcasts can be found on the following websites: **CIVILITY AND RESPECT PROJECT (nalc.gov.uk)** and **SLCC | Civility & Respect Project**



CIVILITY AND RESPECT E-LEARNING MODULES - £16 PER MODULE

Phase 1 worked with internal and external partners to create several bespoke e-learning modules with the aims of increasing knowledge, enhancing skills and improving behaviours. They also took advantage of some of the Nimble modules which will effectively support councils wishing to address civility issues. Some of the e-learning modules available as part of the project are outlined here. For more information, or to register please use this link: < [Nimble e-learning](#) >

Standards in Public Life (Author: Dorset County Associations)

This module is designed to support those elected or co-opted and/or working in local councils, to understand the principles of conduct expected of all councillors.

Councillors must abide by their own council's code of conduct, but this module is based upon national model guidance produced by the Local Government Association (LGA) and endorsed by both NALC and SLCC.

Respectful and Positive Social Media (Author: Breakthrough Communications)

This introductory e-learning module considers the opportunities and risks associated with social media from a civility and respect perspective. It explores a range of proactive and pre-emptive strategies councils and councillors can put in place to set themselves up for success. It also explores what to do if things go wrong and how to manage a range of scenarios from trolling to harassment and practical steps you can take to protect yourselves and the council.

Leadership in Challenging Situations for Councils and Councillors (Author: Breakthrough Communications)

This introductory e-learning module will consider different leadership styles in the context of your role at the council, exploring which styles we personally 'default' to and which styles can work effectively for different situations. It also covers ideas on how to build, support and get the most from an effective and motivated team.

Personal Resilience for Councils and Councillors (Author: Breakthrough Communications)

This introductory e-learning module seeks to develop a better understanding of where our behaviour comes from and considers what resilience means for us in the context of our roles within the council. There will be opportunities to explore role-focused scenarios and consider how best to respond to them, utilising different strategies to deal with and manage a range of situations.

Equality, Diversity and Inclusion Essentials

We all have a responsibility to treat others fairly and to foster a culture of equal opportunity, councils must embrace the principles of equality, diversity and inclusion, placing them at the heart of their policies and procedures.

Certain characteristics are protected by the equality law and both councillors and employees need to understand and abide by equality legislation. This course addresses threats to equality, and explores how you can promote fairness, diversity and inclusion in your council.

Stress Management Essentials

Most people experience stress from time to time, and this isn't necessarily bad; stress is a natural response, but prolonged periods of stress can be harmful. There are many ways in which employees can reduce or avoid stress, and if they are experiencing stress already, there are approaches they can follow to manage their stress most effectively.

This e-learning course includes a range of learning activities to help you recognise, manage and reduce stress.

PHASE 2:

Interventions /Chronic Failures

Phase 2 will investigate chronic failures with the aim to design resources that will make a difference. It must be said that chronic failures are not at all common. However, such failures when they do occur, can be catastrophic for all involved. They can impact employees, councillors and the local community. Inevitably, they will also affect the performance and the reputation of the council.

The first stage is an Intervention Workshop on 13 July 2023 which will bring together a wide range of expertise and experience to talk about what phase 2 of the Civility and Respect Project should be thinking about developing as resources, systems etc. for interventions that would help those few councils facing chronic failure.

Business as Usual

A joint meeting of the Improvement and Development Board (IDB) and C&R PAB was held on 29 June 2023. This meeting concluded that the timing was right to create a new body. Work on what this means needs to be done but it is the first step towards ensuring that civility and respect moves from being a project to becoming something we all do as part of 'business as usual'.

If you wish to contact Hazel please email her on hazel.broatch@nalc.gov.uk and note her usual working days are Wednesday, Thursday and Friday.



Please visit our dedicated civility and respect pages for lots more information and support

[SLCC | Civility and Respect Project](#) and [NALC | Civility and Respect Project](#)



IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS