



THE YOUNG FOUNDATION

Developing officer and member soft skills A Neighbourhood Action Network (NAN) Learning Day Tuesday 22nd January, 10.30 – 3.30 [NESTA, 1 Plough Place, London EC4A 1DE](#)

The aim of this day will be to explore the soft skills and attributes that elected members and officers are likely to need to work effectively at a local level as neighbourhood working becomes more widespread, and central government's proposals to strengthen community governance are put into practice by many local authorities.

The day will include an opportunity:

- for NAN partners to share their current issues and concerns about the role of elected members in neighbourhood working
- to share findings from the Young Foundation's practical work on working relationships between councillors and officers, including NAN work on organisational culture and embedding engagement, and [recent research for the Joseph Rowntree Foundation](#) exploring how the role of elected members in England is likely to change over the next five years
- to consider the new skills, approaches and tools that members and officers will need to adapt to the changing role

10.30 – 10.40	Welcome <i>Nicola Bacon, Young Foundation</i>
10.40 – 11.10	Ward councillors and neighbourhood working: issues and concerns for NAN partners <i>Partners will be invited to share their experiences and current concerns about developing and supporting member roles</i>
11.10 – 11.25	Soft skills and support for councillors and officers <i>Vicki Savage – Young Foundation will present an overview of findings from Transforming Neighbourhoods and research for Joseph Rowntree Foundation looking at the new skills officers and councillors will need to work together</i>
11.25 – 11.45	Questions and discussion
11.45 – 12.05	Developing and supporting councillors' roles in the London Borough of Newham <i>Milly Camley, Head of Mayor's Office, and Debbie Forde, Head of Member Services, LB Newham</i>

12.05 – 12.30	Questions and discussion <i>Melissa Magallanes to chair, Young Foundation</i>
12.30 – 12.50	Political and managerial leadership: officer and member relationships – developing officers' political awareness and competencies for officers/managers working with councillors <i>Richard Masters, Programme Manager – Managerial Leadership, IDeA</i>
12.50 – 1.15	Questions and discussion
1.15 – 2.00	Lunch
2.00 – 3.00	Workshop: How can local authorities develop the skills of members and officers to work together more effectively? What are the practical steps that can be taken now?
3.20 – 3.30	Close <i>Melissa Magallanes to chair, Young Foundation</i>

Speakers

Richard Masters, Programme Manager –Managerial Leadership Improvement and Development Agency

Richard's current role is managing the design, delivery and quality of the IDeA's national managerial leadership programmes for ambitious managers at key stages in their careers. These include the National Graduate Development Programme, the Future Leadership Programme, the Social Care Futures and Get Ahead Programmes for ambitious Black, Asian and Minority Ethnic managers, and the Academy for Executive Leadership for chief executives, directors and heads of service; leading on the Agency's offering for top team development and supporting the development and delivery of tailor-made programmes for improved joint working by Members and officers; and promoting and managing a range of high quality leadership research projects and the dissemination of findings

Previously, for twelve years, Richard has internationally managed and delivered capacity building projects for local and central government and their national training institutions in countries in transition and with emerging democracies. These have been throughout Central and Eastern Europe, within the Balkans, Russia, Central Asia, and Southern India and in South Africa. Prior to this Richard, managed local government's contribution to National Vocational Qualifications development for a range of local government occupations, after working for a national non-statutory voluntary organisation for seven years.

Milly Camley, Head of Office for Sir Robin Wales, Mayor of Newham London Borough of Newham

Milly Camley is currently the Head of Office for Sir Robin Wales, Mayor of Newham. She started her career working for the National Union of Students (NUS) and then moved to become the political assistant to the Labour Group of the Association of London Government (now London Councils). She then worked as the Special Adviser to the Director at the Natural History Museum where she managed the relationships with Government. In her current role she is responsible for providing personal and policy support for the first directly elected Mayor in the UK.

Debbie Forde, Head of Members Services London Borough of Newham

Debbie Forde has worked in local government since 1986. She first worked in committee services for the London Borough of Barnet where she was promoted to the role of Group Leader. She moved to London Borough of Newham in 1999 to take over as Head of Member Services. Since this time Debbie has been instrumental in improving the services offered to Members as well as introducing a number of innovative schemes including the Influential Councillor Scheme which focuses on supporting the community role of Councillors. She has also introduced the new cabinet structure and has set up the Member Development programme.