



## CASE STUDY: KENT COUNTY COUNCIL



### At a glance:

- Charter Plus Commitment - 2016
- Cross-party member steering group led process
- 12 month action plan based on self-assessment
- Member development policy and strategy agreed by all members
- Key initiatives implemented included new induction process, personal development planning workshops and e-learning courses.
- Learning and development plan regularly monitored by members and senior management team
- Charter Plus Awarded - November 2017

### Benefits for Councillors:



“In these days of increasing pressures both fiscal and otherwise on local authorities it is more important than ever that we have the best trained cohort of Members. Member Development committees are a vital conduit between officers the administration and other Members of the Council to ensure that training being delivered is both timely and appropriate. One to Ones or a 360 degree appraisal whichever is felt appropriate is the most effective method to bring to Members attention gaps in their knowledge skill sets which they may themselves not be aware of.

- A new range of more flexible development activities (including web-based learning and more choices over session dates and times) has ensured that a busy work or home life does not prevent Councillors from having the chance to access development activities.
- New systems for collecting and monitoring feedback about development opportunities mean that all members have an opportunity to influence the type of development opportunities they are offered.
- Due to our new induction process, newly appointed Councillors can get to grips with their duties more quickly than before. This has been particularly useful following elections.

Members should not be afraid of anything that upskills them and enables them to better serve the residents of their electoral division.”

**David Cockburn, Head of Paid Service**



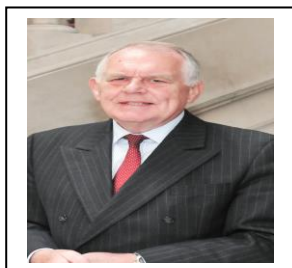
**Benefits for the Council**

- Member development activities are now clearly focused on the Council’s corporate priorities.
- Charter status has supported the community engagement plan, localism and VFM
- The processes and procedures put in place give us a robust framework for responding to future challenges and legislative changes.

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**Andrew Bowles, Chairman of the Member Development Steering Group**

**Benefits for Communities**



“Many new members were elected in May 2017 and there has been a continuing demand for training. I am pleased to say that our training budget has been maintained. I am sure we will see before long a programme of on line training and joint training with our officers. I am confident that the cross party Member Development Steering Group will continue to promote training within their groups.”

**Eric Hotson, Cabinet Member with responsibility for Member Development**

- Increased public awareness about the role of the Council and Councillors.
- Public resources spent on Member Development more efficiently and effectively.
- Councillors have access to the knowledge and support they need to respond to constituent enquiries.

**Who can I contact?**

If you want to talk about the challenges and benefits of the Charter programme, please get in touch with us:

Contact name: \*\*\*\*\*  
Telephone: \*\*\*\*\*  
Email: \*\*\*\*\*