



## CASE STUDY: Surrey County Council



### At a glance

- Charter Plus Commitment – *May 2017*
- Cross-party member steering group led process.
- Action plan based on self-assessment.
- Improvements implemented including introduction of new online Member Portal, Personal Development Plans and strategic Member Development Programme published three times a year.
- Charter Plus Awarded – *March 2018*

### Benefits for Councillors:



“The Charter Plus Process gave us the push the council needed to make the changes to Member Development that we’d been talking about for years! The development of an action plan gave us a structured programme for improvement, and the assessment date gave us a deadline which to work to.”

**Katie Booth, Lead Manager for Democratic Services**

- Introduction of a Member Portal to provide online access to training videos and resources for members who are unable to attend in person.
- Improved induction process – tailored to meet the needs of new and returning members. Induction process rated as good or excellent by 97% of members.
- Introduction of individual member 1-1s, designed to identify and support individual training needs.

## Benefits for the Council

- Member development activities are now clearly focused on the council's corporate priorities.
- Introduction of cabinet specific development programme, including 360 coaching and the introduction of 'leadership conversations' has supported senior Members to take difficult decisions.



“The introduction of the Member Development Programme, published three times years, has allowed us to have a far more planned and strategic approach to councillor development at Surrey”

**Rachel Crossley, Chief of Staff**

## Benefits for Communities



“As part of the Charter Plus process, we've given greater focus to development opportunities which support Members in their role as community leaders. As one new Member told me, 'Member Development enables me to ask the questions my residents want'.

**Tim Oliver, Member Development Steering Group Chairman**

- Increased public awareness about the role of the Council and Councillors.
- Greater focus on supporting Members to act as community leaders as part of the induction.
- Members have access to the knowledge and support they need to respond to resident 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:

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