



## CASE STUDY: CRAWLEY BOROUGH COUNCIL



### At a glance

- Charter commitment was originally made in September 2006 and first awarded the Charter in October 2008. The Council was successful with its re-assessment in November 2011.
- A cross-party Member steering group led the process, working closely with key officers for the re-assessment.
- A detailed action plan, based on the original Charter assessment, was developed, prioritised and reviewed quarterly by the steering group.
- The Member Development Policy and Member Development Programme are updated and agreed annually by the steering group. These are available for all Councillors.
- Key initiatives implemented following the initial assessment included: improving the approach to identifying development needs; working more formally on joint Councillor development activities with neighbouring authorities; improving information for prospective Councillors and induction arrangements; and completing more rigorous evaluation of development events.

### Benefits for Councillors



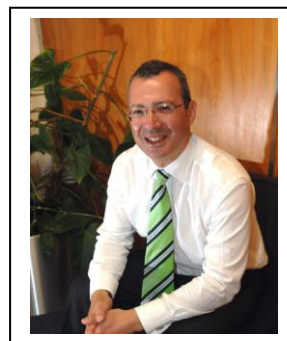
“The Charter Process has continued to keep us focused on improving our Councillor development activities. Keeping our Charter action plan at the forefront of our regular meetings has enabled us to deliver improved support for Councillors over the past 3 years.”

**Andrew Davies**  
**Organisational Development**  
**Manager (Charter lead officer)**

- Our significantly improved induction for new Councillors has been well received and has given them a good grounding to help them become more effective more quickly with their duties.
- We have developed a more rigorous approach to identifying Councillor development needs over the past 3 years. This helps us to target development events more effectively, which we aim to build on in the future.
- We have started to evaluate the benefits of Councillor development activities in the longer term; although demonstrating the benefits to our communities is an area on which we need to continue to work.

## Benefits for the Council

- Our Charter re-accreditation has continued to keep us focused on developing our Councillors for the benefit of our diverse community.
- Our development activities are designed to focus on individual and corporate priorities. The work of our Licensing and Development Control teams directly supports committee Councillors to ask more probing questions and make more informed decisions.
- There are benefits to our Councillors undertaking joint development activities with two of our neighbouring authorities.



“Being a Councillor is perhaps tougher than ever in today's hard economic climate with the downward pressure on public spending. We have continued to focus on Councillor development because it is vital that Councillors are equipped to understand complex issues, to make increasingly difficult choices on behalf of the community and to communicate these effectively.”

**Lee Harris**  
**Chief Executive**

## Benefits for Communities



“We are responsive to the training needs of Councillors and provide a comprehensive range of development opportunities that seek to equip members for the challenges in the ever-changing world of local government.”

**Councillor Duncan Crow**  
**Deputy Leader of the Council and**  
**Chairman of the Member Development**  
**Working Group**

- We continue to direct our resources to priority Councillor development needs to help support our Councillors' development more effectively, which in turns enables them to support their communities.
- Councillor development is about working for improved performance and assists communities having their interests better represented within the Council.
- Providing a range of development activities helps to equip Councillors with greater knowledge and confidence to respond to constituents' 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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