

CASE STUDY

East Herts Council

At a glance

- Charter Commitment - January 2008
- Cross-party member steering group established to lead process
- Member training needs analysis undertaken (annually)
- Member development policy and strategy agreed by all members
- Key initiatives implemented included updated induction process, monitoring framework for evaluating the effectiveness of training.
- Annual training/development programme provided within a sustainable budget environment.
- Development of joint Hertfordshire Authority development initiatives.
- Charter Awarded - June 2011.

Benefits for Councillors:

- A Member/Officer group has been established to oversee Member Development. In particular it approves the Annual Development Programme that makes best use of resources available; identifies opportunities for flexible development activities (including web-based learning and more choices over session dates and times), and monitors/reviews training evaluation forms.
- A framework for identifying development and training needs of Members that is linked to the Council's corporate objectives.
- An induction process, based on Member feedback to assist Councillors to identify their duties and responsibilities and any skills/training requirements.



"East Herts Council has used the Charter application process as a driver to help meet the objective of delivering effective member Training and Development. In turn this has helped Members to undertake their duties by focussing on what tools and skills they need."

Jeff Hughes

Head of Democratic and Legal Support Services

Benefits for the Council

- Member development activities are directly linked to the Council's corporate priorities within a sustainable budget.
- The processes and procedures put in place give East Herts' Members a robust framework for responding to future challenges and legislative changes.
- Training and development provides real outcomes (for example, development control training delivering better decision making when determining planning applications).



"Members are in a unique position to bring about positive changes for local residents. This programme supports them in that important role.."

Anne Freimanis - Chief Executive

Benefits for Communities

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



"Working towards the Member Charter has helped us support the continuous learning and development of Members which in turn is giving Members the confidence to undertake new challenges and gain greater fulfilment in their role as local advocates. The development of a wider and deeper range of skills will add resilience to the political leadership of the Council from all political groups."

Tony Jackson - Council Leader

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: Jeff Hughes - Head of Democratic and Legal Support Services

Telephone: 01279 655261

Email: jeff.hughes@eastherts.gov.uk

visit our website at
www.eastherts.gov.uk