

### **At a glance**

- Charter Commitment – December, 2006
- Cross-party Member Champions led process
- 12 month action plan based on self-assessment
- Member ‘Induction, Development and Support Strategy’ agreed by full Council
- Key initiatives implemented included:
  - Improvements to demonstrate more clearly across the range of Member support activities, the established links of the Member Development Programme to the Council’s Corporate Priorities;
  - Introduction of improved Member consultation mechanisms, including former Member Exit surveys; and
  - Bringing together current Member support activities into a recognised package of support as evidenced through the ‘Induction, Development and Support Strategy’.
- Charter Awarded – May, 2007

### **Benefits for Councillors:**



“Whilst the Council annually refreshes its well-established and highly regarded Member induction, development and support arrangements, the impetus of working towards attaining Charter status helped raise the overall profile of Member support provided and

- Ensuring that we continue to demonstrate clearly how Member Development links to the Council’s Corporate Priorities.
- Improved understanding for Members on support available to them through development of the new ‘Induction, Development and Support Strategy’.
- Introduction of surveys to gather feedback from those Members who are no longer serving on the Council.

enabled us to draw together our package of support under a single banner. It also enabled us to innovate and develop new areas of activity to help ensure that we were continuing to provide timely, relevant and responsive induction, development and support for all our Members.”

**Beverley Greenstein,  
Head of Executive and Member  
Services  
(Charter lead officer)**

#### **Benefits for the Council:**

- Charter status has raised profile of the support available to Members in being strong community leaders combined with representing their electorate.
- The processes and procedures put in place give us a robust framework for supporting Members in responding to future challenges and legislative changes.



“In supporting Members in their increasingly complex roles, the changes we have made will ensure that our Member induction, development and support priorities will continue to adapt and reflect local priorities and legislative requirements effectively.”

**Robert Moran,  
Chief Executive**

## Benefits for Communities:



"We remain committed to ensure effective Member induction, development and support is in place so that all Councillors can continue to provide the best service possible to local residents. It is excellent news and a fantastic achievement for Elmbridge Council to be awarded this Charter."

**Council Leader, Councillor Roy Taylor**

- Increased public awareness about the role of the Council and Councillors and encouraging Members of the public to consider standing for public office.
- Elmbridge leads on joint Member sessions with other Councils which utilises resources more efficiently and provides opportunities for Members to discuss issues with Members from other authorities.
- Councillors have access to support when responding 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:

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