



CASE STUDY: Kent County Council



At a glance

- Charter Plus Commitment; **3 March 2011**
- 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; **21 September 2011**

Benefits for Councillors:



“The Charter Plus Process has enabled KCC to focus on supporting Members’ individual learning and development needs through tailor-made Personal Development Plans. The variety of ways for Members to engage in development activity is also extremely useful in terms of meeting the needs of busy Members.

**Head of Democratic Services,
Peter Sass**

- A 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 elected Members from having the chance to access development activities
- Systems for collecting and monitoring feedback about development opportunities, together with a well-functioning and cross-party Member Development Steering Group means that all members have an opportunity to influence the type of development opportunities they are offered
- Ensuring that learning and development activity is relevant to individuals has seen Committees become centres of excellence in terms of the necessary knowledge, experience and skills Members have

Benefits for the Council

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



Kent has always been at the forefront of the innovation in Local Government, that has been due to the insights and ideas of our elected Members. Investing in, and prioritising Member development is an essential way we support our Members in leading Kent to be the best it can be.

Managing Director; Katherine Kerswell

Benefits for Communities



“The award of Charter Plus recognises the effort that has gone into ensuring that KCC Members are well able to meet the many challenges of the future. Development enables Members to play a full part in the affairs of County Hall and their own Divisions.

Deputy Leader, Cllr Alex King

- Increased public awareness about the role of the Council and Councillors
- Public resources spent on Member Development more efficiently
- Councillors have access to the knowledge and support they need to respond to all current challenges

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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