



CASE STUDY: Kent County Council



At a glance

- Charter Commitment – September 2007
- Cross-party Member and officer steering group led process
- Action plan based on self-assessment
- Member development policy and strategy signed off by all Members and the Leader of the County Council
- Key initiatives implemented included new induction process, members hand book, personal development interviews and personal development plans
- A wide range of blended learning and learning resources
- Learning and development plan regularly monitored by project team
- Charter Awarded – September 2010

Benefits for Councillors:



“The Charter Process has given us an invaluable tool for ensuring our Member Development is as good as it can be. By working towards Charter standards and sharing ideas with other Charter

- 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 Members from having the chance to access development activities.
- New systems for collecting and monitoring feedback about development opportunities mean that all Members have an opportunity to influence the type of development opportunities they are offered.

Councils we can now be sure that our Member Development is innovative, accessible and effective.”

Peter Sass
Head of Democratic Services
And Local Leadership

- By personalising learning and development for elected Members, we can be sure that individual needs and learning styles are properly assessed to enable tailored solutions for individuals.

Benefits for the Council

- Member development activities are clearly linked to the Council’s corporate priorities and plans
- Members are developed to be fully equipped to deal with the challenges facing them, particularly over the next three years
- KCC’s priorities are about working closely with the community we serve, the charter journey has helped us improve our skills



“Having recently joined the County Council I have been impressed by the commitment of both elected Members and officers to the Charter’s principles. The timing is perfect as we head into stormy waters our members will be faced with increasingly challenging situations. Community leadership is paramount and the Charter will have been a real drive to equip our members with the right skills in all situations.”

Katherine Kerswell
Group Managing Director

Benefits for Communities



- Increased public awareness about the role of the Council and Members.
- Public resources invested on Member Development more efficiently and effectively

Quote here:

“Members have a vital role to play in the changing landscape of democracy. It is essential that we all have the skills to play a leading role in our communities.”

- Councillors have the skills and knowledge they need to respond to constituent enquiries.

Alex King
Deputy 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:

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