



CASE STUDY: Spelthorne Borough Council



At a glance

- Charter Re-accreditation – 9 November 2010
- Cross-party member steering group led process
- Link to overall People Strategy and IIP assessment
- Member development policy and strategy agreed by all members
- Key initiatives implemented included new induction process, Member Development Framework and e-learning Library.
- Learning and development plan regularly monitored by members and senior management team
- Member Development Framework based on the 4 years of the Council
- Charter Re-Awarded – 9 November 2010

Benefits for Councillors:



“The Charter has proved to be a useful tool in measuring ourselves against a national standard. By critically evaluating our progress against that standard we have been able to offer a modern, empathetic and effective approach to learning and a better framework of development for Members”.

Brian Harris,
Assistant Chief Executive
(Charter lead officer)

- The range of 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 Councillors from having the chance to access development activities.
- Our induction process makes sure that newly appointed Members can understand their roles and responsibilities and become effective as a Councillor more quickly. This is particularly useful in view of the turnover of Councillors.



“The Member led approach to our development has ensured that any activity is relevant, timely, accessible and tailored to our particular needs.

Our Induction programme has been streamlined to give new Members the essential information in a staged approach. Information is added as and when appropriate.

**Councillor Mrs Jean Pinkerton,
Chairman – Member
Development Steering Group**

Benefits for the Council

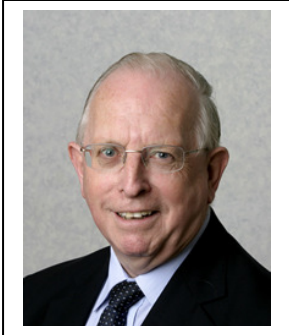
- Member development activities are clearly focused on the Council’s corporate priorities.
- Charter status has supported our key strategies including the community plan, people strategy and workforce development plan.
- The Member Development Framework puts in place the necessary processes and procedures to respond properly to future challenges and legislative changes.



“Our Member Development framework is essential to the continuous improvement of our services and our relationships with our communities as well as ensuring we are in a position to change and adapt successfully and adeptly to local and national political and practical priorities”.

**Roberto Tambini,
Chief Executive**

Benefits for Communities



“The modern Councillor has to be flexible, knowledgeable and able to deal with a variety of ever changing situations. By ensuring that each Member has equal access to all learning opportunities we can ensure a better service to our communities.”

**Councillor John Packman,
Council Leader**

- 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 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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