



CASE STUDY: LONDON BOROUGH OF BRENT

At a glance

- Charter Plus Commitment - *February 2015*
- Cross-party member steering group led process
- 9 month action plan based on self-assessment
- Member development policy and strategy agreed by all members
- Key initiatives implemented included new induction process, clear links to the council's strategic priorities, robust personal development planning process, group mentoring processes and strengthened relationships with partner organisations.
- Learning and development plan regularly monitored by members including the Leader of the Council and the Chief Whip, and senior management team.
- Charter Plus Awarded - *December 2015*

Benefits for Councillors:

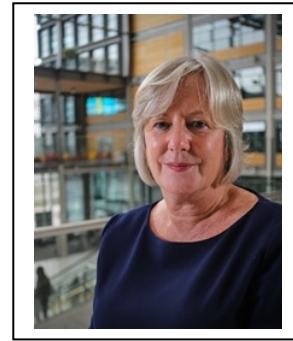
"The Charter Process has given us an invaluable tool for ensuring our Member Development is as good as it can be. By working towards Charter standards and sharing ideas with other Charter Councils we can now be sure that our Member Development is innovative, accessible and effective."

Rhiannon Leary, Member Development Manager
(Charter lead officer)

- A new range of more flexible development activities (including web-based learning and more choices over session dates and times), as well as a payable Dependent Carer's Allowance, has ensured that a busy work or home life does not prevent Councillors from having the chance to access development activities.
- New systems for collecting and monitoring feedback about development opportunities, including feeding in directly to the Chair of the steering group, mean that all members have an opportunity to influence the type of development opportunities they are offered.
- Due to our new induction process, newly appointed Councillors can get to grips with their duties more quickly than before. This has been particularly useful following elections.

Benefits for the Council:

- Member development activities are now clearly focused on the Council's corporate priorities, with a tailored Corporate Councillor Learning and Development Plan.
- 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.



"As well as improving our services to members and residents in the short term, the changes we have made will ensure that our member development priorities will continue to change and adapt according to local and national political and practical priorities."

Carolyn Downs
Chief Executive

Benefits for Communities



"I am delighted that the assessors agreed with Brent's elected members: the learning and development package on offer is second to none.

The variety and quality is really valued by all of Brent's elected members as tools to help them best serve residents".

Councillor Muhammed Butt
Leader of Brent Council

- 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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