

Notice of Staffing Committee Meeting 14 April 2026 at 3pm

in the Council Chamber, Diamond Jubilee Lodge, Woodview Road Hellesdon Norwich NR6 5QB
Committee Members are summoned to attend for the purpose of transacting the following business.

The Openness of Local Government Bodies Regulations 2014

Under the above regulations, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify the Clerk prior to the start of the meeting.

AGENDA

- 1. Apologies and acceptance for absence**
- 2. Declarations of Interest and Dispensations**
To receive Members' Declarations of Interest in agenda items and to note the granting of any requests for dispensations.
- 3. Public Participation**
Public participation shall be in accordance with Standing Orders and shall not exceed 15 minutes unless such time is extended by the Chairman.
- 4. To receive and approve minutes of the meeting held on 3 March 2026.**
- 5. To consider appointment of HR Governance and Support specialist services at an annual cost of £1900 for a five year contract or £2200 for a three year contract.**
- 6. To consider recommending to Full Council, as an addition to standing orders, that all members of the staffing committee must undertake HR training within 3 months of their appointment to the committee. (Cllr Britcher)**
- 7. To consider the date, time and venue of next meeting.**
- 8. To consider a resolution under the Public Bodies (Admission to Meetings) Act 1960 to exclude the press and public for the remainder of the meeting in view of the confidential and personal nature of the business to be transacted.**
- 9. To receive and consider report from independent investigator.**

Jonathan Hall

Clerk to the Council

Dated: 8 April 2026

Minutes of a Staffing Committee Meeting – 3 March 2026 at 3pm
In the Council Chamber, Diamond Jubilee Lodge, Woodview Road, Hellesdon

Present: Cllr David Britcher – Chair of the Committee
Cllr Roy Forder
Cllr Shelagh Gurney
Cllr David Maidstone
Cllr Andrew Lock

In attendance:
Jonathan Hall (Clerk)

1. Apologies and acceptance for absence

Apologies had been received from Cllr Bill Johnson.

2. Declarations of Interest and Dispensations

No declarations were made or dispensations applied for.

3. Public Participation

There were no public present.

4. To receive and consider minutes of meetings held on 23 February 2026.

The minutes of 23 February 2026 were **AGREED** by the Committee as a true record and signed by the Chairman.

5. To consider a resolution under the Public Bodies (Admission to Meetings) Act 1960 to exclude the press and public for the remaining duration of the meeting in view of the confidential and personal nature of the business to be transacted.

It was **RESOLVED** to exclude the press and the public.

3.10pm Meeting closed to press and public

6. To receive and consider recommendation from the recruitment panel for the position of Deputy Clerk.

The recruitment panel recommended that Rebecca Larke be offered the position of Deputy Clerk. The committee accepted the recommendation and **RESOLVED** to offer the position of Deputy Clerk to Rebecca Larke.

Approved.....

Date.....

7. **To receive a verbal update from the Clerk following the engagement of Council HR & Governance Support to support' an ongoing staffing issue.**

The Clerk updated the committee following advice from Council HR & Governance Support.

3.30pm It was agreed to suspend the meeting whilst further advice was obtained.

3.47pm The meeting reconvened.

After discussion it was **RESOLVED** to appoint additional support to guide the Clerk regarding the staffing issue.

Meeting closed 4.56pm

DRAFT

Approved.....

Date.....

James Corrigan
Managing Director

James is a Chartered HR Professional, Lawyer, and Manager with over 30 years' experience in local government. As a former Town Clerk and Head of Paid Service at three large councils, he brings deep operational insight and sector-wide credibility. Since 2021, he has led *Councils HR and Governance Support*, advising over 100 councils on organisational reviews, investigations, recruitment, job evaluation, and settlement agreements—delivered with strategic clarity, legal rigour, and a collaborative, people-focused approach.

Management & Leadership Style

- Strategic, inclusive, and transformation-focused
- Builds high-performing teams through mentoring and development
- Combines operational rigour with commercial acumen
- Champions innovation, efficiency, and community impact
- Skilled in stakeholder engagement and cross-sector collaboration

Areas of Specialism

- HR strategy and casework: recruitment, disciplinaries, redundancies, settlement agreements
- Governance and compliance: council reviews, statutory frameworks, organisational design
- Job evaluation and post assessment under the 2004 National Agreement & “Green Book”
- Business planning and income generation for council-run enterprises
- Training delivery for Councils, CALCs and SLCC branches
- Visioning, strategic planning, and transformation programmes

Previous Experience

- 22 years as Head of Paid Service across three pioneering Town Councils
- 11 years as a practicing Local Government Lawyer
- 8 years as a part-time Parish Clerk
- National HR & Governance Advisor (part-time) to the SLCC for 10 years
- Consultant to over 100 councils since 2021, delivering HR and governance support
- Commissioned by Durham County Council to support Unitary bid and secure permanent funding for County Association

Notable Achievements

- First UK council to complete single status review
- First Town Council to achieve Investors in People accreditation
- Winner of National Council of the Year
- Winner of Princes Trust award for youth services
- Secured £3M+ in external funding over four years
- Developed capital projects including:
 - £2M football academy
 - £1.6M restaurant and golf venue
- Grew council workforce from 12 to 48 staff and income from £950K to £2.4M+
- Delivered commercial operations generating £1.7M+ annual income

Qualifications & Training

- Chartered Lawyer
- Chartered HR Professional (CIPD)
- Chartered Manager



- Holder of CILCA (Certificate in Local Council Administration)
- Trained post evaluator under the 2004 National Agreement
- Postgraduate Leadership and Management qualification

James uniquely holds Chartered status in HR, Law, and Management, combining deep frontline council experience with strategic insight to guide complex HR, governance, and transformation initiatives.

Testimonials

Joanne Bryant, Town Clerk Emersons Green Town Council

“James at CHRGS has been an outstanding partner and invaluable resource for our team. He designed and delivered a bespoke training programme for our management team, carefully tailored to our specific needs. His personal delivery made the experience highly engaging and impactful. Combined with the wealth of resources available through CHRGS, this support has laid a strong foundation for our sustainable and professional growth.”

Mark Smith, Chief Executive Chippenham Town Council

“We brought in Council HR & Governance Support, to assist with our Councillor Induction Training at Chippenham Town Council after the local elections in May 2025. James Corrigan did an excellent job, very professional, knowledgeable and experienced, James pitched the training sessions at exactly the right. I would thoroughly recommend Council HR and Governance Support.”

Emma Payne PSLCC BA Hons Town Clerk at Stotfold Town Council

“James is the epitome of a seasoned local government professional. He provides creative assistance and counsel on a range of topics within HR and governance. His profound expertise, acquired through years of involvement in local government, remains applicable and fitting. I have engaged his services multiple times to deliberate upon potentially challenging situations, and he consistently devises pragmatic approaches to address the matters.”

Manny Kler HR & Recruitment Executive

Manny brings over 20 years of experience in HR and organisational development across public, private, and not-for-profit sectors. A Chartered CIPD member, she specialises in workforce planning, organisation design, and inclusive leadership. Manny has led strategic HR initiatives in complex environments, including Network Rail, improving recruitment, operational delivery, and employee engagement. Manny's collaborative, people-first approach helps foster high-performing cultures built on trust, innovation, and continuous improvement.

Management / Leadership Style

- Proven senior leadership across public, private, and third sectors, with strong understanding of organisational dynamics and governance.
- Trusted business partner, skilled in implementing workforce planning, change leadership and navigating complex matrix environments.
- Operationally strong, driving process optimisation, technology adoption, and cost-effective delivery.
- People-focused and inclusive, fostering high-performing cultures through collaboration, engagement, and continuous improvement.

Areas of Specialisation

- Workforce Planning
- Organisation Design
- Resourcing, Talent Acquisition and Management
- Diversity & Inclusion (D&I)
- HR Operations and Policy Development
- Employee Engagement
- Learning & Development
- Change Management
- Process Optimisation
- Systems thinking

Previous Experience

- 20+ years of HR experience across private, public, and not-for-profit sectors.
- Network Rail: Held series of senior HR roles, delivering both generalist and specialist support across a complex, unionised organisation. Directed workforce planning and recruitment solutions to meet c1,500 positions annually, led national change programmes and embedded strategic HR practices that improved recruitment outcomes, organisational capability, and legal compliance.
- Private healthcare and social-impact organisations: Led HR operations, embedding HR strategy into operational planning, improved workplace policies, drove employee engagement, and managed HR delivery across the employee lifecycle.

Qualifications and Training

- Chartered Member of the Chartered Institute of Personnel and Development (CIPD).

Consultancy work completed

Successfully supported the recruitment for a variety of positions including Clerk, Deputy Clerk, Facilities and Administrative roles at Royston Town Council, Lewes Town Council, Leighton Linlade Town Council, Bourton on the Water Parish Council, Somerton Town Council, Portland TC, Corsham Town Council and Stroud Town Council.

Testimonials

Brendan Simpson, Chair, Staffing Committee

Rossington Parish Council: "We can't compliment Manny and CHRGS enough on the support we have had with this initial recruitment process so far! Manny's delivery and diligence are far in excess of what I might have expected having dealt with commercial recruiters over the years"

Helen Jones, Chair

Aldenham Parish Council: "CHRGS provided invaluable help during our recruitment process - in particular their help in creating a scoring matrix for the interview questions, with examples of what to look for in each score band, was especially useful.."

Helen Bojaniwska, CEO (Town Clerk)

Stroud Town Council

"CHRGS provided an excellent recruitment service for us, taking in the whole process from advertising to interviews. I would happily recommend them to other councils recruiting new staff."

Sarah Branson Office Administrator

Sarah is a highly experienced administrator with a diverse career spanning customer service, HR, marketing, and executive support across public and private sectors. She has managed travel logistics, coordinated recruitment, and produced high-quality reports and marketing materials. With strong organisational skills and attention to detail, Sarah has supported senior leaders, delivered training programmes, and built lasting client relationships.

Management / Leadership Style

- Demonstrates a proactive, service-oriented approach with strong organisational and multitasking skills.
- Experienced in leading small teams, delegating tasks, and supporting staff development through training and appraisals.
- Maintains high standards of professionalism, attention to detail, and customer service across varied sectors.
- Adapts quickly to changing priorities and thrives under pressure, particularly in crisis management and deadline-driven environments.
- Builds collaborative relationships with colleagues, clients, and external partners, fostering trust and efficiency.

Areas of Specialisation

- Administrative Excellence
- Customer Service & Front of House
- Training Coordination
- Event Planning
- Marketing & Communications
- Recruitment & HR support
- Report Production
- Systems & Process Improvement

Previous Experience

- **Assurity Consulting (2017–2024)** – Customer Administration Senior Coordinator: Supported Consultants with travel, reports, customer accounts, and reception duties.
- **OCSL (2016–2017)** – Executive Assistant: Managed travel, diaries, meetings, events, and finance reports.
- **Psysoft Ltd (2015–2016)** – Office Administrator: Oversaw training logistics, psychometric testing, marketing, and client support.
- **Capital Hair and Beauty (2013–2015)** – Training Coordinator: Delivered national training programmes, marketing, and customer service.
- **All Leisure Holidays (2006–2013)** – Reservations & Admin Team Leader: Led a team of 10, managed cruise logistics, crisis planning, and senior support.
- **QS Group (2005–2006)** – HR Admin Assistant/Receptionist: Supported HR functions, scheduled interviews, and managed front-of-house.
- **Walt Disney World (2004–2005)** – Cultural Representative & Trainer: Delivered guest service and trained new cast members.

Qualifications and Training

- Skilled in Microsoft Office Suite, Sage CRM, Capsule CRM, Canva, Adobe InDesign, and tailored reporting systems.
- Experienced in travel booking platforms, event coordination tools, and online testing systems.
- Trained in psychometric testing systems and technical client support.

Testimonials

Malcolm Wilson, Town Councillor
Cowbridge with Llanblethian Town Council

“Undoubtedly without support given by CHRGS throughout the recruitment process, for our new Chief Officer, it would have been unlikely that we would have seen such a diverse and high-quality candidates at interview.”



Peter Finnis
Associate CHRGS

Peter is a respected local government consultant with over 40 years' experience, including senior leadership roles at Eastbourne Borough and Lewes District Councils. Specialising in governance, democracy, standards, and organisational reviews, he provides expert training and support to councils across the UK. Known for his strategic insight and community-focused innovation, Peter continues to champion ethical leadership and service excellence through consultancy, mentoring, and independent investigations.

Management / Leadership Style

- Open, friendly, and outcome-focused, with a firm approach to resolving issues
- Strong advocate for coaching and developing others to deliver excellent public service
- Trusted advisor to Chief Executives and Council Leaders, known for integrity and strategic insight
- Passionate about innovation that benefits communities and strengthens democratic engagement
- Experienced in leading major organisational and political change with clarity and confidence

Areas of Specialisation

- Local democracy, corporate governance, and constitutional lawfulness
- Statutory Monitoring Officer duties and Clerk to the Council responsibilities
- Training for elected members and staff in governance, standards, and member-officer relations
- Independent investigations and organisational reviews
- Election management and democratic services
- Community engagement and devolved ward budget schemes
- Agile working and workforce integration across councils

Previous Experience

- Corporate Chief Officer for Eastbourne Borough and Lewes District Councils
- 40 years in local government, retiring in 2020
- Lead officer for elections and democratic services across two authorities
- Creator of the UK's first devolved ward budget scheme (2007), now widely replicated
- Led Eastbourne's Cabinet-style governance pilot ahead of national legislation
- Delivered two major organisational reviews and won South-East Council of the Year (2011)
- Merged Eastbourne and Lewes workforces in 2015, serving 200,000+ residents
- Held senior roles in HR, Legal Services, Corporate Planning, Emergency Planning, and Strategic Development

Qualifications and Training

- Professional qualification in Public Administration from Brighton University
- Extensive experience in training delivery and member development
- Specialist knowledge in standards, ethics, and constitutional governance

Consultancy Work

- Consultant since 2020, supporting councils in governance and democracy
- Associate for Council HR and Governance Support
- Delivered training on Chairmanship, Code of Conduct, and member-officer relationships
- Locum Town Clerk, most recently at Midsomer Town Council
- CIC Board Director for Volunteers Network; co-created Eastbourne's first community larder
- Work recognised with the Queen's Award for Voluntary Services (2022)

Testimonials

Adrian Fawden, Chair of Trustees

Diversity Charity

“I just wanted to extend my own and the Trustees' gratitude for both you and Peter's help over the past months in sorting out the various issues that arose within the charity.

Thankfully I think we are all sorted with the merger and can now move on to pastures new.

It was very reassuring to be guided through by yourself and Peter and the words .." could not have done it without you...." have never been more aptly applied.”

Jonah Anthony, Town Clerk

Hatfield Town Council

“One of the best decisions my predecessor Clerk made was contracting CHRGS. They have seen the town council through a number of tricky issues over the years. As well as expert advice, based on real world experience, they have provided a level of care and flexibility when supporting the town council as a whole and individual officers and councillors. It was no surprise that the councillors voted to renew and expand our service agreement with them.”

Rob Harris, Locum Clerk

Fulmodeston with Barney Parish Council

“Our Council found itself in a difficult position regarding an HR issue, which we did not have the skills to resolve. We turned to CHRGS for help and they completed the task we set quickly, professionally, effectively and, most of all, successfully. We would have no hesitation in recommending them to any other council.”



David Ashlee
Associate CHRGS

David is an experienced strategic and operational leader with over 37 years' experience in local government, including 16 as a Chief Executive. He specialises in governance, organisational management, and service improvement, with a proven ability to lead change and build effective partnerships. Known for his clear direction and collaborative style, David has delivered successful consultancy work in governance reviews, training, recruitment, investigations, and Locum Clerk roles.

Management / Leadership Style

- Strategic and facilitative leader with over 25 years in senior local government roles, including 16 years as Chief Executive
- Confident in setting clear organisational direction and aligning teams around shared goals
- Builds trust and loyalty among staff and elected members through open communication and inclusive leadership
- Politically astute, offering consistent, clear advice and navigating complex governance environments with ease
- Skilled in simplifying complex issues and developing actionable strategies to overcome challenges
- Committed to continuous service improvement and operational efficiency

Areas of Specialisation

- Organisational dynamics and change management across principal and parish sectors
- Governance reform and development of robust constitutional arrangements
- Strategic resource management: human, financial, and physical assets
- Partnership working with external agencies and stakeholders to deliver shared outcomes
- Service transformation and growth, with a focus on long-term sustainability
- Performance improvement and delivery of high-quality public services

Previous Experience

- 37 years in local government, working across three authorities in varied strategic and operational roles
- Experience spans policy development, commercial service delivery, and corporate leadership
- Seconded to the Audit Commission in 2002 to conduct Best Value and CPA inspections
- Lead peer reviewer for the first town and parish sector peer review, in partnership with LGA and NALC
- Successfully led organisational growth and governance reform within previous authority
- Delivered improvement programmes across diverse service areas, including leisure, policy, and direct delivery
- Associate consultant with Council HR and Governance Support, completing multiple commissions

Qualifications and Training

- Master's degree in Strategic Management from Brunel University
- BA (Hons) in Leisure Studies from Leeds Metropolitan University
- Certificate in Local Council Administration (CiLCA)
- Completed ODPM Leadership Course and Prince II project management training
- Undertaken extensive HR, service-specific, and professional development training
- Former member of SOLACE and SLCC, contributing to sector-wide leadership and best practice

Consultancy Work

- Associate of CHRGS Ltd, delivering tailored consultancy to councils across governance and HR domains
- Appointments include:
 - Independent investigations
 - Locum Clerk roles
 - Recruitment support
 - Governance reviews and organisational diagnostics
 - Training
- Known for delivering high-quality outcomes and client satisfaction
- Applies strategic insight and operational experience to support councils through change and challenge

Testimonials

Sharon Henley, Clerk/RFO

Bourton-on-the-Water Parish Council

“Excellent, well thought through presentation by a trainer who had a great deal of relevant experience. He was able to confidently respond to questions in a very knowledgeable manner. Councillors and officers gave strong feedback that the session was enjoyable, succinct, relevant to our council and they learnt a lot.”

Juliet Weimar, Town Clerk and Chief Executive

Trowbridge Town Council

“We were delighted with the support provided by Dave Ashlee. His expertise and clear guidance made a real difference, ensuring a positive outcome for the council. We would have no hesitation in recommending Council HR and Governance Support to other local authorities.”

Paul Arnill MBE, Chief Officer

Royston Town Council

“I’m pleased to recommend CHRGS for their excellent mentoring services. Their approach is professional, supportive, and highly effective, providing genuine insight, encouragement, and development opportunities. CHRGS have been a pleasure to work with and have made a meaningful difference”



Matt Ryan
Associate CHRGS

Matt brings over 30 years of experience in local government and public sector governance, with a focus on delivering efficient, community-driven services. He specialises in council legislation, financial and asset management, commercial strategy, and programme delivery. Known for his inclusive leadership and ability to translate strategy into action, Matt works across sectors to deliver high-quality projects that meet both statutory requirements and local aspirations.

Management / Leadership Style

- Strategic and operational leader with over 30 years' experience in local government and public sector governance.
- Collaborative, inclusive, and community-focused approach to decision-making and delivery.
- Skilled in translating corporate strategy into actionable service plans and team objectives.
- Experienced in staff and volunteer leadership, including recruitment, performance management, appraisals, development, and disciplinary processes.
- Strong partnership and stakeholder engagement across public, private, and charitable sectors.
- Brings assurance and organisation to deliver high-quality projects, and efficient services that meet statutory obligations and community aspirations.

Areas of Specialism

- Parish (Town) Council and District Council legislation, governance, and statutory frameworks.
- Financial management: budgeting, monitoring, procurement, business planning, and income generation.
- Asset and service devolution, including negotiation, transfer, and investment of land, buildings, and community facilities.
- Risk management, health & safety policy, and compliance.
- Service delivery including Coastal (beach) management, events/festival management, tourism development, leisure and cultural facilities, visitor services, and asset management.
- Commercial strategy and income generation (including maximising fees and charges, sponsorship and asset licensing).
- Programme and project management using Agile and PRINCE2 methodologies.
- Strategic planning and policy development, including climate change, decarbonisation, and organisational transformation.

Previous Experience

Portland Town Clerk – Portland Town Council (Sept 2022 – August 2025)

- Proper Officer of the Council, responsible for statutory duties and overall operations.
- Delivered an improvement programme to address financial administration, governance, compliance, health & safety, transparency and community services.
- Negotiated and transferred significant assets from principal authority, securing over £100,000 capital investment and supported £250,000 heritage lottery funding bid.
- Led corporate strategy development, risk management, and community engagement.
- Successful joint BID for Portland and Weymouth to be the Towns of Culture 2025 and attained the Green Flag award.
- Worked positively with Councillors to achieve priorities.
- Achieved positive annual AGAR and internal audits.

Consultancy including Locum Town Clerk (October 2021 - September 2022)

- Provided governance, compliance, operational, and strategic support to Town and Parish Councils.
- Delivered corporate strategy development, business planning, policy implementation, operational reviews, project management, event and festival management, and asset management guidance.
- Organised major events, including the Dorset stage of the Tour of Britain for the principal authority.
- Supported councils in service improvement, asset and income optimisation, and transition to permanent staffing structures.



Deputy Town Clerk – Weymouth Town Council (Apr 2019 – Jul 2021)

- Deputised for the Town Clerk (Proper Officer) in their absence and clerked assigned committees.
- Responsible for operations, staff (~50), and a £3 million budget across diverse services.
- Led strategic initiatives, corporate planning, asset management, procurement, and climate/ecological programmes.
- Managed parks, open spaces, beaches, allotments, events, and income-generating services.

Business Transformation & Commercialisation Programme Manager – Dorset Councils Partnership (Jan 2016 – Mar 2019)

- Supported Local Government Reorganisation (Dorset) in particular the establishment of Weymouth Town Council.
- Managed nine transformation programmes, delivering £2 million+ efficiencies and income generation.
- Developed commercial strategies and managed business improvement initiatives.

Senior Manager / Head of Service – Dorset Councils (Dec 1994 – Mar 2019)

- Oversight of placed based services including leisure, tourism, culture, visitor, coastal management, and events.
- Led regeneration projects, improving visitor offers and generating 50% increase in income.
- Delivered high-profile events including Weymouth & Portland operational requirements for the London 2012 Olympic sailing Competition and Cultural Olympiad; and contributed to the revised National Purple Guide for event health & safety.

Qualifications and Training

- Certificate in Local Council Administration (CiLCA)
- Level 5 Certificate in Leadership & Management – Institute of Leadership & Management

Testimonials

Councillor Sue Cocking, Chair

Portland Town Council

"Your professionalism and work ethic is exceptional and of the highest standard. Matt, you joined the council when a lot of work needing doing, especially around LGR and asset transfers, health and safety, financial, audit just to name a few areas. Through your due diligence we have improved our practices, policies and decision making, and this leaves us in a much stronger position"

Deborah Urch, Town Clerk & RFO

Westbury Town Council

"Matt Ryan has provided timely, knowledgeable, and professional support throughout our strategic planning project. His responsive and approachable manner has made collaboration straightforward and constructive. We have appreciated their clear guidance and practical insights."



Sue Nelson-Ashlee Associate CHRGS

Sue is an experienced public sector leader and accredited coach, passionate about helping individuals and organisations achieve their ambitions. As Director/COO, she led up to 900 staff across complex services including transformation, digital innovation, and economic development. She brings clarity, creativity, and unwavering commitment to coaching at all organisational levels, offering innovative perspectives and deep expertise in the public sector. Sue also contributes as Chair of BrightPaths Support CIC and associate of Insight Coaching Academy and Solace.

Management / Leadership Style

- Adopts a coaching-led leadership style, fostering confidence, capability, and collaboration across teams
- Known for strategic clarity, creativity, and commitment to public service values
- Builds trust quickly, enabling safe challenge and impactful transformation
- Experienced in leading large, multi-disciplinary teams (up to 900 staff) across complex service portfolios
- Champions ethical practice, inclusive growth, and systems change
- Skilled in stakeholder engagement, Board development, and cross-sector partnership working

Areas of Specialisation

- Leadership coaching and mentoring for senior leaders, Boards, and teams
- Organisational transformation, digital innovation, and customer experience
- Inclusive growth, economic development, and employment & skills strategies
- Welfare reform, ethical debt recovery, and financial inclusion
- Community engagement, multi-agency service design, and early help/prevention
- Strategic planning, programme management, and systems change
- Governance, Board dynamics, and public sector leadership development

Previous Experience

- **Founder & Director, The Way Ahead Coaching Ltd (2022–present)**
Accredited leadership coach working with individuals and teams across sectors; associate coach with Solace and Inspire Coaching Academy.
- **Chair, BrightPaths Support CIC (2024–present)**
Leading organisational vision and Board development to support neurodiverse young people
- **Director Customer Experience, London Borough of Enfield (2020–2022)**
Oversaw seven services across 60 locations; led award-winning transformation programmes and cost-of-living crisis response
- **Service Director Inclusive Growth, Luton Council (2019)**
Developed Luton’s first inclusive growth strategy and strengthened adult education outcomes
- **Chief Operating Officer, Social Interest Group (2019)**
Led 500 staff across 26 services supporting vulnerable populations; pioneered prison employment fairs and embedded service user frameworks
- **Customer Solutions & Transformation Director, Luton Council (2010–2019)**
Delivered digital transformation, ethical enforcement, and award-winning IAG services; mitigated welfare reform impacts
- **Head of Transformation, Central Bedfordshire Council (2009–2010)**
- **Head of Policy & Business Improvement, Bedfordshire County Council (2006–2009)**
- **Various strategic roles in regeneration, economic development, and social inclusion (1986–2006)**

Qualifications and Training

- BA (Hons) Town and Country Planning, Nottingham Trent University (1985)
- Level 5 Coaching and Mentoring, CMI (2023)
- EMCC Accredited Practitioner (2024)
- Associate Coach with Solace (2022–present) and Inspire Coaching Academy (2024–present)

Consultancy Work

- Provides coaching and mentoring to senior leaders, Boards, and aspiring entrepreneurs
- Supports clients through career transitions, systems change, and leadership development
- Recent clients include:
- A dysfunctional charity Board seeking cohesion and strategic clarity
- Newly appointed and interim Directors building presence and impact
- Heads of Service navigating change, stakeholder engagement, and career pivots
- Offers programme design and advisory support for coaching and mentoring initiatives
- Advocates for inclusive, ethical, and community-focused leadership across the public sector



Chris Rolley
Associate CHRGS

Chris Rolley is a specialist in the local councils sector, with decades of experience supporting first-tier local government. A former Town Clerk of East Grinstead for over 25 years, he led award-winning community initiatives and held national leadership roles within the sector. Chris now provides value-driven support to councils, focusing on organisational reviews, job evaluations, and strategic improvement—always with a commitment to quality, confidentiality, and client success.

Management / Leadership Style

- **Client-Centric Approach:** Chris prioritises the needs and confidentiality of his clients, ensuring that all consultancy work delivers tangible added value.
- **Value-Driven Ethos:** His leadership is rooted in quality, efficiency, and outcomes through people, aligning with the evolving demands of local government.
- **Innovative and Strategic:** Known for leading pioneering projects and embracing change, Chris fosters innovation while maintaining organisational effectiveness.
- **Outcome-Focused:** Emphasises successful results through strategic planning, community responsiveness, and service excellence.

Areas of Specialisation

- **Local Council Sector Expertise:** Deep knowledge of the first tier of local government, with a focus on supporting councils through complex challenges.
- **Organisational Reviews:** Specialises in evaluating structures and processes to enhance efficiency and effectiveness.
- **Job Evaluations:** Offers tailored assessments to ensure fair and functional staffing frameworks.
- **Governance and Service Delivery:** Advises on quality assurance, value for money, and community engagement.
- **Strategic Response to Sector Challenges:**
 - Localism agenda
 - Public sector funding constraints
 - Societal change and community needs

Previous Experience

- **Early Career in County, City, and District Councils:** Built foundational experience across multiple tiers of local government, including in education administration, health services, planning, and leisure and recreation.
- **Town Clerk, East Grinstead Town Council (1985–2011):**
 - Held the role for over 25 years.
 - Led major initiatives including:
 - Development of a theatre
 - Creation of a heritage centre
 - Establishment of a wedding venue
 - A former national Town Clerk of the Year.
 - The council held Investors in People accreditation, reflecting a strong internal culture.
- **National Leadership Roles:**
 - National President, Society of Local Council Clerks (2006–2007)
 - National Chairman, 41 Group Best Value Councils (2000–2009)
 - Officer Adviser, NALC Larger Councils Committee

Qualifications and Training

- **Academic Credentials:**
 - Honours Degree in Humanities and Social Sciences – Open University
 - Professional Qualifications in Business Studies and Municipal Administration – Leicester Polytechnic
 - Qualified Lead Assessor of Quality Systems to BS1 5750 and ISO 9000.
- **Training and Development:**
 - Experienced trainer at national, regional, and county levels.
 - Delivered sessions on governance, best value, and council operations.



Consultancy Work

- **Independent Consultant for Local Councils:**
 - Works exclusively within the local council sector.
 - Offers bespoke consultancy services tailored to council needs.
- **Extensive Portfolio:**
 - Completed over 100 assignments for more than 60 councils.
 - Known for high-quality, confidential, and impactful support
- **Focus Areas:**
 - Organisational Reviews
 - Job Evaluations
 - Strategic advice on service delivery, governance, and community engagement

Testimonials

Sarah Pearse, CEO and Town Clerk

Western Super Mare Town Council

“We would not hesitate to use CHRGS again. After numerous historical controversial staffing reviews in the past which had little substance and caused upset to the staffing team, the work undertaken for our Job Evaluation (all staff in excess of 50) and a review of the Town Clerk Job Description was very clear and evidenced in its final report and recommendation. The ability to trust a consultant to deliver this to the Personnel Committee was crucial to build confidence in this process - resulting in all recommendations being well received and ultimately accepted by the council.”



David Carden
Associate CHRGS

David is a highly regarded local government consultant with decades of senior experience, including over 20 years as Town Clerk of Burgess Hill. With a strong background across district, county, and London borough councils, he specialises in organisational development, leadership, staff reviews, recruitment and strategic planning. Renowned for his supportive coaching style and sector-wide insight, David now provides consultancy, mentoring, and professional development programmes for councils across the South East and beyond.

Management / Leadership Style

- **People-Focused Leadership:** David leads with a strong commitment to staff development, mentoring, and supportive management, creating high performing teams built on trust, clarity, and shared purpose.
- **Quality and Improvement Driven:** His leadership is grounded in service excellence, organisational development, and continuous improvement across all council functions.
- **Strategic and Vision-Led:** Known for shaping long term direction, David aligns organisational structures, culture, and resources with council priorities and community needs.
- **Collaborative and Partnership-Oriented:** He builds strong relationships with members, officers, and external partners to deliver sustainable, community focused outcomes.

Areas of Specialisation

- **Local Council Sector Expertise:** Extensive knowledge of town and parish council operations, governance, staffing, and strategic development.
- **Organisational and Staff Reviews:** Provides comprehensive assessments to strengthen structures, roles, and performance.
- **Recruitment and Leadership Development:** Specialises in Clerk recruitment, mentoring, coaching, and personal development planning.
- **Service Devolution and Partnerships:** Advises councils on transferring services, building partnerships, and enhancing local delivery.
- **Strategic Planning and Capacity Building:**
 - o Visioning and business planning
 - o Community capacity building
 - o Project and performance management

Previous Experience

- **Broad Local Government Background:** Experience across district, county, and London borough councils, including roles in community development, project management, and leisure planning.
- **Town Clerk, Burgess Hill Town Council (1993–2014):**
 - o Led one of the first Quality Councils in the country
 - o Oversaw award-winning customer service and staff development programmes
 - o Contributed to the council being named *Local Council of the Year (2006)*
 - o Runner-up in the *NALC Clerk of the Year* awards
- **Earlier Career in Leisure Services:**
 - o Deputy Director in a large Leisure Services Department
 - o Specialised in rural community development and strategic leisure planning

Qualifications and Training

- **Professional Credentials:**
 - o Fellow of the Society of Local Council Clerks
 - o Served on the NALC Larger Local Councils Committee
- **Academic and Postgraduate Qualifications:**
 - o Diploma in Management Studies (Leisure Management)
 - o Diploma in Strategic Management
 - o Additional industry-based management and leadership qualifications

- **Training and Programme Development:**
 - o Co-developer of the Leadership Programme for Local Council Clerks
 - o Programme adopted by Sussex, Surrey, and Hertfordshire Associations as part of their CPD frameworks

Consultancy Work

- **Specialist Consultant to Local Councils:**
 - o Provides tailored consultancy, coaching, and mentoring to Town and Parish Clerks
 - o Works with councils across Sussex, Surrey, Kent, and Hertfordshire
- **Associations and Partnerships:**
 - o Associate of East Sussex, West Sussex, and Surrey Associations of Local Councils
 - o Consultancy contributions to Kent ALC, Hertfordshire ALC, and Chris Rolley Associates
- **Core Consultancy Focus Areas:**
 - o Organisational and staff reviews
 - o Leadership development and mentoring
 - o Recruitment and job evaluation
 - o Business planning, service devolution, and performance management



Jonathan Hall, Clerk and RFO
Hellesdon Parish Council
Diamond Jubilee Lodge,
Wood View Road,
Hellesdon
Norwich, NR6 5QB

31ST March 2026

HR and Governance ongoing Support Quotation

Good afternoon, Jonathan,

Further to your request for a quotation for ongoing HR & Governance Support, please find attached a quotation to provide the same for Hellesdon Parish Council. We would be more than happy to discuss this further or meet virtually with yourself and Councillors if this would assist?

CHRGs is the leading (and only) sector specific HR organisation that provides a tailored service for Parish and Town Councils. This provides you with several additional benefits our competitors cannot provide, including HR advice that is also fully Local Government compliant and advice on how to deal with matters expeditiously using the Local Government framework of legislation and our vast experience.

We are unique in the sector in that all our team have more than 30 years of local government experience or are CIPD qualified, some being both. We therefore ensure that you implement the advice legally and in accordance with your policies / constitution and Local Government Law. We are also unique in that we offer advice on Local Council Governance such as GDPR, Freedom of Information Act and Local Government Act.

By subscribing to our **unlimited advisory service**, we will also save the Council considerable time and therefore cost in drafting policies and keeping them up to date. Our policies are immediately updated if there is a change in the law due to our arrangement with **Specialist HR Barrister Danial Barnett.**

I have attached the personal profiles of some of our professionals for your information. If you require anything further, please do let me know. I look forward to hearing from you as soon as you are able.

Kind regards

James Corrigan
Director Council HR and Governance Support

“I highly recommend CHRGS. All their advice has always been spot on and delivered promptly. This is a unique sector therefore advice tailored to this sector is vital. CHRGS truly is my comfort blanket.” - Lucy White Woodham Ferrers and Bicknacre Parish Council

1 Our service to you

- **Unlimited advice on all your employment law issues** including performance management, maternity, TUPE, redundancy, disciplinaries, grievances, dismissals, and types of employment contract.
- A dedicated **named point of contact** for the Council
- Reassurance that your Council knows it has professional HR and Governance Support **with Parish and Town Council expertise also** available at any time during office hours from qualified professionals who know and understand your Council.
- Uniquely we also provide advice on non-HR Local Government procedural matters and Governance, such as the Freedom of Information Act, Local Government Act's, and procedural matters.
- We will review your contracts of employment to ensure they are legally compliant.
- We will provide you with a bespoke Local Council Staff Handbook which is kept up to date annually by us to ensure compliance.
- We will provide you with a fully compliant Local Council Contract of employment.
- We will provide you with bespoke Local Council HR policies **supplied by specialist HR Barrister Daniel Barnett**
- We provide bespoke HR letters and relevant documentation.
- Regular email bulletins are provided on both HR and Local Council hot topics and changes.
- We are currently developing a HR app this will be free of charge to existing subscription clients (and your Council if this quotation is accepted within the three-month period) but will cost new clients in the future approximately £400 per annum.

“I highly recommend CHRGS as a HR Service which understands our sector and is reliable with quick responses when needed” - Carrie Lloyd, Town Clerk, Ventnor Town Council

2 How we provide our services to you

Our office hours are 9am – 5pm Monday to Friday.

You will ordinarily be able to speak direct to your **named advisor**, if he/she is not available due to holiday a qualified HR / former Town Clerk professional will be allocated as cover. Your

5 References

Existing clients who can give a reference as to our capabilities and performance include:

Terry Philpott, Town Clerk, Ware Town Council, Herts – also National Clerk of the year 2022

David Mears, Bridgwater Town Council, Somerset – **Also tutor for the Local Council Community Governance degree**

Emma Payne, Stotfold Town Council, formerly Parish Clerk at London Colney, Herts.

Helen Carrier, Swaffham Town Council, Norfolk.

David O'Driscoll, Solicitor & Clerk, Forest Row Parish Council, Sussex

*“At last, there’s light at the end of the tunnel - thanks to CHRGS” Councillor John Rees,
Royston Town Council*

