



**SOUTH WEST COUNCILS**

*A not-for-profit membership organisation*

## PROVIDING SUPPORT AND SERVICES TO ASSOCIATE MEMBERS:

TOWN AND  
PARISH COUNCILS



POLICE AND FIRE AND  
RESCUE SERVICES



HOUSING  
ASSOCIATIONS

NATIONAL  
PARKS



SCHOOLS



CHARITIES



OTHER ORGANISATIONS

### MEMBERSHIP BENEFITS INCLUDE *FREE ACCESS TO:*



*Independent advice on  
employment issues via  
email or telephone*



*Regular newsletter  
and electronic  
updates*



*Networking and  
sharing best  
practice*

**AND SERVICES AT DISCOUNTED MEMBER RATES**

## OUR SERVICES

South West Councils provides independent advice on thousands of enquiries every year from organisations employing staff who deliver services to local people. This means that we have an unrivalled grasp of employment and training issues affecting local service deliverers.

We lobby on behalf of Associate members and our core funders, the 41 local authorities in the region. This gives us an excellent understanding of the strategic and policy context within which organisations in the South West work.

Our team of experienced, professionally qualified, specialists bring a wealth of experience and expertise to bear on the issues facing organisations. As an organisation that has successfully provided services for over 50 years we are able to provide continuity of support and have proved ourselves flexible and adaptable by responding to changing needs.

**NEW SERVICES ARE INTRODUCED ON A REGULAR BASIS REFLECTING CUSTOMER FEEDBACK AND CUSTOMER NEEDS**

## EMPLOYMENT ADVICE HOTLINE



*Telephone and email advice, free to members, on:*

- Performance and conduct issues
- Employment law
- Pay and grading
- Recruitment and selection
- Local government and teachers' terms and conditions
- Maternity and paternity
- Sickness absence management
- Day to day employment issues
- All other key HR issues

## SERVICES AT DISCOUNTED MEMBER RATES



*More comprehensive HR support on:*

- Recruitment and selection
- Independent investigations
- Mediation and conflict resolution
- Coaching and mentoring support
- Advice at disciplinary and grievance hearings
- Pay and grading and job evaluation
- Managing redundancy and redeployment
- Staffing and structure reviews
- Senior staff appraisal including 360° review
- Psychometric testing
- Online DBS service
- Online recruitment portal



## LEARNING AND DEVELOPMENT SERVICES INCLUDING:



- Bespoke development programmes
- Qualification and Endorsed programmes including:
  - Community Leadership Awards
  - Management of Volunteers
  - Coaching and Mentoring
  - Mediation and Conflict Resolution
  - Leadership and Management
- Workshops to support new skills and knowledge
- Support and assessment for the Charter for Member Development

## EVENTS INCLUDING:



- Annual Conferences for specialists including:
  - Pension Managers
  - HR Conference
  - Mediation Conference
  - Coaching Conference
  - PAs/Executive Assistants
- One-off Topical Conferences or Master Classes
- Networking and CPD opportunities

# SOUTH WEST COUNCILS ASSOCIATE MEMBERSHIP

## *What our customers say*

*The trainer was brilliant at inspiring me to do better.*

*As a manager the ability to test a staffing matter quickly is invaluable.*

*As a small parish council we have very limited resources. South West Councils have been invaluable in providing timely and cost effective HR information and advice.*

*Wow! 2014 Coaching Conference surpassed last year's. Didn't think that was possible.*

*It is a pleasure to do business with South West Councils.*

## SOUTH WEST COUNCILS

*Our services are customised and solutions designed to meet specific needs*



*We have an established track record of supporting organisations across the public, not-for-profit and private sector for over 50 years*



*As a membership body we provide our members with cost effective services*

## CONTACT

For further information about the services on offer visit

**[www.swcouncils.gov.uk](http://www.swcouncils.gov.uk)**

or telephone **01823 270101**

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