

Public Document Pack

AGENDA

Committee	DEMOCRATIC SERVICES COMMITTEE
Date and Time of Meeting	Wednesday, 17 December 2014, 10.30 am
Venue	Committee Room 4 - County Hall
Membership	Councillor Cowan (Chair) Councillors Dilwar Ali, Bridges, Chaundy, Goddard, Hinchey, Hyde, McKerlich, Lomax, Murphy, Thomas and Weaver

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 Minutes (*Pages 1 - 6*)

To approve as a correct record the minutes of the previous meeting.

4 Members Annual Reports (*Pages 7 - 16*)

5 Members ICT Project (*Pages 17 - 34*)

6 Member Development Update (*Pages 35 - 58*)

7 Democratic Services Update (*Pages 59 - 62*)

8 Communications Update

9 Chief Executive Q & A

10 Date of Next Meeting – 17 March 2015

Marie Rosenthal

County Clerk & Monitoring Officer

Date: Thursday, 11 December 2014

Contact: Graham Porter - 029 2087 3401 - g.porter@cardiff.gov.uk, 029 2087 3401, g.porter@cardiff.gov.uk

This page is intentionally left blank

Agenda Item 3

DEMOCRATIC SERVICES COMMITTEE

16 OCTOBER 2014

Present: Councillor Cowan (Chairperson);
Councillors Dilwar Ali, Chaundy, Goddard, Hinchey, Lomax, McKerlich,
Murphy and Weaver

Apologies: Councillors Bridges, Hyde, Marshall and B. Thomas.

10 : MINUTES

The minutes of the meeting held on 11 June 2014 were approved by the Committee as a correct record and were signed by the Chairperson.

11 : MEMBER DEVELOPMENT PROGRAMME 2014/15

The Committee received a report updating Members on the delivery of a Member Development Strategy and Member Development Programme 2014/15. The Committee had initially considered and agreed the draft Member Development Strategy and Programme for 2014/15 at its meeting on 2 April 2014. Following a meeting of the Task and Finish Group on 3 September 2014, the Development Programme for 2014/15 was updated for the remainder of the year. The updated programme was appended to the report.

The Monitoring Officer provided an overview of the Member Development events to be arranged during the autumn, including:

- a Public Speaking Skills seminar – aiming to helping Members feel at ease when speaking in a public forum
- Budget Setting – an introduction and refresher to outline the budget and Council Tax setting process
- Community Development Workshops – covering asset transfers, co-production funding, volunteering and setting up community organisations
- Understanding and Challenging Performance – exploring the role of Councillors in supporting the improvement agenda
- Media Training a practical session to equip Members for handling the media

The Monitoring Officer indicated that future development training events will include Chairing Skills, Personal Resilience and Code of Conduct refresher training.

RESOLVED – That the Committee agreed the proposed schedule of Member Development Training for the remainder of the year.

12 : NETWORKED COUNCILLOR ICT PROJECT 2014/15

The Council on 27 June 2013 resolved to provide Members with mobile devices in order to increase efficiency savings and modernise support for Members, enabling them to be less reliant on paper and work in a more mobile way. The Monitoring Officer presented a report providing an update on the progress made on the project.

The Committee was advised that, following a brief delay in the project, to allow for security concerns to be addressed, 51 Councillors had been provided with tablet devices. The business case had been made on the assumption that 35 Members would be participating in the project, providing a projected saving of £56k. The Monitoring Officer was hopeful, therefore, that as 51 Councillors joined the project, further efficiency savings would be realised.

Councillors participating in the project had also been encouraged to have their Council provided telephone lines and broadband removed from their homes and allow the tablet devices to use 'piggyback' on their personal broadband, and thus allow for further savings to be made.

The Monitoring Officer advised that the 'roll out' phase of the project will soon be brought to an end. It was anticipated that a protocol, setting out Members responsibilities in terms of damage or loss to their tablet devices, would be presented to the next meeting of the Committee in December.

The Chairperson stated that she would write to officers in Democratic Services and ICT thanking them for their efforts and for helping make the project a success.

RESOLVED – That the report be noted.

13 : MEMBER ENQUIRY LINE UPDATE

The Committee on 30 April 2012 resolved to receive regular updates on the performance of the Member Enquiry Line system. The Committee received the latest report for information.

The Chairperson welcomed John Agnew and Emlyn Nash of Corporate Customer Services, to the meeting. John Agnew presented the report. The report provided statistical information regarding the number of enquiries received and the issues/service areas they related to.

The Committee was advised that the Member Enquiry Line team monitors the use of the system and the types of enquiries recorded by Members. It was apparent that Members are using the system to record 'requests for service' such as the reporting of street lights not working, the non-collection of waste and fly tipping. Issues such as these require shorter timescales to be responded to that the 10 calendar days response timescale for Member Enquiries.

John Agnew recommended that service requests such as these should be reported via C2C by using the dedicated Councillors contact number 029 2087 2082. The Member Enquiry Service system should be used for more standard enquiries which do not require an immediate response. It was noted that the Councillor contact number is only available during office hours. Contacts are immediately flagged as priority. Members of the Committee suggested that the dedicated contact number for Councillors should be published on the Member Enquiry system page of the intranet, as the Committee considered that not all Councillors were aware of this facility.

In response to a recent enquiry from a Councillor, Emlyn Nash explained that the 'Fix My Street' app for mobile devices was becoming increasingly popular with members of the public. However, problems reported via 'Fix My Street' will be done so via an email to C2C generated by the 'app'. Such emails are subject to queues. This can often result in a delay in the matter being reported to the relevant service area. Emlyn Nash stated that the optimal method for members of the public to report issues in their ward was via the C2C phoneline. Issues are then reported directly to the service area and given a target date for completion.

Members of the Committee noted that service areas were still closing enquiries without providing feedback to the Councillors who raise them. John Agnew welcomed feedback from Members regarding individual cases. It has been made clear to service areas that it was unacceptable to close enquiries in this manner.

John Agnew acknowledged that the response times in particular service areas were of concern. However, it was also acknowledged that staffing and resources issues had been identified in particular service areas which were affecting those response times, such as inadequate cover during times of annual leave. Discussions were on-going with managers in those services areas in order to address these issues.

The Committee agreed that, whilst the Member Enquiry System was not without flaws, it was a vast improvement and was much valued by Councillors. Officers advised that the Customer Services team had learn a lot about the processes required and what improvements can be made within the parameters of the technology being used. Customer Services' ultimate aim was to enable citizens to report requests for service and to see the status of those requests for service until the matter is dealt with.

RESOLVED – That:

- (1) the report be noted;
- (2) the Monitoring Officer arrange for all Members to receive advice regarding the best methods to report service requests requiring an immediate response and more general enquiries; and further, that this advice include details of the dedicated C2C contact number for Councillors 029 2087 2082;
- (3) that the Chairperson write to Members of the Committee seeking expressions of interest in contributing to a Task and Finish Group into the Member Inquiry System.

14 : MEMBER LIBRARY SERVICE

The Committee received a report setting out the results of a survey undertaken by the Scrutiny Research Team. The survey aimed to identify the information sources available to Members both internally and externally; determine Members information support requirements; identify changes or improvements required to the current Members Library in County Hall; and identify any other forms of support required by Members that will enable them to fulfil their roles and responsibilities.

The Chairperson welcomed Gladys Hincho and Tom Foreman of the Scrutiny Research Team to the meeting. The officers were invited to deliver a brief presentation on the findings of the survey.

The Committee was advised that 43 Councillors had responded to the survey including Cabinet Members, Party Whips and backbench Members. Officers advised that survey had indicated that Members did not support the continuation of a paper-based reference library. Almost all respondents (97%) agreed that it would be useful for Members to have a dedicated webpage containing reference materials and links to external online sources of information. Such a website would be accompanied by regular updates on information sources relevant to local government via email, twitter and bulletin meetings. Respondents also considered that it would be useful to receive short briefings on topics of interest and have a dedicated point of contact to assist with information resource enquiries. Furthermore, the Monitoring Officer suggested that the Scrutiny Research Team could, in future, be adapted to become a resource which is available to all Members and was able to assist Members on a wide range of information requests.

Concerns were expressed regarding lighting, ventilation and workstations. Members felt that there were opportunities to possibly relocate the library, removing redundant publications to make space for topical documents and to upgrade the technology provided. However, there was support for the dictation services provided to Members to remain.

The Monitoring Officer made the following recommendations:

1. A dedicated webpage be developed as a reference tool for Members and which would allow access to Council documents, other than Cabinet and Committee papers, provide links to external documents and publications, and signpost links to other information providers;
2. Improvements to the workstations provided to Members in the Library Room be undertaken, to include more work spaces and improvements to the layout, lighting, ventilation and equipment. Redundant publications should be removed from the Library and a space to display large planning applications should be provided.
3. A flat-screen television should be provided in the Members Lounge area giving access to 24 hours rolling news.
4. The dictation service currently provided to all Members should be retained.

The Chairperson thanks the officers for their presentation and for their work undertaken in conducting the survey. The Chairperson invited the views of the Committee on the information received.

The Committee supported the recommendations (1), (2) and (3). Members of the Committee did not support the provision of a flat-screen TV in the Members Lounge. The Committee also recommended that subscriptions to the daily newspapers provided in the Members Lounge should cease.

RESOLVED – That:

- (1) the report be noted;
- (2) that a dedicated webpage be developed as a reference tool for Members and which would allow access to Council documents, other than Cabinet and Committee papers, provide links to external documents and publications, and signpost links to other information providers;
- (3) Improvements to the workstations provided to Members in the Library Room will be undertaken, including the provision of additional work spaces and improvements to the layout, lighting, ventilation and other equipment. Redundant publications should be removed from the Library and a space to display large planning applications should be provided.
- (4) a dictation service for Members will be retained, and the Monitoring Officer arrange for alternative methods of delivering a dictation service be investigated;
- (5) the Glamorgan Archives Service be invited to attend a future meeting of the Council in order to showcase the service as a resource;
- (6) that subscriptions to the daily newspapers provided in the Members Lounge cease.

15 : MEMBER NEWSLETTER/MEMBER DIARY UPDATE

The Monitoring Officer requested feedback from the Members of the Committee on the format and content of the Members Newsletter and Members Diary circulars. The Committee were asked to consider how each circular may be improved. Members of the Committee indicated that they valued both circulars and requested that the service be continued.

16 : MODERN.GOV PRESENTATION

The Chairperson welcomed Gill Nurton to the Committee and invited her to deliver a brief presentation on the Modern.Gov committee management and decisions software which was currently under development in Democratic Services.

Gill Nurton provided an overview of the software package and the associated 'app' for smartphone devices and tablets.

This page is intentionally left blank

CITY & COUNTY OF CARDIFF DINAS A SIR CAREDYDD



DEMOCRATIC SERVICES COMMITTEE: 17 DECEMBER 2014

REPORT OF THE COUNTY CLERK & MONITORING OFFICER

AGENDA ITEM: 4

MEMBER ANNUAL REPORTS

Reason for this Report

1. To review the Authority's position in relation to enabling and supporting Elected Members to produce and publish an annual report in line with the requirements of the Local Government (Wales) Measure 2011

Background

2. Section 5 of the Measure requires Local Authorities to make arrangements enabling its Members to produce Annual Reports. This includes enabling any Members of the Council's Executive to be able to report on their executive activities also. Any reports produced by Members must be published by the Council.
3. The draft statutory guidance issued by Welsh Government on Annual Reports was considered by the Democratic Services Committee on 6 December 2012. The matter was again considered on 14 March 2013 when a draft template for Annual Reports was provisionally agreed for consultation with Party Groups through the Party Group Whips.
4. The final Statutory Guidance was issued by the Welsh Government in May 2013 and was considered by the Democratic Services Committee on 19 June 2013.
5. The final statutory guidance states that:
 - The Local Authority must tell its Members how and when to produce annual reports.
 - The Head of Democratic Services may support Cabinet Members in preparing an annual report on their executive activities as this is not an executive function in itself.
 - The method of publishing the report is up to the authority to decide, with a minimum requirement to link the report to the individual member's page on the Council's website.
 - The report should avoid promoting political achievements, be written in the past tense and be limited to two sides of A4.

- The Local Authority should have regard to the resource implications of supporting all members to prepare for publication of their report and may produce a standard report template which balances resources and output while taking into account the requirements of the Data Protection Act 1998.
 - The template might be expected to include:
 - role and responsibilities including membership of outside bodies;
 - constituency activity;
 - initiatives and special activities;
 - learning and development; and
 - other activities.
 - Reports should contain only factual information relating to the work of the Councillor, but not relating to their party role.
6. The Committee noted that under the Local Government (Wales) Measure 2011 it was not mandatory for Elected Members to produce an Annual Report on their activities.
 7. The Committee noted comments received from the Party Group Whips and approved the template for Members Annual Reports.
 8. A method for producing annual reports was agreed by the Committee.

Issues

9. On 6 November 2014 the Minister for Public Services, Leighton Andrews AM wrote to the Leaders of all Welsh Local Authorities highlighting the wide variation in the numbers of Annual Reports produced by Elected Members across all Welsh Local Authorities and published for 2013/14.
10. The numbers of annual reports produced in each across Welsh Local Authorities is as follows:

Local Authority	% Reports completed by Members	No. Reports completed by Members
Caerphilly	100%	72/72
Isle of Anglesey	100%	30/30
Merthyr Tydfil	88%	29/33
Swansea	79%	57/72
Bridgend	56%	30/54
Newport	54%	27/50
Ceredigion	50%	21/42
Blaenau Gwent	45%	19/42
Vale of Glamorgan	45%	21/47
Carmarthenshire	45%	33/74
Wrexham	42%	22/52
Gwynedd	35%	26/75
Powys	34%	25/73
Pembrokeshire	28%	17/60

Monmouthshire	26%	11/43
Conwy	19%	11/59
Torfaen	14%	6/44
Neath Port Talbot	11%	7/64
Cardiff	7%	5/75
Denbighshire	6%	3/47
Flintshire	6%	4/70
Rhondda Cynon Taf	0%	0/75

11. The Minister in his letter accepted that it is not compulsory for a Member to produce an Annual Report, however believed that it should be encouraged to assist good public engagement and that the support mechanisms should make it as easy as possible for Members complete and for the public to access them.

Reasons for Recommendations

12. To inform the Committee on the number of Elected Member Annual Reports produced for 2013/14; and to seek the Committee's views on issues raised by the Minister for Public Services and future steps to support Members

Legal Implications

13. Under the Local Government (Wales) Measure 2011, Local Authorities must make arrangements enabling members to produce annual reports and to publicise information about these arrangements to both members and the wider public.

Financial Implications

14. There are no financial implications arising directly from this report. Any Council costs incurred as a result in enabling Members to produce Annual Reports will need to be found from within existing resources.

Resource Implications

15. There could be an impact on staff resources if additional support is required.

RECOMMENDATIONS

The Committee is recommended to:

- (1) note the report and the matters raised by the Minister for Public Services in his letter on the 2013/14 Annual Report for Elected Members;
- (2) consider a way forward for 2015.

MARIE ROSENTHAL
COUNTY CLERK & MONITORING OFFICER
10 December 2014

The following appendices are attached to this report:

Appendix A: Annual Report Template

Appendix B Letter from Minister for Public Services

Background Papers

Statutory Guidance from the Local Government (Wales) Measure 2011 –
Section 5: Annual Reports

<http://www.legislation.gov.uk/mwa/2011/4/section/5>

Statutory Guidance issued by the Welsh Government May 2013

<http://wales.gov.uk/docs/dsjlg/publications/localgov/130516statguideannualreporten.pdf>



CARDIFF COUNCIL

Councillor [Insert Name]

Insert photo

Annual Report 2012/13

This annual report (max. 2 sides of A4 paper) provides details of the key activities undertaken during the year ending 30th April 2013 by the named County Councillor. It is provided for the information of all constituents and for no other purpose.

Councillor:

Political

Group / Party:

Ward:

Role and Responsibilities

Ward Activity

APPENDIX A

Initiatives and Special Activities

Learning and Development

Other Activities and Issues

Signature of Councillor:

Date:

Contact Details

Phone:

Email:



Our Ref: MB/LA/4531/14

To: Principal Leaders

6 November 2014

Dear Colleagues

I refer to my letter of 23 September concerning Members' Annual Reports. My thanks goes to all Council Leaders for ensuring your Authorities responded. I have now had the opportunity to consider those responses.

The most obvious point which emerges is the very mixed picture in terms of the number of reports which had been published since the provisions came into effect after the elections of 2012.

The figures below, based on the returns from each Local Authority, show two Authorities have published reports from all their members while some others have published none or very few. The remaining results vary widely.

Local Authority	Reports completed by Members	Total number of Members
Blaenau Gwent	19	42
Bridgend	30	54
Caerphilly	72	72
Cardiff	5	75
Carmarthenshire	33	74
Ceredigion	21	42
Conwy	11	59
Denbighshire	3	47
Flintshire	4	70
Gwynedd	26	75

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

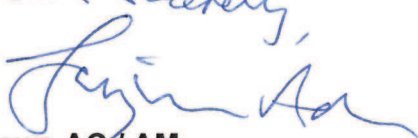
English Enquiry Line 0845 010 3300
Llinell Ymholiadau Cymraeg 0845 010 4400
Correspondence: Leighton.Andrews@wales.gsi.gov.uk
Printed on 100% recycled paper

Isle of Anglesey	30	30
Merthyr Tydfil	29	33
Monmouthshire	11	43
Neath Port Talbot	7	64
Newport	27	50
Pembrokeshire	17	60
Powys	25	73
Rhondda Cynon Taf	0	75
Swansea	57	72
Torfaen	6	44
Vale of Glamorgan	21	47
Wrexham	22	52

I would ask you to review these figures and, if your own authority compares unfavourably with others, that you take steps to rectify the position.

The second point which emerged is the varying degree of difficulty which an elector would face in trying to find a Member's Annual Report. In some cases, Local Authorities have a link on their main website or on their social media accounts which takes you straight to the Annual Reports. I would recommend this to you as good practice as it enables the public to see who has published one and, if they are looking for the report on a particular Member, who has not.

Although I accept it is not compulsory for a Member to produce an Annual Report, I believe they should do so to assist good public engagement and Local Authorities should make it easy for them to do so and for the public to access them.

Yours sincerely,


Leighton Andrews AC / AM
Y Gweinidog Gwasanaethau Cyhoeddus
Minister for Public Services



Ein Cyf: MB/LA/4593/14

At: Prif Arweinwyr

6

Tachwedd 2014

Arweinydd Cyfeilliaid

Cyfeiriaf at fy llythyr dyddiedig 23 Medi ynglyn Adroddiadau Blynnyddol Aelodau. Mae fy niolch yn mynd i'r holl Arweinwyr Cyngor am sicrhau ymatebion gan eich Awdurdodau. Rwyf bellach wedi cael cyfle i ystyried yr ymatebion hynny.

Y pwynt mwyaf amlwg a ddaw i'r amlwg yw y darlun cymysg iawn o ran y nifer o adroddiadau a gyhoeddwyd ers y darpariaethau a ddaeth i rym ar ôl yr etholiadau 2012.

Mae'r ffigyrau isod, yn seiliedig ar yr atebion o bob Awdurdod Lleol, yn dangos dau Awdurdod wedi cyhoeddi adroddiadau gan bob aelod, tra bod rhai eraill wedi cyhoeddi dim neu ychydig iawn. Mae gweddill y canlyniadau yn amrywio'n fawr.

Awdurdod Lleol	Adroddiadau gan Aelodau	Nifer o Aelodau
Blaenau Gwent	19	42
Pen-y-bont ar Ogwr	30	54
Caerffili	72	72
Caerdydd	5	75
Sir Gaerdyddin	33	74
Ceredigion	21	42
Conwy	11	59
Sir Ddinbych	3	47
Sir y Fflint	4	70
Gwynedd	26	75

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA


English Enquiry Line 0845 010 3300
Llinell Ymholiadau Cymraeg 0845 010 4400
Correspondence: Leighton.Andrews@wales.gsi.gov.uk
Printed on 100% recycled paper

Ynys Môn	30	30
Merthyr Tydful	29	33
Sir Fynwy	11	43
Castell-nedd Port Talbot	7	64
Casnewydd	27	50
Penfro	17	60
Powys	25	73
Rhondda Cynon Taf	0	75
Abertawe	57	72
Torfaen	6	44
Bro Morgannwg	21	47
Wrecsam	22	52

Byddwn yn gofyn i chi i adolygu'r ffigurau hyn ac, os yw eich awdurdod eich hun yn cymharu'n anffafriol ag eraill, eich bod yn cymryd camau i unioni'r sefyllfa.

Yr ail bwynt a ddaeth i'r amlwg yw y graddau amrywiol o anhawster y byddai etholwr yn eu hwynebu wrth geisio dod o hyd i Adroddiad Blynyddol yr Aelod. Mewn rhai achosion, mae gan Awdurdodau Lleol gyswllt ar eu prif wefan neu ar eu cyfrifon cyfryngau cymdeithasol sy'n mynd â chi yn syth at yr Adroddiadau Blynyddol. Byddwn yn argymhell hyn i chi fel arfer da gan ei fod yn galluogi'r cyhoedd i weld pwy sydd wedi cyhoeddi un ac, os ydynt yn chwilio am yr adroddiad ar Aelod penodol, nad ydynt wedi.

Er fy mod yn derbyn nad yw'n orfodol i Aelod i lunio Adroddiad Blynyddol, yr wyf yn credu y dylent wneud hynny i gynorthwyo ymgysylltiad cyhoeddus da a dylai Awdurdodau Lleol yn ei gwneud yn hawdd iddynt wneud hynny ac i'r cyhoedd i gael mynediad atynt.

Yn gywir


Leighton Andrews AC / AM
 Y Gweinidog Gwasanaethau Cyhoeddus
 Minister for Public Services

REPORT OF THE COUNTY CLERK AND MONITORING OFFICER

AGENDA ITEM: 5

MEMBER ICT PROJECT

Reason for this Report

1. To report on the closure of the Members ICT Project 2014/15.

Background

2. The Council's Corporate Plan 2013-17 included the commitment to look at "new ways of delivering services" and using technology to become a "paperless council", which would generate savings on paper and printing costs.
3. As a consequence the Council agreed the Democratic Services Committee's recommendations in 2013 for the provision of ICT mobile device equipment for all Members following a Member Survey and noting the proposed savings this would provide.
4. A Project was set up to start in September 2013. However, it was suspended following a ruling from the UK Cabinet Office which regulates ICT security across the UK public sector. The Council is accredited to connect to the national Public Sector Network (PSN). This network joins a variety of public sector and national government agencies together, enabling data to be shared securely. The UK Cabinet Office has a new 'Zero Tolerance' policy for Public Sector Network (PSN) connectivity in relation to mobile devices.
5. The Project was further delayed in April 2013 by technical problems regarding the non-compatibility of the Tablet device with the encryption software issued by the Council and an unrelated issue regarding the use of USB devices and the compatibility of the Council's security/protection system 'safe-end'.
6. The delay allowed more time to improve the devices enabling the Tablet to access the Council's network whilst on the move. Initially the Tablet would only have worked on Council premises or at Member's homes. Now they work wherever you can get a mobile signal or access wireless securely.

7. The Project was launched on Tuesday 24 June 2014 at special event partially funded by the WLGA and hosted by Public I. A Member ICT Information pack was also developed to support the Project.
8. The launch in June provided Members with an overview of digital engagement and the different ways in which they can connect with the public and local communities. The session was designed to support members:
 - understand the aims of the Networked Councillor Project, and how it fits with the Council's aim of becoming a paper-light council;
 - understand the key public engagement priorities for Cardiff Council in relation to the "One Council" approach
 - have an understanding of the different ways in which to engage the public and local communities
 - have confidence that it is possible to actively manage a digital presence and set boundaries, even if the skills to do so have not yet been developed.
9. The project launch was further supported by a well-attended (16 Members) session on Social media co-hosted by Councillor David Harrington (Cabinet Member for Stockton-on-Tees Borough Council and LGiU Online Councillor of the Year 2013) and Paul Stockton (Chair of City of Cardiff Council's Standards & Ethics Committee). A new member handbook for working on social media was agreed as a result of the session which is also attached for information at Appendix A.

Project Achievements

- 11 The project has outperformed its original target to equip up to 35 members. 55 Tablets have been purchased and 46 members are now participating in the Project. 28 Councillors have decided to retain their existing equipment for the time being.
- 12 The project has also proved an opportunity to cut back on council funded landline and broadband accounts recognising that most councillors now make use of mobile phones in their ward work and have private broadband accounts that can be used for council access. 30 Councillors have now agreed to cease their Council funded Broadband to make use of their existing private Broadband arrangements at home with just 14 councillors now using this facility and 44 councillors retaining a landline telephone. This will ensure the project delivers the savings set out in the business case.

Legal Implications

11. The relevant requirements of the Local Government (Wales) Measure 2011 are referred to in the body of this report. There are no other direct legal implications arising from the content of this report.

Financial Implications

12. The updated business case indicates a potential saving of £61,000 over a three year period. The cost of the new equipment has been capitalised in the current year. As set out in the Budget report, this has been undertaken as an invest to save scheme with the initial cost of the equipment and other facilities being financed from reductions in the cost of printing and other associated revenue budgets.

Recommendations

1. the Committee notes that the Members ICT Project was closed on the 30th November 2014, and thanks all the officers concerned with its successful implementation;
2. Members note and promote the Social Media Handbook attached

**MARIE ROSENTHAL
COUNTY CLERK AND MONITORING OFFICER
DEMOCRATIC SERVICES**

The following Appendices are attached:

Appendix A: Social Media handbook

Cardiff Council

Social Media Guidance for Councillors (v1.7) July 2014

Section 1 – Introduction

Section 2 – Social Media – an Introduction

Section 3 – How to avoid trouble when using Social Media

Section 4 – Social Media issues that are specific to Councillors

Section 5 – References to other relevant Council Policies, Acknowledgements and Further Materials

Section 1

Introduction – Why Social Media is Important

People are now turning first to the web to find everything from information and entertainment to shopping and making connections with friends and colleagues. People expect to be able to comment and contribute on everything; from online versions of newspapers to items they purchase from retailers.

Residents will increasingly expect that local government will be able to provide its services online, with the same level of interactivity that they find everywhere else. It wasn't that long ago that email was a novel way to contact your councillor and council. Already many councillors and councils are interacting with the people they represent online through social media, and it won't be long before this is common expectation.¹

However, there are challenges that may discourage councillors and the Council from engaging in social media use. For example, inappropriate use (which may occur inadvertently) can cause significant damage to a councillor's (or even the Council's) reputation and can lead to legal claims. In addition the technology involved is changing at a fast pace. This can mean that it is hard to keep up and maintain useful interaction with residents.

The problem for councils though, is that not engaging now represents a far greater risk than engaging. Citizens will still use these networks to talk about us, whether we add our voice to the conversation or not. The national infrastructures being built to improve government and public services will still exist, and councils will be expected to engage with them. Citizens will expect their council to engage with them on their terms, via their channels, and to be openly available online. In fact, it is becoming increasingly clear that if councils don't use these tools, the citizens will do it for them, and bypass the council entirely.²

In response to these new opportunities and challenges this handbook is intended to:

- Introduce various forms of social media;
- Set down rules governing the basic use of social media by councillors;
- Highlight sections of the Members' Code of Conduct that relate to the use of social media; and
- Provide guidance in relation to the use of social media by councillors and to highlight some of the pitfalls to be aware of.

The Members' Code of Conduct

It is vital to remember that Members must follow the Code of Conduct at all times. This includes your online activities – there are many aspects of the Members' Code of Conduct that will apply to your online activities in the same way it does to your offline life.

¹ Extracted from 'Connected Councillors – A guide to using social media to support local leadership' LGA

² Extracted from 'Local by Social – how Local Authorities can use social media to achieve more for less' I&DeA

Why should and how can Social Media be used?

The Home Office has produced a guide on the use of social media and highlights the following uses and benefits of social media:³

Communicate with citizens where they are

Many of Cardiff's citizens are already on social media, and expect to find you there too. Over 50% of the UK population are now using Facebook. For many, it's already the place to go for debate, information and to find contact information.

However, the use of social media is not simply a numbers game. The quality of interaction and audience demographics should influence your choice of how and when to use social media. It's also important to know who is using different channels so you can better target your audience.

It's also important to remember that despite the growth of social media, many citizens are not on social media and likely never will be, so traditional methods of communication should not be abandoned.

Consult and engage

Social media can be a great way to disseminate or gather information to many people quickly and cheaply. This could include asking questions to crowd-source views, but also something as simple as raising awareness of roundtables and consultation events.

Social media can be used to have discussions with service users or the people whose behaviour you want to change. Social media is one of the few ways you can directly and instantly receive feedback on your policies and decisions

Increase the impact of your communications

Most social media users will testify to the fact that you will get far greater traction with your audience if you add a social media layer to your communications - whether in an emergency, for one-off or more regular events.

Buzz generated around communications on Twitter can very quickly escalate. Stories and discussions start on Twitter but are quickly picked up, firstly by amateur bloggers, then by professional bloggers, then via news websites and often make it on to the front pages of newspapers 12 to 24 hours later. You have a real chance to either reinforce or prevent those front-page headlines with the effective use of social media.

Also, communicating one-to-many, directly, quickly and cheaply, rather than repeatedly one-to-one, is one of the major opportunities that social media offers.

³ Based on extracts from 'Social Media Guidance for Civil Servants' Home Office

Be more transparent and accountable

Explaining what councils and councillors do (and why and how they do it) is already embedded in our culture through the use of public meetings, consultations and the publication of information online and in hard copy. Social media can add a further level of transparency and accountability to the public.

It allows citizens to input into decisions, to question them and for replies to be broadcast to many instead of one-to-one. So you can hear directly from those affected by your decisions – the positive and the negative – and explain and/or defend decisions.

Be part of the conversation

Most commentators will agree that there is more value to be gained from engaging in the social media conversation than not - whether you are aiming for better service delivery or behaviour change. Being present in the conversation means engaging and a core part of any good conversation is listening.

If you are not aware of rumours circulating within a particular citizen group who use a particular service regularly, you cannot address that rumour. But if you are, you can respond there quickly and easily.

To bring people together

Using social media can be a great way to connect with individuals and organisations who want the same things as you do. Social media is a quick, easy and effective way to network. Bringing together like minded people can have a multitude of benefits and have a real impact on the quality of services offered by the Council.

Section 2

Social Media – an Introduction

Social media describes a range of online services that provide easy ways to create and publish on the internet. People generally use the term to describe how content (i.e. text, video and pictures) can be shared and discussed online.

It is transforming the way that business is done and how individuals interact with each other. It is providing a voice for those who might otherwise struggle to get a platform. As a result social media will change the way that councillors and councils interact with local people.

A lot of the language used can initially seem like impenetrable jargon. However, the important thing to remember about social media is that it's social. It's about communication. It's about putting the transformative power of the printing press into the hands of the people. Just as the ability to publish political pamphlets and talk about them in public was the foundation of our democracy, social media will have just as big an effect on the way we govern and do business.

Now anyone can publish and share their views, and more importantly can engage in conversation with others about those views, with just a few clicks of a mouse. It's the political leaflet and public meeting all rolled into one.⁴

Types of Social Media

It's impossible to list all the types of social media, but the following is a very brief summary of the main popular social media platforms commonly used at the moment:

- Facebook – this is a service mainly used for telling people what you like and what you've done.
- Twitter – for telling people what your doing or thinking – right now!
- Instagram and Flickr – both for showing people your pictures.
- Foursquare – for telling people where you are.
- You Tube – for showing people your videos.
- Linked In – for work networking.

⁴ Based on material in 'Connected Councillors – A guide to using social media to support local leadership' by the Local Government Association.

Section 3

Staying out of trouble on Social Media⁵

Any form of communication is rife with the possibility of misunderstandings. But Social media is especially vulnerable to this risk. For example, it's very difficult to convey irony in the 140 characters of a Twitter post. So a comment that would be seen as harmlessly humorous in normal conversation could be seen as seriously offensive on Twitter.

The serious legal considerations and guidelines regarding them are at the end of this section and you should read and make sure you understand these. However, the following is intended to be a more practical guide to ensuring you stay on the straight and narrow when using social media. As a general rule, all of the below will seem like common sense – and a lot of it is.

Don't rush in!

The problems that arise from social media often stem from users forgetting two key characteristics of social media:

1. What you are saying is **permanently published, to the world** – once you say something online, it's nearly impossible to take it back. Before you know it, the off-hand comment you made when you were angry could have gone global. As it's attributed to you, your name (and that of the Council or your political party) could be forever tarnished.
2. You're just using text or pictures and people reading or viewing them may not be aware of the background to the issue you're discussing. Because of this **posts can easily be misinterpreted or taken out of context**. Yes, social media is interactive, but not in the same way as a face to face conversation. Therefore, an ambiguous comment may have already done its damage before you realise it and get the chance to explain what you really meant.

Be secure

Officers of the Council and councillors, just like anyone else, should be careful about internet security. If you lose control of a social media account to a hacker, you could suddenly find all sorts of inappropriate comments being published to the world in your name.

Use secure passwords (generally over eight characters long and using a mix of letters, numbers and symbols) and never share your password with anyone. If you are using shared IT equipment, don't store your password on the computer.

⁵ This section adapts and adds to principles from the LGA publication "Connected Councillors – a guide to using social media to support local leadership".

Allow disagreement but don't get into arguments

As you begin to use social media, you'll find that there are some argumentative users out there. You need to be aware that getting into an online argument rarely results in either party looking good.

Some comments may be out of line, but on the other hand deleting the comments of people who disagree with you will often backfire. You can't stop them from posting the same comment elsewhere, and then linking back to your site and saying you are "gagging" those who disagree with you. It's best not to get bogged down. You don't have to respond to everything – it's OK to ignore comments if necessary.

It's also worth bearing in mind that people will have a lot more confidence to say things behind the protection of their keyboard than they would in a face-to-face conversation. So you'll probably need to have an even thicker skin than usual.

Moderate your account

You will need to take note of the comments that other people make. It may be a fine line to tread, but if you allow offensive or disrespectful comments to stand then it can put off other members of the community. The easiest way to handle this is to "moderate" comments.

The process of moderation involves identifying, deleting or reporting comments or content that is inappropriate. If you do so, it's best to clearly set out somewhere on your account the reasons why comments may be rejected.

A couple of sample Moderation Policies can be found here:

The BBC's very detailed Moderation Policy -
<http://news.bbc.co.uk/1/hi/help/4176520.stm>

Welsh Government's shorter Moderation Policy –
<http://wales.gov.uk/topics/tourism/workingtourismindl1/socialmediause/?lang=en>

For Facebook or other social networks, including multi-media sites like YouTube and Flickr where people can post public or semi-public messages to your profile, you will need to regularly check on messages or, far less preferably, disable message posting. It is worth noting that you cannot moderate Twitter as such but you can 'block people' who are posting inappropriate comments or report them to Twitter.

Think about who you contact and engage with

Some of the terminology in social media, like 'friending' can imply an intimacy or support that's not really there. Both terms just mean you have linked your account to someone else so you can share information.

Savvy internet users are used to this, but some people may find it obtrusive if their council or councillor begins following them online. It's probably best to let other people initiate online contact with you, and then to respond rather than actively trying to "friend" or otherwise make contact with residents.

Most social media platforms restrict or limit use by minors, however these rules are hard to monitor and are therefore often breached. You should be very careful about contacting, 'liking', or 'friending' those who are or appear to be under the age of 18. If you have any doubt at all about whether it's appropriate to engage in any sort of online contact with a minor, it's probably best to err on the side of caution.

Equally, you should be aware that creating a social media account rarely involves any checks on identity. Therefore, people may not always be who they say they are.

Beware the irony

Very few writers are able to communicate sarcasm or irony well through short online messages. It's probably best to assume that you're among the vast majority who can't.

Own up

Social media is great at transparency. The best users admit mistakes rather than try to cover them up (which isn't normally possible anyway).

Amending your text and acknowledging your mistake – perhaps by putting a line through the offending words and inserting a correction or providing an update section at the bottom of a post – shows you are not pretending it didn't happen, and is much better than just deleting it when dealing with online misfires.

Legal considerations⁶

This section does not purport to be a complete assessment of all the legal pitfalls that may catch out a social media user, but it highlights some of the main concerns. If you have any questions or concerns in relation to a particular issue please contact the Council's legal services team.

It's worth remembering that most of these pitfalls can be avoided if you make sure that everything you say online is objective, balanced, informative and accurate.

Libel

If you publish an untrue statement about a person which is damaging to their reputation they may take a libel action. This will also apply if you allow someone else to publish something libellous on your website if you know about it and don't take prompt action to remove it.

A successful libel claim may result in an award of damages.

Copyright

Placing images or text on your site from a copyrighted source (for example extracts from publications or photos) without first seeking proper permission is likely to breach

⁶ This section is adapted from CivicSurf's Legal Guidance for Councillor Blogs. Included here under Creative Commons attribution, non-commercial license.

copyright. Avoid publishing anything you are unsure about, or seek permission in advance.

Breach of copyright may result in an award of damages.

Data Protection and Confidentiality

Avoid publishing the personal data of individuals unless you have their express written permission.

In addition, some information that you receive in your role as a councillor will be confidential. Obviously, this sort of material should not be published online.

Further guidance can be sought from the Council's Improvement & Information Management Team or Monitoring Officer.

Obscene or offensive material

It goes without saying that you should avoid publishing anything that people would consider obscene or offensive. Publication of obscene material (and some types of offensive material) is a criminal offence.

The Council's use of Social Media

Material published by the Council itself is, for obvious reasons, restricted in terms of content. It must not:

- contain party political material;
- persuade the public to a particular political view;
- promote the personal image of a particular councillor or party; or
- promote an individual councillor's proposals, decisions or recommendations, or personalise issues.

In addition, the Council should not assist (such as by re-tweeting) in the publication of any material that does any of the above.

What does the Council consider to be inappropriate or offensive?

The Council will not tolerate inappropriate or offensive use of social media and will take action against anyone found to have made any such comments. For councillors, this could result in comments being reported to the Standards & Ethics Committee or the Public Services Ombudsman for Wales.

It's impossible to write a list of everything that could be seen as inappropriate or offensive. Below is a list of examples of the type of comment or material that might fall into this category, but you should be aware that this is not an exhaustive list.

You should not use social media in a way that:

- is illegal;
- breaches confidentiality, for example by:
 - revealing confidential or commercially sensitive information belonging to the Council;
 - giving away personal or confidential information about an individual (such as a fellow councillor, officer or a service user) or organisation (such as a service provider or partner authority); or
 - improperly discussing the Council's internal workings (such as agreements that it is reaching or its future plans that have not been communicated to the public) or;
- does anything that could be reasonably considered insulting, threatening, discriminatory against, or bullying or harassment of, any individual, for example by:
 - making offensive or derogatory comments (in particular in relation to any of the Protected Characteristics contained in the Equality Act 2010, being: age, disability, gender reassignment, marriage or civil partnership, pregnancy, race, religion or belief, gender or sexual orientation);;
 - using social media to bully another individual (such as an officer or service user of the Council); or
 - posting images or comments that are offensive, obscene or links to such content or;
- brings the Council into disrepute, for example by:
 - making defamatory comments about the Council, officers, individuals, organisations or groups;
 - promotes illegal activity or is intended to deceive; or
- breaches copyright, for example by:
 - using someone else's images or written content without permission; or
 - failing to give acknowledgement where permission has been given to reproduce something.

If you have any doubt at all about whether content is appropriate, it probably isn't. If you are still in any doubt, you should contact the Council's Monitoring Officer before posting.

Section 4

Social Media Issues that are Specific to Councillors

As you get started in social media and build your online profile, there are a few things to bear in mind. While there is no additional legal or ethical burden around using social media, the usual rules still apply and you need to think about them in this new context.

In the main, councillors have the same legal duties online as anyone else, but failures to comply with the law may have more serious consequences. There are some additional duties around using social media websites for electoral campaigning and extra care needs to be taken when writing on planning, licensing and other regulatory matters.

Use of social media by members of planning, licensing or other regulatory committees is not permitted during the course of such meetings.

This section looks at some issues that are particularly relevant to the life and work of a councillor and builds on the principles set out in Section 3.

Bias and pre-determination

If you are involved in determining planning or licensing applications or other quasi-judicial decisions, avoid publishing anything online that might suggest you don't have an open mind about a matter you may be involved in determining.

If not, the decision runs the risk of being invalid.

Interaction with Councillors by the Council Online

Whilst it is important to remember the principles set out in this guide in relation to the Council itself not promoting political views, the Council must acknowledge that social media channels are now used for communication and finding information by many residents. Therefore, Council materials may make reference to the social media accounts of councillors as a means of contacting that councillor.

Electoral periods

The Electoral Commission requires that candidates provide a return of expenditure on any form of advertising or campaign literature and that includes web advertising. And there are additional requirements, such as imprint standards for materials which can be downloaded from a website. Full guidance for candidates can be found at www.electoralcommission.org.uk. In particular you should also read the useful guidance that can be found here: www.electoralcommission.org.uk/guidance/those-we-regulate/candidates-and-agents

The Members' Code of Conduct⁷

Aspects of the Members' Code of Conduct will apply to your online activity in the same way it does to other written or verbal communication you undertake.

⁷ This section is adapted from CivicSurf's Legal Guidance for Councillor Blogs. Included here under Creative Commons attribution, non-commercial license.

The nature of a councillor's hours and work on local issues may mean that the line between work life and home life is not always clear. Councillors can have 'blurred identities'. This means you may have a social media account where you comment both as a councillor and as an individual. For example, a Facebook account where you've posted about a great night out (personal) and another time explained the Council position on pothole repair (councillor). It may be clear in your mind when you are posting in a private capacity or as a councillor, but it could be less clear to others.

Whilst there are a number of factors that will come into play which are more a question of judgment than a hard and fast line, it is worth assuming that any online activity can be linked to your official role. This is because the judgment of whether you are perceived to be acting as a councillor will most likely be taken by someone else. Unless you've gone to significant effort to keep an online persona completely separate from your councillor identity, you are unlikely to be able to claim that you were acting in a completely private capacity.

As a result the Council's Standards and Ethics Committee strongly recommends that councillors separate their social media use. **The Committee recommends using separate social media accounts for council and private business.** Whilst this will not always protect comments that you intended to be "private", it will help to keep your identities separate; and reduce the risk of a comment you intended to be private as being viewed as having been made in a public capacity.

Such blurred identities might also have implications where your views are taken as those of your organisation or political party, rather than your personal opinion. There is a need therefore to get your position on social media accounts/profiles clear so that it cannot be misinterpreted that you are acting as the corporate voice for the Council. Indeed, there is an important difference between communicating on behalf of the Council, or as a councillor or as a private citizen and the former will be held to a higher standard than the latter.

With this latter point in mind, you need to be aware that how you use your online identity will also determine how online content will be treated in respect of the Members' Code of Conduct. Councillors are expected to communicate politically. The key, however, to whether your online activity is subject to the Code of Conduct is whether you are giving the impression that you are acting as a councillor. And that stands whether you are in fact acting in an official capacity or simply giving the impression that you are doing so.

As has already been mentioned, aspects of the Members' Code of Conduct will apply to your online activity in the same way it does to other written or verbal communication you undertake. Members should comply with the general principles of the Code in what they publish and what they allow others to publish.

You will need to be particularly aware of the following sections of the Code:

- Treat others with respect. Avoid personal attacks and disrespectful, rude or offensive comments.
- Comply with equality laws.

- Refrain from publishing anything you have received in confidence.
- Ensure you don't bring the Council, or your councillor role, into disrepute.

If you have any doubt about any online issues, please contact the Monitoring Officer.

“Although these warnings may seem stark, they shouldn't put you off engaging online. Use your common sense. The things that can get you in hot water anywhere else are the same things to avoid in social media. Most councillors who are using social media engage with citizens in entirely constructive and often colourful fashions without ever engaging the Code of Conduct or running foul of the law”⁸

⁸ Connected Councillors, Social Media Handbook.

Section 5

References to other relevant Council Policies, Acknowledgements and Further Materials

Further Reading Materials

You may also wish to look at:

- Connected Councillors – A guide to using social media to support local leadership' Local Government Association
- Local by Social – how Local Authorities can use social media to achieve more for less' Improvement and Development Agency
- CivicSurf's website: www.civicsurf.org.uk
- The Local Government Associations webpages on Social Media: <http://www.local.gov.uk/socialmedia>

Other Council Policies

These Council's IT policies are also relevant: They can be found here: http://cmsweb/cardiff/content.asp?nav=3011%2C4058%2C4062%2C4069&parent_directory_id=3094

Acknowledgements

Material in this Policy has been based on and/or reproduced with thanks from the following publications:

- Connected Councillors – A guide to using social media to support local leadership' Local Government Association
- Local by Social – how Local Authorities can use social media to achieve more for less' Improvement and Development Agency
- CivicSurf's Legal Guidance for Councillor Blogs. Included here under Creative Commons attribution, non-commercial license
- Social media policies in use by other Local Authorities including Cheshire East, Lincolnshire and Devon
- Social Media Guidance for Civil Servants. Published by the Cabinet and Home Offices and reproduced under the terms of the Open Government Licence

DEMOCRATIC SERVICES COMMITTEE: 17th December 2014

REPORT OF THE COUNTY CLERK AND MONITORING OFFICER

AGENDA ITEM: 6

MEMBER DEVELOPMENT PROGRAMME 2014/15 and 2015/16

Reason for this Report

1. To update the Committee on the delivery of the Member Development Strategy and updated Member Development Programme for 2014/15 and to agree an approach for 2015/16

Background

2. Following an all Member survey in January 2014, the Democratic Services Committee, on 5 February 2014, established a Task and Finish Group with a remit to develop and deliver a Member Development Strategy. At its meeting on 2 April, the Committee agreed the Group's proposed Strategy. This Strategy provides a framework for ensuring Members are provided with a full range of development opportunities to enable them to effectively carry out their many roles as Community Leaders and representatives of the Council.
3. The updated Programme for the remainder of 2014/15 is attached for approval at Appendix A.
4. Members are also asked to consider the draft proposals WLGA have recently published in relation to Continuing Professional Development for Councillors in fulfilling their various roles as elected representatives. This is attached at Appendix B

Current Issues

5. The Welsh Audit office Corporate Assessment report in September 2014 found that "some processes intended to ensure good governance have not been implemented and decision making processes are inefficient and lack transparency". The Assessment also found that agenda management at committees was poor with too many items for the time available, some reports being presented to different committees and too many reports for information only".

6. In response to this all Committees have been encourage to review their terms of reference and to agree work plans designed to ensure prompt and relevant decision making with manageable agendas. We have also arranged a session on chairing skills for all Committee Chairs to take place in March.
7. This seminar will be essential for all Cardiff Elected and Independent Members who Chair meetings in responding to the WAO findings. It will also be ideal for those who need to develop their skills – either as Chair or as a participant of formal and informal meetings. The session will help delegates understand the factors that go to make an effective meeting, including: preparation; questioning; listening; summarising skills. In the very challenging and difficult times facing the Council, particular attention will be paid to the strategies that can be used to resolve tense situations and potential conflict at meetings.
8. We have also held a comprehensive session for all Members on Good Governance earlier this month dealing with further training on the Constitution, Access to Information and an Update on the Member Code of Conduct.
9. This Session also introduced the key projects and initiatives we are working on with this Committee and others to respond to the Corporate Assessment and to ensure that:
 - The Council and its Committees are valued as the key democratic institutions for Cardiff making accountable, robust and inclusive decisions about public services for the city and city region and representing the diverse views of the electorate, it will be seen both in Wales and the UK as a model of good practice and innovation, and it will cost less money
 - Cardiff Councillors will have the information, advice, support and technology they need to be effective in their work and to engage closely with their constituents.
 - Democratic Services will have earned the respect of all Councillors and of the public for our independence, integrity and professionalism and for our commitment to make the council work even more effectively. We will be seen as modern, efficient and responsive.
10. As discussed at the last meeting of this Committee, we have been developing a session for members on Understanding and Challenging Performance which will be presented in January.
11. The Member survey carried out in February 2014 highlighted the achievement of a work life balance as a skill members wished to address and a seminar has been developed with the Council's' Health and safety Team to do this.
12. The Survey also identified an interest in developing further skills for effectively handling the media, communicating with media tools and

effectively using IT. We have arranged a session with Tim Gordon , the new Head of Communications to do this in January.

13. Members have also requested training in relation to the forthcoming budget and council tax setting alongside practical knowledge and skills to support local communities through this period of change.
14. The recent Estyn Monitoring Report has highlighted the important role of the Children and Young Persons Scrutiny Committee. We have now agreed to develop and deliver a formal programme of training to be delivered, alongside the Member Development Programme covering Education performance, analysis, and assessment, for the Scrutiny Committee Members.

Legal Implications

15. The relevant requirements of the Local Government (Wales) Measure 2011 are referred to in the body of this report. There are no other direct legal implications arising from the content of this report.

Financial Implications

16. There are no direct financial implications arising from this report with any costs associated with development and support being met from existing resources.

Recommendations

1. It is recommended that the Committee considers and agrees the proposed schedule of Member Development for the remainder of the year.
2. It is recommended that the Committee's Task and Finish group arrange to meet in the New Year to review proposals WLGA have recently published in relation to Continuing Professional Development for Councillors in fulfilling their various roles as elected representatives with a view to designing a Member Development Programme for 2015/16.

MARIE ROSENTHAL
COUNTY CLERK AND MONITORING OFFICER

The following Appendices are attached:

Appendix A: Programme of Training 2014/15

Appendix B: WLGA Continuing Professional Development for Councillors

Democratic Services - Supporting Elected Members

Gwasanaethau Democraataidd - Cefnogi Aelodau Etholedig



MEMBER DEVELOPMENT PROGRAMME 2014-15 – PUBLISHED DOCUMENT

APRIL 2014	Event	Speaker	Invitees
Monday 7 April 17:00 – 18:00 Committee Room 2, County Hall	"Emotional Abuse" – Children's Services briefing	Social Care Training Unit in partnership with Operational Managers and Social Work Practitioners	All Members (5 Attended)
Wednesday 16 April 17:00 – 19:00 Technology Suite, Courtyard, County Hall	Staying Out of Trouble on Social media	Paul Stockton (Chair of Standards & Ethics Committee) and David Harrington (Cabinet Member for Stockton-on-Tees and "LGiU Online Councillor of the Year 2013")	All Members (17 Attended)
MAY 2014			
Monday 12 May 17:00 – 18:00 Committee Room 3	"Assessing Children and Families" – Children's Services briefing	Social Care Training Unit in partnership with Operational Managers and Social Work Practitioners	All Members (1 Attended)
18:00 – 19:00	"Family Support and Intervention" – Children's Services briefing		

Democratic Services - Supporting Elected Members

Gwasanaethau Democraataidd - Cefnogi Aelodau Etholedig



JUNE 2014	Event	Speaker	Invitees
Monday 2 June 18:00 – 19:00 Committee Room 1, County Hall	"Improving Outcomes for Looked After Children" – Childrens' Services Briefing "Domestic abuse and honour based violence" – Children's Services briefing Launch of the Networked Councillor Project (part 1 of a series of 2)	Social Care Training Unit in partnership with Operational Managers and Social Work Practitioners	All Members
Tuesday 24 June 12:30 – 15:30 Technology Suite, Courtyard Building, County Hall	Networked Councillor Project (part 2 of a series of 2)	Public-i, ICT officers, County Clerk & Monitoring Officer	All Members
JULY 2014			
Monday 14 July Technology Suite, Courtyard, County Hall	Networked Councillor Project (part 2 of a series of 2)	Public-i, ICT officers, County Clerk & Monitoring Officer	All Members
AUGUST 2014			
SUMMER RECESS			
SEPTEMBER 2014			
Tuesday 30 September Committee Room 3 County Hall All-day event	Licensing Hearings: Everything You Wanted To Know But Were Afraid To Ask	Institute of Licensing	Committee Members Only

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



OCTOBER 2014	Event	Speaker	Invitees
Monday 27 October Council Chamber City Hall 16:00 – 18:00	Public Speaking Skills This seminar will empower delegates with professional techniques to feel at ease and confident speaking in any public forum, including those which are webcast.	John Evans	All Members
NOVEMBER 2014	Event	Speaker	Invitees
Friday 7 November 09:30 – 12.30 Room D, City Hall	Community Development Workshop (Morning Session) The session will cover a number of themes including asset transfers, co-production, funding, volunteering and setting up community organisations. There will also be an opportunity to discuss case studies of good practice and to learn from what has worked well and what barriers have needed to be overcome.	Mel Witherden	All Members
Wednesday 12 November 18:00 – 20:00 Committee Room 3 County Hall	Community Development Workshop (Evening Session)	Mel Witherden	All Members

Democratic Services - Supporting Elected Members

Gwasanaethau Democritaidd - Cefnogi Aelodau Etholedig



NOVEMBER 2014	Event	Speaker	Invitees
Tuesday 18 November 17:00 – 19:30 Committee Room 1	Cardiff Resilient Communities	Emergency Management	Cabinet Member for Environment; Chair of Environment; Ward Members of Penylan, Riverside & Llandaff North.
Friday 21 November 09.30 – 11.00am Committee Room 3	Budget Briefing (Session 1) The session will provide Members with the latest information on the Settlement for 2015/16, the Budget process up to the Budget Council in February 2015; and details of the Draft Budget proposals for consultation. If you wish to attend please can you reply to Democraticservices@cardiff.gov.uk or call Democratic Services on 2087 2020.	The session will be facilitated by the Cabinet Member, Corporate Services and Performance, the Chief Executive and Corporate Director, Resources and Section 151 Officer or Marcia Sinfield, Projects & Technical Accountancy Manager.	All Members
Tuesday 25 November 18.00 – 20.00 Committee Room 4	Budget Briefing (Session 2)		All Members
Wednesday 26 November 14.00 – 15.30 Committee Room 4	Budget Briefing (Session 3)		All Members

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



NOVEMBER 2014	Event	Speaker	Invitees
Thursday 27 November 15.15 – 16.15 Ferrier Hall City Hall	HRA Reform - Self Financing in Wales	Sarah Magill, Director of Communities & Housing and Marcia Sinfield, Projects & Technical Accountancy Manager	All Members
DECEMBER 2014	Event	Speaker	Invitees
Monday 8 December 16:00 – 18:00 Committee Room 1 County Hall	Good Governance Member Seminar The session will update Members on the Improving Governance Plan, including an update on the Member Code of Conduct, following a recent high court case reviewing the code in Wales; the Modern.gov system we plan to launch in the new year; and details of the Improving Scrutiny Project; rules on Member Access to information and Data Protection.	County Clerk & Monitoring Officer	All Members
Thursday 18 December Session 1: 13.00 – 14.00 Session 2: 18.00 – 19.00 Committee Room 3	'Cyd Cymru – Wales Together' Member Seminar on Collective Energy Switching	Liz Lambert Sustainable Development Group Leader	All Members

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



JANUARY 2015	Event	Speaker	Invitees
Monday 5 January 2015 16.30 – 18.30 Committee Room 2 County Hall	Public Engagement at Meetings A session designed to help Members attending January's Scrutiny Committee meetings to help prepare Members to make best use of the opportunity provided by public feedback on the budget proposals. It will also provide helpful hints on how to secure useable and practical evidence from external witnesses.	Mandy Williams of Participation Cymru	Scrutiny Members Open to All Members
Monday 12 January 16:00 – 18:00 Committee Room 2 County Hall	Media Training A practical session to equip Councillors with techniques for dealing with the media, who the media are in Cardiff and the structure of media interviews.	Tim Gordon	All Members
Thursday 15 January 2015 Session 1 – 14.00 – 16.00 Session 2 – 17.00 – 19.00 Committee Room 3 County Hall	Questioning Skills for Scrutiny An interactive session to help Members employ good questioning skills at February's Budget Scrutiny meetings. It will also provide tips on how Members can work together to develop and conclude lines of inquiry to inform Scrutiny recommendations.	Sarah Titcombe of Welsh Local Government Association	Scrutiny Members Open to All Members

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



Monday 19 January 17:00 – 19:00 Committee Room 1 County Hall	Housing Allocation Scheme Member Seminar on proposed changes	Jane Thomas	All Members
Thursday 22 January 2015 16.30 – 18.30 Committee Room 4 County Hall	Scrutinising Risk To develop Members knowledge in analysing risk; including general risk assessments and equality impact assessments	Derek King, Audit & Risk Manager & Equality Team	Scrutiny Members Open to All Members
Monday 26 January 2015 Session 1 – 16.00 – 17.30 Session 2 – 18.00 – 19.30 Committee Room tba County Hall	Understanding and Challenging Performance Management. This workshop will provide an introduction to Cardiff Performance Management Framework and targeting improvement; Best Practice and will explore the member role in supporting the improvement agenda for local authorities.	External Speaker to be confirmed Vivienne Pearson	All Members
FEBRUARY 2015	Event	Speaker	Invitees
Monday 2 February 14:00 – 16:00 Committee Room 1 County Hall	Budget Briefing TBC	Christine Salter, Marcia Sinfield	All Members

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



MARCH 2015	Event	Speaker	Invitee
Monday 2 March 14:00 – 16:00 Committee Room County Hall	Being a more effective Councillor Being an elected Member can be tough: the public profile, credibility and expectations placed upon elected members are numerous, requiring the maintenance of high levels of energy and performance. Carrying out multiple roles and working with a variety of people and managing a variety of different roles and situations (not to mention getting the 'work – life balance' right) requires resilience. Personal resilience is about maintaining a sense of wellbeing, being mentally strong, effectively meeting different demands and performing at one's best on behalf of individuals, communities as well as being an effective leader. This is a very practical session that will provide each participant with methods and helpful ideas to manage the pressures they face and enable them to be able to maximise the positive aspects of being an elected member.		

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



Wednesday 25 March 16:00 – 18:00 Committee Room 1 County Hall	Chairing Skills This seminar is essential for elected members who chair meetings. It is ideal for those who need to develop their skills – either as chair or as a participant of formal and informal meetings. The session will help delegates understand the factors that go to make an effective meeting, including: preparation; questioning; listening; summarising skills; and the importance of body language. In the very challenging and difficult times for local councils and Councillors, particular attention will be paid to the strategies that can be used to resolve tense situations and potential conflict at meetings	TBC	All Members
---	---	-----	-------------

Democratic Services - Supporting Elected Members

Gwasanaethau Democrataidd - Cefnogi Aelodau Etholedig



MANDATORY OR DEVELOPMENT SESSIONS TO BE ARRANGED			
Session	CONTENT	DATE	PRIORITY
Data Protection Registration & Awareness Session	To ensure Members are fully briefed and aware of their responsibilities for Data Protection	Early 2015	Mandatory
Making Every Contact Count	<p>Making Every Contact training will help you to practice the key skills and competencies required for Making Every Contact Count. You will also increase knowledge of sources of further help.</p> <p>Make Every Contact Count (MECC) session involves equipping Members with the tools to use every opportunity to deliver brief advice to improve the health and wellbeing of citizens; about asking the right questions, delivering brief advice and signposting to relevant health enhancing information and services.</p>	Early 2015	General Policy related
Members Enquiry System Update	Refresh for Members on the Members Self Service Enquiry Service and on Request for service matters	Early 2015	Information / update
Glamorgan Records Office Awareness Session	Awareness of the work of the Glamorgan Records Office		Information
Dementia Briefing	Awareness of Dementia and Dementia Champions programme	As soon as possible	Information
Motivational Speaker	Mr Robert Lloyd Griffiths to lead a session for Members	As soon as possible	Personal Development

WLGA Continuing Professional Development for Councillors 2014/15

Competency Framework

This competency framework describes the range of skills and knowledge required by members and a set of associated effective behaviours. It has been developed by the WLGA working with members and officers across Wales and is intended to be used by members when considering their need for professional development or reviewing their performance. It also provides a “curriculum” for authorities when developing local strategies for member development. The Framework includes a range of generic competencies required by all members and separate sections for specific roles on the council.

1. Fundamentals: A range of generic skills required by all members

Requirement	Knowledge and Skills	Effective Behaviours
Understanding of the role of councillor	The extent and limits of a councillor's individual responsibilities and powers and responsibilities in corporate governance. Also corporate responsibilities such as corporate parenting and safeguarding children and vulnerable adults.	Undertakes their role effectively in the council, the community and with partner agencies. Understands when it is and is not appropriate to act for the ward or in the interests of the area as a whole. Acts proactively to deliver outcomes within corporate responsibilities.
Understanding the role of the council	Understanding of the services delivered, both statutory and discretionary and the policies, procedures, plans and strategies which underpin them.	Is able to describe the work of the council to the public and where these responsibilities lie with other agencies such as community and town councils, voluntary sector or the Welsh Government. Contributes to the development of council plans and strategies and takes decisions in the light of these.
Balancing commitments	An understanding of time management principals including prioritisation and delegation	Maintains an effective work/life balance, managing the time available to concentrate on the issues with the most significant outcomes.
Information management	Understanding of the legal requirements of Data Protection and Freedom of Information legislation. Understanding and interpreting information and data. Ability to handle data in the format provided by the council	Receives information and data from a variety of sources and is able to store share and use it effectively and where possible electronically. Does not keep records about people without seeking their agreement. Responds promptly and appropriately to FOI requests.
Using ICT and social media	Skills in all 'Office' applications such as word processing, presentation and spreadsheets. And communication and social media applications including email, tweeting, blogging and personal website management.	Conducts all council business electronically Communicates with the community electronically and through social media where appropriate. Maintains an effective, positive and ethical online presence.

Meeting preparation and participation	<p>Understands standing orders, protocols and rules of debate.</p> <p>Skills in public speaking, debating, asking questions.</p>	<p>Prepares effectively for meetings by reading papers, analysing data, undertakes personal research and participates in any pre meetings.</p> <p>Contributes to positive meeting outcomes by seeking tangible decisions or actions.</p> <p>Effectively contributes to meetings making points clearly and succinctly</p> <p>Remains focussed on the business in hand</p> <p>Understands and applies meeting 'rules'</p> <p>Seeks guidance from officers and group leaders before meetings as appropriate.</p>
Working with the media	<p>Skills in building relationships with the media and being interviewed on TV radio and for the press.</p>	<p>Is a recognised source of credible information for the media. Speaks confidently, authoritatively and appropriately in interviews. Enhances the reputation of the council when appearing on screen or in print.</p>
Self promotion	<p>The ability to develop a profile in the community through local activities and effective communication and consultation.</p>	<p>Writes an annual report on achievements and activities.</p> <p>Is highly visible in the ward.</p> <p>Maintains a high standard in both personal reputation and that of the council.</p>
Working with officers	<p>Understanding and skills in acting as a corporate employer.</p> <p>Understanding of the appointments process and interviewing skills.</p> <p>Understanding the role of officers and the 'rules' they need to abide by.</p>	<p>Maintains professional relationships with officers, recognising appropriate boundaries.</p> <p>Acts as an effective member of an appointment panel applying sound HR and equality and diversity principles to secure the best candidate.</p>
Health and safety	<p>Understanding of Health and safety legislation in the work of the council.</p> <p>Understand how to assess risks and ensure personal safety and that of others.</p>	<p>Promotes and ensures the health and safety of everyone in the council.</p> <p>Ensures personal safety when working in the council and when in groups or alone in the community.</p>
Equalities and respect	<p>Understanding Equalities and Diversity law relating to the work of the council and the role of the councillor.</p> <p>Understanding of the need for and what constitutes respectful behaviour towards others</p>	<p>Applies appropriate equalities legislation and demonstrates equalities values in personal behaviour and council decisions.</p> <p>Treats everyone with respect at all times when acting as a councillor whether in the Council, community, or political group.</p>

Continuing and development	professional personal	Ability to identify personal development needs and to participate in development activities	Undertakes regular personal development reviews taking account of role descriptions and competency frameworks. Takes responsibility for developing personal skills and knowledge, attends learning and development activities seeking tangible outcomes.
Conduct		Understanding of the ethical framework governing the work of councillors, specifically the Code of Conduct. Understanding of the role of the monitoring officer. Personal skills in demonstrating respect for others regardless of sex, race, religion, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity .sexual orientation.	Abides by the code of conduct at all times. Always declares and defines interests. Seeks advice from the monitoring officer when appropriate. Treats others with respect in all settings. Demonstrates integrity. Values others. Listens. Stays calm in difficult situations
Financial capability		Understanding of the way councils and services are funded. Understanding and skills in budget setting. Personal financial capability. Understanding the impact of welfare reform and the austerity agenda.	Engages effectively in the budget setting process. Is prepared to take hard, evidence based decisions. Demonstrates skills in numeracy when interpreting data and asking questions.
Interpersonal skills		Self-awareness, and skills in self management, "good manners" emotional intelligence, listening. Negotiation and mediation skills.	Acts in a professional and respectful manner to all people and in all places.
Sustainable development		Understanding of issues that impact on future generations such as health and wellbeing, financial security and the environment.	Takes decisions based upon the needs of future generations as well as the current population.

2. Local Leadership. A range of skills required by all councillors in their role as community leaders

Working with the community	Knowledge of community groups and leaders. Understanding of community issues and concerns. Ability to seek the views of all relevant parties.	Understands the needs of the local community and secures action from the council on behalf of local people. Communicates with the community, individuals and the council to ensure engagement and understanding of all parties.
Consultation and engagement	Understands the different levels of engagement ranging from communication to co-production set out in the national principals of engagement for Wales. (see appendix)	Demonstrates positive outcomes as a result of effective engagement.
Voluntary sector	Understands the role and responsibilities of the voluntary sector in the area.	Builds effective relationships with the voluntary sector and communicates and works with them when appropriate
Local issues	Understands the issues of importance to people locally and throughout the council area. Knows which council plans will impact on local issues.	Works with the community and the council to find solutions to local problems. Secures funding for local initiatives.
Working with community and town councils	Understanding of the responsibilities of community councils and their forward work programmes.	Works with community councils to deliver outcomes for the community. Maintains positive relations and active communication with the community council and clerk.

3. Casework

Being accessible to the public	Understanding of and ability to arrange and publicise opportunities to discuss casework with the public.	Makes themselves available through the most appropriate means to connect with the greatest number of people. Uses surgeries, street surgeries, informal settings, home and social media as appropriate.
Managing casework	Ability to use case management techniques and software and communicate and monitor progress.	Promises only that which can be delivered. Keeps the people on who's behalf they are working informed of progress.

		Monitors progress of cases after they have been referred to officers or other agencies. Uses the established referral schemes within the council.
Signposting	Knowledge of sources of information and advice within and outside the council.	Makes links between members of the public and the appropriate source of help in the council.

4. Political environment

Party Policy	Awareness of values and manifestos both nationally and locally.	Effectively balances the requirements of people, party, group and council.
Liaison with National Government WG and NAFW	Understanding of the functions of WG and means of engagement.	Liaises with local MPs and AMs. Brings local issues to the attention of the WG when appropriate.
Group membership	Rules and constituency group structure and policies.	

5. Scrutiny

Understand the role and potential of scrutiny for driving improvement	Understanding of the characteristics of effective scrutiny (appended).	Contributes to the work programme. Acts in a non-political and non-parochial manner when reviewing policy or monitoring performance. Prioritises the areas of work where scrutiny can make a difference. Promotes the work of scrutiny within the council.
Policy development	Understanding of the area of service or council function for which the committee is responsible	Makes evidence based recommendations.
Performance monitoring	Ability to understand complex data, financial information, risk, reports from audit, inspection and regulatory bodies. and other information required for performance measurement.	Identifies and challenges poor performance based on evidence.
Meeting skills	Ability to prepare thoroughly for meetings. Ability to understand and	Listens actively and effectively Makes appropriate use of pre meetings to plan a questioning

	contribute to the questioning strategy. Ability to listen and question effectively throughout the meeting.	strategy. Focuses on meeting outcomes using meeting processes as a means to an end.
Engaging with the public in scrutiny	Raising public awareness of scrutiny and work programmes. Ability to engage with individuals and organisations especially those traditionally excluded.	Encourages the public to become involved in the policy and decision making process through scrutiny.
Joint scrutiny	Understanding of the role, remit, terms of reference and powers of any joint scrutiny committee and the role of the individual member on that committee. To understand the role and responsibilities, priorities of regional bodies, partnerships and organisations outside the council that the committee may need to scrutinise.	Demonstrates a commitment to working jointly with scrutiny members from other authorities, partnerships and organisations.

6. Chairing

Meeting management	Understanding of meeting protocols and the rules of debate. Ability to manage the agenda, contributions and time. Ability to engage with the public and press and viewers in the case of webcast meetings.	Chairs clearly and authoritatively, enforcing the rules and encouraging fair participation. Manages the agenda by introducing items, summarising debate, focussing on outcomes and limiting contributions which do not contribute to the outcomes. Ensures that the public feel welcome, understand the meeting purpose and how they can contribute.
Committee leadership	An in depth understanding of the role of the committee and its scope. Ability to liaise with relevant officers, members and agencies. Commitment to enabling	Works with the committee outside of meetings to develop its effectiveness and that of participating individuals. Communicates with members and officers with an interest in committee proceedings.

	all committee members to develop skills and participate effectively in meetings.	Builds relationships with the relevant Heads of service/ directors to ensure that the work of the committee is relevant, well informed and provides the outcomes needed.
Work programme development and management	Understanding of the subjects within the scope of the committee and how these interact with council policies generally and the roles of other committees. Ability to develop a balanced work programme for the committee and clear terms of reference and outcomes for any sub groups.	Works with officers and committee members to develop the work plan taking account of the fit with the work of other committees. Ensures that the work programme takes account of national regional and local plans, policies and the expressed needs of the community for services. Makes sure that the committee also takes account of inspections or reports from audit, inspection and regulation bodies.
Resourcing	Ensuring that the committee has the staffing, information and finances to function effectively	Negotiates the support required by the committee

7. Statutory/Regulatory

Planning	Understanding of planning law generally. Understanding of how to apply the code of conduct to planning issues. The declaration of interests as this relates to planning matters. Understanding of the Local Development Plan. Understanding of the 'rules' for Development Management. Understanding of Sustainable Development principals and legislation including environmental, welfare and design considerations.	Demonstrates objectivity by taking independent decisions based on evidence and the legal responsibility placed on members acting in a semi judicial role. Transparently adheres to the Code of Conduct. Seeks appropriate advice, development or briefing before taking decisions.
Audit	Ability to scrutinise financial performance. An understanding of	

	risk management and internal and external audit arrangements.	
Licencing	An understanding of Licensing regulations and Licensing policy. Understanding of local policies which impact in this area such as the Community Plan and wider considerations for sustainability.	
Democratic services	An understanding of the legislative requirements for a DS committee. Understanding of the requirements for member support and development. Liaison with the Head of Democratic services and Lead member for member support and development. Promoting diversity in local government.	
Standards	Understanding of the law and constitution in relation to Conduct. Ability to advise and train members of both principal and community councils in relation to the Code of Conduct	

8. Cabinet

Portfolio lead	A thorough knowledge of relevant service areas. An ability to build relationships with relevant officers and scrutiny chairs. Ability to work collaboratively to develop a vision for the service area.	Provides political direction to officers in the portfolio area Is accountable for communication, policy and performance in the portfolio area. Actively seeks and values the input of scrutiny to policy development and performance monitoring. Works with officers to consider issues, priorities and take decisions.
Collective responsibility	Ability to handle information and take decisions after full	Takes responsibility as a cabinet member for strategic council decisions.

	<p>consultation and consideration of the issues.</p> <p>Ability to prioritise issues of most importance to the authority.</p> <p>Ability to work with other authorities and agencies to secure services for the Council</p>	
Taking decisions under delegated responsibilities	<p>Understanding of the scheme of delegation.</p> <p>Ability to take responsibility for decisions taken under the scheme</p>	

9. Strategic Leadership

Manage the reputation of the council	Ability to act as an ambassador for the authority	Effectively represents the council at all levels ensuring that information about the council and its services and citizens is communicated positively and with integrity.
Leadership of area/region/place	Ability to develop a vision for the area/region/locality	Works with the council and the public to collaboratively develop and communicate a local vision that is clear, supported by the public and understood by the Council.
Develop, communicate and lead a vision for the council	Ability to develop a vision for the work of the council	Works with the council to collaboratively deliver the local vision
Maintain a successful relationship with the Chief Executive and Senior Management team	<p>Ability to communicate effectively with the Chief Executive and senior officers.</p> <p>Understanding of the performance appraisal process and personal skills in conducting reviews setting objectives and giving feedback.</p>	<p>Meets and communicates openly and regularly.</p> <p>Makes expectations clear and provides political leadership.</p> <p>Undertake performance reviews with senior officers as appropriate.</p>
Leadership of the Council	<p>Promote and support good governance in the council</p> <p>Manage performance</p>	

10.Partnership and representation

Work on outside bodies	Understanding of the role of the outside body. Understanding of the role of the councillor on the outside body whether as council representative, locality representative, or as an individual.	Reports to and from the council and outside body as appropriate. Represents the views of the council, personal views or that of the community effectively and appropriately according to the setting.
Joint committees		
Working as a school governor	Understanding of education policy and school organisation	Oversees the school performance. Challenges the school management as a critical friend. Takes part in governor training.
Working as a member of a community or town councillor	Understanding of the role of the community council and its limits	One Voice to supply thoughts
Working as a Co-optees	Understanding of the role and limits of the role of co-optees on committees	Shares expertise with committee impartially

CITY & COUNTY OF CARDIFF DINAS A SIR CAREDYDD



DEMOCRATIC SERVICES COMMITTEE: 17 December 2014

REPORT OF THE COUNTY CLERK AND MONITORING OFFICER AGENDA ITEM: 7

DEMOCRATIC SERVICES UPDATE

Reason for this Report

1. To update the Committee on the provision of staff, accommodation and other resources made available to support Members

Background

2. The Local Government (Wales) Measure 2011 requires the Council to appoint a Democratic Services Committee. The Committee's duties include appointing a Head of Democratic Services and keeping under review the provision of staff, accommodation and other resources made available to support members.
3. At its meeting on the 5 February 2013 the Committee appointed Geoff Shimell as Interim Head of Democratic Services [HDS].
4. The functions of the HDS are set out in the Local Government Measure and relate to the provision of advice and support to Non-Executive Members as part of the democratic process and all Councillors when carrying out their representational role.
5. Democratic Services provide a politically impartial service to all Members of Cardiff Council. The staff support, inform and record the work of the Council and its Scrutiny and other Committees. They make the Council's meetings and information about those meetings accessible to the general public, and they maintain a public record of all Member level decisions and documents in trust for the public. The service also provides Member Development, ICT and a limited degree of personal support for Members in dealing with case work correspondence

Resources 2014/15

6. Budget savings of £454,000 for 2014/15 for Democratic Services were agreed representing 29.9% of the then net controllable budget. This included £246,000 in Scrutiny Services reflecting the deletion of four vacant posts together with increased income. Savings of £183,000 were also agreed in Committee and Member Services including deletion of

vacant posts, acceptance of voluntary severance applications and a restructure of management responsibilities, clerking fewer meetings and more efficient use of ICT.

7. Further savings of £16,000 have also been found in 2014/15 through the removal of Committee general expenditure budgets and £9,000 from the removal Member refreshment budgets and the budget for Council Year Books.
8. On a positive note, following the Peer Review in 2013/14 the Council agreed an additional sum to create a new Operational Manager post to support the Organisational Change programme agreed by Cabinet in May 2014 and to lead on a range of improving governance projects within Democratic Services. Additional secretarial support has also been transferred to the team. Contact has also been made with Cardiff Universities to provide work experience to undergraduate students starting in the New Year and to create a post graduate training opportunity as a further means of providing additional support for members.
9. The Member Development Strategy has been refreshed and a more comprehensive programme of Member Development has been delivered following an all Member survey earlier in the year.
10. Work has also been completed to review Members research and information requirements and an on line information service has been scoped to be delivered later in the year with improved working space for Members in County Hall. We have also introduced a monthly Members' Newsletter and a weekly Members' Diary service.
11. Investment was also agreed in 2014/15 to ensure that the Council is well placed to deal with the e-modernisation era within local government and the electronic delivery of democratic information to Members and the public. The Public I webcasting contract was renewed. The Members ICT Project was agreed alongside the purchase of Modern.gov - an up to date Committee decisions management system

Resources 2015/16

12. Resources for the coming year are now being considered. As the Committee will be aware the Council is facing a further challenging financial position with reduced government support and increased demand for next year. Democratic Services have been asked to submit proposals to save £218,000 for consultation. These are set out below for the Committee to consider.

CLK1	Mini restructure to reduce administrative, legal and protocol support to County Clerk & Monitoring Officer - reduction of 4.5 FTE posts.	D + I	£141k
------	---	-------	-------

CLK2	Reduce Member Expenses and Support Services - by removing Dictabank services, reduction in training and mayoral expenses.	D	£37k
CLK3	Savings from Members ICT projects - savings from reduction in printing, telephone expenses and broadband lines.	E,F,G	£40k

13. Inevitably these proposals if agreed will impact on day to day general administrative support to the Lord Mayoralty and Non-Executive Members. However the investment in the Members IT project, savings from reduced printing costs, telephony and broadband accounts and the self service facilities within Modern.Gov will provide some mitigation. The Members Training Budget rarely fully spends from year to year and there is scope to share training resource within the Council for employees with Elected Members.
14. The statutory work in supporting the Lord Mayoralty, Committee and Council meetings will continue as will the current level of support for the Scrutiny Committees.
15. The Committee is recommended to leave the current interim Head of Democratic Service in position until the budget proposals are decided so as to take account of the proposed mini restructure within the service.

Legal Implications

16. The relevant statutory framework is referred to in the body of the report

Financial Implications

17. There are no direct new financial implications arising from this report

Recommendations:

That the Democratic Services Committee:

1. notes and agrees the position for 2014/15 in relation to the provision of staff, accommodation and other resources made available for Democratic Services
2. considers the savings proposals set out in paragraphs 12 – 14 and agrees to continue the current interim arrangements for the Head of Democratic Services

MARIE ROSENTHAL
COUNTY CLERK AND MONITORING OFFICER
10 December 2014

This page is intentionally left blank