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AGENDA

Committee	DEMOCRATIC SERVICES COMMITTEE
Date and Time of Meeting	WEDNESDAY, 21 SEPTEMBER 2016, 10.00 AM
Venue	COMMITTEE ROOM 4, COUNTY HALL, ATLANTIC WHARF, CARDIFF
Membership	Councillor Elizabeth Clark (Chair) Councillors Dilwar Ali, Chaundy, De'Ath, Goddard, Graham, Hyde, Murphy, Robson, Ben Thomas and Wild

*Time
approx.*

- | | | |
|---|--|---|
| 1 | Apologies for Absence | 10.00am |
| | 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 (<i>Pages 1 - 12</i>) | |
| | To approve as a correct record the minutes of the meeting 18 July 2016. | |
| 4 | Welcome to Director of Governance and Legal Services | 10.10am |
| 5 | Member Development Update (<i>Pages 13 - 26</i>) | 10.25am |
| | (a) | Member Development Strategy Review including future learning principles |
| | (b) | Presentation by Rebecca Bradshaw, Learning and Development Officer on the All Wales On-line Learning Courses; |
| | (c) | 2016/17 Development Programme; |
| | (d) | Member Induction 2017. |

- 6 **Democratic Services Committee Annual Report 2015-16** (*Pages 27 - 44*) 10.55am

To receive the amended version of the Democratic Services Committee Annual report and agree for submission to Council on 29 September 2016.

- 7 **Review of Support Services to Members Update** (*Pages 45 - 48*) 11.10am
- 8 **Member Protocol Review** (*Pages 49 - 58*) 11.30am
- 9 **Work Programme 2016/17** (*Pages 59 - 62*) 11.50am
- 10 **Date of Next Meeting** - 7 December 2016 @ 10.00am in Committee Room 4 12.00pm

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 15 September 2016

Contact: Andrea Redmond, 029 2087 3434, a.redmond@cardiff.gov.uk

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

DEMOCRATIC SERVICES COMMITTEE

18 JULY 2016

Present: County Councillor Clark (Chairperson)
County Councillors Dilwar Ali, Chaundy, Goddard, Hyde, Lomax, Murphy, Robson and Wild.

Also: Hollie Edwards- Davies Observer as Independent Member of the Standards & Ethics Committee.

1 : APOLOGIES

Apologies were received from Councillors De'Ath, Graham and Hyde.

2 : WELCOME

The Committee was pleased to be advised of the appointment of Davina Fiore as Director of Governance and Legal Services and Monitoring Officer. She would take up her post on 19 September, 2016.

The Committee thanked the Interim Monitoring Officer, David Marr for undertaking the role and providing support to Members during this period.

3 : DECLARATIONS OF INTEREST

There were no declarations of interest made in accordance with Part III of the Members' Code of Conduct.

4 : CHAIRPERSON, MEMBERSHIP AND TERMS OF REFERENCE

It was noted that the Annual Council on 26 May 2016 had appointed Councillor Clark as Chairperson of this Committee and that the Membership was as follows:

County Councillors Dilwar Ali, Chaundy, Clark (Chairperson), De'Ath, Goddard, Graham, Hyde, Lomax, Murphy, Robson, Benjamin Thomas and Wild.

The Terms of Reference were agreed as follows:

- i. To carry out the local authority's function of designating the Head of Democratic Services;
- ii. To keep under review, the provision of staff, accommodation and other resources made available to the Head of Democratic Services in order to ensure that it is adequate for the responsibilities of the post;
- iii. To make reports, at least annually, to the full Council in relation to these matters.

5 : MINUTES

The minutes of the meeting held on 23 March 2016 were approved as a correct record and were signed by the Chairperson.

The Committee was updated on the action points identified and the following actions remained outstanding:

<u>Action</u>	<u>Outcome</u>
<ul style="list-style-type: none">• The appointment of a permanent role of Head of Democratic Services to be considered as soon as practicable.	for new Director G&LS
<ul style="list-style-type: none">• School Governor Training – consideration to be given to the delivery of mandatory training.	Governor Services to provide update on programme when available
<ul style="list-style-type: none">• Member Induction 2017 – report back to next meeting on scoping of Governance project.	Committee & Member Services Manager

6 : DIRECTORATE SENIOR MANAGEMENT UPDATE

The Committee was pleased to be advised of the appointment of Davina Fiore as Director of Governance and Legal Services and Monitoring Officer. She would take up her post on 19 September, 2016.

The Committee thanked the Interim Monitoring Officer, David Marr for undertaking the role and providing support to Members during this period.

7 : MEMBERS SUPPORT SERVICES UPDATE

The Committee received a detailed report on matters relating to support services to Elected Members.

Members Survey

The Chairperson welcomed Paul Keeping Scrutiny Operational Manager, Gladys Hingco, Scrutiny Research Manager and Luke Catterson, Research Officer to the meeting to present the key findings and feedback on the Members Survey May/June 2016.

44 Members had responded to the Survey which sought to

- seek feedback on the various types of support that Members received in particular on Member Induction; Member Learning and Development opportunities; and Support Services;
- identify areas for improvement; and
- identify other resources and services that would be beneficial.

The officers provided graphical detail on the each of the elements tested by the survey and highlighted the key findings as follows: -

- 81% found induction activities and facilities either Useful or Very Useful;

- 60% did not access structured learning opportunities, but of the 40% that did, 79% found the learning opportunities useful, and 89% found learning opportunities relevant to their various roles;
- 61% were either confident or very confident in accessing information and resources on the Committee Management System (Modern.Gov);
- 75% were confident or very confident in using various social media;
- 68% gave positive responses when asked whether their personal development and learning goals had been achieved as a result of the Member Development programme;
- the general support provided to Members was highly rated by respondents;
- the majority of respondents rated the various types of specialist support effective or highly effective and highlighted the need for independent research and information gathering as important

In response to questions raised on work-life balance and membership of Committees - an area highlighted in the Wales Audit Office Follow-on Assessment report - the key challenges for Members in relation were identified as follows:

- restrictions relating to Council roles i.e. Cabinet Members or Assistant Cabinet Members can't sit on Scrutiny Committees;
- family responsibilities which clashed with timing of meetings;
- duration and scheduling of meetings
- uncertainty around the benefits and outcomes of the work of Committees.

It was noted that only 18 Members from 44 responded to the question seeking Members views on work-life balance, and from those 61% felt that they did not have a good work-life balance and identified some improvement areas that would make the role of Councillor more effective: -

- improvements to agenda management and length of meetings;
- provision of dedicated parking on Committee meeting days;
- provision of some refreshments when meetings were anticipated to be lengthy;
- support on casework, in particular following up on responses and Members ongoing queries;
- the provision of learning opportunities on effective management of workloads

The Chairperson thanked the officers for their presentation and invited discussion on the findings from which the Committee made the following comments and observations: -

- the Survey was too lengthy and difficult to fill in on-line and could take up to 35 minutes to complete;
- that Members individual training records should be accessible;
- there were concerns around the take up of essential training. It was noted that this particular matter would be considered by the Member Development Steering Group and as part of the new Member Induction in 2017;
- ongoing issues with responses to Member Enquiries and casework, in particular timeliness of responses; incomplete responses; clarity of responses particular relating to similar issues (e.g. multiple reports on skips in one area or road); and closing of cases without informing the Member when actions have been actually completed;
- need to avoid duplication of information provided in the different forums and committees; Gill

- need for access to information that would support Members various roles such as benchmarking and good practice; research documents; and Welsh Government policy or guidance;
- improvements to communications and electronic links to relevant information including written briefings; frequently asked questions (FAQ's); and training materials;
- need for Members to be advised and have access to up to date Senior Management and directorate management organisational chart and key directorate contacts;
- concerns on the change in location of the Member Business Office in City Hall, poor lighting, poor facilities and access issues through numerous security doors and need for Members access cards to be regularly update;
- Members highlighted some improvements that could be made to the County Hall Members facilities in particular the provisioning of more work spaces and better furniture;
- concerns that Members did not see the benefits of their outputs from Committees, in particular that 33% of Members questioned the value of attending scrutiny and other meetings;
- Members noted the issues raised around work-life balance. It was a felt that maybe the majority of those surveyed felt that being a Councillor meant that you had a very different work-life balance. Officers recognised that further work was necessary to clarify whether this was a significant problem for any particular groups of Members E.g. Cabinet Members or Scrutiny Members;
- Members felt that it was important to publish a calendar of meetings at least 12 months in advance and that as far as possible these dates did not change.
- Members questioned the latest position on the Local Government Bill, and it was noted that the new Local Government Minister had made a statement indicating that he wished to review the current proposals following his appointment before announcing the next steps.

Support to Members

The Committee received an update since its last meeting in March on the recommendations in its report on the Review of Support Services to Members. A formal response to the recommendations in the report was anticipated.

The Committee was advised of the current position with the Cabinet commissioned review of support available to Councillors, facilitated by Claire Richmond a former policy officer of Nottingham City Council. The methodology involved was in 3 stages:

- Stage 1 – establishing existing position and practices;
- Stage 2 – benchmarking with Core Cities;
- Stage 3 – recommendations to better support democracy in Cardiff within the context of external reviews; budget constraints and the changing legislative framework.

Stages 1 and 2 of the exercises had been completed in May and June 2016 and the final report was to be presented to informal Cabinet in July 2016. The Committee was keen to be able to consider the recommendations alongside the outcomes from the Member Survey 2016; the Wales Audit Office Corporate Assessment Follow On Report – Statement of Action and its own Task Group report and prepare an action plan.

Members raised a number of ongoing issues in particular related to:

- knowing where and how to access information;
- better communication and earlier engagement with Members on ward related matters and priorities e.g. Section 106 obligation funding and identification of priority projects;
- need for all Ward Members particularly in politically diverse wards to be involved in decisions.

Member Enquiry System (MES)

Members noted quarterly data on the number of calls logged by Councillors to the Member Enquiry Service (MES). It was noted that the number of calls remained consistent. It was felt that this level of enquiries and request for service were quite low for the number of Members using the system. However the Committee noted feedback from Members that they often logged matters directly with officers and from officers that backbench Members were requesting responses from Cabinet Members on enquiry type matters. The reasons for this needed to be further evaluated.

A Member questioned whether residents could access a similar system to log issues to avoid double handling of some enquiries, and speed up the resolution. Members were advised that Customer Relations Management System (CRM) was due to be launched that would be more interactive for residents and have the facility to log matters directly.

The Committee was advised of the importance of using the MES so that the data was captured in one place as this provides trend analysis; avoids duplication of calls; and follows a process. It was noted that Members were still not content with the timeliness and clarity of responses.

Member IT Project

The transition arrangements to the new devices was complete in June 2016, with 36 Members taking up the new tablet; 3 indicated that they did not want to have a tablet; and 3 calls were still open awaiting either allocation or decision on whether they wish to receive a tablet. The Committee advised that there was scope for Members who do not currently have the tablet device to exchange their current equipment, and 1 Member wished to take up the option to move from the Xtreme device to a tablet. Feedback on the new device would be tested before the next meeting. However anecdotal feedback has been positive about the connectivity, accessibility and usability of the new device with some occasional Wi-Fi connectivity issues which IT had addressed. Protective cases with keyboards have been purchased and to date 18 had been issued. The Committee & Member Services team had met the target reduction in printing for 2015/16 and had a further target for 2016/17, and would therefore be pursuing its 'paper-lite' objectives.

Members in general raised concerns on the reliability of the Council's ICT system as recently there had been more than the usual down time.

Member Annual Reports

The Committee was reminded that all Elected Members are provided with the opportunity to complete an Annual Report in accordance with the Local Government (Wales) Act 2011. The annual report details the work of the Councillor over the previous year and is published bilingually on Members' individual webpages. A copy of the template and guidance would be issued to Members for completion, and subject to resources some of the data on attendance and training would be pre-populated.

Independent Remuneration Panel for Wales (IRPW): Care Allowance

Members received a copy of the current Council guidance on Care Allowance which used wording from the IRPW. Members were concerned that the document needed to be more user friendly and that the use of language be more inviting and informal, to encourage Members to take up the support available to them to undertake the role; that the receipt of such an allowance should not be seen to be out of the norm. It was felt that it is vital that the Council attract a more diverse membership. It was felt that Members receive adverse publicity which prevents them from receiving this important support.

It was suggested that the Chairperson at her annual meeting with the IRPW draw their attention to this committee's concerns.

RESOLVED – That

1. the Committee received and noted the overview of the findings of the Member Survey 2016 and this information be used to inform: -
 - the Member Development Steering Group;
 - Induction for 2017;
 - the action plan to be prepared alongside the Councillor Review Report commissioned by the Cabinet and the Members Support Task and Finish Group report.
2. a request be made to the Cabinet that the Councillor Support Review report initiated by them be shared with the Committee;
3. the template for Member Annual reports be populated with Member data and circulated to Members to support the completion process;
4. a review of the language and content of the Council's own Care Allowance document be undertaken as well as a discussion in the autumn with the Independent Remuneration Panel for Wales on care allowances and the take up by Members at the meeting of the Panel in the Autumn;
5. the comments made by the Committee on the reliability of the ICT service be raised with the Head of Information Technology.

8 : MEMBER LEARNING AND DEVELOPMENT UPDATE

The Committee received a report on the Member learning and development opportunities held since the last meeting, and as part of the consideration of this item

Members referred to the outcomes from the Members Survey reported June 2016 received earlier in the meeting.

In addition, it was proposed that the Member Development Steering Group be re-established to meet to finalise the learning programme for this municipal year, and that a separate meeting be arranged to receive Members' views on the Member Induction for 2017. This would also meet the actions arising from the Wales Audit Office (WAO) Corporate Assessment 'Follow On' report published in February 2016 and the Statement of Action agreed by Cabinet in March 2016 in relation to strengthening member development and skills and understanding; and preparing for the new administration.

Members also noted the work of the Wales Local Government Association (WLGA) and Members Services Officers on a new Councillor Guide for new candidates and that there was an opportunity to promote the role of a Councillor as part of the Local Democracy Week 10 – 16 October 2016.

The Chairperson invited discussion and the following observations were made:

- the importance to new Councillors of a Mentoring scheme using experienced Councillors, Councillors from other Local Authorities if appropriate and peer mentors from WLGA;
- Members were keen to have greater ownership of their training objectives and consideration of learning opportunities outside of the programme parameters. In this respect there would be a need for a self-assessment and identification of training needs and a review of resources available;
- Members recognised that signposting Members to relevant information; briefing and user guides would be beneficial;
- It was important for the development of any programme that training needs were identified and that there was a consistent approach to Induction training for all Members;
- the proposed scope of the Member Development Steering Group was divided into two work-streams
 - Member learning & development programme September 2016 – March 2017;
 - Member Induction 2017.

Nominations were sought for the Group to meet in August and September and report back to Committee in September.

- Members reiterated the importance of providing a variety of methods for the receipt of information, briefings and learning opportunities;
- the importance of the identification of 'mandatory' learning and how compliance would be monitored and non-compliance addressed;
- consideration of accredited courses;
- the benefits of benchmarking/ good practice from other Local Authorities – although it was recognised that the WLGA Induction 2017 curriculum was to ensure consistency of delivery of information and learning at the induction phase for new Members;
- the importance of Governor training for all Members;
- co-hosting/sharing of learning opportunities across public sector and Local Councils which will aid networking and the sharing of ideas;
- a learning programme booklet be produced on available courses; on-line modules; conference attendance; mentoring opportunities; Frequently Asked Questions (FAQ's) such as how to present at a licensing or planning committee.

The Chairperson in summing up was keen to emphasise the work undertaken by the Member Development Steering Group last year to develop a programme; the number and types of events / opportunities for learning available since the last meeting of this committee; and the importance of sharing this information with the Wales Audit Office and better engagement with the Standards and Ethics Committee. Hollie Edwards - Davies advised that she would be reporting back to the Committee on 20 July, 2016.

RESOLVED – That

- (1) the Chairperson on behalf of the Committee write to the Wales Audit Office client officer for the Council to arrange a meeting to discuss the background to their recommendations in the Follow-on assessment in relation to Member training and Induction;
- (2) the following Membership be invited to participate in the Member Development Steering Group meetings;
 - Democratic Services Committee Members – Cllrs Clark, Dilwar Ali, Goddard and Murphy;
 - Cabinet Member with responsibility for democracy, Cllr De'Ath;
 - Member/s of the Standards and Ethics Committee;
 - Party Group Whips.

9 : DRAFT DEMOCRATIC SERVICES ANNUAL REPORT 2015/16

The first Draft of the Democratic Services Committee Annual Report 2015/16 had been prepared for input from the Committee on style and content.

Members emphasised that recognition should be made of the key outcomes achieved in the last 12 months; that the Members support provided by the team was very good; and that there should be no further cuts to Member support services in the budget next year.

Members felt that there were a number of the headings that could be expanded in particular: -

- Details of all training course topics delivered over the year;
- Inclusion of a Forward plan section for the next year;
- That the Chair's Foreword picks up issues around Members Support Services review outcomes; and future resources and budget decisions.

10 : DEMOCRATIC SERVICES COMMITTEE FORWARD PLAN

The Committee discussed items for future meetings which included:

- Report from Member Development Steering Group;
- Member Induction 2017;
- Members Support Services Review Update
- Review of Member Development Strategy;
- Draft Members handbook;
- Review of Mentoring Scheme;
- Revised Care Allowance Scheme;
- Democracy Week – Role & responsibilities of a Councillor;

- Review of Members room facilities including work stations;
- Personal Development framework;
- Work-life Balance further research;
- Update on the Member Online Library Service and independent information and research support.

RESOLVED – That the work plan be prioritised and developed in conjunction with the Chair of the Committee and lead officers of the Council.

11 : DATE OF NEXT MEETING

The next meeting was scheduled on 21 September 2016 at 10.00am in Committee Room 4 subject to this date not clashing with political annual conferences.

(The meeting terminated at 12.45pm)

Chair: _____

Date: _____

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DEMOCRATIC SERVICES COMMITTEE ACTIONS – 18 JULY 2016	
<i>OUTSTANDING ACTIONS FROM COMMITTEE 23 MARCH 2016</i>	
<ul style="list-style-type: none"> The appointment of a permanent role of Head of Democratic Services to be considered as soon as practicable. 	New Director G&LS
<ul style="list-style-type: none"> School Governor Training – consideration to be given to the delivery of mandatory training. 	Governor Services to provide update on programme when available
<ul style="list-style-type: none"> Member Induction 2017 – report back to next meeting on scoping of Governance project. 	Committee & Member Services Manager
<i>MEMBER SUPPORT SERVICES UPDATE</i>	
<ul style="list-style-type: none"> The Council's Care Allowance policy be review to ensure it is user friendly and appropriate. 	Committee & Member Services Manager
<ul style="list-style-type: none"> Further work be undertaken with Members around work-life balance. 	Chair/ Committee & Member Services Manager
<ul style="list-style-type: none"> Issues in relation to Members Room facilities be addressed with Party Group Whips. 	Committee & Member Services Manager
<ul style="list-style-type: none"> Arrangements be made to receive the Cabinet commissioned report on Councillor Support Review so that issues around <ul style="list-style-type: none"> ➤ Member Enquiry System; ➤ Information sources; ➤ Communication and Engagement with Members; and ➤ Resources can be addressed in an Action Plan. 	Committee & Member Services Manager
<ul style="list-style-type: none"> Issues around ICT reliability be reported to Head of IT. 	Committee & Member Services Manager
<ul style="list-style-type: none"> The Member Annual Report template be pre-populated with Attendance and Training data and provided to individual Members to complete and return to Committee & Member Services (subject to resources being available). 	Committee & Member Services Manager
<i>MEMBER LEARNING AND DEVELOPMENT UPDATE</i>	
<ul style="list-style-type: none"> Arrangements be made for the Member Development Steering Group to meet to: <ol style="list-style-type: none"> (1) consider the Member Development Programme; (2) prepare for Member Induction 2017. 	Committee & Member Services Manager
<ul style="list-style-type: none"> The Chair write to the Wales Audit Office client officer to arrange a meeting to discuss the background to their recommendations in the Follow-on assessment in relation to Member training and Induction. 	Chair
<i>DEMOCRATIC SERVICES ANNUAL REPORT</i>	
<ul style="list-style-type: none"> The Draft Annual Report be updated to include outcomes and achievements and future priorities. 	Chair/ Committee & Member Services Manager
<ul style="list-style-type: none"> The Annual Report be circulated to all Members for final comments before submission to Full Council. 	Committee & Member Services Manager

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**CITY & COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**



DEMOCRATIC SERVICES COMMITTEE: 21 SEPTEMBER 2016

REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES

MEMBER DEVELOPMENT UPDATE

Reason for this Report

1. To provide an update on the outcomes from the Member Development Steering Group meetings 17th of August and 14th of September 2016 and agree learning principles.
2. To receive an update on the All Wales Academy On-line Learning opportunities from Rebecca Bradshaw, Learning and Development Officer
3. To receive and agree the Draft 2016/17 Member Development Programme and to receive an update on the Member Induction 2017.

Background

4. The Wales Audit Office (WAO) published its Corporate Assessment 'Follow On' report on 26 February 2016, formally received by Cabinet on 10 March 2016 on its assessment undertaken in October 2015.
5. Paragraph 50 of the WAO report referred specifically to Member training; attendance at training sessions; and what training should be considered essential for Members to discharge their role effectively.
6. In response to the one statutory recommendation received, the Council has prepared a statement of action and proposed timetable. Improvement action P5 (b) and (c) are relevant to the remit of this Committee and are set out below:-

“Enhance Member accountability by:

 - b) strengthening member development and learning programmes based on competency assessments to improve skills and understanding to enable them to undertake their roles more effectively; and
 - c) determining what training should be considered essential for Members to discharge their role effectively.”
7. The following was put forward to Cabinet on 21 March 2016 in relation to improvement proposal P5: - (see table)

Ref	Action	Timescale	Responsible Officer(s)
P5b	Democratic Services Committee to review Member Development & Training and agree new approach and programme to commence in May 2017	December 2016	Democratic Services
P5c	Democratic Services Committee to agree essential training and frequency of training prior to start of new council term in May 2017.	December 2016	Democratic Services

8. Member Learning and Development opportunities are essential for Councillors and Independent and co-opted Members to acquire new skills; receive updates and important information to support their role as decision makers; as well as personal development in a wide range of topics to support other roles of Councillors within the Council and the Community.

Member Development Steering Group

9. The Member Development Steering Group met on 17 August 2016 and 14 September 2016 to draw up a Member training programme for the remaining 2016-2017 Municipal year.

The scope of the two meetings was as follows:

Meeting 1 – 17 August 2016

- to consider whether there was a need to refresh the Member Development Strategy 2015/16;
- evaluate the 2015/16 Member Development Programme (MDP) (face to face; written briefing and on-line), course topics; attendance provided during 2015/16 municipal year;
- review 2015/16 MDP against the WLGA Councillor Competency Framework and other WLGA training initiatives;
- check action against Wales Audit Office Corporate Assessment Follow on report and Statement of Action – on Member Learning & Development;
- to assess perspective of Standards & Ethics Committee on Learning;
- consider feedback and emerging priorities from the Members Survey June 2016 in relation to Member Learning and Development;
- consider the 'Essential' learning curriculum of learning for Councillors prepared by the WLGA and all Wales Members Services Officers;
- to identify topics for future learning and detailed information to be collected for Meeting 2.

Meeting 2 – 14 September 2016

- confirm key outcomes / actions from Meeting 1;
- assess deliver options for delivery of learning priorities;
- to consider the draft programme of activities for 2016/17;

- to consider the information required by Councillors as part of their role - e.g. Section 106 allocations, periodicals, senior management organisation chart, process to deal with complaints etc.
- to consider Member Personal Development Review process and the potential for new training needs assessment methodology e.g. template for self-evaluation; effective Councillor goals; Members Training Passport;
- Provisioning of Programme Booklet.

Member Development Strategy

10. Further work was required to refresh the Member Development Strategy to include the following principles identified by the Member Development Steering Group: -
 - (i) inclusion of a Learning Charter which identifies the roles and responsibilities to support the delivery of learning opportunities;
 - (ii) provision of a Training Needs Analysis proforma for Member self-evaluation and annual review;
 - (iii) identification of all essential training and how this will be implemented and monitored;
 - (iv) the inclusion of the Mentoring; Peer Support and Shadowing principles and process;
 - (v) clearly setting out the structure and expectations for the delivery of briefings; learning opportunities; workshops; in particular notice periods, timing of sessions and links to training materials; on-line training and where possible links to a recording of the training delivered for those unable to attend.

All Wales On-Line Learning

19. Rebecca Bradshaw, Learning Development Officer has been invited to provide Members with an update on the All Wales On-Line Learning opportunities and the courses available.
20. The Committee last received a briefing on [30 September 2015](#) (link)

2016/17 Member Development Programme

21. Attached as Appendix A is the draft 2016/17 Member Development Programme which has been developed by the Member Development Steering Group and includes briefings and essential and formal learning opportunities proposed for the 2016/17 Municipal year.
22. This programme has taken into account a number of areas that Members had highlighted in the Member Survey 2016 and at the last meeting of this Committee namely:
 - Member Workshop on Well-being and Future Generations (Wales) Act – September 2016;

- Members guardianship as Corporate Parents (Essential);
- Identifying Signs of Exploitation/ Abuse Workshop (Safeguarding – Adults and Children) (Essential);
- Financial Management / Budget Workshop;
- Personal Safety and Security Workshop for Members (Essential);

Member Induction 2017

23. It was agreed that the Member Development Steering Group would continue to meet to input into the Member Induction 2017 project. An Officer Project group has been established as one of the Performance and Governance Organisational Development work-stream and will be involving stakeholders which include the Democratic services Committee in shaping the programme.
24. As a refresh for Members attached as Appendix B is the WLGA Induction Curriculum which the Steering Group will review and adapt for the needs of the City Of Cardiff Council Member Induction.
25. The WLGA is also planning to run regional induction sessions for Members in September and/or October 2017, as they did after previous local elections. These sessions were very well received by new Councillors in 2012 and are an opportunity for new Members to talk to other new Members, from other local authorities, as well as a good learning opportunity.

Legal Implications

27. 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

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

Recommendations

The Committee is requested to

1. note that a refresh of the Member Development Strategy will be undertaken and to take into account the key principles identified in this report and be submitted to the next meeting of the Committee in December;
2. receive the update on the All Wales Academy On-line training and request that these opportunities are woven into the 2016/17 Member Development Programme;

3. consider the 2016/17 Member Development Programme and agreed any changes so that a booklet to be provided on-line and in hard copy can be prepared for distribution to all Members at Full Council on 29 September;
4. agree the Membership of the on-going Member Development Steering Induction 2017 Group so that they can support the Organisational Development project and meetings be arranged in October and November so that a report can be submitted to the December Democratic Services Committee.

GEOFF SHIMELL

Acting Head of Democratic Services

16 September 2016

Appendix A – Draft 2016/17 Member Development Programme (v0.4)

Appendix B – WLGA Induction Curriculum (v0.2)

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Democratic Services - *Supporting Elected Members*

Gwasanaethau Democrataidd - *Cefnogi Aelodau Etholedig*



MEMBER DEVELOPMENT PROGRAMME AUGUST 2016 – MARCH 2017

AUGUST 2016	Event	Facilitator/Speaker	
17 August @ 4.30pm Committee Room 4	Community Infrastructure Levy (CIL) & Draft Planning Obligation Supplementary Planning Guidance (SPG) Briefing	Simon Gilbert	Information
SEPTEMBER 2016	Event	Facilitator/Speaker	
12 September @ 5.00pm	Well- being of Future Generations (Wales) Act 2015 Workshop	Christine O'Byrne, Corporate Policy Manager.	Module also available at All Wales Academy
13 September @ 12.30pm	Cardiff Transport Strategy Briefing	Paul Carter, Matthew Price	Information
20 September @ 5.30pm	Cardiff Transport Strategy Briefing	Matthew Price & Jason Dixon	Information
29 September @ 3.00pm City Hall	Well- being of Future Generations (Wales) Act 2015 Workshop	Christine O'Byrne Corporate Policy Manager.	Module available All Wales Academy
OCTOBER 2016	Event	Facilitator/Speaker	
11 October 4.30 – 6.30pm	Members Guardianship Role as Corporate Parents Workshop	Irfan Alam/ Michelle Godfrey and Jo Finch	Essential

Democratic Services - *Supporting Elected Members*

Gwasanaethau Democrataidd - *Cefnogi Aelodau Etholedig*



17/18 October	Personal Safety For Members Workshop	Jeremy Griffiths Security Manager/ Gavin Macho/ Emergency Management and Trish Sheppard	Essential (Members Health & Safety and Security)
NOVEMBER 2016	Event	Facilitator/Speaker	
10 November 4.30pm – 6.30pm	Identifying Signs of Exploitation/ Abuse Workshop to include Safeguarding; Intervention and early Years Strategy	Irfan Alam/ Michelle Godfrey and Jo Finch	Essential
Date tbc	Chairing Skills Workshop	tbc	Skills Training
DECEMBER 2016	Event		
Date tbc	Ethical Standards the do's & don't	Davina Fiore, Kumi Ariyadasa, Gill Nurton	Essential
Date tbc	Financial Management / Budget Workshop	Christine Salter/ Ian Allwood. Chris Pyke	
JANUARY 2017	Event	Facilitator/Speaker	
Date tbc	Financial Management / Budget Workshop	Christine Salter/ Ian Allwood. Chris Pyke	

Democratic Services - *Supporting Elected Members*

Gwasanaethau Democrataidd - *Cefnogi Aelodau Etholedig*



Page 24

DEVELOPMENT SESSIONS TO BE ARRANGED			
SESSION	CONTENT	DATE	
Welfare Reform Briefing	Facilitated by Cllr Caro Wild and Officers	Pre Council 20 October 2016	Policy/ information
How to direct local residents to health support workshop	This workshop will equip Members with the tools to use every opportunity to deliver brief advice to improve the health and wellbeing of citizens; ask the right questions and inform citizens of relevant health enhancing information and services.	Autumn 2016	General Policy related
Scrutiny Webcasting Workshop	Development Sessions for Scrutiny Committee Members ahead of the launch of Webcasting of meetings	Autumn 2016	Awareness / support
Members Enquiry System Drop-In Sessions	Refresh for Members on the Members Self Service Enquiry Service and on request for service matters	Drop- In Sessions various	Information / update
Gypsy and Traveller Cultural Awareness Briefing	The Gypsies and Travellers Wales project to facilitate		Awareness session
Cycling Strategy Briefing	Facilitated by Matt Price		Policy Related

Democratic Services - *Supporting Elected Members*
Gwasanaethau Democrataidd - *Cefnogi Aelodau Etholedig*



Example Local Authority Councillor year-long Induction programme showing potential integration of mandatory training and availability of training resources. 07/16				
What	Audience	Delivery Method	Training materials available/needed?	When
Introduction to the Council, its role and introduction to corporate governance.	All members (E)	Chief Executive	To be developed by staff locally	Week One
Code of Conduct and Ethics	All members(M)	Monitoring Officer. Ombudsman video now on YouTube, data sticks also.	Three volunteers from LLG now working with WLGA to produce materials. e learning to be updated	With Market Place week one
Introduction to service areas	All members	Market place, all senior officers	Delivery materials not required – basic information to be included in introductory package, who’s who etc.	Market Place week one
Orientation (Council offices and county facilities)	All members	Tour	Information/ maps etc. as part of introductory package produced in each authority. WLGA councillors guide to be available hard copy.	Week One
Data Management and FOI	All members(M)	Workshop and e learning	2 modules available now on AWA employees section - Data Protection Awareness and Freedom of Information	Week One
ICT Induction and equipment	All members (M)	ICT officers, individual sessions on market place day.	Session and guidance to be developed by staff locally	Week One
Introduction to equalities	All members(M)	Equalities Officers workshop and e- learning	Available now on AWA e- learning (Governors module) and workshop materials available in each authority.	Week Two
New Cabinet Development	Cabinet (M)	Monitoring Officer/ External facilitators	Materials from external facilitators	First Month
Finance including budgeting and treasury management	All members(M)	Finance Directors e- learning	Workshop material available now in each authority. E learning required	Week Two
Planning committee new arrangements from Planning Act	Planning Committee(M)	Planning Officer	National materials now being commissioned by WLGA through	Prior to first meeting

Standards	Standards Committee(M)	Monitoring Officer	Workshop material available now in each authority	Prior to first meeting
Licensing	Licensing Committee(M)	Licensing Officer	Workshop material available now in each authority	Prior to first meeting
Audit	Audit Committee(M)	Finance Officer	Workshop material available now in each authority	Prior to first meeting
The role of Scrutiny	All members(M)	HODS/Scrutiny officers	Workshop material available now in each authority. E learning in development by WLGA and Scrutiny managers	Prior to first scrutiny meetings
Constitutional matters including meeting participation	All members	HODS/DS officers/senior member	Materials available now in each authority	1st 6 Months
Community Leadership and Casework	All members	Senior member with HODS e- learning	The effective ward councillor e learning module in production for AWA.	2 nd 6 Months
Decisions for Future Generations (Wellbeing of Future Generations Act)	All Members(M)	Workshop - Appropriate senior officers and experienced members. And e learning	E learning available now on AWA	1 st 6 months
Social Services and Well-being (Wales) Act	All members (M)	Directors of SS	E learning module (employee section) available now and also local materials	1st 6 Months
Safeguarding	All members(M)	Directors of Education/SS workshop and e learning	Available now on e-learning (AWA) (Employee section) workshop materials are available in each authority	1st 6 Months
Corporate Parenting	All members(M)	Directors of SS	Workshop material available now in each authority. Workbook and e learning module being developed by WLGA and Learning Pool	1st 6 Months
Policy, services and legislative requirements updates	Relevant committees	Heads of Service	By local staff as and when necessary WG briefings?	2 nd 6 Months and into main training programme
Planning for non- planning members - protocols	All members (M)	Planning officers/experienced member	Materials to be commissioned by Positive Planning advisory group (WG funding, planning officers involved)	1st 6 months
Scrutiny chairing (committee and meeting management)	All Scrutiny chairs	External facilitators	Materials from external facilitators	2 nd 6 Months

Chairing Skills (meeting management)	All chairs	External facilitators E learning	E learning available now on AWA	2 nd 6 Months
Appointments, appeals and interview skills	Panel members(M)	HR Director	Workshop material available now in each authority	Prior to participating
Social Media	All members	Comms/IT officers or external facilitators depending on local approach	E learning required	2 nd 6 months
Education Consortia their work	All members	Consortia staff	2hr session for 5 authorities from Central South	2 nd 6 months
New Councillors New Challenges	All members	WLGA 5 regional workshops Key behaviours for successful councillors. Digital Councillors. Managing the money. Meet the members (WG, WAO, NafW, WLGA)		October/November 2017

(M) = Mandatory

Further training in both knowledge and skills to be determined from PDRs when induction complete

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City & County of Cardiff
Democratic Services Committee
DRAFT
Annual Report 2015/16



Contents

Contents	Page
Chair's Foreword	3
Members of the Democratic Services Committee	4
Terms of Reference	5
Committee Attendance	6
Modern.gov	7
Member Development Strategy	8
Members ICT	9
Members Online Library Service (MOLIS)	12
Members Services – Support for Members	13
Draft Local Government Bill – Consultation	16

Chair's Foreword

The Democratic Services Committee plays a key role in ensuring that all Councillors have the information, support and resources they need to represent the people of Cardiff.

Following years of successive staffing cuts to Member support I'm pleased that the recommendation of the Committee that no reduction in services to Members be made to the Committee and Member Services budget was met.

The Committee has overseen many other achievements over the past year. This includes implementation of the Modern.gov computer information management system, the roll out of the upgraded computer tablets and a survey on support for Members. A particularly valuable initiative was the introduction of the All Wales On-line Learning Academy which allows Members to learn new skills in the comfort of their own home at a time convenient to them. Examples of the courses include: Charing meetings, public speaking, managing time effectively and change management.

The Committee expressed grave reservations with much of the Welsh Government draft local government bill as they felt it made the operation of local government less democratic. For example, the proposals to make legal obligations on Councillors in certain areas risked them not being able to prioritise the needs of local residents.

Instead it was feedback that there should be improved liaison by the Welsh Government with local councillors in Wales. For example, better consultation on future legislation and new initiatives.

A key future priority is for the Committee to ensure that Members receive the full information they need in an accessible, timely and comprehensive way to perform their role. It is also important that the views of Members are heeded.

I want to thank the previous Committee Chair, Councillor Jayne Cowan for her unstinting work in championing the cause of Members. Many thanks too to the staff in the Committee and Member Services Office for providing such a professional service in a calm and encouraging way. Thanks also to our former Director of Governance and Legal Services, Marie Rosenthal and a warm welcome to our new Director, Davina Fiore who will be starting in September 2016.

Finally we also wish to recognise the valuable contribution of Councillor Chris Lomax to the Committee. His loss is sorely felt and we will miss his good humour and wise counsel.



Elizabeth Clark
Chair, Democratic Services Committee

Members of the Democratic Services Committee 2014/15



Councillor Clark



Councillor Dilwar Ali



Councillor Chaundy



Councillor Goddard



Councillor Graham



Councillor Hinchey



Councillor Hyde



Councillor Lomax



Councillor Murphy



Councillor Robson



Councillor Ben Thomas

Terms of Reference

The Committee remit is:

- (a) To carry out the local authority's function of designating the Head of Democratic Services;
- (b) To keep under review, the provision of staff, accommodation and other resources made available to the Head of Democratic Services in order to ensure that it is adequate for the responsibilities of the post; and
- (c) To make reports, at least annually, to the full Council in relation to these matters.

Committee Membership and Formal Attendance Figures

The Committee have worked together to progress the work of the Democratic Services Committee. The membership of the Committee has changed during the past year, although many existing members have remained from the inception in 2012.

Councillor	Possible	Actual
Councillor Dilwar Ali	4	4
Councillor Paul Chaundy	4	4
Councillor Elizabeth Clark	4	4
Councillor Susan Goddard	4	2
Councillor Andrew Graham	4	1
Councillor Graham Hinchey	4	4
Councillor Keith Hyde	4	4
Councillor Chris Lomax	4	4
Councillor Adrian Robson	3 (Appointed by Council 23 July 2015)	3
Councillor Jim Murphy	4	4
Councillor Ben Thomas	4	0

Member Development Strategy

Background

On 15 July 2015 the Committee reaffirmed the Member Development Strategy.

The Member Development Steering Group established by the Committee in 2014 met in July and August 2015 to review the Member Development Programme for 2014/15 and benchmark the proposed training against the WLGA Continuing Professional Development for Councillors Competency Framework. The framework sets out the range of skills and knowledge required by Members and provides a 'curriculum' of areas that authorities can consider when developing local strategies on Member Development including generic and specific competencies.

The key aim of this Council's Member Development Strategy is to ensure that there is support in place for every Elected Members and independent or co-opted member to enable them to acquire and develop knowledge and a full range of skills to support their many roles as Community Leaders and representatives of the Council.

The Member Development Strategy identified the following key themes:

- Frontline Councillor including Community Leadership and engagement;
- Corporate Governance and legislation including business essentials sessions on Data Protection; Safeguarding and Corporate parenting;
- The Networked Councillor making effective use of ICT and Social Media;
- Scrutiny and challenge;
- Personal Skill Development e.g. Chairing Skills;
- Induction Programme and Mentoring.

All Wales On-line Learning Academy (AWA)

The Committee also heard from Rachel Searle and Rebecca Bradshaw from the All Wales On-line Learning Academy (AWA). All Members have been enrolled on to the AWA and can access on-line training modules aimed at Councillors and also employees. This provides Members who cannot attend formal sessions to undertake learning in their own time. Each of the courses available are modular and can be completed over a couple of sessions and Members receive a certificate at the end of the session.

Courses aimed at just Councillors include:

Councillor Induction and Skills

- Ethics & Standards
- Decisions for Future Generations

Personal Development

- Chairing Meetings
- Public Speaking Skills

Courses aimed at Councillors and staff include:

Introduction to Local Government Wales

Personal Development

- Presentation Skills
- Effective Minute Writing
- Effective Writing
- Meeting Skills
- Managing Yourself and Your Time
- Using E-Learning for Your Development
- Self Development
- Emotional Intelligence
- Giving and Receiving Feedback

Handling Information

- Sharing Personal Information
- Freedom of Information - A Guide for Local Authorities
- Introduction to Information Governance
- Direct Marketing
- Data Protection Awareness.

Health, Safety & Wellbeing

- Managing Health & Safety
- Stress Awareness
- Well-being of Future Generations (Wales) Act 2015
- Violence against women, domestic abuse and sexual violence

People Management Skills

- Optimising Team Performance - Delegation
- Supervising - Achieving Excellence Online Module
- Training and Development for Managers
- Team Leading and Improving Performance

Change Management

- Personal Resilience
- Change Management - Change & People
- Change Management-Introduction to Change Management
- Alternative Delivery Models

Financial Inclusion and Tackling Poverty

Social Services and Well-being (Wales) Act 2014

Further development of the AWA is taking place and Members will receive an update on additional courses and changes in September 2016.

Outcomes:

- 2 Induction programmes for new Members were completed in 2015/16
- 3 Members undertook the Leadership Academy programme;
- 28 Learning and briefing events were held in 2015/16;
- Member drop in sessions on Modern.Gov were well received;

The events included:

Budgets

- Council Financial Resilience and Medium Term Plans (2 sessions)
- Budget Strategy Briefing (2 sessions)
- Budget Briefings (3 sessions)
- Induction Training & Treasury Management for Audit Committee members

Governance

- Code of Conduct and Members' Interests (2 sessions)
- Scrutiny in a Changing Landscape Workshop (1 session)
- Information Governance & Freedom of Information (2 sessions)
- Corporate Parenting: An Introduction for Elected Members

Development Control

- Building Maintenance Framework & Construction Excellence Wales Briefing
- Webcasting for Planning Committee members
- Planning Governance & Protocols (1 session)

Other

- Networked Councillor - Introduction: Social Media for Democratic Engagement (1 session) and Masterclass (1 session)
- Member Development Programme - Marketplace event - Sessions 1, 2, 3
- Member Parking Strategy Briefing (3 sessions)
- Gypsy and Traveller - Elected Member Responsibilities (1 session)
- City Deal Briefing (1 session)
- Liveable City Report & Corporate Plan (1 session)

In addition, written briefings about many topics were provided to Members. These included: Crowd funding, youth innovation grants, Estyn local authority monitoring visit, Member Library facilities and the Cardiff Public Realm Manual.

It is also planned to work with other local authorities in offering shared training to make best use of resources.

Members Services – Support for Members

Background

Under the Local Government (Wales) Measure 2011 the Review of Support to Members Inquiry was tasked to review the provision and adequacy of staff, accommodation and other resources made available to discharge the Council's Democratic Services function and support to Elected Members.

The purpose of the inquiry was to:

- receive an outline of current direct resources relating to support for Members including support to over 350 Committees; sub committees; panels and adhoc meetings and additional clerking to Education Admission and Exclusion appeals approximately 3 panels a week.
- consider guidance and protocols on support; and use of resources;
- receive a summary of the range of duties and services currently provided to Members including level of demand and usage;
- review analysis of Member surveys;
- consider and make recommendations on future provision and services for Members within the budgetary framework;
- note that the provision of services outside of the Directorate namely Members Enquiry Service provided by C2C would be the subject of a separate report to the Committee in March 2016.

The remit of the Task Group **did not** include the provision of Members IT as this was managed through the Members IT Project Group and was under separate review.

Members received details of the resources available for Members Support Services; the staffing structure; and the number and variety of meetings and services provided. In 2015/16 Committee & Members Services provided support to over 350 Council, Committee, Panel and Board meetings, and 170 Education Admission and Exclusion; School Transport and Housing Appeals.

Outcomes

Following the completion of this inquiry the Committee recommended that:

1. The Director Governance and Legal Services submit a growth bid for 2016/17 to fund a permanent Member Support Assistant post and no reduction in services to Members be made to the Committee & Member Services budget.
2. The Constitution Committee undertake a review of the number and frequency of meetings; the effectiveness and purpose of Council meetings; and the remits of the committees to see if there is scope to combine roles or revise terms of reference to avoid duplication.
3. The Elected Members Handbook May 2012 be reviewed and updated to make clearer the services available to Members and delete provisions that have already been removed such as the dictation service. That this provision be

subject to the permanent support arrangement as identified in Recommendation (1) above.

4. The Democratic Services Committee receive a report from the Director Governance and Legal Services on the Welsh Government consultation on the draft second Local Government Wales Bill and provide their comments to input into the consultation process in particular to highlight concerns on the restrictive nature of the requirements and the need for direct consultation with Members by Welsh Government on the future proposals.
5. The Committee and Members Services Manager in preparation for the next Municipal Year considers how the provision of the helpful information formerly in the Members Yearbook can be made available in an economical format to Members if the consensus of Members is that this would be a valuable tool that they wish to re-introduce.
6. The Director Governance and Legal Services submit a bid for 2016/17 to reinstate an appropriate budget for the provision of hot drinks facilities at a minimal cost in the County and City Hall Members rooms, and that the Committee & Members Services Manager negotiate a base cost for this provision with Cardiff Catering.
7. Cardiff Catering is requested to ask the vending service provider to provide more healthy and less sugary food in its facilities.
8. The list of suggestions made by Members for improved support is taken on board as part of the provision of the permanent support arrangement as identified in Recommendation (1) above. These include other areas that could be managed and developed to support Members in the future which would require a level of staff resources: -
 - i. It was welcomed that following requests by Members, Scrutiny Chair's letters issued following meetings now appeared electronically alongside the minutes of the meeting agenda page. The next step was to include all Chair letters and Cabinet responses for the whole municipal year.
 - ii. Improve communication from the Welsh Government on their work programmes and published data;
 - iii. Refresh the Members Handbook and ensure it is kept up to date and details such as organisation charts of senior managers and operational managers including contact details are published alongside the Handbook on the intranet pages;
 - iv. Reference copies of Council papers to be kept in an easily accessible location;
 - v. Continue to develop and improve the data available; and review the indexing on the on Line Information System (MOLIS) so that it is easily accessible to members and include the following data if available:

- Registers of Council licences/permits. For example, Skips, Scaffolding, Alcohol, Food, Houses of Multiple Occupancy (HMO) Licences
- Officer decision register on Cardiff Council website to have same level of detail as that e-mailed to Councillors
- Section 106 register sent to the relevant ward members
- Comparative performance information for school governors.
- Contractor complaints/performance: work scheduling, contract management and how contracts can be reviewed
- Member briefings and training materials after despatch or delivery
- Good Council practice for example Association of Public Service Excellence, National Strategic Indicators (NSI's) and Public. Accountability Measures (PAM's)
- Performance data with other Welsh Councils and core cities in England.

The response from the Cabinet Member is anticipated in the Autumn of 2016.

Modern.gov Information System

Background

A Committee management and decisions system 'Modern.gov' was launched in May 2015. The system is currently used by over 280 Local Authorities in the UK and dovetails into the Cardiff Council internet and intranet webpages. The system cost £20,000 to set up and has running costs of about £10,000.

The system benefits Members by providing enhanced Councillor profile details to include meeting attendance records; Election results; Annual Reports, Twitter feeds, Committee Membership and other information.

Modern.gov is also used to create meeting papers and provides secure electronic access for Members to confidential documents via the Intranet. The system supports the management of Forward Plans and publication of decisions. This supports the governance of the authority and its stated aim to be transparent.

Member awareness sessions and learning opportunities on Modern.gov was offered to all Members during May 2015. The training demonstrated the Modern.gov platform and the improved webpage content. Members upgraded tablet devices have the Modern.Gov App pre-installed. The App improves accessibility to agenda and reports for Members of Committees. Elected Members, citizens and service users are able to subscribe to email notification of significant events occurring and issues being discussed.

In accordance with the Welsh Language Standards Modern.Gov has a Welsh Language version for the publication of bilingual content. This is in accordance with the mandatory Welsh Language Standards which come into force on April 2016, which is currently used to provide bilingual content and Council Agendas. From 1 April 2016 all Agenda fronts and minutes will be required to be published in Welsh and English.

The Democratic Service team implemented the new system alongside their existing duties. Further enhancements to the Modern.gov platform are anticipated in the future, with a greater ability for Members to self-serve and interact with the Democratic Services team.

Outcomes:

- Provision of electronic agenda packs to all Councillors;
- Reduction in annual costs of printing by £7076.00 and Councillor postage by £5172.00;
- Greater accessibility of bilingual information;
- Increased ease for Councillors and staff to update details. For example, updating register of interests.

Members Information Computer Technology (ICT) Project

Background

The 27 June 2013 Full Council meeting resolved to provide mobile ICT devices (Tablets and smart phones) to save money and ensure proper up to date support for Members and to enable them to be less reliant on paper and work in a more mobile way.

Rollout of the agreed tablet devices option followed. confirmation from the UK Cabinet Office that the Council met the requirements of the policy for Public Sector Network (PSN) connectivity in relation to mobile devices commenced in May 2014. This was supported by the Networked Councillor Workshops held on 24 & 25 June 2014 and ongoing training support by Democratic Services Officers and ICT officers.

The business case for the revised specification indicated a potential saving of £56,204 to be achieved over a three year period (2014/15, 2015/16 and 2016/17) (see table below).

<u>Projected Costs/Savings</u>						
	Cost of Capital £	Revenue Cost £	Total Cost £ of Option 1a		Current Cost £	Projected Saving £
Yr 1 (2014/15)	17,847	50,764	68,611		89,000	-20,389
Yr 2 (2015/16)	17,589	53,632	71,221		89,000	-17,779
Yr 3 (2016/17)	17,331	53,632	70,963		89,000	-18,037
Total	52,767	158,029	210,796		267,000	-56,204

The Committee received an update on the performance of the tablets at its meeting of 25 March 2015. Members were advised that a number of unforeseen hardware and software faults had occurred during the roll out period. The report summarised the nature of the faults which had occurred and the actions taken by ICT to mitigate those faults.

Developments during 2015/16

On 15 July 2015 the ICT Service Manager advised that, following discussions with the supplier of the devices, three upgraded versions of the device had been made available for Members to pilot. An evaluation of the project to assess the outcomes, lessons learnt and to enable IT officers to consider any feedback was undertaken following the full meeting of the

The Committee received a report in September 2015 on Members ICT Project Feedback, evaluating the implementation of the Member IT Project. The Committee was advised that the administrative savings on printing and postage had exceeded the target at £28k for 2014/15. However, Members had previously requested that a full analysis of the costs of IT support for the project be evaluated as part of the review. The ICT Service Manager undertook a review of the service calls made in relation to the project, as compared to service calls made under the previous arrangements. The additional ICT support costs were estimated at circa £6,500. The

additional costs of training, Democratic Services staff support; smartphone call charges and keyboards had not been quantified and were not part of the project business case.

The results of the IT Member Questionnaire Survey were set out in the report. A total of 49 responses (65.33%) were received.

Members of the Committee commented on the survey and provided anecdotal examples of some of the technical problems which they had experienced. The ICT Service Manager recognised that there were issues with the performance of the devices. However, these issues had been addressed and the devices were fairly stable. Some difficulties still remained around resetting of passwords. Members were advised that the process for resetting passwords on the new devices would be simplified.

The ICT Service Manager advised that the supplier had agreed to accept the return of the original devices and their replacement by the upgraded device at nil extra cost. Pending the results of the pilot exercise, it was recommended that a phased transition to the new equipment be agreed. Officers advised that the software on the new devices would be the same as the software on the original devices.

The Committee discussed the pilot exercise for the new devices. Members considered that, pending the results of the pilot exercise

- all Councillors should be encouraged to upgrade their devices;
- the pilot of the upgraded tablet be approved and devices be provided to Councillors Dilwar Ali, Hinchey and Hyde to trial as soon as possible;
- officers draft a list of success criteria for evaluation of the upgraded tablet trial;
- the evaluation outcomes of the trial be reported for consideration to the Committee on 20 January 2016;
- pending the success of the trial, the Director of Governance and Legal Services be delegated authority to agree with the ICT Service Manager that discussions be finalised with the provider on the replacement of tablets with the upgraded versions, at no cost to the authority;
- a list of costs for ancillary equipment including an appropriate keyboard, for the tablets be provided to the Committee.

Outcomes

- the upgraded tablets were received in February 2016 and commissioned with the rollout commencing in March 2016 to be completed by end of June 2016.
- 39 upgraded tablets have been issued and a report on feedback from the roll-out will be considered by Committee in September.

Members Online Library Service

Background

In March 2015 officers from the Scrutiny Services Team were invited to deliver a presentation providing an update to the Committee on the development of a Members Online Library and Information Service (MOLIS).

MOLIS is being developed to replace the existing Members Library in County Hall. Officers provided feedback from a survey of members, from interviews and from focus groups which was used to shape the content of the library and set priorities. The results of the survey were detailed in a presentation received by the Committee.

MOLIS would employ the Modern.gov platform to provide a document search facility and index file system which would allow Members to access both internal documents and external sources of information. A list of priority documents and external sources was to be provided along with an overview of the search facility and index file system.

As a result of the large volume of documents within the scope of the MOLIS project, it was necessary to prioritise corporate, governance, scrutiny, performance management and decisions. It would also be necessary to allocate resources to the administration and maintenance of MOLIS on an ongoing basis.

The Democratic Services team have supported the populating of the MOLIS to provide a library of information including documents and link to information on:

- Managements structure and key contacts;
- Member Development information;
- Link to periodicals etc.,

Outcomes:

- The library content continues to be reviewed to simplify access to information required by Councillors for research purposes.
- All Member Briefing and learning sessions are published on the Library.
- New items available on the Members page of the intranet include: **(Some examples need to be included here)**

Draft Local Government Bill Consultation

Background

Members considered a report regarding the draft Welsh Government Local Government (Wales) Bill. Members were advised that the report would enable the Committee to consider the Welsh Government's proposals on those matters relevant to the Committee. This would allow the Committee to inform the Cabinet of their comments to be included in the corporate response to the Welsh Government's consultation.

Part 4 of the draft Bill proposes the imposition of statutory duties upon the Members relating to the performance of their functions. Members would be placed under a statutory obligation to:

- *attend all relevant meetings;*
- *hold a surgery at least four times in every 12 months;*
- *respond to all correspondence ...within 14 days of receipt;*
- *complete all compulsory training courses;*
- *submit an annual report about his or her activities as a member of the Council during the period of 12 months to which the report relates.*

The procedure for handling complaints about an alleged failure by a Councillor to abide by the duties imposed was also set out in Part 4 of the draft Bill. If the Council's Head of Democratic Services considers that a Member of the Council may have breached a specified duty to make a report then they may notify the monitoring officer who may investigate further. Power would be given to the Standards and Ethics Committee who would be able to impose sanctions on Members following a hearing, such as no action, suspension or censure.

The draft Bill also included a provision which removes the restriction on a Monitoring Officer also being designated as the Council's Head of Democratic Services. Additionally, the Bill makes provision for the post of Head of Democratic Services to be included within the definition of chief officer for the purposes of the pay accountability provisions.

Members were advised that this was part of wholesale reform by the Welsh Government which was underpinned by the proposed merger of Local Authorities.

Outcomes

Following discussions Members agreed that the Chair submit a response to the Cabinet to forward to the Welsh Government consultation on the bill. The response would take account of the Committees conclusions:

- Members were sceptical about whether the additional obligations in the Bill would ensure a better public service for the electorate. The obligations did not assess how well a Councillor performs in his/her Ward.
- Members considered that the Bill was unnecessary and unwieldly. It was more important to ensure that systems currently in place worked well. For example,

more credit should be given to Councillors who sat on many Council Committees and panels as a way of encourage more to participate. The current system acclaimed those who had 100% attendance at Committee meetings - even if they only attended the minimum requirement of attendance at Full Council which was only 9 meetings a year. If a Councillor sat on many Committees, resulting in 40 meetings a year and missed one or two they seem to be held in lower esteem than those who had less to attend but have a 100% attendance rate. The committee felt this to be unfair. The way attendance data was interpreted should address this discrepancy and be fairer.

- The draft Local Government (Wales) Bill would make the operation of local government less democratic. Councillors often had to balance families, work commitments and their responsibilities to their residents. They knew best how to fulfil their role. If their role was overly legislated it could make it more difficult for people to come forward as Councillors.
- The ultimate determinant of a Councillor's performance was by local people through the democratic process and the ballot box at election time.
- Members disagreed with the Welsh Government making specific legal obligations on Councillors with regard to attendance at relevant meetings; surgery times, correspondence response times and the submission of Annual Reports. The specific challenges with meeting the obligations outlined above during member discussions should be explained in the consultation response.
- Members generally agreed with the obligation to complete all compulsory training courses. However this was with the proviso that the compulsory training courses were clarified and attendance at compulsory training courses would not prove too onerous.
- Requiring the Council's Standards and Ethics Committee, Monitoring Officer and Head of Democratic Services to undertake the additional requirements in the bill to assess Councillor's performance would add major burdens on officers and extra costs at a time when Welsh local government resources are contracting.
- The Welsh Government needed to improve the way they consulted with local Councillors in Wales and provide better support. For example the Welsh Government should make clearer to Councillors their plans for future legislation and initiatives alert Councillors more effectively to relevant consultations and provide direct and un-bureaucratic updates on Assembly and Welsh Government developments.

Following the 2016 Welsh Assembly elections and the appointment of a new Welsh Government Minister for Local Government the outcomes following the bill consultation is still awaited.

Forward Work Programme

Brief further detail will be provided here once the Committee have determined the Forward Work Plan.

DRAFT

CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD



DEMOCRATIC SERVICES COMMITTEE:

21 SEPTEMBER 2016

REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES

REVIEW OF SUPPORT SERVICES TASK AND FINISH GROUP UPDATE

Reason for this Report

1. To receive an update on the response to the January 2016 Review of Support Services Task and Finish Group report progress.

Background

2. At its meeting 20 January 2016, the Committee endorsed the report and recommendations of the Task Group on the Review of Support Services to Members. The Director Governance and Legal Services shared the report with the Cabinet Member for Skills, Safety & Engagement ahead of the Budget setting process for 2016/17.
3. The Cabinet Member for Skills, Safety and Engagement, Councillor De'Ath had provided an update on the recommendation in relation to the growth bid for 2016/17 for the Committee on 23 March 2016.
4. In addition the Committee at its meeting on 23 March 2016 was advised of a review commissioned by the Cabinet to consider the level of support available to Councillors. This exercise was facilitated by a former policy officer of Nottingham City Council. The outcome of the review is still awaited.

Issues

5. Set out below are the recommendations from the Task Group and the progress on implementation:
 - (1) The Director Governance and Legal Services submit a growth bid for 2016/17 to fund a permanent Member Support Assistant post and no reduction in services to Members be made to the Committee & Member Services budget. *(Completed)*
 - (2) The Constitution Committee undertake a review of the number and frequency of meetings; the effectiveness and purpose of Council meetings; and the remits of the committees to see if there is scope to combine roles or revise terms of reference to avoid duplication. *(Conclusions of Democratic Services Committee submitted to Chair of Constitution Committee)*

- (3) The Elected Members Handbook May 2012 be reviewed and updated to make clearer the services available to Members and delete provisions that have already been removed such as the dictation service. That this provision be subject to the permanent support arrangement as identified in Recommendation (1) above. *(Review of Members Handbook included in Democratic Services Committee 2016/17 Work Programme)*
- (4) The Democratic Services Committee receive a report from the Director Governance and Legal Services on the Welsh Government consultation on the draft second Local Government Wales Bill and provide their comments to input into the consultation process in particular to highlight concerns on the restrictive nature of the requirements and the need for direct consultation with Members by Welsh Government on the future proposals. *(Completed)*
- (5) The Committee and Members Services Manager in preparation for the next Municipal Year considers how the provision of the helpful information formerly in the Members Yearbook can be made available in an economical format to Members if the consensus of Members is that this would be a valuable tool that they wish to re-introduce. *(Recommendation to be considered as part of the Review of Members Handbook included in Democratic Services Committee 2016/17 Work Programme)*
- (6) The Director Governance and Legal Services submit a bid for 2016/17 to reinstate an appropriate budget for the provision of hot drinks facilities at a minimal cost in the County and City Hall Members rooms, and that the Committee & Members Services Manager negotiate a base cost for this provision with Cardiff Catering. *(Completed)*
- (7) Cardiff Catering is requested to ask the vending service provider to provide more healthy and less sugary food in its facilities. *(Request made to Cardiff Catering Manager. Some products available in the current vending facility are of a healthy, less fat and less sugary variety including Fair-Tarde products. However a greater selection of products including fresh products would require a change in vending machines which would be considered as part of any contract review.)*
- (8) The list of suggestions made by Members for improved support is taken on board as part of the provision of the permanent support arrangement as identified in Recommendation (1) above. These include other areas that could be managed and developed to support Members in the future which would require a level of staff resources: -
 - (a) It was welcomed that following requests by Members, Scrutiny Chair's letters issued following meetings now appeared electronically alongside the minutes of the meeting agenda page. The next step was to include all Chair letters and Cabinet responses for the whole municipal year *(This had been implemented for 2016/17 Municipal Year as business as usual. This would require resources to back date information for previous years).*

- (b) Improve communication from the Welsh Government on their work programmes and published data (*Request submitted as part of the Cabinet response to the Local Government Bill 2016?*);
- (c) Refresh the Members Handbook and ensure it is kept up to date and details such as organisation charts of senior managers and operational managers including contact details are published alongside the Handbook on the intranet pages (*Completed*);
- (d) Reference copies of Council papers to be kept in an easily accessible location (*To be catalogued and available as part of the review of the Member Library*);
- (e) Continue to develop and improve the data available; and review the indexing on the on Line Information System (MOLIS) so that it is easily accessible to members and include the following data if available
- Registers of Council licences/permits. For example, Skips, Scaffolding, (*awaiting of confirmation of when these will be available on –line*) Alcohol and Food Premises (*details available on the website*); Houses of Multiple Occupancy (HMO) Licences (*awaiting confirmation on whether this can be made available on-line*);
 - Officer decision register on Cardiff Council website to have same level of detail as that e-mailed to Councillors (*Work ongoing on providing greater transparency on the Committee Management System (Modern.Gov)*).
 - Section 106 Register sent to the relevant ward members (*details on 106 and other planning obligation funds are supported by City Operations Directorate = Planning Section and is the subject of a current consultation*)
 - Comparative performance information for school governors (*methods of accessing this information are currently being explored*).
 - Contractor complaints/performance: work scheduling, contract management and how contracts can be reviewed (*contract monitoring procedures are undertaken by the Directorate and Contract Management. Consideration is being given on how such information can be made available to Members*).
 - Member briefings and training materials after despatch or delivery (*Members & Committee Services are supporting this process and it is being completed as part of the 2016/17 Member Development and briefing programme*)
 - Good Council practice for example Association of Public Service Excellence, National Strategic Indicators (NSI's) and Public. Accountability Measures (PAM's) (*data provided to Policy Review and Performance Scrutiny Committee to be distributed and published for Members information*)
 - Performance data with other Welsh Councils and core cities in England. (*as part of Cardiff's Benchmarking strategy further work is being undertaken to make accessible performance data from core cities*)

Legal Implications

6. There are no direct legal implications arising from the content of this report.

Financial Implications

7. There are no direct financial implications arising from this report.

RECOMMENDATION

8. The Committee consider the responses to the recommendations of the January 2016 Review of Support Services Task and Finish Group report and consider whether further action is necessary.

G Shimell
Interim Head of Democratic Services
19 September 2016

CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD



DEMOCRATIC SERVICES COMMITTEE:

21 SEPTEMBER 2016

REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES

MEMBER PROTOCOL REVIEW

Reason for this Report

1. To consider whether and how improvements could be made to Member's access to information, receipt of timely responses, input into decisions and being consulted on matters relevant to them.

Background

2. The May/June 2016/16 Members Survey raised concerns about the timeliness of responses to queries and uncertainty around the benefits and outcomes of the work of Committees. The Cabinet had also commissioned a review of support available to Councillors. In addition, the Wales Audit Office recently sought the views of Members about governance and their understanding of who had responsibility for different decisions.
3. As a result there is scope for the Committee to consider whether Members are fully aware of their rights regarding access to information, their role in the Council's decision making process and the appropriate forums for redress if these protocols were not met, and whether as part of the review of the Members Handbook there improvements should be made to the Protocol on Elected Member /Officer relations which is a summary of Part 5 of the City of Cardiff Council Constitution Member and Officer Protocol.

Issues

4. Potential areas for a Members protocol to consider include:
 - the Council's decision making framework;
 - Members access to information
 - timescales for receipt of information requested by Scrutiny Committees;
 - timescales for receipt of information by individual Members;
 - timeliness of notification of meetings in particular Ward related meetings/ consultations;
 - consultation by Cabinet on strategic and policy reports with ward related implications;

- criteria for Planning applications be decided by Committee and or Chair and consultation with Members;
- appropriate methods of redress for Members for the variety of complaints and issues of concern.

5. Attached as Appendix A is the Protocol on Elected Member /Officer relations from the Member Handbook, and Appendix B Part 5 of the City of Cardiff Council Constitution Member and Officer Protocol as of the extract from the Member Handbook

Legal Implications

6. There are no direct legal implications arising from the content of this report.

Financial Implications

7. There are no direct financial implications arising from this report.

RECOMMENDATION

The Committee consider whether further clarification and work is needed regarding their rights to access to information, timescales for receiving information, their role in the Council's decision making process and the appropriate forums for redress if these requirements are not met.

G Shimell
Interim Head of Democratic Services
 19 September 2016

Protocol on Elected Member/Officer Relations

The following information is a summary of the Protocol on Elected Member/Officer Relations, which is contained within the Council's Constitution.

As a **MEMBER** you can expect:

- Respect, courtesy and unbiased treatment from Officers
- Creative and impartial advice in relation to Council matters
- A response to your queries within 10 working days
- Confidentiality within the law
- Access to all information and facilities necessary to enable you to fulfil your role
- Information and consultation on issues within your ward, and equality and fairness in how information is shared, in particular within wards and in respect of Officer briefings
- Officers to effectively carry out the decisions of the Council

As an **OFFICER** you can expect:

- Respect and courtesy from Elected Members
- Elected Members to have proper regard to professional advice and opinions, particularly on legal and financial probity
- Legitimate challenge and questioning from Elected Members
- Not to be personally criticised in a public forum
- To meet the Council's objectives through creative solutions
- Not to have your impartiality compromised
- To carry out your duties in accordance with policy and statute

A more detailed explanation of the principles governing Elected Member/Officer relations and their respective roles and responsibilities is set out in the full version of the Protocol on Elected Member/Officer Relations., which is contained in the Council's Constitution.

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PART 5 – CODES AND PROTOCOLS

PROTOCOL ON MEMBER/OFFICER RELATIONS

Basic Principles

- 1 The basic principle of good Member/officer relations in local government is trust, mutual respect and a common understanding of respective roles. Councillors are elected to represent the whole community and officers are appointed by the Council to give creative, robust and impartial advice, which will assist Members in reaching the best decisions for that community.
- 2 The Council's Code of Conduct for Members says that they should "show respect and consideration for others" and "must not do anything which compromises, or which is likely to compromise, the impartiality of the Authority's employees".
- 3 The Code of Conduct for Local Government Employees says that "Mutual respect between qualifying employees and Members is essential to good local government, and working relationships should be kept on a professional basis. Qualifying employees of Cardiff Council should deal with the public, Members and other employees sympathetically, efficiently and without bias."

Councillors' Roles

- 4 All councillors have a responsibility to fulfil representational and constituency roles in respect of their electoral divisions. They also have responsibilities as members of the full Council to take some of the most important decisions the Council can make, including approval of the budget and policy framework. Many will be involved in taking other more detailed Council decisions, particularly within the planning and licensing areas, and others will have responsibility for maintaining an overview and scrutiny of Executive Decisions and the efficient performance of Council functions. A relatively small group of councillors will be members of the Cabinet, which will undertake most of the Council's functions.
- 5 All of these roles will relate in slightly different ways to the officers of the Council. These are set out in more detail below.

Officer Roles and Advice

- 6 Council officers are employees of the whole Council and have an obligation to give impartial advice and to carry out the Council's lawful decisions. They have operational responsibilities which are generally set out in the Council's scheme of delegations, or in their job descriptions. These will generally be of a managerial, technical or administrative nature, and are part of the normal day-to-day work of all Council employees.

- 7 The Member Code of Conduct describes how Members should act when taking decisions and in particular in relation to advice from officers:-
- "A member ... must reach decisions having regard to any relevant advice by the authority's officers..."
- 8 In advising, officers are free to give their professional advice wherever appropriate. Councillors may wish to test this advice by questioning and challenging something they do not agree with, but they should not, by their conduct or actions, make employees feel intimidated or threatened. They should ensure that any challenge of advice given is made to an employee of suitable seniority, generally the Chief Executive, Corporate Director or Chief Officer. Employees should remember that councillors are democratically elected to secure their objectives and fully entitled to question advice given, and to receive a full and complete explanation. Employees should always seek to meet the Council's objectives when advising, provided that this can be done legally and within financial resources.
- 9 If Members remain dissatisfied with the advice given, then they may refer the matter to the Leader, the appropriate Cabinet Member or the relevant Committee Chairperson. Where necessary and appropriate, either by agreement with the Chief Executive, relevant Corporate Director or Chief Officer, or following a decision of the Council, professional advice can be commissioned by relevant officers (in consultation with relevant Members) from a reputable and suitably qualified source outside the Council. Any subsequent report to the Council will contain the professional advice of the Chief Executive or officer named as author, but will also contain any external professional view, clearly identified as such.
- 10 This Council operates a system which requires advice on the legality and achievability (including financial matters) of the decision in advance of its consideration, and for that advice to be captured in reports to Members, Cabinet, Committees or the Council. Officers should be permitted to give their complete advice, including a description of any relevant options and advice as to legal and financial probity. When oral advice is given, it should be recorded in writing by the officer concerned.
- 11 The Council has three main statutory officers; the Head of Paid Service, the Monitoring Officer and the Section 151 Officer, who have duties to advise the Council as a corporate body or the Cabinet in relation to Executive Functions, and have a statutory right to advise as they believe appropriate within their statutory duties.

Correspondence with Councillors and others

- 12 The Council has a detailed Protocol setting out how officers should deal with correspondence from councillors and other elected representatives. The Protocol may change from time to time to adjust to differing circumstances, but councillors and officers should refer to it for guidance on this issue. Officers should always try to respond to Members within the Council's target

timescales for response, and if they cannot, should keep the Member informed as to progress. If correspondence is referred by an officer to a Member for response, the Member should also use best endeavours to reply within Council target response times.

Relationships between Officers and Members

- 13 As indicated above, although officers have a duty to serve the Council as a corporate body, their working relationships will be different with different groups of Members. The following paragraphs identify and give guidance on key issues in this area.
- 14 **All Councillors** – all councillors and employees will demonstrate mutual respect and will deal with each other sympathetically, efficiently and without bias. Officers are responsible for advising the whole Council but may occasionally be called upon by individual Members to advise or give information on particular issues that relate to the councillor's representational or constituency roles. This is entirely proper and within available resources, advice will be given. Officers should not advise councillors on their individual positions or to assist them in personal capacities, but only in relation to Council matters. The Monitoring Officer or his/her nominee may advise individual councillors on the Member Code of Conduct and their responsibilities in relation to declaration of interests.

Individual Members may request that advice given to them is treated in confidence. They should make this clear at the start of any discussion or correspondence with the officer concerned. The officer will then advise the Member as to whether the discussion or correspondence can be treated as confidential within the law and within Council procedures, so that both parties have a clear understanding of the position. Information which indicates that the Council may be in breach of a duty, involves the protection of vulnerable people or alleges misconduct, for example, may not be kept confidential, and may be reported to the proper person or authority.

- 15 **Chairpersons and Officers** – the chairperson of the Council and/or chairpersons of committees have particular roles in relation to the business of the Council or committees, and officers will support them in those roles. Generally, and subject to the Council's rules of procedure set out in Part 4, the Chairman/chairperson of any Council body will finalise relevant agendas and the officer with responsibility for issuing the agenda will comply with the Chairman/chairperson's wishes in this respect. However, in certain instances, statutory officers have a right to have items included on relevant agendas, and these and any instructions issued by statutory officers in this respect will be followed.
- 16 **Leader and Cabinet and Officers** – although employees serve the Council as a whole, senior employees will work closely with the Leader and Cabinet Members on policy matters. In particular, they may be asked to brief Members on Council powers, the implementation of policies and available options. This is entirely acceptable, whether done individually or collectively.

The Leader and Cabinet Members recognise that all officers are employees of the full Council and may not be asked by Members to advise in a certain way, or to carry out their duties in a way which does not accord with formal decisions or with the officer's own professional judgement. This is, of course, subject to the requirement that officers must carry out the lawful decisions of the Council and the Cabinet.

- 17 **Party Groups and Officers** – no officer may be compelled to attend a meeting of the Council's political groups and similarly may not insist on doing so. Officers will not attend party group meetings which include individuals other than Council Members or Council officers acting in that capacity. If an officer gives a briefing to any political group represented on the Council, he/she will offer a similar briefing to the other party groups.
- 18 **Co-opted Members and Officers** – the Council has several co-opted members who have a statutory right to vote on issues in certain circumstances. Officers will deal with co-opted members in the same way as they deal with all councillors and will be available to advise them as set out in paragraph 10 above, in respect of their particular statutory functions only.

Conduct and Effectiveness

- 19 If councillors have any concerns about the effectiveness or conduct of particular officers, they will take this up directly and confidentially with the appropriate Corporate Director with responsibility for the officer's service area, or the Chief Executive if there is no appropriate Corporate Director or the issue relates to a Corporate Director, or the Leader if the issue relates to the Chief Executive. The issue will then be handled in accordance with the Council's procedures and the Member and officer concerned will be advised of the outcome, unless there are legal reasons why they may not. Personal criticism (except in pursuance of a legal obligation) by Members of individual officers or identifiable groups of officers will not take place in public forums (including the media) as this could seriously affect the ability of the Council to effectively defend its position as an employer and may in some circumstances render it liable to payment of compensation.
- 20 Similarly, if any officer has concerns about the conduct of a particular Member, he/she will raise it in the first instance with his/her Chief Officer or Corporate Director so that attempts can be made to resolve the issue on an amicable basis. If this is not possible, or the alleged misconduct is of a serious nature, the matter will be reported to the Council's Monitoring Officer, who will then advise on whether it is appropriate for the issue to be referred to the Standards Commissioner for Wales under the Member Code of Conduct. No Council officer will publicly criticise any councillor (except in pursuance of a legal obligation) as this would be a departure from the proper statutory process and may prejudice that process.

Access to Information and Documents

- 21 The Council promotes openness and access to information by all its councillors. However, the law prevents the release of confidential or exempt information in certain circumstances, and both officers and members will abide by the Council's Access to Information Procedure Rules set out in Part 4 of this Constitution. Confidential information or exempt information provided to Councillors must be used properly, and only for the purposes for which it has been released.

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CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD



DEMOCRATIC SERVICES COMMITTEE:

21 SEPTEMBER 2016

REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES

WORK PROGRAMME 2016/17

Reason for this Report

1. To review the work plan priorities for the Democratic Services Committee for the remaining meetings of 2016/17.

Background

2. At the last meeting the Democratic Services Committee produced a list of items within its terms of reference for future consideration and decision at the remaining meetings of this municipal year.
3. The Committee identified Member Induction 2017, improvement to skills and learning opportunities, and the Member Support Services review as key priorities in line with the Corporate Statement of Action agreed by the Cabinet in March 2016 in response to the Wales Audit Office Follow-on Assessment report received in February 2016.

Issues

4. The Committee requested that the items identified be scheduled for the remaining meetings of the Committee.
5. Topics identified formed a significant element of the Organisational Development Member Support and Induction Project and its three work-streams: -
 - Member Induction 2017;
 - Transition arrangements; and
 - Member support.
6. Attached as Appendix A is a draft Work Programme setting out items for consideration by the Democratic Services Committee and the Member Development Steering Group.

Legal Implications

7. There are no direct legal implications arising from the content of this report.

Financial Implications

8. There are no direct financial implications arising from this report.

RECOMMENDATION

The Committee is recommended to consider the Work Programme 2016/17, as set out in Appendix A and agree the priorities as scheduled

G Shimell
Interim Head of Democratic Services
16 September 2016

Appendix A – Democratic Services Committee Forward Plan 2016-2017

APPENDIX A

DEMOCRATIC SERVICES COMMITTEE – FORWARD PLAN 2016/17

The following topics have been prioritised on a Red / Amber/ Green (RAG) basis with Red being the highest priority and include indicative timescales as applicable:

TOPIC	OBJECTIVE/OUTCOME	WHO IS RESPONSIBLE?	PRIORITY
(1) Member Learning and Development Programme 2016/17	To agree the final programme for publication and notification to all Members; Co-opted and Independent Members of the Council and where appropriate Community Councillors	Member Development Steering Group	RED September 2016
(2) Review of Member Development Strategy	To produce a Member Development Strategy that reflects the changing development needs of Councillors.	Member Development Steering Group	AMBER December 2016
(3) Members Support Services Review Update	To consider the emerging recommendations and actions from the Councillor Support Review commissioned by the Cabinet.	Programme Manager & Project Manager OD – Member Support and Induction 2017 Project Group	AMBER December 2016
(4) Update on the Member Online Library Service and independent information and research support.	To respond to Members Survey 2016 and key requirement for improved access to information by Members	Committee & Members Services Manager	AMBER December 2016
(5) Member Induction 2017	<ul style="list-style-type: none"> To review the draft Member Induction and Learning Programme to support new and returning Councillors post May 2017. To determine what learning should be considered essential to enable Members to discharge their role to meet the Cardiff Undertaking and Code of Conduct and other statutory requirement/s. 	Member Development Steering Group	RED December 2016

TOPIC	OBJECTIVE/OUTCOME	WHO IS RESPONSIBLE?	PRIORITY
(6) Members Handbook;	To review the draft Members Handbook prior to sign off for publication	Committee & Members Services team	AMBER March 2017
(7) Review of Mentoring Scheme	To update opportunities for Mentoring with Cardiff Councillors and external peer mentors.	Member Development Steering Group	GREEN March 2017
(8) Revised Care Allowance Scheme	To ensure that the scheme is accessible and fit for purpose and is in line with the guidance from the Independent Remuneration Panel for Wales	Committee & Members Services Manager	GREEN March 2017
(9) Personal Development framework;	To develop a process for individual Member learning and development needs analysis	Committee & Members Services Manager	GREEN March 2017
(10) Work-life Balance further research	To analyse and investigate further matters around the role of the Councillor; work-life balance; casework and time management	Scrutiny Research / Committee & Members Services Manager	GREEN December 2017