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AGENDA

Committee	DEMOCRATIC SERVICES COMMITTEE
Date and Time of Meeting	MONDAY, 28 NOVEMBER 2022, 4.00 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Cowan (Chair) Councillors Ash-Edwards, Davies, Derbyshire, Goodway, Lay, McEvoy, Naughton, Palmer, Jackie Parry, Simmons and Thomson

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

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

3 **Minutes** (*Pages 3 - 10*)

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

4 **Cyber Security - Passwords, Multifactor Authentication (MFA) and Mobile Device Protection** (*Pages 11 - 18*)

5 **Information Governance Update** (*Pages 19 - 50*)

6 **Members Enquiry Service (MES) Update** (*Pages 51 - 58*)

7 **Multi-Location Meeting Conferencing System Update** (*Pages 59 - 98*)

8 **Diverse Council Declaration Draft Action Plan** (*Pages 99 - 110*)

9 **Achieving the WLGA Charter for Members support and Development** (*Pages 111 - 184*)

10 **Schedule of Remuneration 2023-2024** (*Pages 185 - 210*)

11 **Democratic Services - Activities and Service Support** (*Pages 211 - 218*)

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

12 Forward Work Programme (*Pages 219 - 222*)

13 Urgent Items (if any)

14 Date of Next Meeting

The next meeting of the Committee is on Monday 23 January 2023 at 4.00 pm.

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 22 November 2022

Contact: Kate Rees,

029 20872427, KRees@cardiff.gov.uk

DEMOCRATIC SERVICES COMMITTEE

5 SEPTEMBER 2022

Present: Councillor Cowan(Chairperson)
Councillors Ash-Edwards, Davies, Goodway, Naughton, Palmer,
Jackie Parry, Simmons and Thomson

29 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Derbyshire and Lay.

30 : APPOINTMENT OF CHAIRPERSON AND COMMITTEE MEMBERSHIP

RESOLVED:

To note that the Council, at its annual meeting on 26 May 2022, appointed Councillor Jayne Cowan as Chairperson of this Committee and the following Members to this Committee: Councillors Cowan, Ash-Edwards, Calum Davies, Derbyshire Goodway, Lay, McEvoy, Naughton, Palmer, Jackie Parry, Simmons and Thomson

31 : TERMS OF REFERENCE

RESOLVED:

To note that the Council, at its annual meeting on 26 May 2022, agreed the following Terms of Reference:

- To carry out the local authority's function of designating the Head of Democratic Services;
- To keep under review the adequacy of provision of staff, accommodation and other resources made available to discharge the democratic services functions of the Authority; and
- To make reports, at least annually, to the full Council in relation to these matters.

32 : DECLARATIONS OF INTEREST

No declarations of interest were received in accordance with the Members Code of Conduct.

33 : MINUTES

The minutes of the meeting held on 24 January 2022 were approved by the Committee as a correct record and were signed by the Chairperson.

34 : THE ROLE OF DEMOCRATIC SERVICES COMMITTEE

Members were advised that the substance of this item was already contained within the Terms of Reference, which had been dealt with at Item 3.

The Head of Democratic Services presented the report. He advised Members that the purpose of the report was to consider the Welsh Government consultation document on the Local Government: Guidance for Principal Councils within the remit of the committee and the response provided by officers to meet the deadline of 22 July 2022 and circulated to Committee members by email, and to provide any additional feedback to be submitted as part of this ongoing consultation.

Members were advised that the Welsh Government has carried out a pre-consultation exercise with Officers and that Members would be able to submit a revised response to the Welsh Government.

The recommendations were outlined after which the Chairperson invited Members' comments, observations and questions.

Members sought clarification on the meaning of the term 'strategy on decision making'. Officers advised that it was a matter that was for Executive Support Officers and was not within the remit of the Committee.

Members sought clarification on whether Annual Reviews were mandatory. Officers advised that the requirement for Annual Reviews was something that the Council had to have in place. It was not mandatory for Members to undertake them and had not been done in Cardiff for a long time. The Council is looking to undertake a review of the Charter for Member Support and Development. Members were advised that some councils have a structured process for Annual Reviews. It had not been defined what a suitably qualified person was but in the view of Officers it had to be an experienced member.

Members remembered some members having done Annual Reviews and expressed the view that it would be they would be a useful thing for members to put on the website to inform the public about what they did. Officers advised that there was a template for an annual report that was retrospective for the previous year. Members recalled that the annual report used to be promoted by the Council and expressed the view that it would be useful if Officers were to promote them to members next year to cover this year.

Members expressed concern that the impression was being created that being a councillor was a job. Members discussed whether the report could be an opportunity for elected members to inform their constituents about what they did. It was pointed out that members reported to their constituents by newsletter. It was reiterated that it would be useful to promote reports to members as an opportunity to inform constituents about their activities, but as an informal rather than mandatory matter.

Members referred to Questions 6 and 7 in the consultation response and enquired about the relevance of publishing members' home addresses to training and development. Officers advised that Question 7 relates to the guidance on the training, development and support for members.

Members sought clarification on the social model of disability. Members were advised that it is a way of looking at the world which states that it is society which puts barriers to disabled people rather than disabled people being the problem.

Members sought clarification on the role of Performance and Partnership Services. Officers advised that this was under the remit of the Policy and Performance Team.

Members enquired about the Petition Scheme and sought clarification on when and how the Council accepts and rejects petitions. Officers advised that the scheme gives a set of criteria regarding what petitions can be accepted, and guidance on the process. Petitions must be on matters within the remit of the Council and there are also criteria relating to signatures. If a petition attracts 51 signatories it can be presented to the Council by a ward member or lead petitioner. The criteria are available online and were agreed in May when the constitution was updated. Members expressed concern that petitioners would be unable to raise issues which affect Cardiff but which the Council had no control over, and considered that if the Council could lobby on a matter in a small way then petitioners ought to be able to raise the issue. Officers advised that if a matter was outside the remit of the Council a petition to the Council was unlikely to be the best way to progress the issue. There was no reason why a member of the public could not contact a councillor who could advise them on other options.

Members expressed the view that the Petition Scheme lacks a mechanism for feeding back information on the fate of petitions. Officers advised that under the current scheme a response is provided to the lead petitioner, and the website is updated to indicate that a response has been sent. The scheme is undergoing a 12-month review to see if any changes need to be made.

Members raised the issue of job shares among Executive Councillors and whether they should have the same title.

Members referred to Question 25 in relation to Scrutiny and observed that it was not the only route for members of the public to feed into Council. Officers advised that while it is not the only point of access for members of the public into the Council it is one that feeds directly into the decision-making process and issues raised in Scrutiny can get into full Council.

Members sought clarification on whether the responses from Bilingual Cardiff came from the members' group or from Officers, and enquired as to whether there were any members of the group who did not speak Welsh. Members were advised that some members of the group were Welsh learners, and that the response came from Officers.

RESOLVED TO:

- Note the provisions of the consultation document: Local Government: Guidance For Principal Councils, set out in Appendix A; and
- Delegate authority to the Head of Democratic Services, in consultation with the Chair, to prepare and submit a revised response to the Welsh Government behalf of the Committee as necessary.

The purpose of the report was to inform the Committee of the progress that has been made with the Member Induction following the Local Government Elections on 5 May 2022. Many expected outcomes have been achieved particularly in the administration phase. In the Essentials phase much has been completed though some members are still to do the Code of Conduct. Not all members were able to attend training sessions and the need for further sessions has been identified. There was a poor response to the electronic evaluation survey for the mandatory sessions.

The Head of Democratic Services outlined the recommendations after which the Chairperson invited Members' comments, observations and questions.

Members expressed the view that the Council and group leaders need to be telling members that they need to attend mandatory sessions. They noted that only 34% had attended Information Governance and Data Protection training and asked how long it would be before this became problematic. Officers advised that they hoped that all members would do the training soon and at least before the end of the financial year. Sessions would be interspersed between meetings to ensure members were not overloaded.

Members observed that many elected members found it difficult to attend training sessions because of the hours they work and wondered whether it would be possible to present mandatory training as online courses. Officers advised that there was currently no provision for IGDP to be presented online but that this could be explored. Officers could also look to arrange more sessions going forward to enable members to attend.

Members asked whether there was a statutory requirement to complete the mandatory training and what if any sanctions were available for members who failed to do so. Officers advised that there was no statutory requirement to complete training but that every member is required to be aware of the Code of Conduct. Cardiff Council has one of the most diverse communities within its boundaries so it is beneficial to members to undertake Equality and Diversity training. IGDP training is provided for the protection of members and the Council, as all members are issued with IT devices. It is important members are aware of their roles and responsibilities as data controllers. Safeguarding and Corporate Parenting training is provided as the Council needs to make sure members behave in an appropriate way. Members were advised that the Committee had agreed that this training should be mandatory. While legislation does not require members to complete Code of Conduct training, in case of a breach the Ombudsman will ask if the Council made such training available and whether the member completed it. Members can be fined for breaches of legislation in regard to data protection. All mandatory training is related to statutory functions where there could be consequences for either a member or the Council if there was a breach.

Members expressed the view that the initial induction sessions were very good but that in some of the more complex sessions such as Data Protection they were not sure that everything that needed to be covered had been and that it might be useful to follow up on the feedback from the sessions especially as IGDP is high risk.

Members indicated that there had been so many sessions that they had lost track of which ones they had attended, and that it would be useful if an updated list could be sent to Group Whips.

RESOLVED TO:

- Note the information set out in the report and its appendix; and
- Receive a further update on the Member Induction Programme at a subsequent meeting of the Committee.

37 : DEMOCRATIC SERVICES - SERVICE AND PERFORMANCE OVERVIEW

The Head of Democratic Services presented the report, which informed the Committee of the current structure, services and performance of Democratic Services Team.

Team structure

Members were advised that there is one vacancy for a Committee Services Assistant (Welsh essential) which is being currently being recruited. Cardiff Council is likely to be the host authority for a new National Adoption Service Joint Committee consisting of the 22 Welsh Authorities, and a Service Level Agreement has been drafted to ensure the full costs of supporting the Joint Committee are met by the National Adoption Service Budget. Additional funding has been provided to reinforce the capacity of the Committees Team, and current and future requirements are being assessed with the intention to create new posts which will support the effective delivery of support to the governance arrangements of the authority. The service has been asked to identify potential savings for the current financial year 22/23 and the next financial year 23/24.

Members sought information on what tasks the team was unable to perform due to the delay in filling the vacancy. Officers advised that it was more a question of tasks taking longer to complete. Attempts have been made without success to recruit a Welsh speaker with Committee clerk skills from Cardiff Works.

Members discussed whether it would be possible to recruit a non-Welsh speaker to help clear delays in work being completed. Unless it was essential for the appointee to speak Welsh for major duties, then perhaps the post should be open to non-Welsh speakers. Officers advised that corporate policy indicates that there should be a certain number of Welsh speakers per department. The department should have 2 but currently has 1. If this 3rd attempt to recruit is unsuccessful the department will approach Human Resources to make the post Welsh desirable rather than Welsh essential.

Members were advised that efforts could be made to see if the post could be recruited or seconded from somewhere other than Cardiff Works.

WLGA Charter Member Support and Development

Members were advised that the Council approved the Diverse Council Declaration at the beginning of the year. The Charter provides a broad framework for local planning,

self-assessment, action and review, and the initial Charter Award is a self-assessment undertaken by the Authority and documented and submitted to the WLGA.

Members were advised that the PDR was the same as the Annual Review and that it should be undertaken by a suitably qualified person which would be another member rather than an officer.

Mentoring

Members were advised that the WLGA Guidance for Member Mentors was approved for adoption by Council in November 2021 and that 10 councillors were trained as mentors before the Local Government election. No formal offer of mentoring has been sent to the 28 newly elected members. The department is aware that informal mentoring takes place. Newly elected members will be consulted about whether they wish to have a Member Mentor, and if they do a suitable member could be identified and arrangements put in place.

Members expressed the view that mentoring works better when it is done by party groups as councillors feel more comfortable being mentored by members of their own group. The view was also expressed that it should be an option for councillors to be mentored outside their group as some members may want to be mentored in a particular work area such as Education or Children's Services. Members were advised that the department could contact members as early as possible to offer opportunities for mentoring.

Multi-location Meetings

Members were advised that under the Local Government and Elections (Wales) Act 2021, local authorities are required to put in place arrangements for multi-location meetings. The conferencing system has been replaced and appears to be working well though there have been some teething issues. The Easy Conference Connect system supports MLMs, provides an electronic voting system and simultaneous Welsh translation, which Microsoft Teams was unable to do. The system has been demonstrated to other LAs and the WLGA, and now needs to be adopted by outside bodies.

Members discussed the technical issues that had arisen with the Easy Conference system. It was suggested that there had been problems at a large number of meetings and these were making it harder for councillors to engage in the democratic process. There was support for the suggestion that the system be reviewed. The view was expressed that the system was not fit for purpose and members requested a report on costs. Officers advised that some of the problems were caused by the Council's lack of capacity for delivering information over the internet. The developer had warned the Council that internet capacity had to be above a certain level and this was not always the case. It would probably not be possible to have the money spent on the system refunded.

Member Development

Funding has been provided from the UK Government for workshops in PREVENT and Safeguarding Against Violent Extremism (SAVE). Other forthcoming sessions will look at What makes Effective Scrutiny and Chairing Skills. Details of the opportunities provided by the Cardiff Academy for Councillors to develop their Welsh Language skills have been circulated to all Elected Members.

Demographic Profile Survey

Members were advised that this was still live and that only 48 responses had been received compared to 66 in 2021. Members suggested that Group Whips be asked to establish who has and has not completed the survey.

Members Enquiries System

Members discussed delays in getting responses to constituents' enquiries. It appeared that responses were being held up in Members Services. Members expressed the view that dealing with enquiries was the most important aspect of their work. Complaints need to be dealt with in a timely fashion as this affects the reputation of the Council. Targets for response time are not being met and the view was expressed that the focus of Democratic Services should be on this issue. Officers advised that there had been some technical issues that had been addressed. There had been fewer staff available due to the summer holidays and some service areas may not have been responding as quickly as before. Members suggested that information be sought from elected members on the extent of the problem.

RESOLVED TO:

- Note the information set out in the report

38 : FORWARD WORK PROGRAMME

The Chair invited Gary Jones, Head of Democratic Services, to present the Forward Work Programme.

Members expressed the view that the security measures on councillors' IT devices were excessive and caused unnecessary problems. Officers advised that they could seek information and views from elected members then seek an explanation from ITC for the Committee as to why the additional security was in place and examine whether changes could be made.

RESOLVED:

To approve the committee's Forward Work Programme

39 : URGENT ITEMS (IF ANY)

None received.

40 : DATE OF NEXT MEETING

The next meeting of the committee is on Monday 10 October 2022 at 4.00 pm.

The meeting terminated at 5.50 pm

REPORT OF THE HEAD OF ICT

CYBER SECURITY - PASSWORDS, MULTI FACTOR AUTHENTICATION (MFA) AND MOBILE DEVICE PROTECTION

Reason for this Report

1. The purpose of this report is to update the Democratic Services Committee on some of the Cyber Security controls in place around Cardiff Council systems and data.

Background

2. The aim of Cyber Security is to protect the **Confidentiality, Integrity and Availability** of council data and services. Particularly as the council's network contains highly sensitive data about citizens and staff, relevant under UK Data Protection legislation.
3. Cardiff has many regulatory & compliance obligations that require the organisation to implement a range of security controls, these include:
 - the UK Data Protection Act (2018) legislation,
 - Compliance & Memorandum of Understanding (MOU) obligations such as PSN and Cyber Essentials with Central Government departments.
Examples of this include :
 - access to DWP data for Housing services the council can offer and impacting vulnerable citizens
 - access to health data for social care systems impacting vulnerable adults and children
 - access to the Electoral Registration services impacting the council's ability to perform elections
 - contractual obligations such as PCI Compliance for handling card payments.

Current controls

Passwords

4. One of the most obvious examples of cyber security controls is the use of passwords. The current password policy within Cardiff Council is as follows:
 - The password is at least nine characters long.
 - The password must contain at least 1 character from each of the following:
 - Letters - English uppercase characters (A - Z) OR English lowercase characters (a - z)
 - Numbers (0 - 9)
 - Non-alphanumeric Characters (For example: !, \$, #, {, @ or %)
 - The password is required to be changed every 60 days.

Multi-Factor Authentication

5. An enhancement to the use of passwords is the use of Multi-Factor Authentication (MFA). This can also be called 2-step verification (2SV) or two-factor authentication (2FA). Multi-factor Authentication (MFA) is an authentication method that requires a user to provide two or more verification factors to gain access to a resource such as an application or an account.
6. For Cardiff staff, we use this when accessing online services from Microsoft, held in Office 365. This requires the additional authentication from a Multi-Factor Authentication device, either via an smartphone App approval, App code or confirmation via telephone call.
7. These services, that would previously have only been accessible from inside the internal network, are hosted directly in the cloud and so can now be accessed from anywhere in the world including from high threat nation states, or may allow remote connectivity to on-premise services, and as such require this additional level of security for authentication.
8. However, if the access comes from a known physical council location, i.e. a council office-based worker, then MFA is not required. In these cases the security is considered provided via physical building access controls.
9. Unfortunately, Microsoft applications which should share a single MFA authentication request between applications occasionally fails to replicate in a timely fashion, and this can mean multiple MFA prompts are asked for which we are aware can be an annoyance.

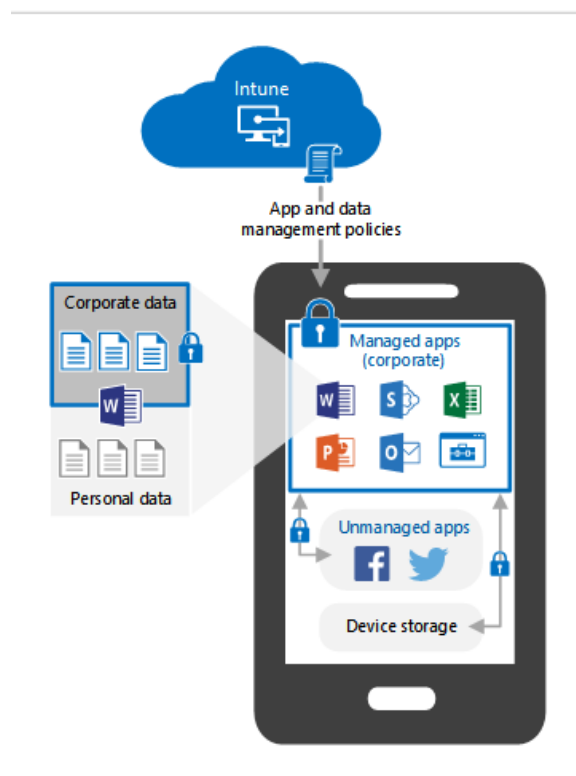
Mobile Device protection

10. Access to council email and data can be performed from both personally and corporately purchased mobile devices, with both operating in the same way. This is both a convenience in terms of not having to carry multiple phones but also a cost saver for the organisation. Access to this council provided email can be managed securely via either:

- Mobile Device Management (MDM). MDM requires taking full control over of a mobile device, which is highly restrictive and takes excessive management. Realistically this not something staff would want to have happen on their personal devices, and for this reason MDM is not used.
- A Mobile Application Management (MAM) – this separates the storage and access of data into a separate secure container, away from the insecure unmanaged portion of the phone (whether corporately or personally purchased makes no difference).

When using any council provided services on a mobile device, for example email or Word, access between managed and unmanaged storage areas is blocked. This is so that Council data cannot be copied out of the ‘managed area’ or app, and pasted into an insecure ‘unmanaged’ area or app. You can copy into a managed application though, for example by taking a photo and adding to a council email.

Unlike the unmanaged element of the phone where there can be no control over security policies, these corporately provided apps have a PIN for access as well requiring MFA authentication every 7 days, so this provides a high level of security to the authentication process. The below diagram may help visualise this MAM solution:



- The MAM solution enables personal devices to be used without direct control by Cardiff Council but ensures council data is not incorrectly stored in breach of the council’s obligations.

Issues & Risks

Passwords

11. Guidance from the ICO recommends that we *“take appropriate technical and organisational measures to prevent unauthorised processing of personal data”* and consider that:
 - *“password length - you should set a suitable minimum password length (this should be no less than 10 characters)”*
 - *“special characters - you should allow the use of special characters”*
 - *“password ‘deny lists’ - do not allow your users to use a common, weak password. Screen passwords against a password ‘deny list’ of the most commonly used passwords”*

[Passwords in online services | ICO](#)

12. Guidance from Microsoft and the National Cyber Security Centre (NCSC) is similar and ultimately recommends that password are longer ([Three random words - NCSC.GOV.UK](#)), but do not expire until suspected of being breached, and that weak passwords are blocked from being chosen by using a deny list to prevent common, guessable passwords being used.
13. The use of automated responses to “Risky Sign-ins”, for example due to brute force attack attempts, or impossible travel where logins originate from 2 different countries, is also recommended to reduce overall Cyber Threats.
14. After review ICT feel the current settings are generally adequate, however the additional protection offered by enhanced security such as those provided by Microsoft E5 service with extra protection from “Risky Sign-ins” would increase Cyber Security and potentially improve user experience, but this would come at a significant additional ongoing cost.

Multi-Factor Authentication

15. Guidance from the ICO recommends that *“You should implement two-factor or multifactor authentication wherever it is possible to do so - to take the most common example, a password and a one-time token generator. This will be more important where the personal data that can be accessed is of a sensitive nature, or could cause significant harm if it were compromised”* ([Passwords in online services | ICO](#))
16. Guidance from the NCSC recommends that MFA is used wherever possible: *“As long as passwords are used for authentication, there will always be a chance that users and administrators will choose machine-guessable passwords and be susceptible to social engineering. Therefore:*
 - *Organisations should choose Cloud and Internet-connected services that offer a form of multi-factor authentication.*
 - *All users, including administrators, should use multi-factor authentication when using Cloud and Internet-connected services. This is particularly important when authenticating to services that hold sensitive or private data.*

- *Administrators should, wherever possible, be required to use multi-factor authentication.*
- *Organisations should consider carefully the use of services which only allow for single-factor authentication.”*

[\(Multi-factor authentication for online services - NCSC.GOV.UK\)](https://www.ncsc.gov.uk/online-services)

17. It is worth being clear that any breach of data that occurs will always be forensically attributable back to the account/user – therefore without MFA to safeguard sign-in attempts with an extra factor this will mean that all data breaches could be incorrectly attributed to the user and could also lead to personal consequences and fines under data protection legislation.
18. A review of other similar organisations was performed in September 2022, and this found that:
 - A UK Government department (national agency), which uses Google services, has a policy of requiring MFA every day.
 - Welsh Government upgraded to Microsoft E5 services and has implemented MFA with extra protection from “Risky Sign-ins” to allow lower risk user and sign-in attempts to occur without needing MFA unless a high risk sign-in occurs. However, the majority of data is held within their private network and this can only be accessed via VPN which requires MFA every time (every day).
 - Welsh Assembly - upgraded to Microsoft E5 services and has implemented MFA with extra protection from “Risky Sign-ins” to allow lower risk user and sign-in attempts to occur and only prompt every 14 days.
 - Newport Council has a policy of requiring MFA every day, and following a recent issue limit logins to UK geographical locations.
 - Vale of Glamorgan Council upgraded to Microsoft E5 services and is currently implementing MFA with extra protection from “Risky Sign-ins” to allow low risk user and sign-in attempts to occur
 - Caerphilly Council upgraded to Microsoft E5 services and is implementing MFA with extra protection from “Risky Sign-ins” to allow low risk user and sign-in attempts to occur and only prompt every 90 days
19. The current setting of requiring MFA every 7 days which is used by Cardiff can only be set globally and cannot be altered to provide different values for different groups of staff.
20. After review, with the current security tools in use, ICT feel the current setting is both adequate to meet Cyber Security needs, as well as Regulatory, Compliance and Contractual obligations. We recognise that security and good user experience is sometimes a difficult balance to achieve.
21. However, the additional protection offered by the enhanced Microsoft E5 service with extra protection from “Risky Sign-ins” would increase Cyber Security options and potentially improve user experience. This software will profile normal behaviour and be able to automatically detect unusual, abnormal or risky sign-ins and, allowing MFA prompts to happen less often in normal

circumstances (e.g., monthly) but when a risky sign-in occurs immediately prompt for MFA.

22. This is under consideration but with additional costs of circa £430k p.a. this is not an easy decision with the current financial position.

Mobile Device protection

23. MAM is the most suitable end user experience available, and more cost effective than an alternative MDM approach where the council will most likely have to purchase corporate devices for staff who currently use their personal devices at no cost to the council.
24. When using MAM, copying and pasting council data from a managed app to the unmanaged phone or other apps, e.g., Twitter, Facebook, WhatsApp & Google services, is blocked. This is to enforce necessary data protection controls so that insecure & unencrypted mobile devices cannot become the source of a data breach, regulatory fine and reputational damage. For example Greater Manchester Police were fined £150,000 for the loss of an unencrypted device - [Encryption and data storage | ICO](#)
25. After review ICT feel the current settings are adequate to meet Cyber Security needs, as well as Regulatory, Compliance and Contractual obligations, particularly for Data Protection.
26. Where data needs to be copied and pasted out of a council system ICT recommends that this should be done on a council managed device, available to all Members from Member Services, this ensures that no unmanaged device or application can intercept council data.

Impact of not meeting our ICT Security obligations

27. Failure to meet our Cyber Essentials & PSN obligations could lead to the withdrawal of services such as DWP provided data affecting Housing services the council can offer and impacting vulnerable citizens; or access to health data for social care systems impacting vulnerable adults and children; or access to the Electoral Registration services impacting the council's ability to perform elections.
28. Failure to meet our UK Data Protection legislative obligations could lead to a data breaches, corporate sanctions and/or significant fine up to £17.5 million per breach under the UK GDPR, as well as cause significant reputational damage. If the breach is a cyber attack this could lead to loss of council services for months or years (A very valuable watch or read from Copeland council - [Video - Covid and Copeland Cyber Lessons | UKAuthority](#) / [PDF - Copeland Council Case Study - Response and Recovery from a major Cyber Attack](#)) significantly affecting citizens in Cardiff.

Financial Implications

29. There are no direct financial implications arising from this information report. However, failure to meet UK Data Protection legislative obligations could lead to a data breaches, corporate sanctions and/or significant fine up to £17.5 million per breach under the UK GDPR.

Legal Implications

30. A key principle of the UK GDPR is that data controllers must process personal data securely, by means of 'appropriate technical and organisational measures', referred to as 'the security principle'. More fully, Article (5) (1) (f) of the UK GDPR requires the Council, as the Data Controller, to have appropriate organisational and technical measures in place to ensure the security of personal data. It states data should be "processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').
31. The UK GDPR does not define the security measures that must be in place, but the level of security must be 'appropriate' to the risks presented by the processing carried out. This must be considered in relation to the state of the art and costs of implementation, as well as the nature, scope, context and purpose of the processing carried out, having regard to factors such as:
- the nature and extent of the organisation's premises and computer systems;
 - the number of staff and the extent of their access to personal data; and
 - any personal data held or used by a data processor acting on our behalf.
32. The Council must be able to demonstrate its compliance with the security principle (under Article (5) (2) of UK GDPR, 'the accountability principle').

RECOMMENDATION

33. The Democratic Services Committee is recommended to note the report and the impact of failing to meet our ICT security obligations.

PHILIP BEAR
HEAD of ICT
22 November 2022

Background papers:

Password & Authentication guidance links

[Passwords in online services | ICO](#)

[Three random words - NCSC.GOV.UK](#)

[Multi-factor authentication for online services - NCSC.GOV.UK](#)

Encryption guidance link

[Encryption and data storage | ICO](#)

Copeland council Ransomware case study links

[Video - Covid and Copeland Cyber Lessons | UKAuthority](#)

[PDF - Copeland Council Case Study - Response and Recovery from a major Cyber](#)

REPORT OF THE CORPORATE DIRECTOR RESOURCES

INFORMATION GOVERNANCE

Reason for this Report

1. The purpose of this report is to provide a response to the queries that were raised by the Democratic Services Committee on 5 September 2022 in respect of the mandatory Information Governance and Data Protection session provided as part of the Member Induction Programme.

Background

Role of the Democratic Services Committee

2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly. The Democratic Services functions include Members' Services, Committee Services and Scrutiny Services, but not Cabinet Support Services.

Member Induction Programme 2022

3. The Member Induction Programme was developed prior to the Election, and was agreed by Democratic Services Committee. A number of mandatory topics were identified including the provision of a mandatory Information Governance and Data Protection.
4. This session was intended to provide all members with an understanding of:
 - What Information Governance is.
 - Information Governance responsibilities.
 - The Data Protection Act.
 - Information Security.
 - Freedom of Information Act.
 - Your Role as a Data Controller.
 - Records Management.
 - Guidance and support.
 - IT Security and Case Studies.
 - Where to get advice and further information.

5. Two ninety minute in-person sessions were provided on 17 and 19 May 2022 and were attended by 27 (34.18%) Elected Members.
6. At its meeting on 5 September 2022 the Democratic Services Committee expressed the following views:
 - a. The committee were disappointed with the turnout for the mandatory Information Governance and Data Protection (IGDP) session; and
 - b. A member commented that the session was delivered well but the complexity and implications of the information provided was difficult to comprehend in a single session. This was supported by the Committee and it was requested that:
 - an easy-to-read aide memoir containing the essential information be provided.
 - arrangements be made for repeating the IGDP training to ensure that all Members were able to complete this mandatory session.

Issues

7. The Head of Democratic Services liaised with Information Governance officers who requested further information be provided to confirm if there were any issues with the provision of the IGDP Sessions or the content of the Information Governance – Members Guide. Those Elected Members attending the sessions were consulted to determine if any changes were needed to the delivery of future IGDP sessions.
8. All Elected Members were circulated a copy of the Information Governance: Guide for Elected Members prior to the first of the IGDP sessions. It could be used as a reference document to support Members in complying with the requirements of data protection and access to information legislation by providing practical advice, information and guidance on the collection, use and storage of personal data. A copy of the Guide for Elected Members is attached at **Appendix A**.
9. Circulation of this guide to a member who had initially expressed his concerns about the training identified that “when re-reading the Members Guide I feel quite clear about the issues outlined”.
10. Attached at **Appendix B** is an ‘Information Governance – Quick reference guide for Elected Members’, which covers the key Information Governance legislation and principles Members need to be aware of and contains links to key documents that Members will need to familiarise themselves with.
11. The Council’s Information Governance Manager and Data Protection Officer has been in discussion with officers from the Cardiff Academy who support the provision of E-Learning modules. It is proposed that an online version of the in-person presentation “Information Governance for Elected Members 2022” which focuses on the Council’s requirements is uploaded to Cardiff Academy. This will be used as the mandatory training activity for all those who were not able to attend the in-person training. This will be further enhanced by the Cyber Ninja’s E-Learning modules which provide a general overview of the Information Governance legislation. This will enable all members to access this online training when it is convenient for them.

12. Training for access and use of the Cardiff Academy has been provided during the Supporting Equality in Cardiff's Diverse Communities induction sessions. All Elected Members have access to the Cardiff Academy and individual accounts have been created for them.
13. Any Elected Member completing any of the Cardiff Academy's E-Learning modules will be provided with an electronic completion certificate to evidence that they have completed the module. In addition, a monthly report is also automatically provided to the Head of Democratic Services detailing the progress and completion of all E-Learning modules undertaken by Elected Members. This process can be used to evidence completions which can subsequently be reported to the Democratic Services Committee.
14. Details of the Information Governance for Elected members 2022 /Cyber Ninja's E-Learning module and the Information Governance Reference documents can be circulated to all Elected Members with a request to complete the E-Learning module by the 31st of January 2023. Progress on achieving this request will be followed up with Group Whips and reported to the Committee on the 23rd of January 2023.

Financial Implications

15. All costs from Democratic Services activities and services support are to be monitored and contained within the respective funding sources and budgets.

Legal Implications

16. Section 7 of the Local Government (Wales) Measure 2011 requires local authorities to secure the provision of reasonable training and development opportunities for its members.
17. The Welsh Government's statutory guidance in relation to this duty - The Local Government Measure 2011 (Chapter 2) recommends that the Democratic Services Committee has overall responsibility for deciding what should be regarded as reasonable training and development opportunities as part of its function of providing support to members to carry out their functions.
18. Group Leaders have a statutory duty (introduced by the Local Government and Elections (Wales) Act 2021) to promote and maintain high standards of conduct by members of their group; and Standards Committees are responsible for monitoring compliance with this duty. It has been agreed, in discussions between the Standards and Ethics Committee and Group Leaders and Whips, that encouraging members of their groups to attend mandatory training sessions, may be regarded as part of this duty, and Group leaders and Group Whips have agreed to report on this issue at bi-annual meetings with the Standards and Ethics Committee.

RECOMMENDATION

19. The Democratic Services Committee is recommended to:

- a. Approve the circulation of the Information Governance: Guide for Elected Members and the Information Governance – Quick reference guide for Elected Members to all Elected Members.
- b. Approve that the Information Governance for Elected members 2022 E-Learning module becomes the vehicle for all Elected Members who were unable to attend the IGDP in-person session to complete this training.
- c. Approve that a request be sent to all Elected Members who have yet to complete their IGDP session to do so using the Information Governance for Elected members 2022 module by the 31st of January 2023.
- d. Receive and update from the Head of Democratic Services on the progress made in the completion of the IGDP Mandatory training at its next meeting.

CHRISTOPHER LEE
CORPORATE DIRECTOR RESOURCES
22 November 2022

Appendices:

Appendix A: Information Governance: Guide for Elected Members

Appendix B: Information Governance: A Quick reference guide for Elected Members

Background Papers:

[Democratic Services Committee](#) dated 5 September 2022

Standards and Ethics Committee report, '[Group Leaders' Duties in relation to Standards of Conduct](#)', 25th October 2022

INFORMATION GOVERNANCE:

A Guide for Elected Members

April 2022



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ABOUT THIS GUIDANCE

It serves as a useful reference to support Members in complying with the requirements of data protection and access to information legislation by providing practical advice, information and guidance on the collection, use and storage of personal data. The following terms appear regularly throughout this document. Their definitions are below:

- **Official Council duties:** The work undertaken by a Member when representing the Council, for example attending or chairing a committee.
- **Casework:** The work undertaken by a Member when representing a constituent. This may include a direct query, complaint, service request, community issue, etc. (as described in the Local Government Association – Handling Casework Councillor Workbook).
- **Data protection legislation:** Refers to current data protection legislation within the UK.
- **Data Controller:** The individual or organisation that determines the purpose for which personal data is collected and used. The Controller is ultimately accountable for the personal data.
- **Processing:** In relation to personal data, this can be any activity involving (but not limited to) the collection, use, storage, sharing, and disposal, etc. of the personal data.
- **Personal Data** shall take the meaning given in the Data Protection Legislation
- **FOI:** Freedom of Information Act 2000
- **EIR:** Environmental Information Regulations 2004



DATA PROTECTION PRINCIPLES

Data protection legislation sets out good information handling principles that Members must follow. The key principles are summarised below with further information on how to comply with these set out within this guidance.

1 Keep people informed	You must be open, honest and transparent with people about the way you use their personal data and provide them with appropriate privacy information.
2. Specific Purpose	You must collect and use personal data for a specified purpose and stick to that purpose.
3. Minimisation	You must only collect the personal data that it necessary in relation to the purpose.
4. Accuracy	You must take reasonable steps to ensure that personal data is correct and kept up-to date where required
5. Retention	You must not keep personal data for is longer than is needed in relation to the purpose.
6. Data Security	You must ensure that personal data is kept safe and secure



7. Information Rights

People have rights over their own personal information. You must ensure that people whose information you are processing are made aware of their information rights and are able to exercise them.



HOW DATA PROTECTION APPLIES TO MEMBERS'

Elected Members typically have three key roles:

- 1) They will act as a member of the Council, for example, as a Cabinet Member or a member of a Committee.
- 2) They will represent the residents of their ward, for example, when undertaking casework.
- 3) They will represent a political party, particularly at election time.

Members will process personal data for different purposes depending on which of the above roles they are undertaking.

Who is accountable for the personal data when undertaking these roles?

Official Council duties

When a Member collects, uses and stores personal data when undertaking official Council duties such as attending a Committee, the Council is the Data Controller and is accountable for ensuring that the data processed by the Member is used in the right way. The Council may do this by providing Members with training, awareness, policies, procedures, and guidance so that they know how to handle personal data properly and lawfully.

To ensure compliance with our data protection obligations, you must follow the Council's policies and procedures when acting in this role.

Undertaking Casework

When a Member collects, uses and stores personal data when undertaking casework, the Member is the Data Controller.



The Member is accountable for the data it processes and must ensure that it is used in the right way.

Representing a Political Party

When representing a political party, for example when campaigning at election time, the political party is the Data Controller and is accountable for ensuring that the data processed by the Member is used in the right way. The Political Party may do this by providing its members with appropriate training, awareness, policies, procedures and guidance



MEMBER NOTIFICATION

The Data Protection Act requires Data Controllers to notify or register with the Information Commissioners Office (ICO). A Data Controller is the person or organisation that determines the manner in which personal data is processed, such as what is collected, what is done with it, how it is stored and when it is deleted or disposed of.

The Council registers with the ICO as an organisation and work done by Members in their role as a Member of the Council is covered by that registration. Members are individually responsible for personal data they manage in their role of ward representative and the ICO requires councillors to register as separate Data Controllers.

This is a completely separate notification to any Council wide or political party notification. Whilst many authorities require Members to undertake their own individual registrations with the ICO, Cardiff Council undertakes a Members' annual notification to the ICO on their behalf.



KEEPING PEOPLE INFORMED

Data Protection law requires that you are open and honest with people about the use of their personal data. This is especially important in situations where the individual has a clear choice about whether they wish to enter into a relationship with you (for example, where a constituent is considering asking you to represent them on a particular matter) or the use of their data may be unexpected.

When you collect personal data from an individual, it's important that you provide them with an explanation as to how their data will be used and for what purpose. By providing this information, individuals will know from the outset how their personal data will be used and the likely implications for them. This is likely to prevent complaints or concerns being received from individuals about the way you are using their personal data.

What information must I provide to individuals?

As a starting point you must always tell people:

- Who you are
- Why you need their information
- What you are going to do with it
 - Who it will be shared with.



The information that you provide to individuals about the way their personal data will be used is often referred to as 'privacy information'. In written form it is referred to as a 'privacy notice'.



How and when should I provide privacy information to individuals?

Best practice is to use a blended approach using a number of communication methods and techniques.

In relation to the personal data you may process when undertaking official Council duties, it is the responsibility of the Council to ensure that citizens, service users, customers and visitors are informed about how the Council will use their data.

How does the Council provide individuals with privacy information?

The following outlines the main ways in which the Council provides privacy information to individuals. This is in addition to any verbal privacy information that officers may provide to individual when they make contact directly with the Council.

Main Privacy Notice

The main Privacy Notice is published on the Council's website under the Data Protection section. The notice provides individuals with all key information on:

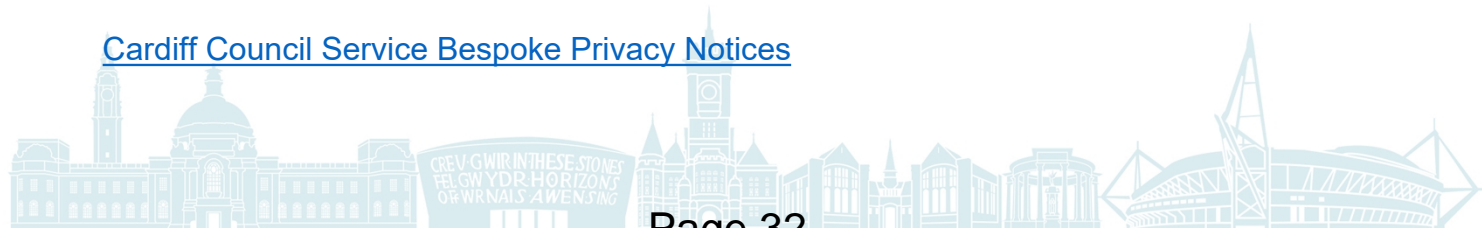
- How we use their personal information
- Individual's information rights and how they may be exercised.
- How an individual can raise a concern or make a complaint about the way the Council is handling their personal data

The privacy notice is available via: [Cardiff Council Privacy Notice](#)

Service Privacy Notices

Some Services have developed a more detailed privacy notice to complement the main privacy notice. Service Privacy Notices are also published on the Council's website. They include specific information about what personal data each service collects, where the data comes from, who the data is shared with and how long it is kept for.

[Cardiff Council Service Bespoke Privacy Notices](#)



Forms and Applications

Forms and applications used to capture personal data from citizens, residents and applicants contain a short privacy statement that explains to individuals how the personal data requested on the form will be used by the Council. The statement also signposts individuals to the Council's Privacy Notice/s on its website for more detailed information.

When undertaking casework who is responsible for providing privacy information to constituents?

When undertaking casework, the Member (as the Data Controller) has a direct responsibility under data protection to provide information to constituents.

How should I provide constituents with privacy information?

You may provide privacy information to constituents in a number of ways:

- Face-to-face
- on the phone and
- via a Privacy Notice

When liaising with constituents in person or on the telephone, it is good practice to summarise during the call what information you've recorded about them and what you intend to do with that information, e.g. who you intend to share it with. In most cases this will be obvious, but for the avoidance of doubt it doesn't harm to clarify things. Constituents should also be referred to the Councillor's Privacy Notice (see below).

Councillor Privacy Notice

The Council has produced an Elected Members Privacy Notice which Members can use to advise their constituents about the Members processing of constituents' personal data.

This can be found online via:

https://www.cardiff.gov.uk/ENG/Home/New_Disclaimer/service-specific-privacy-notice/privacy-notice-for-ward-councillor-and-consent-form/Pages/default.aspx

Members should signpost constituents and any third parties to the Councillor Privacy Notice whenever you collect personal data for casework, for example, by using the following email footer:



'Any personal information you give me will be treated as confidential, but may be shared with others if necessary to enable me to assist with your enquiry – if you have any concerns about this or would like further details please see the [Privacy Notice for Ward Councillor and Consent Form \(cardiff.gov.uk\)](#)

Bydd unrhyw wybodaeth bersonol a roddwch i mi yn cael ei thrin yn gyfrinachol, ond gellir ei rhannu gydag eraill os oes angen i'm galluogi i gynorthwyo gyda'ch ymholiad – os oes gennych unrhyw bryderon am hyn neu os hoffech gael rhagor o fanylion, gweler yr [Hysbysiad Preifatrwydd ar gyfer Cynghorwyr Ward a Ffurflen Ganiatâd](#)

Poster/signage

Good practice is to display notices in public areas so people can see that you are taking privacy seriously, and they know how to contact you in the event of a query or concern about the way you are using their personal data.

Do I need written authority from a constituent to represent them?

Data protection law does not require a Member to have written authority from a constituent to represent them. However, you should seek written consent if practically possible, to confirm your constituent's instructions and consent. That way there can be no doubt that the constituent has requested your assistance in resolving their concern.

You should also seek written consent from your constituent in the following cases:

- (a) If there is any doubt about what the constituent wants you to do or what you will do with their information;
- (b) Where the request is about someone else (a third party), you should seek consent from the third party, if practicable, or seek advice;
- (c) For safeguarding cases, or cases involving any other type of exceptionally sensitive personal information, where the Council (or other agencies) will require evidence that you are acting on behalf of the constituent and that the constituent has consented to disclosure of that information to you.

The Council has produced a consent form which Members can use to obtain written consent. This can be found via:

https://www.cardiff.gov.uk/ENG/Home/New_Disclaimer/Documents/Ward%20Councillor%20Consent%20Form.pdf

DATA MINIMISATION & DATA ACCURACY

Minimisation

You should ensure you have a clear reason for collecting and holding the personal data and can justify this if challenged. Some tips include:

- Collect and hold no more data than you need – always the minimum amount.
- Don't collect or hold personal data "just in case" it might be needed.
- Consider each enquiry on a case-by-case basis and carefully decide what personal data you need to resolve that particular enquiry.
- If you've collected personal data that you didn't actually need, delete it.

Additional care should be taken if you need to collect Special Category data such as race, health or political information



Accuracy

When a constituent makes contact with you, it would be good practice to check that any contact information you hold for them is current, accurate and up-to-date.

- When collecting personal data, take care recording the data and confirm/repeat the information back to the individual to ensure that you have recorded it correctly.
- Where personal data changes, update your records promptly and double check the information that you have entered.
- If receiving personal data via a third party, take reasonable steps to verify the accuracy of the data where required. Don't assume it's always right!
- Correct incorrect information promptly.



Retention of Information



You must not hold personal data for longer than is needed in relation to the purpose for which it was collected. You must also be able to justify the length of time you are keeping personal data for.

Official Council duties

The vast majority of personal data held by Members in relation to their official Council duties are likely to be copies of master records held by the Council and/or that are published on the Council's website, for example copies of committee agendas, reports and minutes, etc. These copies may therefore be routinely disposed of after they have served their purpose.

Casework



Following closure of a case, the case papers may be kept until the end of an Elected Councillor's term of office or 3 years, unless you are asked to do otherwise or are otherwise required by law.

Casework is often revisited to provide the best service and representation for constituents, from whom Elected Councillors may continue to receive correspondence. Therefore, it is reasonable for an elected representative to hold personal data for this length of time.

Handover of Casework

If a Member's period of office ends before resolving a constituent's request, you may wish to transfer the case file to another ward councillor. However, before transferring any case file, the constituent should be informed and given the opportunity to ask you not to do so; and if the case file includes any Special Category or Criminal Convictions Data, you should seek written consent from the constituent (or any third party who the information is about) before transferring the file. You should keep a written record of any case files transferred, with confirmation from the Member to whom files have been transferred.



DATA SECURITY & COMPLAINTS

Cardiff Council is legally required under the Data Protection Act 2018 to ensure the security and confidentiality of the information it processes on behalf of its clients and employees.

Whilst using Council supplied devices Members must adhere to all IT Security and Information Governance policies and procedures and queries should be raised with Members Services.

Data Loss incidents

Examples of data loss incidents would include loss of paper/cards which contain personal/confidential information of third-party individuals, including citizens, businesses, or employees, this also includes commercially sensitive information (including contracts).

Sometimes a loss of data may occur because this information is accidentally disclosed to unauthorized persons. This would include emails sent to incorrect recipients externally and internally or to generic mailboxes, or faxes sent to the incorrect number or lost due to a fire or flood or stolen as result of a targeted attack or the theft of a mobile computer device.

Typical data security incidents are categorised by the Council as follows:



A **Data Loss** is when personal data of our customers or employees has been disclosed or destroyed in error through system failures or neglect in procedures for storing, transmitting, and processing data.



An **Asset Loss** occurs when Council IT equipment such as laptops, mobile phones, or tablets have either been lost or stolen. This leaves the data on the device(s) vulnerable to attack.



An **email error** is when an email containing personal or sensitive data is sent internally to the wrong recipient in error. An external recipient would be considered a Data Loss incident.

Data Protection Complaints

Any complaints in relation to data protection matters in respect of members, including where data may have been breached by a member, should be reported immediately to Democratic Services for advice.

The reporting requirements will differ depending on the role in which the member was acting at the relevant time. Where a complaint relates to a member's ward or political work, the member will need to seek advice from their political group or the ICO.'

In respect of any complaint against a Member in relation to your personal obligations under the Data Protection Act you should seek advice from your political group or the ICO.



INFORMATION RIGHTS – PUBLIC ACCESS TO INFORMATION HELD BY THE COUNCIL AND OR ELECTED MEMBERS

Members of the public have statutory rights to access information under:

- UK General Data Protection Regulation and Data Protection Act 2018 which regulates the processing of personal information and gives individuals rights over their own personal information
- The Environmental Information Regulations 2004 which provides access to environmental information held by (or on behalf of) public authorities
- The Freedom of Information Act 2000 which provides access to other information held by (or on behalf of) public authorities

Each provision sets out a framework to provide access to information, including timescales, so it is essential that requests are recognised, recorded, and responded to promptly and correctly.

This section of the guidance sets out the requirements of the authority and Members' role and responsibilities in access to information requests.





Freedom of Information and Environmental Information Regulations

The Freedom of Information Act and Environmental Information Regulations cover all recorded information held by, or on behalf of, the Council, regardless of the format it is recorded in or how long it has been held.

The main principle of the legislation is that people have a right to know about the activities of the Council. Individuals do not have to provide a reason for requesting information, all requests are treated equally and the identity of the applicant is irrelevant when deciding if information can be released.

Information must be disclosed unless it falls within one of the exemptions set out in the legislation.

Information held by Members

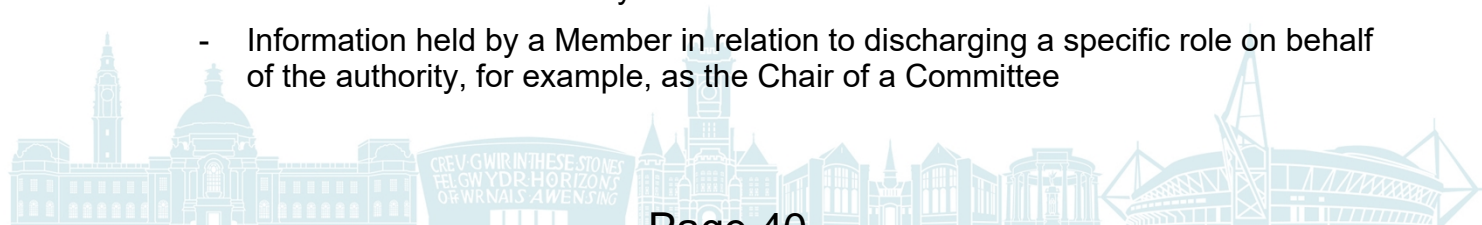
Information held by Members may be regarded as being held 'on behalf of' the Council and therefore open to public access under FOIA and EIR.

All information that relates to the Council's official business will be open to disclosure under FOIA and EIR, whether it is held on the Council's corporate IT systems or equipment or on Members' personal devices and Apps.

However, information held by Councillors *for their own purposes* will not be covered by FOIA or EIR and Councillors are under no obligation to disclose it to the public.

Examples of what **is** open to disclosure under FOIA / EIR:

- Information provided by a Member to a Council officer
- Information held by Cabinet Members in relation to their Cabinet role (discharging the executive functions of the authority)
- Information held by a Member in relation to their role as representative of the Council on an outside body
- Information held by a Member in relation to discharging a specific role on behalf of the authority, for example, as the Chair of a Committee



Members should also note that any information sent by a Member to another public authority, which is subject to FOI/EIR, may need to be disclosed by that public authority.

Examples of what is **not** covered by FOIA / EIR:

- Members' ward correspondence (with residents or third parties on behalf of residents)
- Correspondence between Councillors
- Party political information
- Information held by the Council solely on behalf of a Member (or another person) and not for any Council purposes,

unless it also falls within one of the categories of information which is open to disclosure, as listed above, for example, if it is sent to a Council officer.

Data Protection Individual Rights Requests for information

Members, as registered Data Controllers under the Data Protection Act (DPA), are personally responsible for complying with their statutory duties under the DPA.

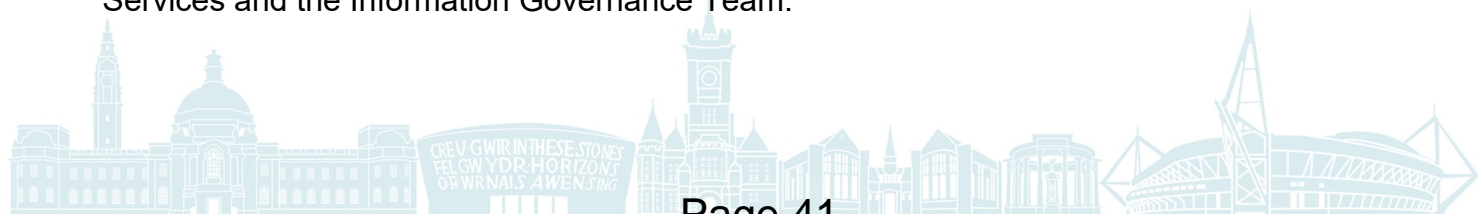
The DPA gives individuals specific rights over their own personal information – called Individual Rights Requests. There are 8 rights altogether but the three most common are the right to Access (Subject Access Request (SAR)), Erasure and Rectification.

This means that members of the public may request a copy of any personal information about themselves held by an Elected Member, or its deletion or correction, subject to the exemptions available under the DPA.

Members are personally responsible for responding to Individual Rights Requests for information held by them in relation to casework, even if the information is held on Council ICT systems.

If the personal information requested is *held by the Council* (not the Member), then the applicant should be advised to forward their request on to the Council's Information Governance Team either by submitting the request via the online form or to individualrights@cardiff.gov.uk. Verbal requests can be submitted via C2C

Detailed guidance on Individual Rights Requests is available from the Information Commissioners Office www.ico.org.uk and advice can be sought through Democratic Services and the Information Governance Team.



What you need to do if you receive a request for information under FOI/EIR?

In your role as an Elected Member of the Council, you may receive a request for information by letter, email or verbally. If you receive a request for information, you must act on it promptly.

- If the request expressly refers to the Freedom of Information Act (FOIA, or EIR), you should explain to the requester that Members are not personally subject to FOI/EIR and advise the applicant to refer the request on to the Council's Information Governance Team by submitting the request via the online form or to FOI@cardiff.gov.uk. Requests must be in writing to be valid.
- If the information requested relates to ward (constituency) or political matters, you should deal with the request as a routine ward / political matter. The FOIA / EIR public rights to access information do not apply to such information. You should, however, be mindful of your duties under the Data Protection Act.
- If the information requested relates to Council business and does not expressly refer to FOIA or EIR, you should consider whether it is appropriate for you to respond personally or whether it would be more appropriate to refer it to a relevant Council officer for response (with the consent of the person concerned). Members' Services can advise you on this, if necessary.

If you are in any doubt or require any guidance you should contact the Information Governance Team for advice immediately via foi@cardiff.gov.uk

Please note that it is a criminal offence to deliberately erase, conceal, alter, deface or prevent information from being disclosed.



How the Council deals with Requests for Information

The Council has approved procedures for dealing with all information requests.

Requests are classed as either:

- Ordinary Business Requests – which are dealt with by the relevant directorate without unnecessary delay or formality; OR
- FOIA / EIR Requests – if the applicant expressly refers to their statutory rights or if the Council is minded to withhold certain information under a statutory exemption available by law. All FOIA / EIR requests are managed by the Council's Information Governance Team, in accordance with approved procedures and strict legislative requirements.
- DPA Individual Rights Requests - The Council has a [separate procedure](#) for dealing with Individual Rights Requests in relation to personal information held by the Council.

When the Council receives an FOIA or EIR request, it is logged by the Information Governance Team and forwarded to officers within the relevant directorates, who conduct a search of their records and collate any relevant information, which is then considered for disclosure. If the relevant information includes information relating to Elected Members, officers will seek to consult the Members concerned about their views on disclosure.

If necessary, officers may also ask Members to search their own records to check whether they hold any relevant information on behalf of the Council. Support staff may be able to assist Members to search their records. Officers will again seek to consult the Members concerned about their views on disclosure of the information which relates to them.

Please note, however, that the Council is ultimately responsible for complying with its statutory duties under FOIA and EIR, so the Council must make its own decision on disclosure; and it may not always be possible to consult Members in advance due to the strict statutory timescales for responding to requests.

The Council will usually redact any personal information about third parties prior to disclosure. However, the names of Members and Senior Officers (above Operational Manager level) within any documentation which is to be disclosed are generally released in the interests of accountability and transparency.



MEMBERS' RIGHTS OF ACCESS TO INFORMATION AND DOCUMENTS

Members may ask any Council Service to provide them with information, explanation and advice so that they can carry out their role as councillors. This can range from a request for general information about some aspect of a Service's activities to a request for specific information on behalf of a constituent.

In addition to general information, explanation and advice Members may also seek access to specific documentation held by the Council, its Officers or Cabinet. These rights are set out in the Access to Information Rules in the Constitution (Rules 17 and 18) and provide that:

- Any Member can see documents which contain information relating to the public and private meetings of the Cabinet, meetings of the Council and its Committees, any decision to be taken by an individual member of the Cabinet and any key decision made by an Officer, except for certain categories of exempt and confidential information.
- All members of a Scrutiny Committee have a right to copies of documents which contain information relating to the public and private meetings of the Cabinet, any decision to be taken by an individual member of the Cabinet and any key decision made by an Officer. However, they are only entitled to a copy of a document containing exempt and confidential information where the information is relevant to an action or decision which the member is reviewing or scrutinising or which is relevant to any review contained in a work programme of the Committee or Sub-Committee.
- All Members have a right to inspect the accounts of the Council and of any of its Proper Officers under Section 228 of the Local Government Act 1972.

All Members have a common law right to inspect documents where this is necessary for a Member to perform his or her duties (referred to as a 'need to know'). Members also have the same general rights available to any person under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

Member FOI Requests

Members have the same rights as anyone to make a request under FOIA. However, as a release of information under FOIA is a release of information to the public at large, a request from a Member is treated the same as if it were from a member of the public. As Members may have access to more information than members of the public, you may find that using the Members Enquiry Service will usually be a more appropriate route than making an FOI request.

An FOI request will give you the same information as a member of the public would receive, as FOI responses are considered to be publicly available information. Occasionally there may be situations where Members wish to know how much information would be publicly available in respect of a particular issue and so may wish to make an FOI request.

Protocol for Members Requesting Access to Information

The Council has adopted a Protocol on Members' Rights of Access to Information and Documents (found within Part 5 of the Constitution), which aims to clarify what Members are entitled to see, and how to go about seeing it. Members and Officers must at all times follow the [Members Rights of Access of Information and Documents Protocol](#).



FURTHER ADVICE & GUIDANCE

[WLGA – GDPR Guidance for Members \(June 2018\)](#)

[ICO Advice for elected and prospective councillors](#)

[ICO Constituency casework of members of Parliament and the processing of sensitive data](#)

[ICO Disclosure of personal information by local authorities to councillors](#)

[ICO Guidance on political campaigning](#)

[ICO Guide to the GDPR](#)



Information Governance – Quick reference guide for Elected Members

Information governance (IG) is a term used to describe how information is used. It covers system and process management, records management, data quality, data protection and the controls needed.

- Applies to information in all formats including paper and electronic.
- Covers Records Management, creation, storage, use, archiving and deletion of data.
- Creates a framework of policies, procedures, processes, and controls.

Information Governance sits under several Acts and Regulations.

Data Protection

Data protection legislation sets out good information handling principles that Members must follow. There are two main pieces of legislation that you should familiarise yourself with:

- UK General Data Protection Regulation (UKGDPR)
- Data Protection Act 2018 (DPA 2018)

The legislation replaced the Data Protection Act 1998 and was designed to enhance the right of people whose data is held (known as **data subjects**). Its aim was to give them more control over what happens with their data and for better transparency/awareness thus ensuring people can trust you to use their data fairly and responsibly.

Principles of Data Protection

All personal data must be

- A) Used in a lawful, fair, and transparent manner
- B) Collected for specified purposes
- C) Adequate, relevant, and only what is necessary
- D) Kept up to date
- E) Kept no longer than is necessary
- F) Kept secure to maintain confidentiality and integrity

You must be able to demonstrate compliance with these principles. Further information on the principles can be found in the **Information Governance: A guide for Elected Members**.

Responsibilities

A **Data Controller** is an individual or organisation that determines the purpose for which personal data is collected and used. The Controller is ultimately accountable for the personal data.

When you collect, use, and store personal data when undertaking casework, you are the **Data Controller**. You are accountable for the data you process and must ensure that it is used in the right way.

When you collect, use and store personal data when undertaking official Council duties such as attending a Committee, the Council is the **Data Controller** and is accountable. To ensure compliance with our data protection obligations, you must follow the Council's policies and procedures when acting in this role.

Councillor Privacy Notice

The Council has produced an Elected Members Privacy Notice, which Members can use to advise their constituents about the Members processing of constituents' personal data. This can be found online via: [Members Privacy Notice](#)

Members should signpost constituents and any third parties to the Councillor Privacy Notice whenever you collect personal data for casework, for example, by using the email footer found in the **Information Governance: A guide for Elected Members**.

Data Security and Complaints

The Information Commissioner is the regulatory body in the UK. Examples of data loss incidents would include loss of paper/cards which contain personal/confidential information of third-party individuals, including citizens, businesses, or employees, this also includes commercially sensitive information (including contracts).

Sometimes a loss of data may occur because this information is accidentally disclosed to unauthorized persons. This would include emails sent to incorrect recipients externally and internally or to generic mailboxes, or faxes sent to the incorrect number or lost due to a fire or flood or stolen as result of a targeted attack or the theft of a mobile computer device.

If you become aware of any incidents, you should seek advice in the first instance from Democratic Services.

Access to Information

Several pieces of legislation provide individuals with the right to request access to information. Each provision sets out a framework to provide access to information, including timescales, so it is essential that requests are recognised, recorded, and responded to promptly and correctly.

The UK General Data Protection Regulation and Data Protection Act 2018 regulates the processing of personal information and gives individuals rights over their own personal information, including having access to a copy of the information. You have **one calendar month** to respond to these requests.

The Environmental Information Regulations 2004 which provides access to environmental information held by (or on behalf of) public authorities. You have **20 working days** to respond to these requests.

The Freedom of Information Act 2000 which provides access to most other recorded information held by (or on behalf of) public authorities. Recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. You have **20 working days** to respond to these requests.

All information that relates to the Council's official business will be open to disclosure under FOIA and EIR, whether it is held on the Council's corporate IT systems/equipment or on Members' personal devices and Apps.

However, information held by Councillors *for their own purposes* will not be covered by FOIA or EIR and Councillors are under no obligation to disclose it to the public.

Information requests can be received by letter, email or verbally. If you receive a request for information, you must act on it promptly. Further information can be found in the **Information Governance: A guide for Elected Members**.

Training

Being aware of the various laws and regulation surrounding information handling is key to enabling you to comply with your obligations as Data Controllers. The Council have the following mandatory training available via Cardiff Academy which can be accessed [here](#):

Cyber Ninjas – This course is specially designed for our elected members, and it's split into short modules. Each features a training video, followed by a quiz - and you'll need to answer correctly 2 out of 3 questions.

By the end of this course, you will:

- Understand the impacts of new data protection laws and how they directly affect you.
- Be confident with your cyber security and be armed with some simple but effective ways to keep hackers at bay.
- Be the one leading our efforts to prevent further cyber-attacks and data breaches

Cardiff Council Webinar – This module provides an overview of the requirements of the Councils Information Governance and ICT Security policies.

Things to Remember

Register- Members are individually responsible for personal data they manage in their role of ward representative and the Information Commissioners Office requires Councilor's to register as separate Data Controllers. Check your registration [here](#)

Be Aware – Familiarise yourself with the Information Governance Members Guide, E-Learning modules and Council Policies and processes.

Keep people informed - The Council has produced an Elected Members Privacy Notice which you can use to advise your constituents about the processing of constituents' personal data. This can be [found here](#).

Uphold Individual Rights – Be aware and transparent in the use of personal data. Individuals have numerous rights under UK GDPR.

Report- Any security concerns should be reported immediately to Democratic Services who can seek advice and guidance from the Information Governance team.

Respond – Familiarise yourself with Access to information legislation and know how to respond. Further information on the deadlines can be found in the **Information Governance Members Guide**.

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

Members Enquiry Service Update

Reason for this Report

1. The purpose of this report is to inform the Democratic Services Committee of the current performance of Member Enquiries System (MES) and the progress being made to develop the use of the system.

Background

Role of the Democratic Services Committee

2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, <https://www.legislation.gov.uk/mwa/2011/4/part/1/chapter/2> requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly. The Democratic Services functions include Members' Services, Committee Services and Scrutiny Services, but not Cabinet Support Services.
3. In 2016 the Nethelpdesk software was introduced for use with Elected Members Enquiries. With the volume of Elected Members enquiries additional funding was sourced and a dedicated team was established in 2017 to support Elected Member Enquiries using Nethelpdesk.
4. The Members Enquiry System (MES) is an important tool to effectively manage the issues raised by residents with their Councillor as part of their ward casework. Issues raised may include:
 - Request for Service
 - Complex housing cases
 - Social services issues
 - Requests for residents/disabled parking
 - Failed/repeated requests for service queries
 - Road Safety / Traffic calming
 - Council Tax / benefits queries
5. A Service Level Agreement (SLA) was established to provide a full response to member enquiries within 10 working days although with many of the complex case that are received this is not always possible.

6. Members Services team have operational responsibility for the Members Enquiry System (MES) which includes logging enquiries and to escalate issues to managers and provide Senior Managers with monthly performance updates.
7. It was agreed with Community Councils, following the adoption by Cabinet of the Community Council Charter on 13 December 2018, that Member Services would continue to provide the MES service to the six Clerks Community Councils.
8. The Nethelpdesk software used to support the MES was upgraded at the end of October 2020. The Members Services Team who provide the operational support for the MES received initial training and minor implementation issues were quickly addressed. Following this the upgrade the nethelpdesk system became HALO and provided additional functionality which offered the opportunity to improve the facilities provided to Elected Members including:
 - a. Enhancing the ease of recording by updating the “capture form” process for enquiries and enabling elected members to easily record and update their enquiries.
 - b. Developing the data collected for an enquiry to enable meaningful local intelligence to be gathered.
 - c. Enhancement of the monitoring and reporting functionality to enable the team to identify surges in enquiries with specific services.
9. Some of the underspend in 2020-21 was used to fund additional support from the HALO team to better utilise the functionality of the system and the improve to support for Elected Members.

Issues

Development of Member Enquiries with HALO

10. A report was submitted to the Democratic Services Committee on 29 November 2021 outlining the improvements that were planned to be implemented before the Local Government Elections in May 2022. These improvements included:
 - a. A simplified capture form for enquiries which would
 - a. automatically identifies the user from the intranet logon;
 - b. allows a search of the category as you type to find the most likely service to fulfil your enquiry and identifies it in red text for you to select;
 - c. allows for a simple summary to be provided for ease of reference for the recipients of the enquiry;
 - d. the capture form has a simple tool bar which allows you to add more detail including: resident contact details and photographs to assist officers to address the enquiry.
 - e. provides an option to select whether the enquiry has been made in Welsh to ensure that any response for the constituent in the correct language
 - f. a drag and drop facility from your device into the enquiry before submitting the form for processing.
11. It was also identified that additional work may be needed to ensure easy access to a consent form is provided and that confirmation of the need for a consent is included

with in the enquiry. This may then require the provision of an additional field to upload the completed consent form.

12. The committee identified 3 Members to undertake a basic assessment of the test capture form to determine if:
 - a. the new capture form will work for Councillors.
 - b. any additional fields need to be added to the basic form either from the list above or other fields which are available and which a councillor may find useful.
13. The Members tested the form and verbally reported back to the committee advising that with some minor amendments the capture form would be suitable for implementation.
14. The implementation of the new capture form would be supported by the provision of a portal which would enable members to review the progress of their existing enquiries. It would also enable them to view any notifications automatically generated by the HALO system.
15. Prior to the implementation of the revised capture form the existing MES system has a limited reporting capability. Using existing data fields and linking additional information to an enquiry will increase the range and scope of the performance reports that can be generated. Report templates have been developed with the intention of enabling any Member of the team to create easily understandable documents or graphic outputs.

Complaints, Compliments and Enquiries Management

16. In 2021 a corporate project was commenced to provide a centralised, streamlined approach to the management of complaints, compliments, and enquiries. It aimed to make better use of staff time, improve the handling process, increase efficiency, and provide corporate oversight of the complaints, compliments, and enquiries across the organisation.
17. The project would identify and plan the implementation an appropriate technology solution with a single repository for the management of council-wide complaints, compliments, and enquiries, improvements to these processes, will provide corporate visibility and service area accountability, leading to consistent, quality responses, which will enhance the service the customer receives.
18. The project team engaged with a wide cross section of key stakeholders to understand the current facilities and processes. This highlighted the opportunities for improvement and was used to inform the new 'To Be' model. Process redesign, a corporate oversight function and a centralised technology solution are required to fulfil the project aims. A detailed requirements catalogue was produced by the project team, with input from key stakeholders. These requirements were shared with the Proof of Concept (POC) providers and were used to evaluate the solutions they provided.
19. Both Halo and Civica were asked to provide a tailored POC, which could be shared with key stakeholders for feedback and would allow for testing against the requirements catalogue. Stakeholder engagement with the new processes and the embedding and uptake of the new technology solution will be vital to the ultimate

success of this project. The evaluation criteria for the POC's were prioritised around these considerations. The following were used to evaluate the POC's:

- Feedback (Stakeholder and Project Team)
- Delivery of Requirements
- Cost and Alignment with Benefits
- SWOT Analysis

20. A detailed cost model was put together to show the potential costs for the Complaints, Compliments, and Enquiries Management system over a 5-year period, depending on the chosen solution and whether the solution remains on premise or moves to cloud-hosted.
21. Considering all the evaluation criteria and each supplier's performance against these criteria, the digital programme board approved the decision to progress with implementation of the Halo on premise solution across the entire organisation.

Impact of Corporate System on Member Enquiries

22. The planned implementation of the Complaints, Compliments and Enquiries Management system required the development of a common routing process for enquiries. Unlike the plans for the improvement of Member Enquiries this would be linked to the Council's Active Directory and provide accurate organisation information and pro-active routing to the teams and services responding to enquiries. This resulted in the planned improvements to the Members Enquiries Service not being able to be implemented to dovetail with the Local Government Elections in 2022.
23. The implementation plan for the Complaints, Compliments and Enquiries Management system was developed with the improvements to the Member Enquiries Services planned to be piloted from July 2022.
24. To maintain the service for Members the existing service would continue with:
 - a. Returning members using the original capture to log their enquiries
 - b. Newly elected members sending emails to Member Services who would then log the enquiry on their behalf
25. A total of 1007 (31%) of enquiries have been logged by Elected Members using the self-serve facility between 01 May and 31 October 2022 with the remaining 2264 enquiries being logged by officers.
26. Implementation delays for the Complaints, Compliments and Enquiries Management system has meant that the original plans for the delivery of the MES have been revised with new members now being able to use the [initial capture form](#) available on the Council's intranet. All members will be advised of the process to be used for the logging of enquiries.
27. The HALO system generates automatic updates to the originating Elected Member with links to the HALO system to view these notifications. Without access to the planned HALO portal the links in the notifications cannot be accessed and the

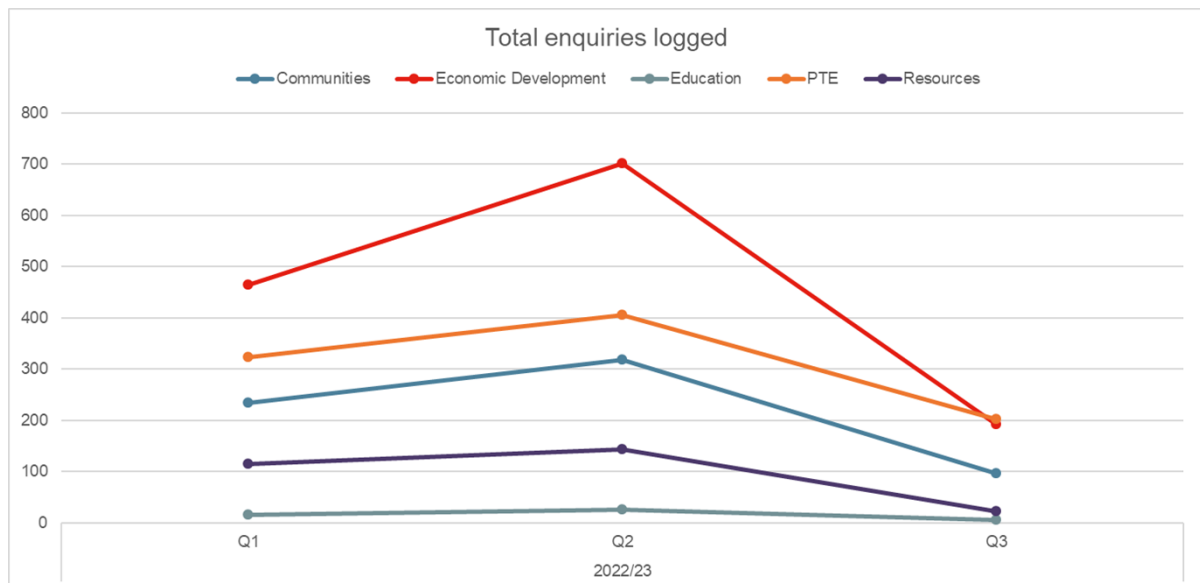
Members Services Team has to be contacted to provide the information in the notification.

- 28. To continue to progress the development of the MES in advance of the full implementation of the Complaints, Compliments and Enquiries Management system options to provide an interim portal with an updated capture form and basic portal are being investigated.
- 29. To prepare for the implementation of the full HALO reporting facilities the Member Services team are being trained in the use of Power BI, a Microsoft application which enables data to be visually displayed to gain deeper insight into the data. It is hoped that the use of Power BI will provide a range of visual reports that can be proactively used to address and wider implications from the enquiries that are made i.e. the identification of service hotspots across the city.

Performance Update

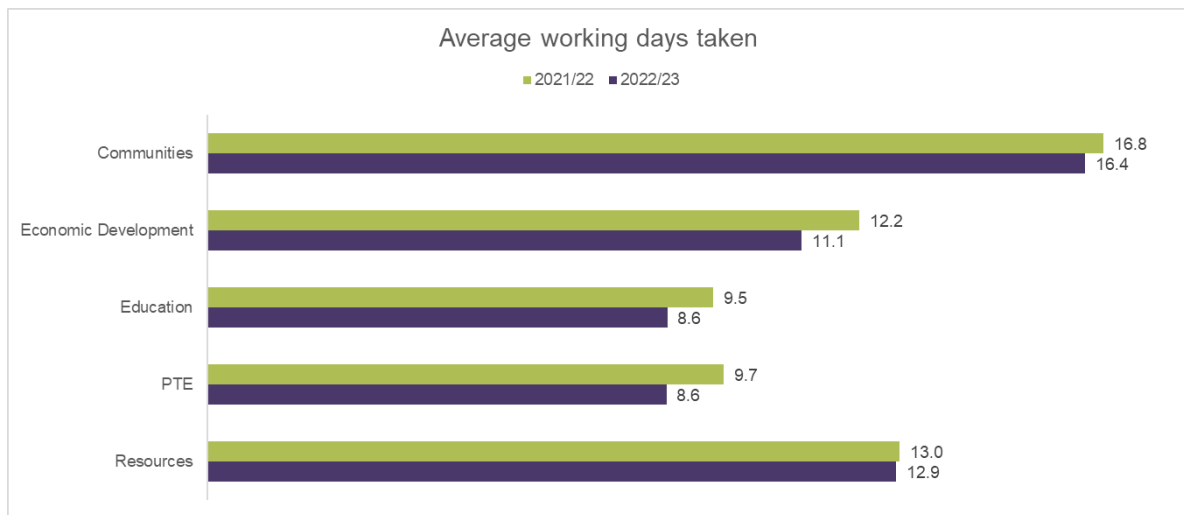
Number of Enquiries

- 30. Between 01 May and 31 October 2022 there were 3271 Member Enquiries logged with the team.
- 31. The following diagram shows the level of enquires which have been received by Directorate since April 2022.



Average working Days taken

- 32. The average number of days taken in 2021-22 and 2022-23 to complete enquiries in the comparable period is shown in the diagram below.



Reporting

33. Enquires approaching the 10-day SLA are flagged with the members services team and are escalated to the relevant managers to address.
34. At the end of each month a list of the outstanding enquiries is circulated to each Director and their performance or business management teams to address and resolve.
35. Reports are also shared with Senior Management Team at regular intervals to provide corporate awareness of the performance for completing enquiries.

Ongoing concerns

36. The Members Enquiry system receives a large number of enquiries. Directorates are under extreme pressure due to their workload not only from Members Enquiries but from the increased demand for services from residents of Cardiff, service recovery and catch up following the pandemic and the budget and resource pressures being faced by the authority.
37. The frustration of Members not being able to have their enquiries addressed in a timely manner has resulted in many members going directly to key officers with their queries. This is not always the most effective method of having their enquiries addressed as these still have to be passed to the service area to be actioned and this may be delayed due to absence from work on holiday.
38. The implementation of the Complaints, Compliments and Enquiries Management system is continuing to be progressed and efforts to hasten the roll-out out being considered within budget and resource limitations.
39. Work will continue to:
 - a. improve the interim arrangements of the Member Enquiries Service
 - b. develop better reporting tools for Member Enquiries using Power BI
 - c. complete the implement the Complaints, Compliments and Enquiries Management system at the earliest practicable opportunity

Financial Implications

40. The body of the report provides details of the requirements for and sources of funding in respect of Members Enquiries Service and the HALO system. Sources of funding include the Democratic and Members Services budgets and reserves, with the agreement of the Director of Governance and Legal Services.
41. All costs of the activities and services support are to be monitored and contained within the respective funding sources and budgets, and any new costs will require an identified source of funding.

Legal Implications

42. Under the Local Government (Wales) Measure 2011, Part 1, the Democratic Services Committee is responsible for overseeing the democratic services functions of the Council, ensuring this work is adequately resourced; and reporting to full Council accordingly.
43. The definition of 'Democratic Services functions' includes the provision of support and advice to each member of the authority in carrying out the role of member of the authority.
44. In determining how to exercise its functions, the Committee must have regard to the statutory guidance issued by the Welsh Ministers: [https://gov.wales/local-government-measure-2011-guidance \(chapter 3\)](https://gov.wales/local-government-measure-2011-guidance-chapter-3)
45. Under the General Data Protection Regulation and the Data Protection Act 2018, anyone processing personal data (information about an identifiable living individual) must have a 'lawful basis' for processing. One of the potential lawful bases is the consent of the individual concerned. Members may be able to rely on implied consent for processing the personal data of their constituents for casework enquiries, but in certain circumstances, for example, when dealing with safeguarding matters, the explicit written consent of the individual/s will be required. A proforma consent form has been prepared to assist Members, along with advice on when explicit consent is required; and will need to be incorporated within the new MES forms and processes.

RECOMMENDATIONS

46. The Committee is requested to note the content of the report and the progress being made with the Members Enquiries Service.

GARY JONES
HEAD of DEMOCRATIC SERVICES
22 November 2022

Background Papers:

[Members Enquiries Service Update](#) report to Democratic Services Committee dated 29 November 2021.

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

MULTI-LOCATION MEETING CONFERENCING SYSTEM UPDATE**Reason for this Report**

1. The purpose of this report is to provide the Democratic Services Committee with an update on the use of the Council's multi-location meeting arrangements and the performance of the Council's conferencing system.

Background

2. Arrangements were first made in legislation to allow for "remote meetings" in section 4 of the Local Government (Wales) Measure 2011. At the outset of the coronavirus pandemic in March 2020, the Welsh Government produced the Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020. These established a framework within which the Council convened meetings by remote means throughout 2020 and part of 2021.
3. Experience of operating meetings under these Regulations has provided the Council with expertise in understanding and managing multi-location meetings, now they have been placed on a new statutory footing under the Local Government and Elections (Wales) Act 2021 ('the 2021 Act'). The provisions in the 2021 Act can be seen as an evolution of these prior arrangements. Interim statutory guidance for Multi-Location Meetings was issued in May 2021
4. Under the Local Government and Elections (Wales) Act 2021, local authorities were required to put in place, and publish, arrangements for multi-location meetings, that is, formal meetings where meeting participants may not all be in the same physical place. The legislation makes it clear that it is the choice of each member whether or not they attend remotely or in person. The Council's Multi-Location Meetings policy was developed in consultation with all meeting participants, including the public. Following the consultation the Council's Multi-Location Meetings Policy shown at **Appendix A** was approved by Cabinet on 10 March 2022 and was implemented on 5 May 2022.
5. The conferencing facilities (including the microphone system) used by the Council prior to the coronavirus pandemic in 2020 was then approximately ten years old and was not able to support the needs of the Council or meet the requirements of the developing legislation for Multi-Location meetings. A replacement conferencing system was needed which would replace outdated equipment and meet the requirements of the forthcoming legislation that had been identified in the initial

guidance. This requirement was included on the Council's Corporate Risk Register and capital funding was allocated for the procurement of a new system.

Issues

6. Prior to 2020, there was little or no technology other than basic video conferencing and webcasting. The rapid development of remote working technology during the coronavirus pandemic made basic remote meetings possible. The complexity of equipment and software necessary to deliver public multi-location meetings required a significant further step-change in technology.

Suitable technology

7. In June 2021 the Council began its procurement of a new conference system which was planned to better meet the requirements of multi-location meetings. The system was intended to provide a robust wireless network which would support the requirements of a public meeting which included the provision of:

- a) Wireless Microphones and associated meetings control system software to facilitate:
- meeting management to support dual language meetings including but not limited to electronic voting, speaker list, speaker timings, chairperson and single operator control facilities
 - Integration with Microsoft (MS) Teams/Zoom or other software to support for simultaneous Welsh language translation during "meetings in multiple locations"
 - Provide audio enhancement and support for meeting participants and attendees (general public) with hearing impairments.
- b) Integration with existing webcast / hybrid meeting provider services and facilities (Public-i)
- c) Provide a "meetings in Multiple locations capability" in addition to the facilities provided by Public-i
- d) Provide additional equipment upgrades to any existing meeting equipment to enhance the performance of the systems.

8. The initial plan was for system to be capable of being used in two primary venues, City Hall Council Chamber and Committee Room 4 in County Hall. However, having separate systems in each venue would require significant duplication of equipment and result in substantial periods of inactivity for one of the systems. To deliver "value for money" it was considered that the necessary infrastructure, i.e. cameras and displays could be installed in each location with a "plug and play" facility for the portable control system, microphones and audio enhancement facilities.

Procurement

9. Initial expressions of interest from contractors identified that this requirement could be met with the allocated budget of £200,000. The plans for the procurement were discussed with the Cabinet Members and Committee Chairs who identified that the Council Chamber in County Hall also needed to be installed with the system

infrastructure as a possible reserve venue. Additional funding of £50,000 was allocated to cover this revised requirement.

10. A select list of 4 providers was identified who were considered as being capable of delivering the requirement for a conferencing system and multi-location meetings. On receipt of the formal tender documentation which also identified the necessary timescales, two of the contractors withdrew from the procurement due to being unable to meet with requirements for at least a further year. The remaining two contractors submitted suitable tenders and were invited to demonstrate their solution. A panel comprising representatives from Democratic Services, ICT and Bi-lingual Cardiff assessed the bids on the range of the essential requirements.

Multi-Location Meeting software

11. To enable the conferencing system to deliver multi-location meetings suitable software was needed to support remote attendance. At the time of the procurement only remote conferencing software was available. This software could not support the full requirements of a bi-lingual multi-location meeting and other requirements as outlined below:

- a. MS Teams

This is a remote conferencing software provided as part of the Council's Microsoft User Agreement for its wider use of Microsoft software. Microsoft had advised that a software upgrade to enable simultaneous translation was in development. The provision of simultaneous translation is required by legislation for all public meetings. Numerous planned delivery dates had not been achieved and was unlikely to be introduced before the legislative requirement for multi-location meetings was implemented.

This software does not have a suitable voting facility which could be used at formal meetings to support the essential requirement for an accurate and accountable voting process.

Although this software works reasonably well for fully remote meetings it was unproven to support multi-location meetings with some participants present in a meeting room. Its rapid updates and unannounced software changes also make it difficult to ensure that any changes do not impact the ability to consistently deliver the necessary governance requirements and meeting processes.

- b. Zoom

This is a remote conferencing software provided by an American company which supports multi language options. Initial security issues were identified with Zoom which prevented its consideration for implementation with the conferencing system although these have subsequently been addressed.

The Welsh Government provided some funding to trial Zoom but its ongoing use for all Council meetings would incur significant additional costs and changes to the ICT support arrangements.

Like MS Teams this software works reasonably well for remote meetings but does not have a robust voting facility. This software is being used by RCT Council for its formal meetings. Colleagues from RCT have advised that although they have had no issues with the use of Zoom, they still undertake voting using a roll-call procedure. To alleviate the time implications of roll-call voting they are procuring the Modern.Gov Voting App to improve their voting process.

c. Bespoke software

With no off the shelf software able to provide the full requirements of the procurement each contractor provided their own bespoke software to support the requirements of multi-location meetings.

Award and Implementation

12. The tender was won by VP-AV Ltd who have experience in providing a range of audio-visual facilities to judicial, education and governance organisations. They also have experience of undertaking installations in historic and listed buildings. They have installed conferencing and audio visual system in a range of other councils including Suffolk, Mid Sussex and West Northampton.
12. A pre-contract start meeting was held to confirm that the installation plan would dovetail with the implementation of the multi-location meetings policy and the member induction taking place after the local elections earlier this year.
13. The software solution chosen for multi-location meetings was Easy Conference Connect (EC Connect). This software enables remote attendees to use the software installed on their device to provide the remote participant with:
 - i. secure access to join the multi-location meeting via a link sent by email.
 - ii. access to bi-lingual simultaneous translation when using the software
 - iii. a virtual microphone button, similar to the microphones in the physical part of the meeting to integrate their voice to become part of the conference system audio for everyone to hear.
 - iv. integration with their webcam when speaking with their video image becoming visible as the “live speaker” for everyone to see.
 - v. a voting facility enabling their vote to be registered and recorded for everyone to see.
14. The other council identified in paragraph 12 as using the EC Connect facilities have not experienced the issues that we are having. There are no other Councils in Wales using Easy Conf but Carmarthenshire Council was impressed with the system demonstration and are considering using it.
15. This software was added to the software centre on the Council’s ICT network for downloading to council provided devices. A short video was made to assist Elected members and Officers complete the installation of the EC Connect software to their council devices. The public can download the software from the Microsoft Store for Windows devices, the App Store for Apple devices or the Play Store for android devices.

16. This software is different to MS Teams which has been used for remote meetings of the Authority. Differences include:

a. Remote users' camera is always on:

Current Position	Concerns
When in a meeting the remote attendee is able to be seen taking an active part in the meeting. The camera view is only seen when a speaker is active or when a mosaic display is used for the meeting	If the remote attend requires a period of privacy during a meeting the only way to achieve this is by covering the camera. This should not be the default position for the whole meeting

b. No "Background" available for remote users:

Current Position	Concerns
A background which would mask the venue of the remote attendee is not currently available. This has been requested as a future software upgrade	Without a background the location of the remote attendee may be seen during a public meeting when they are speaking.

c. No Chat facility:

Current Position	Concerns
The Chat facility enables interaction with the meeting when attendees are not speaking at the meeting. This was requested for inclusion in a future software iteration	Chat can often be used to share personal views or opinions which may compromise the effective governance arrangements of a meeting. The chat could be also used to raise points of order or personal explanation

d. No separate "hands up" facility:

Current Position	Concerns
The "hands up" facility is effectively replaced on the EC-Connect system by an integrated speaker queue.	Remote attendees are unable to raise any issue discreetly in the meeting increasing their awareness of being remote from the meeting.

e. Minimal user displays:

Current Position	Concerns
Other than their own preview the only view of the meeting seen by the remote attendee is the one	The ability to only see the active speaker increases the remote

Current Position	Concerns
being used by the meeting which usually only reflects the active speaker increasing the focus on the meeting debate.	attendee's awareness of being remote from the meetings.

17. The installation was completed in April 2022 and a simplified installation diagram is shown at **Appendix B**. Unlike MS Teams which works at a single level of operation with everyone being connected remotely, the multi-location meetings conferencing system has to integrate not only the remote users but individuals attending in-person, in large rooms requiring multiple independent cameras, microphones, translation facilities, webcasts and audio assistance.
18. Officers from Democratic Services undertook testing of the conferencing system and the EC Connect software with only minor issues being identified and which were quickly resolved by the contractor and ICT colleagues.

Training

19. Training on the new conferencing system and the EC Connect software was included as part of the induction programme for Elected Members in readiness for the Annual Meeting in May. This training covered the use of the microphones and in-person meeting arrangements and also confirmed the installation and use of the EC Connect software.
20. A number of training sessions were provided to Elected Members and key officers which were well attended but attendance was not universal. Additional one to one sessions continue to be provided by Democratic Services for those who were unable to attend the original sessions.

ICT Equipment

21. Following the Local Government Elections in 2022 the ICT equipment provided to Elected Members supported their access remote multi-location meetings. All newly Elected Members have been provided with new ICT equipment and a majority of returning Elected Members have been offered to have their existing ICT equipment replaced. Some returning Members had their equipment upgraded shortly before the election or preferred to retained their existing ICT equipment with which they were familiar.

Live Multi-location meetings

22. The Council's first multi-location meeting was held in City Hall Council Chamber on 26 May 2022. This meeting had a number of remote attendees with at least one speaking during the meeting. Although this meeting was considered a success it did not fully utilise the full requirements of a multi-location meeting as it did not use the electronic voting systems nor the translation system
23. During the subsequent months more multi-location committee meetings were successfully held and webcast. As expected, there were a few minor teething

issues with the committee meetings which will be covered in more detail later in this report.

24. A number of remote attendees joined the Council meeting on 30th June and initially the meeting progressed well. During the meeting delays in the audio and video streams were experienced by all attendees. The meeting was temporarily adjourned to address the issues, but this was unsuccessful. The meeting was quorate with physical attendees and the meeting resumed as an in-person meeting. Although remote attendees were able to view the meeting, and could all hear other remote attendees speak, they were unable maintain their connection or effectively interact with the physical meeting in a timely manner.
25. It was subsequently identified that part of the ICT infrastructure of City Hall, a switch, had failed which reduced the network speed from 100 Mbps (mega bits per second) to 4 Mbps. This was insufficient to effectively connect the remote attendees to the meeting room. The switch could not have been repaired during the meeting and was later replaced by the ICT department to enable a further test of the remote systems in City Hall to take place on 15 July 2022. This test was attended by over 50 officers all joining remotely who were all able to join, interact and vote during the test meeting.
26. The Council meeting on 21st July was the first occasion where many elected members had the opportunity to use the electronic voting system during a multi-location meeting. The instructions for undertaking an electronic vote were not as clear as they could have been, which resulted in some members using their “press to talk” buttons rather than their voting buttons. This created an overload in the wireless access point (WAP) which controls the wireless microphones and prevented any use of them. The meeting was temporarily adjourned to allow the system to be rebooted to clear the overload. The instructions for voting were reworded and all subsequent voting at the meeting was carried out successfully.
27. Some Committee meetings have experienced issues where the remote attendees and connections to the webcast have been lost. An example of this occurred during a meeting of the Planning Committee where the Council’s network was affected by a significant Microsoft Update which in simple terms “clogged” the network and prevented any internet activity.
28. The ICT department identified the issue and undertook remedial action to prevent this from recurring. However, the need for further remedial work was identified following the Constitution Committee on 9 November 2022 where an update briefly limited the available connection speed and created stuttering audio and video feeds which then subsequently appeared to fast forward itself to catch up to real time.
29. Other meetings have experienced connection issues with the Democratic Services Team, the ICT department and VP-AV all working together to identify the cause of the issues,

30. There have also been issues arising from the developing experience of the Committees Team. The operation of this complex system particularly shortly before a Council meeting is a highly intense period for the operator and some minor oversights have an impact in the meeting i.e. microphones not being switched on before the meeting starts which prevent the system from allocating voting rights to that microphone preventing the user from voting.
31. The conference system and the use of multi-location meetings is very complex with many interdependencies to ensure effective operation. Identifying the cause of any issues requires all aspects of the system to be considered and even something as simple as a minor setting on a remote users laptop can prevent them from joining a meeting even with all the other systems working correctly. Meeting these challenges is not limited to the EC Connect Software but will apply to any software being used for hybrid meetings.

Issues experienced by remote attendees

32. Some remote attendees continued to experience issues during Council and other meetings and these have been categorised as follows:
 - a. Unfamiliarity with the software

The promotion and training of Elected Members and officers in the use of the new conferencing system and EC Connect software was not fully effective.

- (i) Many Members and Officers were unaware of the new software and how to join remote meetings. Many did not the install the software on their devices.
- (ii) Not all Elected Members and officers attended the full training session to gain a good understanding of the systems and the differences between MS Teams which had been used previously for fully remote meetings.
- (iii) Some remote attendees have tried to share the unique links to meetings which unlike MS Teams cannot be shared and prevents more than one remote attendee from using the link. This was covered in the training sessions and was considered as an additional security function.
- (iv) The unfamiliarity of how the remote software operates often results in lack of confidence in the use of the system by the user who may think that it is not working correctly.

- b. Device issues

Cardiff Council primarily supports Microsoft and Android ICT systems. The council networks configuration of EC Connect was established using these systems with the newly issued Members ICT package as the baseline for suitable devices.

- i. Although the EC Connect software supports other software providers i.e. Apple and IOS, these devices could not be fully tested during the implementation phase. However, a majority of Members and officers attending the training with their other devices were able to test them and adjust their settings as necessary.
 - ii. Remote attendees are provided with an opportunity to undertake a test meeting prior to joining the actual meeting to ensure their device is working correctly. This offer is not always accepted resulting in some remote attendees struggling to join the meeting.
 - iii. Older devices are not always suitable for remote attendance. The capability of devices to manage the camera, microphone and video requirements of the EC Connect software cannot always be met by all devices. The Council devices issued since the Local Government Elections in 2022 are more suitable for remote attendance.
- c. Inability to establish or maintain a connection to the meeting
 The primary requirement for remotely joining a multi-location meeting is a good internet connection. Although some locations in Cardiff may struggle to get a good internet signal the majority of Cardiff locations have access to a good internet facilities.
- i. A good internet connection is not always available in other locations across the UK, in Europe or globally. Many remote attendees have joined from various locations, however connection to remote meetings have been achieved from distant locations but this is not always possible without prior preparation.
 - ii. Remote attendees are provided with an opportunity to undertake a test meeting prior to joining the actual meeting to ensure their device is working from the location where they intend to remotely join the meeting. This also provides an opportunity to confirm that the parameters for supporting a remote attendee are working.
 - iii. Any local internet connection being used to join the council's network for remote meetings must also be consistent. Other internet users on the same internet connection may reduce the available bandwidth and the connection to the multi-location meeting may be lost.
 - iv. Consistent performance of the Council's network which links remote users to the conferencing is a key requirement which is being monitored to ensure the required performance is being met.
 - v. Some of the issues experienced do relate to issues with the Conferencing system or the EC Connect software. These issues are logged and reported to both the ICT department and to VP-AV to investigate and address.
 - vi. Identifying and addressing connectivity and software issues for those members using their own personal devices is significantly more difficult to identify and address. Options to provide Council issued devices, improve internet connectivity and undertake a

physical check of the equipment in County Hall are recommended to minimise any issues that may arise.

33. VP-AV, the ICT Department and Democratic Services are monitoring networks and system software to identify any issues and when any issues are found they are working together to address them. All users are requested to support the work of these teams to ensure the effective delivery of Multi-location meetings.

Implementing the legislative requirement for multi-location meetings

34. Many Elected Members have made a direct comparison between MS Teams and the conferencing system with EC Connect which is not wholly accurate. MS Teams is a fully remote system which has been used for a significant period of time and regularly experiences issues which are often ignored. MS Teams does not have the functionality to facilitate the complex integration necessary to deliver multi-location meetings.
35. A majority of multi-location meetings held since May 2022 have progressed without any problems but understandably there are frustrations when meetings don't go to plan. As with any new system which is delivering new capabilities it will take time to embed and become the new standard. There is a perception that the system does not work effectively but there are so many other factors which can influence a meeting's success which are not directly related to the conferencing system and EC Connect.

Delivering improvements

36. To address the issues that are being experienced, an action plan is being developed to improve the consistency of multi-location meetings. The action plan includes:
 - a. An upgrade to the Conferencing system server which should improve connectivity and consistency.
 - b. An equipment upgrade to enable the use of MS Teams Rooms as a back-up which will integrate with the hybrid technology.
 - c. An EC Connect software upgrade to provide:
 - i. a chat facility from remote users to the chair and operator
 - ii. a browser facility so that devices do not need to download the software to join a meeting
 - iii. remotely shared presentations
 - d. Provision of new software to all Elected, Independent and Co-opted members and those officers regularly attending committee meetings using a "push" facility rather than everyone independently downloading the software update.
 - e. In-person training for all Elected, Independent and Co-opted members to ensure the software is working effectively, the new functionality is

explained and how it is to be used. This will also provide the opportunity to confirm the use of any personal devices that councillors wish to use to remotely join meetings.

- f. Committee Chair training will be provided to familiarise them with the displays and operation of the electronic systems used during meetings. This will also cover the options for the use of the conferencing equipment and the adaptation of the electronic procedures used for their committee meetings.
- g. A period of testing of MS Teams with the conferencing system to identify the limitations and impact that using MS Teams would incur. It is already understood that if MS Teams were used:
 - i. The voting processes for remote and in-person attendees would have to be carried out separately and roll-call voting would have to be used.
 - ii. The speaker queues would not be integrated, and the Chairperson would have to be mindful of separate in-person and remote speaker queues. This would be particularly difficult as large meetings such as Council
 - iii. The use of the translation facilities in MS Teams would have to be integrated into the conferencing audio systems which would require significant development and testing and would require significant resource implication.

- 37. The planned upgrade is currently scheduled for 30 November with the training for all Elected Members and officers being undertaken early in the New Year.
- 38. Given the imminent equipment upgrades to the conferencing system which are expected to address some of the technical issues, the planned roll-out of new software and the provision of training for all Elected, Independent and Co-opted members and those officers regularly attending committee meetings it is anticipated that will reduce the likelihood of issues occurring during Multi-location meetings.
- 39. The performance of the system will be monitored for 3-6 months following the provision of training whilst the use of the MS Teams with the conferencing is developed. After that time if the conferencing system performance has not improved the option to switch to MS Teams will be considered.

Legal Implications

- 40. The Local Government and Elections (Wales) Act 2021 ('the 2021 Act'), Part 3, Chapter 4, requires local authorities to broadcast full Council meetings and to make and publish arrangements to ensure that all Council, Committee and Cabinet meetings may be attended remotely (ie. enabling persons who are not in the same place to attend the meeting) – also referred to as 'multilocation meetings'.
- 41. Meetings must be capable of being held virtually, but individual authorities must decide whether their meetings will be held fully virtually, partially virtually (where

some participants are in the same physical location, whilst others join the meeting virtually, referred to as 'hybrid meetings') or as physical meetings (although authorities may not mandate physical attendance at meetings).

42. Meeting participants must be able to speak to and hear each other; and for meetings which are required to be broadcast (ie. full Council meetings), participants must also be able to see and be seen by each other.
43. The 2021 Act also introduces a new duty on local authorities, with effect from 5th May 2022, to encourage local people to participate in their decision making and to prepare and publish a public participation strategy detailing how it will meet this duty.
44. When considering arrangements for remote attendance or 'multi-location meetings', authorities must have regard to statutory guidance issued by the Welsh Ministers: [Local authority multi location meetings: interim guidance | GOV.WALES](#)
45. The statutory guidance sets out a number of general principles to guide authorities when developing their meeting arrangements, namely, transparency, accessibility, good conduct, Welsh language, local needs and future generations – as detailed in section 2 of the guidance. This sets the framework within which authorities must consider options and decide the meeting arrangements which best suit the authority and the communities it serves.
46. As noted in the body of the report, the Council has, in accordance with the statutory guidance, adopted a Multi-Location Meetings Policy, **Appendix A** to the report, setting out the detailed arrangements made for the operation of its multi-location meetings. This Policy is due to be reviewed in or around May 2023.
47. In considering this matter, the Council must have regard to its public sector equality duties under the Equality Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties, Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The Protected characteristics are: age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of belief. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers and must be able to demonstrate how it has discharged its duty.
48. The Council must also be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards and consider the impact of its arrangements upon the Welsh language.
49. The Well-being of Future Generations (Wales) Act 2015 requires the Council to consider how its proposals will contribute towards meeting its well being objectives (set out in the Corporate Plan). Members must also be satisfied that the proposals comply with the sustainable development principle, which requires that the needs

of the present are met without compromising the ability of future generations to meet their own needs.

50. Other relevant legal implications are set out in the body of the report.

Financial Implications

51. As set out in the report, the budgeted capital allocation for the Multi-Location Conferencing System was spent in full in 2022/23. Any further expenditure on the Conferencing System would occur only after confirmation that sufficient budget provisions are in place.

RECOMMENDATIONS

52. The Democratic Services Committee is recommended to note the content of the report and the actions that are being taken to improve the use of the council's multi-location meetings.

GARY JONES

Head of Democratic Services

22 November 2022

Appendix A Multi-Location Meetings Policy - Cardiff Council 2022

Appendix B Conferencing System Diagram

Background Papers:

[Decision - Multi-Location Meetings Policy reports to Cabinet dated 10 March 2022](#)

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Multi-Location Meetings Policy



Cardiff Council 2022

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Overview

Background

1. Arrangements were first made to progress “remote meetings” in the Local Government (Wales) Measure 2011, however this required at least 30% of the attendees to be in attendance in person and was rarely used. At the outset of the coronavirus pandemic in March 2020, the Welsh Government introduced the Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 which established a framework for Councils to convene remote meetings for all attendees throughout 2020 and part of 2021.
2. With the implementation of “The Local Government and Elections (Wales) Act 2021 the Welsh Government has provided Councils the power and freedom to convene multi-location meetings which will enable greater accessibility and public participation in local government decision making.

Legal Requirements

3. Under the Local Government and Elections (Wales) Act 2021 (‘the 2021 Act’), Part 3, Chapter 4, local authorities are required to:
 - a. Broadcast full Council meetings (with effect from May 2022).
 - b. Make and publish arrangements to ensure that all Council, Committee and Cabinet meetings may be attended remotely (i.e. enabling persons who are not in the same place to attend the meeting) – also referred to as ‘multi-location meetings’.
 - Meetings must be capable of being held virtually, but each authority must decide whether their meetings will be held fully virtually, partially virtually (where some participants are in the same physical location, whilst others join the meeting virtually, also referred to as ‘hybrid meetings’) or as physical meetings (although authorities may **not** mandate physical attendance at meetings).
 - Meeting participants must be able to speak to and hear each other; and for meetings which are required to be broadcast (i.e.. full Council meetings), participants must also be able to see and be seen by each other.
 - These requirements took effect from May 2021, when the temporary provisions for remote attendance at meetings made under the Coronavirus Meeting Regulations 2020 ended.
 - c. Publish all meeting documents on the Council’s website, including notices, summonses, agendas, reports and background papers (with effect from May 2021).
 - A note of the meeting, including Members in attendance and decisions made, must be published within 7 working days of the meeting.

- Notice of meetings is no longer required to be posted at the Council's offices. However, copies of agendas and reports must be made available for the public if meetings are held physically.
 - The Council is also required to make public access provision for members of the public who cannot access electronic documents, for example, by providing access to computers, copies of documents, or making documents available for inspection.
4. When considering arrangements for remote attendance or 'multi-location meetings', authorities must have regard to the statutory guidance issued by the Welsh Ministers: [Interim statutory guidance on multi-location meetings \(gov.wales\)](https://gov.wales/interim-statutory-guidance-on-multi-location-meetings)
 5. Section 2 of the statutory guidance sets out a number of general principles to guide authorities when developing their meeting arrangements, namely, transparency, accessibility, good conduct, Welsh language, local needs and future generations. This sets the framework within which authorities must consider options and decide the meeting arrangements which best suit the authority and the communities it serves.
 6. The guidance also confirms that the meeting arrangements should be reflected in the procedure rules set out in the constitution.

Policy on Multi-Location Meetings

7. Alongside the legally mandated arrangements that authorities must make for multi-location meetings, the statutory guidance says that authorities should develop a wider policy setting out the detailed systems chosen by the authority for the operation of its multi-location meetings.
8. This policy is intended to clarify the arrangements of Multi-Locations meetings for:
 - Participants in meetings convened by the Council;
 - Officers providing support to formal meetings
 - Officers with adjacent responsibilities – for example, those responsible for drafting and clearing reports, attending meetings to present reports to members and officers with supervisory responsibilities on governance matters;
 - Anyone with an interest in the way in which the business of these authorities is conducted

Local Authority Meetings

9. Formal meetings of the Council or its committees are convened in accordance with the relevant legislative requirements for those meetings. These meetings are usually held to make formal decisions and are often held in public. Notice of these meetings is published in advance on the Council's website and includes information about the location, timing and business to be conducted. Previously these meetings would have been held with all participants being in physical attendance at a single venue.

What are Multi-Location Meetings?

10. Multi-location meetings which may have been described previously as “remote” or “hybrid” meetings are meetings of the Council or its committees whose participants are not all in the same physical place. This may include:
 - all participants are in the same physical location except one individual who joins from another location, with a physical public gallery being provided;
 - a roughly equal number of members are present in a physical space with those joining through remote means;
 - all members are joining through remote means but nonetheless a physical public gallery has been made available in a Council venue
 - a meeting taking place wholly through remote means where no physical arrangements have been made.
11. Multi-location meetings offer this Council an opportunity to raise its profile in the community and to bring their work directly into people’s homes. Evidence from the remote meetings held during the pandemic shows that public access to multi-location meetings is likely to be significantly higher than the level of audiences of formal meetings when all meetings were held physically in a single location.

Participation at a meeting

12. A “participant” of a multi-location meeting is defined in the statutory guidance as a person who takes an active part in that meeting. They might be an Elected Member, a person giving evidence to a committee as a witness, an appellant or claimant on a regulatory matter, someone presenting a petition, or taking part formally in another way.

Observing a meeting

13. An “observer” of a multi-location meeting is defined in the statutory guidance as a member of an audience, or otherwise spectating, a multi-location meeting. They might be in the same room that a meeting is taking place or they might be observing by remote means.

The benefits of multi-location meetings

14. Cardiff Council has been convening its meetings by remote means throughout much of 2020 and 2021. While meeting this way has proven to be initially challenging, it has also resulted in a number of benefits”
 - Enhancing and supporting local democracy by demonstrating this Council conducting its business;
 - Making it easier for the public to observe multi-location meetings.
 - Enabling external participants to actively engage at meetings to provide a greater range of views and to enhance decision making.
 - Making the Council more resilient and sustainable. The Wellbeing of Future Generations (Wales) Act 2015 requires relevant authorities to think about, and act on, long term needs in the way that policy is developed and made. Multi-location meetings reduce the carbon footprint of physical meetings (although

digital activity is not of course carbon-neutral). They can also help relevant authorities to reduce the risk of future unexpected events – such as extreme weather – which could in future present a challenge to in-person meetings.

- Reducing the need for travel. Significant time and cost savings for councillors, officers and other participants have arisen particularly for joint bodies.
- It is easier for participants to take part if they have professional and caring commitments.
- Better support for members from diverse backgrounds, by multi-location meetings making it easier for care providers, or disabled people, or people with other protected characteristics, to engage on an equal footing;
- Better behaviours. Although experiences have been mixed, on the whole meeting management and the behaviours of participants have both improved, with less heckling taking place at meetings.

The challenges of multi-location meetings

15. There have been a number of significant challenges which need to be addressed to support multi-location meetings which include:
 - Suitable technology – before 2020, there was little or no technology other than basic video conferencing and webcasting. The rapid development of remote working technology during the coronavirus pandemic made basic remote meetings possible. The complexity of equipment and software necessary to deliver public multi-location meetings requires a significant further step-change in technology.
 - Reliance on the internet – Participants involved in remote meetings are reliant on having a suitable internet connection to join and maintain their presence in this type of meeting.
 - Cultural change – significant progress was made by the authority its Elected Members and public participants in adapting to remote meetings during the coronavirus pandemic. The development for multi-location meetings provides a significant cultural challenge from the existing processes for all those involved in the decision-making processes of the Council.
 - Accessibility and Security – the wide scale accessibility requirements of multi-location meetings facilities also needs to address the security of information and of meetings particularly when meetings can be recorded and broadcast.
 - Involvement and participation – The level of interest in local government decision-making is low and usually limited to those issues which have a specific personal impact. Whilst the pandemic provided an opportunity to increase the level of observers at meetings it is uncertain whether this will continue as the pandemic eases. Encouraging the public to become involved in the wider decision-making issues facing the Council will be an ongoing challenge.

The Meeting Environment in Cardiff

Physical Venues

16. Currently, the Council has a number of venues for its formal meetings with Committee Room 4 in County Hall having a limited multi-location meeting capability. The implementation of the Council's new conferencing system will address the

existing limitations in Committee Room 4 and provide three venues with the ability to fully support multi-location meetings:

- Council Chamber - City Hall
- Council Chamber - County Hall
- Committee Room 4 - County Hall

The Technological Requirements

17. The delivery of multi-location meetings requires the provision of equipment and facilities to be able those involved to participate or observe meetings as identified below:

Control Systems

18. Any multi-location meetings will be facilitated by Democratic Services Officers who will use the control systems to ensure that the full range of meeting facilities and functionality can be co-ordinated and integrated for all participants and observers to deliver effective meeting support. The control systems will provide and co-ordinate cameras, audio inputs and outputs, simultaneous translation, speaker queues, electronic voting, integration with the Council webcasting provider and to support participants and observers.

19. The following ICT equipment is required:

Physical Participants and Observers

- Microphones to enable other participants and observers to hear the meeting proceedings, initiate a request to speak, support electronic voting and enable access to simultaneous translation facilities
- Appropriate cameras to show other participants and observers when the individual speaking
- Display screens to enable those physically participating/observing to see those attending remotely.
- Simultaneous translation equipment
- Audio enhancement and hard of hearing support.

Remote Participants

- A suitable ICT device with camera and microphone facilities
- Suitable access to the internet.
- Relevant software provided by the Council to support remote attendance at meetings.

Remote Observers

- A suitable ICT device with an audio output and ideally a visual display
- Internet access to view the Council's webcasting website. [Home - Cardiff Council Webcasting \(public-i.tv\)](#)

20. The rapidly evolution and improvement of technological development in software, equipment and the provision of appropriate security measures require regular review

to ensure the ease of provision and accessibility. This will need to be budgeted for as part of the cost of democracy.

Determining the type of Meeting

21. The Welsh Government guidance identifies that the needs of local democracy, and the needs of the public in engaging with multi-location meetings, are a paramount consideration in deciding where and when meetings will be convened partially or wholly by remote means. The overriding intention of the Act is to help the public to be able to access and engage with local democratic systems. The convenience of participants and the efficient operation of relevant authorities themselves is important but the needs of the public will come first when these decisions are being made.
22. In addition to Council and Cabinet meetings the Council has 23 committees and sub-committees which support its statutory, regulatory and governance arrangements. There are also two joint committees which are formed by a number of other Local Authorities and which are administered by Cardiff Council.
23. Physical meetings should not be seen as representing the “gold standard” with multi-location meetings being second best. Physical meetings may be convenient and effective for those most familiar with and comfortable with how they work – but they may also be inaccessible and impractical to many.

Predominantly Remote Meetings

24. The Glamorgan Archive and the Prosiect Gwyrdd Joint Committees have representatives from up to five other Local Authorities across South Wales. Given the challenges of travelling significant distances across the region and the need to ensure maximum participation, these meetings will primarily be held as fully remote meetings.
25. This does not preclude participants meeting physically either in a venue in their own local authority area, where the local authority has several representatives or at a mutually agreed location for a number of participants from differing local authorities where this is seen as beneficial for those participants or the decision-making process.

Multi-location meetings

26. All meetings must be able to operate as multi-location meetings to ensure that participants, as defined above are able to attend remotely:

- Council
- Cabinet
- Constitution Committee
- Corporate Parenting Advisory Committee
- Democratic Services Committee
- Governance and Audit Committee
- Local Authority Governor Panel
- Pensions Committee
- Standards & Ethics Committee
- Children and Young People Scrutiny Committee
- Community & Adult Services Scrutiny Committee
- Economy & Culture Scrutiny Committee

- Environmental Scrutiny Committee
- Policy Review and Performance Scrutiny Committee
- Licensing Committee
- Planning Committee
- Public Protection Committee

27. Experience has identified that some meetings such as Public Protection Sub-Committee may be better suited to having a higher level of physical attendance. The following are considered to be those multi-location meetings where additional flexibility is needed due to the sensitive nature of these meetings and how they could potentially impact the livelihoods of those participants other than the Council representatives in attendance. However, this does not preclude some or all participants attending these meetings remotely if they wish or if there are overriding reasons for doing so. These include:

- Appointments Committees
- Council Appeals Committee
- Employment Conditions Committee
- Licensing Sub Committee
- Public Protection Sub Committee
- Standard and Ethics Sub Committee (Hearings Panel)

Establishing the Calendar of Meetings

28. To provide clarity and transparency for participants and observers of council meetings a programme of meeting is developed annually which identifies when, where and how each of the Council's meetings will be held. This is subject to change during the year for operational reasons+.
29. The programme of meetings will avoid wherever possible scheduling meetings being held simultaneously. If this cannot be avoided the relevant Chairs will be consulted and one of the meetings will be undertaken as a fully remote meeting.

The Survey of Meeting Timings

30. After each local election each committee or decision-making body has the opportunity to determine the most suitable day and time for their meetings to take place. This is also an opportunity for a committee to collectively agree the number of their meetings which are to be held predominantly physically or predominantly remotely during each municipal year. This may be based purely on a percentage of all scheduled meetings or reflect the view that physical attendance for particular topic i.e. Budget meetings which may benefit from a more fluid flow of debate. However, the Council may not mandate that any or all participants attend meetings physically. Meeting participants must be able to attend remotely if they wish to do so.
31. This determination will be reflected in the Council's programme of meetings and published on the Council's website. Where committee meetings are identified as primarily physical in the programme of meetings, this does not prevent committee members from attending meetings remotely.

Attendance at Meetings

Elected Member and Council Officer Participants

32. Invitations to meetings will be provided electronically using Microsoft Outlook or the relevant meeting software. The invitation will provide details of the meeting, its location and timings. It will also include links to enable the participants to join remotely should they wish to do so. On receipt of the invitation participants will be requested to indicate their intentions to attend the meeting physically or remotely to enable any necessary administrative and support arrangements to be put in place by Democratic Services.

Remote Participants

33. Those participants considering attending the meeting remotely should also ensure that they have appropriate internet connectivity to join and maintain their attendance throughout the meeting. When joining remotely from a previously unused location participants are requested to inform Democratic Services and a test meeting will be established to confirm the level of connectivity in readiness for the formal meeting.
34. Detailed Guidance for Participants - Joining Remote Meetings is at **Appendix A**

Physical Attendance

35. All committee members are encouraged to physically attend at least one meeting of each committee or decision-making body to which they are appointed during each municipal year.
36. On occasions due to physical space, technological issues or specific requirements such as the current need to socially distance in the pandemic, the number the number of physical attendees who may be present at each meeting may be limited. Where this is necessary the Chair of the meeting together with essential officer support for the Chair, multi-location meeting broadcasts and simultaneous translation are given priority for attendance. Consideration will also need to be given to external participants who may also need to attend the physical meeting in order to participate before any remaining spaces are allocated to the political groups in accordance with political balance. The political groups will give priority to any members who have difficulties joining a meeting remotely.

Attendance of other participants

37. Meetings are also attended by a range of participants other than committee members. These include invitees, witnesses, officers providing technical or other support, external experts and members of the public asking questions in accordance with the Council Procedure rules.
38. Once the need for additional participants including members of the public (where appropriate) is identified by service area or support officers, they will inform Democratic Services of the details and contact information of the participant. The external participants will be contacted by Democratic Services to confirm their attendance, explain how they can join the meeting either as a physical or remote participant and the meeting procedures. If the external participant is joining the

meeting remotely an electronic meeting invitation similar to that of other participants will be sent. They will also be offered the opportunity of a test meeting to provide an element of confidence in the technology and the arrangements that are in place.

39. Detailed Guidance for Public Participants at Meetings is at **Appendix B** (to be developed).

Recording and broadcasting of meetings by observers

40. Members of the public are permitted to film or record Councillors and officers at any Council meetings that are open to the public and press, subject to compliance with the [Council's Access to Information Procedure Rules](#), Rule 4A which is summarised as followed:
- The recording or transmission must create no disturbance disruption or distraction to the good order and conduct of the meeting;
 - Any recording must be overt, not covert;
 - There is to be no recording or transmission of proceedings dealing with any exempt or confidential information;
 - The Chair shall have discretion, subject to proper consideration of any relevant representations and legal advice, to prohibit a recording or exclude anyone reasonably considered to be in breach of these rules; and
 - The person making the recording or transmission shall be solely responsible for complying with all applicable legal obligations arising from their actions
41. The Council also permits photography and social media reporting of all its public meetings.

Record of Attendance

42. The attendance of each committee member and participant will be recorded by the Democratic Services Officer(s) supporting the committee. This will be achieved by recording their attendance on a sign in sheet at the physical meeting or using the attendance record from the remote meeting software to confirm attendance at the meeting. These records will be combined and added into the minutes of the meeting before being published on the Council's website.
43. Committee Members are to inform Democratic Services if they are unable to attend a meeting and their apologies will be recorded: at the meeting, in the minutes of the meeting and published on the Council's website.

Observing Meetings

Webcast meetings

44. The main purpose of webcasting is to aid transparency, governance and accountability by giving members of the public, elected members, officers and other interested parties the opportunity to observe meetings without having to attend in person and for the Council to have an official audio and visual record of its decision-making process.

45. The following formal meetings of the Council will either be webcast by being streamed live or recorded for subsequent upload to the Council's webcasting website within 48 hours of the meeting.
- Council
 - Cabinet
 - Planning Committee
 - Governance and Audit Committee
 - Children and Young People Scrutiny Committee
 - Community & Adult Services Scrutiny Committee
 - Economy & Culture Scrutiny Committee
 - Environmental Scrutiny Committee
 - Policy Review and Performance Scrutiny Committee
 - Standards and Ethics Committee
46. Where resources allow, other meetings can be streamed live or recorded for subsequent upload to the Council webcasting webpages, if it is considered by the Chair that the meeting or items being considered at that meeting are of significant public interest.
47. Webcasting does not replace the formal record of the meeting and the decisions taken, which are published on the Council website in the form of minutes and retained in hard copy in accordance with the Council's retention policy.
48. The full [webcasting protocol is included in Part 5 Of the Council's Constitution to:](#)
- Ensure compliance with its obligations under the Data Protection Act 1998 and the Human Rights Act 1998.
 - To specify the notifications of webcasting in agenda packs, for public speakers and observers and at the start of each meeting being streamed or recorded
 - To ensure that appropriate signage is provided at physical meeting venues that recording is taking place.
 - Provide the Chair with the discretion to terminate or suspend the webcast in appropriate circumstances
 - Safeguard that no exempt or confidential agenda items will be webcast.
 - The availability of webcasts to be viewed on the Council's website and subsequently stored in accordance with the Council's records management procedures.
 - Allow the removal of webcasts or parts of webcasts by the Monitoring Officer.

[Physical Attendance of Observers at Multi-location Meetings](#)

49. Observers will also be able to attend the physical element of meetings from the public gallery in each of the primary locations.

[Physical attendance of observers for Remote Meetings](#)

50. To enable those observers who do not have access to the internet to view either fully remote or non-webcast meetings, they can request to attend a public viewing of that meeting. For viewing a fully remote meeting this will require them to request this facility 48 hours prior to the remote meeting to enable arrangements to be made in Committee Room 4 or another suitable location in County Hall for the viewing.

Online Meeting Platforms

51. The Council will continue to use Microsoft Teams as its primary remote meeting platform. This platform should only be used by Elected Members from their Council provided devices to maintain the effective security of its meetings. Non-Council devices may be used with prior arrangement with Democratic Services, although the functionality available when using these "guest" devices may differ from that provided by the Council. Other participants are able to join meetings using links contained within the meeting invitation which is circulated to all participants.
52. Zoom will provide support for the simultaneous translation of Welsh at meetings.
53. The Council's conferencing system will include multi-location meeting software which will support simultaneous translation and provide additional meeting functionality.

Publication of meeting information

Public information

54. The production and publication of the Programme of Meetings, public agenda, reports and minutes are facilitated by the Council's committee administration software [Civica -Modern.gov](https://www.civica-modern.gov). Meeting participants are sent an email which includes links to the electronic agenda pack three working days prior to a meeting.
55. The software enables the Council to publish public information to its English and Welsh webpages for the public to view. The public are also able to [subscribe to updates](#) on the [Councillors and Meetings](#) webpages and identify any specific meetings or topics which they have an interest in. Once registered, the Modern.gov system will automatically provide them with electronic updates when new information is published on the website.
56. Modern.gov is also available to download as an app from the [iTunes store](#), [Google Play](#) and [Microsoft Store](#) which allows participants, observers and members of the public to view the Councils' meeting information. The Modern.gov app provides a paperless facility which enables participants to annotate their meeting document during their preparation for a meeting.
57. For those participants with an identified need or to provide ease of reading for more complex documents, hard copies can be provided with prior arrangement with Democratic Services.

Non Public Information

58. Legislation requires that some information is not to be made publicly available and this is known as exempt or confidential information. When this type of information is considered at a formal meeting the documents are published on the Council's intranet and are only available to those entitled to view them. The publication of these documents is also supported by the Modern.gov app but participants will be required to register the device they intend to use for viewing these documents with Democratic Services. Successful registration of a device will provide access to the Councils "private" modern.gov network but will still limit the availability of the information to those entitled to view it.

Consideration of exempt or confidential information at meetings.

59. When exempt or confidential information is to be considered at a formal meeting, wherever possible the agenda will schedule those items at the end of the meeting, so as to minimise any inconvenience to observers who will be required to leave the meeting at that point.
60. Agenda items which contain public information, and which are not fully exempt or confidential can be considered in a public environment. Should any participant wish to refer to the exempt or confidential information the Chair must be informed, and the meeting should exclude the press and public before continuing.
61. When an exempt or confidential item is planned to be considered the following options may be used to ensure that the information is not shared with others than those entitled to receive it:
 - a. an additional "private" remote meeting can be established by Democratic Services which will only include participants entitled to consider the exempt information. When the meeting moves into exempt session the entitled participants will leave the public meeting and join the private meeting, leaving the remainder of the participants in the public remote meeting.
 - b. request that those not entitled to consider the exempt information leave the public remote meeting or be moved to the "virtual" lobby whilst the exempt information is considered.
62. The meeting recording and webcast will be paused and a notification that the meeting is not currently open to the public will be displayed on the broadcast. In the physical part of the meeting any observers will be requested to leave the room whilst the exempt item is considered.
63. When consideration of the exempt information has been completed and there are further public items to be considered, all remote participants will be invited to re-join the public remote meeting and the recording and webcast will be resumed. The observers or participants attending the physical meeting will be invited to return into the meeting venue.

Access and Participation at meetings

64. When elected or appointed to a committee or decision-making body, participants who are elected members will be able to use their Council issued ICT devices to receive meeting information and which will provide remote meeting software. Other committee members will be offered council ICT devices but will be able to use their own devices where appropriate.

Training and induction

65. Committee Members will be provided with an appropriate induction to enable them to actively participate at meetings. The induction will include the use of the software for joining remote meetings, meetings procedures for joining and participating in physical and remote meetings, an understanding of the Code of Conduct and Council's decision-making process and any committee specific procedures.

66. Training for some committee members is mandatory due to the requirements of the Council's Constitution or the committee's terms of reference.
67. A comprehensive guide to joining remotely in formal meetings is at **Appendix A** to this policy.

Officer Support at meetings

68. Primary support for multi-location meeting will be provided by Democratic Services Officers. This will include the:
 - "Organiser" who will circulate the meeting appointment which will include a link to enable participants to join remotely. The organiser will also monitor the remote participants and assist them to join or re-join the remote meeting.
 - "Clerk" who will support the meeting, facilitate any voting and take the minutes
 - "Recording controller" will facilitate the live streaming of the meeting or the recording and subsequent upload of the meeting to the Council's webcasting webpage.
 - For larger or more technical meetings an additional Democratic Services Officer will support the other Democratic Services officers as necessary during the meeting.
 - Technical support and advice may also be provided at the meeting by other specialist officers i.e. Legal, Planning, Scrutiny or Licensing Officers who can assist the Chair, participants and observers at meetings. The support for these meetings may be provided remotely or by physical attendance. Consultation between the relevant officers, their managers and the Chair will be necessary to ensure that appropriate service delivery and support requirements are met.
69. Additional support may be also provided by ICT Officers to ensure that the technology used during meetings operates effectively and that the meeting can be progressed as planned.

Voting at Meetings

70. The voting arrangements will reflect the requirements in the Council's Constitution.

Seeking Consensus

71. To negate the need for a formal vote, the Chair can seek a consensus from the meeting participants. The chair will state the recommendation and request that participants confirm if they have any objections to the recommendation(s) and if they do indicate any objection in the chat function in teams accordingly. The Chair will wait approximately 30 seconds to allow participants to indicate their objection and if none are received the recommendations are considered as being carried. If however, there are objections the Chair initiates a vote.

Method of Voting

72. In a physical meeting voting will be carried out electronically and the names of those voting for, against or abstaining from voting will be recorded electronically.

A Roll-Call vote

73. The roll call vote requires the Clerk to ask each participant individually if they are for or against the recommendation or if they wish to abstain from the vote. If a participant cannot be contacted to provide their vote, the clerk will continue with the roll-call vote and return to those participants who have not responded following once an attempt to contact all participants has been made. If the participant cannot be contacted after a second attempt to provide their vote and there is a quorum in attendance at the meeting the participant is considered as not in attendance.
74. Responses are recorded and when all of the participants in attendance have indicated their intentions, the Clerk will then collate the responses and inform the Chair of the outcome of the vote.
75. The Chair will announce the outcome of the vote to the meeting and a summary of the vote is pasted into the chat facility in teams to inform the meeting participants of the details of the vote.

Chairing meetings

76. Chairing a multi-location meeting is very different to chairing a face-to-face meeting and the Chair will be supported to carry out their role as outlined in the Officer Support at meetings section above. The role of the Chair is particularly challenging at a physical meeting with some participants joining remotely. The “balance” between individuals in a room, and those joining by remote means, will have a significant effect on how business will be transacted.
77. Chairs have a particular responsibility to prepare for a multi-location meeting, in a more planned and directed way than might be necessary for a physical meeting. This may involve the Chair consulting with officers, committee members and participants in advance of a meeting.

Chat Function use by Remote Participants

78. The chat function provides a simple method of enabling the chair to manage the meeting and to enable the remote participants to communicate with the chair. Remote participants should only use the Chat facility for the following occasions:
 - Speak – When the remote participant wishes to speak
 - Declaration – to advise the Chair that the remote participant wishes to make a declaration of interest other than at the Declarations of interest item on the agenda.
 - Point of Order – to notify the Chair that a remote participant has a Point of Order to make and the Chair should invite the participant to speak at the earliest opportunity.
 - Explanation - to notify the Chair that a remote participant has a Point of Personal Explanation to make and the Chair should invite the participant to speak at the earliest opportunity.
79. The “Chat” facility is only to be used for communicating with the Chair and is not to be used for offline discussions with other participants during the meeting.

80. Detailed Guidance for Chairs is at Appendix C

Appendix A –Guidance For Participants - Joining Remote Meetings

Preparing for a remote meeting

During a formal meeting participant will be expected to be able to fully interact from your remote location when the meeting starts. The following is a checklist to ensure that you are fully prepared:

Environment:

- ✓ Make sure that you set up your device in an area where you are unlikely to be disturbed. Remember that you should be the only person able to hear any confidential or exempt items being discussed.
- ✓ Ensure that your broadband connection is sufficient strong in that location to join and remain connected for the full duration of the meeting. If your broadband signal is weak you may wish to consider attending the physical meeting location. The legislation requires that you are able to be seen and heard.
- ✓ Ensure that your background is neutral and there is nothing that can be seen when you are on camera which may compromise your privacy or challenge your professionalism.
- ✓ Turn your microphone off, but be ready to activate it if you are called to speak. You should deactivate it when you have finished speaking to lessen background noise/interference for others.
- ✓ Have some water handy (off camera) to keep yourself hydrated throughout the duration of the meeting
- ✓ Turn off any noisy gadgets which may be distracting to yourself or other participants.

Equipment and software

- ✓ Ensure that your device is connected to the Council's Network between meetings to enable you to receive and manage the latest software and security updates.
- ✓ Check that Microsoft Teams is installed and you are able to connect to others.
- ✓ Check that your microphone is working and that the settings are correct. Too loud and there may be some feedback too quiet and you and the observers won't be able to hear you. Consider using headphones or earphones (with a microphone), similar to those you may use with your mobile telephone.
- ✓ Ensure that the camera is positioned to provide a clear, front-on view of your face. This may require to consider the lighting in the room you're in (for example, sitting in front of a window may plunge your face into shadow). It may also involve putting your laptop on top of a couple of books so that you can look into the camera face on.

- ✓ Fully charge your equipment and ensure that you have easy access to charging facilities as remote meetings have a higher than normal power consumption.
- ✓ Ensure you know how to mute/unmute your microphone and to switch your camera on and off.
- ✓ Ensure you know how to use the "chat" facility as this may be used to show that you wish to speak. You should only use this facility for these purposes and not to conduct private conversations or a commentary as you might in private meetings.
- ✓ Familiarise yourself with the "emergency contact numbers" for the meeting which will provide you with technical support should you have any difficulties during the meeting.

General Meeting Preparation

- ✓ Determine how you can easily access the meeting agenda pack. Options may include the use of the latest version of the Modern.gov app on the same or different device, or by viewing reports from the Council's intranet.

Note:

If your camera is active during a meeting the "observers" may still be able to see you when you are using other applications on the same screen and you can't see them.

- ✓ When reading the reports consider whether you have any "Declarations of Interest" that you will need to be made at the meeting. Inform Democratic Services of any declarations that you need to make (as these will be read out at the start of a remote meeting) or contact the Monitoring/Legal officer well in advance of the meeting if you need their advice. Do not wait until just before a meeting as this will be problematic to provide you with the appropriate advice. Once you have received any advice please ensure you let Democratic Services know if you will be declaring an interest.

During a Meeting:

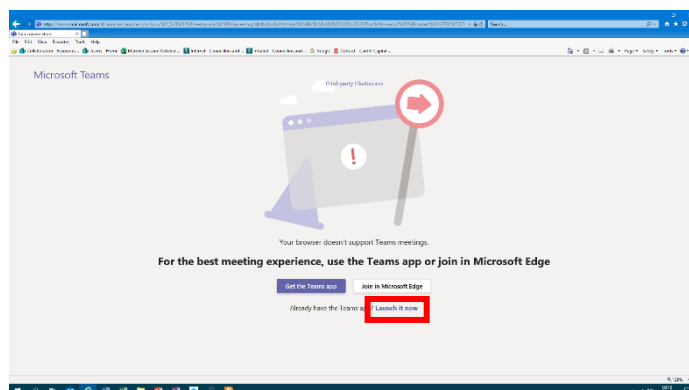
- ✓ Prepare thoroughly. The Chair and the public will assume that everyone has read any reports which are being considered and will be looking for observations and focussed debate.
- ✓ Do not use additional video conferencing software i.e. skype during the meeting as this will put you "on hold" for the main meeting.
- ✓ Remote meetings are likely to need to be shorter and more focused. Focus on the business at hand. Make sure that your contributions are necessary and do not repeat points already made.

Note:

It is recommended that all elected members attend a practice remote meeting to familiarise themselves with the remote meetings procedures and software. Please contact Democratic Services for more information.

Joining a Formal Meeting using MS Teams

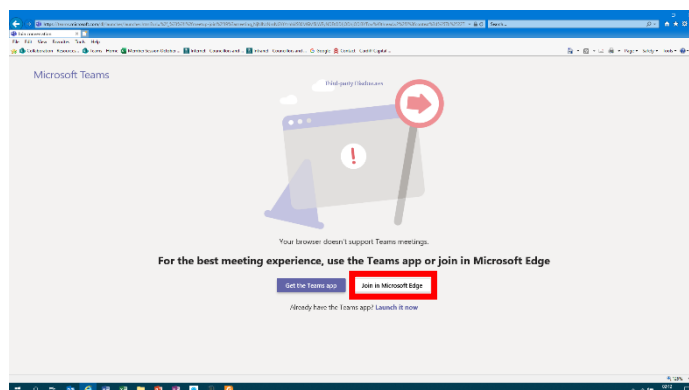
To join a "Teams Meeting" click on the "[Join Microsoft Teams Meeting](#)" links in the Teams calendar appointment. When you click on the link, attendees using Council provided device should be provided direct access to the meeting. However if the following screen is displayed and you have a Council or other device with Microsoft Teams installed on it you should use the "Launch it now" link.



Depending on the configuration of your device you may be placed in a "virtual lobby" or waiting area before being authorised to join the meeting.

Other participants

If you are not using a Council device you will need to click on the "[Join Microsoft Teams Meeting](#)" links in your invitation or calendar appointment. This will direct you to a webpage and you will need to select either the "Join via the Web" or "Join in Microsoft Edge" options as shown below. When you have clicked on the relevant option and depending on the configuration of your device you may be placed in a "virtual lobby" or waiting area before being authorised to join the meeting.



IMPORTANT:

Elected Members and other participants are requested not to action any prompt they may receive to grant meeting access to individuals in the "Virtual Lobby". Officers from Democratic Services will manage this functionality to ensure that only those entitled to join the meeting are permitted to do so.

Remote meetings will be open at least 15 minutes prior to the start of the meeting as published on the agenda. This will provide an opportunity for all participants to join the

meeting and confirm that their equipment is working appropriately and for officers to provide any additional support that is needed.

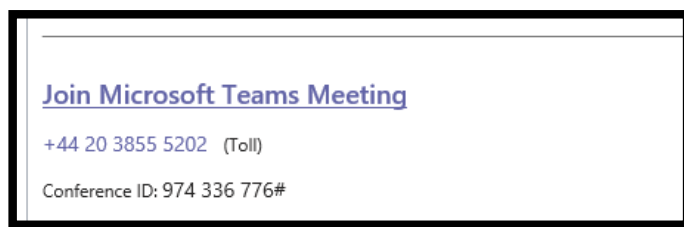
Officers will be monitoring the participants joining the meeting, identifying those who have sent their apologies and those who have yet to join the meeting.

The Chair will join the meeting 5 minutes the start of the meeting to provide any direction to the participants and instruct the Officers to start the recording or webcast of the meeting at the appropriate time.

If a participant is late joining the meeting, they are to send a chat message to advise the chair that they wish to speak. The Chair will invite them to speak. This will then enable them to be added to the record of attendance and provide any declarations of interest (as necessary)

Joining a meeting by Telephone

In the event of technical issues preventing an attendee from being able to join a meeting using Microsoft Teams each meeting is allocated a conference call number and a Conference Identification number as shown below:



For the meeting shown above, the number to dial into the meeting is shown as +44 20 3855 5202. This requires anyone attempting to dial into the meeting from the UK to dial 020 3855 5205. An automated voice will request that you key in the Conference ID followed by a hashtag. Using your telephone keypad type in the conference ID number i.e. 974 336 776 # for the conference ID shown above.

You will be asked for your name and requested to wait in the virtual lobby. The meeting organiser from Democratic Services will be advised that you are waiting and provide you with access to the meeting.

Note: If you are intending to use the dial in facility for a meeting please inform Democratic Services in advance of the meeting.

Appendix B - Guidance for Public Participants at Meetings

To be developed

Appendix C - Guidance For Chairs

Prior to the meeting the Chair should:

- confirm the purpose and anticipated outcomes for each item on the agenda.
- ensure that any information essential for consideration at the meeting, is made available to participants.
- identify where participants may wish to contribute in the meeting.
- ensure that appropriate arrangements are in place to support effective participation.
- confirm that all participants (which may include external witnesses and members of the public or others) fully understand their role and how they can actively contribute to the meeting.
- ensure that they are aware of which participants are joining remotely.
- Any particular preparation that will need to be taken to If the Chair themselves is joining by remotely whilst other participants are present in a committee room.

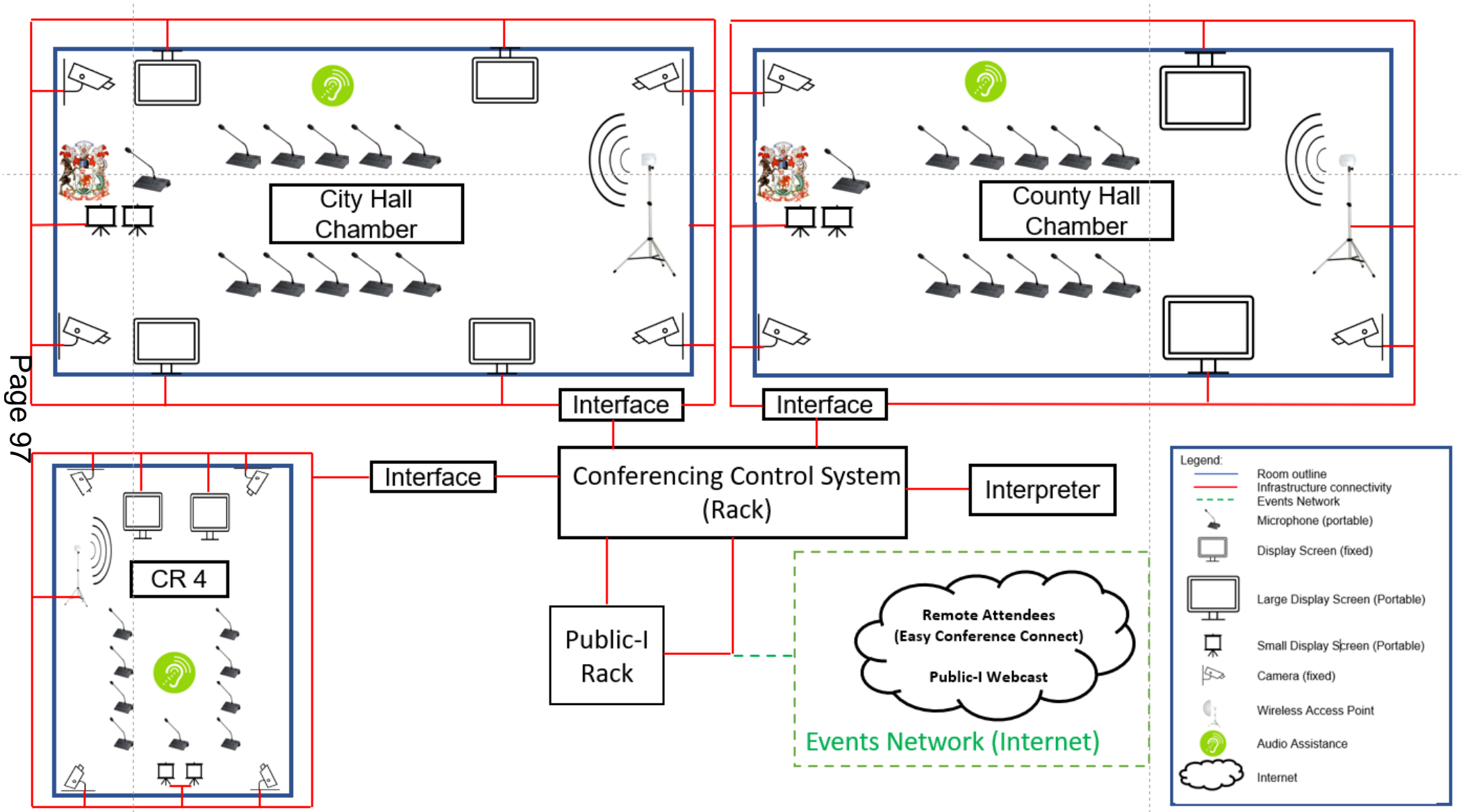
At the start of a meeting the Chair should:

- Consider the accessibility of the meeting to the public, ensuring that observers are welcomed and that the business of the meeting is explained in a way that is understandable, including the operation of the multilocation meeting itself.
- Provide a reminder of meeting arrangements and policies, particularly relating to conduct and behaviour, and any advice on voting arrangements.
- Introduce themselves, the committee, officers present and other participants to ensure that those watching or listening to a broadcast are aware who is in attendance at the meeting.
- Identify how a support officer or other member may bring their attention someone wishing to make a comment through remote means or in the committee room.
- Occasionally confirm throughout the meeting that no one has been 'lost' due to technical issues and provide support to councillors experiencing challenges although additional support may be needed from supporting officers.

During the meeting the Chair should:

- Brief witnesses on expectations.
- Frame the meeting with reminders of the purpose of each agenda item, summarise decisions and actions for each item and again at the end of the meeting.
- Plan for the debate to be themed or otherwise structured rather than inviting comments generally, to ensure that all participants have an opportunity to contribute.
- develop an understanding the motivations and objectives of individual participants on specific agendas items and a sense what they may want to say and ask.
- avoid people speaking over each other or long silences, ask each member in turn for their contribution to an item, based on an understanding of what members wish to contribute
- check that all members are content, that they have been able to contribute, and if necessary, provide a reminder of any voting arrangements.

CONFERENCE SYSTEM DIAGRAM



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DEMOCRATIC SERVICES COMMITTEE: 28 November 2022

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

DIVERSE COUNCIL DECLARATION – ACTION PLAN**Reason for this Report**

1. To consider a draft action plan for the delivery of the Diverse Council declaration approved by Council on 27 January 2022

Background

2. At a special meeting of the Welsh Local Government Association Council in April 2021, a report entitled Diversity in Democracy was considered. This was a culmination of the work of a WLGA cross-party working group which built on the action plans and ambitions of councils and partners. The report included an 'outline' Declaration to:
 - Provide a clear, public commitment to improving diversity;
 - Demonstrate an open and welcoming culture to all;
 - Consider staggering council meeting times and agreeing recess periods to support councillors with other commitments.
3. A report relating to the Diverse Councils was considered by the Democratic Services Committee at its meeting on 19 July 2021. The Committee report identified that the Council already has the ability to meet some of the proposed requirements of the Welsh Local Government Association draft declaration.
4. Some of the intentions of the Welsh Local Government Association Council in its letter fell within the remit of the Democratic Services Committee and the support provided by the Democratic Services Team.
5. Many of the intentions contained within the letter were not within the remit of the Democratic Services Committee and therefore it would be for Council and the political groups who are hoping to be represented on the Council in the future, to consider how they could support Cardiff to become a Diverse Council.
6. Following initial consideration of the WLGA report the Democratic Services Committee identified some of the individuals, committees and political bodies which may have a role within their scope of responsibility to undertake activities and actions to support any commitment made by Cardiff Council. The Chair of the Democratic Services Committee sent a letter to relevant Council Member and officers seeking support for the Diverse Council Declaration.

7. A Diverse Council Declaration attached at **Appendix A** was approved by Council on 27 January 2022.

Issues

8. The Diverse Council Declaration approved by Council categorised activities into three key areas:
 - a. Broaden Local Democratic Representation
 - b. Support involvement with local decision-making
 - c. Support Councillors to discharge their responsibilities effectively
 - d. Develop a 5-year action plan to delivery our Diverse Council commitment
9. The proposed draft action plan at **Appendix B** has been developed and is scheduled to provide positive outcomes the Local Government Elections in 2027. The plan identifies the progress that has been made since the approval of the Diverse Council Declaration by Council in January. In preparation for future Local Government Elections the action plan is intended to build upon this progress and set an ambitious standard for future years.
10. The action plan will require liaison and engagement with a range of stakeholders including the Welsh Government, the stakeholders and supporting organisations of the Diverse 50/50 campaign and other equalities organisation via the Council's Equalities team
11. The draft action plan is expected to dovetail with the development of the Council's Participation Strategy to reflect the Council's ongoing commitment to support its diverse communities and be seen at the forefront of improving the diversity of Cardiff Council and as an exemplar for the whole of Wales.

Legal Implications

12. In considering this matter, the Council must have regard to its public sector equality duties under the Equality Act 2010 (including specific Welsh public sector duties). This means the Council must give due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The protected characteristics are: age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of belief.
13. The Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.
14. There are no direct legal implications arising from the recommendations of the report. Legal advice will be provided, as necessary, in respect of any specific actions to be taken to support the Council's commitment to become a Diverse Council.

Financial Implications

15. There are no direct financial implications from this report. The resources necessary for the delivery of the action plan including any financial provision will be met from the Democratic and Members Services budgets and reserves, with the agreement of the Director of Governance and Legal Services.
16. All costs of the activities and services support are to be monitored and contained within the respective funding sources and budgets, and any new costs will require an identified source of funding.

RECOMMENDATIONS

17. The Democratic Services Committee is recommended to:
 - a. Note the content of the report and appendices.
 - b. identify any suitable additional actions for inclusion in the draft Diverse Council Declaration Action Plan subject to delivery being possible within existing resources.
 - c. recommend the submission of the draft Diverse Council Declaration Action Plan for approval to Council

GP JONES
HEAD OF DEMOCRATIC SERVICES
22 November 2022

The following appendices are attached to this report:

Appendix A - Diverse Council Declaration
Appendix B – Diverse Council – Draft Action plan

Background Papers:

[Diverse Council Report](#) - Democratic Services Committee dated [19 July 2021](#)

[Diverse Council Declaration](#) report to Council dates 27 January 2022

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DIVERSE COUNCIL DECLARATION

Cardiff Council is committed to continuing to improve diversity in democracy across the city and become a Diverse Council. This declaration provides a clear public commitment to improving diversity in democracy in our city.

While Cardiff performs better than many councils in terms of councillor diversity, people from Black, Asian and ethnic minority backgrounds, women, younger people and those with a disability are not yet proportionately represented in the Welsh capital's council chambers.

Endorsing this declaration is a key element of Cardiff Council's support for the Diversity in Democracy programme, led by the Welsh Local Government Association (WLGA), which aims to advance equality and diversity in local democracy.

Delivering an ambitious local 'Diversity in Democracy' action plan will contribute to an invigorated local democracy and help to deliver a council which reflects the great diversity of our city's communities.

As a diverse Council, Cardiff Council will:

Broaden Local Democratic Representation

We will:

- Encourage and enable people from underrepresented groups to stand for office.
- Seek support from all elected members and political groups on the council to work with local party associations to encourage recruitment of candidates from underrepresented groups.
- Ensure residents from all communities understand the role and functions of local councillors and the council

Support involvement with local decision-making

We will:

- Proactively engage organisations supporting under-represented groups to enhance democratic awareness.
- Support the work of the Race Equalities Task Group in developing proposals to engage our city's diverse neighbourhoods within local democracy.
- Establish a mentoring programme - working with a range of stakeholders to provide a pipeline of mentors and mentees for prospective councillors.

Support Councillors to discharge their responsibilities effectively

We will:

- Provide flexibility in council business and activities to support Elected Members and allow them to meet their personal, professional, cultural and caring commitments and responsibilities.
- Work in accordance with the standards set out in the Wales Charter for Member Support and Development.
- Continue to demonstrate our duty of care for elected members by supporting their wellbeing and safety needs when performing their role as councillors.
- Achieve the Wales Charter for Member Support and Development to demonstrate the highest possible standards of support and development for our elected members to assist them in meeting the challenges and expectations of their diverse roles ranging from of community leader to their special responsibilities within the Council.
- Ensure that all elected members have the opportunity to take up the allowances and salaries to which they are entitled, particularly any reimbursement for costs of care, so that all elected members receive fair remuneration for their work and that the role of an elected member is not limited to those who can afford it.
- Continuing to promote the highest standards of behaviour and conduct from elected members and those intending to stand for office on the Council.

Develop a 5-year action plan to delivery our Diverse Council commitment:

- Following the Local Elections in 2022 develop a Diverse Council Action Plan 2022-27 in consultation with representative and community groups, to be submitted for consideration by the Council.

DIVERSE COUNCIL DECLARATION – DRAFT ACTION PLAN 2022-2027

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 405</p>	<p>Broaden Local Democratic Representation</p>	<p>Encourage and enable people from underrepresented groups to stand for office.</p>	<ul style="list-style-type: none"> • Initial contact has been made with Diverse 50/50 campaign representing: <ul style="list-style-type: none"> ○ Women’s Equality Network (WEN) Wales ○ Electoral Reform Society (ERS) Cymru ○ Race Council Cymru ○ Ethnic Minorities and Youth Support Team (EYST) Wales • Identity support that can be provided to support Mentoring/shadowing and similar activities including training for elected members 	<ul style="list-style-type: none"> • Develop Potential Candidate event(s) to be delivered: <ul style="list-style-type: none"> ○ Annually ○ Prior to By – Elections ○ Prior to Local Government Election • Develop non-political Democracy awareness sessions for Schools to be delivered by Officers and Councillors • Develop mentoring / shadowing programme • Liaise with Diverse 50/50 campaign stakeholders to identify individuals to undertake opportunities for mentoring/shadowing • Deliver mentoring programmes for under-represented groups • Elected Members to be requested to become advocates for diversity within their communities and identify individuals who would benefit from mentoring or shadowing opportunities • Liaison with Equalities team to identify measures to assist those residents of with protected characteristics stand for office 	<p>31-May-25</p>	

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
2.		Seek support from all elected members and political groups on the council to work with local party associations to encourage recruitment of candidates from underrepresented groups.	<ul style="list-style-type: none"> Undertake Diversity survey of Elected Members in 2022 and compare data to determine progress being made with diverse representation: <ul style="list-style-type: none"> 2021 Diversity Survey Census data 	<ul style="list-style-type: none"> Draft letter(s) from Democratic Services Committee to: <ul style="list-style-type: none"> all Elected Members in Cardiff Council Community Councils Local party associations <p>seeking support to encourage recruitment of candidates from underrepresented groups</p>	30-Apr-23	
3.		Ensure residents from all communities understand the role and functions of local councillors and the council	<ul style="list-style-type: none"> Short, Medium and Long term plans; Scrutiny Forward Work Programmes Cabinet Forward Plans Planning Decisions and Applications How decisions are scrutinised; Get involved with Scrutiny Webpages Who represents them on the council Your Councillor information on the council website What has their contribution been: Elected member Annual reports Public Streaming and archived webcasts of key meetings 	<ul style="list-style-type: none"> Improving the relevant sections of the Council's Democracy website to include; <ol style="list-style-type: none"> the role of the council; how the council is structured; how decisions are made; key contacts within the council for general and specific issues; financial aspects of the Council; approved role descriptions Key contact points. Promote and link to WLGA Be a Councillor. Be the Change Development of Awareness Raising videos from funding provided by Digital Democracy fund Develop easy read documents which support a resident's understanding of the role and functions of 	<p>31-Dec-23</p> <p>31-Dec-23-</p> <p>31 Mar 23</p> <p>31-Dec-23</p>	

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
4.	Support involvement with local decision-making	Proactively engage organisations supporting under-represented groups to enhance democratic awareness.	<ul style="list-style-type: none"> • Initial contact has been made with Diverse 50/50 campaign representing: <ul style="list-style-type: none"> ○ Women's Equality Network (WEN) Wales ○ Electoral Reform Society (ERS) Cymru ○ Race Council Cymru ○ Ethnic Minorities and Youth Support Team (EYST) Wales 	<p>local councillors and the council</p> <ul style="list-style-type: none"> • Liaise with WG and other stakeholders to identify opportunities to engage with young people including: <ul style="list-style-type: none"> ○ Schools ○ Youth Council ○ Youth Parliament • Develop briefing packs for ward councillors to deliver to Democratic Awareness for their communities • Identify and support ward councillors delivery of Democratic Awareness sessions in their wards 	31-May 25	
5.		Support the development and implementation of the Council's statutory Participation Strategy, developing proposals to engage our city's diverse neighbourhoods within local democracy.	The Council's engagement team currently promotes surveys and consultations digitally and through community organisations. However, a baseline assessment of engagement was undertaken in preparation for the new Participation Strategy which identified population groups with low response rates, including many of the city's ethnic minority communities. The new Strategy will put forward proposals to improve this, with a commitments to ongoing pilots for new approaches to reach 'seldom heard' groups.	<ul style="list-style-type: none"> • Continued engagement of members in the development and delivery of the strategy and in developing and trialling new ways to reach and engage 'seldom heard' groups in the Council's decision making. 	Ongoing	
6.		Establish a mentoring programme - working with a range of stakeholders to provide a pipeline of mentors and mentees for prospective councillors.	<ul style="list-style-type: none"> • Initial contact has been made with Diverse 50/50 campaign representing: <ul style="list-style-type: none"> ○ Women's Equality Network (WEN) Wales 	<ul style="list-style-type: none"> • Liaise with Diverse 50/50 campaign stakeholders to identify individuals to undertake opportunities for mentoring/shadowing 	31-May 25	

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
			<ul style="list-style-type: none"> ○ Electoral Reform Society (ERS) Cymru ○ Race Council Cymru ○ Ethnic Minorities and Youth Support Team (EYST) Wales ● Identity support that can be provided to support Mentoring/shadowing and similar activities including training for elected members ● 			
Page 108		Provide flexibility in council business and activities to support Elected Members and allow them to meet their personal, professional, cultural and caring commitments and responsibilities.	<ul style="list-style-type: none"> ● Survey of meeting timings undertaken following the 2022 Election ● Address ad-hoc requests for meeting timings review ● Implementation of the Council Multi-meeting location policy 		30-Nov-22	
		Work in accordance with the standards set out in the WLGA Charter for Member Support and Development	See “Achieving the WLGA Charter” report to Democratic Services Committee dated 28 November 2022	As outlined in the report action plan		
9.	Support Councillors to discharge their responsibilities effectively	Continue to demonstrate our duty of care for elected members by supporting their wellbeing and safety needs when performing their role as councillors.	<ul style="list-style-type: none"> ● Peoplesafe implemented for all Elected members ● Mechanism for assessing and supporting all personal safety requirements of Elected Members ● Access to “Care first” wellbeing and counselling services 		30-Nov-22	
10.		Achieve the WLGA Charter for Member Support and Development to demonstrate the highest possible standards of support and development for our elected members to assist them in meeting the	See “Achieving the WLGA Charter” report to Democratic Services Committee dated 28 November 2022	As outlined in the report action plan	31-Mar-25	

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
		challenges and expectations of their diverse roles ranging from of community leader to their special responsibilities within the Council.				
11.		Ensure that all elected members have the opportunity to take up the allowances and salaries to which they are entitled, particularly any reimbursement for costs of care, so that all elected members receive fair remuneration for their work and that the role of an elected member is not limited to those who can afford it.	<ul style="list-style-type: none"> • The Councils Schedule of Remuneration provides details of entitlements for: <ul style="list-style-type: none"> ○ Elected member Salaries ○ reimbursement for costs of care ○ travelling and other expenses • All Members are offered the opportunity to join the Local Government Pension Scheme 	<ul style="list-style-type: none"> • Review remuneration process and documentation for ease of use 	31-Aug-23	
12.	Support Councillors to discharge their responsibilities effectively	Continuing to promote the highest standards of behaviour and conduct from elected members and those intending to stand for office on the Council.	<ul style="list-style-type: none"> • Leaders of political groups have duty to promote and maintain high standards of conduct by members of their group. • The Standards and Ethics and Committee: <ul style="list-style-type: none"> ○ issues regular newsletters highlighting key issues, ○ provides an Annual Report to Council. • Code of Conduct Training provided for all Elected Members by the Monitoring Officer • Council has adopted: <ul style="list-style-type: none"> ○ Members' Social Media Code of Principles 		30-Nov-22	

Ser	Key Activity	Specific Activity	How this is currently being undertaken	How can this be improved	Target Date	Status
			<ul style="list-style-type: none"> WLGA Social Media: A Guide for Councillors 			
13.	Develop a 5-year action plan to delivery our Diverse Council commitment:	Following the Local Elections in 2022 develop a Diverse Council Action Plan 2022-27 in consultation with representative and community groups, to be submitted for consideration by the Council.				

DRAFT

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

ACHIEVING THE WELSH LOCAL GOVERNMENT ASSOCIATION (WLGA) CHARTER FOR MEMBER SUPPORT & DEVELOPMENT

Purpose of Report.

1. To consider the requirements necessary to achieve the WLGA Charter for Member Support & Development.

Background.

2. What is the Charter? Elected Members today face increasing challenges. Under the modernisation agenda, there are heightened expectations on them to undertake a diversity of roles ranging from that of community leader to their special responsibilities within the Council. Throughout Wales, authorities are striving to provide the best possible support for their members to enable them to meet these challenges. This takes the form of skill and knowledge development, support facilities, and support services.
3. The Welsh Local Government Association has a long history of working with authorities to help them develop these activities. To provide structure to the national programme of support, the Wales Charter for Member Support and Development was developed collaboratively by the Association, Elected Members representing each of the political groups and member support officers from each authority.
4. The Charter aims to provide a broad framework for local planning, self-assessment, action and review together with networking and comparison amongst authorities and the sharing of good and innovative practice. Its wide adoption has raised the overall amount and standard of support given to members in Wales.
5. There are 2 levels of award with the first level normally requiring to be achieved before progressing to the next level:
 - a. (Standard) Charter Award
 - b. Advanced Charter Award
6. The following local authorities currently hold the Charter and Advanced Charter awards:
 - Pembrokeshire Coast National Park Authority - Advanced Level
 - Brecon Beacons National Park Authority - Advanced Level (Renewed)
 - Caerphilly County Borough Council (Renewed)
 - Isle of Anglesey County Council (Renewed)

- Blaenau Gwent County Borough Council (Renewed)
 - Gwynedd Council (Renewed)
 - Powys County Council (Renewed)
7. In addition, there is the Good Practice and Innovation Award for Member Support and Development. This award seeks to recognise and share excellent or innovative practice in member support and development to improve practice in Wales. Assessment of the Good Practice and Innovation Award will be based on a review of the written submission to a WLGA peer panel.
 8. The Charter is awarded for a period of three years after which an authority is able to relinquish, maintain or improve its charter status.
 9. The (Standard) **Charter Award** is a self-assessment undertaken by the Authority, documented and submitted to the WLGA, who will review the submission and determine whether to make the award. The (Standard) Charter Award is designed to establish that an essential range of support and development arrangements are in place, monitored and recorded.
 10. The **Advanced Charter Award** is a further self-assessment, documented and submitted to the WLGA in the same way as the (Standard) Charter Award submission. It is further underpinned by a peer assessment including a site visit undertaken by officers, and member peers from Wales and England. The Advanced Charter is designed to recognise that the arrangements required for the Charter are working effectively.
 11. The Local Government (Wales) Measure 2011 introduced legislative requirements for corporate governance and member support and development. Therefore, the Charter criteria were further developed to enhance and enable these legal requirements. The implementation of the Local Government and Election (Wales) Act 2021 is likely to drive a further enhancement of the criteria by the WLGA. A copy of the requirements is attached at **Appendix A**.
 12. There are two primary benefits of achieving the WLGA Charter:
 - a. The Auditors, Inspectors, Regulators (AIRs) have acknowledged that a Council which has achieved the Charter has Elected Members who are aware of key topics, are provided with development opportunities to broaden their knowledge and skills, have a good understanding of their roles and responsibilities and are more likely to make more informed decisions.
 - b. That all Elected Members of the Authority have confidence that the support and development provided to them is of a high standard when measured against a nationally recognised standard.

Issues

13. An assessment attached at **Appendix B**, has been undertaken for each of the main criteria which form the standard WLGA Charter award to determine how the support currently provided to Elected Members of this Authority compares with the support and services required to achieve the WLGA Charter for Member Support & Development. Each criteria has been categorised as follows:

- Green - Few or minimal changes from the established processes.
- Amber - Some changes with an element of significant change to existing processes and activities.
- Red - Significant change to existing processes and activities or the introduction of new processes or activities.

14. With the implementation of the Local Government and Elections Act (Wales) 2021 the WLGA has advised that the “Charter” is likely to be reviewed and updated by April 2023 to reflect the changes in this legislation.

Key actions

15. Following the assessment of the WLGA criteria for awarding the WLGA Charter for Member Support and Development, an action plan has been developed of the key actions that will be necessary to be achieved before applying for the WLGA Charter.
16. The key actions are summarised below but detailed actions and target dates are provided at **Appendix C**.
- a. Arrangements are in place for all members to be offered a PDR.
This will include a review of existing arrangements with HR and others with experience of Personal Development Review Process, liaison with Elected Members and Group Leaders and the implementation of a PDR process which must be completed by all Senior Salary holders
 - b. Prospective candidates, candidates and new members are informed of their role and responsibilities.
Whilst existing Elected Members are provided with an Induction Programme which enhances their awareness of their role and responsibilities, potential Councillors may not be fully aware of these roles and responsibilities before they are elected. One option is to provide a public awareness session prior to an election period to ensure that those considering standing for Election are fully informed of their role and responsibilities in the event of their election.
 - c. Members are offered the opportunity to be mentored by Member peers.
The approval of the WLGA Mentors guide has identified an option for an Elected Members Mentoring scheme. Although some Elected Member mentors have been trained and are being engaged to mentor newly elected members this capability is limited. Opportunities to use mentoring training to widen the scheme to include other mentoring and shadowing opportunities for enhancing diverse representation and awareness of the role and responsibilities of Councillors.
 - d. Information resources are provided
Information is provided to elected members in a range of formats and channels. It is planned that a Members Portal on the Council’s intranet be established which would provide a single repository for information and reference. Initial discussions have been held which would enable this portal to be provided which could be quickly updated by officers and easily accessed by Elected Members.
17. The Democratic Services Committee is requested to consider the information contained within the report appendices and to determine any reasonable and

appropriate courses of action to enable Cardiff Council to develop a submission for the WLGA Charter for Member support and development.

Legal Implications

18. Section 7 of the Local Government (Wales) Measure 2011 requires local authorities to secure the provision of reasonable training and development opportunities for its members. Each member should also have the opportunity to have a review of their training and development needs on an annual basis. If a member decides to have an annual review of their training and development needs, the authority must ensure that the review includes an opportunity for an interview with someone who they consider to be “suitably qualified” to advise about the training and development needs of a member.
19. In considering these requirements, regard must be had to the statutory guidance issued by the Welsh Ministers. The Welsh Government has indicated that it is proposing to revoke the earlier guidance (Statutory Guidance from the Local Government Measure 2011) issued in June 2012 and has issued refreshed draft guidance for consultation (in Chapter 2 of the Consultation Document, Local Government: Guidance for Principal Councils, 17 March 2022): Guidance for principal councils | GOV.WALES . The revised draft guidance remains substantially unchanged but aims to address the new roles and challenges councillors may face, such as becoming an assistant to the executive or negative social media. It also recognises that different formats are now more readily accessible to support member training and development such as on-line learning and electronic workshops and tutoring.
20. The guidance recommends that the Democratic Services Committee (DSC) has overall responsibility for deciding what should be regarded as reasonable training and development opportunities as part of its function of providing support to members to carry out their functions. It also notes that ‘The agreed, training and development opportunities could be contained within a published development strategy, which should include how the development will be provided and the process for commissioning external training and development. The Welsh Local Government Association’s Charter for Member Support and Development (“the Charter”) could be used for guidance purposes by local authorities in developing their strategies. Local authorities may wish to consider the requirements to achieve the Charter when developing their strategies and programmes’ (draft Guidance paragraph 2.14).
21. The Democratic Services Committee has responsibility for overseeing the support services provided to Members, ensuring they are adequately resourced and reporting any recommendations to Council.

Financial Implications

22. There are no direct financial implications contained within the report. Any service development work will need to be prioritised and delivered within existing resources.

Recommendations

23. The Democratic Services Committee is requested to consider the information contained within the report and its appendices and to determine any reasonable and appropriate courses of action to enable Cardiff Council to develop a submission for the WLGA Charter for Member support and development.

GARY JONES

Head of Democratic Services

22 November 2022

Appendices:

- Appendix A The Wales Charter for Member Support and Development The Criteria and Assessment Process 2022
- Appendix B WLGA Charter Assessment
- Appendix C Achieving The WLGA Charter - Action Plan

Background Documents:

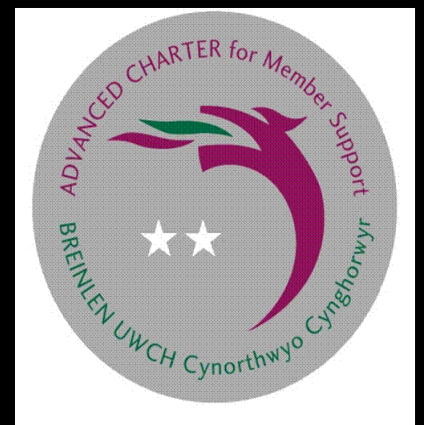
[Elected Member Learning and Development](#) report to Council dated 25 November 2021.
[Democratic Services Committee](#) held on Monday, 19 July, 2021.
[Support and Services Comparison Against the Welsh Local Government Association \(WLGA\) Charter for Member Support and Development](#) report to Democratic Services Committee on 01 October 2018.

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The Wales Charter for Member Support and Development

The Criteria and Assessment Process



What is the Charter?

The role of the Councillor is increasingly challenging. Throughout Wales, Councils are striving to provide the best possible support for their members to enable them to meet these challenges. This takes the form of skill and knowledge development, support facilities, and support services.

The Welsh Local Government Association has a long history of working with Councils to help them develop these activities. To provide structure to the national programme of support, the *Wales Charter for Member Support and Development* was developed collaboratively by the Association, Councillors representing each of the political groups and Democratic Services officers from each Council.

The Charter aims to provide a broad framework for local planning, self-assessment, action and review together with networking and comparison amongst Councils and the sharing of good and innovative practice. Its wide adoption has raised the overall amount and standard of support given to Councillors in Wales.

The Charter reflects the legislative requirements for corporate governance and Councillor support and development set out in the Local Government (Wales) Measure 2011.

The Charter criteria will be reviewed in 2023 to take account of the requirements of the Local Government and Elections (Wales) Act 2021 and the associated WG guidance as it becomes available.

A list of authorities and their award status is available on the WLGA website

The Assessment Process

Councils should apply for the Charter followed by the Advanced Charter. These awards need to be renewed every three years.

Assessment for the **Charter** is a self-assessment undertaken by the council and submitted to the WLGA who review the submission and make the award. The Charter is designed to establish that an essential range of support and development arrangements are **in place**. To make a submission, authorities should complete the self-assessment pro-forma at appendix 1 in this document and send this to the WLGA electronically together with the supporting evidence.

Assessment for the **Advanced Charter** is a peer assessment undertaken by officers, and member peers. The Advanced Charter is designed to recognise that the arrangements required for the Charter are **working effectively**. To make a submission, councils should contact the WLGA to agree timescales and complete the submission pro-forma at appendix 2 in this document and send this to the WLGA electronically together with the supporting evidence. The WLGA will arrange a virtual peer assessment meeting following the submission, where officers and members of the council will have an opportunity to discuss approaches and experiences with the review team.

Reassessments at both Charter and Advanced Charter level are assessed through written submission only.

The Good Practice and Innovation Award for Member Support and Development

This award seeks to recognise and share excellent or innovative practice in councillor support and development to improve practice in Wales.

Criteria for the Award

The award recognises excellent or innovative practice in an **aspect of** councillor support or development which has **demonstrably improved** the outcomes for members or the authority. This practice should be **over and above** that required for the advanced level of the Charter or outside the scope of that award. In some cases, practice will be identified through applications for Charter status, in others, through separate application.

Applications for the Good Practice and Innovation Award

Should include:

- 1. A short written description** of the activity, including:
 - What is being done
 - How it is being done – including how councillors have been engaged in the process
 - Why it was introduced – links to personal or organisational development or the needs expressed by councillors for support.

- 2. A description of the impact on or outcomes for councillors** as a result of the activity. This should include quantifiable results and qualitative evidence from the authority and councillors.

- 3. Evidence for (2) above**

Assessment

The Good Practice and Innovation Award will be assessed based on a review of a written submission by a WLGA peer panel.

Practice exchange

On receipt of the award, the council will be invited to make a presentation to the national officer and councillor networks. The submission will also be included on the WLGA website.

Self-assessment frameworks are appended to this document.

Please inform the WLGA of your intention to apply by contacting:

Improvement@wlga.gov.uk; Gwelliant@wlga.gov.uk

The Member Support & Development Charter Standard and Advanced Level Criteria

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> • Leader • Deputy Leader • Cabinet Members • Scrutiny members • Scrutiny Chairs • Scrutiny Co-optees • Chairs of statutory committees • Chairs of area committees • Chair of the Audit Committee • Members of Audit Committee • Chair of Democratic Services • Member of Democratic Services • Ward Member, including community leadership and case work • Chair of Standards committee • Member of Standards Committee 	<p>What does adopted mean? Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them. What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and ▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011 	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process</p>	<p>Every member has a role description which matches what they do. Including guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p> <p>All members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>

	<ul style="list-style-type: none"> • Leader of the Opposition • Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>Outside Bodies Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.</p>		
<p>2. Members are supported in undertaking their duties according to high standards of conduct.</p>	<p>All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.</p>	<p>What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.</p>	<p>Training is updated and delivered regularly. Potential breaches are addressed internally, as set out in the Ombudsman's report concerning local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the code.</p>	
<p>3. Members are supported in understanding their</p>	<p>All members have received training on and understand the contents of the</p>	<p>Training has been made available to all members and take up of this has been high.</p>	<p>The Constitution and related documents listed at level one</p>	<p>Changes include governance arrangements due to the introduction of</p>

roles and responsibilities as set out in the Constitution.	constitution, including: <ul style="list-style-type: none"> • the roles, responsibilities and limits to the roles of committees • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate 	The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.	change in line with requirements.	structures to support collaborative services.
B. Member Development				
B1. A member learning and development strategy has been adopted.	A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes: <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a 		All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.	

	<p>PDR, which identifies the local and national, collective and individual development needs of all members.</p> <ul style="list-style-type: none"> • a commitment to and methodology for developing members according to the needs of the organisation. • a commitment to and methodology for creating personal development <u>plans</u> for all members. • a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs. 			
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out in the first level. The PDR provides opportunities</p>	<p>The outcomes effectively and regularly inform the member development strategy and programme. Members report that the process is useful and that their needs are, where possible, being met in</p>

	<ul style="list-style-type: none"> • are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance • are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary. <p>Note. although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p>This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document ‘Guidance for Authorities Planning to Implement Personal Development Reviews for Member’ provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>	<p>for members to identify the level at which development is required.</p>	<p>terms of content and level.</p>
<p>B3. A development programme for councillors is in place with a</p>	<p>An annual development programme informed by the member development strategy is in place</p>	<p>There is an annual programme of events and learning opportunities for members both collectively</p>	<p>The development programme is updated every year following monitoring and</p>	

<p>mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>	<p>evaluation of the previous year and is demonstrably in line with member needs and the MD strategy. The content of the programme is made available to suit the needs of members with different skills and experience. i.e there is some <u>levelling</u> to development activities.</p>	
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<p>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</p>	<ul style="list-style-type: none"> ▪ The Council uses the national guidance and support materials available for candidates and prospective candidates. ▪ All new or returning members are provided with a programme of induction. 	<p>What is the national Guidance? This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p>What constitutes an induction programme? This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>Use is/planned or made of the national questionnaire to inform the development of candidates information for the next elections</p> <ul style="list-style-type: none"> • The candidates profile is measured in the national questionnaire and steps are taken or planned to inform groups or individuals who are not standing in the next elections. • Local information is provided to candidates in addition to that available nationally. <p>Every member moving to a new role has received an induction for that role.</p>	<p>Notable practice might include road shows, media/social media campaigns. Website/printed promotional material.</p>
<p>B5. Development activities are relevant and of high</p>	<p>Learning activities are provided in appropriate styles and settings based</p>	<p>What are appropriate styles and settings? A mix of for example</p>	<p>Training and development is provided to a</p>	

<p>quality.</p>	<p>on the learning needs and styles of individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	<p>consistently high standard, commissioning and evaluation is effective and systematic.</p> <p>The authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>	
<p>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members</p>	<p>This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.</p>	<p>These arrangements are mature and effective in representing the views of all members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes.</p>	

	are taken into account regardless of political affiliation.		Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.	
B7. Resources are identified and provided for member development.	<p>Dedicated resources are identified and provided for member development activities.</p> <p>The authority provides the “reasonable level” of development required by the Measure.</p>	<p>How dedicated is dedicated?</p> <p>Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>	<p>Resources, whether people or money, are allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs.</p> <p>Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.</p>	
B8. Members are offered the opportunity to be mentored by member peers.	The authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer “buddies” The authority should be exploring the need to provide Leadership mentoring for the	The authority has a mentoring strategy to support the needs of members who have requested mentors.	

		Leader and Cabinet if requested.		
C. Member Support				
C1. Officer support is provided for member development, support and scrutiny.	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.</p>	Members are satisfied with the level of support provided.	

<p>C2. Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances</p>	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>	<p>The authority can demonstrate that it knows the requirements of its current members and has met them.</p> <p>i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who have special access requirements.</p> <p>Arrangements for remote attendance should be in place.</p> <p><u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.</p>	
<p>C3. Contact management and communication</p>	<p>Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community</p>	<p>These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should</p>	<p>The systems required for level one are working effectively. Members can effectively access officers regarding</p>	

	groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.	be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.	service delivery and individuals and communities can access members.	
C4. Annual reports	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.	Members in receipt of a Senior/Civic Salary publish annual reports.	
C5. Personal support for members	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	Members report that this information and advice is adequate.	
D. Member Facilities				
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> ▪ Members are provided with the equipment, or connectivity required to undertake their role. ▪ Basic training is provided in its use and help desk 	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are</p>	Members are routinely using the provisions required for level one and report that this is sufficient.	

	<p>facilities are available.</p> <ul style="list-style-type: none"> ▪ Members are supported in remote working through the use of remote access codes and Skype etc. ▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure). ▪ Members are able to communicate with the council and the public electronically. 	<p>experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>		
<p>D2. Information resources are provided</p>	<p>A central collection of information dedicated to member needs is provided as part of the information and research support available to members.</p>	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to</p>	<p>Members routinely use the provisions required for level one and report that this is sufficient.</p>	<p>Good practice might include an interactive portal dedicated to members.</p>

		performance data. Members are informed about the information that is available.		
D3. Facilities for members to work in the Council are available.	Member needs have been reviewed and where required the following are provided: <ul style="list-style-type: none"> ▪ Shared areas for example for each political group. ▪ Private rooms for meetings. ▪ Offices for senior office holders. 	The needs of members must have been assessed. Rooms must be available but not necessarily permanently dedicated.	Members report that facilities are sufficient and that their needs are regularly reviewed.	

A Self Assessment Pro-forma for the Standard Level Charter

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Description of authority approach and actions	References to supporting evidence enclosed
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> • Leader • Deputy Leader • Cabinet Members • Scrutiny members • Scrutiny Chairs • Scrutiny Co-optees • Chairs of statutory committees • Chairs of area committees • Chair of the Audit Committee • Members of Audit Committee • Chair of Democratic Services • Member of Democratic Services • Ward Member, including community leadership and case work • Chair of Standards committee • Member of Standards 	<p>What does adopted mean?</p> <p>Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Members in Collaboration</i> and ▪ The Model Role description for a Scrutiny Co optee 	<p><i>Example Entry:</i></p> <p><i>Role descriptions have been adopted for all the listed roles.</i></p> <p><i>These were adopted by full council on 27.07.12 having been developed by the MDWG from the WLGA framework.</i></p> <p><i>Every member agreed and signed their role descriptions in September 2012.</i></p>	<p><i>Example Evidence References:</i></p> <p><i>Full set of signed role descriptions evidence ref a.1.1</i></p> <p><i>council minutes 27.07.12 evidence ref a.1.2</i></p> <p><i>MDWG minutes 15.06.12 and 01.07.12 evidence ref a.1.3</i></p> <p><i>Terms of reference for outside bodies with emails to members evidence ref a.1.4</i></p> <p><i>E mail to members 27.09.12 evidence ref a.1.5</i></p>

	<p>Committee</p> <ul style="list-style-type: none"> • Leader of the Opposition • Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>Appendix A local Government (Wales) Measure 2011</p> <p>Outside Bodies Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.</p>		
2. Members are supported in undertaking their duties according to high standards of conduct.	All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.	What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.		
3. Members are supported	All members have received	Training has been made		

<p>in understanding their roles and responsibilities as set out in the Constitution.</p>	<p>training on and understand the contents of the constitution, including:</p> <ul style="list-style-type: none"> • the roles, responsibilities and limits to the roles of committees • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate 	<p>available to all members and take up of this has been high.</p> <p>The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>		
<p>B. Member Development</p>				
<p>B1. A member learning and development strategy has been adopted.</p>	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a PDR scheme or 			

	<p>TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</p> <ul style="list-style-type: none"> • a commitment to and methodology for developing members according to the needs of the organisation. • a commitment to and methodology for creating personal development <u>plans</u> for all members. • a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs. 			
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for</p>		

	<p>personal development plans</p> <ul style="list-style-type: none"> • are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance • are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary. <p>Note. although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p>training and development.</p> <p>This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>		
B3. A development	An annual development	There is an annual		

<p>programme for councillors is in place with a mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<p>programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an</p>		
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		<p>interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>		
<p>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</p>	<ul style="list-style-type: none"> ▪ The Council uses the national guidance and support materials available for candidates and prospective candidates. ▪ All new or returning members are provided with a programme of induction. 	<p>What is the national Guidance? This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p>What constitutes an induction programme? This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally.</p>		

		Use is made of the national induction materials provided by the WLGA.		
B5. Development activities are relevant and of high quality.	Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.	<p>What are appropriate styles and settings? A mix of for example formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>		
B6. There is a clear responsibility for leading the programme, driving the strategy and	The Authority has clearly defined the arrangements for developing, implementing and	This role should be undertaken by the Democratic Services Committee and its chair or		

<p>monitoring the out comes.</p>	<p>monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.</p>	<p>other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.</p>		
<p>B7. Resources are identified and provided for member development.</p>	<p>Dedicated resources are identified and provided for member development activities.</p> <p>The authority provides the “reasonable level” of development required by the Measure.</p>	<p>How dedicated is dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>		
<p>B8. Members are offered the opportunity to be mentored by member peers.</p>	<p>The authority is exploring the needs of members to be mentored. Any member who has requested a</p>	<p>The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring</p>		

	mentor is provided with one. Mentors are trained in mentoring skills.	might include member to member or working with member or officer “buddies” The authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.		
C. Member Support				
C1. Officer support is provided for member development, support and scrutiny.	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority’s scrutiny function, and support for scrutiny</p>		

		members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.		
C2. Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>		
C3. Contact management and communication	Systems are in place to enable members to liaise	These systems should include agreed standards		

	with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.	for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.		
C4. Annual reports	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.		
C5. Personal support for members	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.		
D. Member Facilities				
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> ▪ Members are provided with the equipment, or 	Members are provided with equipment for their individual use to undertake		

	<p>connectivity required to undertake their role.</p> <ul style="list-style-type: none"> ▪ Basic training is provided in its use and help desk facilities are available. ▪ Members are supported in remote working through the use of remote access codes and Skype etc. ▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure). ▪ Members are able to communicate with the council and the public electronically. 	<p>council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>		
<p>D2. Information resources are provided</p>	<p>A central collection of information dedicated to</p>	<p>An up to date and regularly revised collection of</p>		

	<p>member needs is provided as part of the information and research support available to members.</p>	<p>information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>		
<p>D3. Facilities for members to work in the Council are available.</p>	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> ▪ Shared areas for example for each political group. ▪ Private rooms for meetings. ▪ Offices for senior office holders. 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>		

A Submission Pro-forma for the Advanced Level Charter

Appendix 2 – Submission Pro- forma Advanced Level

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Description of authority approach and actions	References to supporting evidence enclosed
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> • Leader • Deputy Leader • Cabinet Members • Scrutiny members • Scrutiny Chairs • Scrutiny Co-optees • Chairs of statutory committees • Chairs of area committees • Chair of the Audit Committee • Members of Audit Committee • Chair of Democratic 	<p>What does adopted mean?</p> <p>Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities 	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process.</p> <p>Every member has a role description which matches what they do. Including guidance for members of a working or task and finish group – not a role description as such but some information to help members</p>	<p><i>Example entry:</i></p> <p><i>Role descriptions for all members were developed by the D.S Committee in consultation with all members and agreed by Full Council in September 2012.</i></p> <p><i>Each RD outlines all aspects of that member's role.</i></p> <p><i>Each member has also been supplied with guidance covering their role on task and finish groups.</i></p> <p><i>Members agreed that the contents of their own RDs were a reflection of the work they undertake and signed them</i></p>	<p><i>Example evidence references:</i></p> <p><i>Full set of signed role descriptions evidence ref a1.1</i></p> <p><i>D.S Committee minutes 19.07.12 and 28.08 12 evidence ref a1.2</i></p> <p><i>email to Members regarding task and finish terms of reference and member responsibilities evidence ref a1.3</i></p> <p><i>council minutes 29.11.12 evidence ref a1.4</i></p> <p><i>emails to individual members regarding</i></p>

	<ul style="list-style-type: none"> • Services • Member of Democratic Services • Ward Member, including community leadership and case work • Chair of Standards committee • Member of Standards Committee • Leader of the Opposition • Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<ul style="list-style-type: none"> ▪ and the WLGA document <i>The Role of Members in Collaboration</i> and ▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011 <p>Outside Bodies Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role</p>	<p>understand what is expected of them.</p> <p>All members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>	<p><i>accordingly.</i></p> <p><i>The role descriptions are provided to members conducting PDRs and used with the authority's member development framework as the basis for PDR discussions.</i></p>	<p><i>rd content evidence ref a1.5</i></p> <p><i>PDR Guidance evidence ref B2.2</i></p> <p><i>Members confirmation that roles are undertaken to be discussed at site visit.</i></p>
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		description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.			
2. Members are supported in undertaking their duties according to high standards of conduct.	All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.	What can be interpreted as training and development? Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.	Training is updated and delivered regularly. Potential breaches are addressed internally, as set out in the Ombudsman's report concerning local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the code.		
3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.	All members have received training on and understand the contents of the constitution, including: <ul style="list-style-type: none"> • the roles, 	Training has been made available to all members and take up of this has been high. The constitution sets out the roles and	The Constitution and related documents listed at level one change in line with requirements. Changes include governance		

	<p>responsibilities and limits to the roles of committees</p> <ul style="list-style-type: none"> • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate 	<p>responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>	<p>arrangements due to the introduction of structures to support collaborative services.</p>		
B. Member Development					
B1. A member learning and development strategy has been adopted.	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and 		<p>All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.</p>		

	<p>methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</p> <ul style="list-style-type: none">• a commitment to and methodology for developing members according to the needs of the organisation.• a				
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	<p>commitment to and methodology for creating personal development <u>plans</u> for all members.</p> <ul style="list-style-type: none"> • a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs. 				
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans • are conducted by 	<p>What is a PDR? An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out in the first level. The PDR provides opportunities for members to identify the level at which</p>		

	<p>senior members or other deemed suitably qualified as set out in the Measure guidance</p> <ul style="list-style-type: none"> • are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary. <p>Note, although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p>This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for</p>	<p>development is required.</p> <p>The outcomes effectively and regularly inform the member development strategy and programme.</p> <p>Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>		
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		Member' provides guidance in this area. <u>Anyone</u> conducting reviews should have received training in their purpose and methodology.			
<p>B3. A development programme for councillors is in place with a mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. <p>The timings and settings of activities are varied to enable</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR</p>	<p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with member needs and the MD strategy. The content of the programme is made available to suit the needs of members with different skills and experience. i.e there is some <u>levelling</u> to development activities.</p>		

	<p>equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>			
<p>B4. Prospective</p>	<ul style="list-style-type: none"> ▪ The Council 	<p>What is the</p>	<p>Use is/planned or</p>		

<p>candidates, candidates and new members are informed of their role and responsibilities.</p>	<p>uses the national guidance and support materials available for candidates and prospective candidates.</p> <ul style="list-style-type: none"> ▪ All new or returning members are provided with a programme of induction. 	<p>national Guidance? This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p>What constitutes an induction programme? This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and</p>	<p>made of the national questionnaire to inform the development of candidates information for the next elections</p> <ul style="list-style-type: none"> • The candidates profile is measured in the national questionnaire and steps are taken or planned to inform groups or individuals who are not standing in the next elections. • Local information is provided to candidates in addition to that available nationally. <p>Every member moving to a new role has received an induction for that role.</p>		
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		<p>outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>Notable practice might include road shows, media/social media campaigns. Website/printed promotional material.</p>		
<p>B5. Development activities are relevant and of high quality.</p>	<p>Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>What are appropriate styles and settings? A mix of for example formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p>	<p>Training and development is provided to a consistently high standard, commissioning and evaluation is effective and systematic.</p> <p>The authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>		

		Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.			
B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the out comes.	The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.	This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.	These arrangements are mature and effective in representing the views of all members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes. Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.		
B7. Resources are	Dedicated resources	How dedicated is	Resources, whether		

<p>identified and provided for member development.</p>	<p>are identified and provided for member development activities.</p> <p>The authority provides the “reasonable level” of development required by the Measure.</p>	<p>dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>	<p>people or money, are allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs.</p> <p>Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.</p>		
<p>B8. Members are offered the opportunity to be mentored by member peers.</p>	<p>The authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.</p>	<p>The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer “buddies”</p>	<p>The authority has a mentoring strategy to support the needs of members who have requested mentors.</p>		

		The authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.			
C. Member Support					
C1. Officer support is provided for member development, support and scrutiny.	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated</p>	Members are satisfied with the level of support provided.		

		or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.			
C2. Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if</p>	<p>The authority can demonstrate that it knows the requirements of its current members and has met them.</p> <p>i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special</p>		

	<p>developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>	<p>arrangements are made for those members who have special access requirements.</p> <p>Arrangements for remote attendance should be in place.</p> <p><u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.</p>		
<p>C3. Contact management and communication</p>	<p>Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members</p>	<p>These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which</p>	<p>The systems required for level one are working effectively. Members can effectively access officers regarding service delivery and individuals and communities can access members.</p>		

	are able to contact stakeholders.	officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.			
C4. Annual reports	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.	Members in receipt of a Senior/Civic Salary publish annual reports.		
C5. Personal support for members	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	Members report that this information and advice is adequate.		
D. Member Facilities					

<p>D1. All members are provided with adequate access to ICT.</p>	<ul style="list-style-type: none"> ▪ Members are provided with the equipment, or connectivity required to undertake their role. ▪ Basic training is provided in its use and help desk facilities are available. ▪ Members are supported in remote working through the use of remote access codes and Skype etc. ▪ Members are provided with support to enable them to remotely attend meetings 	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p>	<p>Members are routinely using the provisions required for level one and report that this is sufficient.</p>		
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	<p>according to the standards set out in the standing orders (when implemented through the Measure).</p> <ul style="list-style-type: none"> Members are able to communicate with the council and the public electronically. 	<p>All council agendas and meeting papers are provided electronically.</p>			
<p>D2. Information resources are provided</p>	<p>A central collection of information dedicated to member needs is provided as part of the information and research support available to members.</p>	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the</p>	<p>Members routinely use the provisions required for level one and report that this is sufficient.</p> <p>Good practice might include an interactive portal dedicated to members.</p>		

		information that is available.			
D3. Facilities for members to work in the Council are available.	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> ▪ Shared areas for example for each political group. ▪ Private rooms for meetings. ▪ Offices for senior office holders. 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	<p>Members report that facilities are sufficient and that their needs are regularly reviewed.</p>		

(STANDARD) WLGA CHARTER ASSESSMENT

	Topic	Standard	Clarification	Status
A1	Members are supported with role descriptions.	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> • Elected Member. • Democratic Services Committee Member. • Democratic Services Chair. • Scrutiny Committee Member. • Scrutiny Committee Chair. • Leader (and Deputy) • Cabinet Member • Chair of the Council • Chair of a Regulatory Committee • Member of a Regulatory Committee • Chair of Standards Committee • Member of Standards Committee • Chair of Governance and Audit Committee • Member of Governance and Audit Committee • Leader of the Opposition • Political Group Leader • Member Champion Role Description 	<p>What does adopted mean? Role descriptions exist and have been formally adopted for all the roles listed. There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them.</p> <p>What can be defined as a role description? See:</p> <ul style="list-style-type: none"> • the WLGA model role descriptions for Welsh Authorities and • the WLGA document <i>The Role of Councillors in Collaboration</i> and • The Model Role description for a Scrutiny Co-optee Appendix A Local Government (Wales) Measure 2011 <p>Outside Bodies Where members are responsible for formally representing the Authority or making decisions that could impact on the Authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.</p>	<p>Green Council adopted the WLGA Role descriptions on 25 November 2021 with the intention to develop them to better reflect the roles of Elected Members in Cardiff.</p> <p>The WLGA provides general guidance in its "Appointment to Outside Bodies: The role of a Councillor Members Toolkit" Which could be adopted by Council.</p>
A2	Members are supported in undertaking their duties according to	All members are provided with training and development in the detail of the Members Code of	What can be interpreted as training and development?	<p>GREEN All Members have been scheduled to undertake Mandatory Code of Conduct training with the Monitoring</p>

	Topic	Standard	Clarification	Status
	high standards of conduct.	conduct, taking into account any changes in the model or local codes as they emerge.	Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.	Officer as part of the Member Induction Programme. The Standards and Ethics and Committee: <ul style="list-style-type: none"> issues regular newsletters highlighting key issues, provides an Annual Report to Council.
A3	Members are supported in understanding their roles and responsibilities as set out in the Constitution.	All members have received training on and understand the contents of the Constitution, including: <ul style="list-style-type: none"> the roles, responsibilities and limits to the roles of committees the role of individual members and officers Member/officer protocols Meeting practice Standing orders Rules of debate 	Training has been made available to all members and take up of this has been high. The Constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the Constitution or as a separate document but should be formally adopted and valued.	GREEN Members are offered an overview of the Council its Constitution and meeting practices as part of the Member induction programme. Members who sit on Regulatory and Quasi-Judicial Committees complete mandatory training before they can participate in Committee business. Induction training is also provided to Scrutiny Committee Members. Refresher or additional briefings and guidance notes are provided when appropriate.
B1	A member learning and development strategy has been adopted.	A local member development strategy is in place. The strategy sets out the approach that the Authority and the Democratic Services Committee takes to member development. It includes: <ul style="list-style-type: none"> a commitment to and methodology for undertaking development needs analyses through a Personal Development Review scheme or Training Needs Assessment for those members 		Green Council approved the latest version of the Elected Member Learning and Development Strategy (2019-2022) on 25 November 2021. The approval of this strategy provides the commitment of Council for member development. The methodology for Personal Development Reviews (PDRs) needs to be developed and adopted by Council. The Elected Member Learning and Development Strategy requires review during 2022-23.

	Topic	Standard	Clarification	Status
		<p>not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</p> <ul style="list-style-type: none"> • a commitment to and methodology for developing members according to the needs of the organisation. • a commitment to and methodology for creating personal development plans for all members. • a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs. 		
B2	<p>Arrangements are in place for all members to be offered a PDR.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> • based on role descriptions • contribute to personal development plans • are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance • are made available for all members and must be undertaken by members in a receipt of a senior/civic salary. <p>Note, although the Measure does not require the Leader to</p>	<p>What is a PDR?</p> <p>An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development. This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities and also be recorded by the Authority so that development activities can be arranged</p>	<p>RED</p> <p>The methodology for providing personal development reviews or analysis of training needs requires review and adoption by Council</p> <p>Process to be available to all Members but this must be undertaken by all Senior Salary holders</p>

	Topic	Standard	Clarification	Status
		<p>undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this.</p> <p>The Measure is voluntary but for all members.</p>	<p>to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area. Anyone conducting reviews should have received training in their purpose and methodology.</p>	
B3	<p>A development programme for councillors is in place with a mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the Member Development Strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. 	<p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p> <p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs.</p> <p>The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads.</p> <p>The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p>	<p>Green</p> <p>The member development programme is updated by the Democratic Services Committee on a regular basis and circulated to all members for information. It is a rolling programme which includes at least the next 3 months of activities to ensure that the programme has an element of flexibility.</p> <p>The Democratic Services Committee identifies and categorises Member Development activities to reflect the:</p> <ul style="list-style-type: none"> • requirement to undertake a learning activity • likely knowledge and experience of some Elected Members • importance and relevance of the learning activity.

	Topic	Standard	Clarification	Status
			The programme is provided to members giving sufficient notice for attendance. Members are notified of specific events in which they have expressed an interest. The programme is designed to offer choice or variety of opportunities to attend.	Notification of Member Development activities are publicised as soon as practicably possible with multiple dates offered for a significant majority of activities.
B4	Prospective candidates, candidates and new members are informed of their role and responsibilities.	<ul style="list-style-type: none"> The Council uses the national guidance and support materials available for candidates and prospective candidates. All new or returning members are provided with a programme of induction. 	<p>What is the national Guidance?</p> <p>This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p>What constitutes an induction programme?</p> <p>This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally. Use is made of the national induction materials provided by the WLGA.</p>	<p>AMBER</p> <p>Prospective councillor sessions have not been established.</p> <p>WLGA Be a Councillor. Be the Change website was made available for potential candidates prior to the 2022 Election.</p> <p>GREEN</p> <p>An Induction Programme was approved by the Democratic Services Committee. All Members received Induction packs immediately after they were elected and participated in the Induction Day event and induction programme.</p>
	Development activities are relevant and of high quality.	Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The	<p>What are appropriate styles and settings?</p> <p>A mix of for example formal/informal group/individual, interactive/passive</p>	<p>GREEN</p> <p>The Democratic Services Committee identifies appropriate learning activities. The Head of Democratic Services works with partners to determine whether the</p>

	Topic	Standard	Clarification	Status
		Authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.	working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement. Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.	activities can be delivered locally regionally or nationally and monitors the evaluation of activities to ensure that they are of a high standard. The Head of Democratic Services also collaborates with Officers and partners to enhance the quality and availability of E-Learning facilities.
B6	There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.	The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.	This role should be undertaken by the Democratic Services Committee and its chair or other appropriate such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.	GREEN The Democratic Services Committee and its Chairperson supported by the Head of Democratic provides the direction for Member Support and Development activities. The Committee also receives updates on: <ul style="list-style-type: none"> • Member development activities, • Performance of member support facilities • Options for service improvements
B7	Resources are identified and provided for member development.	Dedicated resources are identified and provided for member development activities. The Authority provides the “reasonable level” of development required by the Measure.	How dedicated is dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of	GREEN Dedicated resources are in place for Member Development

	Topic	Standard	Clarification	Status
			the council. It could include traditional briefing, workshops or seminars handbooks, e-learning, induction activities. Resources should also include staff time, shared where possible between authorities.	
B8	Members are offered the opportunity to be mentored by Member peers.	The Authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The Authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies". The Authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.	<p>AMBER</p> <p>Council approved and adopted the WLGA Guidance for Member Mentors . A number of Elected Members have been trained as Members Mentors and all Members have been offered the opportunity to be mentored.</p> <p>Informal Member Mentoring is undertaken by some of the political groups of the Council.</p> <p>Further work is needed to:</p> <ul style="list-style-type: none"> • promote member mentoring • encourage Members to become Mentors • support wider mentoring and shadowing opportunities
C1	Officer support is provided for member development, support and scrutiny.	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their casework.</p> <p>Overview and Scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non-Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p>	<p>GREEN</p> <p>Officer support is provided in committees and Members are supported in their casework.</p> <p>The Authority has dedicated scrutiny support.</p>

	Topic	Standard	Clarification	Status
		clearly articulated to members	There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.	
C2	Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e. at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members.</p> <p>Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>	<p>GREEN</p> <p>A survey of meeting times has been undertaken and the outcomes implemented</p> <p>The Constitution reflects the councils position on remote attendance at its Multi-location meetings</p>
C3	Contact management and communication	Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals	These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information	<p>GREEN</p> <p>The Member Enquiry System covers this requirement and advice can be sought from officers regarding stakeholder contacts</p>

	Topic	Standard	Clarification	Status
		are also assisted in contacting local members. Members are able to contact stakeholders.	regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.	
C4	Annual reports	<p>The Authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.</p> <p>Members are provided with support and guidance on using the authority's systems.</p>		<p>GREEN</p> <p>This process is in place and individual or groups of Ward Members</p>
C5	Personal support for members	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	<p>GREEN</p> <p>HR and Democratic Services officers provide this support.</p> <p>All Members are offered the opportunity to join the Local Government Pension Scheme</p>
D1	All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> Members are provided with the equipment, or connectivity required to undertake their role. Basic training is provided in its use and help desk facilities are available. Members are able to communicate with the council and the public electronically. Members are supported in remote working through the use of remote access 	<p>Members are provided with equipment for their individual use to undertake council business. They are shown how to use the equipment and packages. They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and</p>	<p>GREEN</p> <p>Members are provided with a suitable ICT package including a mobile telephone and Laptop/Tablet. This equipment is supported by Democratic Services and the ICT department. Initial training on the use of these devices is provided.</p> <p>Technical issues are supported by the ICT helpdesk facility</p> <p>On 10 March 2022 Cabinet approved the Council's Multi-Location meeting Policy and members have been trained in the use of the Council's conferencing system.</p>

	Topic	Standard	Clarification	Status
		<p>codes and Skype etc.</p> <ul style="list-style-type: none"> Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure). 	<p>communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>	All Council agenda and meeting papers are provided electronically using the Civica Modern.gov system.
D2	Information resources are provided	A central collection of information dedicated to member needs is provided as part of the information and research support available to members.	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, and links to web resources and access to performance data. Members are informed about the information that is available.</p>	<p>AMBER</p> <p>Committee agenda minutes and reports are available on the intranet/internet and on Modern.gov.</p> <p>A suitable portal is being developed for the provision of Member information</p>
D3	Facilities for members to work in the Council are available.	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> Shared areas for example for each political group. Private rooms for meetings. Offices for senior office holders. <p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>		<p>GREEN</p> <p>Elected Members are able to work in the Members Rooms in City and in County Halls.</p> <p>The Cabinet Members, Scrutiny Chairs and many of the Committee Chairpersons have dedicated offices</p> <p>The Political Groups have allocated office space</p>

ACHIEVING THE WLGA CHARTER ACTION PLAN

Requirement	Serial	Action	Target Date	Responsible	Notes
B2 Arrangements are in place for all members to be offered a PDR.	1	Engage with internal expertise among members and officers (HR leads, members with experience in this area) to improve the existing approach.	31-Mar-23	HDS	
	2	Liaise with Group Leaders, Whips and senior salary holders regarding proposed approach and seek feedback to optimise the likelihood of successful approval, implementation and use.	31-Dec-23	HDS	
	3	Democratic Services Committee to consider feedback and agree any revisions to the approach. Democratic Services Committee to recommend PDR to Council for approval and adoption	Jan-24	Democratic Services Committee	
	4	PDR Process implemented (subject to Council approval)	1-Sep-24	All	Including training for “suitably qualified” persons
B4 Prospective candidates, candidates and new members are informed of their role and responsibilities.	5	Develop Potential Candidate Event outline and schedule in liaison with Elected Members and political group whips	30-May-24	HDS	
	6	Liaise with Communications and Media team to develop a communications plan to promote the Potential Candidate event	30-May-24	HDS	
	7	Democratic Services Committee to consider developed content, schedule and communications plan for potential councillor event	Nov 25	Democratic Services Committee	
	8	Implement Potential Candidate session	31-May-25	All	
B8 Members are	9	Elected Members consulted to identify: <ul style="list-style-type: none"> Requirements for Mentoring 	31-Mar-23	HDS	

Requirement	Serial	Action	Target Date	Responsible	Notes
offered the opportunity to be mentored by Member peers.		<ul style="list-style-type: none"> Members interested in becoming Mentors Any feedback on the existing processes 			
	10	Democratic Services Committee to receive update of existing Mentoring arrangements and determine any improvements that are necessary.	Jun-23	Democratic Services Committee	
	11	Mentoring process documented and used to: <ul style="list-style-type: none"> promote member mentoring encourage Members to become Mentors support wider mentoring and shadowing opportunities 	31-Dec-23	HDS Group Leaders/Whips	
D2 Information resources are provided	12	Develop prototype "Members Portal" on the intranet which will contain relevant information to Members including: <ul style="list-style-type: none"> MES Portal Modern.gov link Forms and guides Key activities and events 	31-Mar-23	HDS	
	13	Democratic Services to consider prototype and determine any improvements necessary for effective use	Jun-23	Democratic Services Committee	
	14	Members Portal implemented and promoted to all members	30-Sep-23	HDS	
All Requirements	15	Review all WLGA Charter requirements and collate evidence in preparation for submission of Charter application to WLGA	31-Mar-25	HDS	

Requirement	Serial	Action	Target Date	Responsible	Notes
	16	Democratic Services Committee to consider identified changes to the charter as a result of the WLGA review and an updated action plan for the submission of the Charter application	Jun-23 (TBC)	Democratic Services Committee	
	17	Submit application for WLGA Charter	31-Mar-24	HDS	

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DEMOCRATIC SERVICES COMMITTEE 28 NOVEMBER 2022

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

Members' Schedule of Remuneration 2023 – 2024

Reason for this Report

1. For the Democratic Services Committee to consider:
 - a. the proposals of the Independent Remuneration Panel for Wales (IRPW) ('the Panel') draft report 2023/24 with regard to the levels of Members' remuneration and allowances and
 - b. an addition to the approved duties contained within Cardiff Council's Members' Schedule of Remuneration.

Background

2. The IRPW is a statutory body established initially by the Welsh Government in January 2008 to recommend the levels of salaries, allowances and expenses payable to Councillors and Co-opted Members. The Local Government (Wales) Measure 2011 gave the Panel additional powers to prescribe the levels of Member remuneration and allowances. The Panel also received further powers following the introduction of the Local Government (Democracy) (Wales) Act 2013.
3. The Independent Remuneration Panel for Wales Draft Annual Report 2023, was published on 6 October 2022, detailed its proposals on the payment of remuneration and allowances in 2023 – 2024 to Elected Members and Co-opted Members by principal councils from 1st April 2023.
4. The Panel's Annual Report for 2023 - 24 is attached at **Appendix A**. This report focuses on the changes made as a result of the proposals which has significantly reduced its size and made it more manageable to navigate. The Panel has requested your views about this approach and forms part of the consultation at the end of the report.

Issues

Proposals of the Panel

Basic Salary

- The basic salary, paid to all elected members, is remuneration for the responsibility of community representation and participation in the scrutiny, regulatory and related functions of local governance. It is based on a full time equivalent of three days a week. The Panel regularly reviews this time commitment, and no changes are proposed for 2023 to 2024. The Panel proposes that the annual Basic Salary in 2023 - 24 for elected members of principal councils in Wales shall be increased from £16,800 to £17,600. This will represent a 4.76% increase in the basic salary.

Senior Salaries

- All senior salaries include the basic salary payment. The different levels of additional responsibility of and between each role is recognised in a banded framework. The framework was revised last year after a review of differentials and market comparators. No changes to banding are proposed this year. Early next year the Panel will gather evidence from principal councils to explore whether and how the workload of elected members has changed.
- The annual Senior Salaries in 2023 - 2024 as proposed by the Panel and applicable to the Council are increased at the same rate as basic salaries and are as follows:

Bands of Responsibility	Role(s)	Senior Salaries proposed by the Panel for 2023/24 (inclusive of Basic Salary)
Band 1	Leader	£66,000
	Deputy Leader	£46,200
Band 2	Cabinet Members	£39,600
Band 3	Committee Chairs (if remunerated)	£26,400
Band 4	Leader of largest Opposition Group	£26,400
Band 5	Leader(s) of other political group(s) 'a political group other than controlling/ largest opposition group (if any) which comprises not less than ten per cent of the members of the Council' (if remunerated)	£21,340

Allocation of Senior Salaries

- The Panel has determined that there is no change to the maximum number of the Council's membership that is eligible to receive a Senior Salary in 2023/24. In Cardiff (Population Group A), the maximum number of Senior Salaries is capped at **19**, excluding Civic Salaries. However, this cap is increased for all job-share arrangements (up to 50% of the council's membership).
- For 2022/23, the following 21 post-holders were in receipt of a senior salary:

Bands of Responsibility	Role(s)	No. of Senior Salaries
Band 1	Leader	1
	Deputy Leader	1
Band 2	Other Cabinet Members	10*
Band 3	Scrutiny Chairs	5
	Planning Committee Chair	1
	Licensing / Public Protection Committees Chair	1
Band 4	Leader of the largest opposition group (Conservative Group)	1
Band 5	Leader of the Liberal Democrat Group	1
Total		21

* Including 4 Cabinet Job-Sharers

Salaries for Joint Overview and Scrutiny Committees

10. The Cardiff Capital Region City Deal Joint Scrutiny Committee is currently the only Joint Overview and Scrutiny Committee to which Cardiff Councillors can be appointed as chair or vice-chair. The Panel has identified that the salary of a chair of a Joint Overview and Scrutiny Committee will be £8,800 with the salary of vice-chair being £4,400. There are no other changes to the remuneration of Joint Overview and Scrutiny Committee membership.

Community and Town Councils

11. The Panel has made proposals for Costs and Expenses for members of Community and Town Councils, but there is no direct impact on Cardiff Council of these proposals

Payments to National Parks Authorities and Fire and Rescue Authorities (FRA)

12. Cardiff Council has five representatives on the South Wales FRA with the costs of these roles being met by the FRA. Basic Salary payments are proposed to increase by 4.76% for elected members of principal councils.
13. The remuneration for Chairs will remain linked to a Band 3 senior salary of principal councils which will result in a small increase to the role element of their pay. Deputy Chairs, Committee Chairs and other senior roles will remain linked to Band 5 as shown below

Fire and Rescue Authorities

Basic salary for ordinary member	£2,482
Chair	£11,282

Fire and Rescue Authorities

Deputy Chair (where appointed)	£6,222
Committee Chair or other senior post	£6,222

14. There are no further changes to the payments and benefits paid to elected members and therefore all other Determinations from 2022 to 2023 still stand and should be applied in 2023 to 2024, including those covering:
- Travel and subsistence;
 - Care and Personal Assistance;
 - Sickness Absence;
 - Corporate Joint Committees,
 - Assistants to the Executive,
 - Additional salaries and Job sharing arrangements and
 - Co-opted Members
15. It should be noted that any Member may, by notice in writing delivered to the Monitoring Officer, personally elect to forgo any part of his/her entitlement to any salary, allowance or fee payable under this Scheme from the date set out in the notice.

Consultation of Draft Report

16. The Panel would welcome feedback on their draft Report and have included some additional questions at the end of **Appendix A**. The consultation period will end on the 1 December 2022 and the Democratic Services Committee is requested to consider the questions and agree responses to be submitted within the consultation period.
17. A copy of the report and consultation questions will be circulated to all Group Leaders, Group Whips and all Members to allow them to make their own responses to the draft report questions.

Addition to the “Approved Duties” of the Member Schedule of Remuneration

18. On 27 May 2021 the Council approved a revised template for the Members Schedule of Remuneration proforma for 2021-22 and future years in order to promote best practice and assist with consistency in the production of such schedules within Wales.
19. Specific sections within the document can be amended in order to suit each Authority’s own particular circumstances, and this includes adding to the list of “Approved Duties” for which elected members can be remunerated.
20. The existing approved duties list contained within Schedule 2 of the Schedule of Remuneration did not equitably reflect the remuneration of those duties undertaken by elected members appointed to senior salary roles by the Council, for example, Committee Chairs, and therefore an amendment is proposed to include this as an additional ‘approved duty’ for which Members may be remunerated.
21. The full wording of the recommended amendment to the list of approved duties is at Appendix B. Initial consultation has been undertaken with group whips to confirm there is no objection to the revised wording.

22. The Democratic Services Committee is requested to consider the proposed extension to the list of “Approved Duties” and recommend its adoption by Council.

Legal Implications

23. The legal framework is set by Part 8 of the Local Government (Wales) Measure 2011 (“the Measure”), under which the Independent Remuneration Panel for Wales (“the Panel”) is given functions relating to payments to Councillors and Councillors’ pensions (s.142 of the Measure). The Panel is required to publish an annual report on the exercise of its functions with respect to each financial year (s.143 of the Measure); and the Council must comply with the requirements imposed on it by the Panel’s Annual Report (s.153 of the Measure).
24. The IRPW’s publication of its draft Annual Report 2023/24 gives the Council and its Members the opportunity to provide comments on the Panel’s *proposed* determinations in relation to remuneration for the financial year 2023/24 before they become binding upon the Council. The Panel’s final determinations will be published, having regard to consultation responses, in its Annual Report, which is due to be published in February 2023.
25. After the IRPW Annual Report is published in final form, the Council is required to produce and maintain an annual Schedule of Remuneration (*‘the Schedule’*), which must be published and sent to the IRPW as soon as practicable after determination and not later than 31 July in the year to which it applies. The approval of the Schedule of Remuneration must be made by full Council.
26. The IRPW Regulations (Annex 2 within the 2022/23 Annual Report) state that the Council must make provision for reimbursement of care costs, travel and subsistence for Members carrying out ‘official business’ as a Member or co-opted member of the Council. (The draft Annual Report 2023/24 makes no changes in this regard, which means this requirement will continue to apply for the 2023/24 Schedule.) The definition of ‘official business’, as reflected in the ‘approved duties’ listed in Schedule 2 to Cardiff’s Schedule of Remuneration 2022/23, includes ‘any other duty approved by the authority, [...] undertaken for the purpose of, or in connection with, the discharge of the functions of the authority or any of its committees’. This allows the Council to add to the list of ‘approved duties’ for which Members may be remunerated.
27. The Council may amend its Schedule of Remuneration at any time during the year, provided that the amendments accord with the Panel’s determinations for that year. Any amendments made to the Schedule during the year must be notified to the Panel as soon as possible after the amendment is made.
28. All Members entitled to receive payment have a personal interest in this report which should be declared. However, paragraph 12.2 (b)(iv) of the Code of Conduct states that you will not be regarded as having a prejudicial interest in any business of the Council relating to remuneration or an allowance or payment or pension made in accordance with the Local Government (Wales) Measure 2011 or the Local Government and Housing Act 1989. This means all Members may debate and vote on the recommendations in this report.

Financial Implications

29. The overall financial allocation for Members' Remuneration in 2022/23 was £1.871 million. The amendments proposed by the Independent Remuneration Panel for Wales will require an increase to the 2023/24 allocated budget of £161,000.

RECOMMENDATIONS

30. The Democratic Services Committee is requested to:

- a. consider the proposals of the Independent Remuneration Panel for Wales (IRPW) in its Draft Annual Report for 2023-24 and consultation questions published on 06 October 2022 as attached at **Appendix A**
- b. agree appropriate responses to the consultation questions for submission to the IRPW before the end of the consultation period.
- c. Consider the proposed extension to the list of "Approved Duties" contained within Schedule 2 of the Members Schedule of Remuneration as shown at **Appendix B**.
- d. recommend the amended list of "Approved Duties" within Schedule 2 of the Members' Schedule of Remuneration 2022/23 to Council for approval and adoption.

GARY JONES
Head of Democratic Services
22 November 2022

The following Appendices are attached to this report:

- Appendix A Independent Remuneration Panel for Wales Draft Annual Report published on 06 October 2022
- Appendix B Proposed amendments to the list of Approved Duties in Schedule 2 to the Members' Schedule of Remuneration

Background Papers:

- Independent Remuneration Panel for Wales Annual Report (February 2022)

English:

[Independent Remuneration Panel for Wales: annual report 2022 to 2023 \[HTML\] | GOV.WALES](#)

Cymraeg:

[Panel Annibynnol Cymru ar Gydabyddiaeth Ariannol: adroddiad blynyddol 2022 i 2023 \[HTML\] | LLYW.CYMRU](#)

- [Members' Remuneration and Allowances 2021-2022](#) report to Council dated 27 May 2021.
- [Members Remuneration and Allowances 2022 - 2023](#) report to council dated 26 May 2022



Independent Remuneration Panel for Wales

Annual Report

DRAFT

February 2023

Annual Report 2023 to 2024

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Section 1: Introduction

Welcome to the draft Report of the Independent Remuneration Panel for Wales, setting the Decisions and Determinations on pay, expenses and benefits for elected members of principal councils, community and town councils, National Park Authorities and Fire and Rescue Authorities for implementation from April 2023.

This is my first Report as Chair of the Panel, having been appointed in June this year. I would like to take this opportunity to thank John Bader, the outgoing Chair, for his service over many years and who led the Panel through two significant pieces of work last year – the [Independent 10 Year Review of the Panel](#) and restoring the link between elected members salaries and average earnings in Wales. I also thank Joe Stockley for his service and I am pleased to announce the appointment of Bev Smith in June this year. Saz Willey, Vice Chair, and Ruth Glazzard have continued to lead the work of the Panel during this period of change and I thank them for the support they have given both Bev and I, as new members.

This year the Panel has continued to focus on and take forward the recommendations from the [Ten-Year Review](#). There are four key strands to this work – review the way we work, set out a three year strategy for the Panel, improve how we communicate and engage with stakeholders and build a robust evidence base to inform decisions.

We have embarked on the recommended Effectiveness Review of the way we work and have started developing our longer-term strategy with a Panel Development Day in August. We have agreed that our mission should be to deliver a fair and accountable reward framework for Wales' communities to have their voices heard within our democracy. We will use our expertise and professionalism to build trusting, sustainable partnerships to inform our work and deliver the changes Wales needs.

We aim to improve the way we communicate and engage both with our immediate stakeholders and the general public. As a first step we now publish a summary of our monthly meetings on our [website](#), but recognise there is much more to do. We aim to improve the accessibility and ease of use of our website and develop it into a more useful resource tool for people. We intend it to be an easy-to-use store of information on our Determinations, and, building on our current [Frequently Asked Questions](#) page, develop our Guidance on how all decisions should be applied.

Whilst we are an independent body, we will continue to work collaboratively with key stakeholders engaged in promoting participation in local democracy. We look forward to participating in the forthcoming events hosted by the Welsh Government and Minister for Finance and Local Government, to share knowledge, experience, and best practice across a range of subjects related to the role of a councillor to develop a shared understanding of how we can take collective action to increase diversity in local democracy.

The Welsh Government will soon be publishing research which explores the barriers to standing for elected office and the changing role of the councillor and is

developing a programme of work around the role of the community and town Councils.

The Panel has decided that this year will be a year of consolidation. Major changes were put in place last year, and a significant uplift in salary levels was agreed. We wish to allow time for last year's Determinations to bed in and to allow the Panel to continue its development of a research and evidence base to inform future decisions and move to a longer term planning cycle. This report reflects that decision.

During the past few years, we have been considering the structure of our reports and how we can make them more accessible to all. We have concluded that much of the information published replicates previous years, often without significant change. For this report we decided to focus on the changes made as a result of the proposals. We have therefore decided that the majority of the content set out in previous reports will be removed from the report and placed on the Panel's website. We will make arrangements for those who are unable to access the website.

This change has significantly reduced the size of the report and made it more manageable to navigate. This approach is also in line with our efforts to respect the challenges facing us in protecting our planet.

This is a work in progress, and we would be interested in your views about this approach and so have specifically asked for some feedback as part of our [Consultation questions](#) at the end of the Report.

Panel Membership

Frances Duffy, Chair
Saz Willey, Vice Chair
Ruth Glazzard
Bev Smith

Detailed information about the members can be found on the website: [Panel website](#)

Section 2: Role and responsibilities of the Panel

Role of the Panel

The Panel is responsible for setting the levels and arrangements for the remuneration of members of the following organisations.

- Principal Councils – county and county borough councils
- Community and Town Councils
- National Park Authorities
- Fire and Rescue Authorities
- Corporate Joint Committees

The Panel is an independent body and is able to make decisions about:

- The salary structure within which members are remunerated
- The type and nature of allowances to be paid to members
- Whether payments are mandatory or allow a level of local flexibility
- Arrangements in respect of family absence
- Arrangements for monitoring compliance with the Panel's decisions

The Panel is an independent organisation and the organisations listed above are required, by law, to implement the decisions it makes.

The Panel is also consultee for proposed changes to the pay of principal council Chief Executives.

Principles

The work of the Panel is underpinned by a set of principles which guides its approach, methodology and decision making. They are:

- **Upholding trust and confidence** – Citizens rightly expect that all those who choose to serve in local authorities uphold the public trust by embracing the values and ethics implicit in such public service.
- **Simplicity** – The Framework is clear and understandable.
- **Remuneration** – The Framework provides for payment to members of authorities who carry a responsibility for serving their communities. The level of payment should not act as a barrier to taking up or continuing in the post.
- **Diversity** – Democracy is strengthened when the membership of authorities adequately reflects the demographic and cultural make-up of the communities such authorities serve.
- **Accountability** - Taxpayers and citizens have the right to receive value for money from public funds committed to the remuneration of those who are elected, appointed or co-opted to serve in the public interest.
- **Fairness** - The Framework will be capable of being applied consistently to members of all authorities within the Panel's remit as a means of ensuring that levels of remuneration are fair, affordable and generally acceptable.

- **Quality** - The Panel recognises that the complex mix of governance, scrutiny and regulatory duties incumbent upon members requires them to engage with a process of continuous quality improvement.
- **Transparency** - Transparency of members' remuneration is in the public interest.

Section 3: Summary of Deliberations and Determinations

Methodology

Each year the Panel engages with members of the bodies for which it sets remuneration levels, officers within those organisations, clerks, Welsh Local Government Association, One Voice Wales and the Society for Local Council Clerks. It does this through a range of meetings which, at the moment, remain mostly online. The Panel will continue with these discussions. They provide an opportunity for the Panel to explore views about existing arrangements, the impact decisions are having on individuals, how the arrangements are operating in practice and any issues or concerns individuals wish to raise. It also provides an opportunity for discussion about emerging situations which the Panel may need to consider in respect of its decision making.

The draft report is published widely and members of the public are encouraged to and have provided valuable feedback and we welcome this.

The Panel also considers feedback from the publishing of the Annual Report in the previous year. The changes made in last year's Report, in particular the uplift in the basic salary, seem to have been well received by stakeholders. The issues raised with the Panel have all been centred around the detail of the Determinations, asking for guidance on how they should be applied or asking for points of clarification where the text of the Report was unclear.

The Panel has therefore agreed to review the format and structure of the main Report and make better use of the Panel website to provide information and guidance.

The Panel has a duty to set payments that are fair and that encourage and enable democratic participation. It must also take account of affordability and acceptability.

In making its determinations for this Draft Report, the Panel considered a range of benchmarks, including past, current and projected indices and actual figures and the known and forecast extent and impact of multiple economic and social factors. These included post Brexit and COVID work environments and the cost of living, energy and climate crises.

The Panels proposals are consulted on and following consideration of the views received in response to its consultation the Panel makes its final determinations which are published each year in its Annual Report.

Panel's Determinations for 2023 to 2024

Basic salary for elected members of principal councils - Determination 1

The basic salary, paid to all elected members, is remuneration for the responsibility of community representation and participation in the scrutiny, regulatory and related functions of local governance. It is based on a full time equivalent of three days a week. The Panel regularly reviews this time commitment and no changes are proposed for 2023 to 2024.

Last year the Panel reset the basic salary to align with the [2020 Annual Survey of Hours and Earnings \(ASHE\)](#) published by the Office of National Statistics. This reduced the imbalance that had arisen between the basic salary of members of principal councils and the average salaries of their constituents. The change took effect from the May 2022 local elections. The rationale for this significant step can be found in last year's Annual Report and a detailed explanatory paper setting out the historical context and analysis is available on the Panel's website.

Building on this decision the Panel has determined that for the financial year 1 April 2023 to 31 March 2024 it is right to retain a link between the basic salary of councillors and the average salaries of their constituents. **The basic salary will be aligned with three fifths of the all Wales [2021 ASHE](#), the latest figure available at drafting. This will be £17,600. This will represent a 4.76% increase in the basic salary.**

Salaries paid to Senior, Civic and Presiding members of principal councils: Determination 2

The limit on the number of senior salaries payable ("the cap") will remain in place. At the 2022 local elections boundary reviews changed the number of members for some councils. The Panel adjusted the senior salary cap for these councils in its 2022 to 2023 Annual Report. As there are no further changes for 2023 to 2024, the maximum number of senior salaries payable within each council remains as set out in the 2022 to 2023 [Report](#).

All senior salaries include the basic salary payment. The different levels of additional responsibility of and between each role is recognised in a banded framework. The framework was revised last year after a review of differentials and market comparators. No changes to banding are proposed this year. Early next year the Panel will gather evidence from principal councils to explore whether and how the workload of elected members has changed.

The [ASHE 2021](#) increase applies to the role element of Band 1 and Band 2 salaries – leader, deputy leader and executive members.

To complete the last year's realignment of the framework, Band 3 and Band 4 salary holders will receive a small increase to the role element of their pay and the role element of Band 5 pay will remain frozen. The increase in basic salary will apply. The salary of a leader of the largest (Group A) council will therefore be £66,000. All other payments have been decided in reference to this and are set out in Table 1.

Table 1 – Salaries payable to Basic, Senior, Civic and Presiding Members of Principal Councils

Description	Remuneration		
Elected Members of Principal Councils			
Basic salary (payable to all elected members)	£17,600		
Senior salaries (inclusive of basic salary)	Group A	Group B	Group C
Band 1:			
Leader	£66,000	£59,400	£56,100
Deputy Leader	£46,200	£41,580	£39,270
Band 2:			
Executive Members	£39,600	£35,640	£33,660
Band 3:			
Committee Chairs (if remunerated): Civic Head Presiding Officer	£26,400		
Band 4:			
Leader of Largest Opposition Group	£26,400		
Band 5:			
Leader of Other Political Groups Deputy Civic Head	£21,340		
Deputy Presiding Member – no role payment	£17,600		

Group A: Cardiff, Rhondda Cynon Taf, Swansea

Group B: Bridgend, Caerphilly, Carmarthenshire, Conwy, Flintshire, Gwynedd, Newport, Neath Port Talbot, Pembrokeshire, Powys, Vale of Glamorgan, Wrexham

Group C: Blaenau Gwent, Ceredigion, Denbighshire, Merthyr Tydfil, Monmouthshire, Torfaen, Isle of Anglesey

There are no further changes to the payments and benefits paid to elected members and therefore all other Determinations from 2022 to 2023 still stand and should be applied in 2023 to 2024, including those covering:

- Travel and subsistence;
- Care and Personal Assistance;
- Sickness Absence;
- Corporate Joint Committees,
- Assistants to the Executive,
- Additional salaries and Job sharing arrangements and
- Co-opted Members

Salaries for Joint Overview and Scrutiny Committees: Determination 3

The salary of a chair of a Joint Overview and Scrutiny Committee will be £8,800.

The salary of vice-chair will be £4,400.

There are no other changes.

Payments towards costs and expenses of members of Community and Town Councils; Determination 4

Last year the Panel carried out a major review of the remuneration framework for community and town councils and undertook a comprehensive consultation exercise with the sector. The Framework was updated then and this year the Panel has decided to make limited but important changes.

The Panel recognise that all members of community and town councils necessarily spend time working from home on council business. This was the case before and during COVID and is continuing. As a result, members have extra domestic costs and also need office consumables.

The Panel considers members should not be out of pocket for carrying out their duties. It therefore proposes the following.

Basic payment for extra costs of working from home

All councils must pay their members £156 a year (equivalent to £3 a week) towards the extra household expenses (including heating, lighting, power and broadband) of working from home.

Set payment for consumables

Councils must either pay their members £52 a year for the cost of office consumables required to carry out their role, or alternatively councils must enable members to claim full reimbursement for the cost of their office consumables. It is a matter for each council to make and record a policy decision in respect of when and how the payments are made and whether they are paid monthly, yearly or otherwise. The policy should also state whether and how to recover any payments made to a member who leaves or changes their role during the financial year.

The level of payments is set out in Table 2.

Table 2 – Payments to Community and Town Councils

Type of payment	Requirement
Group 1	Electorate over 14,000
Extra Costs Payment	Mandatory for all Members
Senior Role	Mandatory for 1 member; optional for up to 7
Mayor or Chair	Optional - Up to a maximum of £1,500
Deputy Mayor or Deputy Chair	Optional - Up to a maximum of £500
Attendance Allowance	Optional
Financial Loss	Optional
Travel and Subsistence	Optional
Costs of Care or Personal Assistance	Mandatory

Type of payment	Requirement
Group 2	Electorate 10,000 to 13,999
Extra Costs Payment	Mandatory for all members
Senior Role	Mandatory for 1 member; optional up to 5
Mayor or Chair	Optional - Up to a maximum of £1,500
Deputy Mayor or Deputy Chair	Optional - Up to a maximum of £500
Attendance Allowance	Optional
Financial Loss	Optional
Travel and Subsistence	Optional
Cost of Care or Personal Assistance	Mandatory
Group 3	Electorate 5,000 to 9,999
Extra Costs Payment	Mandatory for all members
Senior Role	Optional up to 3 members
Mayor or Chair	Optional - Up to a maximum of £1,500
Deputy Mayor or Deputy Chair	Optional - Up to a maximum of £500
Attendance Allowance	Optional
Financial Loss	Optional
Travel and Subsistence	Optional
Cost of Care or Personal Assistance	Mandatory
Group 4	Electorate 1,000 to 4,999
Extra Costs Payment	Mandatory for all members
Senior Role	Optional up to 3 members
Mayor or Chair	Optional - Up to a maximum of £1,500
Deputy Mayor or Deputy Chair	Optional - Up to a maximum of £500
Attendance Allowance	Optional
Financial Loss	Optional
Travel and Subsistence	Optional
Cost of Care or Personal Assistance	Mandatory
Group 5	Electorate less than 1,000
Extra Costs Payment	Mandatory for all members
Senior Role	Optional up to 3 members
Mayor or Chair	Optional - Up to a maximum of £1,500
Deputy Mayor or Deputy Chair	Optional - Up to a maximum of £500
Attendance Allowance	Optional
Financial Loss	Optional
Travel and Subsistence	Optional
Cost of Care or Personal Assistance	Mandatory

Group number	Size of Electorate
Group 1	Electorate over 14,000
Group 2	10,000 to 13,999
Group 3	5,000 to 9,999
Group 4	1,000 to 4,999
Group 5	Under 1,000

There are no further changes to the payments and benefits paid to elected members and therefore all other Determinations from 2022 to 2023 still stand and should be applied in 2023 to 2024, including those covering:

- Payments for undertaking senior roles;
- Contributions towards costs of care and personal assistance;
- Reimbursement of Travel and subsistence costs;
- Compensation for financial loss:
- Attendance allowance and
- Co-opted Members

Payments to National Parks Authorities and Fire and Rescue Authorities: Determination 5

The three national parks in Wales - Brecon Beacons, Pembrokeshire Coast and Snowdonia were formed to protect spectacular landscapes and provide recreation opportunities for the public. The Environment Act 1995 led to the creation of a National Park Authority (NPA) for each park.

National Park authorities comprise members who are either elected members nominated by the principal councils within the national park area or are members appointed by the Welsh Government through the Public Appointments process. Welsh Government appointed and council nominated members are treated equally in relation to remuneration.

The three fire and rescue services (FRAs) in Wales: Mid and West Wales, North Wales and South Wales were formed as part of Local Government re-organisation in 1996. FRAs comprise elected members who are nominated by the Principal Councils within each fire and rescue service area.

Payments will increase as a result of the uplift proposed for elected members of principal councils. Therefore, there will also be an uplift of 4.76% in the basic salary element.

The remuneration for Chairs will remain linked to a Band 3 senior salary of principal councils. Therefore there will be a small increase to the role element of their pay. Deputy Chairs, Committee Chairs and other senior roles will remain linked to Band 5. Therefore their role element of pay will remain frozen. The increase in basic salary will apply. Full details of the levels of remuneration for members of National Park Authorities and Fire and Rescue Authorities, is set out in Table 3.

Table 3 – Payments to National Parks Authorities and Fire and Rescue Authorities

National Parks Authorities	
Basic salary for ordinary member	£4,964
Chair	£13,764
Deputy Chair (where appointed)	£8,704
Committee Chair or other senior post	£8,704
Fire and Rescue Authorities	
Basic salary for ordinary member	£2,482
Chair	£11,282
Deputy Chair (where appointed)	£6,222
Committee Chair or other senior post	£6,222

All other Determinations for 2022 to 2023 will still stand and should be applied in 2023 to 2024, including those covering;

- Contributions towards costs of care and personal assistance;
- Reimbursement of Travel and subsistence costs;
- Compensation for financial loss;
- Co-opted Members and
- Restrictions on receiving double remuneration where a member holds more than one post.

Section 4: Consultation on Draft – Questions

We welcome feedback on this draft Report and have included some additional questions where we would appreciate your views. The consultation period will end on the 1 December 2022 and you can either email us your comments or complete the form on our website [HERE](#).

Question 1

The Panel has continued to use the Annual Survey of Hours and Earnings (ASHE) published by the Office for National Statistics as the benchmark for setting the basic salary of elected members of principal councils. There is a corresponding proportionate increase proposed for the members of National Park and Fire and Rescue Authorities. The Panel has continued to refer to the last published ASHE which was 2021. Do you agree that the basic salary element should be referenced to the [ASHE 2021](#) data.

Yes

No

No Opinion

Any additional comments

Question 2

The Panel has made changes to the payment of costs and expenses of members of community and town councils. Do you agree with the addition of the “consumables” element?

Yes

No

No Opinion

Any additional comments

Question 3

The Panel will gather evidence from principal councils to explore whether and how the workload of elected members has changed to inform future Determinations. Are you content that the Panel should build this review into its future work plan and build the evidence base to support decisions?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
No Opinion	<input type="checkbox"/>

Any additional comments

Question 4

We have significantly reduced the size of the report this year to concentrate on key decisions made and intend to make more use of the website to provide easy to use guidance to users. This approach is also in line with our efforts to respect the challenges facing us in protecting our planet.

How would you would like to access information and guidance from the Panel?
(choose all that apply)

Summary report with links to detailed guidance	<input type="checkbox"/>
Easy to use guidance notes	<input type="checkbox"/>
Frequently asked questions	<input type="checkbox"/>
Website	<input type="checkbox"/>
Social media	<input type="checkbox"/>
Information events	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other, please specify:

Have you experienced any challenges accessing or understanding our guidance and information through our website? Please let us know how we can make it easier for you?

Question 5

The Panel intend to undertake a series of engagements with all relevant stakeholders over the next year as part of the development of its forward planning and building of its evidence and research strategy.

Have you any comments that would help the Panel shape this engagement?

For example, a preference for online polls, the holding of engagement events, virtual or face to face, which groups should be involved, how do we engage with prospective candidates etc.

Would you like to be involved in any future engagement events?

Yes
No

<input type="checkbox"/>
<input type="checkbox"/>

Contact details

Summary of Determinations:

Determination 1:

The basic level of salary for elected members of principal councils will set at £17,600.

Determination 2:

The salary of a leader of the largest (Group A) council will be £66,000. All other payments have been decided in reference to this.

Determination 3:

The salary of a chair of a Joint Overview and Scrutiny Committee will be £8,800.

The salary of vice-chair will be £4,400.

Determination 4:

Members of Community and Town Councils will be paid £156 a year (equivalent to £3 a week) towards the extra household expenses (including heating, lighting, power and broadband) of working from home. And Councils must either pay their members £52 a year for the cost of office consumables required to carry out their role, or alternatively councils must enable members to claim full reimbursement for the cost of their office consumables.

Determination 5:

The basic pay of members of National Park Authorities and Fire and Rescue Authorities has been increased by 4.76%. All payments are set out in Table 3.

Determination 6:

All other Determinations set out in the 2022 to 2023 [Annual Report](#) of the Panel remain valid and should be applied.

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The Report and other information about the Panel and its work are available on our website at:

[Independent Remuneration Panel for Wales](#)

REVISED WORDING OF THE APPROVED DUTIES IN THE SCHEDULE OF REMUNERATION

Approved duties

- attendance at a meeting of the Authority or of any committee of the Authority or of any body to which the Authority makes appointments or nominations or of any committee of such a body;
- attendance at a meeting of any association of authorities of which the Authority is a member;
- attendance at any other meeting the holding of which is authorised by the Authority or by a committee of the Authority or by a joint committee of the Authority and one or more other Authorities;
- a duty undertaken for the purpose of or in connection with the discharge of the functions of Cabinet;
- a duty undertaken in pursuance of a standing order which requires a Member or Members to be present when tender documents are opened;
- a duty undertaken in connection with the discharge of any function of the Authority which empowers or requires the Authority to inspect or authorise the inspection of premises;
- attendance at any training or developmental event approved by the Authority, Cabinet or Democratic Services Committee
- the following duties which have been approved by Council:
 - Attendance at any non-political personal development event or activity relevant to the role of the individual member with the advance agreement of the Head of Democratic Services.
 - attendance at meetings relating to the personal safety and security of an individual Member
 - a duty undertaken for the purpose of or in connection with the discharge of the roles to which a Member has been appointed by Council, for example, Committee Chairs

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

DEMOCRATIC SERVICES – ACTIVITIES & SERVICE SUPPORT

Reason for this Report

1. The purpose of this report is to inform the Democratic Services Committee on the performance of the Council's Democratic Services since the last meeting 5 September 2022.

Background

Role of the Democratic Services Committee

2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, <https://www.legislation.gov.uk/mwa/2011/4/part/1/chapter/2> requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly. The Democratic Services functions include Members' Services, Committee Services and Scrutiny Services, but not Cabinet Support Services.

Member Development

3. At its last meeting the Committee confirmed that a number of Member Development topics would be progressed.

a. Completed Learning:

The following Member Learning sessions have been held and the attendance details have been included for information:

Serial	Date	Topic	Numbers Attended	Total % Attended
1.	05-Sep-22	Mandatory Code of Conduct	3	93.67% (74)
	18-Oct-22		2	
2.	05-Oct-22	Workshop Raising Awareness of Prevent (WRAP)	8	31.65% (25)
3.	12-Oct-22	Mandatory Supporting Equality in Cardiff's Diverse Communities	9	81.01% (64)
	26-Oct-22		8	
4.	08-Nov-22	Safeguarding Against Violent Extremism (SAVE)	22	27.85% (22)

Serial	Date	Topic	Numbers Attended	Total % Attended
5.	01-Nov-22 02-Nov-22	What Makes Scrutiny Effective Workshop	20(16)	35.56% (16)
6	21-Nov-22	Member Briefing - New Curriculum (including RSE) position in schools	31	39.24% (31)

Notes

- i. The total % Attended column reflects the percentage of all current Elected Members who have completed the topic with the number who have completed the training in brackets
- ii. The What Makes Scrutiny Effective Workshop was attended by four young people representatives and their support officers who also participated in the training

b. Scheduled Learning

i. Mandatory Member Induction - Corporate Parenting

These sessions are scheduled for 23 November 2022 at 17:00 and will be repeated on 05 January 2023.

ii. Mandatory Member Induction – Safeguarding

These sessions are scheduled for 01 December 2022 at 17:00 and will be repeated on 07 December 2023.

iii. Member Briefing - New accountability arrangements for schools.

This session is scheduled for 6th December 2022 at 16:00. All Elected Members have been invited to attend.

This topic has been categorised as follows:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Auditors, Inspectors & Regulators, Corporate Policy	Recommended	Recommended	Recommended	Recommended

c. Planned Learning:

Delivery of the following learning topics have been identified and the Democratic Services Committee is requested to prioritise these topics for delivery. The Group

Whips have confirmed their preference to complete the Mandatory Induction Training before progressing other learning opportunities:

i. Rights of a Child in Practice Part A and Part B

Following the Local Government Elections in May 2022 and the imminent submission of an application of a Child Friendly City bid it is important for the newly elected members to receive these training sessions.

There are 39 of the 79 current Members have previously completed this training with 28 new members and 12 returning members who may be interested in completing this training.

UNICEF have indicated their willingness to support the newly elected members and would be as flexible as possible to provide sessions at the preferred date and time to suit elected members. Each of the sessions take approximately 2 hours and Members will be expected to attend both sessions to complete the training.

This topic has been categorised as follows for those Elected members who have not completed this training:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Auditors, Inspectors & Regulators, Corporate Policy	Recommended	Recommended	Recommended	Recommended

ii. Age Friendly Cardiff Awareness Sessions

As Members may be aware Cardiff became the first Local Authority to be accepted by the World Health Organisation (WHO) as members of the Global Network for Age Friendly Cities and Communities in March 2022. The ambition of a Cardiff is to be a a great place to grow older.

The application process included the building of a dynamic action plan and a set of commitments to Older People on behalf of the Council, our public service partners and the third sector. The areas of focus are outlined in 8 domains that the WHO indicate encompass all aspects of Community life as below:-

- Outdoor space and public buildings
- Housing
- Transport
- Community support and health services
- Communication and information
- Civic participation and employment
- Social participation

- Respect and social inclusion

Awareness sessions for members are being developed to ensure that they are equipped to participate and work towards the achievement of this ambition for Cardiff. Details and scheduling of the planned sessions will be provided in due course.

This topic has been categorised as follows for Elected members:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Auditors, Inspectors & Regulators, Corporate Policy	Recommended	Recommended	Recommended	Recommended

iii. Fast Track Cities

Fast Track Cardiff and Vale is working with partners in Cardiff and across Wales to bring the Fast Track Cities initiative to the Welsh capital. The Fast-Track Cities initiative is a global partnership between cities and municipalities around the world and four core partners – the International Association of Providers of AIDS Care (IAPAC), the Joint United Nations Programme on HIV/AIDS (UNAIDS), the United Nations Human Settlements Programme (UN-Habitat), and the City of Paris.

Local Authorities can designate their cities as Fast-Track Cities by signing the Paris Declaration on Fast-Track Cities, which outlines a set of commitments to achieve the initiative's objectives. Initially heavily focused on the 90-90-90 targets, the Paris Declaration was recently updated to establish attainment of the three 90 targets as the starting point on a trajectory towards getting to zero new HIV infections and zero AIDS-related deaths.

A presentation has been provided to the Vales of Glamorgan Councillors and it is hoped to provide a briefing at the earliest opportunity.

This topic has been categorised as follows for Elected members:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Auditors, Inspectors & Regulators, Corporate Policy	Recommended	Recommended	Recommended	Recommended

iv. Dementia Friendly Cardiff / Dementia Friends

Dementia Friendly Cardiff is a partnership between Cardiff Council, Alzheimer’s Society and Cardiff & Vale University Health Board who are working together to create a dementia friendly city.

A key aim of Dementia Friendly Cardiff is to create Dementia Friends across the city. A Dementia Friend is somebody that learns about dementia so they can help people in their community. The programme aims to create dementia-friendly communities by transforming the way the city thinks, acts and talks about dementia. It is inspiring people to take action – there is no action too big or too small. From visiting someone that you know living with dementia, to being more patient in a shop queue, every action counts.

More information about Dementia Friendly Cardiff, support and services can be found at www.dementiafriendlycardiff.co.uk.

The Alzheimer’s Society’s ‘Programme Partnership’ has developed an e-module version of the session on Cardiff Academy’s Learning Pool. The module is mandatory for Officers and can be accessed here: [Online Dementia Awareness](#) Some members may prefer to attend a face to face session, and a single in-person session could be arranged with the Alzheimer’s Society or Council officers

No records of those who have been previously trained as Dementia Friends are available. If you have already undertaken this training module, you do not need to do it again, although it would be beneficial to refresh your learning. Members will be requested to evidence their attendance at any previous Dementia Friend’s training so that an accurate record can be compiled.

This topic has been categorised as follows for Elected Members:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Regional/National	Beneficial	Useful	Useful	Beneficial



d. Potential Future Learning

The Democratic Services Committee is requested to consider if the following learning topics be developed for delivery

1. Biodiversity and Natural Resources

This was identified from a scrutiny recommendation and initial discussions with the Head of Planning to support the use of external facilitators Natural Resources Wales and Wildlife Trust to support the wider requirements, with internal support being provided to provide the Council's perspective and activities. Any costs for the provision of this learning will be met from the Member Development budget.

2. Social Housing and Section 106

Initial planned dates deferred due to the delivery of LDP being prioritised.

3. City Hospice

A councillor has requested that a site visit or briefing from the City Hospice be considered as part of the member development programme. The Head of Democratic Services has provisionally scheduled a meeting with the Chief Executive of the hospice to clarify the outcomes of including this topic in the members development programme.

Demographic Profile Survey

4. To support the progression of becoming a Diverse Council a demographic profile survey was circulated to all Elected members in 2021 to identify a baseline in respect of Councillor diversity. This survey was repeated in June 2022 for all newly elected members following the Local Government Elections.
5. It is proposed that a comparative data report be presented to the Democratic Services Committee at its next meeting in January 2023 which will identify the changes in diversity of councillors between the previous and current administrations.

Democratic Services - Proposed Budget Savings

6. Currently, the authority is experiencing a significant increase in demand for its services. A number of factors have led to a general increase in workloads with Democratic Services being no different to other services areas. As previously advised the level of resources of the Committee & Member Services Team necessary to support elected members and remote meetings continues to be high

7. At the same time the Authority is facing some significant financial challenges which need to be addressed. To support these challenges the Democratic Services Committee is requested to identify potential savings which may include but which are not limited to:
 - a. Minimising the provision of printed and posted agenda packs or other meeting documents
 - b. Streamlining Democratic Services processes which appear overly bureaucratic to reduce resources i.e. claims for reimbursement for costs of care.
 - c. Revision of timescales for the delivery of tasks to ease the pressure on resources i.e. longer lead in time for production of ward letters.

Financial Implications

8. Any costs from Democratic Services activities and services support are to be monitored and contained within the respective funding sources and budgets. The Cabinet budget report in October set out the £53 million budget gap for 2023/24, which is mostly to be addressed through budget savings. As always, every effort will be made to continue to identify efficiency savings (defined as achieving the same output (or more) for less cost). However, building on the levels of savings found over the past decade, it will not be possible to balance the 2023/24 budget through efficiencies alone, and there will inevitably be a need for savings that impact on service delivery.

Legal Implications

9. Under the Local Government (Wales) Measure 2011, Part 1, the Democratic Services Committee is responsible for overseeing the democratic services functions of the Council, ensuring this work is adequately resourced; and reporting to full Council accordingly.
10. The Democratic Services functions (which must be discharged by the Head of Democratic Services) are defined as follows:
 - a. to provide support and advice: to the authority in relation to its meetings; to committees of the authority and the members of those committees; to any joint committee which a local authority is responsible for organising and the members of that committee; in relation to the functions of the authority's scrutiny committees, to members of the authority, members of the executive and officers; to each member of the authority in carrying out the role of member of the authority (but excluding a member's role as an Executive member);
 - b. to promote the role of the authority's Scrutiny Committees;
 - c. to make reports and recommendations to Council in respect of the number and grades of staff required to discharge democratic services functions and the appointment, organisation and proper management of those staff; and
 - d. any other functions prescribed by the Welsh Ministers.

11. In determining how to exercise its functions, the Committee must have regard to the statutory guidance issued by the Welsh Ministers. The Welsh Government has indicated that it is proposing to revoke the earlier guidance (Statutory Guidance from the Local Government Measure 2011) issued in June 2012 and has issued refreshed draft guidance for consultation (in Chapter 2 of the Consultation Document, Local Government: Guidance for Principal Councils, 17 March 2022): [Guidance for principal councils | GOV.WALES](#). The revised draft guidance on Democratic Services Committees is substantially unchanged but has been updated to reflect legislative changes, including the removal of the legislative prohibition on the monitoring officer also being the head of democratic services (under section 161 of the Local Government and Elections (Wales) Act 2021).
12. The information set out in the body of this report enables the Democratic Services Committee to oversee the work of democratic services, ensure the work is adequately resourced and report to full Council, as appropriate.
13. Other relevant legal provisions are referred to in the body of the report.

RECOMMENDATION

9. The Democratic Services Committee is requested to:
 - a. Note the information set out in the report.
 - b. Prioritise the planned member development topics for delivery
 - c. Prioritise the possible future member development topics for scheduling
 - d. Approve the presentation of a comparative diversity survey report at its next meeting on 23 Jan 23
 - e. Note that budget savings may impact on services and are requested to identify any potential budget saving opportunities for Democratic Services.

GARY JONES
HEAD of DEMOCRATIC SERVICES
22 November 2022

Background Papers:

Welsh Government Consultation Document, 'Local Government: Guidance for Principal Councils', 17 March 2022: [Local Government Guidance for Principle Council Consultation document - \(Final version\)](#)

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

FORWARD WORK PROGRAMME 2022-23

Reason for this Report

1. The purpose of this report is to propose topics for inclusion on the Democratic Services Committee Forward Work Programme.

Background

2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly.
3. The Forward Work Plan gives notice of, and transparency to, matters under review and for decision during the municipal year and reflects the Committees Terms of Reference as set out in the Legal implications of this report.
4. The Forward Work Plan needs to reflect the time commitment required for Committee Members and the resources available within the Council to meet the Committee's ambitions.

Issues

5. The main work streams of the Committee are to provide the frameworks to support Democratic Services functions and the work of Elected Members, as well as supporting Elected Member with learning opportunities in their specific roles within the Council and for their personal development.
6. The proposed business items for consideration at meetings of the Democratic Services Committee in 2022-23 are shown at **Appendix A**
7. The Committee is requested to consider the draft work programme and advise the Head of Democratic Services of any changes required to the programme. The Committee is also requested to consider if they wish to invite any persons to attend its meetings to support the items identified.

Legal Implications

8. The Democratic Services functions (which must be discharged by the Head of Democratic Services) are defined as follows:

- a. to provide support and advice: to the authority in relation to its meetings; to committees of the authority and the members of those committees; to any joint committee which a local authority is responsible for organising and the members of that committee; in relation to the functions of the authority's scrutiny committees, to members of the authority, members of the executive and officers; to each member of the authority in carrying out the role of member of the authority (but excluding a member's role as an Executive member);
 - b. to promote the role of the authority's Scrutiny Committees;
 - c. to make reports and recommendations to Council in respect of the number and grades of staff required to discharge democratic services functions and the appointment, organisation and proper management of those staff; and
 - d. any other functions prescribed by the Welsh Ministers.
9. In considering its Work Programme, the Committee should have regard to its statutory terms of reference and available resources.

Financial Implications

10. There are no financial implications directly arising from this report. In the implementation and delivery of the Democratic Services Committee Forward Work Programme any costs will need to be identified and found within existing financial resources.

RECOMMENDATION

11. It is recommended that the Democratic Services Committee considers the proposed Work Programme appended as **Appendix A** to this report and identifies any additional topics for consideration at future meetings of the committee.

G JONES
HEAD of DEMOCRATIC SERVICES
22 November 2022

APPENDIX A - Proposed Work Programme

Background Papers: None

PROPOSED WORK PROGRAMME 2022 -23

Meeting date	Item	Aim	Additional Invitees
23 Jan 22	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
23 Jan 22	Draft Annual Report 2022	To seek approval of the Draft Annual Report for 202	
23 Jan 22	Member Induction Update	To receive an update on the Member Induction programme	
23 Jan 23	Diversity Survey Update	To receive a comparative report identifying the changes between the 2021 and 2022 diversity survey s	
23 Jan 22	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meeting of the Democratic Services Committee	

Meeting date	Item	Aim	Additional Invitees
Jun 23 (TBC)	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
Jun 23 (TBC)	Member Mentoring	To receive update of existing Mentoring arrangements and determine any improvements that are necessary.	
Jun 23 (TBC)	Members and Democracy Portals	To receive an update on the planned Members and Democracy Portals and determine any improvements necessary for effective use.	
Jun 23 (TBC)	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meeting of the Democratic Services Committee	