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AGENDA

Committee	DEMOCRATIC SERVICES COMMITTEE
Date and Time of Meeting	MONDAY, 5 FEBRUARY 2024, 4.30 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Lancaster (Chair) Councillors Ash-Edwards, Carter, Davies, Derbyshire, Goodway, Lay, Palmer, Jackie Parry, Simmons and Thomson

*Time
approx.*

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 5 - 12)*

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

4 **Member Surveys 2024** *(Pages 13 - 48)*

5 **Democratic Services Committee Draft Annual Report 2023** *(Pages 49 - 106)*

6 **Democratic Services - Activities and Service Support** *(Pages 107 - 112)*

7 **Developing the Research Protocol** *(Pages 113 - 152)*

8 **Forward Work Programme** *(Pages 153 - 156)*

9 **Urgent Items (if any)**

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

10 Date of Next Meeting

15th April 2024, 4.30pm, to be confirmed.

D Marles

Interim Monitoring Officer

Date: Tuesday, 30 January 2024

Contact: Kate Rees, 029 20872427, KRees@cardiff.gov.uk

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DEMOCRATIC SERVICES COMMITTEE

13 NOVEMBER 2023

Present: Councillor Lancaster(Chairperson)
Councillors Ash-Edwards, Davies, Lay and Thomson

65 : APPOINTMENT OF CHAIR AND COMMITTEE MEMBERSHIP

The Council, at its annual meeting on 25 May 2023 appointed Councillor John Lancaster as Chairperson and the following Members to the Committee:

Councillors Lancaster, Ash-Edwards, Carter, Davies, Derbyshire, Goodway, Lay, Palmer, Parry, Simmons and Thomson. There is currently one vacancy.

66 : TERMS OF REFERENCE

The Council, at its annual meeting on 25 May 2023 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;

To make reports, at least annually, to the full Council in relation to these matters.

67 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Russell Goodway.

68 : DECLARATIONS OF INTEREST

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

69 : MINUTES

The minutes of the meeting held on 6 February 2023 were approved by the Committee as a correct record and were signed by the Chairperson.

70 : WELSH GOVERNMENT STATUTORY AND NON-STATUTORY GUIDANCE FOR PRINCIPAL COUNCILS IN WALES

The Committee was provided with a report on the Welsh Government's Statutory and Non-Statutory Guidance for Principal Councils in Wales, otherwise known as the Democracy Handbook, issued in June 2023 and which included updated guidance under the Local Government (Wales) Measure 2011 for the Democratic Services Committee as well as new guidance on the democracy provisions introduced by the Local Government and Elections (Wales) Act 2021.

Members were advised how the finalised guidance affects the composition and functions of the Democratic Services Committee; timing of Council including committee meetings; training, development and support for Local Authority Members; research support and services for Councillors; arrangements for securing effective overview and scrutiny; appointment of persons to chair Overview and Scrutiny Committees; co-opted members of Overview and Scrutiny Committees; call-in arrangements; Councillor Calls for Action; taking into account the views of the public; and Joint Overview and Scrutiny Committees.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members expressed concern that the public were only aware of the work of scrutiny committees when they discussed things that them personally and the discussions were reported in the media. They discussed whether updating the terms of reference might help promote them. Officers advised that there was guidance on the Council website but there might be a need to improve how the information was displayed.
- Members discussed the problem of committee meetings being scheduled at conflicting or overlapping times and the difficulty if Members were involved in more than 1 committee. Officers advised that every effort is made to avoid clashes but it is not always possible as meetings need to be scheduled at a time that is convenient for the majority of members.
- Members discussed how the effectiveness of public participation could be assessed. Officers advised that there is a lack of public understanding on how to engage with committees. The task is to improve public awareness, and monitor how many people attend meetings, participate and engage. Officers will build up data ahead of the 2027 Local Authority Elections.
- Members discussed how Councillors could be supported in getting a wider perspective through being given access to the trade press and given an overview of the rest of the UK. Officers advised that Data Cymru provides information on wards from the 2021 census, and that Officers are working with Cabinet Office regarding data on Corporate Plans and with the WLGA on data for Democratic Services. Reference was made to the difference between having information and intelligence and the need for analysis in a simplified format and the identification of what Members need as a priority.
- Members discussed whether there was an inconsistency with the statutory guidance regarding the requirements on Group Leaders. Officers advised that the Statutory Guidance sometimes uses words such as 'must' and sometimes 'should' or 'may'. Where Cardiff Council exceeds the requirements of the Statutory Guidance it is because the Council has best practice.

RESOLVED:

- a. To note the contents of the report and the Statutory and Non Statutory Guidance for Principal Councils in Wales attached at Appendix A.

- b. To note the inclusion of the following topics on the Democratic Services Committee's forward work programme:
 - The development of a Research Support and Services for Councillors Protocol
 - Consideration and development of the Annual Review process.
- c. To note that the development of the criteria for the Councillor Calls for Action will be considered by the Constitution Committee.
- d. To note the intention to undertake a self-assessment of the Scrutiny function with support from the Scrutiny Chairs and the Scrutiny Committee Members to ensure that the requirements of the statutory guidance are being met.

71 : CONSULTATION - WELSH LOCAL GOVERNMENT ASSOCIATION (WLGA) CHARTER SELF ASSESSMENT FRAMEWORK

The Committee was provided with a summary of the report on the proposed self-assessment framework which is planned to replace the WLGA Charter for Member Support and Development. Members were advised that the WLGA is reviewing the self-assessment checklist and is seeking feedback from LA's.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members expressed the view that the use of the term 'underrepresented groups' is not helpful as it does not mean the same as 'protected characteristics'. Level of representation is subject to change at elections and it is not clear whether it is to be measured against the LA area or the UK. Members suggested that the word 'traditionally' be inserted before 'underrepresented'. Members also suggested removal of the words 'given positions of responsibility wherever possible' as they suggested that Council Leaders should appoint Members to office regardless of their political orientation. Officers advised that encouraging or enrolling people into office was a matter for political groups.
- Members expressed concern that questions in the consultation document could elicit a simple yes/no response and it would be open to interpretation how useful the response was or how engaged the LA would be in the process. Officers advised that they would expect responses to contain some explanation.
- Members discussed whether the Council was doing enough to ensure that people contemplating standing for office did so. Officers advised that Cardiff has a more diverse population than other LA's and this is reflected in the greater diversity among Councillors. Officers will discuss with political groups how they can encourage more diversity in representation. Officers recognise the need to make the process for standing for election as Councillor as simple as possible.
- Members discussed whether Self-Assessment for Councillors would be annual. Officers advised that the Standards and Ethics Committee was currently looking at a 2-year cycle. The last survey was the exit survey in 2022

and the next is proposed for March 2024. It will include questions on inappropriate behaviour and neurodiversity.

RESOLVED:

To note the information contained in the report and its appendix.

72 : INDEPENDENT REMUNERATION PANEL FOR WALES (IRPW) DRAFT ANNUAL REPORT 2024 – 2025

The Committee was provided with a summary of the report, which included details of the proposed increase in Basic Salary for Councillors and proposals for Senior Salaries and remuneration for Committee Chairs. There was also a proposal for a new hourly rate for co-opted members with flexibility for Officers to decide when the hourly rate or a day or a half-day rate was appropriate.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members discussed how easy it was to get co-opted members to serve on committees. Officers advised that co-opted members are recruited in different ways depending on the committee. There will be a temptation to serve for the LA that pays the highest rate and this proposal is an attempt to ensure that the standard is the same across Wales.
- Members discussed the increase in remuneration and the differences in workload among Councillors.
- Members discussed the encouragement of sustainable travel and expressed the view that some Councillors may feel safer using their own transport than public transport.

RESOLVED TO:

- a. consider the proposals of the Independent Remuneration Panel for Wales (IRPW) in its Draft Annual Report for 2024-25 published on 13 October 2023 and attached at Appendix A and the consultation questions attached at Appendix B.
- b. agree appropriate responses to the consultation questions for submission to the IRPW.
- c. Delegate authority to the Head of Democratic Services, in consultation with the Chair of the Democratic Services Committee, to finalise the consultation response and submit it to the IRPW before the end of the consultation period on 8th December.

73 : MULTI-LOCATION MEETING UPDATE

The Committee was provided with an update on the use of the Council's multi-location meeting arrangements and the performance of the Council's conferencing system.

Gary Jones, Head of Democratic Services, described the enhancements that had been made to the conferencing system and how various issues identified through use and testing had been addressed. The Council is continuing to work with the contractors to ensure continuous improvement. The system can be affected by a failure to install updates on all devices. The policy on multi-location meetings will be reviewed later in the year.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members raised concerns that the failures in the conferencing system during public meetings made the Council look unprofessional. They noted that similar issues had not arisen when the Council used Microsoft Teams during the Covid lockdown. Officers explained that Teams had limitations that made it unsuitable for multi-location meetings and particularly meetings of full Council. The conferencing system allows for simple and straightforward voting and is also suitable for dual language use. Tests have shown improvement but some problems remain, the causes of which cannot be identified. Officers will continue to work with the contractors to improve the system.
- Members discussed whether there was anything in legislation that prevented the Council from encouraging members to turn up to public meetings. The view was expressed that there were many reasons why Councillors did not attend meetings in person and Councillors should not need to be apologetic about attending remotely. Officers advised that Councillors were encouraged to attend in person but are allowed to join remotely. Members have various problems with joining remotely and need to give officers adequate notice if they intend to do so.
- Members sought information on how many Councillors had downloaded the Conferencing System app rather than joining it through the browser. Officers advised that they had been encouraging Councillors to use the app because it uses less processing power than the browser and allows members of the public to join via the browser. The app can be downloaded onto a mobile phone very quickly.
- Members discussed the continuing problems with asking questions remotely and sought clarification on the bandwidth requirements. Officers advised that the bandwidth restraints were not significant.

RESOLVED:

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.

74 : MEMBER DEVELOPMENT PROGRAMME UPDATE

The Committee was provided with a summary of the report which covered completed learning, scheduled learning sessions, planning learning topics, future training and mandatory training.

Members were advised that the number of Councillors who had completed the Supporting Equality in Cardiff's Diverse Communities e-learning was now 77 (97.47%). Officers had been advised that the proposal to hold a Hate Crime Awareness Session on 18th December at 6.30pm was not suitable.

The Committee was provided with a summary of future learning opportunities including Media and Social Media Skills, PREVENT, the Introduction to the Rights of a Child and Welsh language courses. Members were advised that the Council recommended that mandatory training needed to be completed within 6 months from 25th June 2023.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members wished to know whether there were any sanctions that could be applied if Councillors did not complete their mandatory training within 6 months. Officers advise that the Standards and Ethics Committee had made recommendations to Council for mandatory training to be completed within 6 months and potential sanctions be applied. No sanctions are in place as there is no statutory requirement to complete the training. Officers understand that the outstanding members are hoping to complete the training modules as soon as possible.
- Members sought clarification on whether there was any risk to the Council if a Councillor made a mistake because they had not completed their training. Officers advised that if a complaint was made against a councillor the Ombudsman would examine the training they had received. If a councillor had not completed training it could count against them. Councillors must comply with the law in relation to equality and Data Protection. If training is provided it should minimise the risk to the Council.
- Officers advised that the Council would review what training should be mandatory after 26 December 2023.

RESOLVED:

- a. To note the information set out in the report.
- b. To identify any additional media and social media training content that would benefit their use of media and social media when engaging with their communities.
- c. To approve that the following recommendations be submitted to Council for approval:
 - i. The existing Elected Member Learning and Development Strategy 2019-22 be amended as shown at Appendix A with immediate effect.
 - ii. a review of the Elected Member Learning and Development Strategy be undertaken by the Democratic Services Committee and submitted to Council for approval in 2024.
- d. That any outstanding mandatory training identified as part of the Member Induction be completed within 6 months of 25 June 2023 when Council approved the amendment of the Members' Code of Conduct.

75 : MEMBER ENQUIRIES SERVICE UPDATE

The Committee was provided with a summary of the report on the progress being made to develop the use of the Member Enquiries System (MES). Members were advised that the Halo system had now been incorporated. Discussions had been held with service area officers about reducing or extending the periods for responding to enquiries. Officers advised that it was difficult to identify enquiries that could be classified as sufficiently urgent to require a 5-day deadline, as they were either already subject to statutory deadlines or individual circumstances already made them urgent. It was not considered beneficial to make a wide range of enquiries urgent.

Members were advised that the system has extensive reporting ability, and it is possible to assess how different service areas are responding to enquiries, where there are backlogs and the reasons for them, and to provide weekly updates for members.

Members were invited to ask questions and make observations, which are summarised as follows:

- Members expressed the view that it was more useful to have responses from named officers than from departments. Officers advise that the inclusion of officers' names was being examined. Members are being asked to use the system rather than contact officers directly as otherwise the enquiry is lost to the system.
- Members expressed a desire for a breakdown of costs of using external providers. Officers advised that a fact sheet could be provided for Members.

RESOLVED:

To note:

- a. the consultation and evaluations that have been undertaken to improve the MES.
- b. the implementation of the Member Enquiries element of the corporate Complaints, Compliments and Enquiries Management system.
- c. the plans to deliver further improvements to the Members Enquiries Service.
- d. the current performance data from the MES.
- e. that a further update on the implementation of the new system will be provided at a subsequent meeting of the Committee.

76 : DEMOCRATIC SERVICES ACTIVITIES AND SERVICE SUPPORT

The Committee was provided with an update on the performance of the Council's Democratic Services since the last meeting on 6th February 2023.

Members were advised that Michele Chesterman and Harry Mayo had been recruited to fill Grade 6 roles and it is hoped to recruit to other roles once a full business case has been approved. Democratic Services is hoping to recruit an apprentice to start in January 2024 to work on digital systems. Savings are being sought in provision of printed documents, streamlining processes and revisions to timescales.

The Head of Democratic Services has been consulting with an external expert on the preparation of questions on neurodiversity for the Member Survey 2023-24. To improve democratic awareness, a series of videos have been made and launched on an all-Wales web page. A pilot Democratic Engagement workshop hosted by the Lord Mayor with Howardian Primary School Y3-6 was held as part of the Democracy Ambassadors Programme and 14 schools and Cardiff People First have signed up for similar events.

RESOLVED:

To note the report.

77 : DEMOCRATIC SERVICES FORWARD WORK PROGRAMME

Gary Jones, Head of Democratic Services, provided Members with an update on topics for inclusion in the Committee's Forward Work Programme. These included the Democratic Services Draft Annual report, Elected Member Research Protocol, Elected Member Survey, Members' ICT Protocol and Elected Member Learning and Development Strategy.

Members discussed the date of the next meeting and potential clashes with other meetings. Officers advised that alternative dates, start times or an abridged agenda would be explored.

RESOLVED:

To approve the Committee's Forward Work Programme.

78 : URGENT ITEMS (IF ANY)

No urgent items were received.

79 : DATE OF NEXT MEETING

The date of the next meeting is to be confirmed.

The meeting terminated at 6.17 pm

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

MEMBER SURVEYS IN 2024**Reason for this Report**

1. The purpose of this report is to provide the Democratic Services Committee with and update on the plans for the member surveys planned for 2024 and to:
 - a. note the plans and intentions of the Behaviours Survey as approved by the Standards and Ethics Committee to be undertaken before the end of March 2024.
 - b. consider the draft Neurodiversity Survey planned to be undertaken in September 2024 and identify any changes that may be appropriate.

Background

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. There has previously been an agreement for Member Surveys to be undertaken with questions supporting both the Democratic Services Committee and the Standards and Ethics Committee.
4. On 14 February 2023, the Standards and Ethics Committee approved a series of questions for a behaviours survey which was agreed to be launched in 2023-24 with the outcomes reported back to the committee. This survey provides to opportunity to identify if Members have experienced or observed any unacceptable behaviours and to confirm that the reporting mechanisms are understood and used appropriately.
5. On 21 September 2023, Council approved a motion which included:
 - Investigate providing training to all Councillors on neurodiversity to aid in their casework in recognising the growing impact of neurodivergent conditions on the issues they deal with on behalf of constituents.
 - To review and implement reasonable adjustments for our elected members, to ensure the role of Councillor is accessible to people with neurodivergent traits

and conditions and that the skills and talents of all people can be harnessed for the benefit of the citizens of Cardiff.

6. To determine the training and support arrangements for councillors regarding neurodivergence, a survey has been developed to provide the basis for determining any necessary requirements.

ISSUES

The Behaviours Survey

7. The Standards and Ethics Committee approved Behaviour Survey is attached at **Appendix A** with questions being divided into several sections which include a Member's:
 - a. Experience of Bullying
 - b. Experience of Harassment
 - c. Experience of Discrimination
 - d. Reporting of unacceptable behaviours,
 - e. Observations of or witnessing unacceptable behaviours
 - f. Knowledge of and confidence in reporting unacceptable behaviours

The Neurodiversity Survey

8. Following a period of research and discussions with a subject matter expert and the Members who proposed the Council motion, a series of questions was developed which were intended to explore the:
 - a. understanding of the characteristics and traits associated with neurodivergence.
 - b. benefits and challenges neurodivergent Members experience in their role with the Council
 - c. level and type of neurodivergence experienced by Members.
 - d. disclosure and diagnosis of neurodivergence.
 - e. support mechanisms that would assist existing Members experiencing neurodivergent traits.
 - f. provision of baseline information for use in wider corporate discussions regarding neurodiversity across the organisation.
 - g. development of our support in readiness for the potential councillors intending to stand at the next Local Government Elections in 2027.

9. The proposed questions for this survey are set out in **Appendix B**. Further advice and assistance will be sought from the subject matter expert to identify the best format for the undertaking the survey.

Survey Plan

10. The surveys are being prepared using the SNAP survey software which will enable the survey to be completed on a laptop, personal computer, or smartphone. Indications of the likely routing have also been included in the appendices to show how questions will progress depending on the response provided. This will also limit the number of responses required when the question is not relevant to the individual.
11. The survey also includes a series of monitoring questions at the end of the survey which will be used to identify protected characteristics of the respondents and the analysis of the completed survey.
12. The survey will be anonymous and Democratic Services will use proven practices to ensure that anonymity is maintained whilst providing an opportunity for maximise completions.
13. Hard copy versions of the survey will also be provided to those members preferring to complete the survey using this method. Anyone requiring additional support to complete the survey may seek assistance from Democratic Services Officers.
14. A detailed analysis of the completed Behaviours Survey will be undertaken with the outcomes being reported back to the Standards and Ethics Committee with the outcomes of the Neurodiversity Survey being reported to the Democratic Services Committee.

Timescales

15. The provision of the surveys and the time needed to collect the responses requires a high level of resources to administer and assess particularly with each of the surveys having a large number of questions.
16. The Political Group Whips were consulted to assist in determining if it would be preferable to merge the surveys rather than undertaking them independently. Due to the significant number of possible questions of a combined survey their preference was to deliver the surveys separately as follows:

	Survey Launch	Survey End	Analysis	Reporting
Behaviours	w/c 5 Feb 24	01-Mar-24	Mar-April	Jun-Jul
Neurodiversity	w/c 2 Sep 24	29-Sep-24	Oct - Nov	Jan-Feb

17. The level of responses will be monitored by Democratic Services Officers and if necessary, the whips will be requested to follow up with their respective groups to ensure that a suitable level of responses are provided. These proposed dates also provide some flexibility to extend the response window for the surveys.

Financial Implications

18. There are no direct financial implications arising from this report. The costs from Democratic Services activities and services support, to include identifying and providing any required training, are to be identified, monitored and contained within the existing Democratic Services funding sources and budgets.

Legal Implications

19. The Neurodiversity Survey falls within the remit of the Democratic Services Committee in so far as it assists the Committee to consider the support and advice available to each Member of the authority in carrying out the role of elected Member (as part of the democratic services functions of the authority).
20. The Behaviours Survey, as noted in the body of the report, falls within the statutory responsibilities of the Standards and Ethics Committee and is therefore being reported to the Democratic Services Committee for information only.
21. In considering this report, the Democratic Services Committee should have regard to the statutory guidance on the exercise of its functions: Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government (Wales) Measure 2011 and the Local Government and Elections (Wales) Act 2021, Part 4, chapter 13.

RECOMMENDATION

22. The Democratic Services Committee is requested to:
 - a. Note the questions identified by the Standards and Ethics Committee set out in **Appendix A.**
 - b. Consider the proposed questions for the Neurodiversity survey as set out in **Appendix B.**
 - c. Approve the plans for the delivery of the surveys as outlined in paragraph 16 above.
 - d. Delegate the authority to make any subsequent amendments to the planned questions for the Neurodiversity survey to the Head of Democratic Services in consultation with the Chair of the Democratic Services Committee

GARY JONES
HEAD of DEMOCRATIC SERVICES

30 January 2024

Appendix A: Behaviours Survey 2023-24

Appendix B: Draft Neurodiversity Survey 2024

Background Papers:

[Revision of the Elected Member Survey](#) report to the Standards and Ethics Committee dated 14 February 2023.

[Minutes](#) of the Standards and Ethics Committee dated 14 February 2023

[Notice of Motion - 1](#) approved by Council on 23 September 2023

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BEHAVIOURS SURVEY**Introduction**

This survey has been approved by the Standards and Ethics Committee and will cover two main parts:

1. Behaviours

This part of the survey will provide Members with the opportunity to share their experienced and observed behaviours whilst undertaking their role as a councillor. The outcomes of this part of the survey will be reported to the Standards and Ethics Committee as part of its ongoing work in maintaining the high standards of behaviour across the Council.

2. Diversity

This part of the survey will assist to provide an updated position in respect of the diversity of members using the categories contained in the 2021 Census. These questions will also assist in the analysis of the response data.

All information collected by this survey will be treated as confidential and will be processed and used in-line with the requirements of the Data Protection Act (2018) and the General Data Protection Principles.

To support the confidential nature of this survey Democratic Services has allocated a large block of numbers to the Whips of each Group, who in turn have allocated one of those numbers to you. Please use the specified number allocated to you by your whip in Question 1 of the survey.

In supplying this, you consent to the Council processing the data for the purpose for which it is supplied. If you wish to withdraw consent at any time, please email gary.jones3@cardiff.gov.uk.

This survey will take approximately 15 minutes to complete. If you need any assistance with completing the survey, please contact the Democratic Services team who may be able to assist you.

- Q1 Please state the individual number that has been allocated to you by your Political Whip for when you complete this survey.

Your Experience of Bullying

As defined in the Ombudsman Guidance on the Code of Conduct, 'Bullying' can be characterised as offensive, intimidating, malicious, insulting or humiliating behaviour. Such behaviour may happen once or be part of a pattern of behaviour directed at a weaker person, or a person over whom someone has some actual or perceived influence. Bullying behaviour attempts to undermine an individual or a group of individuals, is detrimental to their confidence and capability, and may adversely affect their health.

- Q2 Do you feel that you have been subjected to bullying behaviours in your role as a Member during this political administration?

Yes (go to Q3 and proceed with the rest of Qs)

No (go to Q)

Q3 How often have you experienced these behaviours since the start of this administration?

- Once
- Twice
- More than twice

Q4 What was the nature of the bullying you experienced? Was it:

- Physical - could involve physical attack or aggression such as hitting, kicking or pushing etc.
- Verbal - could involve shouting, name calling, making verbal threats etc.
- Indirect - could include spreading rumours, writing graffiti, exclusion from group
- Online - could include bullying behaviours including mobile phone calls and text messages, social media platforms, sending images etc.
- Other, please describe

Q5 How would you describe the bullying you experienced?

- Physical abuse – kicking, punching, hitting, slapping etc.
- Humiliation - spoken to badly, belittled, undermined, discredited, denigrated, made to feel uncomfortable in front of group or team, external stakeholders or members of the public.
- Negative micromanagement - excessive control - constant scrutiny of work checking of whereabouts and work, questioning everything. Made to feel incompetent. Constantly told doing things wrong, nothing ever right and never satisfied with results.
- Isolation - exclusion and marginalisation- Isolation from group or team. Ignored and not spoken to. Information not passed on. Deliberately excluded from meetings and decisions.
- Verbal aggression and intimidation - anger, shouting, ranting, swearing and thumping fists on the table. Spoken to abruptly, rudely and in a demeaning way. Verbal abuse, threats etc.
- Favouritism - treated differently and less favourably to others. Excluded from aspects of work reserved for more favoured people.
- Other, please describe

Q6 Was the bullying you experienced associated with any of the protected characteristics' under the Equalities Act 2010 or fall under one of the following categories?

- Racist or faith-targeted - Related to your race, skin colour or nationality (including citizenship) ethnic or national origins
- Faith based - related to your religion or personal beliefs
- Homophobic or Biphobic - related to your chosen or assumed sexuality
- Transphobic - targeted for being, or being assumed to be, trans or non-binary.
- Sexual or sexist - bullying with a sexual or sexist element.

- Disablist bullying - related to your disability or learning difficulties or educational needs
- Age related -- bullying associated with your age group
- Appearance - targeted bullying related to your physical appearance or body shape, for example
- Don't know
- No, none of the above
- Other please describe

Q7 Which individuals or groups subjected you these bullying behaviours or from whom did you receive this treatment?

- Elected Members of the Council in my political group
- Elected Members from another political group in the Council
- From Officers/Managers of Cardiff Council
- From officers of external public sector organisations or Council partner organisations, e.g., Health Board, police force, regulatory or audit bodies etc.
- From members of the public or ward constituents
- From media representatives/officers
- From contacts or followers on social media
- Other, please specify

Q8 Where or when did your experience of bullying happen or usually happens?

- During informal interactions/ with other Members or Council officers
- Before, during or after Full Council meetings
- Before, during or after formal Committee meetings
- At Group meetings
- In the Members lounge
- In the local community or ward - While working or interacting with ward members/constituents
- When on-line on social media platforms
- At my home or residential area
- Other, please describe

Your Experience of Harassment

The Ombudsman's Guidance on the Code of Conduct, defines 'Harassment' as engaging in unwanted conduct on the grounds of gender, race, disability, sexual orientation, age or religion, which violates another person's dignity or creates a hostile, degrading, humiliating or offensive environment.

Q9 Do you feel you have been subjected to or have experienced some form of harassment whilst undertaking your role as a member since the start of this political term?

- Yes (go to Q9 and proceed with the rest of Qs)
- No (go to Q13)

Q10 If Yes, what form of harassment did you experience?

- Inappropriate comments - negative and inappropriate comments about the way you dress, your clothing, hair and appearance. Inappropriate comments about your body or the anatomy. Repeating information provided in confidence to others
- Verbal harassment - Frequent negative/derogatory and personal comments. Referred to in third person when present.
- Making life difficult - Continually bombarding with emails, threatening emails, lots of 'small things' over long period of time.
- Sexual harassment – inappropriate behaviours characterised by sexual comments, persistent unwanted advances, inappropriate behaviour e.g., touching, and making someone feel uncomfortable by looking at them inappropriately.
- Other, please describe

Q11 How often have you experienced these behaviours?

- Once
- Twice
- More than twice

Q12 Which individuals or groups have subjected you to harassment or from whom did you receive this treatment?

- Elected Members of the Council in my political group
- Elected Members from another political group in the Council
- From Officers/Managers of Cardiff Council
- From officers of external public sector organisations or Council partner organisations, e.g., Health Board, police force, regulatory or audit bodies etc.
- From members of the public or ward constituents
- From media representatives/officers
- From contacts and followers on social media
- Other, please specify

Q13 Where or when did your experience of harassment happen or usually happen?

- During informal interactions/ with other Members or Council officers
- Before, during or after Full Council meetings
- Before, during or after formal Committee meetings
- At Group meetings
- In the Members lounge
- In the local community or ward - while working or interacting with ward members/constituents
- When on-line on social media platforms
- At my home or residential area
- Other, please describe

Your Experience of Discrimination

As outlined in the Ombudsman's Guidance on the Code of Conduct, the different types 'Discriminatory behaviours are categorised into the following:

Direct discrimination: treating people differently because of their gender, race, disability, sexual orientation, age or religion.

Indirect discrimination: treatment which does not appear to differentiate between people because of their gender, race, disability, sexual orientation, age or religion, but which disproportionately disadvantages them.

Harassment: engaging in unwanted conduct on the grounds of gender, race, disability, sexual orientation, age or religion, which violates another person's dignity or creates a hostile, degrading, humiliating or offensive environment.

Victimisation: treating a person less favourably because they have complained of discrimination, brought proceedings for discrimination, or been involved in complaining about or bringing proceedings for discrimination.

Q14 Do you feel that you have experienced or have been subjected to discriminatory behaviours whilst undertaking your role as an Member since the start of this new political term?

- Yes (go to Q15 and proceed with the rest of the Qs)
- No (go to Q26)

Q15 If YES, what was the nature of the discrimination that you experienced?

- Age related - treated differently or unfavourably because you are (are not) or perceived as a certain age or age group
- Disability related - when you are treated less well or put at a disadvantage due to your disability
- Gender reassignment related - discriminated against because you are transsexual or when your gender identity from the sex assigned to you when you were born
- Racial - discrimination or use of discriminatory language because of your race - your colour, your nationality, ethnic origin e.g., racist comments or abuse
- Religious or philosophical belief or lack of - when you are treated differently or unfavourably or favourably because you are (or are not) or perceived to be of a particular religion or philosophical belief.

- Sexual orientation - treated differently e.g., experience to homophobia - because of your sexual orientation - heterosexual, gay, lesbian or being perceived to be of a particular sexual orientation
- Sex discrimination or sexism - being treated differently or less favourably or worse you are (or are not) of a particular sex or are member of the opposite sex.
- Maternity or pregnancy - being treated unfavourably because you are pregnant or has a new child, e.g., denying time off maternity appointments or refusal of paternity leave.
- Health related - treated less favourably because of medical condition including mental health (or condition of close family member), being bullied back to work after being sick, being denied reasonable adjustments.
- Other, please describe

Q16 How often have you experienced these behaviours?

- Once
- Twice
- More than twice

Q17 Which individuals or groups subjected you to discriminatory behaviours?

- Elected Members of the Council in my political group
- Elected Members from another political group in the Council
- From Officers/Managers of Cardiff Council
- From officers of external public sector organisations or Council partner organisations, e.g., Health Board, police force, regulatory or audit bodies etc.
- From members of the public or ward constituents
- From media representatives/officers
- From contacts or followers on social media
- Other, please specify

Q18 Where or when did your experience of discriminatory behaviours happen or usually happen.

- During informal interactions/ with other Members or Council officers
- Before, during or after Full Council meetings
- Before, during or after formal Committee meetings
- At Group meetings
- In the Members lounge
- In the local community or ward - while working or interacting with ward members/constituents
- When on-line on social media platforms
- At your home or residential area
- Other, please describe

Q19 Did you tell anyone (**not formally report**) of the unacceptable behaviour incidents (Bullying, Harassment, Discrimination) that you have experienced?

Yes (**go to Q21**)

No (**go to Q20**)

Q20 If NO, why did you not tell anyone of the incident you experienced?

Concerned about personal impact or repercussions

Not sure how it will be received by colleagues or friends

It is a personal issue and want to keep it private – not anyone's business

Not sure who I can trust with this matter/issue

Do not feel able to judge if issue is serious enough to be worth raising

Do not know how to raise a concern

None of these

Other, please describe

Q21 If YES, who have you told about your experience?

My Group Leader

My Group Whip

Other Members in my political Group

A Committee Chair

The Monitoring Officer

The Head of Democratic Services

My family members

My close friends

Other, please specify

Q22. Have you formally reported the incident/s that you have experienced?

Yes (**go to Q24**)

No (**go to Q23**)

Q23. If NO, why have you chosen not to formally report the incident that you have experienced?

Concerned about personal impact or repercussions

Not sure how it will be received by colleagues

It is a personal issue and want to keep it private – not anyone's business

Not sure who I can trust with this matter/issue

Not confident concern will be addressed

- Have raised concern before and was not listened to
- No way to raise concern anonymously
- Do not feel able to judge if issue is serious enough to be worth raising through the formal channels
- Do not know how to raise a concern formally
- None of these,
- Other, please specify

After completion of Q23, proceed to Q28

Q24. If Yes, to whom did you formally report the incident/s you experienced?

- My Group Leader
- My Group Whip
- A Committee Chair
- The Monitoring Officer
- The Head of Democratic Services
- Other, please specify

Q25 After reporting the bullying, harassment or discriminatory incident/s that you experienced, do you feel that you were:

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well Supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26. How satisfied are you with the outcomes or resolution of the incident/s that you reported?

Very unsatisfied	Unsatisfied	Neither	Satisfied	Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Please provide any other comments on how the incidents that you reported were handled or dealt with.

Observations of or witnessing unacceptable behaviours

Q28 Since the start of your current term as a Member, have you observed or witnessed the following unacceptable behaviours displayed by other Members?

	Yes	No
Bullying	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>

Discriminatory behaviours

(If any are Yes go to Q29 and proceed with the rest of Qs) (If all are No go to Q35)

Q29 To whom were these unacceptable behaviours directed to:

- Another Member in the same political group
- Another Member of another political group
- Council officers
- Officers of external partner organisations
- the media
- Members of the public
- Contacts or followers on social media
- Other, please specify

Q30 Where or when did you observe or witness these unacceptable behaviours happen or usually happen?

- During informal interactions/ with other Members or Council officers
- Before, during or after Full Council meetings
- Before, during or after formal Committee meetings
- At Group meetings
- In the Members lounge
- In the local community or ward - While working or interacting with ward members/constituents
- At your home or residential area
- On-line on social media platforms
- Other, please describe

Q31 Did you report the incidents that you observed or witnessed

- Yes **(go to Q30 and proceed with the rest of Qs)**
- No **(go to Q35)**

Q32 If YES, who have you told or reported the incidents that you observed or witnessed?

- My Group Leader
- My Group Whip or another Member in my political group
- A Committee Chair
- The Monitoring Officer
- The Head of Democratic Services
- Other, please specify

Q33 After reporting the bullying or harassment or discriminatory incident/s that you

observed, do you feel that the victim has been or was:

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well Supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q34 After reporting the bullying or harassment or discriminatory incident/s that you observed or witnessed, do you feel that the accused:

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Was treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledged their unacceptable behaviours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35 If NO, why did you not formally report the incidents that you observed or witnessed?

- Concerned about personal impact or repercussions
- Not confident concern will be addressed
- Have raised concern before and was not listened to
- No way to raise concern anonymously
- Do not feel able to judge if issue is serious enough to be worth raising
- Do not know how to raise a concern
- None of these
- Other, please specify

Knowledge of and confidence in reporting unacceptable behaviours

Q36 Do you think you have a duty to report unacceptable behaviours - bullying, harassment and discrimination that you experience, and/or observe or witness whilst undertaking your role as an Member of the Council?

- Yes (go to Q38 and proceed with the rest of Qs)
- No (go to Q37)
- Not sure (go to Q38)

Q37 If No, or not sure, please provide more information

Q38 Are you currently aware of the process for reporting unacceptable behaviours that you experience and/or observe or witness when undertaking your role as an Member of the Council?

- YES, I am confident that I know the process and who I should contact or report the incidents that I experience

- NO**, I am not aware of the process or who I need to contact or report incidents of unacceptable behaviours
- Unsure**, I am not sure nor confident on what to do and who to contact if /when I experience unacceptable behaviours
- Any other comments

Q39 Please provide any other comments that you have on the process for reporting unacceptable behaviours that you experience and/or observe or witness in the Council.

Q40 Your level of agreement on how the Council deals with unacceptable behaviours - bullying, harassment and discrimination.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Bullying, harassment and discrimination misconduct is taken seriously by the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is safe to speak up and raise concerns about bullying, harassment and discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is safe to personally challenge inappropriate behaviours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Those who raise concerns are supported and protected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If bullying or any unacceptable behaviour is found to have taken place, appropriate action is taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q41 What do you think needs to be done to improve current arrangements for dealing with unacceptable behaviours i.e., bullying, harassment and discrimination that affects Members of the Council? **Rank according to importance.**

- Early Intervention and Prevention** - Tackling and challenging unhelpful attitudes and behaviours that over time can manifest in or perpetuate incidents of bullying, harassment and misconduct. Support opportunities to

address tensions and conflicts at an early stage, before the formal complaint procedure is needed.

- Education and Signposting** - Having clear and consistent guidance that is well promoted. Educate Members on what bullying, harassment and misconduct looks like in tangible terms, and provide opportunities for members to seek confidential advice.

- Impartial and Timely Procedures** - Enable individual to raise a complaint confidentially.
- Appropriate and Transparent Outcomes** – Ensure both parties are fully briefed on the outcomes of the investigation. Provide aftercare for those involved, to deal with the potential ‘fall-out’ of investigations, including the impact this might have on people’s wellbeing

- Build the Evidence Base** - Use data to monitor system and track how many cases are raised, actually resolved and resulted in a tangible outcome. Use evidence to inform and monitor procedural changes to ensure they are having the intended impact.

Q42 Please provide any other comments on what you think should be done to improve arrangements for dealing with unacceptable behaviours such bullying, harassment and discrimination directed towards Members of the Council.

Monitoring Questions

Q43. What is your sex (registered at birth)? Please note that the question on your gender identity follows.

- Female
- Male
- Prefer not to say

Q44. Is the gender you identify with, the same as your sex registered at birth?

- Yes (**Go to 46**)
- No

Q45. If No, please specify your gender identity.

- Trans man
- Trans woman
- Non- binary
- Prefer not to say
- Other

If Other and/or prefer to self-describe, please specify.

Q46. In which of the following age groups did you fall under from 31 March 2022? Please tick the box that corresponds to your response.

- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

Q47. Are you?

- Single
- In a same-sex civil partnership
- Married
- Living together/co-habiting
- Separated/divorced or legally separated if formerly in a same-sex civil partnership
- Widowed
- Other

If Other, please specify.

Q48. What is your ethnic group?

- White - Welsh/English/ Scottish/Northern Irish/British
- White - Irish
- White - Gypsy or Irish Traveller
- White - Any other background
- Mixed/multiple ethnic groups - white and Asian
- Mixed/multiple ethnic groups - white and black Caribbean
- Mixed/multiple ethnic groups - white and black African
- Mixed race - Welsh/English/ Scottish/Northern Irish/British
- Mixed/multiple ethnic groups - any other
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Chinese
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Pakistani
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Bangladeshi
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Indian
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - any other
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - African
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - Caribbean
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - any other
- Arab
- Prefer not to say
- Any other ethnic group

If Other, please specify.

Q49. Do you regard yourself as belonging to any particular religion?

- Yes
- No, no religion

Q50. Please specify.

- Buddhist
- Christian (including Church in Wales, Catholic, Protestant, and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other

If Other, please specify.

Q51. Which of the following best describes your sexual orientation?

- Bisexual
- Gay woman/lesbian
- Gay man
- Heterosexual/straight
- Prefer not to answer
- Other sexual orientation

If Other, please specify.

Q52. Other than your Council role, which of the following best describes what you are doing at present?

- Working full-time (30+ hours per week)
- Working part-time (less than 30 hours per week)
- In full-time education
- On a government training scheme
- Unemployed - registered job seeker
- On a zero-hour contract
- Permanently sick or disabled person
- Wholly retired from work
- Looking after home
- Caring for a child or adult
- Other

If Other, please specify.

Q53. Which of the following best describes your housing tenure?

- Owned outright
- Owned with a mortgage
- Rented from the local authority
- Rented from a housing association
- Private rented
- Other

If Other, please specify.

Q54. Do have any children living at home?

- No children
- Yes, under 5 years old (pre-school)
- Yes, aged 5-11 (primary school)
- Yes, aged 11-16 (secondary school)

- Yes, aged 16-18 in full-time education or working
- Yes, aged 16-18 but not in full-time education or working

Q55. Do you care, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support?

- Yes
- No

Q56. Do you consider yourself to be Welsh?

- Yes
- No

Q57. Which is your first language?

- English
- Welsh
- Other

If Other, please specify.

Q58. How would you describe your Welsh language skills?

- Fluent
- Moderate
- Basic
- Learner
- None

Q59. Do you identify as a disabled person?

- Yes
- No

Q60. Please select any of the following that apply to you:

- Deaf/deafened/hard of hearing
- Mental-health difficulties
- Learning impairment/difficulties
- Visual impairment
- Wheelchair user
- Mobility impairment
- Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)
- Prefer not to say
- Other

If Other, please specify.

Q61. Do you identify as a neurodivergent individual?

Yes

No

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NEURODIVERSITY SURVEY

Introduction

This survey has been approved by the Standards and Ethics Committee and will cover two main parts:

1. Diversity

This part of the survey will assist to provide an updated position in respect of the diversity of members using the categories contained in the 2021 Census. These questions will also assist in the analysis of the response data.

2. Neurodiversity:

This part of the survey will enable Democratic Service to establish the number of Members identifying as neurodivergent, the challenges they encounter and the types of support and services that they may require. Additionally, the survey will also ask questions of Members' perceptions and understanding of neurodivergence.

All information collected by this survey will be treated as confidential and will be processed and used in-line with the requirements of the Data Protection Act (2018) and the General Data Protection Principles.

To support the confidential nature of this survey Democratic Services has allocated a large block of numbers to the Whips of each Group, who in turn have allocated one of those numbers to you. Please use the specified number allocated to you by your whip at in question 1 of the survey.

In supplying this, you consent to the Council processing the data for the purpose for which it is supplied. If you wish to withdraw consent at any time, please email gary.jones3@cardiff.gov.uk.

This survey will take approximately 15-20 minutes to complete. If you need any assistance with completing the survey, please contact the Democratic Services team who may be able to assist you.

- Q1 Please state the individual number that has been allocated to you by your Political Whip for when you complete this survey.

Monitoring Questions

- Q2. What is your sex (registered at birth)?
Please note that the question on your gender identity follows.

- Female
 Male
 Prefer not to say

- Q3. Is the gender you identify with, the same as your sex registered at birth?

- Yes **(Go to Q5)**
 No
 Prefer not to say **(Go to Q5)** Page 37

Q4. If No, please specify your gender identity.

- Trans man
- Trans woman
- Non- binary
- Prefer not to say
- Other

If Other and/or prefer to self-describe, please specify.

Q5. In which of the following age groups did you fall under from 31 March 2022? Please tick the box that corresponds to your response.

- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

Q6. Are you?

- Single
- In a same-sex civil partnership
- Married
- Living together/co-habiting
- Separated/divorced or legally separated if formerly in a same-sex civil partnership
- Widowed
- Other

If Other, please specify.

Q7. What is your ethnic group?

- White - Welsh/English/ Scottish/Northern Irish/British
- White - Irish
- White - Gypsy or Irish Traveller
- White - Any other background
- Mixed/multiple ethnic groups - white and Asian
- Mixed/multiple ethnic groups - white and black Caribbean
- Mixed/multiple ethnic groups - white and black African
- Mixed race - Welsh/English/ Scottish/Northern Irish/British
- Mixed/multiple ethnic groups - any other
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Chinese
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Pakistani
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Bangladeshi

- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - Indian
- Asian/Asian Welsh/English/ Scottish/Northern Irish/British - any other
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - African
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - Caribbean
- Black/African/Caribbean/black Welsh/English/ Scottish/Northern Irish/British - any other
- Arab
- Prefer not to say
- Any other ethnic group

If Other, please specify.

Q8. Do you regard yourself as belonging to any particular religion?

- Yes
- No, no religion (Go to Q10)

Q9. Please specify.

- Buddhist
- Christian (including Church in Wales, Catholic, Protestant, and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other

If Other, please specify.

Q10. Which of the following best describes your sexual orientation?

- Bisexual
- Gay woman/lesbian
- Gay man
- Heterosexual/straight
- Prefer not to answer
- Other sexual orientation

If Other, please specify.

Q11. Other than your Council role, which of the following best describes what you are doing at present?

- Working full-time (30+ hours per week)
- Working part-time (less than 30 hours per week)

- In full-time education
- On a government training scheme
- Unemployed - registered job seeker
- On a zero-hour contract
- Permanently sick or disabled person
- Wholly retired from work
- Looking after home
- Caring for a child or adult
- Other

If Other, please specify.

Q12. Which of the following best describes your housing tenure?

- Owned outright
- Owned with a mortgage
- Rented from the local authority
- Rented from a housing association
- Private rented
- Other

If Other, please specify.

Q13. Do have any children living at home?

- No children
- Yes, under 5 years old (pre-school)
- Yes, aged 5-11 (primary school)
- Yes, aged 11-16 (secondary school)
- Yes, aged 16-18 in full-time education or working
- Yes, aged 16-18 but not in full-time education or working

Q14. Do you care, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support?

- Yes
- No

Q15. Do you consider yourself to be Welsh?

- Yes
- No

Q16. Which is your first language?

- English
- Welsh
- Other

If Other, please specify.

Q17. How would you describe your Welsh language skills?

- Fluent
- Moderate
- Basic
- Learner
- None

Q18. Do you identify as a disabled person?

- Yes
- No

Q19. Please select any of the following that apply to you:

- Deaf/deafened/hard of hearing
- Mental-health difficulties
- Learning impairment/difficulties
- Visual impairment
- Wheelchair user
- Mobility impairment
- Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)
- Prefer not to say
- Other

If Other, please specify.

Q20. Do you identify as a neurodivergent individual?

- Yes **(Go to Q27)**
- No **(Go to Q21)**

Q21. If NO, are you aware of what neurodiversity is and how neurodivergent individuals may present themselves?

- Yes
- No
- Unsure

Q22. How aware are you of the following neurodivergent traits/conditions?

	Not at all	Slightly Aware	Somewhat Aware	Moderately Aware	Extremely Aware
ADHD (Attention Deficit Hyperactivity Disorder)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Autism Spectrum Disorder/Conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyslexia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyscalculia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyspraxia / Developmental Coordination Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tic Conditions (including Tourette's Syndrome)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developmental Language Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify the name of any other neurodivergent traits or conditions that you are aware of.

Q23 Please indicate if you 'Agree' or 'Disagree' with the following statements:

	Disagree	Unsure	Agree
Being neurodivergent is a disability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being neurodivergent is a negative characteristic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neurodivergent individuals bring unique strengths and benefits to their roles in the workplace and the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How aware are you of some of the strengths outlined below that are associated with neurodivergent individuals?

	Aware	Not Aware
ADHD - Insightfulness, creative thinking, and problem solving. Tend to be comfortable taking calculated risks, being at ease with uncertainty and take calculated risks and pushing boundaries. The ability to hyperfocus when in a state of 'flow' on a stimulating task is an oft-forgotten attribute of many with ADHD.	<input type="checkbox"/>	<input type="checkbox"/>
Autism - Problem solving and analytical thinking, some have a strong focus and concentrate for a long time,	<input type="checkbox"/>	<input type="checkbox"/>

often have exceptional ability to assimilate and retain detailed information.

Dyslexia - Associated with general inventiveness and creativity and big picture thinking. Other notable traits include the ability to create a vision through visual narrative thinking and then use this vision to inspire others through powerful storytelling. Some could be comfortable at risk taking.

Dyspraxia or Developmental Coordination Disorder - Persistence, determination and extremely hardworking are notable characteristics. Often resourceful and determined problem solver. Many have good auditory skills such as an ability to learn languages, music, produce creative writing or poetry.

Dyscalculia - Creative, intuitive, strategic thinking, seeing the big picture, intuitive thinking - stronger in the areas of art, music, design, architecture and engineering. Innovative, problem solving and trouble shooting. Good verbal communication skills.

Tourette's Syndrome – Very sensitive to people and their reactions - makes them excellent at reading situations. Skilful at planning ahead. Creative approach to problem solving. Often very imaginative and are great at working in creative roles.

Q25. How useful would it be for you to access awareness raising and/or training on neurodiversity from the following?

	Not at all useful	Slightly useful	Somewhat useful	Moderately useful	Extremely useful
Someone with lived experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External professional – psychologist and or medical professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26. Who else could provide you with awareness raising and/or training on neurodivergence?

Q27 If YES, which type of neurodivergent traits do you identify with? You can choose more than one from the options below and please indicate whether you have a formal diagnosis or are seeking one.

	I have received a formal diagnosis	I am awaiting a formal diagnosis	I am not seeking a formal diagnosis
ADHD (Attention Deficit Hyperactivity Disorder)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Autism Spectrum Disorder/Conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyslexia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyscalculia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyspraxia / Developmental Coordination Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tic Conditions (including Tourette's Syndrome)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developmental Language Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If Other or Unsure, please elaborate on the traits or characteristics that you identify with.

Q28. As a neurodivergent individual, do you see yourself as disabled?

- Yes
- No
- Unsure

Q29. Do you feel that your strengths as a neurodivergent individual have helped you in your current role?

- Yes (Go to Q30)
- No (Go to Q31)

Q30. If YES, in what way? Please elaborate.

Q31. Have you disclosed/shared with others in Cardiff Council that you are neurodivergent?

- Yes (Go to Q34)
- No (Go to Q32)

Q32. If NO, what are your reasons for not disclosing your condition? Please tick all that apply.

- I am worried about stigma and discrimination from colleagues.
- It may limit my political prospects.
- I am concerned at how my colleagues would react.
- I feel that there are no supportive and knowledgeable staff.
- I feel that existing support is inadequate or unhelpful.
- I think the support I need will not be provided.
- I do not know who to ask for help.
- I do not want to share confidential information as I prefer to keep my condition private.
- I do not have a formal diagnosis.
- I would rather carry out my role without support.
- Being neurodivergent is not relevant to my work and does not affect to my role in the Council.
- Other

If Other, please specify

[\(Go to Q35\)](#)

Q33. Who did you share this information with? Tick all that apply

- Council officers
- Political Group Colleagues
- Other Member colleagues
- Members of the public/ward constituents

Q34. What was the response when you disclosed your condition?

	Very Unhelpful	Quite Unhelpful	Neutral	Quite Helpful	Very Helpful
Council officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Political Group Colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Member colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members of the public/ward constituents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35. As a neurodivergent Member, how supportive is Cardiff Council to your condition?

- Don't know, as I have not disclosed being neurodivergent to Cardiff Council
- Not supportive
- Neutral
- Quite Supportive
- Very Supportive

Q36. Do you feel that you have specific challenges in your role as an Member that relate to

your neurodivergent traits?

- Yes **(Go to Q37)**
- No **(Go to Q38)**

Q37. If YES, what challenges have you encountered as a result of your neurodivergent condition.

- Looking after my mental well being
- Looking after myself physically
- Concentration
- Working memory (remembering a series of instructions given to me)
- Long term memory (remembering information from the past)
- Asking for help when I need it.
- Managing boundaries at work
- Understanding colleagues and other's intentions
- Working with others
- Working on my own
- Organising tasks
- Reading, writing and spelling
- Numeracy
- Fine motor skills/control e.g. recording information by hand, learning new tasks requiring coordination
- Finding my way around to unfamiliar places
- None of the above
- Other

If Other, please specify

Q38. As a neurodivergent Member, are you aware that you can request adjustments (even without a medical diagnosis) to support you in your current role in Cardiff Council?

- Yes **(Go to Q39)**
- No **(Go to Q40)**

Q39. If YES, have you been able to access any specific adjustments to support you in your role as a Member?

- Yes **(Go to Q41)**
- No **(Go to Q40)**

Q40. If NO, please provide reasons why

(Go to Q46)

Q41. How easy was it to access adjustments to support you in your role as a Member?

- Very difficult
- Somewhat difficult
- Unsure
- Somewhat easy

Very easy

Q42. Were/was the adjustment/s that you received tailored to your individual needs/setting?

- Not tailored at all
- Tailored to some extent
- Tailored to a large extent

Q43. How helpful were the adjustments provided to you?

- Not at all helpful
- Slightly helpful
- Moderately helpful
- Very helpful
- Extremely helpful

Q44. Overall, how satisfied are you with the adjustments that Cardiff Council has so far provided to you as a neurodivergent Member?

- Very dissatisfied
- Dissatisfied
- Nether satisfied nor dissatisfied
- Satisfied
- Very satisfied

Q45. Please provide any other comments on the adjustments that were offered or provided to you.

Q46. Would it be useful for you to access the following **environment and procedural** related adjustments in the future?

	Yes	No	Unsure
Taking frequent breaks when undertaking your Council work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility to work from home – do part of work from home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapt work rules, policies, and procedures to better suite my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make changes to workplace arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change noise levels – including wearing headphones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change or adjust intensity of lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have suitable workspace or area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q47. Would it be useful for you to access the following types of **technological adjustments** in

the future?

	Yes	No	Unsure
Speech to text software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mind mapping software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spell checker/Grammar checker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dual screen or reading Stand/standing desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software to support organisation and time management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coloured overlays, printing and reading material put on coloured paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
White board, pin board, coloured Post it notes etc.to aid planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of notes before meeting, close captioning in meeting and meeting transcripts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist training to use technological adjustments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change font size of reading materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q48. What other work related adjustments would you find useful?

Q49. Would it be useful for you to access specialist work coaching? Specialist work coaching involves having 1-1 support from a specially trained individual to help someone who is neurodivergent navigate through the challenges that they face, facilitate the learning of new skills, and identify resources and strategies that could be useful.

	Yes	No	Unsure
Memory issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisational issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time management issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Numeracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q50. What else can Cardiff Council do to support Members who are neurodivergent?

**CYNGOR CAERDYDD
CARDIFF COUCIL**



DEMOCRATIC SERVICES COMMITTEE:

05 February 2024

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

DEMOCRATIC SERVICES COMMITTEE - ANNUAL REPORT 2023

Reason for this Report

1. To enable the Democratic Services Committee to consider the content of its Annual Report for 2023 and approve the arrangements for the report to be finalised and presented to full Council.

Background

2. In order to fulfil its terms of reference and to reflect on the support provided to Elected Members, the Committee prepares an annual report for presentation to full Council each year. The 2022 Democratic Services Committee Annual Report was approved by the committee at its meeting on 6 February 2023 before being presented to Council on 29 June 2023.

Terms of reference – Democratic Services Committee

3. The Committee's terms of reference are:
 - (a) To carry out the local authority's function of designating the Head of Democratic Services.
 - (b) 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.
 - (c) To make reports, at least annually, to the full Council in relation to these matters.

Issues

4. The Draft Annual Report 2023 is attached at **Appendix A** with detailed information included to reflect the following headings:

- a. Membership of the Democratic Services Committee
 - b. The Democratic Services Team – Support, Services and Structures
 - c. Resources
 - d. Key Activities and Achievements
 - e. Collaborative Working and Networks
 - f. Performance Information
 - g. Forward Plan for 2024
5. Following consideration of this Draft Annual Report any changes will be made and the report will be presented to the next committee meeting for agreement prior to its submission to Council in June.

Financial Implications

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

Legal Implications

7. Under the Local Government (Wales) Measure 2011, section 11, the Democratic Services Committee's statutory responsibilities include responsibility to 'review the adequacy of provision by the authority of staff, accommodation and other resources to discharge democratic services functions', and to 'make reports and recommendations to the authority in relation to such provision'. This statutory responsibility is reflected in the Committee's terms of reference, set out in paragraph 3 of the report.
8. The Committee's annual report to Council provides an opportunity for the Committee to make any report and recommendations considered appropriate in relation to the Council's provisions for democratic services functions.
9. In considering this matter, the Committee should have regard to the statutory guidance on Democratic Services Committees included within chapter 13 of Part 4 of the Welsh Government's: [Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government \(Wales\) Measure 2011 and the Local Government and Elections \(Wales\) Act 2021](#), issued in June 2023.

Recommendation

10. The Committee is recommended to provide any suitable comments on the content of its Annual Report 2023 which will be used to update the report in readiness for consideration at the next meeting of the committee and prior to its submission to Council in June.

GP JONES
Head of Democratic Services
30 January 2024

Appendix A: Draft Democratic Services Committee Annual Report 2023

Background papers:

- [Draft Democratic Services Committee - Annual Report 2022](#) report to Democratic Services dated 6 February 2023.
- [Democratic Services Annual Report 2022](#) presented to Council dated 29 June 2023.

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City & County of Cardiff Democratic Services Committee Annual Report 2023



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Chair's Foreword

To be completed following the 5 February 2024 Committee Meeting

Councillor John Lancaster

Chair, Democratic Services Committee

DRAFT

Membership of the Democratic Services Committee.

The Democratic Services Committee work together to develop the support and services provided to all Elected Members, Independent Members, Registered Representatives, Lay Members and Co-optees.



**Councillor
Lancaster (Chair)**



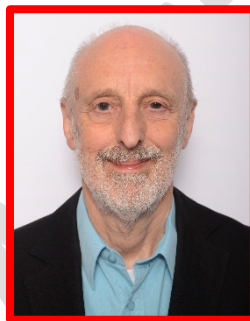
**Councillor
Ash-Edwards**



**Councillor
Carter**



**Councillor
Davies**



**Councillor
Derbyshire**



**Councillor
Goodway**



**Councillor
Lay**



**Councillor
Palmer**



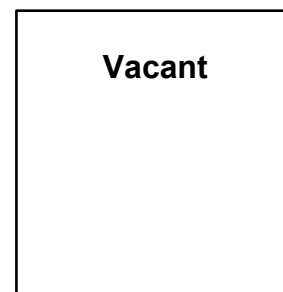
**Councillor
Parry**



**Councillor
Simmons**



**Councillor
Thomson**



Vacant

Committee Attendance.

Councillor	Possible	Actual
Councillor John Lancaster (Chair)	2	2
Councillor Mike Ash-Edwards	2	2
Councillor Joe Carter	1	1
Councillor Calum Davies	2	2
Councillor Bob Derbyshire	2	2
Councillor Russell Goodway	2	1
Councillor Chris Lay	2	1
Councillor Marc Palmer	2	1
Councillor Jaqueline Parry	2	1
Councillor Elaine Simmons	2	2
Councillor Leonora Thomson	2	2

Former Committee Members during 2023:

Councillor Jayne Cowan (Chair)	1	1
Councillor Dan Naughton	1	1

Terms of Reference.

The remit of the Democratic Services Committee is:

- (a) To carry out the local authority's function of designating the Head of Democratic Services;
- (b) 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;
- (c) To make reports, at least annually, to the full Council in relation to these matters.

The Democratic Services Team – Support, Services and Structures

Head of Democratic Services

The Head of Democratic Services has management responsibility for Committee, Electoral, Member and Scrutiny Services. An organisational structure diagram of the Democratic Services Team can be seen at **Appendix A**.

The following is an overview of the Democratic Services Team. A full list of the functions undertaken by the team can be found at **Appendix B**.

Committee Services

At the start of the year, the team was established for six members of staff made up of the Committee and Member Services Manager, two Senior Committee Member Services Officer's, one Committee and Member Services Officer and one Committee Services Assistant post and a vacant Committee Services Assistant post.

During 2023, two additional Committee and Member Services Officer were successfully recruited to better support the Local Government and Elections (Wales) Act 2021 and its Statutory Guidance that was published in 2023. Additional posts for Committee and Members Services have been funded and a further re-profiling of the Team will be undertaken in 2024.

Committee Services supports the Full Council and its Committees, the formal decision-making and good governance of the Council. This includes preparation and publication of agendas, minutes & reports packs using the Modern.Gov committee administration system; support to the Lord Mayor as Chair of Council and the Chairs of Committees. Support is provided to the following meetings.

- Full Council;
- Regulatory: Council Appeals, Planning, Planning (Policy), Public Protection and Licensing and Licensing Sub Committees;
- Governance: Appointments, Audit, Constitution, Corporate Parenting, Democratic Services, Employment Conditions, Pension, Standards and Ethics Committees – including Standards & Ethics Hearing Panels & Local Authority Governor Panels;

- Scrutiny: Economy and Culture, Environmental, Children and Young People, Community and Adult Services and Policy Review and Performance Scrutiny Committees;
- Joint Committees: Glamorgan Archives; Prosiect Gwyrdd & Joint Pension Board;
- Maindy Park Advisory Committee

The Committees Team also co-ordinates the delivery of the audio visual and webcasting facilities to support the Council's Multi-location Meetings Policy for Council and its committees.

Member Services

At present, the Member Services Team consists of three Member Support Officers who are managed by the Committee and Member Services Manager. The team supports all 79 Elected Members and provides them with a first point of contact to address any queries they may have.

Member Services also provides Elected Members and Community Council Clerks with support for the use of the Member Enquiry System including the monitoring of the progress of the issues logged onto the system.

Scrutiny Services

At present, the team consists of six members of staff made up of five Principal Scrutiny Officers and a Principal Research Officer. The team is managed by the Head of Democratic Services.

Scrutiny Services support the following Scrutiny Committees.

- Children and Young People (CYP) Scrutiny Committee
- Community & Adult Services Scrutiny Committee (CASSC)
- Economy & Culture Scrutiny Committee (ECSC)
- Environmental Scrutiny Committee (ESC)
- Policy Review and Performance Scrutiny Committee (PRAP)

Resources

The budget allocation for 2023/24 for the Democratic Services Team was £3.269m which was allocated as follows to the relevant service areas.

Service	Net Budget £000
Democratic Services	1,037
Member Services	2,232
Total	3.269

The latest financial projection indicates that:

- Democratic Services Team will achieve an underspend of £38,000 at the end of this financial year due to the delays in backfilling vacant posts.
- Member Services are estimating an overspend of £41,000. This is largely due to software related costs of £21,000 for Modern Gov, unbudgeted ICT equipment costs estimated at £10,000 and increased costs of Councillor Surgery rooms at £5,000.

Committee and Member Services - Key Activities and Achievements

The Member Enquiries System (MES)

Member Enquiries is one of the key services provided by the Member Services team and which is used by 76/79 (96.2%) Elected Members. The MES is an important tool to effectively deal with the issues raised by residents with their Councillor. Logging enquiries provides Senior Managers with data on the key service issues, logging frequency and trends.

The agreed performance target requires that responses to enquiries raised by Elected Members will be provided within 10 working days and the Member Services team is continually monitoring MES for responses to and from councillors, chasing and escalating matters as necessary. The team liaises closely with agents in Directorates and regularly meet with teams to deal with specific issues in particular in relation to Requests for Service. The complexity and multi-service nature of some enquiries means that response times can exceed the 10 working days.

Enquiry Type	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Totals
Total Enquiries	1617	1626	1539	1543	6325
Member Self-serve	29%	46%	43%	38%	39%
Logged by Officer	71%	54%	57%	62%	61%
Avg Time taken to close in days.	11.25	11.35	14.42	11.91	12.23

Supporting Community Councils

Cabinet formally adopted the Community Council Charter on 13 December 2018 and it was agreed that the MES service will be provided to Community Councils on a permanent basis with the use of the service being monitored and reviewed as and when necessary. This service has continue throughout 2023 and has included the circulation of information to Community Council Clerks to ensure that they were kept up to date with key information.

Until recently the MES has primarily been a stand-alone system using Halo which with its most recent developments has provided a system suitable to support the enquiries raised by Elected Members. The Democratic Services Committee received a number of update reports detailing the intention to integrate the Members Enquiry System into the Corporate Complaints, Compliments and Enquiries Management system.

Developing the System

The Head of Democratic Services also met with the majority of political group whips to identify any improvements of the MES that would enhance the effectiveness of the MES for their casework. The general consensus was that the 10-day SLA should not be increased for routine enquiries and that following the roll out of the corporate system that a possible reduction in the SLA for key issues or the development of urgent enquiries should be considered.

In preparation for the implementation of the Corporate Complaints, Compliments and Enquiries Management system the MES and its Member Portal was evaluated by the Head of Customer Services and colleagues from Connect 2 Cardiff (C2C) with the intention of determining whether the software and user interface could be improved. The review identified that:

- The system is simple to use and uses conventional navigation and fields.
- The views are uncluttered and allow users to easily access existing tickets, view any updates and add additional notes and correspondence.
- The log in process and restrictions around the devices used needs to be reviewed to make sure that process is as simple as possible.
- The portal functions well on a mobile device and resizes to the screen.

- Additional fields within the form to raise a new enquiry may benefit the data capture.
- Some expansion of the view for existing tickets may benefit the user when searching their tickets.

The Committee supported these improvement proposals which were subsequently implemented with the roll-out of the corporate system.

The Members and Cabinet Enquiries elements of the new system were implemented on 16 August 2023 and a period of proofing on the live system has been undertaken. A further period to fully embed the new system across the organisation is currently being undertaken to ensure that the updated processes deliver the anticipated benefits.

The Member Services Team have been instrumental in supporting the implementation of this corporate system. Their experience and knowledge has been invaluable in assisting the simplification of processes, enhancing accountability and transparency, supporting 18 training sessions for 13 Teams which were attended by over 80 employees. They have also supported individual teams with their transition to using Halo by acting as a mini help-desk to deal with immediate issues from service area teams.

Continued development the Council's Conference system

The Authority has experienced significant challenges following the implementation of the Council's conferencing system particularly with the sustaining effective remote attendance for public meetings. A range of issues have been experienced including video displays and audio levels and a failure of the system due to cable damage during a meeting of council causing the meeting to be postponed.

The temporary closure of the City Hall to undertake maintenance to the hearing system, the conferencing system was transferred to the County Hall Chamber with the intention of holding Council meetings in the County Hall Chamber from September 2023.

During the consultation with Elected Members it was identified that several committees wanted to hold their meetings at the same time as other meetings. This was particularly evident during Scrutiny Committee budget meetings which could not be effectively scheduled to meet the needs of the Members or to maximise the benefits of scrutiny.

A number of alternative solutions including the use of hybrid Teams meetings have been attempted but proved to be ineffective. The provision of a second conferencing system was identified as the preferred method for delivering either overlapping or simultaneous committee meetings with Committee Room 1 being identified as the alternative venue for Committee meetings. A second system would also have the benefit of minimising any cable or other issues from the regular movement of the conferencing system between meeting venues.

Additional resources were provided to Democratic Services to enable the recruitment of additional staff to meet requirements of the Local Government and Elections (Wales) Act 2021 which would also enable some committee meetings to be held simultaneously. The recruitment of two additional Committee and Members Services officers has been completed and further recruitments are planned during this financial year.

Committee Room 4 is the primary venue for committee meetings which works well but some minor enhancement of the sound particularly for smaller meetings was needed. To optimise the equipment and resources for committee meetings, the existing portable conferencing system would be upgraded and used for meetings in the Council Chambers and Committee Room 1, with a new fixed system being installed in Committee Room 4.

The installations have been completed and have been proof tested with further technical and load testing due to be carried out. Following the successful testing of simultaneous meetings, the calendar of meetings will be prepared to better support the requirements of Elected Members.

The latest version of the software and infrastructure has appeared to have address the issues that were experienced earlier in the year. Further updates to the software are being planned for implementation early in 2024 and a review of the Multi-location Meeting Policy will be undertaken in 2024-25.

Webcasting

The Council has a webcasting contract with Public-I. Public meetings have been live-streamed or recorded for subsequent upload to the Council webcast website. Those

meetings which contained predominantly exempt items were not recorded or webcast. The table below provides a summary of the webcasting information for 2023.

Webcasting Summary 2023						
Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
Council	11	33:51:33	1611:56:37	5144	2101	3043
Cabinet	12	12:03:09	510:53:39	3480	442	3038
Planning	13	20:31:21	1091:07:14	3727	894	2833
Scrutiny	51	103:01:40	1506:50:02	5410	1212	4198
Governance & Audit	5	11:28:40	142:38:41	621	126	495
Std's and Ethics	4	5:05:08	65:49:52	316	39	277
Others	3	01:49:12	17:21:44	297	48	249
Totals	99	187:50:43	4946:37:49	18995	4862	14133

The data for 2023 shows the decrease of 3 (2.9%) of meetings which is not mirrored by a corresponding reduction in the number of views. The number of views increased by 2,360 (14.18%) in this year. There was also an increase of almost 222 hours (4.7%) in the total of webcast hours that were viewed.

The corporate webcasting target for 2023-24 relates to a total of 12,500 views for webcasts of Council and committee meetings. There were 10,589 views in the first 3 quarters of this period which exceeds the target for this period by **12.95%**. Further details on the webcasting data can be found in the Performance Information section of this report.

Member Development

A Member Development Programme to support all Councillors and provide opportunities for collective and individual learning was planned and delivered.

Mandatory Training

The mandatory training identified as part of the Elected Member has been ongoing and the following identifies the completion levels to date:

Topic	Attendance	
	Actual	%
What Councillors need to Know	79	100.00%
Information Governance and Data Protection	79	100.00%

Topic	Attendance	
	Actual	%
Supporting Equality in Cardiff's Diverse Communities	79	100.00%
Corporate Parenting	79	100.00%
Safeguarding	79	100.00%

A range of other topics have been delivered to support Elected Members in their role as a Councillor. These have not been identified as mandatory and therefore if a returning or new councillor has existing knowledge and skills of this topic there has been no requirement for them to attend these training sessions.

Dates	Topic	Attendance Totals
30-Jan-23	Civil Parking	37 (46.84%)
03-Feb-23		
08-Feb-23		
31-Jan-23	G&A Committee Treasury Management	8 (66.67%)
21-Feb-23	Elections Act 2022	19 (24.05%)
23-Feb-23	The Budget Process	20 (25.32%)
23-Mar-23	Member Enquiry System (MES) Update	20 (25.32%)
29-Mar-23		
2017-2022	Introduction to Rights of a Child	37 (46.84%)
26-Apr-23		
30-Jan-23	Corporate Plan Dashboard Demonstration	25 (31.65%)
22-Jun-23		
27-Jun-23		
21-Jun-23	The Council's Planning & Performance Framework (Governance and Audit Committee)	5 (41.67%)
24-Jul-23	RLDP Pre-Consultation briefing	22 (27.85%)
03-Sep-23	Equality for Recruitment	1 (100%)
11-Sep-23	Fast Track Cardiff and Vale	10 (12.66%)
07-Nov-23	Planning Committee Induction	1 (100%)

The Cardiff Academy provides an opportunity to Elected Members to undertake a number of optional E-Learning modules to enhance their knowledge. These have included:

- Local Government Finance
- Introduction to Licensing
- Introduction to Scrutiny
- Ethics
- Chairing meetings
- Community Leadership
- Corporate Governance
- Health and safety
- Wellbeing of Future Generations Act
- Social Services and Wellbeing Act
- Fraud awareness

Updating of the Elected Member Learning and Development Strategy

Following consideration of a recommendation of the Standard & Ethics Committee Annual report in 2023, Council determined that

- any subsequent topics identified as mandatory training was to be approved by full Council
- Mandatory Training was to completed within six month after the training was made available
- A duty to attend all mandatory training is incorporated within the Members' Code of Conduct, paragraph 8(c). Elected Member Personal Safety and Security

The Democratic Services Committee subsequently considered these and other minor updates to Elected Member Learning and Development Strategy before the strategy was presented to Council for approval. A full review of the strategy will be undertaken in 2024-25.

Personal Safety for Elected Members

The Authority has continued the use of "Peoplesafe" to support the lone working protection not only for Elected Members but for all of the Council's lone workers. As at 31 December 2023, 19 Elected Members have had their details uploaded to "Peoplesafe" and are actively using this facility.

The Local Government Association (LGA) has identified Cardiff Council's process for supporting the personal safety of its Elected members as exemplar of good practice and used it to provide a case study on their website. In additional the Head of Democratic Services was invited to present Cardiff Council approach to Member's personal safety to the LGA Annual Conference

Education Appeals

The Democratic Services Team currently supports the education appeals process by providing a note-taker which is part-funded by the Education Directorate. A total of 277 education appeals were held in in 2023. This equated to approximately 75 working days where a member of the team was supporting an appeal hearing.

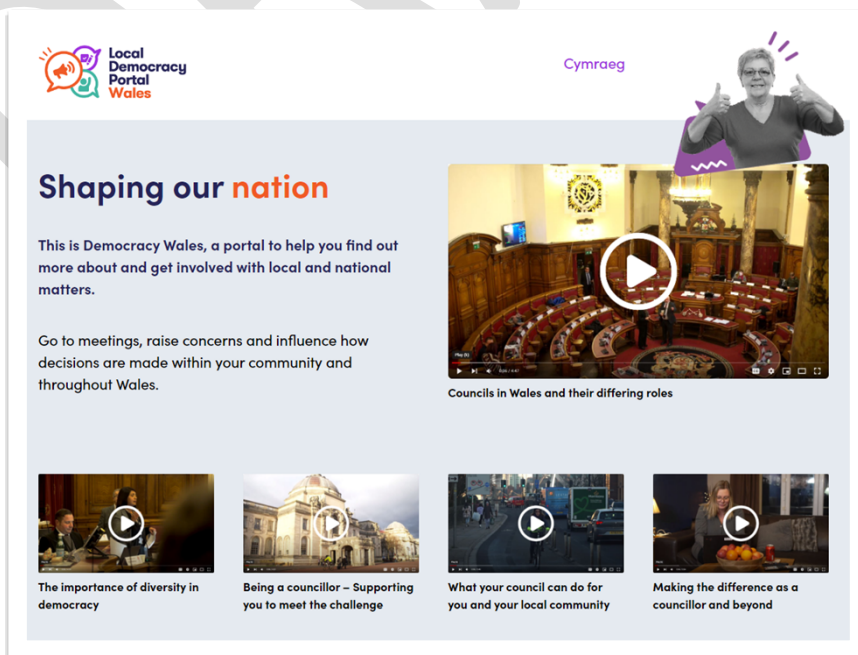
Support for the National Adoption Service (NAS)

Cardiff Council has become the host Authority for the NAS and the arrangement for the provision of its Joint Committee meetings and support have begun to be implemented. The team has procured the Civica Modern.Gov committee and the arrangements for its integration with the website has been established. Training has been scheduled and a date for the first Joint Committee meeting is planned for March 2024.

Public Engagement

As part of Local Democracy Week in October 2023 the All-Wales Democracy Portal was launched to display the videos created from the Digital Democracy grant funding. These videos were entitled:

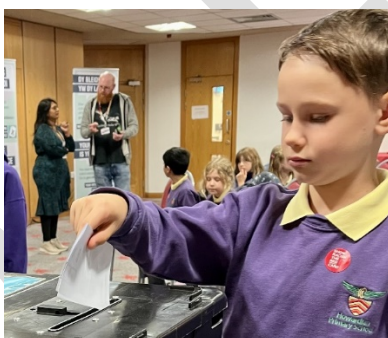
- Councils in Wales and their differences
- The importance of diversity in democracy
- Being a Councillor – supporting you to meet the challenge
- What the Council can do for you and your local community
- Making the difference as a Councillor



A pilot was also undertaken for Schools visits to County Hall to increase awareness of the importance of electoral registration and the decision-making processes of the Council.

The pilot was supported by the Lord Mayor, Councillor Bablin Molik, Cabinet Member Councillor Julie Sangani and a ward Councillor Jon Shimmin. The itinerary for the visit included:

- A welcome from the Lord Mayor or Deputy Lord Mayor
- A short briefing on democracy in Cardiff
- An Interactive demonstration of an election activities, including:
 - Casting a vote at a polling station
 - The Election Count
- Council Chamber visit and demonstration including:
 - Microphones and display systems
 - How the Council makes decisions
 - Voting at Council meetings
- Lord Mayor information session:
 - The role of a councillor
 - The role of the Lord Mayor
 - The Lord Mayor's Regalia
- Presentation of a certificate of attendance for each young person from the Lord Mayor or Deputy Lord Mayor as a memento

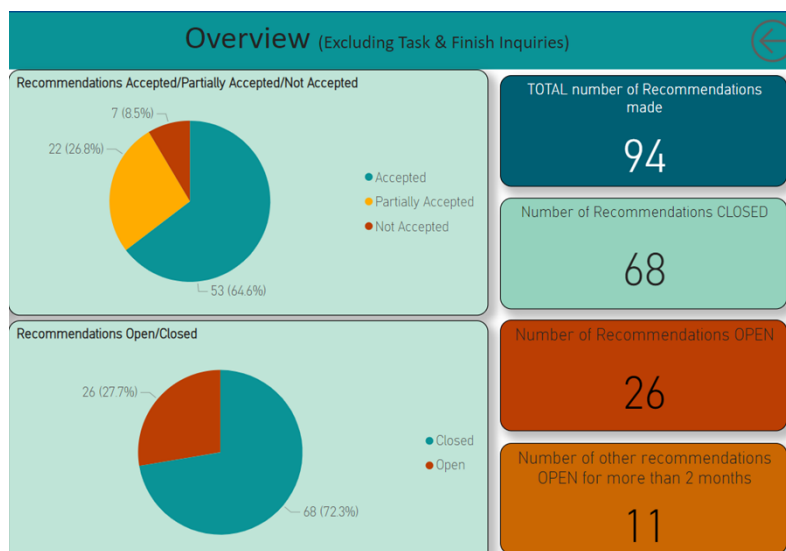


The pilot was successful and further dates are being identified and support from local members will be sought.

Scrutiny Services - Key Activities and Achievements

Progress has been made towards enhancing the engagement and participation of the public in scrutiny activities. The Scrutiny webpages have been improved to make it easier for residents, workers, and employers to contribute to scrutiny. There is a 'Get Involved' page, so that people who live or work in Cardiff can share their views and experiences on the topics being scrutinised, and can also suggest a topic for future scrutiny, by using online 'Contact Us' forms. There are also pages for each scrutiny committee, which show what topics the Scrutiny Committees are examining, and a page for the Scrutiny Annual Report, a public facing document encouraging engagement and participation with Scrutiny – [Scrutiny \(cardiff.gov.uk\)](http://Scrutiny(cardiff.gov.uk)). In addition, Council press releases on Cabinet items programmed for scrutiny now also include reference to scrutiny, with an electronic link to relevant scrutiny papers.

This year has seen the further evolution of the Scrutiny Recommendations Monitoring Tracker and alongside this the development of a PowerBI report to allow easy access, interpretation and reporting of the data and information collated in the spreadsheet. This information has been utilised in the new format Scrutiny Annual Report.



The following outlines the other key activities of the Scrutiny Services Team:

Children & Young People Scrutiny Committee

The Children and Young People Scrutiny Committee has a key governance role in assessing service performance, informing service and policy development across a range of Council services, including Education, Social Care for Children, Children’s support services and the Youth Service.

During 2023, the Committee continued to focus on Education and Schools Recovery, with the Committee undertaking a number of short scrutiny exercises on attendance, attainment, financial challenges, wellbeing of staff and pupils; the new curriculum and ALN. This included hearing directly from School Head Teachers, young people and the Virtual Head Teacher. The Committee will continue to prioritise this issue in 2024.

During 2023, School Organisation Planning (SOP) Proposals continued to dominate the Committee’s Agendas and the work of the SOP Task & Finish Group (see below for more details).

In relation to Children's Services, the Committee scrutinized the Children's Services Strategy; and on a quarterly basis, the Committee monitored the performance of Children's Services for children who are looked after, children in need, the youth justice service and staffing. The Committee regularly seeks clarification on areas of concern and expectations for improvement, which are always responded to. Going forward into 2024, the Committee will continue to monitor performance in this area; as well as undertaking short scrutiny exercises on developments in relation to Innovations in Children's Services; and looking at those children and young people who are looked after and have additional learning needs.

During 2023, the Committee also received a number of reports from partner organisations, including the Central South Education Consortium; Corporate Parenting Advisory Committee; and the Vale, Valleys and Cardiff Adoption Consortium.

In addition to the above issues, the Committee also prioritized the Youth Service as part of its work; as well as the impact of Welsh Government removal of profit from Care; and Engagement and Participation of Children & Young People.

Task & Finish

School Organisation Planning – during 2023, this Task & Finish Group continued to be a trusted and supportive partner to the Cabinet Member and Officers in relation to SOP proposals. This Group maintained its role in enabling individual proposals to be considered outside of formal Committee, with monthly reports from the T&F Group being reported to the main committee. During 2023, the Group considered matters in relation to the SOP Investment Strategy; School Admissions; and a range of individual proposals including the Fairwater Campus; and Cathays Primary Schools.

Young People who are educated other than at School (EOTAS) and what factors could lead to them becoming vulnerable to criminal exploitation Inquiry – due to work pressures elsewhere, this Task & Finish Group did not progress as much as it had wished during 2023. However, the Task & Finish Group will be reconvening in early 2024, where it will pick up work on its in-depth Inquiry, which will take place over the next 12 – 18 months. The Inquiry includes looking at the types of young people who could be vulnerable to exploitation (e.g., those on reduced timetables; NEETS; care leavers etc); and what measures and services are in place to mitigate them being exploited (e.g., The Care

Leaver Transition process; contextual safeguarding effective wraparound for children and young people AND their families; Cardiff Commitment; Into Work Services; apprenticeships etc).

Community and Adult Services Scrutiny Committee

The Community and Adult Services Scrutiny Committee plays an important role in assessing service performance and informing service and policy development across a range of Council services, including all aspects of housing, neighbourhood renewal and adult social care.

As required by the Police and Justice Act, 2006, the Community and Adult Services Scrutiny Committee is also the Council's Crime and Disorder Scrutiny Committee. Thereby holding the responsibility to review decisions made or action taken in connection with the discharge of crime and disorder functions.

Over the course of 2023, Committee Members held 9 formal meetings, considered 20 individual items, undertook 2 evidence gathering sessions, visited 6 different homeless service provisions, met with numerous staff, Cardiff residents, key external organisations and submitted 21 recommendations for Cabinet consideration.

The committee began the year by undertaking a deep dive into ASB services offered to Cardiff residents, exploring the areas of progress, and contributing to deliberations on areas for improvement. During the year, Members also dedicated time toward assessing the Council's support for individuals who are street homeless to support the service area in its development of the Rapid Rehousing Transition Plan. The session was extremely informative, with members hearing evidence from individuals who are, or were, street homeless, frontline council officers, local police officers and key stakeholders from partner organisations.

In addition, during 2023 Members also dedicated time toward assessing the hospital discharge process for adults with care needs, and offered valuable contributions toward the development of local, and national, performance indicators. During their consideration, Members heard direct evidence from 4 members of frontline staff, a range of Council managers, senior hospital management leadership and two separate advocacy

organisations. The session culminated in Members recognising the areas where good progress had been made; yet pinpointing the specific areas where further work is required.

Other pertinent topics considered by the committee during 2023 included monitoring the progression of the Council House Build Programme and offering valued contribution to the Cardiff & Vale Violence Against Women, Domestic Abuse & Sexual Violence Strategy, and Cardiff Council's Adult Services Workforce Strategy.

Task and Finish

Cardiff Council's Support to Residents with the Cost-of-Living.

During 2023, Members of the Community and Adult Services Scrutiny Committee concluded their Inquiry exploring Cardiff Council's support for residents with the cost-of-living.

Over the course of the inquiry, Members held 5 meetings, which included four visits to local services, liaison with the council's executive and frontline staff, and a roundtable with 9 external representations. Representation within this roundtable included the Welsh Government, Cardiff Foodbank, Community Housing Cymru and Diverse Cymru (*et al*).

The Inquiry posed 10 recommendations to the Council's Cabinet and was positively received, with 8 of those recommendations accepted in full, and 2 partially accepted. In response to the recommendations, the service area developed an Action Plan, designed to provide specific updates on progress made in implementing the recommendations.

Economy & Culture Scrutiny Committee

The Economy & Culture Scrutiny Committee seeks to drive improvement across economic development, regeneration, parks, leisure, sports, libraries, hubs, culture, events, and tourism.

In 2023, the Committee held 12 formal meetings, including one Call-In meeting, considered 29 substantive items, completed 2 Inquiries, and made 49 recommendations for Cabinet consideration, with 38 of these recommendations arising from their Inquiries. Committee Members also contributed to the Joint Scrutiny Inquiry of the Replacement Local Development Plan Preferred Strategy and conducted site visits to Cardiff Bay Yacht Club, International Sports Village, and Bute Park Visitor Centre.

Throughout 2023, the Committee continued to scrutinise proposals for St David's Hall, keeping a keen eye on whether these support accessibility and inclusivity, protect the classical programme and are beneficial to the Council; this included examining the evidence on Reinforced Autoclaved Aerated Concrete (RAAC) and how this is being managed.

Members also committed considerable time to scrutinising progress on major regeneration projects, including Cardiff Bay Regeneration, Atlantic Wharf, Indoor Arena, International Sports Village, Cardiff Market, the Shared Prosperity Fund proposals for Cardiff and the EUROS 2028 plans.

Members ensured committee time also focused on service delivery and proposals to improve this, scrutinising the following: the contract with Greenwich Leisure Limited (GLL – Better Leisure Centres), Physical Activity and Sports Strategy, Pentwyn Leisure Centre, Tennis in Parks, Tree Planting and Coed Caerdydd, and Shared Regulatory Services. Members made three recommendations regarding the Pentwyn Leisure Centre proposals, two of which were accepted in full and one that was partially accepted; this included ensuring meaningful community consultation took place as quickly as possible. Members also undertook policy review scrutiny on work to improve City Centre Management and City Centre Recovery, hearing from FOR Cardiff as part of this work. Importantly, Members received a report on implementation of agreed recommendations from the Community Sport in Cardiff Inquiry and were pleased to note good progress, with all agreed recommendations implemented in full.

The Committee considered one Call-In regarding the Secret Garden Café in Bute Park, which was well attended by interested members of the public. The Call-In resulted in five recommendations aimed at improving the process of procurement where the Council is the landlord, including improving communications; three recommendations were accepted in full and two were partially accepted.

The Committee received regular updates on the work of the Cardiff Capital Region City Deal, its Joint Overview and Scrutiny Committee and transition arrangements to the new Corporate Joint Committee (CJC). This resulted in three recommendations to strengthen scrutiny of the CJC; these were accepted in full during the debate on this issue at Council, in September 2023. In addition, Members received an update from the Leader on the work

of the Western Gateway partnership, Cardiff Council's contribution to this, and the benefits of this to Cardiff and the wider city region.

The Committee also scrutinised relevant sections of the Corporate Plan 2023-24 and Budgetary Proposals, during which they received a petition from Cardiff Civic Society; further information on this is set out below in the section on the Task and Finish Inquiry – Museum of Cardiff.

Task and Finish

Shaping the Post Pandemic Economic Recovery of Cardiff

In October 2022, Members commenced an Inquiry on how Cardiff Council can shape and support Cardiff's post pandemic economic recovery. Members held ten meetings, hearing from small businesses, freelancers, traders, remote workers, and co-workers about the challenges they face and their views on the support and services needed to help the post pandemic economic recovery of Cardiff. Members also explored with them what is needed for the successful implementation of the 15-minute city concept in Cardiff. In addition, Members sought the views of FSB Cymru, Creative Cardiff/ Creative Economy Unit, FOR Cardiff, Royal Town Planning Institute Cymru, Stiwdio - University of South Wales, and Welsh Government. Members discussed these findings with Cabinet Members and senior officers, hearing their views on these issues. In January 2023, Members concluded their key findings and recommendations and approved the Inquiry report for submission to Cabinet. The report contained nineteen recommendations. In July 2023, Cabinet agreed their response, accepting sixteen recommendations in full and partially accepting the remaining 3 recommendations. In 2024, Committee will be seeking a progress report on the implementation of agreed recommendations.

Museum of Cardiff

During scrutiny of the 2023-24 budget, Members received a petition from Cardiff Civic Society regarding the impact of proposed budget savings on the Museum of Cardiff. Members decided to undertake an Inquiry into the Council's spend on the Museum to question the effectiveness of this spend, to understand if it delivers value for residents and taxpayers, and to explore whether the budget allocation could be optimised, so that the needs of the museum are balanced with the need to fund statutory frontline services.

Members heard from expert stakeholders, Museum staff, Development Trustees, volunteers, Cardiff People First, Caer Heritage, Glamorgan Archives, the Royal Welsh College of Music and Drama, and Welsh Government, benefitting from their expertise and experience in understanding what is needed to secure the future of the Museum. Members also heard from those interested in the future of the Museum, including several Senedd Members and Cardiff Civic Society, and also considered users views via visitor survey responses and school users' feedback, as well as the consultation responses received to the Council's Budgetary Proposals Consultation.

In July 2023, Members approved the Inquiry report for submission to Cabinet. The report contained nineteen recommendations that focus on addressing the barriers that have hampered the Museum's development, by strengthening strategic and financial planning, detailing the criteria needed for a new location, and highlighting opportunities to boost footfall, widen outreach and public awareness, and improve accessibility and inclusivity. The response to these recommendations is due to be considered by Cabinet at their meeting in January 2024.

Environmental Scrutiny Committee

The role of this Committee is to scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability, which is varied and broad.

During 2023 the Committee's work has again been predominantly in relation to pre-decision reports. During the nine formal meetings held throughout the year nine formal recommendations were made in relation to the following issues: the outcome of the weed control trial that had been a recommendation from a previous task and finish inquiry; an update in relation to the roll out of the recycling strategy; the proposed solution to air quality on Castle Street; a review of road user charging options; the latest Highways Asset Management Plan. The Committee also heard briefings in relation to progress being made in relation to Cross rail, the Biodiversity and the Nature emergency and the issues and challenges faced by the visually impaired community navigating the city. The Committee has also received annual updates in relation to the Local Development Plan Annual Monitoring Report, and the Local Air Quality Annual Monitoring Report.

A site visit to Viridor, Welsh Water Anaerobic Digester and the Household Waste Recycling Centre at Lamby Way was also undertaken to enable committee members to have a better understanding of what happens to domestic waste following its collection.

Unfortunately, a couple of meetings were cancelled due to industrial action and an extraordinary Council meeting being called.

The Committee has also supported the Joint RLDP task and finish inquiry and the end of year and mid-year Performance Panel meetings.

Task and Finish

See RLDP Inquiry below.

Policy Review & Performance Scrutiny Committee

The Policy Review and Performance Scrutiny Committee holds the Council to account on its delivery of key organisational functions. We examine the back-office support services on which frontline services depend, primarily how finances, property, digital support and staff resources are used to deliver the best possible services for citizens. Our aim is to maximise citizen experience by scrutinising policies, plans and programmes. We are looking for good performance against the priorities and objectives set out in the Council's Corporate Plan.

This year the Committee has delivered 26 substantive scrutinies at 10 formal meetings, including a Call-In of the Cabinet's proposal to seek an alternative operating mechanism for **St David's Hall**. These are a few 2023 activities the Committee is particularly proud of...

Alongside performance, the Committee's prime focus is the **financial resilience** of the Council. Committee time has been allocated to the Council's **financial strategy** for dealing with the financial challenges ahead, **Budget Proposals** for 2023/24, and to **monitoring the budget** at the Outturn 2022/23 and months 4 and 6 2023/24. We have also examined the strategy in place for the **Budget Consultation 2023/24**.

The Committee received a very positive Cabinet response to its 2022 inquiry into **Home & Agile Working** in support of the move towards a hybrid working style, examining how the

experience of managing remotely during the pandemic could inform future policy on autonomy at work. In addition, Members have contributed to the **Joint Inquiry on the RLDP**, with the Chair leading a subgroup on Planning Obligations/S106.

Our customer focus in 2023 spanned several key reports and policy developments. In October 2023, the Committee visited the frontline **C2C contact centre**. We witnessed its enthusiasm and energy, and how it continues to modernise customer channels and manage social media. In March 2023 we welcomed the opportunity for policy development scrutiny of the Councils **Participation Strategy 2023/27**, another requirement of the Local Government & Elections (Wales) Act 2021. We made 8 formal recommendations on issues the Council might address in the final strategy and were pleased that all were accepted.

Performance Panel

Oversight of Performance is central to this Committee's work. Co-ordination and chairing of the joint **Scrutiny Performance Panel**, a prominent element of the Council's performance assessment arrangements as required by the Local Government (Wales) Act 2021, sits within our remit. The Panel, comprised of all 5 Chairs of Scrutiny Committees meets informally 3 times a year and has continued to grow its influence and impact in discussions with Cabinet centred on the Council's highest strategic document, the **Corporate Plan**. Following Panel discussions, the Committee formally scrutinised the **Annual Well-being Report 2022/23**, the **Mid-Year Performance Report 2023/24** and the **Corporate Plan 2023/27**, monitoring Cabinet's response to the recommendations of the five scrutiny committees.

Cardiff Public Services Board (PSB)

In November 2023, the Committee welcomed **Cardiff Public Services Board (PSB)**, in line with its statutory responsibility for scrutiny of partnership work in Cardiff. We found all partners fully cogniscent of the value and progress in partnership working in the Capital City. The Board is clear where City level priorities are set, tricky issues are shared and unblocked, and solutions mobilised at speed. The PSB offers leadership, vision and strategic decision making. We commended the Board for undertaking a full governance review in 2023 of the partnership landscape in Cardiff.

Scrutiny Research

The Council's Scrutiny Committees have a dedicated researcher who continues to provide capacity and expertise in supporting the independent evidence requirements of Scrutiny Committees and adding value to Scrutiny's work policy review and development. This research capacity also supports the research needs of the Democratic Services team. The key achievements and the impact of the work delivered last 12 months are outlined below.

Scrutiny Research provided the vital primary research support and expertise to the Joint Scrutiny Task and Finish Inquiry of the 'Preferred Options' for the Cardiff's Replacement Local Development Plan (RLDP). In supporting the independent evidence requirements of the transport aspect of this Inquiry, two workshops involving Committee Chairs and Members, and selected representatives of transport providers, users and stakeholders were undertaken to explore their views on proposed RLDP transport policies and their specific needs associated with these planned developments. The research capacity also conducted a review of the proposed transport policies to effectively provide information and advise the Chairs and Members that are relevant to the issues explored in the inquiry and the recommendations made.

As part of the Cabinet accepted recommendations of the Economy and Culture (E&C) Scrutiny Committee Task and Finish Inquiry – Shaping the Post Pandemic Economic Recovery of Cardiff, a checklist on what will comprise a strong Supplementary Planning Guidance (SPG) was developed based on the key findings of the E&C Inquiry. It is intended that this checklist will support the effective scrutiny of future Replacement Local Development Plan's policies and supplementary planning guidance requirements.

A document review and analysis of available data from Council services was also undertaken for the Community and Adult Services Scrutiny Committee's (CASSC) deep dive scrutiny of antisocial behaviours (ASBO) in Cardiff. A research briefing report was prepared presenting recent research data on the various types and prevalence of antisocial behaviours in various wards in Cardiff. This briefing report assisted Members of the of Committee in identifying further work will need to be undertaken to gain a better understanding of the effectiveness of support for those who have experienced antisocial behaviours and their satisfaction with the existing services dealing with antisocial behaviours in their communities.

Scrutiny Research continues to provide support the Scrutiny Team's work and outputs in developing annual work programme and other team based related work intended to improve the delivery of the scrutiny function in Cardiff.

Furthermore, the research capacity provide research expertise and support to the on-going work programme of the Democratic Services Committee and service priorities of the Head of Democratic Services. To support the formulation of the Democracy component of the Council's Participation Strategy, a workshop was developed and undertaken to seek the views of elected Members on how the Council can further develop its current arrangements to improve residents' and the public's knowledge of the functions and decisions of the Council and encourage better participation and involvement in these democratic processes. The findings of this workshop will inform the specific strategies that the Democratic Services team will use in enhancing its communication and engagement strategies with the public, Council service users and the hard-to-reach groups.

To support and inform the work of the Standards and Ethic Committee, a new survey was formulated to look into on Members' experiences unacceptable behaviours and their knowledge of the current arrangements and its effectiveness for dealing with unacceptable behaviours. This survey will be launched in February 2024 and its results reported by the beginning of the next financial year, April 2024. The findings from this is survey will provide information on the prevalence and types of unacceptable behaviours experienced by Members. Additionally, this will inform the strategies and actions that will be undertaken by the Council to address the issue highlighted by the survey results.

In addition, a research survey has also been formulated to establish Members' current knowledge and perceptions of neurodivergence and identify the specific needs and support arrangements required by those Members who identify as neurodivergent. A review of relevant document and research reports was undertaken to inform the development of the survey questionnaire. Support was also sought from an external specialist expert to ensure the appropriateness of language and format used in the survey. It is intended that this survey will be launched later in the next financial year.

RLDP Inquiry

The Transport & Active Travel subgroup looked at how transport providers could be better supported on new housing developments and how these new communities could be encouraged to use sustainable transport and active travel methods.

The group heard from a number of transport providers and a range of community groups about the issues they currently face and sought their thoughts on matters for improvement. These discussions informed the transport related recommendations made, which in summary, were to:

- Include adequate transport infrastructure within new developments as early as possible.
- Engage and consult with transport providers, and community groups as early as possible.
- Consider use of s106 monies allocated to city centre developments for improvements to sustainable and active travel corridors, when possible.
- Ensure minimal impact to existing areas of nature & biodiversity by any new roads, cycleways, and pavements.
- Ensure secure cycle storage that incorporates usability standards, e.g., excluding the use of upright cycling or in hall storage in new flats and HMOs, and is compliant with Shared Regulatory Service guidance.
 - Provide minimum standards on secure cycle storage which need to be absolute in the LDP and not just the SPG and should not be impacted by the proximity of other sustainable or active travel modes but should support connectivity.
 - Follow Sustrans policy on active travel gates, when possible and not 'secure by design' which can exclude some users e.g., wheelchair users and those with pushchairs.
- Include the following on new developments, with SPGs providing further details:
 - Provision of sufficient community EV charging points.
 - Active travel signs/way markers, which provide route and distance information to nearest amenities.
 - Quality, secure cycle storage at home (particularly for new flats & HMOs) and at local amenities.
 - Sufficient road space to accommodate buses passing on main/arterial routes through new developments.

- Protection of historic travel corridors, whether in use or not, to allow their reinstatement at a later date if necessary.

The District and Local Centres sub-group explored how best to strengthen retail planning policies in the RLDP to ensure local and district centres, local parades of shops and one-off shops are protected and enhanced, that beneficial development is enabled and that there is a robust defence against harmful proposals. The sub-group also looked at how to frame RLDP policies to ensure out of centre retail development only occurs where suitable and where it does not harm district and local centres or reduce needed industrial and business use land.

To inform the Inquiry, Members were provided with information on the policy framework for retail planning policies in Cardiff and pertinent findings from the previous Planning Inspectorate Examination of Cardiff's proposed Deposit Plan, 2015, the *Shaping Cardiff's Post Pandemic Economic Recovery Inquiry* (January 2023), and the previous *Supplementary Planning Guidance Inquiry* (October 2022).

In addition, desk-based research was undertaken to identify examples of retail planning policies post-covid from other cities in the UK that meet the Welsh Government's policy direction. A gap analysis was undertaken comparing these examples with the existing LDP retail planning policies, to identify where existing policies could be strengthened and amended in the new RLDP, to meet Welsh Government and Cardiff Council's RLDP policy direction. Members also considered publications from the Welsh Retail Consortium, the Association of Convenience Stores, and the Local Government Association, regarding the role of local authorities in assisting high streets and ensuring access to local services. Members also met with representatives from retail, Planning Officers Society Wales, and Cardiff Council.

The sub-group used the evidence gathered to identify solid examples from other local authorities that support high streets and provision of local services and made five recommendations aimed at strengthening RLDP retail planning policies and associated Supplementary Planning Guidance, ensuring a multi-pronged approach to development control to enable vibrant, viable, attractive, and accessible centres that meet the needs of communities.

The Securing Planning Obligations/S106 sub-group investigated how current policy and process in respect of planning obligations and section 106 agreements could be strengthened. It also looked at how communication and narrative on planning obligations could be simplified, more accessible and transparent; addressing issues in relation to carbon neutral and biodiversity requirements; and making recommendations on how any future/associated SPG could be framed.

The sub-group received training and undertook a range of groundwork on this issue to assist in the Inquiry, including reviewing current national policy; the local policy framework; current practice in relation to S106; Monitoring and Enforcement; Viability assessments and development economics; the role of Members; and the Engagement and participation of local residents. They also reflected on how the new RLDP presented new opportunities and challenges; and undertook a desk-based exercise comparing Cardiff's approach to other comparable local authorities.

The sub-group heard from a range of stakeholders in this area, including housing associations, developers, academics, other comparable local authorities; and other key organisations such as the House Builders Federation, District Valuer, Wales Planning Officers Society; and RTPi.

The sub-group used this evidence to formulate a range of key findings around existing policy and practice; Improving policy and processes; Supplementary Planning Guidance; Viability; affordable Housing; and Communications, Transparency and Accountability. The sub-group made five recommendations arising from the key findings, with the aim to ensure that RLDP policies, processes and practice could be improved and strengthened going forward, which would improve relationships between the Council and its partners and stakeholders; and make the process more accessible for all.

Young People's Participation in Scrutiny

Youth Council Representatives regularly attend meetings of the Children & Young People Scrutiny Committee, Economy and Culture Scrutiny Committee and the Environmental Scrutiny Committee to observe and contribute to the work of the Committee.

Regional Scrutiny Activity

Cardiff Capital Region City Deal (CCRCD) – Joint Scrutiny Committee

Scrutiny Services and the other Authorities within the region have supported the CCRCD – Joint Scrutiny Committee and collaborated with Rhondda Cynon Taf County Borough Council who were the appointed facilitators.

The Environment Scrutiny Committee and the Economy & Culture Scrutiny Committees (ECSC) receive regular updates on the work of the City Deal Cabinet and Joint Overview & Scrutiny Committee. Councillor Peter Wong has been appointed as the Council's representative with Councillor Owen Jones as the deputy representative for the Joint Overview & Scrutiny Committee.

Central South Consortium

The Chairman and Principal Scrutiny Officer of the CYP Scrutiny Committee are members of the Central South Education Consortium's Scrutiny Panel which cover five local authorities, Cardiff City Council, Merthyr Tydfil County Borough Council, Vale of Glamorgan Council, Rhondda Cynon Taf County Borough and Bridgend County Borough Council. The Panel meets once a term to hold the Consortium to account for its work across all the Councils and its policies, processes and performance of the Consortium. The Committee also undertakes a Governance role for the Regional Adoption Service.

Collaborative Working and Networks

Member Support and Development Lead Member and Officers network

This network is facilitated by the Welsh Local Government Association (WLGA) with the intention to improve the services and member development opportunities provided to Councillors. The Member Support element of the network are the Heads of Democratic Services or Member Support Officers who meet on a quarterly basis. Recent changes to the WLGA and the Local Government Election has meant combined meetings with Officers and Lead Member for Member support were not held in 2023

Independent Remuneration Panel for Wales (IRPW)

The final IRPW report for 2022/23 was published in February 2023 and a remuneration report was submitted to Council in May 2022 setting out the key determinations. Although

there was an intention for the IRPW to visit Local Authorities in 2023 this was replaced by the provision of a survey of all Elected Members in Wales. These responses assisted in the development of the draft IRWP Annual Report published in October.

The Committee considered the Draft IRPW Annual report for 2024-25 at its meeting in November and provided a response to the questions raised as part of the Draft report consultation.

Officer Networks

The Democratic Services Team actively participate in other officer networks which assist in developing good practice, sharing information and facilitating the effective provision of support to the Elected Members of Cardiff. These include: the National Scrutiny Network, South East Wales Scrutiny Officer Network and the Association of Democratic Services Officers. Details of these networks can be seen at **Appendix C**.

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Performance Information:

Webcasting

The following table describes the duration of webcasts and the number of views both live and archived that these meetings have achieved:

Summary 2023						
Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
Council	11	33:51:33	1611:56:37	5144	2101	3043
Cabinet	12	12:03:09	510:53:39	3480	442	3038
Planning	13	20:31:21	1091:07:14	3727	894	2833
Scrutiny	51	103:01:40	1506:50:02	5410	1212	4198
Governance & Audit	5	11:28:40	142:38:41	621	126	495
Std's and Ethics	4	5:05:08	65:49:52	316	39	277
Others	3	01:49:12	17:21:44	297	48	249
Totals	99	187:50:43	4946:37:49	18995	4862	14133

Council							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Council	26-Jan-23	03:06:14	134:54:17	577	162	415
2	Council	09-Mar-23	03:56:50	204:43:40	572	225	347
3	Council	30-Mar-23	05:05:44	181:42:43	599	285	314
4	Council	27-Apr-23	01:51:28	141:49:13	412	181	231
5	Council	25-May-23	01:05:29	36:44:21	203	68	135
6	Council	29-Jun-23	04:24:20	217:44:14	664	265	399
7	Council	20-Jul-23	01:39:43	08:17:24	42	36	6
8	Council	21-Sep-23	05:28:57	341:13:48	857	365	492
9	Council	12-Oct-23	01:06:04	99:22:51	391	141	250
10	Council	26-Oct-23	03:13:35	141:17:57	473	214	259
11	Council	30-Nov-23	02:53:09	104:06:09	354	159	195
Totals			33:51:33	1611:56:37	5144	2101	3043

Cabinet							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Cabinet	19-Jan-23	00:50:28	50:46:18	472	44	428
2	Cabinet	02-Mar-23	00:52:47	49:41:50	364	57	307
3	Cabinet	23-Mar-23	01:20:51	62:30:41	409	38	371
4	Cabinet	27-Apr-23	00:41:14	46:06:40	289	29	260
5	Cabinet	18-May-23	00:37:41	15:23:03	164	24	140
6	Cabinet	22-Jun-23	01:28:23	63:16:35	377	53	324
7	Cabinet	13-Jul-23	01:46:36	108:03:01	500	68	432
8	Cabinet	21-Sep-23	00:34:45	05:47:03	121	0	121
9	Cabinet	19-Oct-23	00:49:31	19:39:10	201	29	172
10	Cabinet	26-Oct-23	00:09:52	15:12:07	165	0	165
11	Cabinet	23-Nov-23	01:06:23	39:18:34	176	42	134
12	Cabinet (Trustee Maindy Park Trust)	02-Mar-23	00:26:27	13:52:58	106	19	87
Totals			12:03:09	510:53:39	3480	442	3038

Planning Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Planning Committee	12-Jan-23	02:00:02	75:50:34	234	72	162
2	Planning Committee	02-Feb-23	04:00:40	184:59:40	340	149	191
3	Planning Committee	02-Mar-23	03:09:28	272:17:54	1099	170	929
4	Planning Committee	16-Mar-23	01:28:29	126:33:32	426	91	335
5	Planning Committee	06-Apr-23	01:02:39	26:02:48	157	27	130
6	Planning Committee	08-Jun-23	01:03:23	59:14:26	192	66	126
7	Planning Committee	06-Jul-23	00:35:04	22:40:39	173	24	149
8	Planning Committee	03-Aug-23	01:09:04	65:58:28	237	50	187
9	Planning Committee	22-Sep-23	00:22:50	22:28:42	146	15	131
10	Planning Committee	19-Oct-23	01:48:51	64:00:10	189	59	130
11	Planning Committee	09-Nov-23	01:58:51	77:24:52	252	87	165
12	Planning Committee	07-Dec-23	01:15:28	76:06:32	218	53	165
13	Planning Committee	21-Dec-23	00:36:32	17:28:57	64	31	33
Totals		13	20:31:21	1091:07:14	3727	894	2833

Scrutiny

Children and Young People

	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Children and Young People	16-Jan-23	02:52:17	18:45:15	134	20	114
2	Children and Young People	28-Feb-23	03:14:45	20:33:16	73	26	47
3	Children and Young People	20-Mar-23	02:29:53	18:23:48	103	13	90
4	Children and Young People	15-May-23	01:06:30	02:15:38	53	5	48
5	Children and Young People	13-Jun-23	01:00:00	11:27:10	65	0	65
6	Children and Young People	04-Jul-23	03:35:20	49:56:18	276	40	236
7	Children and Young People	17-Oct-23	01:44:41	10:57:53	75	16	59
8	Children and Young People	14-Nov-23	01:39:59	34:52:56	127	17	110
9	Children and Young People	05-Dec-23	02:27:19	11:09:11	40	6	34
Totals			20:10:44	178:21:25	946	143	803

Community & Adult Services

Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Community & Adult Services	16-Jan-23	00:14:45	17:19:53	36	6	30
2	Community & Adult Services	27-Feb-23	02:13:00	52:46:38	117	32	85
3	Community & Adult Services	20-Mar-23	01:57:27	40:22:58	70	14	56
4	Community & Adult Services	24-Apr-23	02:40:12	33:28:10	106	19	87
5	Community & Adult Services	15-May-23	01:57:15	14:50:21	55	11	44
6	Community & Adult Services	19-Jul-23	02:18:58	26:32:12	89	14	75
7	Community & Adult Services	18-Sep-23	01:38:10	06:06:21	33	8	25
8	Community & Adult Services	16-Oct-23	00:00:00	00:00:00	0	0	0
9	Community & Adult Services	20-Nov-23	02:12:09	24:31:57	75	14	61
10	Community & Adult Services	11-Dec-23	01:25:08	13:43:00	55	10	45
Totals			16:37:04	229:41:30	636	128	508

Economy & Culture							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Economy & Culture	18-Jan-23	02:43:22	56:32:24	154	38	116
2	Economy & Culture	28-Feb-23	02:23:08	71:48:28	180	57	123
3	Economy & Culture	21-Mar-23	00:56:56	16:18:06	84	21	63
4	Economy & Culture	25-Apr-23	02:24:05	34:09:29	142	26	116
5	Economy & Culture	31-May-23	01:01:48	34:13:02	150	20	130
6	Economy & Culture	20-Jun-23	02:04:31	27:50:24	148	32	116
7	Economy & Culture	11-Jul-23	01:46:49	62:18:40	228	64	164
8	Economy & Culture	03-Aug-23	01:49:42	89:36:45	194	38	156
9	Economy & Culture	19-Sep-23	01:52:52	27:21:26	101	35	66
10	Economy & Culture	24-Oct-23	01:31:34	51:00:39	125	31	94
11	Economy & Culture	21-Nov-23	03:43:42	48:40:50	172	51	121
12	Economy & Culture	12-Dec-23	02:04:24	11:55:57	46	14	32
Totals			24:22:53	531:46:10	1724	427	1297

Environmental							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Environmental	12-Jan-23	01:09:48	29:16:53	177	9	168
2	Environmental	27-Feb-23	02:21:46	31:31:45	78	16	62
3	Environmental	16-Mar-23	02:13:48	14:24:00	67	8	59
4	Environmental	24-Apr-23	02:36:51	83:20:40	324	130	194
5	Environmental	11-May-23	01:57:51	20:13:57	69	13	56
6	Environmental	15-Jun-23	02:14:40	22:52:31	96	0	96
7	Environmental	06-Jul-23	01:00:14	15:22:38	66	5	61
8	Environmental	16-Nov-23	01:39:16	13:38:51	70	13	57
9	Environmental	07-Dec-23	01:34:16	06:33:32	50	8	42
Totals			16:48:30	237:14:47	997	202	795

Policy Review and Performance							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Policy Review and Performance	17-Jan-23	02:57:45	70:48:15	126	36	90
2	Policy Review and Performance	01-Mar-23	03:01:14	65:33:59	220	69	151
3	Policy Review and Performance	22-Mar-23	02:01:01	15:54:45	80	22	58
4	Policy Review and Performance	16-May-23	02:55:25	34:52:07	96	34	62
5	Policy Review and Performance	20-Jun-23	01:52:36	09:29:08	75	0	75
6	Policy Review and Performance	12-Jul-23	03:05:16	35:59:02	162	38	124
7	Policy Review and Performance	20-Sep-23	02:01:57	25:32:28	78	30	48
8	Policy Review and Performance	18-Oct-23	02:01:06	14:17:02	92	21	71
9	Policy Review and Performance	22-Nov-23	02:21:50	21:41:51	77	31	46
10	Policy Review and Performance	13-Dec-23	01:43:11	27:19:25	58	21	37
Totals			24:01:21	321:28:02	1064	302	762

Joint Scrutiny Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Joint Scrutiny Committee	15-May-23	01:01:08	08:18:08	43	10	33
Totals			01:01:08	08:18:08	43	10	33

Scrutiny Totals			103:01:40	1506:50:02	5410	1212	4198
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Governance & Audit Committee

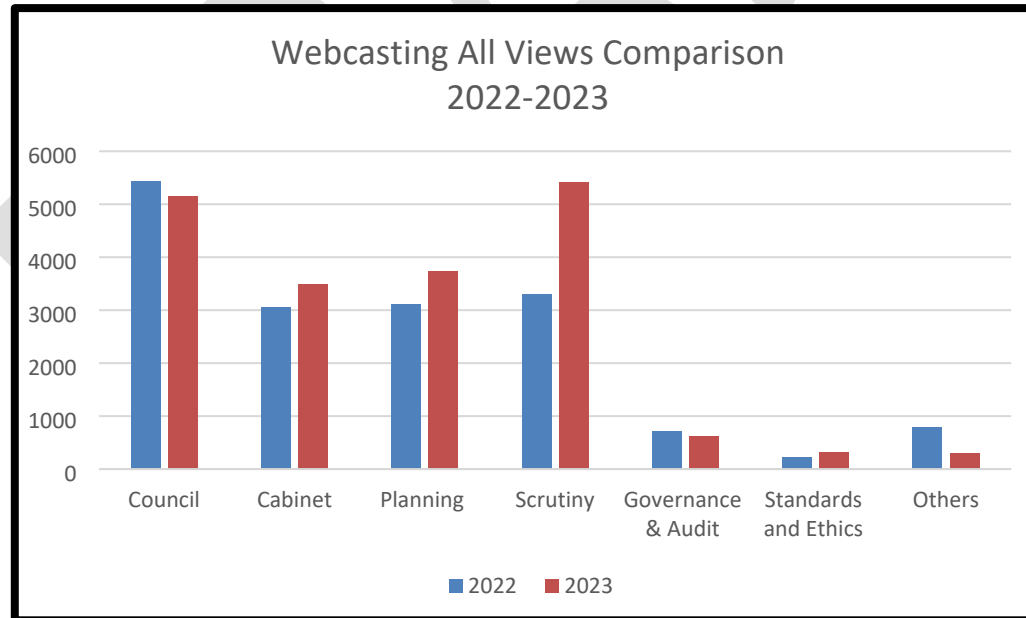
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Governance & Audit	24-Jan-23	02:25:25	25:21:28	126	21	105
2	Governance & Audit	21-Mar-23	02:28:22	20:04:01	137	17	120
3	Governance & Audit	11-Jul-23	02:33:13	47:49:40	177	38	139
4	Governance & Audit	24-Oct-23	01:44:32	27:19:08	110	30	80
5	Governance & Audit	28-Nov-23	02:17:08	22:04:24	71	20	51
Totals		5	11:28:40	142:38:41	621	126	495

Standards and Ethics Committee

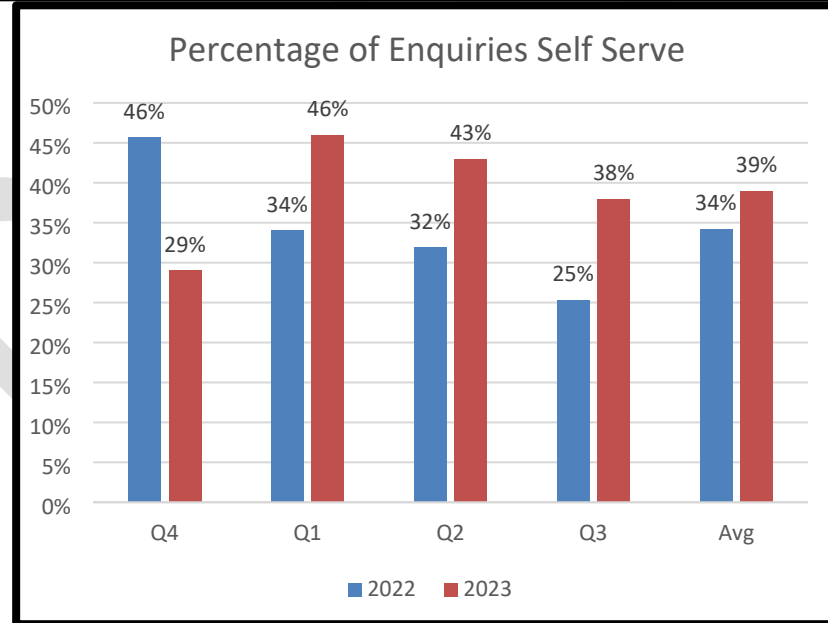
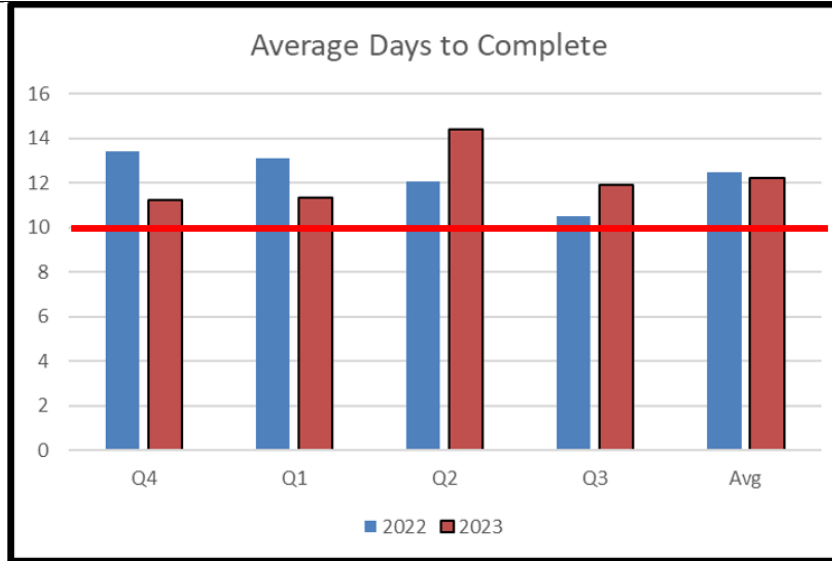
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Standards and Ethics	14-Feb-23	01:31:12	11:24:56	98	7	91
2	Standards and Ethics	09-May-23	01:27:00	31:19:23	86	11	75
3	Standards and Ethics	25-Jul-23	00:52:10	06:08:50	71	11	60
4	Standards and Ethics	07-Nov-23	01:14:46	16:56:43	61	10	51
Totals		4	5:05:08	65:49:52	316	39	277

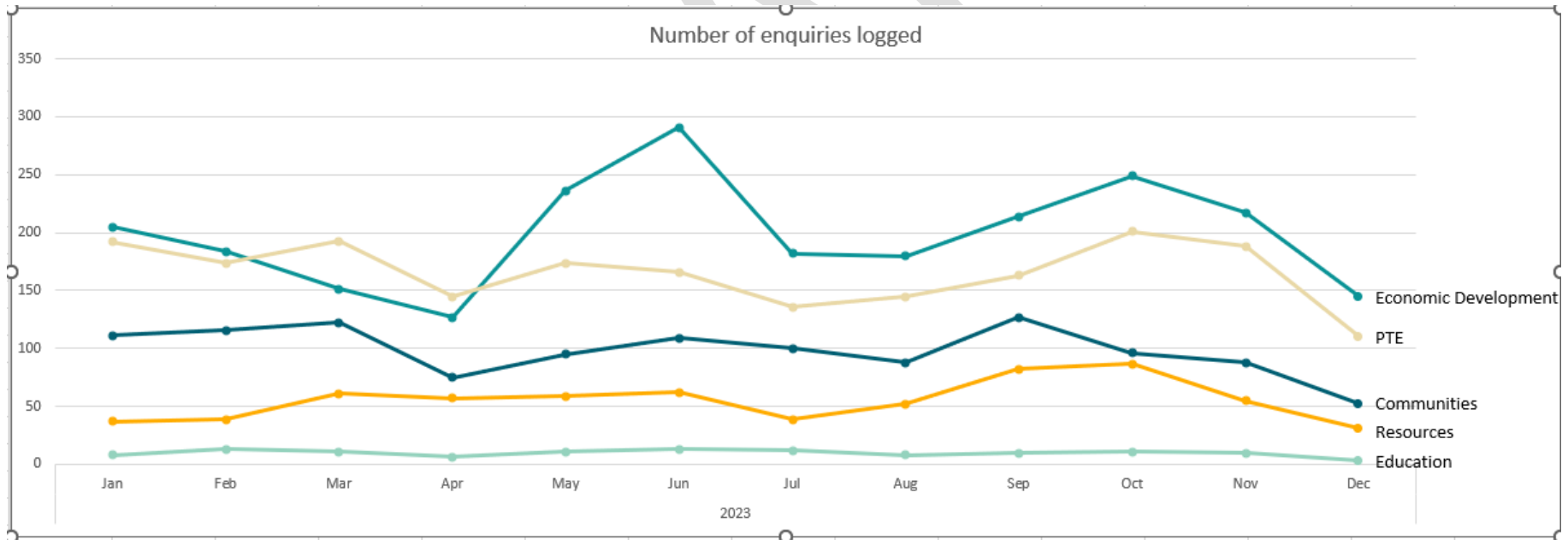
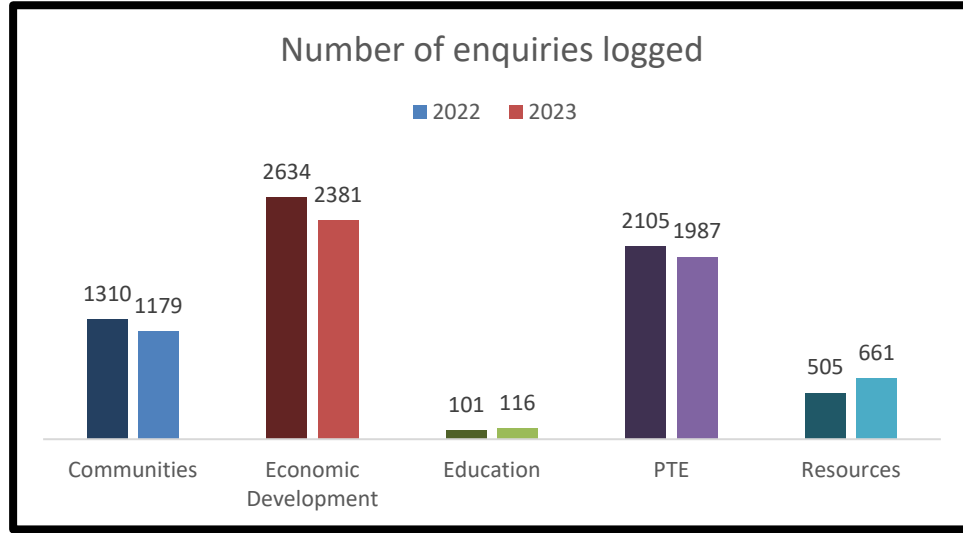
Other Committees							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Maindy Park Trust Advisory Committee	23-Jan-23	01:22:08	27:06:16	165	38	127
2	Maindy Park Trust Advisory Committee	20-Apr-23	00:24:49	12:35:37	111	6	105
3	Maindy Park Trust Advisory Committee	07-Nov-23	00:02:15	01:39:51	21	4	17
Totals		3	01:49:12	17:21:44	297	48	249

The table below shows the comparative webcast views in 2022 and 2023 for each of the committee types



Member Enquiries





Forward Plan for 2024

The Democratic Services Team has a range of activities that it will need to undertake in 2024. The team will play a key role in supporting the implementation of the Council's Participation Strategy including the delivery of the following tasks in the action plan

- Develop a "Democracy" Communication Plan to promote the information and opportunities that are available to inform the democratic processes.
- Develop an interactive "Democracy Portal" to provide a focal point for information to support the democratic processes to enhance awareness and engagement.
- Provide Councillors with social media and general media training to encourage them to use these facilities to inform and engage with their constituents. Provide mentoring and shadowing training for Councillors.
- Provide mentoring and shadowing training for Councillors.
- Review the Council Schedule of Remuneration processes and documentation to ensure ease of use.

Committee & Member Services

The Committee and Members Services Team will be undertaken the following activities in 2024:

- a. Continued development of the Council's conferencing system
- b. Continued development of the Council's Member Enquiries system
- c. Review of the Elected Member Learning and Development Strategy
- d. Review of Member's ICT Protocol
- e. Review the Annual Review Process
- f. Develop the Research Protocol for Elected Members

Scrutiny Services

- a. Public Engagement and Participation

Continued development scrutiny processes to enhance the engagement and participation of the public in scrutiny activities.

- b. Undertake a self-assessment of the Scrutiny Function

To ensure the scrutiny processes:

- i. Fully meet the requirements of the statutory guidance

- ii. Identify improvement opportunities following a period of consultation with Members, officers and stakeholders.
- iii. maximise the opportunities for public engagement in the decision-making process

Summary

The Local Government and Elections (Wales) Act 2021 introduced requirements for the multi-location meetings, revisions to the petition scheme and development of the Participation Strategy. The implementation of this legislation and the subsequent publication of the Statutory Guidance has proved to be challenging and has brought about a significant workload for the Democratic Services Team.

The whole team has worked tirelessly and at times, beyond what could normally be expected of them to deliver positive outcomes that have supported all Elected Members and the good governance arrangements of the Authority.

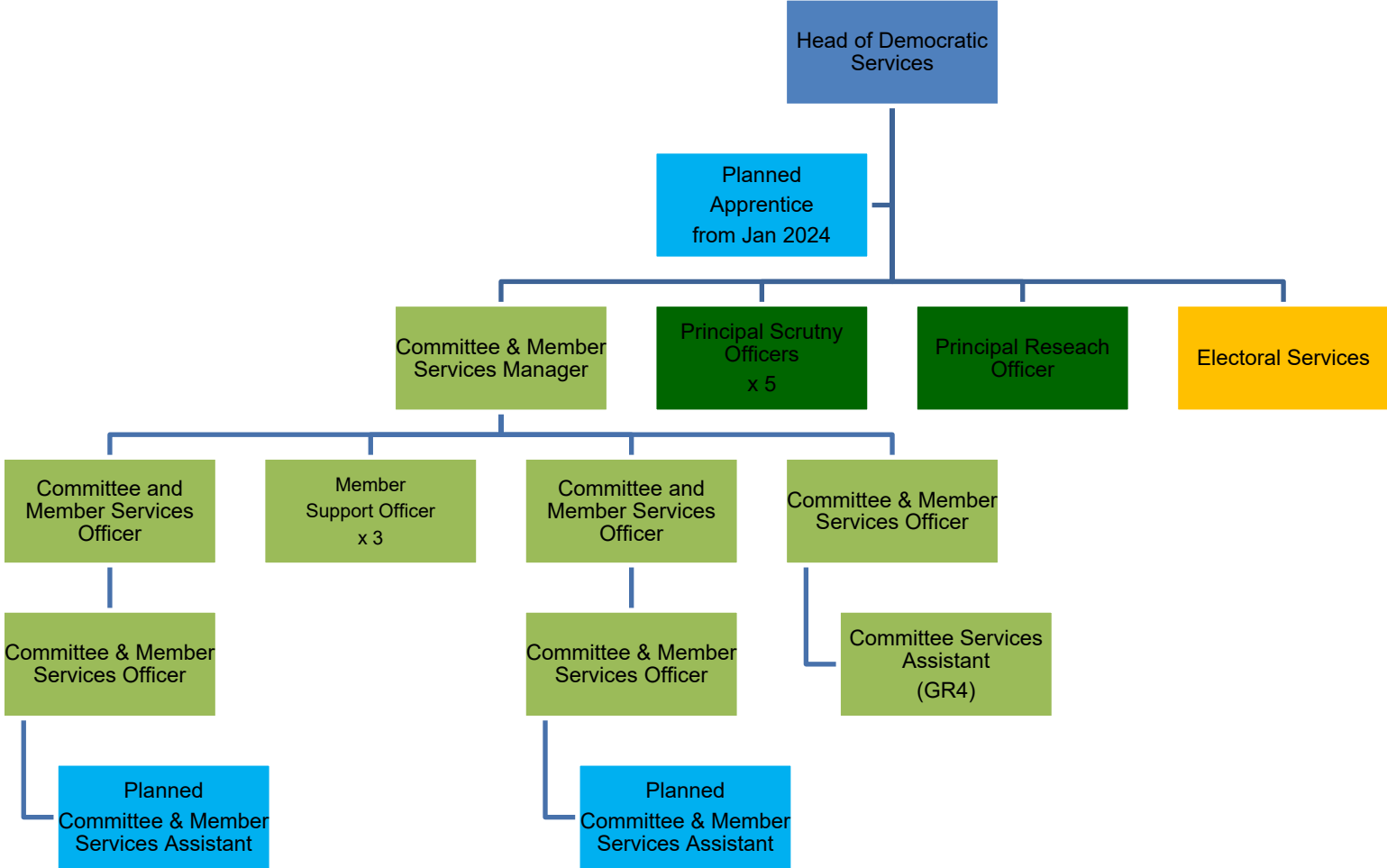
The Committees Team has been instrumental in managing the challenges of the conferencing system and striving for improvements to provide Members with confidence to fully participate in meetings.

The Member's Team has been the focal point for the development and operation of the Corporate Complaints Compliments and Enquiries System to ensure that Members casework is effectively managed and supports the needs of Cardiff residents.

The Scrutiny Team have effectively scrutinised the Replacement Local Development Plan involving the whole team supporting a task and finish group consisting of three sub-groups. This Scrutiny was achieved over a very short time period, whilst maintaining the existing support for scrutiny committees.

To ensure that positive outcomes continue to be achieved some re-profiling of the Team is required in the forthcoming year which will enhance the support to Elected members and the authority.

Structure – Democratic Services 2023



Roles and Functions

The roles and functions undertaken by each element of the Democratic Services Team is as follows:

- **Committees Services**

In addition to administration the team support the following functions:

- a. Council Governance: custodians of the following documents :
 - Constitution.
 - Declaration of Acceptance of Office.
 - Cardiff Undertaking.
 - Register of Political Groups.
- b. Member Governance and the maintenance of up-to-date records including
 - Register of Individual Member Interests.
 - Conference and Events Register.
 - Hospitality Register.
- c. Outside Bodies Membership and administration of registers and notifications.
 - Attendance & Apologies Register
 - Arrange Welsh translation in accordance with the statutory requirements of the Welsh Language Standards.
- d. Public Engagement: support given to:
 - Public questioners at Council.
 - Hosting attendees and visitors.
 - Petitioners & the public at meetings.
- e. Liaison with Members and External Bodies:
 - Produce & issue the Members Diary.
 - Issuing of Member Electronic Briefs.
 - Members of Parliament and Members of the Senedd .
 - Welsh Local Government Association Networks & projects.
 - Report to & liaise with Independent Remuneration Panel for Wales
 - Audit Wales with inspections; providing information & reports; & at meetings.
 - Liaison with a range of Outside Bodies.
- f. Corporate Support:
 - Emergency Management on call on a rota basis.

- Representing Member Services at corporate meetings
- providing advice on data protection and GDPR.
- g. Management and development of systems:
 - Modern.Gov.
 - Multi Location meetings and conference systems.
 - Webcasting.
 - Peoplesafe
 - HALO
- h. Member Development:
 - Elected Member Learning and Development Strategy.
 - Member Development Programme.
 - Arranging /Liaising with Trainers/ Speakers.
 - Co-ordinating venues & technology.
 - Evaluation of activities and providers
 - Member Development material.
 - Issue notification of Member briefings, information & signposting.
 - Provide guidance and support in the preparation, publication & translation of Members' Annual Reports and Member Information.

- **Member Services**

The Member Services Team assists all 79 Elected Member by:

- providing face to face contact with Elected Members.
- allocating a dedicated Member Services Officer to support with enquiries concerning Council Services.
- tracking and monitoring Member Enquiries and chasing responses with agents.
- providing general administrative and secretarial service including handling correspondence and emails; typing, scanning, mail merges etc.
- maintaining an up-to-date contact list of all 79 Elected Members.
- maintaining an electronic record of Members Surgeries; preparing data for publication on website; and preparing surgery notices.
- arranging room bookings for meetings relating to ward matters; with constituents or outside body representatives.
- arranging Welsh translation in accordance with the statutory requirements of the Welsh Language Standards.
- providing stationery and office supplies; and

- overseeing Members' business offices including offices for Chairs and communal Members areas.
- the first point of access for Members ICT/Telephone; allocation of IT equipment; and early stage troubleshooting support.
- provide signposting to other information and services relating to the role of Councillor.
- Supporting the use of the Peoplesafe app

Scrutiny Services

Within their terms of reference, Scrutiny Committees will:

- review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Authority's functions;
- make reports and/or recommendations to the Council and/or the Cabinet;
- consider any matter affecting the area or its inhabitants; and
- exercise the right to 'call-in', for reconsideration, decisions made but not yet implemented by the Cabinet, Cabinet Members and designated senior officers.
- Receive and consider reports from statutory external inspectors or auditors referred to them.
- Act in accordance with the Scrutiny Procedure Rules.

Specific functions - Policy Review and Performance

The Policy Review and Performance Scrutiny will:

- (i) assist the Council and the Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues.
- (ii) conduct research, community and other consultation in the analysis of policy issues and possible options.
- (iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options.
- (iv) question relevant people and organisations about their views on issues and proposals affecting the area.
- (v) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working; and

- (vi) adjudicate on any areas of overlap between the functions of the Scrutinies and allocate any additional areas of responsibility which are not already included within the terms of reference of any particular Scrutiny.

The Community & Adult Services Scrutiny is the Council's Crime and Disorder committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

a) Scrutiny

Scrutiny Committees will:

- (i) review and scrutinise the decisions made by and performance of the Cabinet and/or employees both in relation to individual decisions and over time;
- (ii) review and scrutinise the performance of the Authority in relation to its policy objectives, performance targets and/or service areas;
- (iii) question Members of the Cabinet and/or employees about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- (iv) make recommendations to the Cabinet and/or appropriate bodies and/or Council arising from the outcome of the scrutiny process;
- (v) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny and local people about their activities and performance; and
- (vi) question and gather evidence from any person (with their consent).

b) Resources

Scrutinies may exercise overall responsibility for the resources made available to them.

c) Annual Report

Scrutiny must provide a single annual report to the Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.

Officer Networks

Association of Democratic Services Officers (ADSO)

ADSO was established as a professional association to represent, promote and develop excellent democratic services, for the benefit of all those working within the sector. It is a nationally recognised body with over 900 members across the United Kingdom including the five representatives in Wales who are currently working for Cardiff Council.

ADSO also provides opportunities for training and development for Democratic Services Officers including a Certificate in Democratic Services Knowledge and a Diploma in Local Democracy.

South East Wales Scrutiny Officer Network (SEWSON)

The ten authorities on the Cardiff Capital Region City Deal footprint (Blaenau Gwent; Bridgend; Caerphilly; Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taff; Torfaen; and Vale of Glamorgan) agreed to the establishment of SEWSON.

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 13 November 2023.

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.

Issues

Member Development Activities

3. The following Member development activities are being planned:

- a. Member Development - School Admissions and Appeals

This session will update Members prior to the opening of the School Admission Appeals window on 1st March and provide "An opportunity to refresh and update Elected Member's on School admissions and appeals processes and procedures to help support any constituent enquiries. A short presentation will be followed by a Q&A. This session will provide an understanding of how admissions are processed in accordance with the Admission Policy and Admission Code"

The session will be held on MS Teams on Thursday 22 February 2024 starting at 17:00 and lasting approximately one hour.

This session is 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

b. Member Development - Special Procedures (Cosmetic Procedures)

This session will explain the intention to introduce a licensing scheme for people that carry out many cosmetic procedures e.g. tattooists, acupuncturists, body modification etc. The new regime will result in some applications/individuals being considered by the Public Protection Committee to determine whether they should be licensed. This is a change from the current situation whereby these procedures are mostly covered by a registration scheme rather than a licence, so there is no mechanism to consider whether somebody is safe or suitable. Although this is primarily for members of the Public Protection Committee it is likely to be useful for all members.

The session will be held on MS Teams but we are still waiting for confirmation of dates which are likely to be in February.

This session is categorised as follows:

Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Committee Specific	Beneficial	Useful	Recommended	Useful

c. WLGA Essentials: Risk Management for Councillors

The WLGA's Improvement Programme is offering Governance and Audit Committee members the opportunity to attend a training session on Risk Management in local government. The aim of these sessions is to provide an overview of risk management, its importance to corporate governance and the successful delivery of corporate objectives. It will also highlight some of the critical success factors of an organizational risk management approach. In consideration of the time available, and the nature of the audience, the session content will be kept mainly at a higher level. Each session will draw on the UK Government Orange Book and a number of best practice guides plus some practical examples to bring the subject to life.

Although this is primarily for members of the Public Protection Committee it is likely to be useful for all members.

This session is categorised as follows:

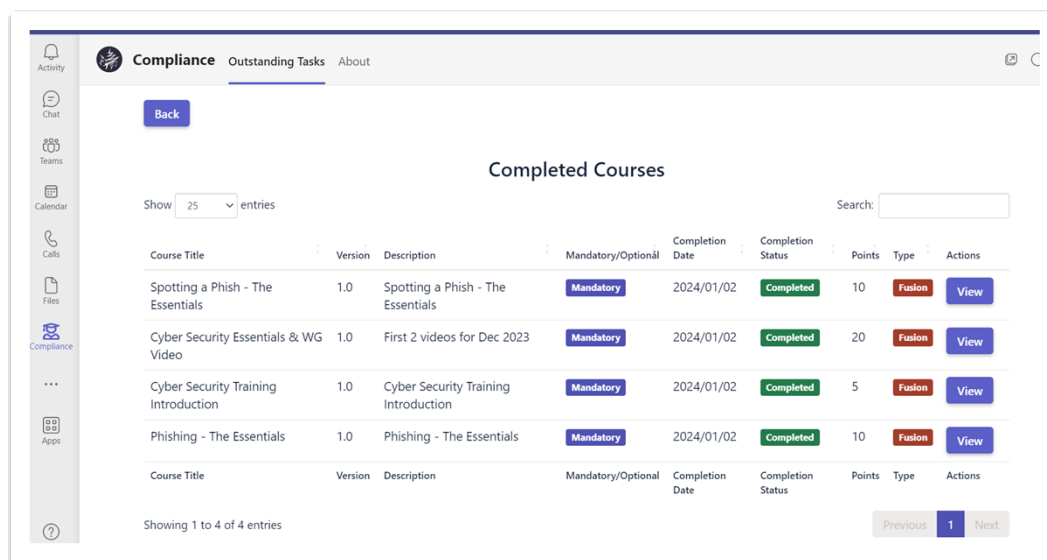
Requirement	Newly Elected Members	Experienced Members	Committee Members	Executive Members / Chairpersons/ Group Spokesperson
Committee Specific	Beneficial	Useful	Recommended	Useful

4. The following Member Development session have been provided:

Date	Topic	Attendance	Percentage attendance
10 Jan 24	Member Development - Hate Crime	12	15.19%
01 Feb 24	Member Development – Major Project Finance and Delivery	TBC	TBC

5. Cyber Security Training – MS Teams Compliance

At the end of 2023, all Cardiff Council ICT users were provided with Cybersecurity training using MS Teams micro videos. These short sessions were mandatory for employees but were optional for Elected, Independent and Co-opted Members. Members can access the compliance tab on MS Teams to confirm if they have completed any or all of these modules. The collation of this compliance data is being undertaken and is hoped to be reported to the next meeting of the committee.



6. Member Induction – Mandatory Training

The following Mandatory modules from the Member Induction Programme have been completed by all Elected Members:

- What Councillors need to know including the Member’s Code of Conduct
- Information Governance and Data Protection
- Safeguarding

- Corporate Parenting
- Supporting Equality in Cardiff's Diverse Communities

7. Member Enquiry System (MES) Refresher training

The Member Services Team have been providing individual refresher training to Members in the use of the MES. An email was sent to all Members to determine if a collective session would be beneficial for Members. Responses were positive about the individual refresher Training that had been provided and the general consensus was to continue with individual refresher training.

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.

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: Statutory and non-statutory guidance on democracy within principal councils: governance and scrutiny [HTML] | GOV.WALES, (specifically, the updated Democratic Services Committees Statutory Guidance within Part 4 of the consolidated guidance on democracy within principal councils.)
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

14. The Democratic Services Committee is requested to note the information set out in the report.

GARY JONES
HEAD of DEMOCRATIC SERVICES
30 January 2024

Background Papers: None

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

DEVELOPING THE RESEARCH PROTOCOL

Reason for this Report

1. The purpose of this report is to update the Democratic Services Committee (DSC) on the existing research support available Councillors and to seek directions for the development of a Research Protocol for Elected Members.

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.

Issues

3. The Welsh Government Statutory and Non-Statutory Guidance for Principal Councils in Wales relating to Research Support and Services for Councillors at **Appendix A** ('the Statutory Guidance') was considered by the DSC at its meeting on 13 November 2023.
4. The Statutory Guidance identifies that Councillors who are part of the executive (or assistants to it) have the benefit of working closely with officers of the council and have ready access to information and professional support. In order to undertake their roles effectively all elected members should be able to access a range of information and support.
5. To begin this process the guidance indicates that the baseline of support which is already available to members be identified by the DSC, then work with members to identify how this support and its parameters could be developed over time.
6. It specifies that through their DSC's Councils **should**, put in place a protocol or other set of rules governing how councillors should expect to be able to access and use research services, to ensure that it is accessible to all councillors and that it is used equitably and proportionately. This service should not be solely reactive, the proactive

provision of timely briefings on new policies, changes in the law or other matters that could impact on the work of members should form part of the service.

7. Research may be related to a specific issue or issues that have a more general impact on the work of elected members across the council but would usually be connected to the delivery of the council's priorities or the scrutiny of their delivery. It should work in harmony with and not be expected to duplicate the support members might be provided by virtue of their membership of a political group, for example where political assistants have been appointed (section 9 of the Local Government and Housing Act 1989).
8. Research provided to councillors through this part of the Research Support and Services for Councillors guidance should not be politically motivated or compromise officers' political neutrality.
9. The benefits of pro-active research support for councillors may include:
 - Councillors are better able to engage with the business of the authority in an informed, proactive manner.
 - Different officers do not have to deal with requests for information and duplication is reduced.
 - A reduction in the demand for bringing of reports to committees (particularly scrutiny committees) for information, or to note, freeing up committee time and resources.
 - The products and outcomes of research can be shared equitably, rather than through one-to-one councillor-officer conversations which privileges those more capable in "navigating" the authority and its officer structures.
10. The proportionate use of research support by councillors is an important part of ensuring local democracy is functioning effectively. It is also important to ensure that members do not get frustrated by feeling they are not able to access or have available to them the support they need to make a difference to their local community or undertake a role they have been asked to do on behalf of the council effectively.
11. The Committee should set out what steps it will take to improve research services to members, with actions and timelines and communicate this to members.

Research Support and Services – Meeting the requirements of the Guidance

12. The guidance indicates that it is for the DSC to advise on the nature and level of support for research by elected members that would be suitable for their council and the level of resources that the Head of Democratic Services (HDS) might require to provide a sufficient set of services in this regard.
13. To determine a baseline the existing research support, an assessment has been undertaken by the HDS and the initial assessment is shown at **Appendix B**. Although significant research support has been identified the guidance indicates that the DSC and the HDS should consult and involve members to shape and regularly review the usefulness and effectiveness of the support provided. The committee is requested to consider the assessment at **Appendix B** to provide further direction prior to wider consultation with Elected Members.
14. Given the initial assessment the DSC is requested to consider the following question:

- Are there any other areas of research support which you consider should be included in this list?
- What research support has been useful in your role as Councillor?
- What could be improved?
- What information / data do you require that is not currently available on the Council's website or reports provided to committees?
- How should other members be informed about the draft Research Protocol and their views on its content be sought.
- What information / data do you require that is not currently available via external providers such as Data Cymru, Open data sources etc.
- Please list any areas of research that you may find useful to your role as Councillor, where this information is not already available in the public domain.

Data Analysis Training

15. Data Cymru offer a range of 'data-focused' training courses, two of which are specifically aimed at Councillors:

- [Data 101 – An introduction to understanding and using data](#)
This training course offers practical guidance to help build skills and confidence in understanding and using data. The course explains the different types of data and how to find it. Facilitators will guide attendees through a series of questions designed to help make sure you understand the data you are working with. This will be followed by some techniques to help turn data into knowledge. The course will assist those attending to understand:
 - what data is and how to find it
 - the questions you need to ask to make sure you understand data
 - some basic techniques for using data.
- [Understanding and using performance data](#)
This course focuses on understanding, challenging and using data as a Councillor. This introductory course aimed at beginners and those new to using data. The course will assist those attending to understand:
 - what performance data is and how to find it
 - what you need to consider when working with performance data
 - how to use performance data.

16. During 2023-24, Data Cymru are offering each local authority the option of taking one cohort of members (up to 20 people) through the training for free. Cardiff have yet to take up this offer.

17. Information about all Data Cymru training courses, which includes 'survey design and analysis' and 'presenting data', can be found on their [website](#):. They also publish their [training guides](#), which you can use alongside the training,
18. They also offer a training programme, called [DataBasicCymru](#). The programme is designed to help individuals build their data culture by building skills and, perhaps more importantly, confidence in using and analysing data. It's a fun and interactive programme that was originally developed by researchers at MIT and was "adapted" for use in Wales by Data Cymru.

Categorisation of Research

19. To assist in structuring the Research Protocol it is proposed that the following categorisation be used:
 - a. Self- Service Research

Elected Members will be signposted to relevant available or open data sources and will use their own skills and knowledge to undertake relevant research.
 - b. Level 1 - Simple Research Support

Elected Members may request that low level research be undertaken which may include:

 - A member enquiry with a clearly defined request for the information required. i.e. the number of children Looked After in Cardiff.
 - A members has a clear research intention which will be discussed with officers on how best to use existing data sources and potentially some basic analysis to achieve the required outcome
 - c. Level 2 – Assisted Research Support

A simple survey of 5-10 questions on a specific topic which will seek the views of a small number of residents. This survey will require some support from suitably trained researcher to ensure that the research requirements are met. will be a hard copy survey and utilise the resident letter facility to ensure that there will be no additional costs. Responses will be assessed with outcomes being provided to the originator.
 - d. Level 3 - Scoped Research Support

This category of research will primarily be undertaken by a qualified researcher for Scrutiny and other committees. This type of research is likely to include use effective scoping processes, desktop research analysis, new and independent research, the use of focus groups and appropriate research methodologies to deliver the required outcome. It is unlikely there will be capacity for individual Member Scoped research requests within existing resources.

Resources

20. The Democratic Services Team has limited resources to extend the existing arrangements for providing research facilities for Members. However, funded additional capacity is being created to support the Committee and Members Services

Team deliver the requirements of the Local Government and Elections (Wales) Act 2021. These posts will have a cross cutting role in the team and will provide Elected Members with some Simple Research Support.

21. The Democratic Services Team has access to the SNAP electronic survey software with a primary user to create online surveys and two users with web access to the software to run the high-level analysis reports.
22. It is proposed that Level 2 and 3 Research Support requests will be submitted to the HDS who will prioritise the request to ensure that the available resources are not exceeded. The HDS will also ensure that these research requests are not overtly political and that they will not compromise the neutrality of officers.

Data Governance and Protection

23. All research activities must comply with the General Data Protection Regulations (GDPR) and the Councils' Information Governance Policies and procedures.

Financial Implications

24. The body of the report provides details of the current the research facilities being used for Elected Members. These facilities are being met from within existing Democratic and Members Services budgets and reserves and includes funding to provide additional posts for the Committee and Member Services Team to enhance the research capability. To further increase the research capacity will require additional sources of funding be identified in agreement of the Director of Governance and Legal Services.

Legal Implications

25. Under the Local Government (Wales) Measure 2011 ('the 2011 Measure'), section 8(1)(b), a local authority must provide its Head of Democratic Services with 'such staff, accommodation and other resources as are, in its opinion, sufficient to allow his or her functions to be discharged'; and must have regard to statutory guidance issued by the Welsh Ministers. The statutory functions of the Head of Democratic Services (under s.9 of the 2011 Measure) include the provision of support and advice to each member of the authority in carrying out the role of member of the authority.
26. The Democratic Services Committee is responsible (under s.11 of the 2011 Measure) for overseeing the democratic services functions of the Council, ensuring this work is adequately resourced; and reporting to full Council accordingly.
27. In considering the Council's arrangements for providing research support and services for elected Members, the Committee must have regard to the statutory guidance issued by the Welsh Ministers: [Statutory and non-statutory guidance on democracy within principal councils: governance and scrutiny \[HTML\] | GOV.WALES](#) (Chapter 3.0 within Part 2), which is appended as **Appendix A** to this report and referenced within the body of the report.
28. Other relevant provisions are referred to in the body of the report.

RECOMMENDATIONS

29. The Committee is requested to:

- a. Note the content of the report and the initial assessment of current research facilities for elected Members at **Appendix B** undertaken by the HDS.
- b. Consider the questions in paragraph 13 and the proposed categorisation of research as set out in paragraph 18 and provide direction for the development of the Research Protocol.
- c. Agree that a draft version of the Research Protocol be submitted to the next meeting of the committee.

GARY JONES
HEAD OF DEMOCRATIC SERVICES
30 January 2024

Appendices:

Appendix A: Research Support and Services for Councillors Statutory Guidance
Appendix B: Research Support Assessment - Baseline data

Background Papers:

[Updated Proposals - Draft Outline Member Induction Programme 2022](#) dated 24 January 2022

[Welsh Government Statutory and Non-Statutory Guidance for Principal Councils in Wales](#) report to Democratic Services Committee dated 13 November 2023.

3.0 Research Support and Services for Councillors Statutory Guidance

Status of this Guidance

- 3.1 This is statutory guidance issued under section 8(1A) of the Local Government (Wales) Measure 2011. This section enables the Welsh Ministers to issue guidance to which a local authority must have regard when exercising its functions in respect of providing the Head of Democratic Services (HDS) with the staff, accommodation and other resources which are, in its opinion, sufficient for the HDS to discharge their functions.

Purpose of this Guidance

- 3.2 Councillors who are part of the executive or assistants to it have the benefit of working closely with officers of the council and have ready access to information and professional support. In order to undertake their roles effectively all elected members should be able to access a range of information and support. It is anticipated this will mainly focus on signposting individual members to existing sources of information or available training for example, brief prepared for scrutiny committee meetings or how to use research, statistical or legislative websites. It may also include targeted support for groups of members for example, leading a task and finish group investigation or support for individual members to research issues impacting on their communities where they are taking forward a councillor call for action under section 21A of the Local Government Act 2000, they have been delegated functions under section 56 of the 2011 Measure or with which they are involved through their role on the council, for example as chair of a committee.
- 3.3 The Democratic Services Committee should consider the provision of this kind of support to elected members as part of its considerations as to what constitutes sufficient resources for the HDS to discharge their functions. The case for resources for this support should form part of the DSC's budget considerations and discussions with the council. It is anticipated that the DSC will begin this process by identifying the baseline of support which is already available to members, then work with members to identify how this support and its parameters could be developed over time. The council should set out what steps it will take to improve research services to members where appropriate, with actions and timelines and communicate this to members.

Support for Research

- 3.4 It is for the DSC to advise on the nature and level of support for research by elected members that would be suitable for their council and the level of resources that the HDS might require to provide a sufficient set of services in this regard. This guidance sets out the sorts of services the DSC should consider when making its deliberations.
- 3.5 The proportionate use of research support by councillors is an important part of ensuring local democracy is functioning effectively. It is also important to ensure that members do not get frustrated by feeling they are not able to access or have available to them the support they need to make a difference to their local community or undertake a role they have been asked to do on behalf of the council effectively.

- 3.6 Councils should, through their Democratic Services Committee, put in place a protocol or other set of rules governing how councillors should expect to be able to access and use research services, to ensure that it is accessible to all councillors and that it is used equitably and proportionately. This should dovetail with the Democratic Services Committee's oversight of the overall resourcing available for democratic services in an authority.
- 3.7 The aim should be to provide support to assist backbench councillors and their staff to work with constituents, scrutinise legislation, develop policy, undertake any roles they may be asked to do on behalf of the council and undertake effective overview and scrutiny. Research may be related to a specific issue or issues that have a more general impact on the work of elected members across the council but would usually be connected to the delivery of the council's priorities or the scrutiny of their delivery. It should work in harmony with and not be expected to duplicate the support members might be provided by virtue of their membership of a political group, for example where political assistants have been appointed (section 9 of the Local Government and Housing Act 1989). Research provided to councillors through this part of the guidance should not be politically motivated or compromise officers' political neutrality.

Research Support and Services

3.8 Examples of research support and services include:

- Collating and distributing background papers to assist councillors to better understand forthcoming key decisions including analysis of complex data and information which may be provided as background papers for council meetings such as the budget discussion;
- Preparing and sharing regularly management information, including performance management shared as a part of formal assessments either by performance panels or Audit Wales;
- Preparing and sharing demographic information, and information on the use of services by local people;
- Responding to councillors' requests for research on specific topics to be undertaken either by council officers or an external source. Councils should set out clear processes and procedures to ensure councillors have access to this kind of research but also that they understand the requirement for its judicious use within the budget and other resourcing parameters set by the council;
- Signposting of members to useful sources of information they can access on the issue in which they have an interest;
- Circulation of calendars of events held by local and national organisations which may be of interest to members and help inform their knowledge of particular issues.

3.9 The service should not be solely reactive, the proactive provision of timely briefings on new policies, changes in the law or other matters that could impact on the work of members should form part of the service. These briefings should be published and made available to the public as they will be of wider interest and can form part of the Council's strategy for meeting its duties under sections 39 to 41 of the Local Government and Elections (Wales) Act 2021 to encourage local people to participate in decision making and the publication of a participation strategy.

3.10 However, it is also important the DSC and HDS should consult and involve members to shape and regularly review the usefulness and effectiveness of the support provided.

Benefits

3.11 The benefits of pro-active research support for councillors are:

- It means that councillors are better able to engage with the business of the authority in an informed, proactive manner;
- Different officers do not have to deal with requests for information and duplication is reduced;
- There is less demand for the bringing of reports to committees (particularly scrutiny committees) for information, or to note, because there are systematic methods to share research with councillors through other means thus freeing up committee time and resources;
- The products and outcomes of research can be shared equitably, rather than through one-to-one councillor-officer conversations which privileges those more capable in “navigating” the authority and its officer structures.

Support in accessing information

3.12 Councils should adopt a proactive and permissive approach in how they engage with councillors’ information needs. Councillors cannot always know what information they need to know, and as such may not be in a position to frame requests in a way that captures these needs succinctly. In particular, councils should recognise that it is not optimal for councillors to be expected to make FOI requests of their own authority, and should put in place arrangements to ensure that they can access this – and other – information in an expedited manner.

3.13 As such councils should:

- Frame councillor access to information procedure rules expansively – with a presumption in favour of the release of information to councillors unless a clear public policy reason exists not to;
- Proactively provide councillors with management information and other data to ensure that they are kept informed about the business of the authority. Councils could produce an information bulletin or digest for councillors on a regular basis – subject to resources as suggested above;
- Engage with members to better understand how and where their roles will require that they access certain information sources, and support them to gain that access. This may include negotiation with partners, and others who may hold information relevant to councillors’ roles;
- Ensure mechanisms are in place to protect personal data in line with appropriate legislation.

3.14 As far as possible councils should specify publicly why a matter is exempt from publication or from discussion in a public forum – ideally providing more information than just the description given in Schedule 12A of the Local Government Act 1972.

3.15 Equally, councillors should be made aware that councils are frequently under legal obligations to others with regard to maintaining the confidentiality of certain information

– in particular, commercial information and personal information – and such releases could open up the council to challenge.

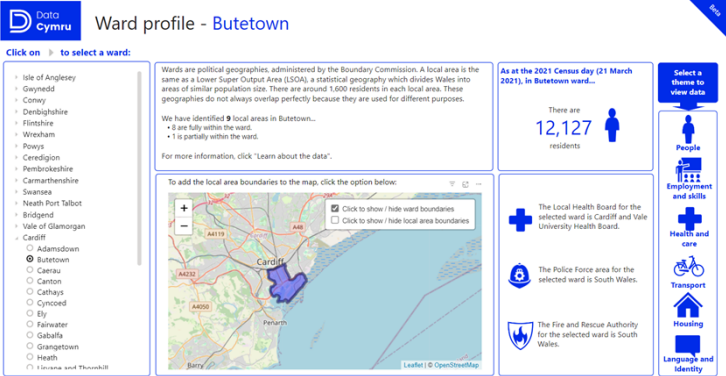
RESEARCH SUPPORT ASSESSMENT – BASELINE DATA

Legend:

	Requirement of the guidance are met
	Further direction to confirm that the requirements of the guidance are being met
	Requirement of the guidance are not met

Serial	Guidance	Situation in Cardiff	HDS Assessed Status	Notes
1.	Collating and distributing background papers to assist councillors to better understand forthcoming key decisions including analysis of complex data and information which may be provided as background papers for council meetings such as the budget discussion.	<p>Background papers is the list of documents that have been used in the preparation a report. Under Part VA of the Local Government Act 1972 reports open to public inspection must contain a list of background papers and at least one copy of each of the documents on the list must also be open to public inspection for four years from the relevant meeting.</p> <p>In Cardiff, background papers for open reports are made available as required and where possible linked on the internet to provide easier access to the public to these documents. The majority of background papers relate to reports previously presented at meetings and these are held on the Council's internet webpages for longer than required by legislation.</p>	Green	
2.	<p>Preparing and sharing regularly management information, including performance management shared as a part of formal assessments either by performance panels or Audit Wales;</p> <p>Council's should proactively provide councillors with management information and other data to ensure that they are kept informed about the business of the authority. Councils could produce an information bulletin or digest for councillors on a regular basis – subject to resources.</p>	<p>Management information is provided made available to Elected Members in a number of ways. These include:</p> <ul style="list-style-type: none"> <u>Governance and Audit Committee</u> The Governance and Audit Committee is a key component of Cardiff Council's corporate governance. It provides an independent and high-level focus on the audit, assurance, and reporting arrangements that underpin good governance and financial standards. Its purpose is to provide independent assurance to the members of Cardiff Council, and its wider citizens and stakeholders, on the adequacy of the risk management framework, the internal control environment, and the performance assessment of the Council. <u>Policy Review and Performance Scrutiny Committee</u> This committee scrutinises, monitors and reviews the effectiveness of the Council's systems of financial control and administration and use of human resources. The committee assesses the impact of 	Amber	Guidance is requested to identify if the existing information provided meets the requirements of Elected Members.

Serial	Guidance	Situation in Cardiff	HDS Assessed Status	Notes
		<p>partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government, Public Bodies and quasi-departmental non-government bodies on the effectiveness of Council service delivery. The committee then makes recommendations to Cabinet on measures which may enhance Council performance and service delivery in this area.</p> <ul style="list-style-type: none"> • <u>Member Briefings and consultations</u> Elected Members are often provided with briefings to provide an overview of existing services and performance i.e. Corporate Plan Dashboard. In addition, Members are involved in consultation briefings and events relating to new policies or strategies being developed. • <u>Member Enquiries</u> Elected Member Enquiries allow every councillor to query the performance and managements of services provided to their constituents. • <u>Members Weekly Diary</u> The Members Weekly Diary provides all Elected, Independent and Co-opted Members with an update of forthcoming events and activities. In addition other specific updates are provided which dovetail with relevant internal communications which are considered to be of interest to Members 		
3.	Circulation of calendars of events held by local and national organisations	See <u>Members Weekly Diary</u> in serial 2 above.	Amber	Guidance is requested to identify if the existing information provided meets the requirements of Elected Members.
4.	The proactive provision of timely briefings on new policies, changes in the law or other matters that could impact on the work of members should form part of the service.	<p>The Member Development Programme identifies specific topics relating to Cabinet Member and Officer briefings, usually relating to changes in policy or changes in legislation.</p> <p>See also <u>Member Briefings and consultations</u> in serial 2 above.</p>	Green	Are additional measures required?

Serial	Guidance	Situation in Cardiff	HDS Assessed Status	Notes
5.	Signposting of members to useful sources of information they can access on the issue in which they have an interest.	<p>There is a significant volume of open-source data which is available to the public, Elected Members and Officers have access to. A list of the publicly available data sources is shown at Annex 1 to this appendix, although other data may be available.</p>	Amber	<p>This list has not been previously made available to Members and guidance is needed to identify:</p> <ul style="list-style-type: none"> • Is the list of sources sufficient to meet the requirements of Elected Members. • The best method for signposting this information for members
6.	Preparing and sharing demographic information, and information on the use of services by local people	<p>Elected Members have been provided with ward information from Data Cymru relating to the 2021 Census data. It contains a range of data on the residents</p> 	Amber	Guidance is requested to identify if the existing information provided meets the requirements of Elected Members.
7.	Responding to councillors' requests for research on specific topics to be undertaken either by council officers or an external source.	<p>As part of the Member Induction Programme, Elected Members were advised of the availability of dedicated research facility to support Cardiff Council's Scrutiny function. Scrutiny research is able to systematically collect and analyse independent information by using various qualitative and quantitative methodologies. The research collated, then forms part of</p>	Amber	Guidance is requested to identify if the existing information provided meets the

Serial	Guidance	Situation in Cardiff	HDS Assessed Status	Notes
		<p>the evidence considered by Scrutiny Committees and helps inform their recommendations. An outline of the Scrutiny Research capability and processes is shown at Annex 2 to this Appendix.</p> <p>The Researcher also supports other Team Member to undertake surveys of Elected Members surveys. These include:</p> <ul style="list-style-type: none"> • Democratic Services Committee i.e. Diversity, Meeting Timings and the Exit Survey etc • Standard & Ethics Committee i.e. Behaviours Survey <p>The Members Services team have also been requested to undertake simple surveys (only 2 since May 2022). These simple surveys are for specific topics to seek the views of a small group of residents i.e. use of local play area, and local parking facilities but have required assistance from the research officers to develop appropriate questions to meet the research needs for the survey.</p> <p>In addition, Member Services provides assistance with low level support for queries raised by Elected Members via the Members Enquiries system. This may include seeking information from the service areas across the authority to provide information to support for their constituents.</p> <p>The Council also has the Cardiff Research Centre (CRC) which is a team of engagement officers and data analysts striving to deliver robust research, information and consultation services for Cardiff Council and its partner organisations. As well as gathering the views and opinions of local people on a wide range of topics we also analyse data from a variety of sources including the Welsh Assembly, the National Census and NHS. Together these help us produce a strong evidence base to inform the Council's decision-making process.</p>		<p>requirements of Elected Members.</p> <p>Should simple be offered more widely for Members within existing resources</p> <p>It should be noted that there are a range of internal costs for providing research facilities from the CRC.</p>
8.	Councils should set out clear processes and procedures to ensure councillors have access to this kind of research but	Processes are documented for formal research commissioning is shown at Annex 3 to this Appendix.	Amber	The Research Protocol will link all

Serial	Guidance	Situation in Cardiff	HDS Assessed Status	Notes
	also that they understand the requirement for its judicious use within the budget and other resourcing parameters set by the council.			relevant research arrangements.
9.	<p>As far as possible councils should specify publicly why a matter is exempt from publication or from discussion in a public forum – ideally providing more information than just the description given in Schedule 12A of the Local Government Act 1972.</p> <p>Equally, councillors should be made aware that councils are frequently under legal obligations to others with regard to maintaining the confidentiality of certain information – in particular, commercial information and personal information – and such releases could open up the council to challenge.</p>	<p>The Council's Constitution provides the public, officers and Member details of the Access to Information Procedure Rules</p> <p>Councillors are made aware of the importance of maintaining the confidentiality:</p> <ul style="list-style-type: none"> • During Code of Conduct Training undertaken as part of the Member Induction. • As advised on any exempt or confidential reports 	Green	

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PUBLIC SECTOR DATA RESOURCES

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Data Cymru

Is a Welsh local government company that offer a range of specialist data support designed to help find and use data effectively,

The website provides access to the three (3) following data and information resources:

- **InfoBaseCymru.**
InfoBaseCymru provides easy access to a wide range of information for Wales. The website holds a wealth of data available in maps, tables and reports in its national system. Information covers a range of themes including: people; economy; education; health; housing; environment; transport; and community safety. InfoBaseCymru holds and displays data about Wales from local authority level to a local area (lower super output area) level, as well as other regions appropriate for the data.
- **Thriving Places Wales**
Thriving Places Wales is based on ground-breaking Thriving Places Index. It provides measures how well areas are doing at growing the conditions for equitable, sustainable wellbeing. It is designed to provide a robust reporting framework to support decision-makers in local areas to improve lives on the

ground and to help shift the focus, place by place, towards measuring what matters. The conditions – local conditions, sustainability and equality - included in the framework are what have been shown to be most important for individuals, communities and areas to thrive. They define sustainable well-being as providing equal opportunities to thrive for present and future generations. Thriving Places Wales offers an alternative view of well-being compared to financial and deprivation-based indices. A list Indicators are identified for each condition and measures are compared between local authorities in Wales.

- Place and environment; Mental and physical health; Education and learning; Work and local economy; People and community.
- The Sustainability dimension contains three sub-domains: Green infrastructure; Waste; Energy use
- The Equality dimension has three sub-domains: Health inequality; Income inequality; Employment inequality.
- **[Comparable Authorities info - Data Cymru](#)**
The comparable authorities tools allows for benchmarking on specific topic areas/variables between local authorities in Wales. A list of the most statistically comparable authorities in Wales is produced to help you understand the most similar authorities to choose as comparators.

[Open data - Data Cymru](#)

Is a new website hosted by Data Cymru which allows local authorities and other public bodies to publish their open data so that it can be accessed and used freely and easily. It is intended that the website will become a ‘one-stop-shop’ for public sector open data in Wales. Open data is data that is published in a way that allows anyone to freely and easily access and use it. This may be in the form of an open spreadsheet saved in a non-proprietary format (such as an .ods or.csv file) published on a website or an open data feed that allows users to link directly to the data. Whichever format you choose, the data must be clearly labelled as open data.

[Home Page - Open Data Wales](#) - provides access to open data classified into the following key themes:

Community

Economy

Crime and community safety

Education

Environment

Housing

Funding

Population

Governance and Democracy

Transport

Health and Social Care

Workforce

The data that is currently available on the site is sorted by theme and local government unit area includes:

- Local authority mid-year population estimates
- Local authority workforce
- Non Domestic Rates Properties with Exemption
- Non Domestic Rates Properties with Relief
- Public Services Board Well-being assessments Core dataset
- Social Services Performance Measures
- Statistical geography tables
- Welsh Local Authority names and codes

[DataMapWales](#)

This website provides access to geographic information and associated services.

DataMapWales is provided in combination with other public sector partners.

Available geographic information includes everything that can be shown on a map, such as: Doctor's surgeries; Flood zones; Noise pollution; Areas of deprivation.

Like most Geographic Information Systems, DataMapWales allows for information on a dataset to be displayed on top of a base-map, and the features of interest to be examined, measured and analysed. It presents geographic information and tools with a focus on Wales. Data of interest can be found by browsing and searching the catalogue (referred to as metadata). The search page displays the datasets, maps and apps available. The site allows for options to search/filter the catalogue to find what you are looking for.

[The Regional Learning & Skills Observatory \(RLSO\)](#)

RLSO is a central interactive online information system providing local data and intelligence, for learning, skills and the labour market in South West Wales. It aims to improve the collection, sharing and analysis of key data and intelligence across sectors and stakeholders in the region and support evidence based policy and

improved decision making in the areas of regeneration and education, focusing on learning and skills, employment and economic development.

The RLSO provides a range of labour market intelligence to support and inform decision makers within the region. At the heart of the RLSO is an interactive online mapping system which makes data accessible and informative for users. This allows individual users to manipulate a range of different datasets across a range of different geographic boundaries to compare and contrast intelligence.

It also contains a range of economic projection data available to both the public and in more detail to members of the partnership. This information is being used to support economic development activities, including informing the region's Economic Regeneration Strategies as well as supporting the development of curriculum planning to ensure a continuous supply of appropriately skilled individuals.

The following are the data resources available on RLSO include:

- People – demographics, employment, unemployment and economic inactivity – provides information about benefits, migration, employment and population within the region
- Economic performance – provides access to information about household income, businesses and industry within the region.
- Qualifications, education and training - provides access to information about qualification levels, learning and training within the region.
- Welsh language skills – provides access to information about the use and impact of the Welsh Language within the region.

Wales Migration Portal

The Wales Strategic Migration Partnership (WSMP) is funded by the Home Office and the Department for Levelling Up, Housing and Communities (DLUHC), and works with partners in the statutory, voluntary, private and community sectors to provide strategic leadership, advisory and coordination function on migration. It provides access to a wide range of resources such as migration-related information, research, guidance and useful links and access to the Hong Kong Welcome Hub providing information for British National (Overseas) (BN(O)) visa-holders, councils and stakeholders. The WSMP is hosted by the Welsh Local Government Association (WLGA). Data resources include:

- [Migration data](#)
- [Asylum seeker data](#)
- [Refugee data](#)

[Cardiff Capital Region Data Observatory](#)

Information available include the most recent data relating to the economy, education, skills, training and the workforce for Cardiff Capital Region, as well as dynamic reports detailing this data at the regional and individual local authority level.

Data sets include: Labour market intelligence information on - Economic performance, People – demographics, employment, unemployment and economic inactivity, Qualifications, education and training and Welsh language skills. Also provides access to the Employer skills survey 2022 results.

[Natural Resources Wales - Access our data, maps and reports](#)

Provides access to various evidence and data relevant to environmental management in Wales. These include access to NRW open data from DataMapWales as provided by the Welsh Government other public sector partners. It presents geographic information and tools with a focus on Wales.

NRW publish most of their ecology data, such as species and habitats, on the NBN Atlas Wales. Some NRW ecological data exempt from general release under EIR and explains why some data are only available under a conditional data licence.

[NRW Map viewers](#)

provides access to data such as river levels. National River Flow Archive - River flow data are available on the National River Flow Archive. The flood risk map viewer enables one to check long-term risk of flooding from rivers and sea, surface water and reservoirs. .

Live data API portal – provides access to data developers to download NRW Open Data APIs

Available API data sets:

- Flood Risk Forecast API (Open Data) - gives the indication of the potential for flooding five days ahead
- Live Flood Warnings and Alerts API (Open Data) - provides a list of all current warnings in force and is updated every 15 minutes.
- River Levels API (Open Data) - provides information on sea levels, rainfall and river levels at our measurement stations across Wales

[StatsWales](#)

StatsWales is the Welsh Government's free-to-use online repository for detailed statistical data for Wales. StatsWales allows users to view and manipulate datasets on-screen, including the ability to produce charts. Data can be downloaded in a

variety of formats and can be saved and shared. The system covers nearly 1,000 datasets, including key information on Wales' population, economy, government spending and performance as well as the environment, education, transport and health. is a free-to-use service that allows you to view, manipulate, create and download tables from Welsh data. Stats Wales hold information on the following:

- Agriculture - Information about agricultural land, livestock and farm workers,
- Business, economy and labour market - Business, economy and labour market statistical data contains a comprehensive set of information for Wales, areas within Wales as well as the UK and areas within the UK. Data has been split into 4 areas - Economic Indices, People and Work, Regional Accounts and Statistics on Businesses.
- Census - Every 10 years the nation sets aside one day for the Census - a count of all people and households. It is the most complete source of information about the population that we have. Data from 2001, 2011, and 2021.
- Community safety and social inclusion - Our statistics contain a comprehensive set of information on community safety and social inclusion in Wales. They cover a range of topics including fire and crime, poverty (HBAI) and deprivation (WIMD), and Communities First.
- Education and skills - Statistics on education, training and skills from pre-school to school, through to Further and Higher Education and Adult and Community learning.
- Environment and countryside - Topics such as waste, climate change and land.
- Equality and diversity - Information about and analysed by age, disability, ethnicity, gender, religion and sexual orientation.
- Health and social care - Contains a comprehensive set of information on health, health services and social services in Wales. They cover a wide range of topics including NHS primary and community activity, waiting times and NHS staff.
- Housing - Statistical information on all aspects of housing in Wales.
- Local government - Local authorities are responsible for delivering a very wide range of services to the communities they serve. All local authorities are democratically accountable for the decisions they make through elections held every four years. The Local government finance statistical data contains a complete and comprehensive set of information on local authority finance in

Wales. The data covers revenue and capital spending, general and specific grants, council tax and information on non-domestic rates. The data covers historic, current and budgeted data.

- Forecast - Forecast capital expenditure gives an estimate for the financial year ahead, which services local authorities plan to spend money on and the resources they expect to use to meet that expenditure.
- Outturn - Capital outturn expenditure data details actual receipts and financing for all of the local authorities in Wales for previous financial years. Capital receipts generally arise from the disposal of fixed assets, for example the sale of council houses.

National Survey for Wales

This is a large-scale survey of adults in Wales, covering a range of topics such as wellbeing and people's views on public services. From 2016-17 onwards the National Survey also contains topics that were previously included in the Welsh Health Survey, the Arts in Wales Survey, the Welsh Outdoor Recreation Survey and the Active Adults Survey. The main reporting year runs from April each year to March the following year, with detailed results published annually in June each year.

- Population and migration -Covers topics such as estimates and projections of population and estimates of migration. The latest results (April 2021 to March 2022) can be found in the results viewer below. A selection of results are also available under the topics listed in the Catalogue menu.
- Sustainable development - Measures of everyday concerns including health, housing, jobs, crime, education and our environment.
- Taxes devolved to Wales - The Welsh Revenue Authority (WRA) is the tax authority for Wales. It is responsible for collecting and managing the first devolved Welsh taxes [Land Transaction Tax and Landfill Disposals Tax] from 1 April 2018. The WRA is a producer of Official Statistics. Statistics relating to these devolved taxes are produced independently by the WRA Data Analysis team The statistical standards and policies used to create these statistics are available using the link below. Statistics on each of the devolved taxes are available by clicking on the relevant tax.
- Tourism - Statistics are related to all aspects of tourism. These reports are no longer updated
- Transport - Statistics on all aspects of transport. Any queries on this data or would like to be updated when new statistics are published in this section email stats.transport@govwales

- [Well-being](#) - Data on health and wellbeing for children.
- [Welsh Government](#) - Information relating to Welsh Government. This includes info on, Data for the Senedd Cymru constituency areas. This workbook contains information on a range of topics, based on Senedd Cymru constituency areas. Workforce Information about Welsh Government workforce by structure, gender, age, salary, exits and redundancies.
- [Welsh language](#) - Statistical information on the Welsh language skills of people in Wales, and their use of the language. The Census is the key source of information about the number of people who can speak Welsh. The Annual Population Survey and National Survey for Wales collect more regular information about respondents' Welsh speaking ability; however survey estimates of Welsh language ability are historically higher than those produced by the Census. More detailed information about Welsh speakers' use of Welsh in a range of settings is available from Welsh Language Use Surveys.

Further data/information on the Welsh language are also available from the following sources:

- [Annual Population Survey - Welsh language](#) - The Census is the key source of information about the number of people who can speak Welsh. The Annual Population Survey collects information about respondents' Welsh speaking ability and also includes a question on how often people speak Welsh. APS results are published every quarter. The APS estimates of Welsh language ability are historically higher than those produced by the Census.
- [Census Welsh language](#). - Every 10 years the nation sets aside one day for the Census - a count of all people and households. It is the most complete source of information about the population that we have. The Census is the key source of information about the number of people who can speak Welsh. More regular information on the Welsh language can be obtained from the Annual Population Survey or the National Survey for Wales. More detailed information about Welsh speakers' use of Welsh in a range of settings is available from Welsh Language Use Surveys.
- [Language use surveys](#). More detailed information about Welsh speakers' fluency, and their use of Welsh in a range of settings, is available Welsh Language Use Surveys. The first survey on people's use of the Welsh language was carried out in 1992 and was called the Welsh Social Survey. In 2004-06 the Welsh Language Use Surveys of 2004-06 were conducted (commissioned by the Welsh Language Board). The most recent Welsh Language Use Survey was carried out in 2013-15. This was jointly commissioned by the Welsh Government and the Welsh Language Commissioner.
- [National Survey for Wales: Welsh language](#). The Census is the key source of information about the number of people who can speak Welsh. The

National Survey for Wales also collects information about ' Welsh speaking ability of adults aged 16 or over. Survey estimates of the number of Welsh speakers are historically higher than those produced by the Census.

- [Welsh language data: Education](#). There are a number of sources of data relating to the Welsh language within Education. These range from data obtained about schools, pupils and staff from school censuses, to data on examination and assessment results through to data on the language of study and teaching from nursery through to post 16 education.
- [Welsh language data: Other sources](#). Here are some direct links to other sources of data relating to the Welsh language.

Office of National Statistics

The UK's largest independent producer of official statistics and its recognised national statistical institute. It is responsible for collecting and publishing statistics related to the economy, population and society at national, regional and local levels.

We also conduct the census in England and Wales every 10 years.

Census site provides information on the following:

- [Business, industry and trade](#) - Activities of businesses and industry in the UK, including data on the production and trade of goods and services, sales by retailers, characteristics of businesses, the construction and manufacturing sectors, and international trade.
- [Economy](#) - UK economic activity covering production, distribution, consumption, and trade of goods and services. Individuals, businesses, organisations and governments all affect the development of the economy. Including info on GDP Gross Domestic Product (GDP), GVA Gross Value Added (GVA) , Inflation and price indices.
- [Employment and labour market](#) - People in and out of work covering employment, unemployment, types of work, earnings, working patterns and workplace disputes.
- [People, population and community](#) - Residents of the UK, population changes, how we spend our money, and data on crime, relationships, health and religion, population and migration, cultural identity, elections, health and social care, well being, leisure and tourism. Statistics that help us build a detailed picture of how we live.

Nomis - Official Census and Labour Market Statistics

Nomis is a service provided by Office for National Statistics (ONS), the UK's largest independent producer of official statistics. Available on this website are published statistics related to population, society and the labour market at national, regional and local levels. These include data from current and previous censuses. More specifically it provides info on Labour Market Profiles with data available at local authority, regional and national levels.

Welsh Index of Multiple Deprivation.

The Welsh Index of Multiple Deprivation (WIMD) is designed to identify the small areas of Wales that are the most deprived.

Administrative Data Research (ADR) UK

ADR UK is a UK-wide partnership transforming the wealth of public sector data into research assets and policy-relevant insights. Data can only be accessed by accredited researchers for approved research projects that are in the public interest. ADR UK partners have rigorous safeguards in place to ensure data cannot be accessed by any unauthorised person, or for any reason other than research in the public benefit. Data is available for research can be accessed through, in the [data catalogue](#) [ADR UK Data Catalogue - ADR UK](#). Datasets available in one of the four UK nations sorting in the one of the themes outlined as follows;

For Wales the data is available on the following:

- [Housing and communities](#)
- [Health and well being](#)
- [Children and young people](#)
- [The world of work,](#)
- [Growing old](#)
- [Family and social inclusion](#)
- [Climate and sustainability](#)
- [Crime and justice](#)

Observatory - Public Health Wales .

The Observatory provides data analysis, evidence finding and knowledge management to support decision makers and the public with health information. Public Health Wales is a recognised producer of official statistics and publishes data and evidence on a range of public health topics. Access to data and information on the following themes are provided:

Health Intelligence- these are available via:

- [The Public Health Outcomes Framework](#) examines indicators that helps to understand trends in public health.
- [The School Health Research Network \(SHRN\) Data Dashboard](#) - This dashboard presents findings of the School Health Research Network's (SHRN) Student Health and Wellbeing Surveys in Wales from 2017/18, 2019/20, and 2021/22. Undertaken every two years, the survey provides a regular snapshot of 11 to 16 year olds' health behaviours. This enables ongoing assessment of young people's health in Wales, both nationally and regionally, and opportunities for international comparisons of trends in adolescent health and wellbeing.
- [Screening data](#) - The Screening Division of Public Health Wales delivers the seven population based national screening programmes in Wales. Every screening programme publishes a statistical report every year. This includes:
 - [Antenatal Screening Wales](#)
 - [Newborn Bloodspot Screening Wales](#)
 - [Newborn Hearing Screening Wales](#)
 - [Diabetic Eye Screening Wales](#)
 - [Cervical Screening Wales](#)
 - [Breast Test Wales](#)
 - [Bowel Screening Wales](#)
 - [Wales Abdominal Aortic Aneurysm Screening](#)
- [Congenital Anomalies](#) - The Congenital Anomaly Register and Information Service aims to provide reliable data on congenital anomalies in Wales which can be used to assess patterns of anomalies, including possible clusters and their causes and to inform the work of health services, including antenatal screening

The National Point Prevalence of Healthcare Associated Infections

shows rates of healthcare associated infections.

Immunizations

- [Annual influenza report](#)
- [Wales rapid COVID-19 surveillance dashboard](#)
- [Wales COVID-19 vaccination enhanced surveillance monthly equality report](#)
- [Summary of COVID-19 vaccination coverage equality at Health Board level](#)
- [COVER - National childhood immunisation uptake data](#)
- [MenACWY vaccination surveillance](#)
- [Neonatal Hepatitis B Immunisation](#)
- [Shingles vaccination surveillance](#)

Diseases and Infections

- [Wales rapid COVID-19 surveillance dashboard](#)
- [Weekly Influenza and Acute Respiratory Infection Report](#)
- The Communicable Disease Surveillance Centre produces interactive data dashboards on the following diseases and infections:
 - [Campylobacter](#)
 - [Cryptosporidium](#)
 - [E. Coli O157](#)
 - [Giardia Lambia](#)
 - [Hepatitis A](#)
 - [Hepatitis B](#)
 - [Hepatitis C](#)
 - [Hepatitis E](#)
 - [Legionella](#)
 - [Enteric Fever](#)
 - [Food Poisoning](#)
 - [Invasive Group A Streptococcal Disease](#)
 - [Salmonella](#)
 - [Mumps](#)
 - [Rubella](#)
 - [Scarlet Fever](#)
 - [Whooping Cough](#)
 - Cancer
- [The Welsh Cancer Intelligence and Surveillance Unit](#) collects, analyses and releases information about cancer in Wales:

- [Cancer Incidence in Wales](#)
- [Cancer Mortality in Wales](#)
- [Cancer Survival in Wales](#)
- [Anti microbial resistance](#) -
The latest trend reports for Antimicrobial Resistance can be found on the [AMR Programme Reports](#) page.

Dewis.Wales

Dewis Cymru is a place to go if you want information or advice about your well-being, or want to know how you can help somebody else. This includes where you live, how safe and secure you feel, getting out and about, and keeping in touch with family and friends. The site also provides information about people and services in the local area that can help you with the things that matter to your constituents .

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Scrutiny Research

The Scrutiny Team has dedicated research capacity to support Cardiff Council's Scrutiny function. The Scrutiny researcher takes responsibility for systematically collecting and analysing independent information by using various qualitative and quantitative methodologies. The research collated, then forms part of the evidence considered by Scrutiny Committees and helps inform their recommendations.

This research adds significant value to Scrutiny activity by:

- Providing Scrutiny Committees with **access to independent research and information resources** to triangulate, validate and compare with other evidence submitted to the committees.
- **Bringing in a range of citizens' and service users' views and perspectives** to be considered as part of scrutiny inquiries and reviews.
- **Engaging with systematically selected groups** to ensure their independent views contribute to scrutiny challenge.
- Providing **access to and analysis of views and perspectives of those groups often described as "hard to reach"**, who may find the idea of attending a formal scrutiny meeting intimidating.
- "Helping to **avoid what could be resource intensive or repetitive oral evidence collection activities**".
- "Enabling scrutiny **to enhance its lines of inquiry** and focus on exploring in-depth specific issues".
- Further **supporting the development of the Council's relationship and engagement with stakeholders** in its challenge and review of policies and decisions.

The following are examples of the types of research that can be undertaken for Scrutiny Committees:

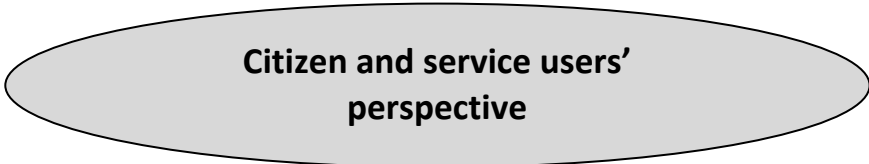


Document or literature reviews

Primary research (stakeholders)

Previous work examples:

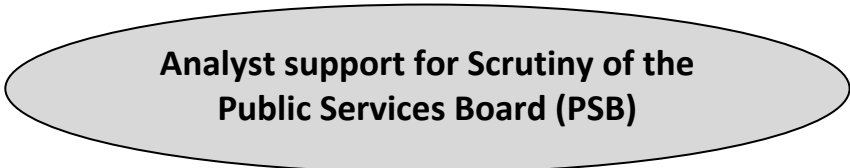
- Review of other **Local Authorities' Alternative Delivery Models (ADM)** implemented on Environmental Services.
- Good practice in dealing with **sickness absence** – selection of public and private sector
- **Feasibility of benchmarking**– literature review on conduct of benchmarking



Engaging with and involving citizens and service users to independently establish their priorities or views and perspectives.

Previous work examples:

- Research into **Access to Information and Advice for Mental Health Service Users**.
- A survey (2300+) of **residents' and visitors' perceptions of nuisance litter in Cardiff**.



Critical review and analysis of selected documents and reports submitted to Committee in line with statutory scrutiny of the PSB responsibilities.

Previous work examples:

- **Critical review** of the **Cardiff's What Matters** refresh document
- **Critical review of Cardiff's Liveable City Report** and formulation of briefings.

Evaluations of Projects, Policy or Strategies

Involves the assessment of a project / policy / strategy against its goals, objectives or its intended outputs and outcomes.

Previous work examples:

- SDF (Scrutiny Development Fund) **Scrutiny Officers Development Project's Training Needs Assessment and Project Evaluation**

- Impact, benefits and outcomes of the **Integrating Health and Social Care (IHCS) Programme** from service users' perspectives

Scrutiny Researchers can undertake the following types of research to support the work of Scrutiny Committees:

'Current Practice' and 'Good Practice' – looking into the interventions and policies that have been adopted by other organisations, and evaluating the solutions or practices that have been implemented. 'Current Practice' research specifically identifies “what works” and “what doesn't work” and may identify expertise in a particular area or field. 'Good Practice' research draws attention to 'what works' as well as highlighting those interventions that can be replicated locally. They are useful in identifying and gaining an understanding of the different variables that affect the success of a particular intervention or change. They also provide useful insight into the different causes and strategies for change as well as problems encountered. Data can come from both primary and secondary sources, with the findings presented in a briefing paper.

Benchmarking – comparing a set of performance management indicators with similar data sets from other Local Authorities and organizations. This involves comparing the outputs, results and/or processes. This research provides an insight into how well the Local Authority is performing against targets that are set compared to comparable Authorities or organizations. It also helps in identifying processes that achieve the 'highest or best' level of performance. Information collected over time will also be useful in monitoring the impact of process changes.

Citizen or service user perspectives – This research can be undertaken to identify or establish citizen priorities in a particular area, or as part of an assessment of the impact of an intervention on service users. This research may involve the use of quantitative methodologies such as a survey or qualitative methods such as in-depth interviews or focus groups.

Feasibility study –A feasibility study looks into the viability of a proposal, intervention or changes that could be implemented. In most cases, this type of research will look into the financial viability of a proposal, its estimated costs, its profitability or value for money. This research is not limited to financial aspects but can also focus on the resource as well as the social or cultural feasibility of a proposal or project. For example, cultural feasibility would look into the impact of the different elements of the project on the local or general culture and how this can affect the success of the project or intervention. Resources feasibility would look at or evaluate the different resources e.g. time and other elements that will have an impact or implication to the success of the project/intervention.

Impact assessment – This involves research to understand the consequences or impact of a particular policy or intervention on an affected population. The research specifically identifies both the positive and negative impacts of a proposed intervention or policy. This type of research can also be undertaken ‘after’ implementation of a project in order to assess its impacts. The impact assessment can look at environmental, economic or social impacts or a combination of all three.

Case studies –an in-depth study of a particular individual, a group, a setting, an organisation or events. The research may involve the use of multiple, complementary methodologies such as observation, interviews, reviews of written or published information and data. The findings of this type of research are specific to the context or

setting of the study. It is a narrow method of reporting on a topic or situation and could inform other research on similar topics.

Evaluation of projects and of policies or strategies –assessment of a project / policy / strategy or project against its goals, objectives or its intended outputs and outcomes. This type of research could look into how the programme could be improved, whether the programme is worthwhile, whether there are better alternatives, if there are *unintended* outcomes, and whether the programme goals are appropriate and useful. The evaluation can be conducted at different points in the policy or project lifespan.

Commissioning Research

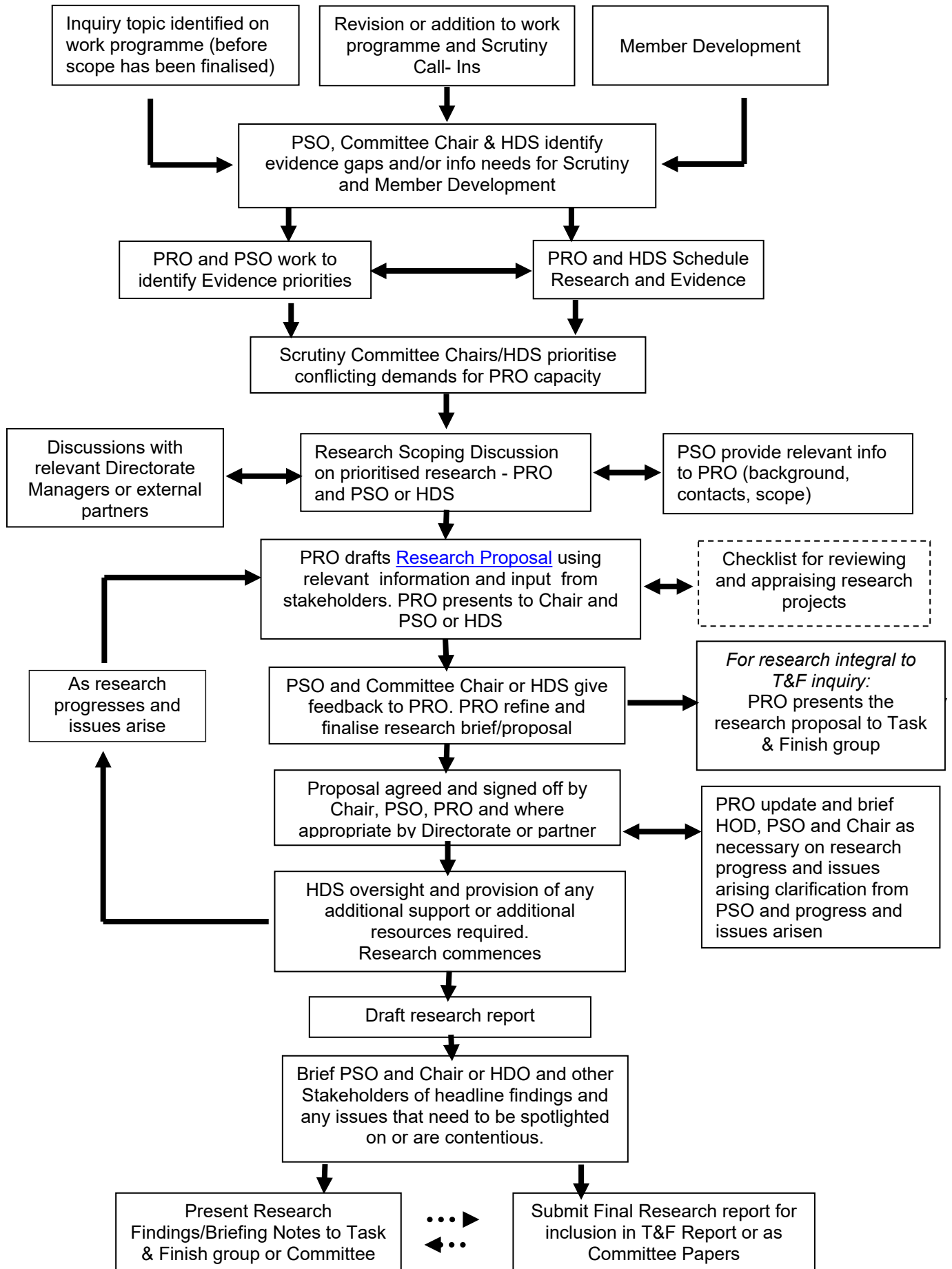
All the Scrutiny Committees can commission research to inform their committee work. Each scrutiny committee will receive an allocation of research time; if one committee does not fully utilise their allocation, the Scrutiny Chairs decide how the available resource is used. Research requests are usually identified as part of the work programming process; however, sometimes the need for research can arise during the municipal year. The Principal Scrutiny Officer (PSO) and Principal Research Officer (PRO) work with Members to scope the research topic. The process for commissioning research is shown in the diagramme over page.

A key stage is to define the “Research Problem”; this helps in scoping and defining the limitations of the research to be undertaken. It is also useful in determining the appropriate methodology to deliver the research outputs within the timescales required by the Scrutiny Committee. The research commissioning process helps with this process, via a scoping document that guides Members through each stage. The following tips can help to determine the “research problem” and focus the research topic:

- Agree a clear stand-alone statement that makes explicit what you are aiming to discover, establish or investigate.
- Identify what should be studied.
- Describe the issue that needs to be addressed.

- Identify overarching questions, key factors, variables and issues.
- Identify key concepts and terms to be looked at in the study.
- Address the “so what” question to convey the benefits of research.

COMMISSIONING RESEARCH PROCESS



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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

FORWARD WORK PROGRAMME

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 framework to support Democratic Services functions and the work of Elected Members, as well as supporting Elected Members 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 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.

Financial Implications

8. 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.

Legal Implications

9. The Democratic Services functions (which must be discharged by the Head of Democratic Services) are defined (in section 9 of the Local Government (Wales) Measure 2011) 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.
10. In considering its Work Programme, the Committee should have regard to its statutory terms of reference and available 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
30 January 2024

APPENDIX A - Proposed Work Programme

Background Papers: None

PROPOSED WORK PROGRAMME 2024-2025

Meeting date	Item	Aim	Additional Invitees
15 April 2024 (TBC)	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
15 April 2024 (TBC)	Democratic Services Committee Annual Report 2023	To consider the final version of the Democratic Services Committee Annual Report for 2023 prior to submission to Council.	
15 April 2024 (TBC)	Developing the Research Protocol	To consider the latest version of the Research Protocol	
15 April 2024 (TBC)	Review of the Elected Member Learning and Development Strategy	To update the Elected Member Learning and Development Strategy for submission to council for approval	
15 April 2024 (TBC)	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
(TBC) Jun/Jul	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
(TBC) Jun/Jul	The Annual Review Process	To provide an updated process for Elected Members who wish to have an Annual Review for their personal Development	
(TBC) Jun/Jul	Member's ICT Protocol	To receive an update of the Members ICT Protocol which will identify the relevant processes and procedures for Elected Members when using the Council's and other ICT facilities	Head of ICT
(TBC) Jun/Jul	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meeting of the Democratic Services Committee	