

**City & County of Cardiff  
Democratic Services Committee  
Annual Report 2022**



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## **Chair's Foreword**

**To be completed following the 06 February 2023 Committee Meeting**

**Councillor Jayne Cowan**

**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.



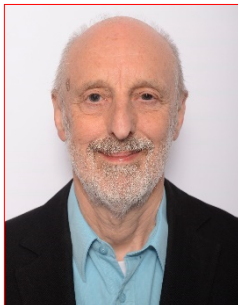
**Councillor  
Cowan**



**Councillor  
Ash-Edwards**



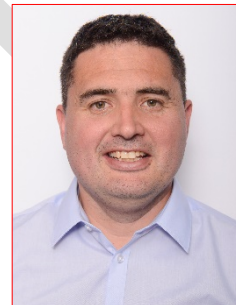
**Councillor  
Davies**



**Councillor  
Derbyshire**



**Councillor  
Goodway**



**Councillor  
Lay**



**Councillor  
Naughton**



**Councillor  
Palmer**



**Councillor  
Parry**



**Councillor  
Simmons**



**Councillor  
Thomson**



**Vacancy**

## Committee Attendance.

Councillor	Possible	Actual
Councillor Jayne Cowan (Chair)	2	2
Councillor Mike Ash-Edwards	2	2
Councillor Bob Derbyshire	2	1
Councillor Russell Goodway	3	3
Councillor Chris Lay	3	3
Councillor Dan Naughton	3	2
Councillor Neil McEvoy	1	0
Councillor Marc Palmer	2	2
Councillor Jaqueline Parry	2	2
Councillor Elaine Simmons	2	2
Councillor Leonora Thomson	2	2

Committee Members from the previous administration:

Councillor Mike Jones-Pritchard	1	1
Councillor Jennifer Burke-Davies	1	1
Councillor Susan Goddard	1	1
Councillor Kathryn Kelloway	1	0
Councillor Keith Parry	1	1
Councillor Mia Rees	1	1
Councillor Emma Sandrey	1	1
Councillor Peter Wong	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 present, the team is currently 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.

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 and Cabinet.

### **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.

### **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 2022/23 for the Democratic Services Team was £3.058m which was allocated as follows to the relevant service areas.

<b>Service</b>	<b>Net Budget £000</b>
<b>Democratic Services</b>	989
<b>Member Services</b>	2.069
<b>Total</b>	<b>3.058</b>

The latest financial projection indicates that:

- Democratic Services Team will achieve an underspend of £77,000 at the end of this financial year due to the delays in finding suitable candidates to appoint to fill vacant posts.
- Member Services are estimating an overspend of £31,000, this is due to increased costs to establish the newly elected members in their role following the Election.

## Key Activities

### Member Development

A Member Development Programme to support all Councillors and provide opportunities for collective and individual learning was planned and implemented prior to the Local Government Elections. Additional topics which were outside of the planned Member induction were also provided and attended as follows: -

Event	Attendance	
	Actual	%
Workshop to Raise Awareness of Prevent	18	24.00%
Mentoring Training	9	11.39%
Workshop to Raise Awareness of Prevent	8	10.13%
What Makes Effective Scrutiny	15	33.33%
Safeguarding Against Violent Extremism	22	27.85%
New Curriculum position in schools.	31	39.24%
New accountability arrangements for schools.	20	25,32%

### Member Induction

The Member Induction was developed to support the effective governance arrangements of the Council, enable the newly elected councillors to undertake the variety of roles they are expected to carry out when elected and to integrate them quickly into the Council following their election.

At the Local Government Elections in May 2022, the membership of the Council increased from 75 to 79 Members. Fifteen serving Elected Members decided not to stand for re-election, eight Elected Members lost their seats, and fifty-two members were returned as Councillors. Twenty-eight new members were successfully elected.

The Elected Member Learning and Development Strategy 2019 – 22 was updated and approved by Council on 25 November 2021. It identifies 5 Phases of Learning and Development for Elected Members. The first three of these phases cover the learning activities identified as the Members Induction which are delivered immediately following the election of a Councillor. The phases are as follows:

<b>Phase</b>	<b>Description</b>	<b>Estimated Timescale</b>
Phase 1	Administration	First 7 days after election
Phase 2	The Essentials	Prior to the Annual Meeting of Council
Phase 3	The Core Functions	3 - 6 months after the Annual Meeting of Council

The Member induction was initiated by a Marketplace Event which provided an opportunity for all Elected Members to: sign their Acceptance of Office, receive advice to enable them to complete their Register of Interests, have their official photographs taken, identify their ICT requirements and to find out more about the services provided by the Council.

The Essentials phase commenced with a range of topics delivered in person prior to the Annual Meeting of Council and included: the Members' Code of Conduct (including the decision-making structure of the Council, the Safeguarding Protocol and the Use of Social Media protocol), Constitution Support provided for Elected Members, Members' enquiries and casework, multi-location meetings, information governance and personal safety and security.

Some Member Induction topics were designated as mandatory for all Members due to their legislative and constitutional importance. The current attendance information for these mandatory modules is shown below.

<b>Event</b>	<b>Attendance</b>	
	<b>Actual</b>	<b>%</b>
What Councillors need to Know (including the Code of Conduct and protocols)	74	93.67%
Information Governance and Data Protection	43	54.43%
Supporting Equality in Cardiff's Diverse Communities	65	82.28%
Corporate Parenting	67	84.81%
Safeguarding	59	74.68%

The Cardiff Academy provides an opportunity to Elected Members to complete any outstanding mandatory modules.

The core functions phase of the Members Induction focussed on the provision of Committee specific inductions. Some of these committee inductions because of their

quasi-judicial nature or remit require mandatory inductions to maintain the good governance arrangements of the Authority. Committee Members are not permitted to sit on one of these committees without having completed an induction.

Event	Attendance	
	Actual	%
Licensing Committee	12	100%
Public Protection Committee	12	100%
Cabinet	12	100%
Planning Committee	12	100%
Governance and Audit Committee	8	100%

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. The following is a list of those other Member Induction topics that have been attended:

Topic	Attendance Totals
Member Services and MES	14
Personal Safety and Security	14
The Constitution and Committee Procedures	27
Support for Members	11
Introduction to Scrutiny	14
Multi-location meetings	32
City Tour	16
Performance Management and Data Strategy	22
Preparation for the Annual Meeting of Council	17
Planning for Members	26
Local Government Finance	28
Child Friendly Cardiff	26
Scrutiny Chairs	5

### E-Learning

The dedicated Elected Member E-Learning portal supported by the Cardiff Academy has been provided for Elected Members. This portal enables Elected Members access to the key topics identified by the Democratic Services Committee for completion. The portal also provides monthly reports to the Head of Democratic Services detailing the completion status of E-Learning modules. This information is shared with Group Whips and Elected Members are encouraged to maximise the use of this facility.

The primary use of the E-Learning portal in 2022 was to enable Elected Member to completed outstanding mandatory induction training which has been integrated into the attendance figures shown above.

Some E-Learning was undertaken by individual members for their personal development with topics including dementia awareness, assertive communication and corporate parenting.

### **Staffing**

One Committee Services Assistant was recruited to the Committees Team but following the inability to recruit to its mirrored Welsh Essential speaking post, it was redesignated as Welsh Desirable. Despite being advertised 5 times it has not been possible to identify a suitable candidate for appointment and so this post still remains vacant with alternative options are being developed to provide career opportunities within the team and enhance its capacity to support and develop services for Elected Members.

Additional funding was provided in 2022/23 to enable additional committee staff to be recruited.

Following the resignation of a Principal Scrutiny Officer(PSO) in March 2022 the team recruited a replacement PSO to maintain the level of staffing within the team.

## **Committee and Member Services Achievements**

### **Multi-location Meetings**

The Local Government and Elections (Wales) Act 2021 requires Local Authorities to develop arrangements for “holding meetings in multiple locations”. The Cabinet approved the implementation of the Council Multi-location Meeting policy on 10 March 2022 which came into effect on 5 May 2022.

The introduction of this legislation has required the procurement of a new conferencing system to operate in the three main Council venues, Committee Room 4, County Hall Council Chamber and City Hall Council Chamber. The system includes new wireless microphones, displays, translation facilities and support for the hard of hearing. The Easy Conf Connect software was delivered as part of the procurement and provides the

conference controls to provide; remote access to meetings, electronic voting for committee members (remote and in person attendees), speaker queues, camera control and allows integration with our existing webcasting provider.

There have been a number of initial issues which have been resolved with the remote software being upgraded at the end of 2022 which appears to have rectified the outstanding issues.

## **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. Table 1 below provides a summary of the webcasting information for 2022.

**Table 1**

<b>Summary 2022</b>						
Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
Council	13	38:09:46	1612:35:46	5439	1826	3613
Cabinet	11	12:31:34	420:05:13	3060	437	2623
Planning	12	27:46:02	1386:06:37	3107	989	2118
Scrutiny	42	83:44:57	870:19:12	3305	682	2623
Governance & Audit	6	13:29:10	202:03:47	720	132	588
Std's and Ethics	4	5:50:49	59:06:38	215	39	176
Others	14	13:27:28	174:32:38	789	117	672
<b>Totals</b>	<b>102</b>	<b>194:59:46</b>	<b>4724:49:51</b>	<b>16635</b>	<b>4222</b>	<b>12413</b>

The current data shows a decrease of 28 (21%) of meetings that were webcast due to the end of the coronavirus legislation and the implementation of the Multi-Location Meetings policy. This decrease is not mirrored by a corresponding reduction in the number of views in 2022 with a reduction of only 2.97% in the number of views. The corporate webcasting target for 2022-23 relates to a total of 10,000 views for webcasts of Council, Cabinet, Planning Committee, Scrutiny Committees and Governance and Audit Committee but does not include views for the Standards and Ethics Committee or other webcast committees. There were **9,331** views in the first 3 quarters of 2022/23 which exceeds the target for this period by **24.41%**.

## **Elected Member Personal Safety and Security**

The Authority has procured the use of “Peoplesafe” services which is intended to enhance the minimum level of lone working protection not only for Elected Members but for all of the Council’s lone workers. Democratic Services are working with the Corporate Security Manager to deploy the app to all Elected Members who would like to use it.

Elected Members were recommended to have the “Peoplesafe” app installed on their smartphones to enable the device to become a lone working device. Once installed and registered the app can be used to support Elected Members when working in their community by providing direct connection to a 24-hour Alarm Receiving Centre (ARC) who are able to escalate issues directly to the emergency services.

As at 31 December 2022, 18 Elected Members have had their details uploaded to “Peoplesafe”. Ten Elected Members have authenticated their user information with four members actively using the app.

The next stage of the implementation is to encourage greater use of the Peoplesafe and the provision of additional information to enhance the effectiveness of the app. This will include gaining consent for personal information to be included with the app i.e. blood group, health issues, duress words etc which will be available to the Democratic Services Team who will be managing the Members “Peoplesafe” portal and to the “Peoplesafe” ARC who will access this information in an emergency.

## **Member Enquiry System (MES)**

This 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. Table 2 provides an update on the number and method of reporting Member Enquiries.

**Table 2**

<b>Enquiry Type</b>	<b>Q4 2021/22</b>	<b>Q1 2022/23</b>	<b>Q2 2022/23</b>	<b>Q3 2022/23</b>	<b>Totals</b>
<b>Total Enquiries</b>	1816	1849	1587	1404	6656
<b>Member Self-serve</b>	830	629	506	356	2321
<b>Logged by Officer</b>	986	1220	1081	1048	4335
<b>Time taken to close in days.</b>	13.41	13.13	12.09	10.50	12.46

Development of HALO Software for the MES.

Following some initial delays to the implementation of the corporate Compliment, Complaints and Enquiries system it has been agreed that the pilots that were held prior to the Election were now able to be implemented.

The team has worked with the ICT Department to adapt the original pilot functionality to be compatible with the new corporate system. All Elected Members have now been set up on the new system and are able to access the MES Portal from the intranet. The portal enables; enquiries to be logged using a simple online capture form, access to enquiry progress information and the records of active and recently closed enquiries.

Prior to a full roll-out a technical trial is being undertaken with a cross party group of Elected Members. Individual access to the portal has proved challenging but any issues have been quickly resolved. To date none of the trial members have reported any adverse operation of the system.

Following completion of the trial it is intended to roll-out the new MES to all Elected Members and provide training on it before the end of February 2023. It is hoped that the new MES will encourage Elected Members to make greater use of the easy to use self-service functionality which automatically routes enquiries to the appropriate service area without the need for manual handling by the Member Services Team.



## 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 continued throughout 2022 and has included the circulation of information to Community Council Clerks to ensure that they were kept up to date with key information.

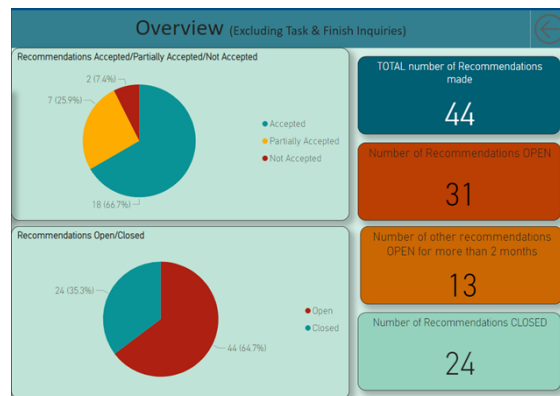
## **Education Appeals**

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 240 education appeals were held in in 2022. This equated to approximately 71 days where a member of the team was supporting an appeal hearing.

## **Scrutiny 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 \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/scrutiny). 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 2022, the Committee continued to monitor two key areas of work – Youth Justice Service and Schools/Education Pandemic Response and Recovery. In addition, the Committee prioritised several further topics for consideration, namely the Impact of Welsh Government removal of profit from Care; Engagement and Participation of Children & Young People; developments in relation to Innovations in Children’s Services; the New Curriculum; and Youth Provision in Cardiff. All of these issues have been added to the work programme and will be considered during the 2022/23 municipal year.

During 2022, the Committee has also undertaken the pre-decision scrutiny of a number of Cabinet reports relating to school organisational proposals (prior to the establishment of the Task & Finish Group – see below); childcare sufficiency strategy; National Adoption Agency hosting; and commitments to unpaid carers. It has considered the Local Authority Social Services Annual Report, the Vale, Valleys and Cardiff Adoption Consortium Annual Report and the Corporate Parenting Strategy.

On a quarterly basis, the Committee monitors 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.

### Task & Finish

**School Organisation Planning** – CYPSC Members were notified that, during 2022/23, there would be a large number of School Organisation Planning (SOP) proposals coming forward as pre-decision items. CYPSC Members were given an overview of the number of SOP Items scheduled, and it was apparent that it was likely that SOP Items would dominate formal agendas, and the Committee would be limited to what they could scrutinise. The Chair agreed to look at options available for the Committee, and in consultation with CYPSC Members, the Deputy Leader & Cabinet Member for Education, Director of Education & Lifelong Learning, the Director of School Organisation Planning and Head of Democratic Services, proposed that a rolling Task & Finish Group be established for the current year, to enable individual proposals to be considered outside of formal Committee, with monthly reports from the T&F Group being reported to the main committee. This approach has, to date, worked very successfully and will continue to run for the remainder of the municipal year

**Young People who are educated other than at School (EOTAS)** and what factors could lead to them becoming vulnerable to criminal exploitation Inquiry – the Committee has also commenced an in-depth Inquiry on the above issue 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 2022, committee members held 8 formal meetings, considered 20 individual items, undertook 7 evidence gathering sessions, and submitted 21 recommendations for Cabinet consideration.

The committee began the year by undertaking a deep dive into how the local Community Safety Partnership Board is working to address and prevent serious violent crime in Cardiff. The session was well attended, with Chairs of the Community Safety Partnership Board, senior police officers, the local Violence Prevention Unit, Victim Support and Safer Wales all facilitating Members' consideration and assessment of local workings.

Other pertinent topics considered by the committee during 2022 included assessing how the council manages the quality of its existing housing stock by receiving direct feedback from council tenants, monitoring the progression of the council's house build programme and offering valued contribution to the council's Unpaid Carers Charter and direct payments review.

#### Task and Finish

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

At the 2022 Community and Adult Services Scrutiny Committee Work Programme Forum, Members agreed to undertake an Inquiry exploring Cardiff Council's support for residents with the cost-of-living. Remaining mindful of the nature of the issue, Members concurred on the need for the Inquiry to provide, timely, focused assistance to the Council in its review of services.

Over the course of the inquiry, Members held 5 meetings, which included four visits to local services, liaison with the councils 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 has now concluded, and its findings and recommendations are expected to be formally submitted to Cabinet in early 2023.

## **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 2022, the Committee held 9 formal meetings, considered 21 substantive items, undertook 2 Inquiries and made 12 recommendations for Cabinet consideration.

Much of the Committee's time has focused on regeneration, scrutinising Cardiff Bay Regeneration, Atlantic Wharf, Ely Youth Zone, and Llanrumney proposals and the Shared Prosperity Fund proposals for Cardiff, where the Committee undertook policy development scrutiny of the proposed approach and pre-decision scrutiny of the governance, proposed programme, Year One delivery plan and Council contribution. The Committee has also received regular updates on the work of the Cardiff Capital Region City Deal and its Joint Overview and Scrutiny Committee.

The Committee has also focused on how the Council is assisting the economic recovery of Cardiff, scrutinising the City Centre Recovery Action Plan and Local Broadband Fund proposals, as well as undertaking a high-level Inquiry into this area, as set out below.

In December 2022, the Committee scrutinised proposals for St David's Hall. The Committee received 20 comments from members of the public and ensured these were shared with the relevant Cabinet Member and officers.

The Committee has scrutinised reports affecting service delivery, with scrutinies on Allotments, Playgrounds and Play Areas, Physical Activity, Greenwich Leisure Limited (GLL – Better Leisure Centres) and safety in Parks.

The Committee received the Cabinet Response to the recommendations arising from the Committee's Inquiry on Community Sport in Cardiff; out of 6 recommendations, 5 were fully accepted by Cabinet and 1 was partially accepted.

When setting their work programme for 2022-2023, Committee Members decided to examine proposals and options through the lens of employment diversity, seeking to test whether proposals and options promote and enable employment diversity.

### **Task and Finish**

## **Shaping Cardiff's Post Pandemic Economic Recovery**

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. The Inquiry has now concluded, and its findings and recommendations will be submitted to Cabinet in early 2023.

### **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 2022, the Environmental Scrutiny Committees work has been pre-dominantly in relation to pre-decision reports which have covered a range of topics including, the Welsh Government Bus White Paper consultation, the final Recycling Strategy for Cardiff, the revised plan for the Coastal Risk Management Programme, the proposed Electric Bus Grant Scheme, and the Shared Regulatory Services.

The Committee has also received annual updates in relation to the Local Development Plan Annual Monitoring Report, Air Quality Annual Monitoring Report and the One Planet Cardiff Annual Review.

### **Task and Finish**

#### **Replacement Local Development Plan**

A Joint Task and Finish Group was established in October 2021, led by the Environmental Scrutiny Committee, to examine the proposed Strategic and Delivery Options as well as the Council's consultation process. Following a number of meetings and a 'Call for

Evidence' the findings of the Group were concluded and Cabinet received these findings in July 2022. September 2022 Cabinets response accepted five of the six recommendations made in relation to 'strategic & delivery options', accessibility, inclusivity and environmental sustainability', prioritisation of scrutiny involvement and involvement of all political groups and partially accepted the sixth recommendation in relation to the corporate consultation process.

### **Supplementary Planning Guidance**

In March 2022, Members established a task group to examine when and how to use Supplementary Planning Guidance (SPG) and, critically, how to strengthen SPG. The Inquiry heard from the Chief and Deputy Planning Inspectors, Planning Officers Society Wales, Cardiff Civic Society, Cardiff Future Wellbeing Alliance, a Senior Lecturer in Planning at Cardiff University, and the Design Commission for Wales. Members also spoke with the Council's Head of Planning and Group Leader Planning Policy and looked at good practice SPG in England and Wales. Having considered the evidence, Members made 12 recommendations to Cabinet. The Inquiry report was presented to Cabinet in November 2022 and a response is expected in early 2023.

### **Policy Review & Performance Scrutiny Committee**

The Committee has covered a broad range of topics in 2022 that are the foundation to delivering effective council services in challenging times. We have delivered 19 substantive scrutinies and a full Inquiry into Homeworking and are particularly proud of....Our continuing focus on the **financial resilience** of the Council. Committee time has been allocated to the Council's *financial strategy* for dealing with the financial challenges ahead, the proposals for the 2022/23 budget, and to *monitoring the budget* at the Outturn 2021/22 and months 4 and 6 2022/23. This year we have scrutinised in greater depth the *Capital Programme* for 2022/23, given our stakeholder view on the *Budget Consultation* and endorsed the Council's new *Socially Responsible Procurement Strategy*.

### **Performance Panel**

The work and influence of the Committee's **Performance Panel** continues to grow. As the Council developed its Performance Management and Data Strategy and refined its Performance framework to deliver the self-assessment requirements of the Local

Government (Wales) Elections Act 2020, the role of the Scrutiny Performance Panel gained a more independent standing whilst continuing to report its recommendations on performance to this Committee. In a spirit of open engagement all five Chairs of Scrutiny once again joined the Leader and Cabinet Member for Finance, Modernisation and Performance in round table discussions centred on the Council's highest strategic document, the **Corporate Plan**, focussing on the detail of target setting (*February & September 2022*). Such a collaborative approach ensures that the Corporate Plan is subject to co-production as well as independent scrutiny and acknowledges the benefit of progressive interaction between Cabinet policy development and Scrutiny. Importantly, through such informal discussion, Scrutiny is afforded an impact on the Corporate Plan for the benefit of Cardiff citizens.

In reviewing **performance PRAP** Members were looking for evidence that the Council becomes more innovative as it looks to establish flexibility between home and office working. The Committee completed its 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, with a specific focus on the management challenges of supporting home & agile working. We looked at the implications for staff and managers on well-being and productivity and delivered our findings to the newly elected Cabinet in July 2022.

#### Cardiff Public Services Board (PSB).

The Committee continued to carry out its statutory responsibility for scrutiny of the Cardiff Public Services Board (PSB), commending its work and recommending that the culture and successes of all PSB's are celebrated by Welsh Government and the Future Generations Commissioner, and where good practice is in clear evidence it is shared across Wales; that the collaborative successes of the PSB are celebrated more visibly, particularly where a significant public challenge has been overcome; and that the PSB continues to improve the quality of data held on minority populations to support consultation reach.

We have also focussed on topical issues, commending the Council's response to the **Race Equality Taskforce** setting out progress made and proposing actions for each of the Taskforce recommendations. The report examines 5 key areas where race equality and



the lived experiences of ethnic minorities require the Council or its partners to have an action plan in place.

In November 2022 we examined whether our **Communications and External Relations** service is equipped to support the important role it plays in the organisation's reputation and public profile and the challenges of delivering the service within current resources to minimise the risk of negative external relations. We highlighted the role scrutiny committees play is of genuine interest to the Council's customers and stakeholders, and as such we are indeed one of those services that can play a part in improving public engagement, with the right assistance from the communications service.

The Committee discharged a more formal governance role when it scrutinised how the Council should manage the conflict of interests in discharging its role as sole trustee of the **Maindy Park Charitable Trust**, and thereby ensure a lawful and robust decision-making process.

### **Scrutiny Research**

On behalf of the Council's Scrutiny Committees, the Scrutiny Team has a dedicated research staff that continues to provide vital capacity and expertise in supporting the independent evidence requirements of Scrutiny Committees and thus adding value to Scrutiny's work in 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 is outlined below.

Scrutiny Research provided the vital research support and expertise to the Joint Scrutiny Task and Finish Inquiry on the 'Strategic Options' for the Cardiff's Replacement Local Development Plan. In supporting the independent evidence requirements of this Inquiry, a targeted 'Call for Evidence' from key stakeholder groups in Cardiff and selected partner organisations of the Council was undertaken. The findings from this Call for Evidence were vital in informing the Joint Scrutiny Committee Task and Finish Inquiry's recommendations on their review of the RLDP's strategic options. The Call for Evidence has generated detailed and comprehensive responses from 18 key stakeholder groups in Cardiff including 4 public interest groups, 6 environmental organisations, 2 Social Housing

providers, Children's Play groups and Learning Disability support Organisation, the Business Improvement District and selected public sector partners.

Primary research was also undertaken the Economy and Culture Scrutiny Committee' Task and Finish Inquiry on Shaping Cardiff's Post-Pandemic Economic Recovery. The research work for this T&F Inquiry looked into various stakeholders' views regarding their access to goods and services in line with the development of 15-minute City and neighbourhoods and their views on how Cardiff Council can support this to ensure economic recovery in the post Covid pandemic period. Two survey questionnaires were launched: a survey questionnaire was formulated for local residents for selected neighbourhood areas in Cardiff on their satisfaction of the various essential services, goods and amenities that are currently available; and another survey questionnaire was launched specifically targeting small businesses and local artists, remote working and co-working employees on their views on the 15-minute city concept and improvements that can be made in their neighbourhood area to make these more accessible.

Scrutiny Research further continues to support the Scrutiny Teams work and outputs in developing annual work programme and in undertaking document and evidence reviews that support the work of Scrutiny Committee Members during its T&F inquiries and Committee Meetings.

An Exit Survey of outgoing Elected Members from the 2017 was undertaken and findings were reported to the Democratic Services Committee to inform their work. To inform the work of the Standards and Ethic Committee, a comparative analysis of Elected members views of various unacceptable behaviours that they have experienced and witnessed was undertaken using data from the 2022 Exit survey and the previous year. In line with the requirements of the Council's Participation Strategy 'Diversity survey' was undertaken for the outgoing elected Members and another survey undertaken for the newly elected Members of the incoming administration. A comparative analysis the results of these two surveys is undertaken to inform the work of the Democratic Services Committee.

## **Young People's Participation in Scrutiny**

The inclusion of Youth Council Representatives initiated by the Children & Young People Scrutiny Committee includes regular invitations for youth representation on the Economy and Culture 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.

## **Internal and External Audits**

The Wales Audit Office report entitled Overview and Scrutiny – Fit for the Future has been completed. An internal Audit of the Scrutiny Function to ensure that "*Scrutiny Committees demonstrate effective outcomes from Scrutiny activities that represent good value*" was also undertaken with the recommendations completed in 2022.

The Environmental Health Audit which identified the following recommendations has been completed:

- Introduce greater challenge of the quality and level of services provided by the SRS
- Improve the quality of elected member oversight of 3<sup>rd</sup> parties including the SRS.
- Provide structured and targeted member development relating to the roles and responsibilities of the SRS
- Establish regular review schedule of the scrutiny of SRS

## **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 2022

### **Independent Remuneration Panel for Wales (IRPW)**

The Head of Democratic Services and the Committee and Member Services Manager participated in discussions on the Draft IRPW Annual report including: the allocation of senior salary holders given Cardiff's increase in Elected Members from 2022; informal costs of care reimbursements, terminology used in the report, the promotion of the role of the IRPW, prescription or provision of remuneration of internet costs, redundancy payments for councillors losing their seat, developing remuneration arrangements to support green initiatives, job sharing for non-executive members and the personal safety of Elected Members.

The final IRPW report for 2022/23 was published in February 2022 and a remuneration report was submitted to Council in May 2022 setting out the key determinations. It is the intention of the IRPW to visit Local Authorities in 2023.

### **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:

Council							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Council	27-Jan-22	05:03:27	284:16:12	641	271	370
2	Council	03-Mar-22	03:24:30	174:58:38	366	66	300
3	Council	17-Mar-22	00:09:04	01:47:30	55	3	52
4	Council	17-Mar-22	05:03:35	76:05:07	186	48	138
5	Council	17-Mar-22	00:51:13	40:39:35	124	19	105
6	Council	26-May-22	00:45:53	71:06:12	571	128	443
7	Council	30-Jun-22	02:29:16	105:28:23	492	153	339
8	Council	21-Jul-22	05:10:55	182:21:38	632	244	388
9	Council	13-Sep-22	01:23:42	46:34:28	207	48	159
10	Council	29-Sep-22	03:49:15	131:47:13	606	213	393
11	Council	27-Oct-22	05:00:45	183:48:23	600	260	340
12	Council	24-Nov-22	03:41:56	163:32:17	533	237	296
13	Council	09-Dec-22	01:16:15	150:10:10	426	136	290
<b>Totals</b>			<b>38:09:46</b>	<b>1612:35:46</b>	<b>5439</b>	<b>1826</b>	<b>3613</b>

<b>Cabinet</b>							
<b>Ser</b>	<b>Webcast title</b>	<b>Live date</b>	<b>Actual duration</b>	<b>Total length of viewing</b>	<b>All views</b>	<b>Live views</b>	<b>Archive views</b>
1	Cabinet	13-Jan-21	00:13:52	09:57:03	105	8	97
2	Cabinet	21-Jan-21	00:29:57	33:02:58	219	9	210
3	Cabinet	25-Feb-21	01:14:10	179:56:30	542	41	501
4	Cabinet	18-Mar-21	01:08:44	34:51:12	459	30	429
5	Cabinet	20-May-21	01:48:19	283:22:23	1026	54	972
6	Cabinet	17-Jun-21	01:43:05	98:45:22	522	77	445
7	Cabinet	15-Jul-21	01:44:39	59:33:20	452	55	397
8	Cabinet	23-Sep-21	01:26:36	112:24:36	591	47	544
9	Cabinet	14-Oct-21	01:38:30	144:58:40	536	61	475
10	Cabinet	18-Nov-21	00:45:40	47:46:22	196	31	165
11	Cabinet	16-Dec-21	01:15:36	32:27:56	102	46	56
<b>Totals</b>			<b>12:31:34</b>	<b>420:05:13</b>	<b>3060</b>	<b>437</b>	<b>2623</b>

Planning Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Planning Committee	1:36:42	72:19:04	217	43	174	1:36:42
2	Planning Committee	2:55:13	225:00:03	415	178	237	2:55:13
3	Planning Committee	0:48:41	10:29:08	66	19	47	0:48:41
4	Planning Committee	2:31:08	115:16:09	172	69	103	2:31:08
5	Planning Committee	3:03:59	215:41:49	341	69	272	3:03:59
6	Planning Committee	2:09:59	152:25:02	416	98	318	2:09:59
7	Planning Committee	2:33:17	118:13:43	302	63	239	2:33:17
8	Planning Committee	3:37:26	123:18:04	282	121	161	3:37:26
9	Planning Committee	1:34:30	106:17:04	252	86	166	1:34:30
10	Planning Committee	1:47:35	71:08:57	245	65	180	1:47:35
11	Planning Committee	3:15:48	104:43:01	248	96	152	3:15:48
12	Planning Committee	1:51:44	71:14:33	151	82	69	1:51:44
<b>Totals</b>		<b>27:46:02</b>	<b>1386:06:37</b>	<b>3107</b>	<b>989</b>	<b>2118</b>	<b>27:46:02</b>



**Scrutiny**

**Children and Young People**

	<b>Webcast title</b>	<b>Live date</b>	<b>Actual duration</b>	<b>Total length of viewing</b>	<b>All views</b>	<b>Live views</b>	<b>Archive views</b>
1	Children and Young People	18-Jan-22	01:28:34	39:17:46	74	9	65
2	Children and Young People	22-Feb-22	03:24:47	07:29:26	59	10	49
3	Children and Young People	01-Mar-22	01:53:52	12:13:18	47	3	44
4	Children and Young People	08-Mar-22	01:24:18	06:50:39	51	4	47
5	Children and Young People	05-Jul-22	01:13:48	10:08:22	91	6	85
6	Children and Young People	19-Oct-22	02:27:01	12:29:19	74	17	57
7	Children and Young People	14-Nov-22	01:05:12	07:35:36	55	5	50
8	Children and Young People	13-Dec-22	03:16:51	08:03:54	43	9	34
<b>Totals</b>			<b>16:14:23</b>	<b>104:08:20</b>	<b>494</b>	<b>63</b>	<b>431</b>

**Community & Adult Services**

<b>Ser</b>	<b>Webcast title</b>	<b>Live date</b>	<b>Actual duration</b>	<b>Total length of viewing</b>	<b>All views</b>	<b>Live views</b>	<b>Archive views</b>
1	Community & Adult Services	12-Jan-22	02:50:22	19:15:49	76	9	67
2	Community & Adult Services	21-Feb-22	02:35:09	14:31:29	65	16	49
3	Community & Adult Services	09-Mar-22	02:30:08	12:07:07	73	13	60
4	Community & Adult Services	18-Jul-22	01:13:28	06:43:54	74	9	65
5	Community & Adult Services	17-Oct-22	01:55:45	16:15:43	78	12	66
6	Community & Adult Services	14-Nov-22	01:55:47	11:25:29	57	15	42
7	Community & Adult Services	12-Dec-22	02:16:34	13:11:27	56	15	41
<b>Totals</b>			<b>15:17:13</b>	<b>93:30:58</b>	<b>479</b>	<b>89</b>	<b>390</b>

Economy & Culture							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Economy & Culture	19-Jan-22	2:29:57	24:03:07	89	26	63
2	Economy & Culture	21-Feb-22	1:49:33	8:39:59	39	12	27
3	Economy & Culture	09-Mar-22	2:19:13	4:29:09	65	1	64
4	Economy & Culture	21-Jun-22	2:12:45	24:38:35	116	43	73
5	Economy & Culture	11-Jul-22	1:19:36	11:28:49	75	15	60
6	Economy & Culture	04-Oct-22	1:32:05	10:49:10	65	11	54
7	Economy & Culture	17-Oct-22	1:56:27	9:34:38	57	15	42
8	Economy & Culture	16-Nov-22	1:10:46	10:44:53	57	14	43
9	Economy & Culture	12-Dec-22	2:38:52	219:44:25	495	218	277
<b>Totals</b>			<b>17:29:14</b>	<b>324:12:45</b>	<b>1058</b>	<b>355</b>	<b>703</b>

Environmental							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Environmental	13-Jan-22	1:57:41	16:46:27	72	11	61
2	Environmental	22-Feb-22	2:14:25	18:42:51	51	11	40
3	Environmental	07-Mar-22	1:15:05	20:07:42	41	5	36
4	Environmental	16-Mar-22	0:07:30	5:19:59	70	0	70
5	Environmental	16-Jun-22	1:33:51	11:20:45	82	0	82
6	Environmental	07-Jul-22	1:23:45	20:36:11	66	3	63
7	Environmental	26-Sep-22	2:20:20	14:10:32	73	2	71
8	Environmental	13-Oct-22	1:57:13	6:30:33	61	8	53
9	Environmental	10-Nov-22	1:50:49	15:46:17	63	5	58
10	Environmental	08-Dec-22	2:12:07	19:54:57	48	11	37
<b>Totals</b>			<b>16:52:46</b>	<b>149:16:14</b>	<b>627</b>	<b>56</b>	<b>571</b>

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	18-Jan-22	2:25:00	23:34:29	83	0	83
2	Policy Review and Performance	23-Feb-22	3:09:24	15:04:11	49	11	38
3	Policy Review and Performance	08-Mar-22	1:34:41	6:22:12	57	0	57
4	Policy Review and Performance	13-Jul-22	1:46:58	34:38:15	93	15	78
5	Policy Review and Performance	26-Sep-22	1:33:00	22:59:56	85	19	66
6	Policy Review and Performance	18-Oct-22	3:16:31	38:57:50	117	46	71
7	Policy Review and Performance	15-Nov-22	2:30:13	26:00:11	102	16	86
8	Policy Review and Performance	14-Dec-22	1:35:34	31:33:51	61	12	49
<b>Totals</b>			<b>17:51:21</b>	<b>199:10:55</b>	<b>5963</b>	<b>1245</b>	<b>4718</b>
<b>Scrutiny Totals</b>			<b>83:44:57</b>	<b>870:19:12</b>	<b>8621</b>	<b>1808</b>	<b>6813</b>

Governance & Audit Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Governance & Audit	25-Jan-22	2:30:56	36:55:18	138	18	120
2	Governance & Audit	15-Mar-22	2:03:00	26:27:25	144	12	132
3	Governance & Audit	19-Jul-22	2:56:53	50:30:17	177	32	145
4	Governance & Audit	27-Sep-22	2:06:19	41:51:48	131	27	104
5	Governance & Audit	15-Nov-22	1:22:58	18:19:59	61	21	40
6	Governance & Audit	29-Nov-22	2:29:04	27:59:00	69	22	47
<b>Totals</b>			<b>13:29:10</b>	<b>202:03:47</b>	<b>720</b>	<b>132</b>	<b>588</b>

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	09-Feb-22	1:31:47	21:23:34	79	23	56
2	Standards and Ethics	22-Jun-22	1:42:33	26:41:31	72	5	67
3	Standards and Ethics	25-Oct-22	1:21:37	6:19:05	48	10	38
4	Standards and Ethics (Hearing)	14-Jan-22	1:14:52	4:42:28	16	1	15
<b>Totals</b>			<b>5:50:49</b>	<b>59:06:38</b>	<b>215</b>	<b>39</b>	<b>176</b>

Other Committees							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Licensing Sub	14-Jan-22	1:26:15	16:41:40	40	8	32
2	Licensing Sub	28-Jan-22	1:44:29	16:44:18	64	22	42
3	Licensing Sub	27-May-22	0:16:22	2:47:51	43	6	37
4	Licensing Sub	07-Jun-22	0:42:10	33:53:01	101	9	92
5	Maindy Park Trust Advisory	12-Oct-22	1:31:09	42:23:47	157	24	133
6	Maindy Park Trust Advisory	17-Nov-22	0:26:02	13:25:48	92	9	83
7	Pensions	07-Feb-22	0:21:21	4:11:33	35	7	28
8	Pensions	27-Jun-22	0:40:39	3:08:01	36	0	36
9	Democratic Services	24-Jan-22	0:35:36	15:01:20	43	7	36
10	Constitution	28-Feb-22	0:52:22	1:32:05	39	4	35
11	Corporate Parenting Advisory	18-Jan-22	2:19:59	5:41:05	29	9	20
12	Corporate Parenting Advisory	15-Mar-22	1:27:16	2:56:51	26	3	23
13	Public Protection	08-Feb-22	0:07:34	3:31:24	36	5	31
14	Glamorgan Archives Joint	18-Feb-22	0:56:14	12:33:54	48	4	44
<b>Totals</b>		<b>14-Jan-00</b>	<b>13:27:28</b>	<b>174:32:38</b>	<b>789</b>	<b>117</b>	<b>672</b>

Summary 2022							
	Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Council	13	38:09:46	1612:35:46	5439	1826	3613
2	Cabinet	11	12:31:34	420:05:13	3060	437	2623
3	Planning	12	27:46:02	1386:06:37	3107	989	2118
4	Scrutiny	42	83:44:57	870:19:12	3305	682	2623
5	Governance & Audit	6	13:29:10	202:03:47	720	132	588
6	Standards and Ethics	4	5:50:49	59:06:38	215	39	176
7	Others	14	13:27:28	174:32:38	789	117	672
	<b>Totals</b>	<b>102</b>	<b>194:59:46</b>	<b>4724:49:51</b>	<b>16635</b>	<b>4222</b>	<b>12413</b>

## **Forward Plan for 2023**

The Democratic Services Team has a range of activities that it will need to undertake in 2023. The commencement of the new administration has seen a number of changes to the way the team supports Elected Members which includes an updated MES, introduction of multi-location meetings, and the revision of the petition scheme. The team is now moving into a consolidation phase of the administration to firmly embed these changes to ensure that they become regular and efficient practice.

Democratic Services will also support the development and implementations of the Council's Participation Strategy.

### **Committee & Member Services**

a. Recruitment

To progress the outstanding recruitments of the Team as a matter of urgency.

b. Continued development the Member Enquiries System (MES)

To continue to develop the use of the MES to:

- Identify improvements to the MES processes and procedures which will further enhance the effectiveness of the system.
- Implement new processes and reporting facilities.

c. Continued development the Council's Conference system

The team will continue to develop the conferencing system and enhance the delivery of the Council's "Multi-Location Meetings Policy".

d. Develop the 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 are required to be established.

e. The Implementation of SharePoint

The Team to complete the implementation of the SharePoint software and identify opportunities to make efficiencies in the handling and sharing of data.

## **Scrutiny Services**

f. **Public Engagement and Participation**

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

g. **Scrutiny Recommendations Tracker**

Continued development of the Scrutiny Recommendations Tracker

## **Summary**

The expected outcomes for the Democratic Services Team in 2022 were significantly challenging. 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. In addition, the Team prepared for the Local Government Elections and an increase in the number of Elected Members which has made Cardiff the largest Local Authority in Wales.

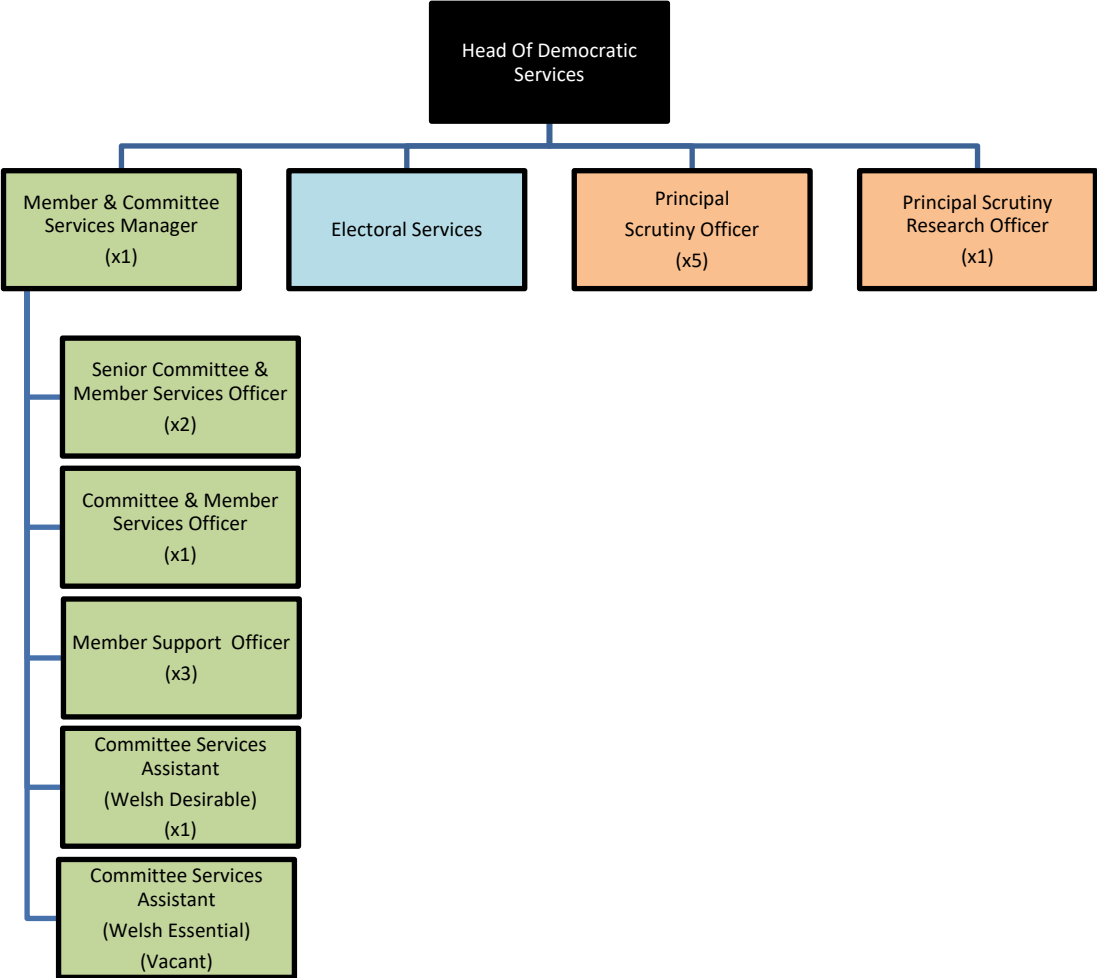
Following the Elections, the Team co-ordinated the Member Induction, developed improved processes for the MES, new equipment and facilities for the returning members, supported the rapid integration of 28 newly elected members into the Council and maintained the good governance arrangements of the Authority.

All of this has been achieved with a number of vacancies across Democratic Services. 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.

In 2023, it is hoped to bring the team to full strength, consolidate the work and changes that have been introduced this year and to enhance the support to Elected members and the organisation.



Structure – Democratic Services 2022



## 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:
  - Constitution.
  - Declaration of Acceptance of Office.
  - Cardiff Undertaking.
  - Register of Political Groups.
- b. Member Governance: maintain up to date records of:
  - Register of Individual Member Interests.
  - Conference and Events Register.
  - Hospitality Register.
- c. Outside Bodies Membership and administration of Register and notifications.
  - Attendance & Apologies Register
  - Arrange Welsh translation in accordance with the statutory requirements of the Welsh Language Standards.
  - Provide guidance and support in the preparation, publication & translation of Members' Annual Reports and Member Information.
- 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.
  - Wales Audit Office with inspections; providing information & reports; & at meetings.
  - Liaise with a range of Outside Bodies.

- f. Corporate Support:
  - Emergency Management on call on a rota basis.
  - Representing Member Services at corporate meetings such as Welsh Language Co-ordinators.
- g. Management and development of systems:
  - Modern.Gov.
  - Multi Location meetings and conference systems.
  - Webcasting.
  - Peoplesafe
- 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.

- **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.
- providing advice on data protection and GDPR.
- 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**

- a) **General**

Within their terms of reference, Scrutinies 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.

**b) Scrutiny**

Scrutinies 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).

**c) Resources**

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

**d) 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.

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### 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.

Members of the Team regularly participate in Regional Workshops in the South West of England to engage with colleagues. 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. The network has yet to meet since the Election but are planning to progress the delivery of scrutiny across the region.