

# City & County of Cardiff Democratic Services Committee Annual Report 2018



Mae'r ddogfen hon ar gael yn Gymraeg hefyd /  
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WORKING FOR CARDIFF,  
WORKING TOGETHER





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## **Chair's Foreword**

Being a Councillor is a unique form of public service because, as elected representatives, we are given an opportunity to make a real difference to the quality of other people's daily lives and prospects. Each Councillor has a wide variety of roles to undertake, one of which is that of a community leader, ensuring that the Council is aware of the needs of people in their communities and making sure that the views of their constituents are taken into account when decisions are made.

Cardiff Council is responsible for a whole range of services vital to people's lives and to the functioning of this Capital City and as the elected representatives of its citizens we help determine the way these services are provided, funded and prioritised.

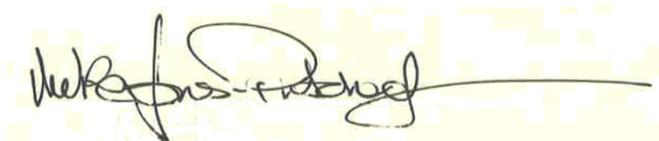
The Local Government (Wales) Measure 2011 required Councils to establish a Democratic Services Committee to ensure that all Councillors had access to appropriate support to represent their communities effectively. This Annual Report identifies the services and support that are currently being provided and those planned to be developed in the future.

The Committee has focussed its work on ensuring that the needs and requirements of Councillors are addressed, whilst also being mindful of the financial challenges facing the Council. The Committee has considered various matters including the appointment and designation of the Head of Democratic Services, the provision of an Elected Member Learning and Development Strategy, along with the wellbeing of Councillors, aiming to set the standard of excellence in both these areas, and has commenced a review of the various Elected Member role descriptions.

During the coming year, the Committee and I intend to examine how we can develop the support provided to Elected Members by reviewing and enhancing the current Mentoring scheme and the Personal Review process. We will also be eager to identify how any new legislation can be implemented to bring a positive benefit to Councillors and their constituents.

This has been a busy period for the Democratic Services Committee and the Council as a whole and I extend my thanks and appreciation to the Committee for their time, dedication, support and meaningful and valued contributions, and to the Officers for their willingness, commitment and continued dedication.

We also wish to recognise and be grateful for the valuable contribution to the work of the Committee by Councillor Jim Murphy who died late last year. We will miss him.

A handwritten signature in black ink, appearing to read 'Mike Jones Pritchard', is written over a yellow rectangular background.

**Councillor Mike Jones Pritchard**

**Chair, Democratic Services Committee**

## Membership of the Democratic Services Committee.

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



**Councillor Jones-Pritchard**



**Councillor Burke-Davies**



**Councillor Goddard**



**Councillor Goodway**



**Councillor Kelloway**



**Councillor Lister**



**Councillor McKerlich**



**Councillor Murphy**



**Councillor Naughton**



**Councillor Parry**



**Councillor Sandrey**



**Councillor Wong**

## Committee Attendance.

Councillor	Possible	Actual
Councillor Mike Jones-Pritchard (Chair)	3	3
Councillor Jennifer Burke-Davies <sup>1</sup>	1	1
Councillor Susan Goddard	3	3
Councillor Russell Goodway	3	2
Councillor Kathryn Kelloway	3	3
Councillor Ashley Lister	3	2
Councillor Norma Mackie	1	1
Councillor Rod McKerlich	3	3
Councillor Jim Murphy <sup>2</sup>	2	2
Councillor Dan Naughton	3	3
Councillor Keith Parry	1	1
Councillor Emma Sandrey	3	0
Councillor Peter Wong	3	3
Councillor Lisa Ford <sup>3</sup>	2	1
Invitees:		
Councillor Ramesh Patel	1	1
Councillor Fenella Bowden	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.

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<sup>1</sup> Maternity Leave from September 2018

<sup>2</sup> Passed away 01 December 2018

<sup>3</sup> Membership on the Committee changed at Annual Council 24 May 2018

## **The Democratic Services Team – Support, Services and Structures**

### **Head of Democratic Services**

The post of Head of Democratic Services was advertised in January 2018. An Appointment Committee undertook the recruitment process in February and March culminating with interviews on 29 March 2018. The Democratic Services Committee designated Mr Gary Jones as the Head of Democratic Services at its meeting on 24 May 2018 and he took up his post on 2 July 2018.

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 currently consists of four members of staff made up of the Committee and Member Services Manager, two Senior Committee and Member Services Officers and two Committee and Member Services Officers.

Committee Services supports the Full Council and its Committees, the formal decision-making and good governance of the Council. This includes preparation of agendas, minutes & reports packs using the Modern.Gov committee administration system; publishing; booking rooms for meetings and pre-meetings; support to Lord Mayor as Chair of Council; 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; Bilingual Cardiff & 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;
- Officer Meetings: Investment Review Board, Joint Partnership Board (Trade Unions), Election Project Team;

This equates to 210 scheduled meetings a year for which they arrange suitable dates, prepare agendas, co-ordinate report approval, circulate documents, draft minutes, record decisions and attendances and publish appropriate information on the various websites. This section also co-ordinates the delivery of the audio visual and webcasting facilities for Council, Planning and Scrutiny Committees.

## **Electoral Services**

The Council's Electoral Services Team provides services to approximately 243,000 electors and 43,000 postal voters spanning 4 parliamentary constituencies, 6 community councils, and a unitary authority comprising 75 members in 29 wards.

At present, the team currently consists of six members of staff made up of two Electoral Services Officers, two Electoral Administrators, one assistant and one Manager.

Following the retirement of the previous Electoral Services Manager a new post holder was formally appointed in May 2018.

The following activities were undertaken by the Team in 2018:

- Completion of Annual Postal Vote Refresh Exercise
- Preparation for the Introduction of the General Data Protection Regulation
- National Democracy Week Engagement
- European Local Democracy Week
- Recruitment of Electoral Services Assistant
- Completion of the IER Annual Canvass Process
- Management of Community/County Council Casual Vacancies

## **Member Services**

The Member Services Team supports all 75 Elected Members and provides them with a first point of contact to address any queries they may have. At present, the team currently consists of three Member Support Officers who are managed by the Committee and Member Services Manager.

- **Members Enquiry System (MES)**

This is one of the key services support provided by the Members Services team and which is used by 70/75 (93.3%) 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 Members Services team is continually monitoring MES for responses to and from councillors, chasing and escalating matters as necessary. The team liaise 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 1 provides an update on the number and method of reporting Member Enquiries:

**Table 1**

Enquiry Type	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
<b>Total Enquiries</b>	1362	1533	1613	1421
<b>Member Self-serve</b>	643	695	780	705
<b>Logged by Officer</b>	719	838	833	716
<b>Time taken to close in days.</b>	9.2	10.9	9.2	7.9*

*\*Data correct as at 23 Jan 2019*

- **Supporting Community Councils**

Since 1 August 2018, the team provided the MES service to the six Clerks Community Councils as part of a pilot scheme to support the Community Councils Charter. Positive

feedback was received from the Community Councils regarding the service with the team being commended for their work. Cabinet formally adopted the Community Council Charter on 13 December 2018 and it was agreed that the MES service will be provided to community Council on a permanent basis with the use of the service being monitored and reviewed as and when necessary.

### **Scrutiny Services**

At present, the team currently 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.

Each Scrutiny Committees provide a detailed Annual Report to Council on the activities they have undertaken during the year. This is a summary of the activities of the Scrutiny Service.

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)

There were 62 Scrutiny Committee meetings held in 2018 and included two joint Scrutiny Committee meetings. The team also has a research facility which is used by the Scrutiny Committees and for any task and finish groups established by them.

### **Task & Finish Inquiries:**

The Team supported the following Task and Finish Group inquiries:

	<b>Sponsor</b>	<b>Topic</b>	<b>Concluded/To be concluded</b>
<b>1.</b>	ECSC	Funding of Parks Inquiry	Apr 18
<b>2.</b>	ESC	Improving Cardiff's Air Quality	May 18
<b>3.</b>	PRAP	Managing the Estate under a Corporate Landlord Model	May 18
<b>4.</b>	PRAP	Customer Leadership	May 18
<b>5.</b>	CYP	Out of County Placements	Jul 18
<b>6.</b>	CYP-CASSC	Preventing Young People's Involvement in Drug Dealing	Sep 18
<b>7.</b>	ECSC	Council Workshops & Innovation Premises	Nov 18
<b>8.</b>	ESC	Litter & Fly Tipping in Cardiff	Feb 19
<b>9.</b>	ECSC	Events in Cardiff	Feb 19
<b>10.</b>	CASSC	Closer to Home Strategy	TBC
<b>11.</b>	PRAP	Scrutiny Impact.	TBC
<b>12.</b>	CYP	Child Mental Health	TBC

### **Corporate Plan Target Setting Panel**

The PRAP Scrutiny committee led on the provision of a the inaugural informal pre-decision Corporate Plan target setting panel with the Leader and embracing all five scrutiny committee chairs.

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

The Team and the other Authorities in the region supported the establishment of the CCRCD – Joint Scrutiny Committee and collaborated with Bridgend Council who were the appointed facilitators of the Joint Scrutiny Committee to develop the arrangements of the Joint Scrutiny Committee.

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

The Chairman of the Children & Young People Scrutiny Committee extended an invitation to the Youth Council to have a representative attending all future Scrutiny meetings. The Youth Council agreed and a representative has attended all Children & Young People Scrutiny committee meetings. Members of the Youth Council have also agreed to support the Child Mental Health task and finish inquiry.

It is hoped that the engagement with young people can be extended in the future to cover a number of Scrutiny Committees and task and finish groups

The statistics relating to engagement and participation in the Scrutiny Committees can be seen in Performance Information section of this report

### **Joint Scrutiny**

The Scrutiny Services undertook the following Joint Scrutiny Committee reviews

- The Community and Adult Services Scrutiny Committee and the Children and Young People Scrutiny Committee formed a Joint Committee to review the draft Local Authority Social Services Annual Report 2017/18, prior to its consideration by the Cabinet and Council. The members of the Joint Committee were able to provide observations and recommendations for consideration prior to approval of the report at Cabinet.
- The Environment Scrutiny Committee and the Economy and Culture Scrutiny Committee reviewed the initial findings of the consultation regarding the Public Space Protection Orders (PSPO) – Dog Controls’ as a Joint Committee. The Joint Committee gathered feedback from a range of stakeholders who attended the meeting on 19 November 2018 and considered potential options to address concerns around dog control and the development of future ‘PSPO – Dog Controls’.

## Resources

The budget allocation for 2018/19 for the Democratic Services Team was £3.064m which was allocated as follows to the relevant service areas.

<b>Service</b>	<b>Net Budget £000</b>
<b>Democratic Services</b>	402
<b>Electoral Services</b>	490
<b>Member Services</b>	1,745
<b>Scrutiny Services</b>	427
<b>Total</b>	<b>3,064</b>

The latest financial projection indicates that the Team will achieve an underspend in this financial year due to the mid-year start of the Head of Democratic Services post and for the additional funding received from the UK Cabinet Office for Individual Electoral Registration costs incurred throughout 2018/19.

The Budget Strategy report considered at Full Council on 19 July 2018 identified a projected budget gap and a requirement for a number of measures to be brought together to meet the challenges in 2019/20. One of ten measures included the requirement for Directorates to model for savings of 17.5%.

The Director of Legal and Governance and the Head of Democratic Services in discussion with stakeholder groups considered the potential savings models and their impacts. It was agreed that the Resources Directorate would re-profile the budget of Democratic Services with only low level non-staffing budget reductions which can be met from planned efficiencies.

Consideration is being given to amalgamate some of these budgets in order to reduce the administration burden of Democratic Services which is now a single team.

## Key Activities

### Member Development

A Member Development Programme was developed to support all Councillors and provide opportunities for collective and individual learning. The programme included specialist areas of development reflecting the needs of Members in developing skills and understanding in both corporate governance; statutory requirements and thematic or service related areas.

The programme offered a variety of learning opportunities during the year and were attended as follows: -

- Main Sessions

Date(s)	Event	Attendance			Remarks
		Category	Actual	%	
10 Jan 18	Planning Committee – Session on Student Accommodation/ Housing in Multiple Occupation & Update on forthcoming Supplementary Planning Guidance	Advisory	10/12	83.33%	
5 Feb 18 6 Feb 18	Budget Scrutiny Committee Training	Advisory	15/43	33.33%	
8 Feb 18	NAW – Corporate Parenting Awareness Session for all Members	Optional	N/A		
27 Feb 18	UN Rights of a Child Part 1 (previous sessions Oct 2017)	Advisory	9/75	12.00%	Ongoing
28 Feb 18	UN Rights of a Child Part 2 (previous sessions Oct 2017)	Advisory	10/75	13.33%	
Various	Licensing Committee – for new Members appointed by Annual Council 24 May 2018	Essential	3/3	100.00%	
13 Jun 18	Planning Committee for new Member appointed by Annual Council 24 May 2018	Essential	1/1	100.00%	
8 Oct 18	Licensing Committee – for new Members appointed to vacancy	Essential	1/1	100.00%	
15 Nov 18	National Safeguarding week – Awareness session at Annual Conference Cardiff	Optional	2		
15 Nov 19 19 Nov 18 AM 19 Nov 18 PM	Diversity Awareness – Transgender	Advisory	27/75	36.00%	
6 Dec 18	Planning Committee –session for new Committee Member	Essential	1/1		

- Briefing Sessions

Date(s)	Event	Attendance			Remarks
		Category	Actual	%	
26 Feb 18	Ward Action Plans	Advisory	27/75	36.00%	
12 Mar 18	Understanding Universal Credit	Advisory	17/75	22.67%	
19 Mar 18	Understanding More about Modern Slavery	Advisory	7/75	9.33%	
16 Jul 18	Draft Waste Strategy & Forthcoming Projects	Advisory	15/75	20.00%	
5 Sep 18 6 Sep 18	Changes To Glass Collection Recycling	Advisory	13/30	43.33%	Pilot Wards only

- E-learning

In addition to formal sessions Councillors have been signposted to the All Wales Academy e-learning opportunities and the following modules have been completed in 2018.

Topic	Number completed
Chairing Meetings	1
Corporate Parenting	2
Data Protection Awareness	3
Decisions for Future Generations (Councillor Development)	2
Effective Writing	1
Emotional Intelligence	1
Ethics and Standards (old)	7
Freedom of Information	2
Introduction to Equality & Diversity (Councillor Development)	2
Introduction to Scrutiny (Councillor Development)	1
Public Speaking Skills	1
Social Media	1
Social Services and Well-Being (Wales) Act 2014	1
Stress Awareness	1
Using E-learning for your Development	1
Violence against women, domestic abuse and sexual violence	1

- Annual Reports

All Elected Members are provided with the opportunity to complete an Annual Report in accordance with the provisions of the Local Government (Wales) Measure 2011. The Annual Report details the work of the Councillor over the Municipal Year and is published bilingually on Members' individual webpages.

The number of Members who produce Annual Reports are reported annually to the Independent Remuneration Panel (IRP) for Wales. For the Municipal Year 2017/18, 15 individual Annual Reports and 11 Councillors as Ward Groups were published during 2018.

## **Wales Audit Office (WAO) Review - Overview and Scrutiny Fit for the future**

The primary activity for the Scrutiny Service in 2018 was to finalise the outcomes of the review by the WAO entitled Overview and Scrutiny – Fit for the Future. The WAO visited the Authority between October 2017 and January 2018 and undertook document reviews, interviewed a number of key officers and ran focus groups with key councillors to understand their views on the Authority's current scrutiny arrangements and in particular how the Council is approaching and intended to respond to the challenges it faced.

The review identified:

- that the Council recognised and valued the importance of its scrutiny function;
- that Scrutiny committee meetings were well-run and the Council proactively engages key stakeholders in the work of its task and finish groups but recognises it could improve public involvement in its scrutiny activity;
- that Council could explore different ways of working to improve the impact of scrutiny activity and maximise the resources available.
- The following proposals for improvement:
  - P1.** The Council should build on its experience of using different ways of working to consider more innovative methods for undertaking scrutiny activity.
  - P2.** The Council should consider the skills and training that scrutiny members may need to better prepare them for current and future challenges and develop and deliver an appropriate training programme, including providing additional training on the Well-Being of Future Generations (Wales) Act.
  - P3.** The Council should make scrutiny committees' forward work programmes more accessible to the public and consider how it can involve the public in its scrutiny activity more effectively.
  - P4.** The Council should publish final versions of scrutiny committee meeting minutes on its website in a more timely manner.
  - P5.** The Council should review the type of scrutiny support required to enable the scrutiny function to respond to current and future challenges.

Their conclusion was that the scrutiny arrangements were **well-developed and supported by a culture which made them well-placed to respond to current and future challenges**. However, it was identified that the Council could be more innovative in how it undertakes scrutiny activity.

In response to this review, an action plan was developed to take forward these proposals for improvement. The initial [Action Plan](#) was considered and agreed by the Policy Review and Performance Scrutiny Committee on 3 October 2018. Some progress has already been achieved including:

- the publication of all of the scrutiny committee [Forward Work Programmes](#) on the Cardiff Council website.
- Officers have supported the establishment of National and Regional Scrutiny Networks to assist in identifying good Scrutiny practice and to provide learning and development opportunities for Scrutiny Chairs, Members and Officers.
- Provision of Wellbeing of Future Generations learning events in early 2019.
- The development of closer working relationships between Scrutiny and Democratic Services Committees.

- A task and finish group established by the PRAP Scrutiny Committee, to examine the current impact of scrutiny and to explore methods of capturing the impact of scrutiny in the future.

## **Democratic Engagement 2018**

- **National Democracy Week (2 - 8 July 2018)**  
This event celebrated democracy in society and was an opportunity to celebrate progress and champion future democratic participation in this historic centenary year of suffrage. This included:-
  - **Display presentation** - located in the main reception of County Hall explaining the importance of democracy and marking the 90<sup>th</sup> anniversary of the 1928 Equal Franchise Act which, for the first time, gave women the same voting rights as men.
  - **Social Media Campaign** - with post updates, pics and clips published on Facebook, Instagram and Facebook highlighting the importance of registering to vote, getting more involved in democracy and letting people have their say.
  - **Democratic Services** - promotion of council meetings and availability of watching live webcasts.
- **Engagement with Cardiff and Vale College**  
The team attended the Fresher's Fayre (11 September 2018) and a Student Engagement Event (9 October 2018) at Cardiff and Vale College to encourage eligible students living with the Cardiff Council area to register to vote and to provide additional information about the process of voting. In addition, staff also took the opportunity to speak to students highlighting the forthcoming voting franchise reform allowing 16 year olds to vote in future Welsh Assembly and Local Government Elections.
- **European Local Democracy Week Events (15 - 19 October 2018)**  
Co-ordinating with Democratic and Scrutiny Officers, to raise the awareness of young people of the Democratic processes (including electoral registration) supported by the Council. Activities included:
  - **Youth Council Meeting and Engagement Event - 17 October 2018**  
**Outcome:** Captured audience and basic voter registration messaging provided to 50 young electors/attainers. Online registration applications completed – 5 Applications.  
  
This event was also used to highlight the role and activities undertaken by the Democratic Services Team and to encourage applications for the Corporate Apprentice – Democratic Services which was being recruited.
  - **Cardiff and Vale College, City Centre Campus Engagement Event - 18 October 2018**  
**Outcome:** Captured Audience and Basic Voter Registration Messaging provided to 100 students. Online Registration Applications Completed – 10 Applications.
  - **Engagement with Black Asian Minority Ethnic (BAME) Communities**  
Small pilot events were also undertaken to engage with BAME communities throughout Cardiff with the aim of encouraging voter registration and awareness of the annual canvass process.

These included:-

- Sanatan Dharma Mandal & Hindu Community Centre, (15 October 2018)

Outcome: Captured audience and basic voter registration messaging provided to approx. 350 BAME electors. Online Registration Applications Completed – 5 Applications

- AbuBakr Mosque, (19 October 2018)

Outcome: Captured audience and basic voter registration messaging provided to approx. 300 BAME electors. Online Registration Applications Completed – 2 Applications

Following the roll-out of the Welsh Government's electoral reform programme, expected February 2019, further work will be required to adapt current engagement activity planning to align with any new key themes/branding regarding local government franchise reform once confirmed.

### **Corporate Apprentices and Trainees**

The Democratic Services Team has been successful in recruiting a number of Corporate Trainees and apprentices. During 2018 the Scrutiny Service facilitated a Corporate Trainee for a six month period before the trainee undertook an apprenticeship role in another department in the Council

The Electoral Service recruited a corporate apprentice who at the end of their apprenticeship was successful in being appointed to a permanent post as an Electoral Assistant.

The Team has continued to actively participate in the Council's Corporate Apprentice and Trainee programmes and has successfully recruited two corporate apprentices one who will be supported by Committee and Members Services and the other by Scrutiny Services. These apprentices will continue with the team until the completion of apprenticeship and their Business Administration qualification in February 2020.

## **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 network are Heads of Democratic Services or Member Support Officers, with Councillors forming the Development Lead (Elected) Member element of the network. The two networks have joint meetings on a regular basis to share views and ideas.

### **Welsh Government: Equality, Local Government & Communities Committee**

As part of its inquiry into Diversity in Local Government the Welsh Government Equality, Local Government and Communities Committee as part of its call for evidence held a workshop with a cross party group of Elected Members on 19 July 2018. All Members were invited to participate in an on-line survey. The key aims of the inquiry were to

- understand the importance of diversity among local councillors, including the effect on public engagement, debate and decision making.
- understand key barriers to attracting a more diverse pool of candidates for local government elections.
- explore areas of innovation and good practice that may help increase diversity in local government.
- explore the potential impact of the proposals in the Welsh Government's Green Paper, Strengthening Local Government to increasing diversity in Council chambers

Details of the findings of their enquiry can be found on the following link:

<http://senedd.assembly.wales/mgIssueHistoryHome.aspx?Id=22010&Opt=0>

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

The Annual Meeting of the IRPW with the Chairs of Democratic Services Committee and the Heads of Democratic Services was held on 7 November 2018 to discuss the Draft Annual Report for 2019/20 and proposed determinations in relation to Elected Members

The Chair and Head of Democratic Services participated in discussions on the report; the schedule of Remuneration; reimbursement of the Cost of Care Allowances and the consistency of provision to Elected Members and Civic Heads across all authorities. The IRPW urged Democratic Services Committees to take steps to encourage and facilitate greater use of the remuneration framework so that Members concerned are not financially disadvantaged in undertaking their roles.

The final IRPW report for 2019/202 will be published in February 2019 and a report will be submitted to Council in March 2019 setting out the key recommendations for approval.

### **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 Regional Scrutiny Network, Association of Democratic Services Officers and the Association of Electoral Administrators. Details of these networks can be seen at **Appendix C**.

## Performance Information

### Webcasting

The Authority has a contract for 100 hours of webcasting which is currently allocated to Council, Planning Committee with the Scrutiny Committee having an opportunity to identify those meetings which are expected to be of significant public interest for webcasting.

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

Webcast Meetings	Duration of recordings	All views	Live views	Archive views
Scrutiny Committees	20:02:19	928	211	717
Planning Committee	34:44:40	2031	830	1201
Council	31:39:15	2457	926	1531

The team has also been piloting the inclusion of webcasts on Facebook Live. The viewing figures from 2018 are as follows

Committee	Date	Views
ESC	03 Jul 18	107
Planning Committee	11 Jul 18	143
ESC	04 Sep 18	113
CASSC	05 Sep 18	250
Planning Committee	19 Sep 18	409
Council	27 Sep 18	443
ESC	02 Oct 18	170
Planning Committee	17 Oct 18	229
Council	25 Oct 18	137
Planning Committee	07 Nov 18	50
Joint Scrutiny Committee	19 Nov 18	225
Planning Committee	21 Nov 18	76
Council	29 Nov 18	68
Planning Committee	19 Dec 18	91
<b>Totals</b>		<b>2511</b>

It should be noted that these views are only very short views (over 10 seconds) further work is being undertaken to advertise Facebook live activities to promote webcasts, with the intention to consider how the available data to develop suitable targets for the future.

### Scrutiny engagement and participation

The following table describes the number of external contributors who have engaged with scrutiny either by attending meetings or completing Scrutiny surveys:

Committee	External Contributors				
	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Total
Children and Young People	21	0	3	24	48
Community & Adult Services	0	414	0	5	419
Economy & Culture	3	1	7	12	23
Environmental	0	1881	1409	15	3305
Policy and Performance	8	4	0	3	15

### **Publication of Draft Minutes**

A target of 80% was set for draft committee minutes being published on the Council website within 10 working days of the meeting being held.

<b>Date</b>	<b>Number of Meetings Held</b>	<b>Number of DRAFT minutes published within 10 working days of the meeting being held</b>	<b>Percentage of DRAFT minutes published within 10 working days of the meeting being held</b>
<b>Q4 2017/18</b>	59	17	29%
<b>Q1 2018/19</b>	41	18	44%
<b>Q2 2018/19</b>	41	24	59%
<b>Q3 2018/19</b>	46	36	78%
<b>Total</b>	<b>187</b>	<b>95</b>	<b>52.5%</b>

The production of minutes is being reviewed by the team with the intention to publish final versions of committee meeting minutes in a timelier manner. However, it should be noted that this is not purely a Democratic Services function, with many council services contributing to the turnaround time for the publication of minutes. All directorates will be encouraged to support the achievement of this performance target. Although this target has not been achieved significant progress has been made to improve performance during this year.

### **Annual Canvass - Electoral Registration**

The performance target for the 2018 Register of Electors was set at obtaining a 90% response rate from all residential households within the local authority area. Achieving this target relied significantly on residents engaging with the Electoral Registration Officer and providing the necessary information required during the audit period. The final household response rate attained for the canvass was 89.3%, in a non-election year, and, following the addition of approximately 1,500 new residential properties to the electoral roll.

### **Printing**

The provision of IT and the Modern.Gov platform to Members and officers has significantly supported the reduction in reliance on hard copy papers at meetings. It is recognised that Members have individual requirements and adjustments are made to accommodate those Members.

The table below demonstrates the efficiencies that have been achieved with the support of Elected Members by Committee & Members Services since 2013/14 when the Members technology was updated.

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>Total</b>	<b>£27,654.71</b>	<b>£19,790.83</b>	<b>£13,982.22</b>	<b>£10,429.22</b>	<b>£8,718.96</b>

## **Forward Plan for 2019**

The Democratic Services Team has a range activities that it will need to undertake in 2019. Some of these will be subject to legislation which is likely to be introduced during the year and which is expected to include:

- Welsh Parliament and Elections (Wales) Bill.  
The Welsh Parliament and Elections (Wales) Bill is scheduled to be published in Spring 2019 and is expected to include significant electoral arrangement reforms in Wales which will include reducing the minimum voting age for elections to the National Assembly for Wales to 16. Following this legislation it is expected that a supplementary Bill will be published by the Welsh Government legislating for a similar electoral reform package for Welsh Local Government Elections.

### UK Government (Electoral Registration Reform Programme)

The UK Government has announced its intention to introduce legislation which would change the procedures to be carried out by Electoral Registration Officers (EROs) at the canvass. They would be given more flexibility and discretion regarding the registration process and to make better use of data matching and mining technology. If introduced this would have a significant impact on the service with changes likely to be needed to software systems and work practices relating to the Electoral Register and the administration of electoral events.

- Local Government and Elections (Wales) Bill  
The Local Government Bill is planned to be considered in Spring 2019 and is likely to introduce the requirement for e-petition schemes and an increase to the number of Council meetings that are broadcast.

Until the details of this legislation are made known the Democratic Services Team will undertake the following provisional programme of activities for 2019:

### **Committee & Members Services**

- Member Role Descriptions  
Complete the review of Member Role descriptions for approval by Full Council in March 2020.
- Members Survey 2019  
to receive feedback from Councillors on Democratic Services provision to Members; Learning and Development and governance and code of conduct matters.
- Cardiff Council Mentoring Scheme  
Review and enhance the current Mentoring scheme to support the opportunities for Councillors to become Mentors ahead of the next Local Election in 2022
- Democratic Services: Review of Service Provision  
Review all aspects of Democratic Services including a review of ICT and connected Councillor; webcasting and Members Enquiry Service.

### **Electoral Services**

- National Assembly for Wales (Electoral Reform Programme)  
In October, 2018, the National Assembly for Wales, announced its intention to introduce the Welsh Parliament and Elections (Wales) Bill. The Bill has yet to be published but it is expected to include significant electoral arrangement reforms in Wales

- Welsh Local Government (Electoral Reform Programme)  
The Welsh Parliament and Elections (Wales) Bill is scheduled to be published in Spring 2019 and is expected to include significant electoral arrangement reforms in Wales which will include reducing the minimum voting age for elections to the National Assembly for Wales to 16. A supplementary Bill will also likely be published in early 2019 by the Welsh Government legislating, amongst other things, for a similar electoral reform package for Welsh Local Government Elections.
- UK Government (Electoral Registration Reform Programme)  
The UK Government has announced its intention to introduce legislation which would change the procedures to be carried out by Electoral Registration Officers (EROs) at the canvass. In short, EROs would be given more flexibility and discretion in relation to the registration process with the added ability to make far better use of advancements in data matching and mining technology. Subject to approval, the various legislative reforms outlined above will have a significant impact on the functioning and administration of the service. Over the course of the year adaptations and modifications may well be required to software systems and work practices relating to the maintenance and collation of the Electoral Register and the administration of electoral events.
- Undertake Reviews  
Electoral Services will be undertaking the following reviews:
  - Electoral Review  
The Local Democracy and Boundary Commission for Wales is required to carry out periodic reviews of the electoral arrangements of principal areas in Wales. The next scheduled review of the electoral arrangements for the local authority is due to commence in April 2019 with draft proposals provisionally scheduled to be drafted by January 2020 and final proposals published by December 2020.
  - Parliamentary Boundary Review  
In September 2018, the Boundary Commission for Wales submitted its final recommendations for the review of all Parliamentary Constituencies in Wales to Parliament. It is expected that a draft order will be debated, at some point during the New Year. If approved the Electoral Registration Officer will be required to make significant alterations to the current four Cardiff Parliamentary Constituencies as they are reorganised into three new constituencies to be named Cardiff West (Gorllewin Caerdydd), Cardiff North (Gogledd Caerdydd) and Cardiff South and East (De a Dwyrain Caerdydd), taking effect on the date of the next UK Parliamentary General Election. If the draft Order in Council is not approved, the Government may then amend the draft and lay an amended draft before Parliament for approval in due course.
  - Polling Districts, Places and Stations Review  
The Electoral Registration and Administration Act 2013 introduced a change to the timing of compulsory reviews of UK Parliamentary polling districts and polling places. The legislation required subsequent reviews to commence within a period of 16 months on every fifth year after 1 October 2013. A polling district is a geographical area created by the sub-division of a UK Parliamentary constituency for the purposes of a UK Parliamentary election. In Wales each community should be a separate polling district, unless there are special circumstances. The next compulsory review must be completed by 31 January 2020. Further work will be undertaken during the year to commence the review process.

- Annual Canvass Electoral Registration and Postal Vote Refresh Exercises  
The annual canvass electoral registration review process will commence in July 2019 with the revised register scheduled for publication on 1 December 2019. Following publication of the current electoral register a return response rate of 89.3% of all Household Enquiry Forms (HEFs) was achieved in a non-electoral year. The performance response target for the 2019 Register of Electors in what is currently scheduled to be a further non-electoral year will be 90%.

## **Scrutiny Services**

- Continue to progress the WAO – Fit for the Future Action Plan  
This is a significant piece of work which should assist the Scrutiny services to meet the future requirements of the service. The action plan includes:
  - a. Identify appropriate topics in collaboration with the following bodies to enhance the knowledge and skills related to the delivery of effective scrutiny at a local, regional and national level:
    - The Democratic Services Committee,
    - The Welsh Local Government Association (WLGA),
    - Wellbeing of Future Generations Commissioners Office,
    - Scrutiny Officers/Members/Chairpersons
    - National /Regional Scrutiny Networks.
    - Member Support Officer Network
  - b. Support the task group of the PRAP Scrutiny Committee, to examine the current impact of scrutiny and to explore methods of capturing the impact of scrutiny in the future. Review the outputs to support the future development of scrutiny.
  - c. Explore and assess how the impact of scrutiny activity can be improved using the available resources.
- Develop and Publish Committees Work Programmes  
To identify items for inclusion on the Scrutiny Committee Work Programme which ensure that the Executive is held to account, add value to the Authority and provide positive outcomes for those living, working and visiting Cardiff.
- Identify topics for Task & Finish Groups Inquiries  
To identify topics for Task & Finish Groups Inquiries which will provide positive outcomes in respect of the services provided by the Authority and its partners for those for those living, working and visiting Cardiff.

## **Summary**

The Democratic Services Team has had a successful year where many of its targets have been met and good outcomes have been achieved. It is acknowledged that there are areas of the service which can be improved and efficiencies can be made. With the team being brought together under a single manager will provide opportunities to work together with common priorities.

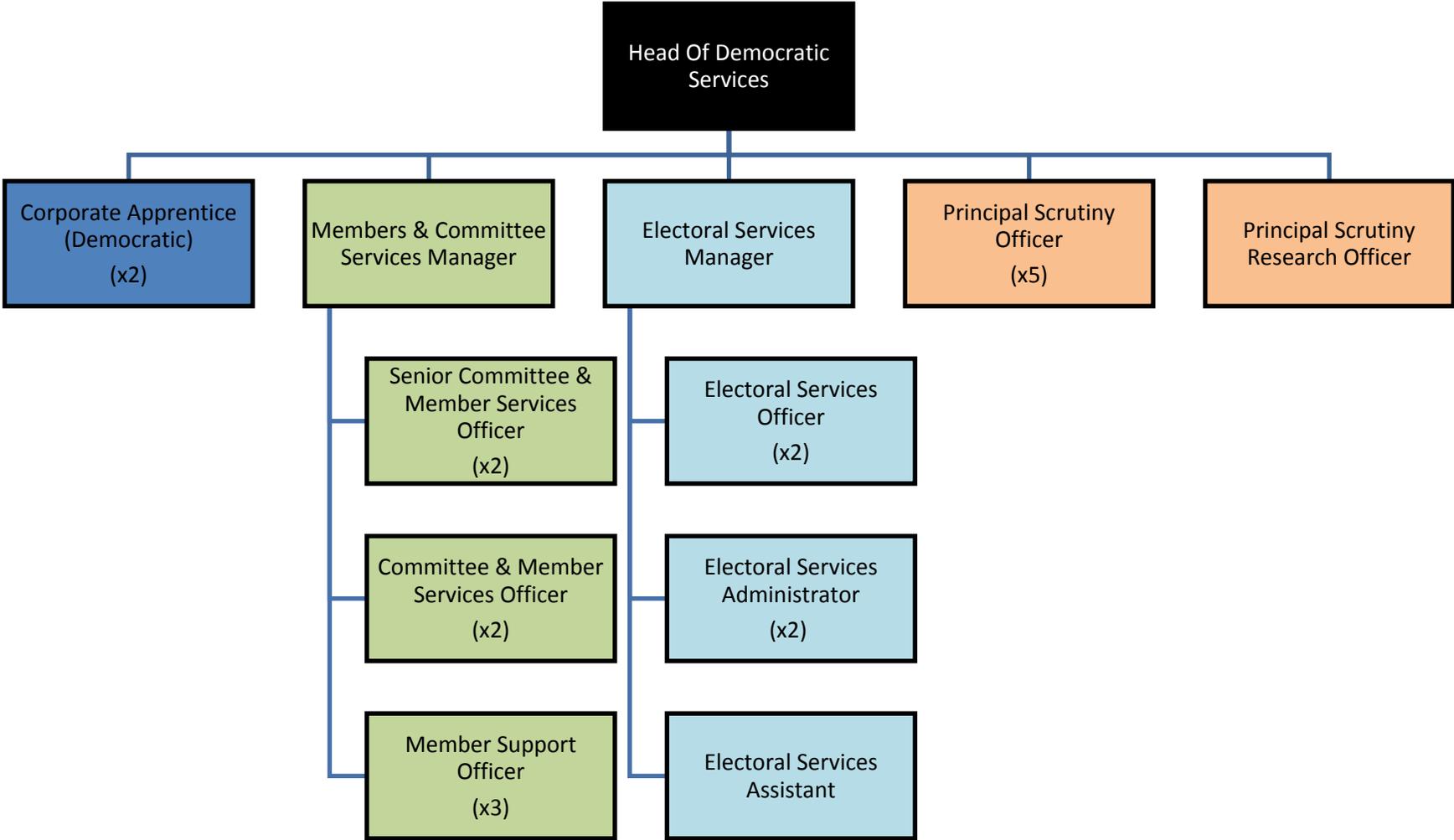
During the forthcoming year a series of reviews will be undertaken which will require the Team to adapt to meet future challenges and changes to the legislation to ensure that the Democratic Services Team continues to deliver an effective service for the Authority. The reviews will include:

- a. The action plan to meet the improvement proposals identified during the WAO Overview and Scrutiny – Fit for the Future review which includes:
  - Action 20: Explore and assess how the impact of scrutiny activity can be improved using available resources.
- b. The Council has introduced a mandatory workforce planning process as part of the corporate planning cycle. Workforce Planning will enable the Council to fulfil its priorities and ensure it continues to deliver valued public services for the people of Cardiff. This is also linked to developing the current arrangements for the Corporate Apprentices within Democratic Services and for succession planning across the Democratic Services Team.
- c. The following legislative and other changes which are anticipated to be implemented in 2019 and which are likely to impact to Democratic Services:
  - a. Welsh Parliament & Elections (Wales) Bill
  - b. The Local Government (Wales) Bill
  - c. UK Government (Electoral Registration Reform Programme)

The outcomes of these reviews is anticipated to see the Democratic Services Team evolve to meet these challenges. The service will have to maintain its statutory and legislative requirements and prioritise those activities which provide positive outcomes from the resources that are available.

## Appendices

Structure – Democratic Services 2018



Roles and Functions

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

- Committees Services

In addition to Committee 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 administration of Register and notification;
  - 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 & public at Committee meetings.
- e. Liaison with Members and External Bodies:
  - Produce & issue the Members Diary;
  - Issuing of Member Electronic Briefs;
  - Members of Parliament and Assembly Members;
  - 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 Committee & Members Services at corporate meetings such as Welsh Language Co-ordinators.
- g. Management and development of systems:
  - Modern.Gov;
  - Conference System;
  - Webcasting;
  - Facebook Live.
- 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.

- Electoral Services

- a. Electoral Registration

In order to be able to vote in elections in the United Kingdom, a person's name must be included in a register of electors. Responsibility for compiling the register of electors lies with the Electoral Registration Officer (ERO). In Wales, the appointment of the ERO is made by the county or county borough council. The current appointed ERO for Cardiff Council is the Corporate Director for Resources.

The ERO has a duty to maintain a register of Parliamentary and local government electors, as well as other relevant registers. In addition, the ERO must also produce an edited (or 'open') version of the registers. The open register contains only the names and addresses of those on the full register who have not taken the decision to opt out of their details appearing on the edited register. As part of their legal responsibilities EROs are required to take all necessary steps to publish and maintain registers that are as accurate and complete as possible.

This responsibility is supported by the Electoral Services Team conducting an annual refresh exercise (often referred to as the Annual Canvass) where the staff of the ERO are obliged to carry out an audit of approximately 151,000 residential properties within the County Council area, as well as undertaking various monthly update processes to the relevant Registers of Electors.

- b. Electoral Administration

Every County and County Borough in Wales is required to appoint an officer of the council to undertake the role of Returning Officer (or Counting Officer for Referendums) for the various types of electoral events held within the county borough area. The current appointed Returning Officer for Cardiff Council is the Corporate Director for Resources.

This includes:

- UK Parliamentary General Elections
- European Parliamentary Elections\*
- National Assembly for Wales Elections
- Welsh Local Government Elections
- Police and Crime Commissioner Elections
- Referendums<sup>4 5</sup>

The core role of the Electoral Services team is to fully support the Returning Officer in conducting their statutory responsibilities in administering well-run electoral events, carrying out all necessary procedures and process as prescribed by legislation.

This includes:-

- Electoral Event Project Planning (incl. verification and count processes)
- Candidate and Agent Liaison
- Communications and Media Liaison
- Management and Booking of all Polling Stations
- Appointing all Presiding Officers and Poll Clerks (incl. staff training)
- Publishing all relevant Statutory Notices

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<sup>4</sup> Subject to the UK's Membership of the European Union

<sup>5</sup> Subject to appropriate electoral legislation

- Print production of all Electoral Stationery (incl. Poll Cards and Ballot Papers)
- Member Services  
The Members Services Team assists all 75 Elected Member by:
  - providing face to face contact with Elected Members;
  - allocating a dedicated Members Services Officer to support with enquiries concerning Council Services;
  - tracking and monitoring Members 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 75 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 of Committees 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.

- Scrutiny Services

- a) **General**

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 Committee 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 Scrutiny Committees and allocate any additional areas of responsibility which are not already included within the terms of reference of any particular Scrutiny Committee.

The Community & Adult Services Scrutiny Committee 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**

Scrutiny Committees will:

- (i) review and scrutinise the decisions made by and performance of the Cabinet and/or committees and 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 committees 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 committee 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 committee and local people about their activities and performance; and
- (vi) question and gather evidence from any person (with their consent).

**c) Resources**

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

**d) Annual Report**

Scrutiny Committees must report annually to the Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.

## Officer Networks

- Association of Electoral Administrators

There are eleven regional branches of the Association covering the United Kingdom with the Wales branch being chaired in 2018 by the Electoral Services Manager from Cardiff. The Welsh branch meets three or four times a year and provides electoral officers with an opportunity to discuss matters relating to the conduct of elections and electoral registration. This network also support the engagement with the various Welsh Electoral Stakeholder Forums to embed consistency of messaging and allow for early and regular consultation on future legislative change.

- 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 800 members across the United Kingdom including the four 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.

- National Scrutiny Network

The Head of Democratic Services liaised with the 14 Local Authorities in South Wales to re-establish the National Scrutiny Network. With support from these Authorities the WLGA agreed to facilitate this network and its first meeting was held on 22 October 2018.

At its first meeting the WLGA agreed to organise and facilitate two meetings of the Network per year. Participants suggested that the following should be the priorities for future agendas

- Practice sharing
- Training opportunities
- Scrutiny improvement activities
- Joint Scrutiny

And that:

- Guest speakers should be invited but that no one should have a standing invitation
- The North and South Wales Networks should liaise with the National Network.
- The network should work with the WLGA to design a national scrutiny learning event with members. Suggestions for content are welcomed.

- South East Wales Regional Scrutiny Networks

The Head of Democratic Services promoted the potential benefits of establishing a Regional Scrutiny Network with other local authorities in South Wales. One option was to develop a network based on the Cardiff Capital Region City Deal footprint. The ten authorities (Blaenau Gwent; Bridgend; Caerphilly; Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taff; Torfaen; and Vale of Glamorgan) agreed to establish the South East Wales Scrutiny Network with the intention of:

- Developing an understanding of each other structures, staffing and capacity.
- Sharing current good scrutiny practice with Local Authorities across the SE Wales Region/Nationally/UK Wide.
- Identifying areas of common research/investigation which can be shared with other authorities.
- Considering forthcoming legislation which will impact on the scrutiny function.