



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

|                                    |   |
|------------------------------------|---|
| <b>Pwyllgor</b>                    | PWYLLGOR GWASANAETHAU DEMOCRATAIDD  |
| <b>Dyddiad ac amser y cyfarfod</b> | DYDD LLUN, 5 CHWEFROR 2018, 5.00 PM   |
| <b>Lleoliad</b>                    | YSTAFELL BWYLLGORA 1 - NEUADD Y SIR   |
| <b>Aelodaeth</b>                   | Cynghorydd Jones-Pritchard (Cadeirydd)<br>Cynghorwyr Burke-Davies, Ford, Goddard, Goodway, Kelloway, Lister, McKerlich, Murphy, Naughton, Sandrey a/ac Wong |

### 1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

### 2 Datgan Buddiannau

Dylid gwneud hyn ar ddechrau'r eitem agenda dan sylw, yn unol â'r Cod Ymddygiad Aelodau.

### 3 Aelodaeth o'r Pwyllgor

Yn ei gyfarfod ar 25 Ionawr 2018, penododd y Cyngor y Cyng. Ashley Lister i gymryd lle'r Cyng. Saeed Ebrahim ar y Pwyllgor hwn

### 4 Cofnodion *(Tudalennau 1 - 4)*

Cymeradwyo cofnodion y cyfarfod ar 10 Hydref 2017 fel cofnod cywir.

### 5 Canlyniadau Arolwg Aelodau Hydref 2017 *(Tudalennau 5 - 44)*

### 6 Rhaglen Ddysgu a Datblygu Aelodau *(Tudalennau 45 - 50)*

### 7 Gwasanaethau Aelodau - Gweithgareddau a Materion Cymorth i Wasanaethau *(Tudalennau 51 - 66)*

### 8 Dyddiad Cyfarfod Nesaf - I'w Gytuno

#### Geoff Shimell

#### Pennaeth Dros Dro Gwasanaethau Democrataidd

Dyddiad: Dydd Mawrth, 30 Ionawr 2018

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

Mae'r dudalen hon yn wag yn fwriadol

DEMOCRATIC SERVICES COMMITTEE

10 OCTOBER 2017

Present: County Councillor Jones-Pritchard (Chairperson)  
County Councillors Ford, Goddard, Goodway, Kelloway,  
Naughton, Sandrey and Wong

38 : APOLOGIES

Apologies were received from Councillors Burke-Davies, Ebrahim, McKerlich and Murphy.

39 : CHAIRPERSON, MEMBERSHIP AND TERMS OF REFERENCE

It was noted that Annual Council 25 May 2017 appointed Councillor Mike Jones - Pritchard as Chairperson of this Committee and that the Membership was as follows:

Councillors Burke- Davies, Ebrahim, Ford, Goddard, Goodway, Jones-Pritchard, Kelloway, McKerlich, Murphy, Naughton, Sandrey, Singh and Wong

The Terms of Reference were agreed as follows: -

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

40 : DECLARATIONS OF INTEREST

There were no declarations of interests for this meeting.

41 : MINUTES

To note the minutes of the meeting held on 8 March 2017.

42 : MEMBERS SERVICES - STRUCTURE, SERVICES AND SUPPORT

The Committee received an overview report in accordance with the Committee's terms of reference on the current structure and support services provided to Elected Members of the Council.

Member's attention was drawn to the Cabinet proposal from 21 September 2017 for a new post to discharge the statutory role of the Head of Democratic Services. The Committee was advised that the post was to be established within existing resources at OM1 level, and their views were sought on the content of the Job Description and Person Specification attached as Appendix A to the report.

The Committee commented on the person specification and specific requirements for this multi-disciplined role covering Electoral, Scrutiny and Democratic Services. The Committee was pleased to see that the role was part of the new senior management arrangements. Members noted that the proposed senior management structure was to be cost neutral.

The Committee discussed the Member Induction and Learning Programme; those session designated as essential training; national and regional opportunities - including the Welsh Local Government Association Regional Induction event for new Councillors and any returning Councillors; and received information from various governance networks.

The Committee had a variety of views on the essential elements of the programme. It was recognised that all Councillors have a statutory obligation to comply with relevant legislation – for example as Data Controllers and Corporate Parents. The Committee was keen to review the designation of the essential sessions agreed by the former Committee in March 2017.

The Committee noted the ongoing programme and topics to be scheduled.

The Committee noted that the draft Member Survey Autumn 2017, Item 6 for consideration at this meeting would have text boxes to allow for feedback on the Induction, the essential training and other sessions. Members felt that feedback forms should be provided at the end of each event as best practice. It was suggested that this could be done electronically. It was noted that some of the essential sessions were aimed at new Councillors only.

The Committee noted that that the Wales Audit Office were undertaking a national review of Overview and Scrutiny and the impact of the Wellbeing and Future Generations Act on the work of Committee including Public Service Board scrutiny with the aim of facilitating improvements and sharing good practice.

The Committee received and considered the Independent Remuneration Panel for Wales (IRPW) draft annual report published on 4 October 2017. In order to meet the Local Government (Wales) Measure 2011 there was a requirement for the IRPW to publish its report by 28 February 2018. Representations from Local Authorities needed to be submitted by 29 November 2017.

RESOLVED – That

1. the draft Job Description and Person Specification for the post of Head of Democratic Services was approved;
2. noted the ongoing Learning and Development Programme as detailed in Appendix D;
3. agreed to review those topics designated as essential at the next meeting;
4. noted the draft report from the Independent Remuneration Panel for Wales and proposed changes. The Committee did not wish to respond to the consultation.

#### 43 : MEMBERS SURVEY 2017

The Committee considered and commented on the format and questions included in the draft Member Survey 2017 which had been commissioned as a follow up to the Cardiff Council Member Exit Survey undertaken in February 2017, and also included comparator questions from the Member Annual Survey last undertaken in June 2017, relating to support services to Councillors.

The survey would be available electronically and in hard copy to Councillors in November and the outcomes will be reported to the next meeting of this Committee in the new year.

The Committee was keen for the survey to capture feedback on the training offered so far, information on future training needs, and requested that Question 17 relating to support from Party Groups be removed. It was noted that Questions 19 – 26 were questions asked in the Member Exit Survey and the results and comparator information would be reported to Standards & Ethics Committee in March 2018.

RESOLVED – That

1. the Draft Member Survey subject to any typographical changes was agreed subject to the removal of question 17 as set out above.
2. noted that an analysis of the questions relevant to this Committee from the Member Survey 2017 will be reported to the Committee in the new year.

#### 44 : COMMITTEE WORK PLAN & FREQUENCY OF MEETINGS

The Committee discussed its role and remit and the importance of the democratic process and statutory functions required of Democratic Services, and maintaining good governance and decision making. It was noted that the budgetary pressures on each Directorate remained significant, and that the governance teams had made efficiencies over the last 5 years - balanced with the statutory and legislative requirements that the Council and the Directorate is required to maintain.

The Committee was unanimous in its view that there is a cost to democracy and that the priority for the Committee was to ensure that the good governance and reputation of the Council, its Councillors and decision making and scrutiny functions, was not put at risk by further challenging saving reductions that will impact on the democratic processes, decision making and support to Elected Members.

The Committee agreed that its next meeting would be in the new year and would consider

- the outcomes of the Member Survey autumn 2017;
- Update on the Councillor Learning Programme;
- Members Services update.

RESOLVED – That

1. the Chair on behalf write to the Leader of the Council as the portfolio lead for Governance and Democratic Services detailing the Committees comments on

the cost of democracy and requesting that no further budget saving targets apply to these services during your administration.

2. a date be agreed for a meeting of the Committee in the new year.

*(Meeting closed at 18.35pm)*

Chair: \_\_\_\_\_

Date: \_\_\_\_\_

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

---

**REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES**

---

**MEMBERS SURVEY AUTUMN 2017****Reason for this Report**

1. The purpose of this report is to inform the Democratic Services Committee on outcomes from the Member Survey Autumn 2017.

**Background**

2. The Democratic Services Committee on 8 March 2017 received a report on the findings of the Members Exit Survey February 2017 in relation to factors that fell within the remit of the Committee. The Standards & Ethics Committee on 22 March 2017 considered factors from the Exit Survey that related to the conduct and behaviour of Councillors. Both Committees recommended to the new Council that a similar Survey be run in Autumn 2017.
3. The Member Exit Survey February 2017 was made available to all Elected Members who had held the Office of Councillor since May 2012 and 46 responses were received. The report is available on the following link <http://cardiff.moderngov.co.uk/documents/s15193/Item%205%20-%20Cover%20-%20Exit%20Survey.pdf?LLL=0>
4. The Democratic Services Committee on 10 October 2017 agreed the Member Survey format and questions and gave delegated authority to the Chair in consultation with the Director of Governance and Legal Services to finalise the Survey for circulation to all Members in November 2017.
5. The Survey was available electronically and in hard copy from 30 November until 2 January 2018.
6. In total 47 responses were received by the closing date.

**Issues**

7. An analysis of the responses to the Member Survey 2017 which fall within the remit of this Committee are attached as **Appendix A**, and the Standards and Ethics Committee on 28 March 2018 will receive an analysis of the conduct and behaviour questions

8. Some headline data showed that:
  - 97% rated the induction day very useful or useful;
  - 96% found the formal training or facilitated group training useful;
  - 97% found the logging of Member Enquiries system either Highly effective or effective
  - 88% found the timeliness to queries raised through the Members Services effective or highly effective
  - 100% found the Dell Laptop useful or very useful
  
9. Actions were required in relation to:
  - Support in the use of new technology or equipment including the Modern.Gov App.
  - Lack of capability of Blackberry Works.
  - Processing and support with Members Allowances and Expense claims
  - Mentoring/Peer support.
  
10. Attached as Appendix B is the Director of Governance and Legal Services responses and actions taken or to be taken in respect of matters raised in the 'free' text boxes on the Survey.

### **Legal Implications**

11. There are no direct legal implications arising from the recommendations of this report

### **Financial Implications**

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

### **RECOMMENDATIONS**

The Committee is requested to consider the outcomes of the Member Survey Autumn 2017 and consider the potential actions and make any recommendations in relation to any of the actions.

**GEOFF SHIMELL**  
**Interim Head of Democratic Services**  
29 January 2018 V0.2

### **APPENDICIES**

Appendix A – Member Survey Autumn 2017 Results Analysis  
Appendix B – Comments and Proposed Actions



# APPENDIX A

# MEMBER SURVEY 2017 RESULTS

## Contents

|  |    |
|--|----|
| Methodology .....  | 3  |
| Who answered? .....  | 4  |
| Induction .....  | 8  |
| Induction day .....  | 8  |
| Training sessions .....  | 9  |
| Change since 2016 .....  | 10 |
| Future training provision .....  | 11 |
| Areas of need .....  | 11 |
| How to deliver training .....  | 13 |
| Support from Members Services .....  | 14 |
| Effectiveness of support .....   | 14 |
| Change since 2016 .....  | 15 |
| ICT .....  | 17 |
| ICT equipment and software .....   | 17 |
| Modern.gov .....   | 18 |
| ICT training .....   | 19 |
| Provision of printed papers .....  | 21 |
| Support from political groups .....  | 22 |
| Appendix: Data tables .....  | 23 |
| Page 7: Percentage of respondents who rated induction activities .....   | 23 |
| Page 7: Percentage of respondents who rated induction-day activities,<br>compared to 2016 survey .....                 | 23 |
| Page 9: Percentage of respondents who rated induction sessions .....   | 23 |
| Page 12: Percentage of respondents who requested additional training,<br>newer versus longer-serving respondents ..... | 25 |
| Page 13: Percentage of respondents who rated the usefulness of various<br>learning approaches .....                    | 25 |
| Page 15: Percentage of respondents who rated support provided by<br>Members Services .....                             | 25 |
| Page 17: Percentage of respondents who rated ICT provision .....   | 26 |
| Page 22: Percentage of newer and longer-serving respondents who feel their<br>groups provide enough support .....      | 27 |

## Methodology

The Members Survey 2017 was based on was commissioned by the Democratic Services Committee to seek feedback from all Elected Cardiff Council Members on the Member Induction; various types of support that they make use of; and to identify areas of support and resources that they would benefit from.

The survey also asked respondents about their experience of bullying and other unacceptable behaviours. The findings of this section of the survey will be reported to the Standards and Ethics Committee.

Questions were agreed by the Democratic Services Committee 10 October 2017, with reference to the annual Member Survey undertaken in June 2016 and the Member Exit Survey undertaken in March 2017. This was to allow data comparisons of answers.

Members were assured in an introductory statement to the survey that their answers would be kept confidential and not reported on in such a way that their identity could be determined.

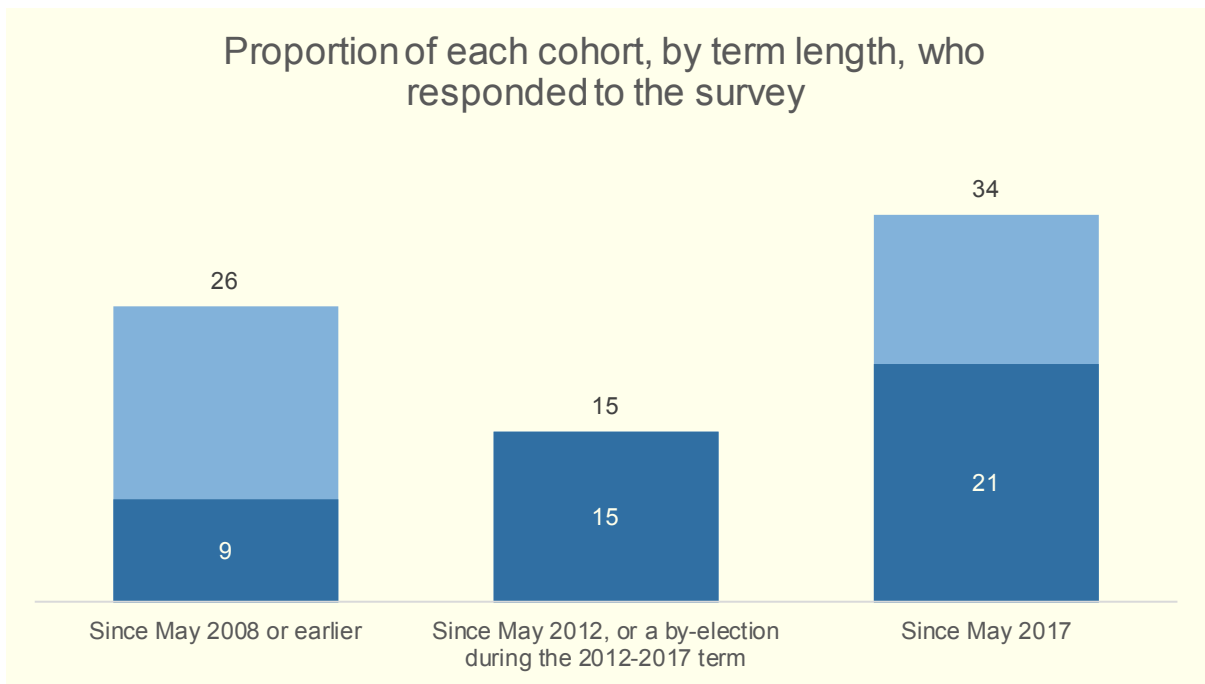
All Councillors were emailed on 30 November 2017 with links to Welsh and English versions of the survey questions on Survey Monkey. A two reminders were emailed in December 2017. Printed copies were also made available at the Council meeting of 30 November 2017, and in Members Business Offices, with instructions to return the completed copies to Members Services, for inputting on to Survey Monkey.

The survey was closed to new responses in early January 2018 and the results downloaded to a spreadsheet. Access to this spreadsheet was restricted to the officer analysing the results and to the Committee and Members Services Manager.

Individual survey responses were kept so that answers could be cross-referenced with demographics, term-length, etc.

## Who answered?

47 of 75 Councillors (63%) answered all or part of the survey.



Councillors who had been in office since before 2012 were less likely to respond to the survey (35%, compared to 73% of Councillors who had been serving since May 2012 or later).

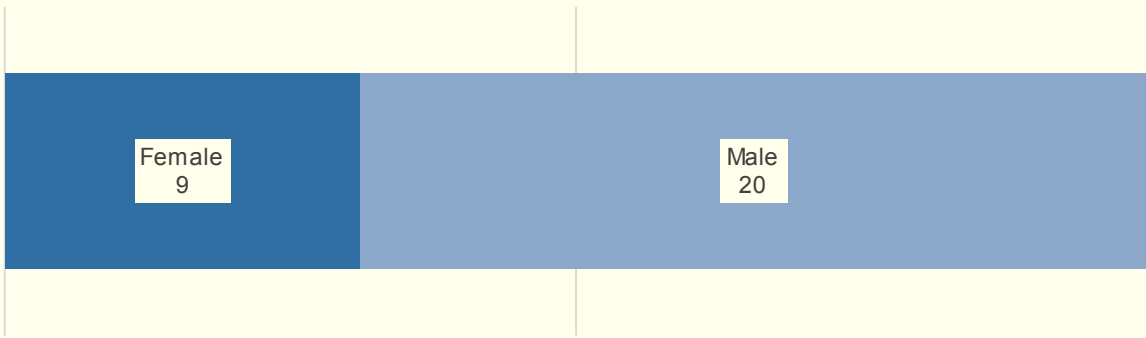
## Numbers of respondents serving combinations of roles

|   | Cabinet Member or Leader of the Council | Assistant Cabinet Member | Chair of a Scrutiny Committee | Member of a Scrutiny Committee | Chair of another Council Committee | Member of another Council Committee | None of the above |
|---|---|--------------------------|-------------------------------|--------------------------------|------------------------------------|-------------------------------------|-------------------|
| Cabinet Member or Leader of the Council | 5                                       |                          |                               | 1                              | 2                                  |                                     |                   |
| Assistant Cabinet Member                |   | 4                        |                               |                                |                                    |                                     |                   |
| Chair of a Scrutiny Committee           |   |                          | 2                             | 1                              |                                    |                                     |                   |
| Member of a Scrutiny Committee          | 1                                       |                          | 1                             | 6                              | 2                                  | 9                                   |                   |
| Chair of another Council Committee      | 2                                       |                          |                               | 2                              | 2                                  | 2                                   |                   |
| Member of another Council Committee     |   |                          |                               | 9                              | 2                                  | 11                                  |                   |
| None of the above                       |   |                          |                               |                                |                                    |                                     | 2                 |

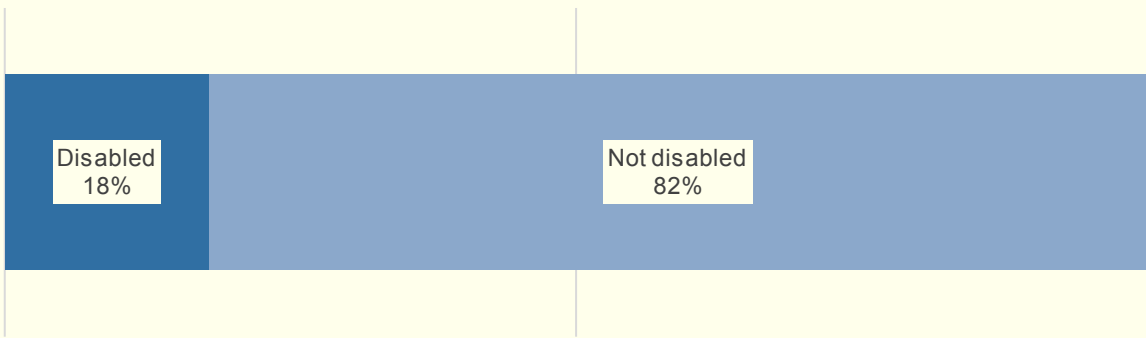
Councillors with a wide range of roles were represented, allowing analysis of the needs of Councillors with different responsibilities.

Committee Chairs, however, were underrepresented. A more effective way to assess the specific needs of the Chairs could be through one-to-one or group discussions.

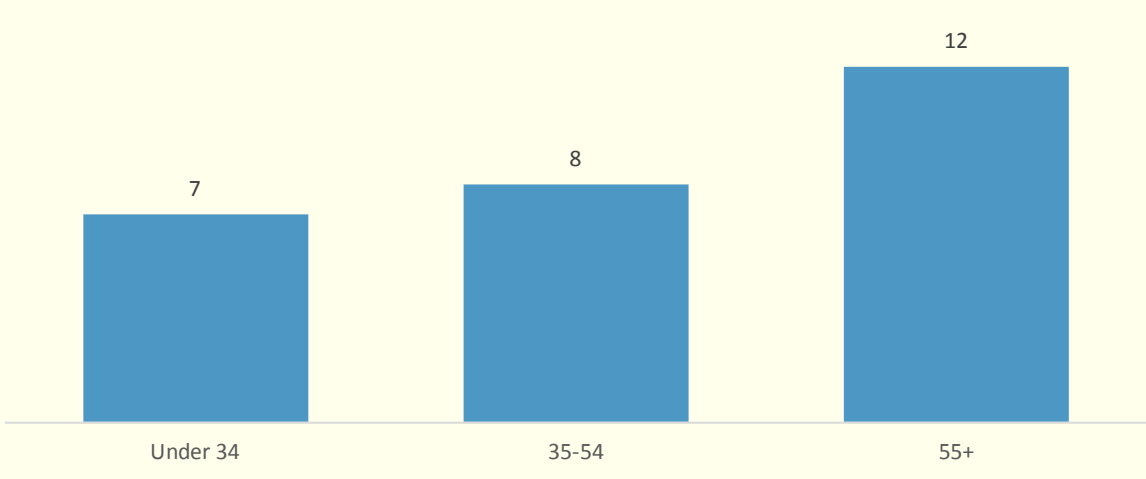
### Respondents by gender

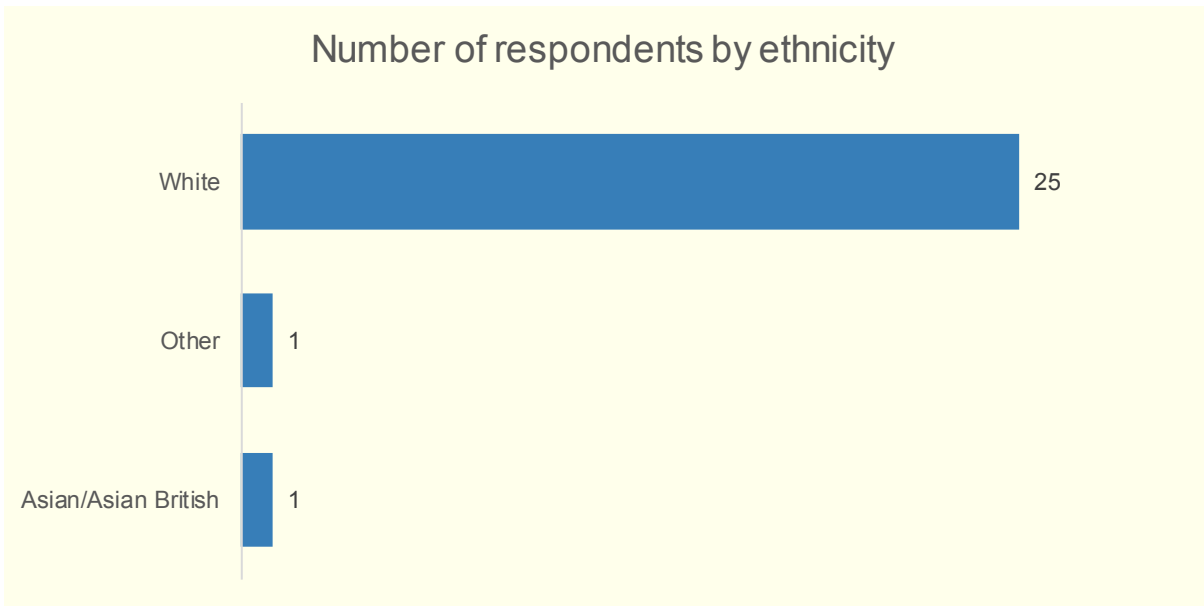


### Percentage of respondents who identified as disabled



### Number of respondents by age



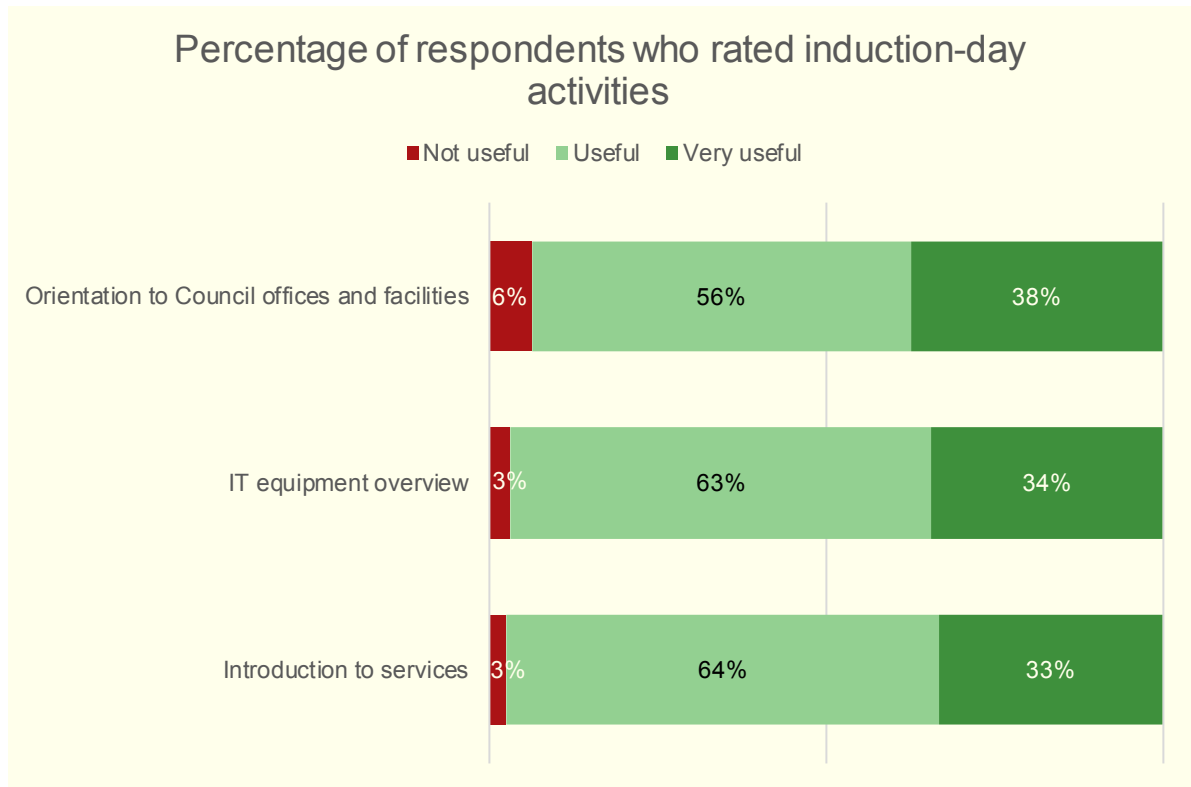


The ethnic diversity of survey respondents does not mirror the ethnic diversity of the Members elected in 2017. This is disappointing, but it should be noted that the corporate equalities-monitoring questions came at the end of a long survey. The question on ethnicity received 28 responses out of 47 responses.

## Induction

### Induction day

Councillors were overwhelmingly positive (97% positive across all activities, or 84 of 87 ratings) about the Induction-day activities.



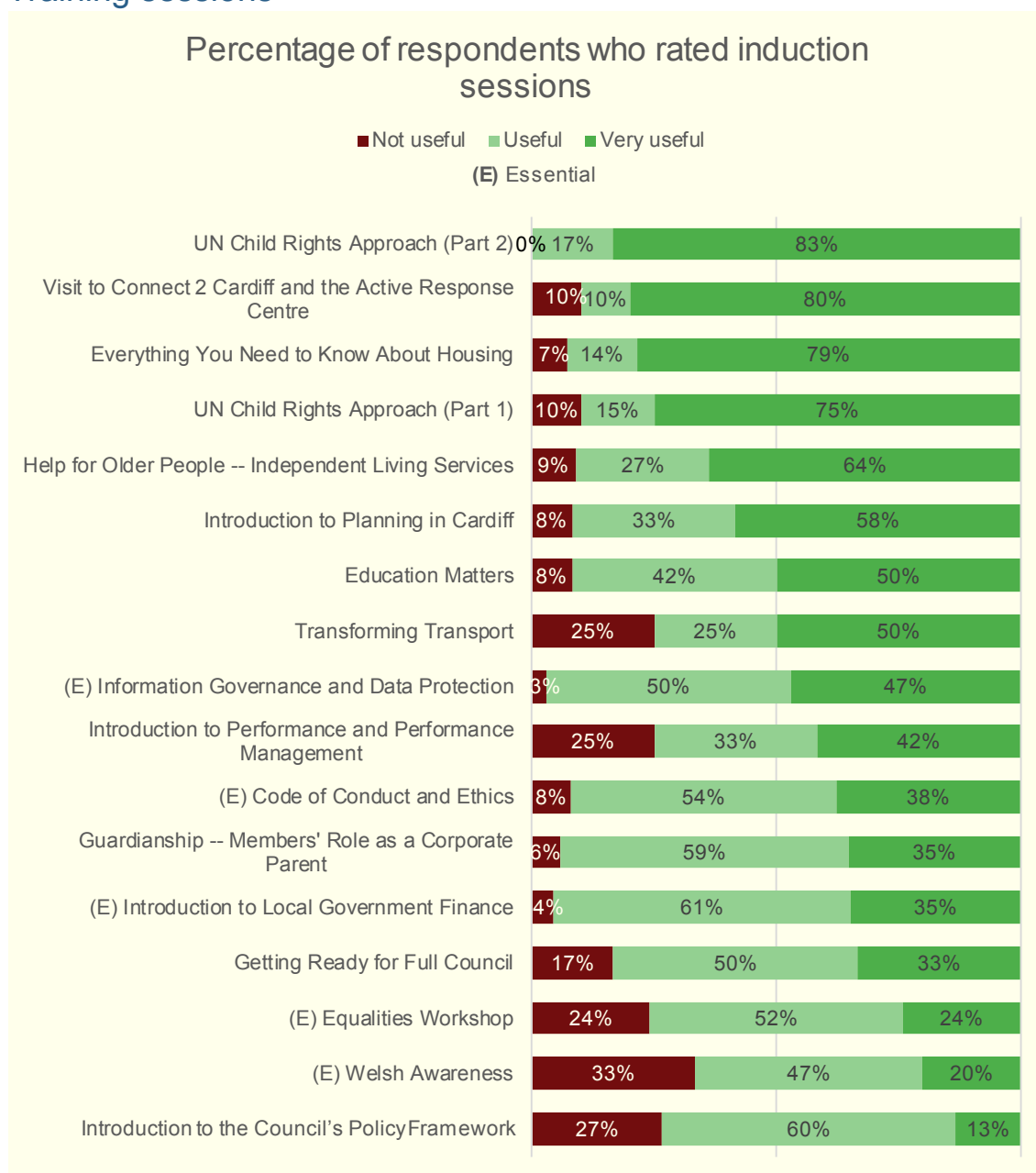
Two respondents also said that they would have liked to have known the induction arrangements longer in advance.

One Councillor who was first elected in 2012 said they got more out of this session than their own induction, as they felt no pressure to take everything in.

Some criticisms of the induction day were the high volume of information for Councillors to take in, and the demand on Councillors was overwhelming.



## Training sessions

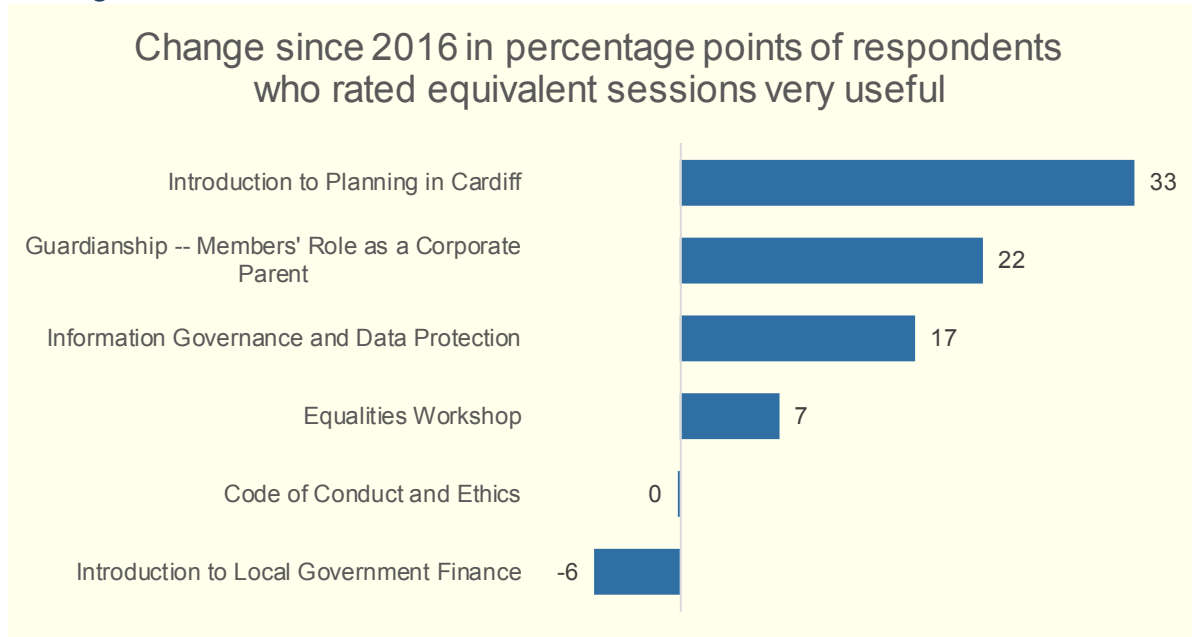


Views on the training sessions since May 2017 varied, although largely positive. No Essential training sessions were rated very useful by a majority of respondents.

The only session that drew criticism when Councillors were asked to elaborate on their answers was the Equality & Diversity Workshop, which one Member raised an issue on the objectivity of one of the presenters. Another Member was favourable but wanted practical guidance from the session.

Members who attended Essential Committee-specific training universally approved of the sessions, rating them either useful or very useful.

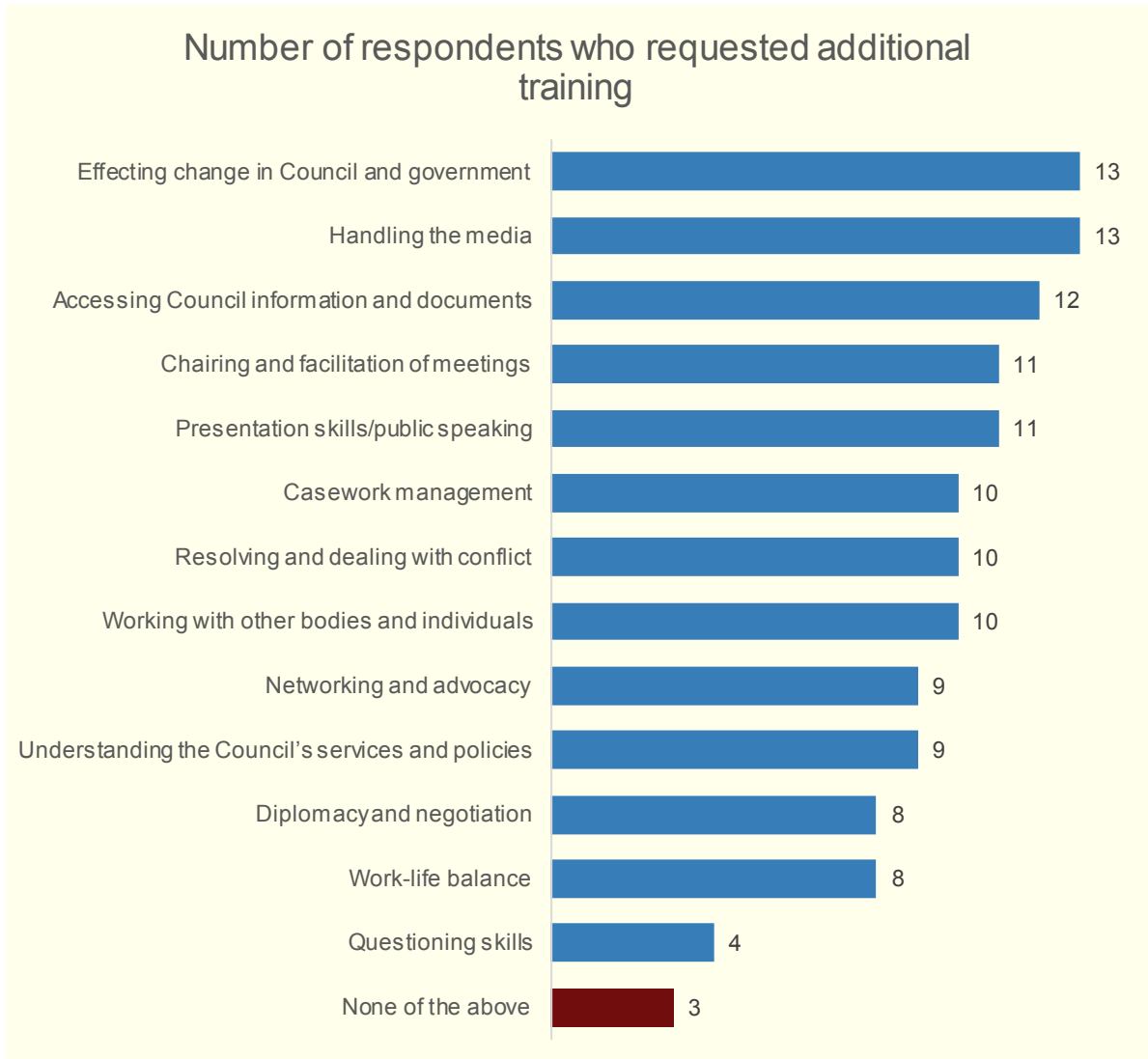
## Change since 2016



The percentage of respondents rating equivalent training sessions very useful has generally increased since 2016.

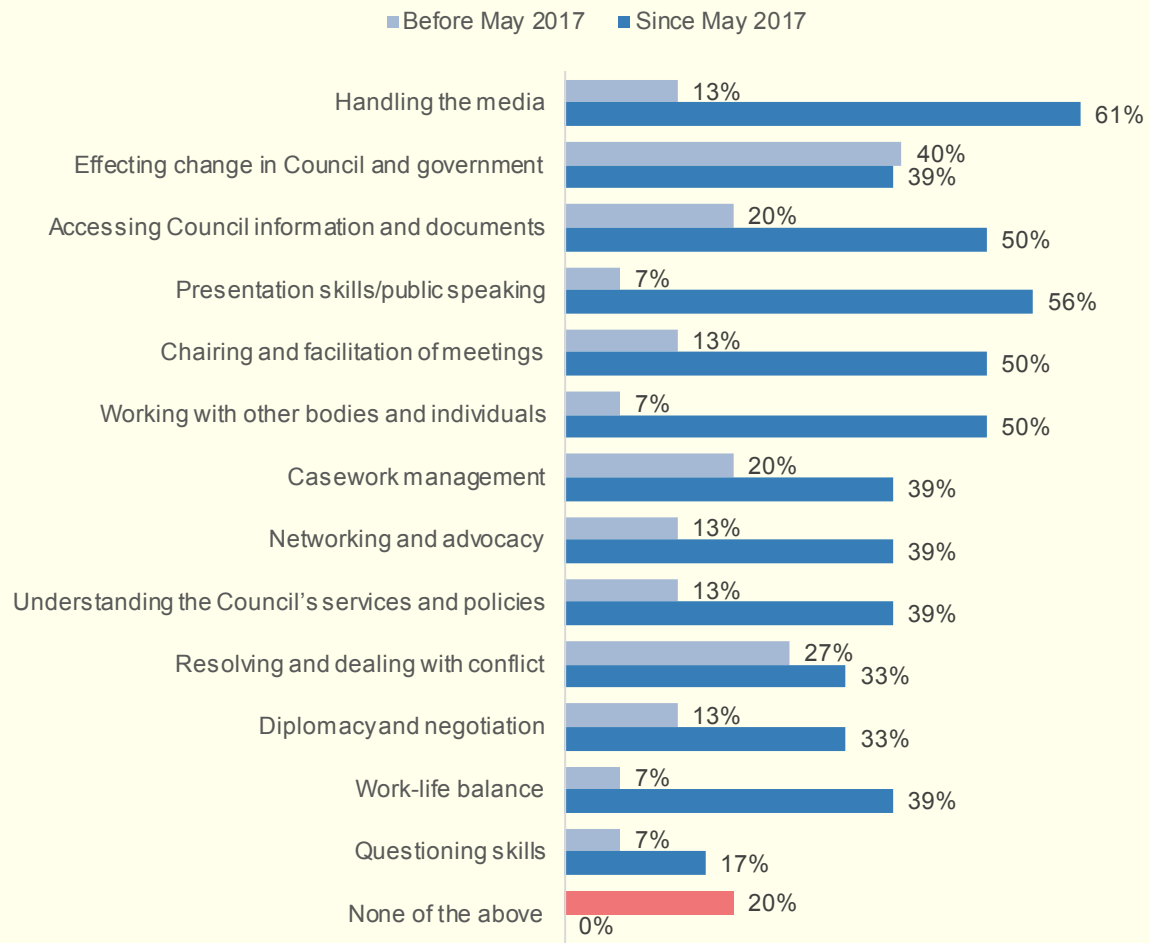
## Future training provision

### Areas of need



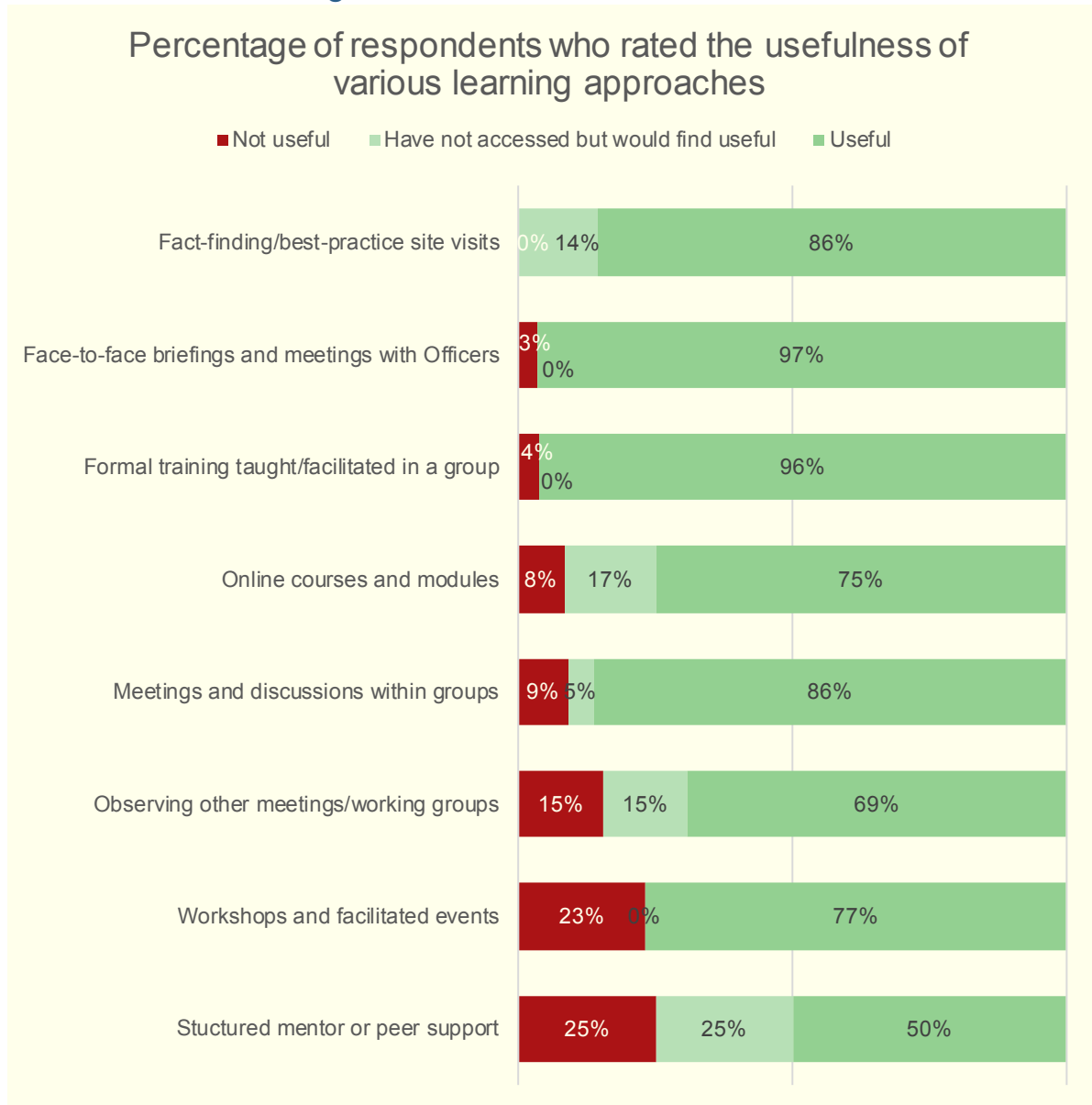
The above list of skills should inform decisions about future training offerings to all Councillors.

## Percentage of respondents who requested additional training, newer versus longer-serving respondents



Newer Councillors were more likely (100% likely, or 18 of 18 respondents) to report that they needed additional training than Councillors who had served since before May 2017 (80% likely, or 12 of 15 respondents).

## How to deliver training



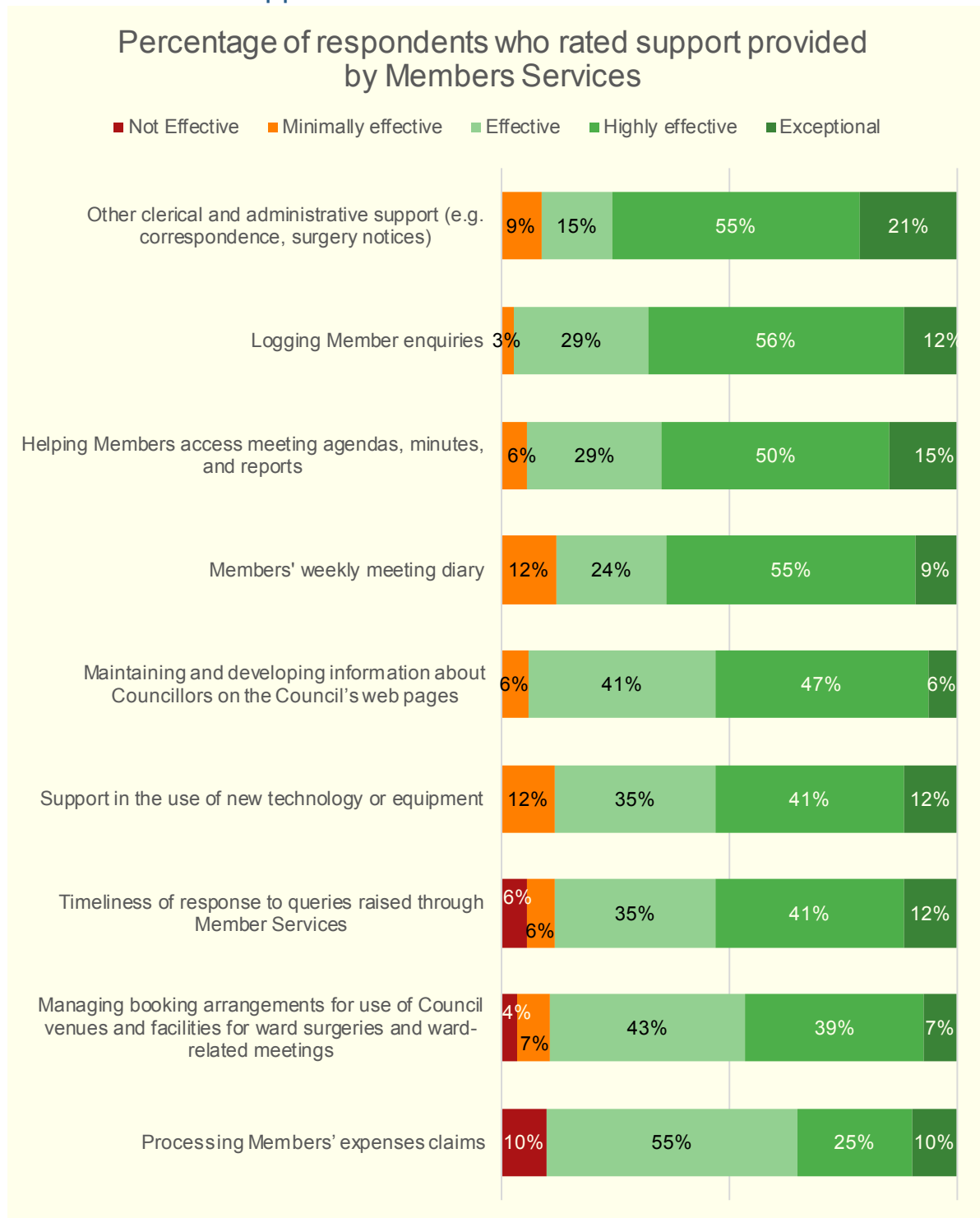
Formal training sessions were rated as useful by 96% (26 respondents) of those who answered the question. Councillors were happy with the individual sessions that have been provided.

However, three respondents remarked negatively on the large number of sessions. Both new and returning Councillors reported feeling overwhelmed by the demands on their time. One said that they felt so overwhelmed they had lost track of what training they had and had not attended and what they needed to attend, so that they now ignored training-related emails.

One respondent felt that the benefit of training sessions to Councillors personally, and to their residents, needed to be better explained.

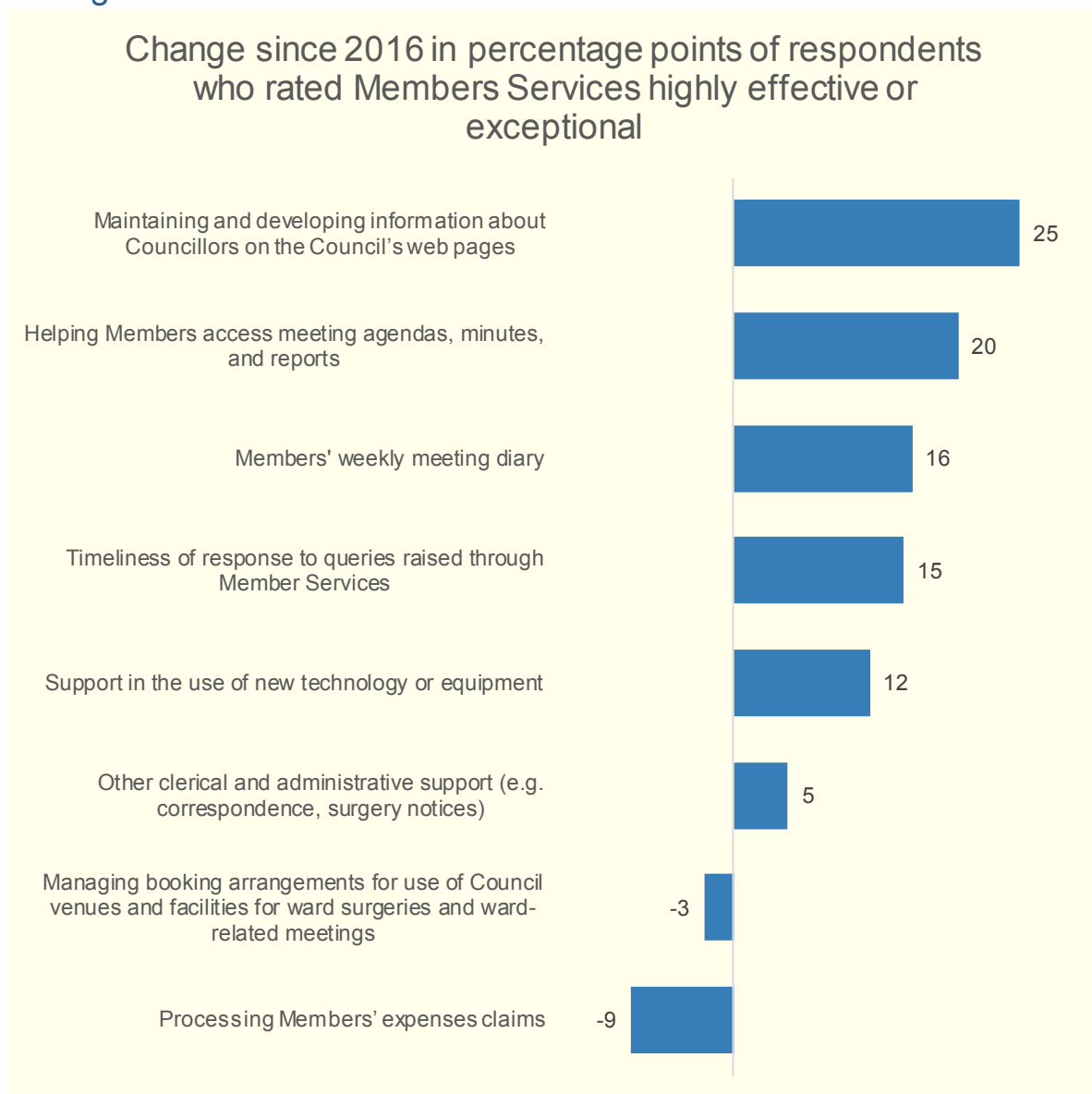
# Support from Members Services

## Effectiveness of support



Ratings and comments on the support provided by Members Services were positive. However, the processing of expenses claims and booking of venues were identified as areas for improvement.

## Change since 2016

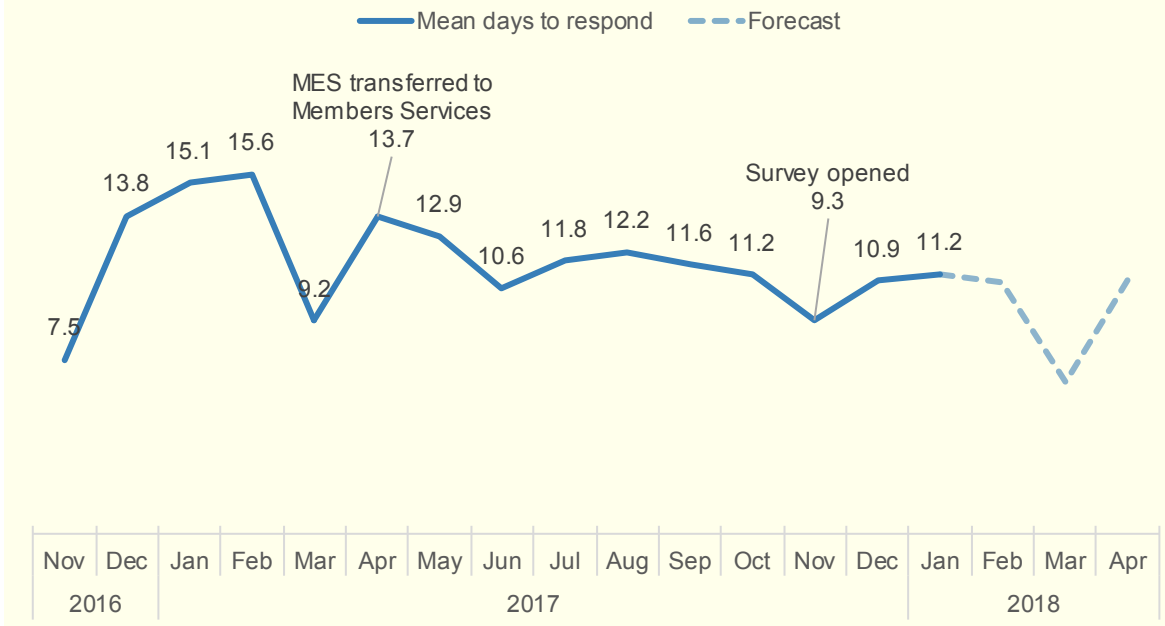


The percentage-point change in very high ratings of effectiveness (i.e. “exceptional” or “highly effective”) was positive in all but two areas.

Members’ satisfaction with the timeliness of responses to queries raised through Members Services has increased after this was identified in the 2016 survey as an area for improvement.

Timeliness of responses to queries is also measured by the case-management software used to administer enquiries.

## Average time taken for enquiries submitted to the MES to receive a response

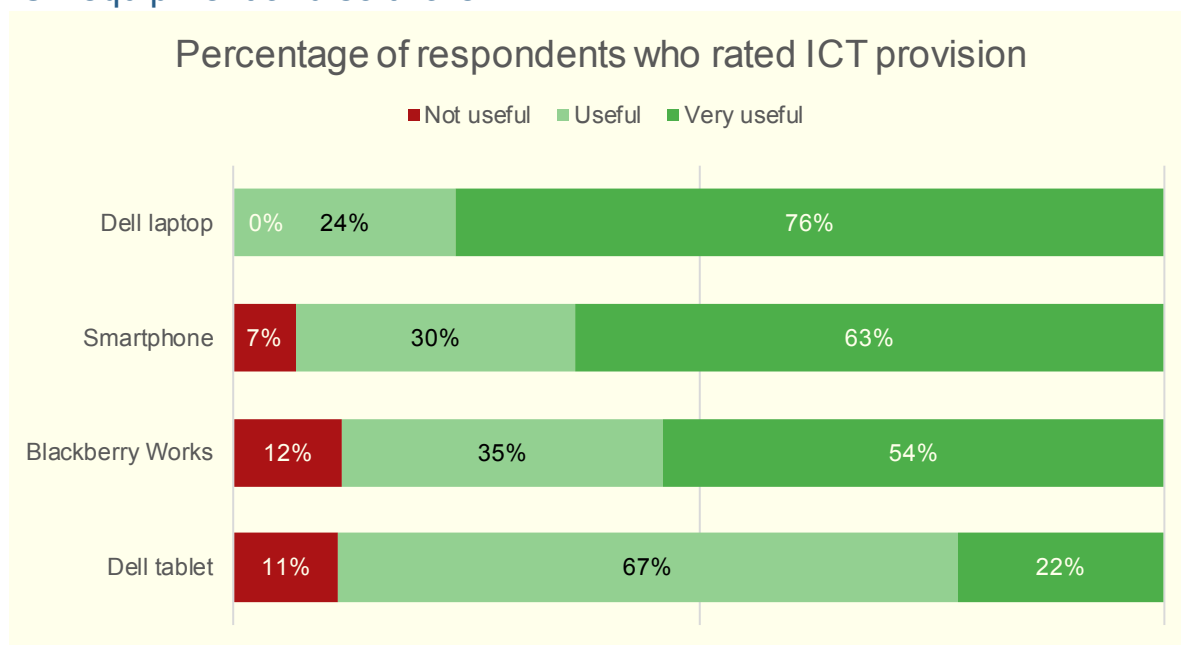


In April 2017, administration of the Member Enquiries System had been taken over by Members Services. The average time taken for enquiries to be answered had been trending downwards throughout 2017. Unfortunately, data does not exist prior to November 2016. It will be possible in 2018, however, to compare how respondents' satisfaction with timeliness changes with the actual timeliness of responses.



# ICT

## ICT equipment and software



Councillors were very enthusiastic about the newly offered Dell laptops, with more than two quarters (76%, or 16 of 21 respondents) calling them very useful.

The Dell tablets were less well liked, with less than a quarter (22%, or two of nine respondents) calling them very useful. One comment from a tablet user was that the device would be more useful with a stylus digitizer. This would allow the device to distinguish contact with skin from contact with the stylus, allowing the user to rest their hand on the screen and write naturally.

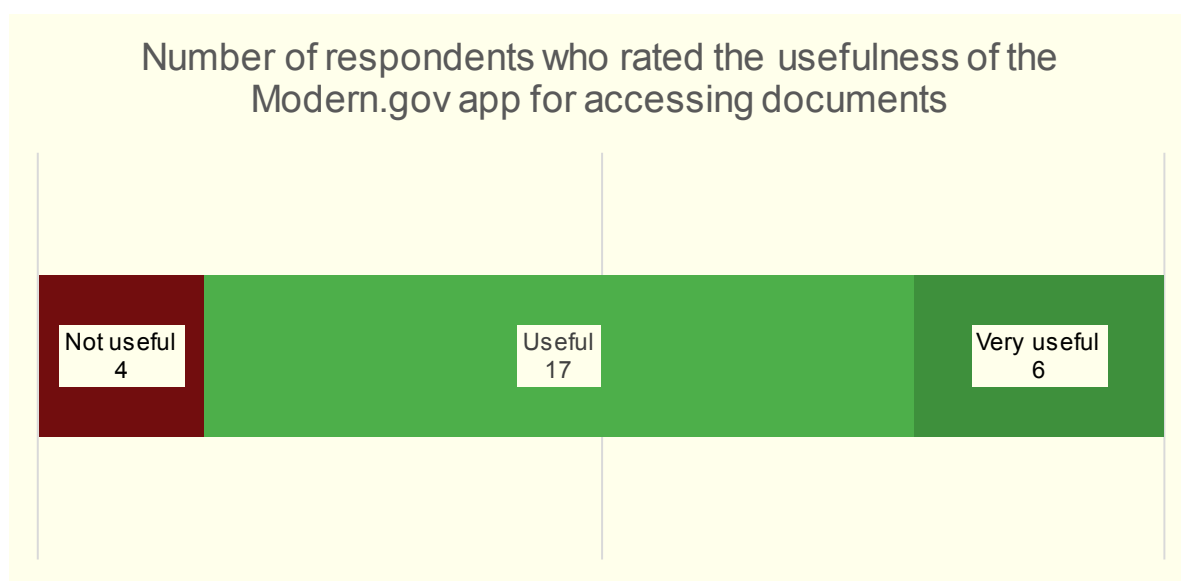
Three respondents commented negatively on the Blackberry Works app. Two of those compared them unfavourably to alternatives, such as Office365.

## Modern.gov

Modern.gov is a programme that facilitates access to Council and Committee papers on PCs and mobile devices.

About half, (16 of 34 respondents or 47%) said that they were not confident using the Modern.gov app. All 16 of those also said they would like additional support to become familiar the app. Half of those said they would like to learn more in a small group and half would prefer a one-to-one with an officer.

Informal sessions have been offered to Members in the past. This offer should be repeated to encourage additional take-up of the app for reading committee papers.



Three different respondents identified three different problems with the app.

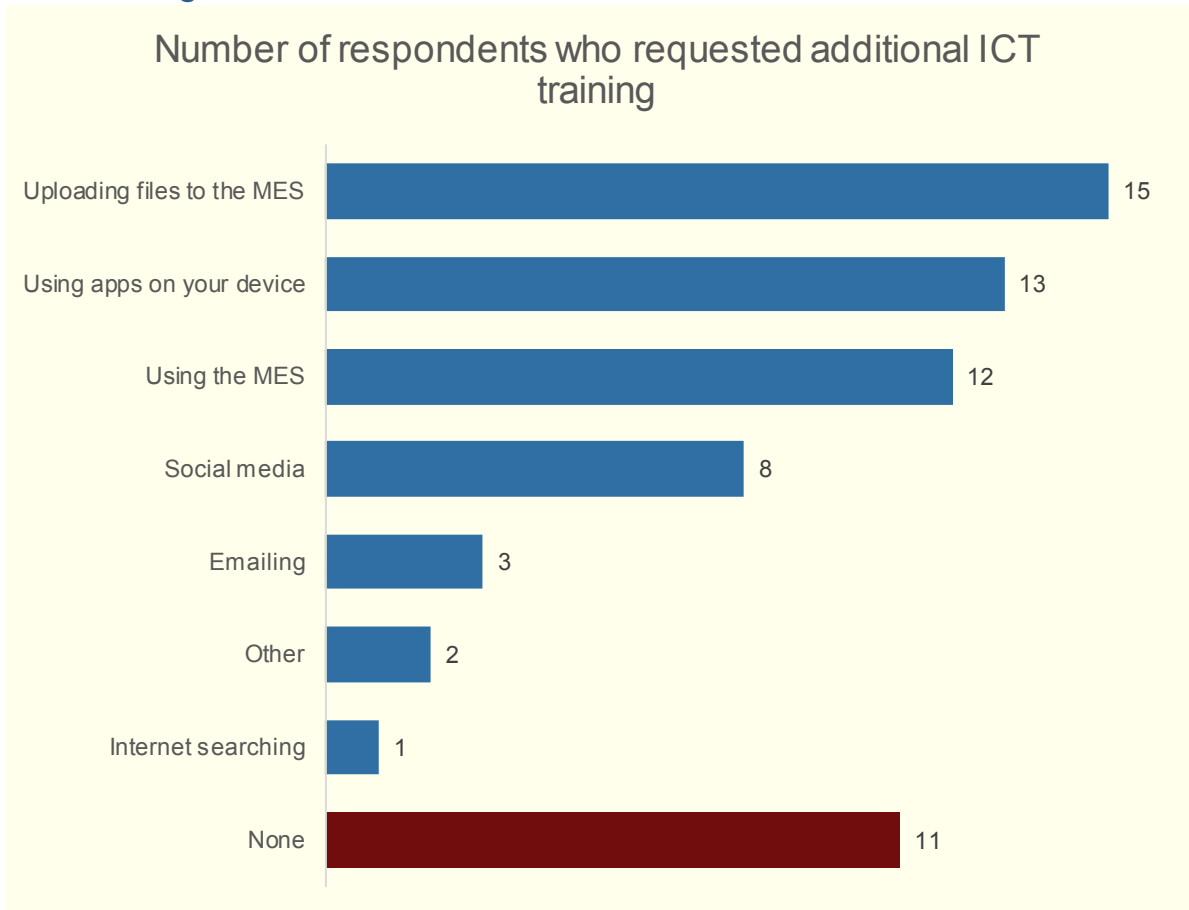
Firstly, the app does not allow one to view more than one document at a time.

The app also does not recognise text in documents that have been scanned. This makes text in scanned documents impossible to search or to copy and paste.

Another user liked the app but said they would prefer to save documents locally. The app doesn't, however, allow the user to save the documents as files that can be organised using the native file explorer or read with alternative programmes.

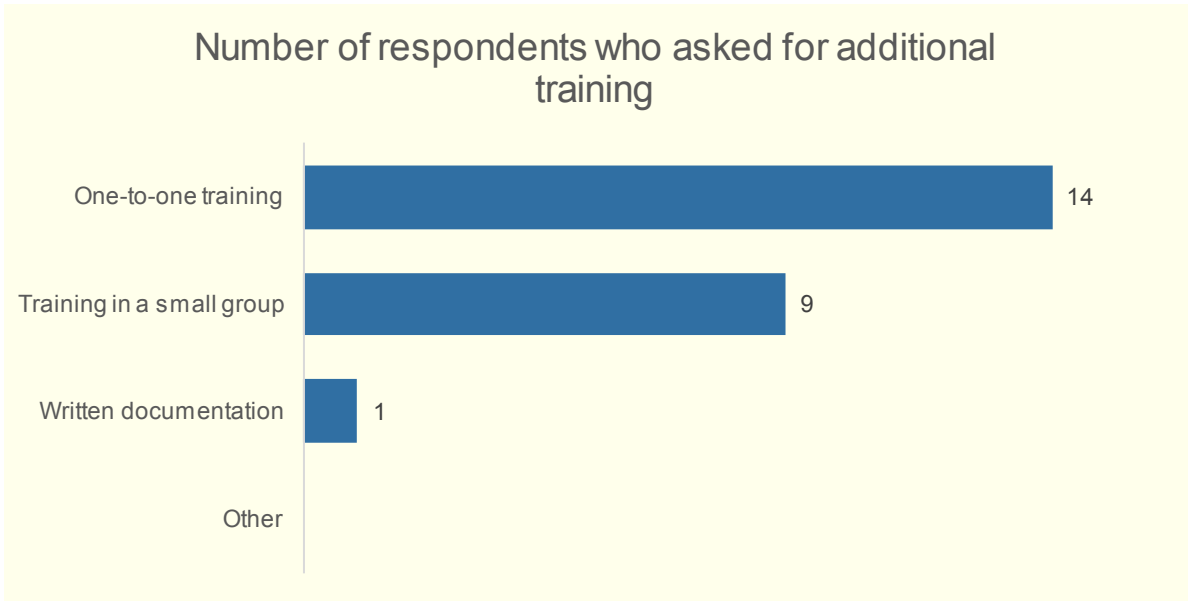
These feature requests should be conveyed to the developers of Modern.gov.

## ICT training



One respondent asked for network access to folders and another asked for training in an unrelated non-ICT skill.

19 respondents asked for support either using the Member Enquiry System (MES) or uploading files to it. This should be prioritised, along with training in Modern.gov.



Again, respondents stated they would prefer one-to-one training or training in a small group. Members Services staff are available to provide support with the MES, and an offer of informal drop-in sessions should be made to help Members gain a familiarity with the system.

## Provision of printed papers

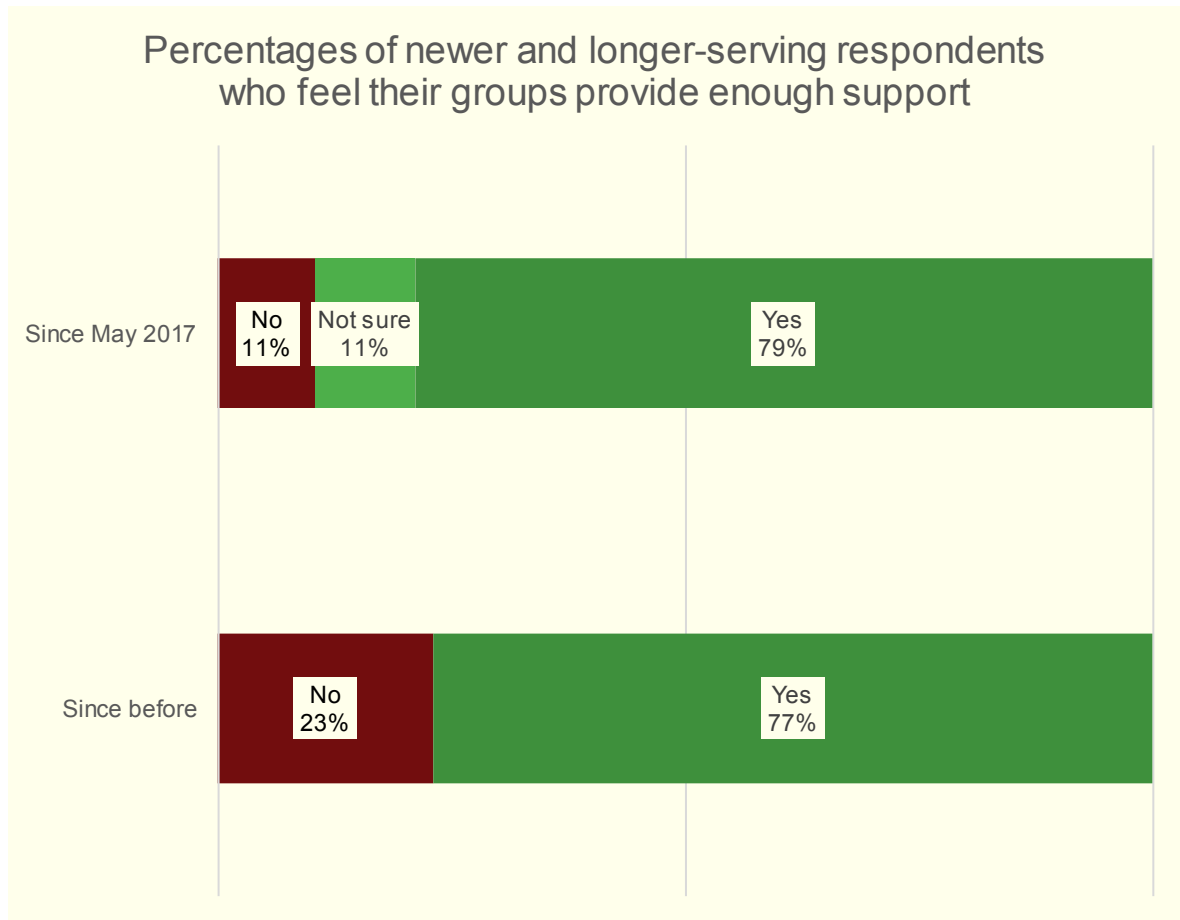
A performance indicator for Democratic Services is the amount of money spent on printing. The main cause of this expense is committee papers. For this reason, the survey respondents who had opted to receive printed copies of papers rather than electronic copies were asked whether they might change their minds and what could be done to help them read documents electronically.

Variations of “nothing” were the most common answers (three of six responses). Accessibility issues (headaches, eye strain, etc.) and a preference for working with paper were given as apparently insurmountable issues.

Those who gave positive responses said that better software, or a better understanding of the Modern.gov software, would encourage them to use electronic versions of committee papers.

## Support from political groups

The majority (78% or 25 of 32 respondents) believe their party group provides enough support to effectively fulfil their role as Councillor.



Although only six respondents said their groups did not provide enough support to their Councillors, seven gave answers when asked what more their groups should do to support Councillors. Three Councillors, who were first elected in May 2017, asked for more support from their fellow Councillors to help get started in their work. One also noted that the lack of support could feel isolating.

## Appendix 1: Data tables

When comparing part-to-whole relationships across several categories (e.g. the percentage of respondents who rated induction-day activities, as on page 8), percentages have been used instead of whole numbers<sup>1</sup>. This allows the reader to compare proportions of wholes, even though the wholes may be of different sizes. Giving proportions as 34% versus 33% (of respondents who rated very useful the IT equipment overview versus the introduction to services) describes the small difference more intuitively than does the equivalent 11/32 versus 13/39.

In the interests of completeness, the tables below show the numbers used to calculate percentages in the graphs in this report.

### Page 8: Percentage of respondents who rated induction activities

|  | Not useful | Useful | Very useful | Total     |
|--|------------|--------|-------------|-----------|
| <b>IT equipment overview</b>                         | 1          | 20     | 11          | <b>32</b> |
| <b>Introduction to services</b>                      | 1          | 25     | 13          | <b>39</b> |
| <b>Orientation to Council offices and facilities</b> | 1          | 9      | 6           | <b>16</b> |

### Page 8: Percentage of respondents who rated induction-day activities, compared to 2016 survey

|             | Not useful | Useful | Very useful | Total     |
|-------------|------------|--------|-------------|-----------|
| <b>2016</b> | 8          | 28     | 7           | <b>43</b> |
| <b>2017</b> | 3          | 54     | 30          | <b>87</b> |

### Page 9: Percentage of respondents who rated induction sessions

|  | Not useful | Useful | Very useful | Total     |
|--|------------|--------|-------------|-----------|
| <b>UN Child Rights Approach (Part 2)</b> | 1          | 3      | 15          | <b>19</b> |

---

<sup>1</sup> With the exception of the proportion of each cohort, by term length, who responded to the survey (page 3). The different sizes of the wholes to which the parts are being compared is important here.

|  | <b>Not useful</b> | <b>Useful</b> | <b>Very useful</b> | <b>Total</b> |
|--|-------------------|---------------|--------------------|--------------|
| <b>Visit to Connect 2 Cardiff and the Active Response Centre</b> | 1                 | 1             | 8                  | <b>10</b>    |
| <b>Everything You Need to Know About Housing</b>                 | 3                 | 18            | 14                 | <b>35</b>    |
| <b>UN Child Rights Approach (Part 1)</b>                         | 2                 | 3             | 15                 | <b>20</b>    |
| <b>Help for Older People -- Independent Living Services</b>      | 3                 | 18            | 14                 | <b>35</b>    |
| <b>Introduction to Planning in Cardiff</b>                       | 1                 | 4             | 7                  | <b>12</b>    |
| <b>Education Matters</b>   | 1                 | 5             | 6                  | <b>12</b>    |
| <b>Transforming Transport</b>                                    | 2                 | 2             | 4                  | <b>8</b>     |
| <b>(E) Information Governance and Data Protection</b>            | 1                 | 17            | 16                 | <b>34</b>    |
| <b>Introduction to Performance and Performance Management</b>    | 3                 | 4             | 5                  | <b>12</b>    |
| <b>(E) Code of Conduct and Ethics</b>                            | 3                 | 20            | 14                 | <b>37</b>    |
| <b>Guardianship -- Members' Role as a Corporate Parent</b>       | 3                 | 18            | 14                 | <b>35</b>    |
| <b>(E) Introduction to Local Government Finance</b>              | 1                 | 4             | 7                  | <b>12</b>    |
| <b>Getting Ready for Full Council</b>                            | 3                 | 9             | 6                  | <b>18</b>    |
| <b>(E) Equalities Workshop</b>                                   | 7                 | 15            | 7                  | <b>29</b>    |
| <b>(E) Welsh Awareness</b>                                       | 5                 | 7             | 3                  | <b>15</b>    |
| <b>Introduction to the Council's Policy Framework</b>            | 4                 | 9             | 2                  | <b>15</b>    |



Page 12: Percentage of respondents who requested additional training, newer versus longer-serving respondents

Page 13: Percentage of respondents who rated the usefulness of various learning approaches

|  | <b>Not useful</b> | <b>Useful</b> | <b>Have not accessed but would find useful</b> | <b>Total</b> |
|--|-------------------|---------------|--|--------------|
| <b>Fact-finding/best-practice site visits</b>            | 0                 | 12            | 2  | <b>14</b>    |
| <b>Face-to-face briefings and meetings with Officers</b> | 1                 | 28            | 0  | <b>29</b>    |
| <b>Formal training taught/facilitated in a group</b>     | 1                 | 26            | 0  | <b>27</b>    |
| <b>Online courses and modules</b>                        | 1                 | 9             | 2  | <b>12</b>    |
| <b>Meetings and discussions within groups</b>            | 2                 | 19            | 1  | <b>22</b>    |
| <b>Observing other meetings/working groups</b>           | 2                 | 9             | 2  | <b>13</b>    |
| <b>Workshops and facilitated events</b>                  | 3                 | 10            | 0  | <b>13</b>    |
| <b>Structured mentor or peer support</b>                 | 2                 | 4             | 2  | <b>8</b>     |

Page 14: Percentage of respondents who rated support provided by Members Services

|  | <b>Not Effective</b> | <b>Minimally effective</b> | <b>Effective</b> | <b>Highly effective</b> | <b>Exceptional</b> | <b>Total</b> |
|--|----------------------|----------------------------|------------------|-------------------------|--------------------|--------------|
| <b>Other clerical and administrative support (e.g.</b> | 0                    | 3                          | 5                | 18                      | 7                  | <b>33</b>    |

|   | <b>Not Effective</b> | <b>Minimally effective</b> | <b>Effective</b> | <b>Highly effective</b> | <b>Exceptional</b> | <b>Total</b> |
|---|----------------------|----------------------------|------------------|-------------------------|--------------------|--------------|
| correspondence, surgery notices)  |                      |                            |                  |                         |                    |              |
| Logging Member enquiries  | 0                    | 1                          | 10               | 19                      | 4                  | <b>34</b>    |
| Helping Members access meeting agendas, minutes, and reports  | 0                    | 2                          | 10               | 17                      | 5                  | <b>34</b>    |
| Members' weekly meeting diary   | 0                    | 4                          | 8                | 18                      | 3                  | <b>33</b>    |
| Maintaining and developing information about Councillors on the Council's web pages                                 | 0                    | 2                          | 13               | 15                      | 2                  | <b>32</b>    |
| Support in the use of new technology or equipment   | 0                    | 4                          | 12               | 14                      | 4                  | <b>34</b>    |
| Timeliness of response to queries raised through Member Services  | 2                    | 2                          | 12               | 14                      | 4                  | <b>34</b>    |
| Managing booking arrangements for use of Council venues and facilities for ward surgeries and ward-related meetings | 1                    | 2                          | 12               | 11                      | 2                  | <b>28</b>    |
| Processing Members' expenses claims   | 2                    | 0                          | 11               | 5                       | 2                  | <b>20</b>    |

Page 17: Percentage of respondents who rated ICT provision

|                         | <b>Not useful</b> | <b>Useful</b> | <b>Very useful</b> | <b>Total</b> |
|-------------------------|-------------------|---------------|--------------------|--------------|
| <b>Blackberry Works</b> | 3                 | 9             | 14                 | <b>26</b>    |
| <b>Smartphone</b>       | 2                 | 9             | 19                 | <b>30</b>    |
| <b>Dell tablet</b>      | 1                 | 6             | 2                  | <b>9</b>     |
| <b>Dell laptop</b>      | 0                 | 5             | 16                 | <b>21</b>    |

Page 22: Percentage of newer and longer-serving respondents who feel their groups provide enough support

|                       | No | Not sure | Yes | Total |
|-----------------------|----|----------|-----|-------|
| Since May 2017        | 2  | 2        | 15  | 19    |
| Since before May 2017 | 3  | 0        | 10  | 13    |

Mae'r dudalen hon yn wag yn fwriadol

| Members Survey Theme   | Members Responses  | Comments Potential actions  |
|--|--|---|
| <b>1. Member Induction</b>   |  |   |
| <b>Please add any additional comments you would like to make on the induction day.</b> | The presence of officers providing introduction to services was useful and the only reason I didn't say very useful was that there was so much information and other requirements, photo, signing forms etc. that I hadn't been prepared for the information opportunities.  |   |
|  | The one in 2017 was more useful than 2012, as when first elected there's so much to take in.   |   |
|  | From a personal perspective and I had previous experience it was a lot to take in for new Councillors at a time when many were still excited that they had been elected  |   |
|  | It was a lot to take in all on in one day and it would have been nice for dates to be circulated in advance of the elections so that we had some prior notice of what to expect if elected.  | Party Groups were advised of the Induction Day sessions. In future this will be included in the information to candidates |
|  | It would have been good for all candidates to be aware of the induction day in advance of the election result. As having to arrange days off for the following week is difficult for many work places. For example my workplace has a policy you must book holiday/ability to work four day weeks at least a week in advance |   |
|  | I was unable to get time off work for the induction day, as I was informed on Friday following the count. In future elections it would be useful if these  |   |

|  |  |   |
|--|--|---|
|  | details were communicated to candidates further in advance, so that they can plan their work commitments around  |   |
|  | I was not introduced to a number of essential IT tools, later learning of their availability   | An IT stand was available supported by IT staff and a Committee & Member Services Officer and offered details of the IT available and was signing new Councillors up for their IT equipment.  |
| <b>2. Member Induction Essential Session</b>                                 |  |   |
| <b>Please add any comments you have on the All-Member Essential Sessions</b> | Code of Conduct and Ethics was shockingly poor. One of the most inane and patronising "training" sessions I have ever had the misfortune to be subjected to. | We are sorry to hear this. Cabinet Members feedback that it was one of the best sessions they attended, so there are clearly conflicting views. This session was designed to be a group session and was run on a number of different occasions with differing numbers of councillors present and different levels of engagement from the participants. This may have had an impact on how it came across. |
|  | I have attended many of these courses over the past years & so did not need to attend  | The Democratic Services Committee designated sessions as Essential for all new and returning Councillors to ensure they are all up to date and are able to discharge the role of the Office of Councillor and comply with relevant legislation.   |

|  |   |   |
|--|---|---|
|  | <p>It would be really helpful if these sessions were made available as an online portal</p>   | <p>The All Wales Academy ELearning Portal has on-line generic courses for Councillors. Members have been issued with their log on details and some Councillors have used these courses. A reminder will be sent as part of the ongoing Member Learning Programme.</p>                         |
|  | <p>More advance notice of sessions would be helpful and more online modules for those who are unable to make dates even after sessions have been rerun.</p>   |   |
|  | <p>Some of these courses were a bit death by PowerPoint and at the end of a long day concentration levels lapse.</p>  |   |
|  | <p>Due to a number of meeting clashes I could not attend as many as I would like, as generally I find these useful, even in areas where I have had training before or experience of the service. The Equalities training was partly useful, but as with many members who attended, felt it should be restructured to see if it could provide more practical guidance for Councillors</p>                                      | <p>We had invited external equalities groups to run part of this session. They were all given the same briefing, and I understand the Stonewall contribution was excellent however other parts of the session were not as useful. We will structure this session differently another time</p> |
|  | <p>The Equalities &amp; Diversity Workshop featured a white employee of Race Equalities First telling us that ethnic minority people cried wolf on hate crimes as a means to unfairly progress up the housing ladder. When I politely challenged this at the end by suggesting it might be wise to drop that part from his presentation in future he became defensive and hostile, declaring repeatedly "it's the truth!"</p> |   |

| 3. IT Provision   |  |  |
|---|--|--|
| <b>Please add any other comments you may have on the suitability of IT provision.</b> | The smartphone itself has been great, but the signal strength is poor- I miss calls regularly. A problem with EE?  | All the phones are 4G Unfortunately some areas or buildings can be a problem with any provider.  |
|   | Blackberry works app is not a patch on Office 365  | This option will be investigated.  |
|   | Accessing BlackBerry off mobile is not good.   | Further information on this issue is needed before it can be investigated.   |
|   | My issue with it is that the file formats utilised by officers to communicate with Members are not accessible using your phone. This is inconvenient as we often work on the move  | This is linked to the capability of Blackberry Works. There is a more expensive option with additional functionality which could be investigated if appropriate.   |
|   | Happy with both items, but would like to keep a printer as I often have to print out papers that day and not just when in County Hall  | The aim of the Council is to reduce printing costs to focus spending on statutory requirements and front line services. The Multi-Functional Devices used through the Council for Smart printing provide a less expensive copy cost. |
|   | Blackberry Works is awful. It is better than nothing, but is very poor in comparison to any other email app I have used. That is the reason I put the smartphone as useful rather than very useful. I think a smart phone is essential, but better email app is required | The phones are not designed for a lot of email communication. A tablet may be a better option.   |



|  |   |   |
|--|---|---|
|  | <p>All very useful for communicating with constituents, officers and others.</p> <p>Mod.gov needs development in some areas.</p> <p>The hardware would be even more practical if it were to use a stylus like the iPad pro where a touch on the screen by anything other than the stylus does not leave a mark!</p> |   |
|  | <p>Generally the standard of the IT equipment and operating systems are appalling and in the current digital age can be classed as archaic</p>  | <p>The Council has to comply with stringent security requirements and operate within a tight budget.</p>  |
|  | <p>Samsung phone is difficult to operate and not user friendly. Would prefer iPhone</p>   | <p>It was agreed that within available resources an Android device would be provided to all Members who currently didn't already have a device.</p>                     |
| <p><b>4. Modern Gov App</b></p>                    |   |   |
| <p><b>Comments on using the Modern.gov app</b></p> | <p>It is fairly good but personally I prefer to be able to save documents locally as I find that is easier to sort documents and refer back to later.</p>   | <p>Documents remain on App for a period that can be set by the Administrator and we recommended 12 months. The information is available on the Website for 6 years.</p> |
|  | <p>The ability to access more than one document at a time would be useful, (as with windows).</p>   |   |
|  | <p>If documents are scanned in then you can't search easily</p>   | <p>This is noted</p>  |

|   |  |  |
|---|--|--|
|   | Haven't yet had it installed on my laptop.   | There is an ongoing programme of one to one sessions to ensure Councillors are set up and given instruction on how to use the App.                 |
|   | I have not used it so I can't say  |  |
| <b>5. Other IT Support Needs</b>  |  |  |
|   | Network access to folders  | Councillors have access to their own drive. Support can be given on how to set up and access folders   |
| <b>6. Electronic Council &amp; Committee Papers</b>                                     |  |  |
| <b>What would encourage you to receive Committee papers in their electronic format?</b> | Better understanding of Mod gov  | There is an ongoing programme of one to one sessions to ensure Councillors are set up and given instruction on how to use the Mod.Gov and the App. |
|   | Nothing! I need to have them in paper format as I don't use a tablet   | Where Councillor s have specific needs we provide hard copies.   |
|   | Using electronic format gives me a headache and eye strain. Also, I find it difficult to order information and ideas when I can't see them in front of me and have to scroll through emails, documents etc. I also spend a lot of time writing notes from electronic information. Really time consuming. |  |
|   | Simplicity   |  |

| 7. Member Development   |  |   |
|---|--|---|
| <b>Any other recommendations or comments that you have on how the Member development programme could be improved.</b> | There needs to be peer led training on a what you need to know as a Councillor, not what an officer thinks you ought to know as a councillor, as the latter is a conflict of interest.   | Both are valid. We understood that the political groups would be providing mentoring/peer support. In future we will ask for experienced Councillors to volunteer to lead sessions. |
|   | Fewer compulsory sessions  | The Democratic Services Committee decided on which sessions should be compulsory. The Committee will review these.  |
|   | Having been a Councillor for many years, I feel confident about finding my way around. If I was starting again I would have welcomed many of the things now on offer.  |   |
|   | By conveying to Councillors the benefits to them, personally, and in helping their constituents, of the awareness, development and information sessions that are offered   |   |
|   | The flurry of training in the first months of this administration has risked swamping councillors to the point that I don't know what I should have attended, what I haven't attended, when I need to attend etc. It's got to the point where I simply ignore training related emails. | Comments are noted and will be taken on board when designing  |
|   | Don't try to get it all in straight away - becoming a Councillor is an emotional and confusing time, and feeling bombarded with demands on your time can   |   |

|   |  |  |
|---|--|--|
|   | feel overwhelming. Perhaps we could have an informal cross party buddy system where new councillors are able to informally get advice and support from more experienced councillors and/or officers              |  |
|   | I think to be able to talk to officers easier. When we get a reply from Members Enquiries it doesn't tell us sometimes who the officer was which makes it difficult to follow up.                                | Members Services Support team are able to follow up queries on the Councillors request.  |
|   | Personal mentoring for new members   | Party Group Whips advised that groups would Mentor colleagues  |
|   | Public speaking, how to deal with confrontational constituents, ways of working - best practice advice sharing between councillors   | This will be included in the Member Learning Programme   |
| <b>8. Members' Services Support</b>   |  |  |
| <b>If you have any other suggestions on how Members' support can be improved, please specify in the space below</b> | All seem to be doing a good job in my experience   |  |
|   | We need to see papers at the latest 48 hours in advance of meetings but ideally a week. At the moment we do not get enough time to scrutinise everything on the agenda at full council and this is a big concern | The law requires agenda and reports to be available three clear working days in advance of the meeting (not including the day of the meeting and the day of publication). The Council could decide to publish them earlier. That would lead to a longer lead in time for decision taking and changes being made to |

|   |   |  |
|---|---|--|
|   |   | the meetings diary. A request to consider doing this could be made to Constitution Committee.  |
|   | Greater recognition from Senior Officers about the important role they play in providing support to Members.  | Examples of specific problems should be raised with the relevant Director or Chief Executive   |
| <b>9. Other Support</b>   |   |  |
| <b>If you have not taken up Care allowance, please explain why not.</b> | Negative public perception  | IRPW has made adjustments to how reporting of Care Allowance is made and is keen to encourage and ensure that Councillors are able to freely claim if support is required by a Councillor to undertake their role. |
|   | We try to arrange my partner's shifts around my meetings. About once a month I have had to arrange something. I either take step-daughter with me to engagement, or use informal arrangement with a friend who is a neighbour |  |
|   | I'm not the right kind of carer. E.g. I used to collect my grandchildren from school on Thursdays and sometimes on other days.  |  |
|   | My mother lives in England and I provide respite for her  |  |
|   | No information on what can be claimed on expenses.  |  |
|   |   | An information factsheet was provided as part of the WLGA Councillor Handbook and details of how to claim and who to contact are available in the Councillor Handbook.   |

| 10. Support from Party Groups   |   |  |
|---|---|--|
| <b>What other types of support should your group provide its members?</b> | Perhaps some better communication between members   | Council is able to offer training and support to Mentors who can then within Party Groups support individuals. |
|   | Peer mentoring. Crash courses in getting started  |  |
|   | More face to face time and support from fellow Councillors - can be very isolating  |  |
|   | Mentoring   |  |
|   | We already offer: Mentoring; advice from experienced Councillors; the opportunity to discuss issues; I feel totally supported   |  |
|   | I think we have fairly good practices in information sharing during meetings, the social media strategy seems quite useful and helpful, and generally found moral support when I have needed it and answers when I have sought them |  |
|   | Our group is quite good at supporting each other but there's a definite generational divide in terms of expectation of a more professional work environment coupled with a desire for a bit more of an even work/life balance       |  |

**REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES**

**MEMBER LEARNING & DEVELOPMENT PROGRAMME 2017-2018**

**Reason for this Report**

1. The purpose of this report is for the Democratic Services Committee to review the ongoing Learning and Development Programme for Councillors and to review the Essential training sessions.

**Background**

2. The Democratic Services Committee on 8 March 2017 agreed the Member Induction Programme which included Essential training sessions required to be undertaken by Councillors to ensure that are able to properly discharge their role and responsibilities. The programme was developed to include Induction sessions on 8 May and a series of Essential sessions in the first 12 weeks and further development and information sessions on specific topics up until December 2017 with repeated sessions to maximise opportunities for Councillors to participate. Repeat sessions are ongoing.

**Issues**

3. The following Induction activities were designated by the Democratic Services Committee on 8 March 2017 (Min no 36) as Essential training sessions on the basis that all Councillors have a statutory obligation as part of their role to comply with relevant legislation and if found in breach could receive a sanction under the Members Code of Conduct or in some cases could receive a fine from the Regulating Body, or render decisions taken on behalf of the Council open to legal challenge.

| <b>Date</b>  | <b>Event</b>  | <b>Attendance requirement</b> | <b>Actual Attendance</b> |
|--|---|-------------------------------|--------------------------|
| <b>Main Sessions</b>   |   |                               |                          |
| 8 May 2017<br>2 Sessions   | Welcome & Induction Day & Market Place  | All Councillors               | 74/75                    |
| 16 May 2017<br>26 June 2017<br>29 August 2017<br>5 September 2017<br>ELearning | Introduction to Code of Conduct and Ethics;<br>Member Officer Protocol;<br>Information Governance | All Councillors               | 74/75                    |

| Date  | Event   | Attendance requirement | Actual Attendance |
|---|---|------------------------|-------------------|
| 5 June 2017<br>4 September 2017<br>29 January 2018<br>ELearning | Information Governance & Data Protection  | All Councillors        | 63 /75            |
| 22 May 2017   | Council Meeting process & procedures  | All New Councillors    | 28/40             |
| 10 July 2017<br>21 September 2017<br>22 January 2018            | Introduction to Finance including Budgeting and Treasury Management Commercialisation | All New Councillors    | 23/40             |
| 26 October 2017   | Guardianship and Councillors Responsibilities as Corporate Parent                     | All Councillors        | 21/75             |
| 9 October 2017  | Safeguarding  | All Councillors        | 15/75             |
| 23 July 2017  | Equalities and Diversity  | All Councillors        | 31/75             |
| 7 September 2017  | Welsh Awareness   | All Councillors        | 18/75             |
| <b>Committee Specific</b>                                       |   |                        |                   |
| 5 June 2017<br>4 & 7 September 2017                             | Audit Committee   | Committee Members      | 8/8               |
| 19 June 2017  | Planning Committee  | Committee Members      | 12/12             |
| 15 June 2017<br>28 September 2017                               | Licensing & Public Protection Committee   | Committee Members      | 11/12             |
| 5 July 2017   | Corporate Parenting Advisory Committee  | Committee Members      | 7/9               |
| 25 September 2017   | Pensions Committee  | Committee Members      | 4/5               |

4. Feedback from the Member Survey Autumn 2017 on the Induction programme was largely positive overall. The following comments were received and have been include in Item 5 App B on this agenda:

- Fewer compulsory sessions;
- Provision of peer led sessions on what you need to know as part of the role of Councillor.
- The flurry of training in the first months of this administration has risked swamping Councillors.
- Don't try to get it all in straight away



- “Having been a Councillor for many years, I feel confident about finding my way around. If I was starting again I would have welcomed many of the things now on offer”
  - Perhaps we could have an informal cross party buddy system where new councillors are able to informally get advice and support from more experienced councillors and/or officers
  - Requirement for sessions to be completed in a timeframe i.e. 6 or 12 months.
5. In addition to the above sessions Councillors who are also representatives on other bodies are finding that they are having duplicate sessions. For example the curriculum for the Information Governance Session for Local Authority School Governors is almost identically to the Councillor session. It is suggested that provided the Councillor can evidence they have completed specific training which was the same as the course provided then this would be recorded for the Councillor as a training record.

#### Ongoing Councillor Learning Programme

6. Since the last meeting of the Democratic Services Committee on 10 October 2017 the following Learning Sessions have been planned or offered: -

| <b>Date</b>                       | <b>Topic (E) denotes Essential</b>   |
|-----------------------------------|--|
| 13 October 2017 or by appointment | Members Services Drop In Session – Member Enquiry System Overview and Managing Casework  |
| 19 October 2017                   | Transforming Transport in Cardiff  |
| 20 October 2017 or by appointment | Members Services Drop In Session – Modrn.Gov App accessing Council & Committee papers electronically   |
| 24 October 2017                   | UNICEF - UN Children Rights Session 2  |
| 26 October 2017                   | Guardianship – The Members Role as a Corporate Parent  |
| 6 November 2017                   | Help for Older People – Independent Living Services  |
| 17 November 2017                  | WLGA – Regional Induction Event for New Councillors – ‘5 Years to Make a Difference!’  |
| 23 November 2017                  | All you need to know about Housing Services.   |
| 8 January 2018                    | Planning Committee – Session on Student Accommodation/ Housing in Multiple Occupation & Update on forthcoming Supplementary Planning Guidance. |
| Jan/Feb/March 2018                | Academi Wales/LGA – Leadership Programme 2018  |

|                  |  |
|------------------|--|
| 22 January 2018  | Introduction to Local Government Finance ((E) New Cllrs))                |
| 29 January 2018  | Information Governance & Data Management (E)                             |
| 5 February 2018  | Scrutiny Committee Member Budget Scrutiny Training Session               |
| 6 February 2018  | Scrutiny Committee Member Budget Scrutiny Training Session               |
| 8 February 2018  | National Assembly Hosted event –The role of Members as Corporate Parents |
| 27 February 2018 | UNICEF - UN Children Rights Session 1 – REPEAT                           |
| 28 February 2018 | UNICEF - UN Children Rights Session 2 – REPEAT                           |

7. Individual ICT training has been provided either as 1 to1 sessions or small groups and the Members Services team continues to support individual Members on a day to day basis or upon request.
8. Sessions have been held again on a 1 to 1 basis or small groups on the Modern.Gov App
9. The following topics have been identified for inclusion in the ongoing Councillor Learning and Development Programme 2018

*Essential and Skills Sessions ((E) Essential sessions in relation to Statutory / Legislative responsibilities)*

- Corporate Health & Safety (E) – Legal Responsibilities
- Dealing with Mental Health issues
- Social Media
- Dealing with the Media
- Meet the Regulators (E)
- Charing Skills
- Members Personal Safety & Security
- PREVENT
- Meeting Welsh Language Standards

*Committee Specific*

- Institute of Licensing - Licensing Hearings
- Planning Committee – Supplementary Planning and Policy sessions
- Planning Committee – Workshop with Planning Aid Wales

*Repeat Essential Sessions (for those Councillors who have not completed)*

- Local Government Finance and Budget
- Equality and Diversity

## Pre Council Briefing Session

- Cardiff and Vale Public Health Team briefing on Making Every Contact Count
- Modern Slavery Member Awareness Session
- Tackling Drug Related Litter

10. In addition to structured learning sessions, one to one drop in and group sessions, Councillors have been advised of the All Wales Academy on-line Training and development opportunities for Councillors and School Governor and Employee ELearning opportunities. Details of how to access the All Wales Portal have been circulated to Councillors, however as a refresh Councillors will be reminded of the log on details and made aware of what courses are available online.

11. A number of Members have accessed the following ELearning opportunities

| <b>E Learning Module</b> | <b>Accessed</b> | <b>Completed</b> |
|--------------------------|-----------------|------------------|
| Ethics & Standards       | 6               | 6                |
| Data Protection          | 3               | 2                |
| Freedom of Information   | 2               | 2                |

## Legal Implications

12. Relevant legal implications are set out in the body of this report

## Financial Implications

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

## RECOMMENDATIONS

The Committee is requested to

- (1) review those modules that were agreed as Essential and consider whether they should remain as essential;
- (2) consider whether to set time periods within which these must be completed
- (3) identify any additional learning and development topics for inclusion in the Member Development programme and prioritise them accordingly.

**GEOFF SHIMELL**

**Interim Head of Democratic Services**

29 January 2018

V1.0 Final

Mae'r dudalen hon yn wag yn fwriadol

**REPORT OF THE INTERIM HEAD OF DEMOCRATIC SERVICES**

**MEMBERS SERVICES – ACTIVITIES & SERVICES SUPPORT MATTERS**

**Reason for this Report**

1. The purpose of this report is to inform the Democratic Services Committee on the performance of services provided to Councillors.

**Background**

Role of the Democratic Services Committee

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

**Current Position / Issues**

Head of Democratic Services

3. This Committee at its meeting on 10 October was consulted and approved the role profile for the Role of Head of Democratic Services for consideration by the Employment Conditions Committee.
4. The Employment Conditions Committee met on 22 November 2017 (Min No 6) approved the role profile specifying the duties of the new Senior Management posts recommended by Cabinet 16 November 2017 which included the permanent appointment of a Head of Democratic Services, which is a statutory post.
5. The Head of Democratic Services post was placed for advert on 8 January 2018 with a closing date of 29 January 2018. An Appointment Committee of five Members has been established in accordance with the requirements for this statutory appointment and will meet in early February to longlist candidates before following through the assessment process and shortlisting of candidates for interview at the end of March.

6. The Appointment Committee is made up of the Lord Mayor, Cllr Derbyshire, Councillor Weaver as Cabinet Member Finance, Modernisation and Performance; Councillor Patel as Chair of Scrutiny; Chair of Democratic Services Committee, Councillor Mike Jones-Pritchard as Conservative nomination and Councillor Joe Carter as Liberal Democrat nomination
7. The Appointments Committee must make the appointment. However, the Democratic Services Committee is required to designate a Head of Democratic Services to discharge the democratic services functions of the Council. In accordance with the Statutory Guidance on this matter (issued under the Local Government (Wales) Measure 2011), it is proposed that the Appointments Committee's decision on appointment should be made subject to designation of the proposed appointee by the Democratic Services Committee. The Democratic Services Committee will then be asked to agree the designation of the Head of Democratic Services at its first meeting after the Appointments Committee has considered this matter

### **Members Services**

8. Feedback from the Member Survey Autumn 2017 detailed in Agenda Item 6 on this agenda has been positive about the support provided by the enhanced Member Services team established since May 2017.
9. One of the key services within the responsibility of this team is operational responsibility for the Members Enquiry System (MES) and the team wished to share with Committee some key performance data and trends.
10. Familiarisation sessions on the Member Enquiry System have been held to support Councillors in navigating and reporting issues on the MES, and following feedback in the Member Survey further one to one or group sessions are being arranged.

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

11. The table below provides an update on the number and method of reporting Member Enquiries made during the months specified Table 1 below:

**Table 1**

| <b>Enquiry Type</b>                               | <b>Oct 17</b> | <b>Nov 17</b> | <b>Dec 17</b> |
|---|---------------|---------------|---------------|
| <b>Total Enquiries</b>                            | 455           | 405           | 302           |
| <b>Member Self-serve (%)</b>                      | 47%           | 48%           | 47%           |
| <b>Logged by Officer (%)</b>                      | 53%           | 52%           | 53%           |
| <b>Closed in the month</b>                        | 514           | 393           | 312           |
| <b>Time taken to close in days. Median (mean)</b> | 8.0 (11.2)    | 7.0 (9.2)     | 7.2 (10.9)    |

12. The system provides useful data on numbers of cases by directorates and their services and it is important that enquiries are logged on this system to give an accurate analysis of issues and trends that are reported to Senior Managers on a monthly basis.
13. Attached as **Appendix A** is data by Quarter on the total number of enquiries received by service and average days taken to close. Three services (Table 2 below) receive the most enquiries and have a support resource that regularly monitor and respond to enquiries. Those services that have few enquiries tend to take longer to respond. The complexity and multi-service nature of queries does mean that response times can exceed the 10 days but the Members Services team are constantly monitoring responses and chasing or escalating as necessary.

**Table 2**

| Service                              | Types of Enquiries  |
|--------------------------------------|---|
| Highways, Traffic and Transportation | <ul style="list-style-type: none"> <li>• Road Safety matters – including traffic calming measures; double yellow lines; road markings; sign posts;</li> <li>• Reporting potholes;</li> <li>• Drainage</li> <li>• Street lights</li> </ul> |
| Neighbourhood Services               | <ul style="list-style-type: none"> <li>• Fly-tipping;</li> <li>• Litter</li> <li>• Leaf clearing</li> <li>• Bins</li> <li>•</li> </ul>  |
| Parks Services                       | <ul style="list-style-type: none"> <li>• Overgrowth</li> <li>• Fallen trees</li> <li>• Repairs to parks/play areas</li> <li>•</li> </ul>  |

14. Regular meetings are held with City Operations that has responsibility for most of the above services currently to discuss and ensure that Councillors are receiving the information that they request and to highlight any specific issues in particular in relation to Requests for Service.
15. Meetings with Regulatory Services, Leisure and Facilities Management are planned in the next few weeks.

### **Modern.Gov**

16. All Members have the Modern.Gov App on their device and a programme of support for those Councillors who wish to gain experience and confidence to work electronically is ongoing.
17. In addition the Committee team are working on further improvements to Modern.Gov and users guides to support Members with agile working and self-service.

## Webcasting

18. Data on the number of live webcasting hits of Council, Planning and Scrutiny are a Performance indicator measure as part of the Directorates Service Plan and objective to encourage public engagement and democratic and accountable decision making processes. Table 3 below set out the number of live hits per quarter in 2017/18.

**Table 3**

| <b>Event</b>    | <b>Q1<br/>2017</b> | <b>Q2<br/>2017</b> | <b>Q3<br/>2017</b> | <b>Q4<br/>2018</b> |
|-----------------|--------------------|--------------------|--------------------|--------------------|
| <b>Council</b>  | 193                | 260                | 246                | 0                  |
| <b>Planning</b> | 103                | 175                | 280                | 0                  |
| <b>Scrutiny</b> | 0                  | 7                  | 129                | 0                  |
| <b>Total</b>    | 296                | 442                | 655                |                    |

## Members Annual Reports

19. The Local Government (Wales) Measure 20111 requires every Local Authority in Wales to make arrangements for all Councillors to make and publish an Annual report about their activities. The WLGA in consultation with Member Support Officer Group agreed a template (attached as Appendix B) which was adopted on an all Wales basis. As these reports are published on the Council Website and as with all Councillor profile related information, they need to meet the Welsh Language Standards and be published bilingually.
20. Annual reports for 2017/18 cover the period from 8 May 2017 to 23 May 2018. Set out in Table 4 is the an updated schedule for publication:

| <b>Event</b>   | <b>Date</b>       |
|--|-------------------|
| Members Services to circulate report template to all Councillors   | 16 April 2018     |
| Annual Report for 2017/18 to be returned to Members Services   | 31 May 2018       |
| Reports to be finalised by Members Services and agreed with individual Councillor prior to sending for translation | 29 June 2018      |
| Member Services to ensure all Annual Reports received have been translated.  | 31 July 2018      |
| Final publication date for Councillor Annual Reports 2017/18   | 10 September 2018 |

21. There is no legal requirement for Councillors to complete an Annual Report, only that the Council afford the Councillor the opportunity to publish one. Whips have in the past promoted the completion within Groups and details of the number of Councillors publishing their annual reports will be provided to the Independent Remuneration Panel for Wales and a previous Welsh Government Minister for Local Government was also collecting figures for all Welsh Authorities.



## **Networks**

### Member Support Officer (MSO) and Member Development Champions Network.

22. These networks aim to improve the services and member development opportunities provided to Councillors. The MSO is primarily for officers, with Councillors forming the Member Development Champions Network. The two networks have joint meetings on a regular basis to share views and ideas.
23. The second meeting since the election was on 5 December, and was attended by the Chair of Democratic Services. The following topics were considered:
- An update from the Welsh Local Government Association
  - Guidance for Local Authorities on the Scrutiny of Public Services Boards
  - Discussion on Engaging the Public in Scrutiny.
  - Consideration of the programme for the Welsh Audit Office event - The role of scrutiny in relation to the Wellbeing and Future Generations Act
  - Feedback from the Independent Remuneration Panel on the findings from their visits to authorities. Representatives from The IRP discussed the findings from their recent consultations
  - Initial findings from the Democratic Services Survey
  - Bullying and Sexual Harassment - an opportunity to discuss the support provided to elected members who may find themselves to be victims or perpetrators of bullying or sexual harassment.
  - Online Abuse - an opportunity to discuss the support provided to elected members who are subjected to abuse through social media.

## **Legal Implications**

24. The Democratic Services Committee must:
- (a) designate the statutory Head of Democratic Services,
  - (b) review the adequacy of provision by the authority of staff, accommodation and other resources to discharge democratic services functions, and
  - (c) make reports and recommendations to the authority in relation to such provision
25. It is for the Democratic Services Committee to determine how to exercise those functions, but the Committee must have regard to any guidance from the Welsh Ministers.
26. The democratic services functions. Which must be discharged by the Head of Democratic Services are defined as follows:
- (a) to provide support and advice:
    - to the authority in relation to its meetings;
    - to committees of the authority and the members of those committees;
    - to any joint committee which a local authority is responsible for

- organising and the members of that committee;
  - in relation to the functions of the authority's scrutiny committees,
  - to members of the authority, members of the executive and officers;
  - to each member of the authority in carrying out the role of member of the authority (but excluding a member's role as an Executive member);
- (b) to promote the role of the authority's Scrutiny Committees;
- (c) to make reports and recommendations to Council in respect of the number and grades of staff required to discharge democratic services functions and the appointment, organisation and proper management of those staff; and
- (d) any other functions prescribed by the Welsh Ministers.
27. The Appointments Committee must make the appointment of the Head of Democratic Services (under the Standing Orders Regulations, SI 2006/1275 the Employment Procedure Rules and the Appointments Committee's terms of reference). However, the Democratic Services Committee must *designate* the Head of Democratic Services (under the Local Government (Wales) Measure 2011, section 11). The Statutory Guidance issued under the Measure 2011 clarifies the position, as follows:

*3.21 When a new HDS is required, again the DSC could designate an existing officer or, if it felt there was no-one suitable, could agree with the Chief Executive or relevant member(s) that the post should be advertised externally, in which case the procedures for appointing staff described in the council's standing orders must be followed. It would be a sensible arrangement for the DSC to be consulted on the advertising, interview and selection process, even though it would be the authority, not the DSC, which would appoint as the employing body. The appointment could, however, be made subject to the DSC subsequently designating the selected person as HDS. [...]*

#### Members' Annual Reports

28. Under Section 5 of the Local Government (Wales) Measure 2011, and the Statutory Guidance issued by Welsh Government on 16 May 2013, Local Authorities must make arrangements enabling Elected Members to produce Annual Reports on their Council activities during the previous year. This includes enabling any Cabinet member to report on their Cabinet activities during the year. The Council must also publicise information about these arrangements to both Members and the wider public. However, there is no mandatory duty on Members or Cabinet Members to make an Annual Report on their activities.
29. Any reports produced by Members must be published by the Council, but the Council may set conditions or limits on what is included in a report.
30. The Council must not publish any party political material, that is, anything which appears to be designed to affect public support for a political party (under section 2 of the Local Government Act 1986). The Statutory

Guidance on Members' Annual Reports (paragraph 1.6 of the guidance issued under section 5 of the Local Government (Wales) Measure 2011) states that the report should contain only factual information relating to the work of the Councillor; should avoid promoting political achievements; be written in the past tense and be limited to two sides of A4.

31. The information set out in the body of this report enables the Democratic Services Committee to oversee the work of Democratic Services, ensure the work is adequately resourced and report to full council as appropriate.

### **Financial Implications**

32. The new post of Head of Democratic Services is part of the revised Senior Management Structure and is proposed to be funded from existing resources.
33. Other services are provided within the 2017/18 budget allocation for this Directorate details of which are reported in the Quarterly Financial Monitoring reports.

### **RECOMMENDATIONS**

The Committee is requested to note the detail provided in the report and provide any further feedback on the Support Services provided to Councillors;

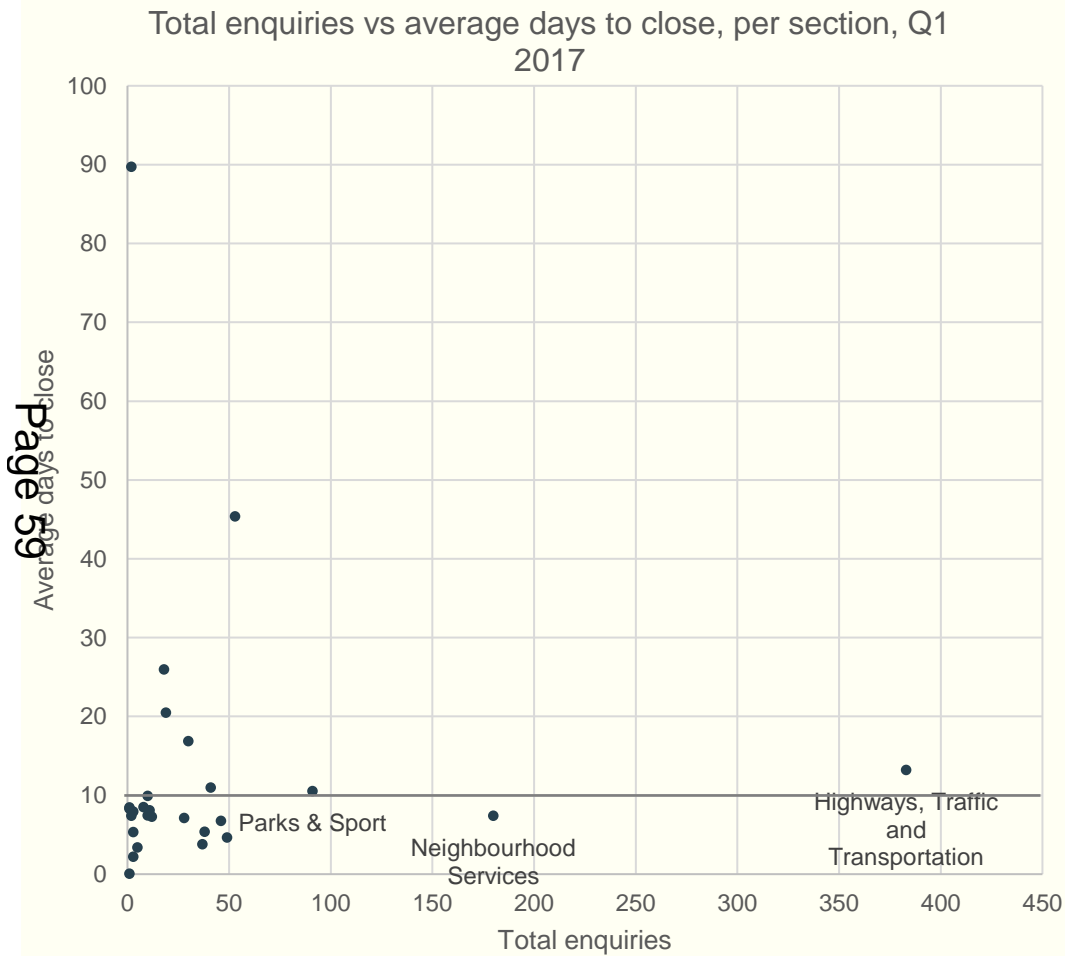
**GEOFF SHIMELL**  
**Interim Head of Democratic Services**  
29 January 2018 V0.2

### **APPENDICIES**

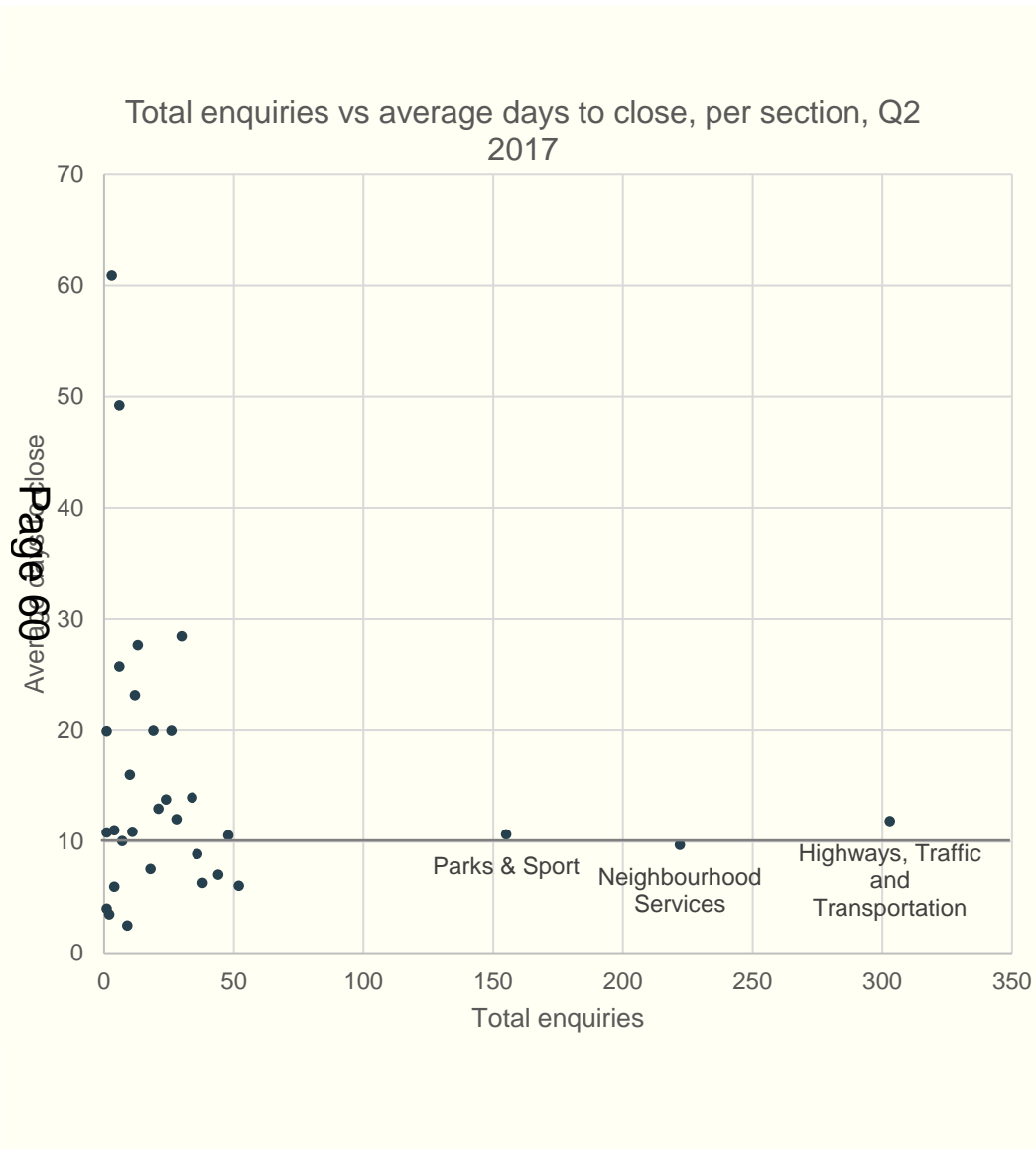
Appendix A - Quarter 1 – 3 Results on Total Enquiries received and Average days taken to close by Services  
Appendix B – Councillor Annual Report Template

Background Papers

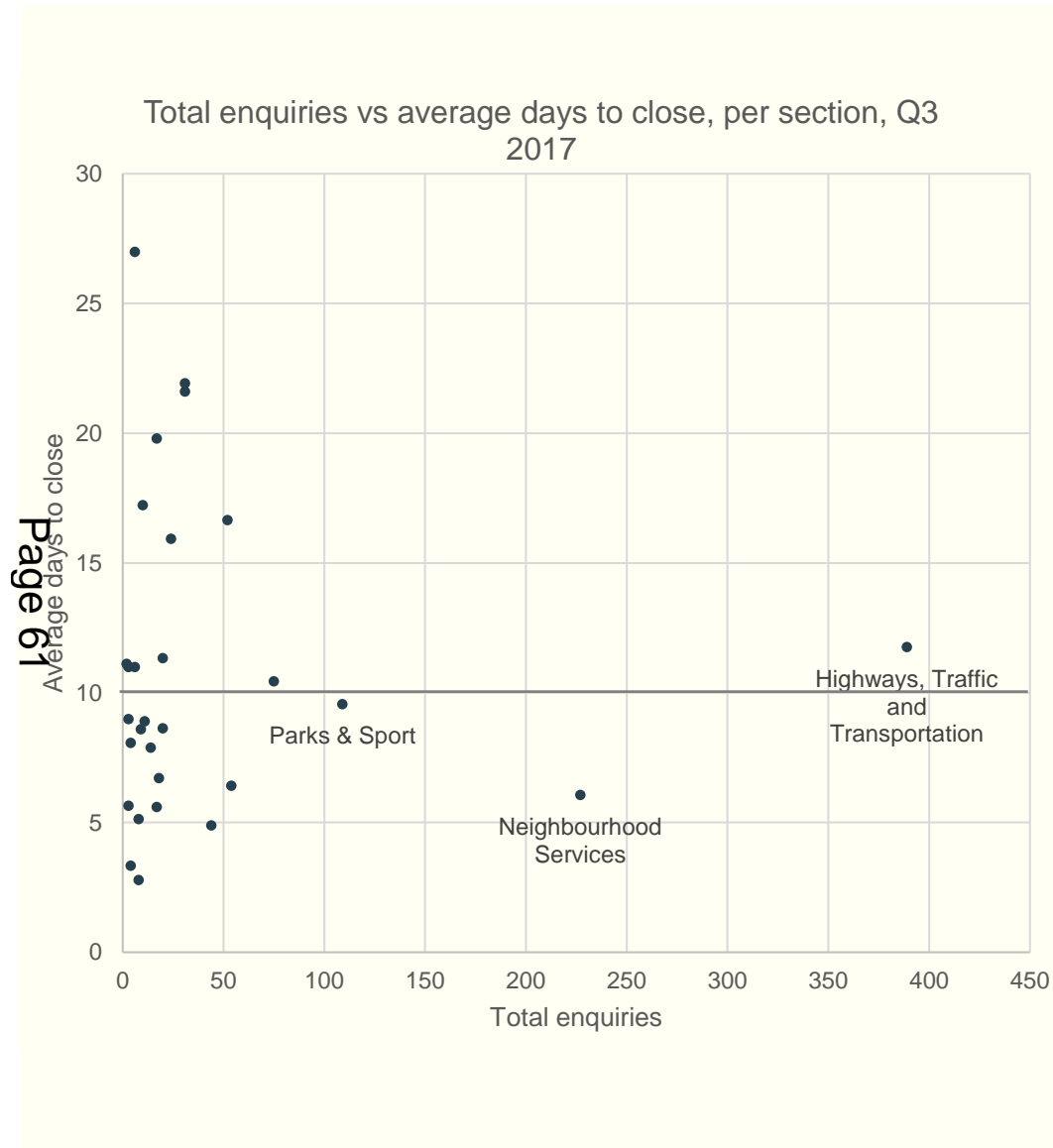
Mae'r dudalen hon yn wag yn fwriadol



| Section                              | Average days taken | Enquiries   | Q-over-Q improvement |
|--------------------------------------|--------------------|-------------|----------------------|
| Highways, Traffic and Transportation | 13.2               | 383         | 4%                   |
| Neighbourhood Services               | 7.4                | 180         | 60%                  |
| Parks & Sport                        | 10.5               | 91          | 25%                  |
| Regulatory & Support Services        | 45.4               | 53          | -97%                 |
| Housing Allocation & Waiting List    | 4.6                | 49          | -51%                 |
| Commercial & Collaboration           | 6.8                | 46          | 10%                  |
| Tenancy Management                   | 11.0               | 41          | -86%                 |
| Community Maintenance Services       | 5.4                | 38          | -2%                  |
| Caretaking Services                  | 3.8                | 37          | -88%                 |
| Members Central Team                 | 16.9               | 30          | 24%                  |
| Neighbourhood Nuisance (Cncil)       | 7.1                | 28          | 35%                  |
| Strategic Planning                   | 20.5               | 19          | -99%                 |
| Education & Lifelong Learning        | 26.0               | 18          | -71%                 |
| Homeless/Housing Advice              | 7.3                | 12          | -28%                 |
| DFG                                  | 8.1                | 11          | -41%                 |
| Corporate Resources                  | 7.4                | 10          | -17%                 |
| Estate Improvement                   | 9.9                | 10          | -45%                 |
| Neighbourhood Regeneration           | 8.5                | 8           | 26%                  |
| House/CTax Bens & Rent Arrear        | 3.4                | 5           | 3%                   |
| Economic Development                 | 7.9                | 3           | -10%                 |
| Culture, Venues & Events             | 5.3                | 3           |                      |
| Adult Services                       | 2.2                | 3           | 63%                  |
| ILS-FPOC                             | 7.4                | 2           | 11%                  |
| Bereavement & Registration           | 89.7               | 2           |                      |
| Facilities Management                | 8.3                | 1           | 72%                  |
| Legal                                | 8.5                | 1           |                      |
| Childrens Services                   | 0.0                | 1           | 100%                 |
| <b>Total</b>                         | <b>12.3</b>        | <b>1085</b> | <b>8%</b>            |



| Section                              | Average days taken | Enquiries   | Q-over-Q improvement |
|--------------------------------------|--------------------|-------------|----------------------|
| Highways, Traffic and Transportation | 11.8               | 303         | 10%                  |
| Neighbourhood Services               | 9.7                | 222         | -32%                 |
| Parks & Sport                        | 10.7               | 155         | -1%                  |
| Housing Allocation & Waiting List    | 6.0                | 52          | -30%                 |
| Members Central Team                 | 10.6               | 48          | 37%                  |
| Commercial & Collaboration           | 7.0                | 44          | -4%                  |
| Community Maintenance Services       | 6.3                | 38          | -17%                 |
| Homeless/Housing Advice              | 8.9                | 36          | -22%                 |
| Neighbourhood Nuisance (Cncil)       | 14.0               | 34          | -96%                 |
| Education & Lifelong Learning        | 28.5               | 30          | -10%                 |
| Strategic Planning                   | 12.0               | 28          | 41%                  |
| Regulatory & Support Services        | 19.9               | 26          | 56%                  |
| Tenancy Management                   | 13.8               | 24          | -26%                 |
| Neighbourhood Regeneration           | 13.0               | 21          | -53%                 |
| Economic Development                 | 19.9               | 19          | -151%                |
| Corporate Resources                  | 7.5                | 18          | -1%                  |
| Facilities Management                | 27.7               | 13          | -233%                |
| Caretaking Services                  | 23.2               | 12          | -513%                |
| DFG                                  | 10.9               | 11          | -35%                 |
| Estate Improvement                   | 16.0               | 10          | -61%                 |
| House/CTax Bens & Rent Arrear        | 2.5                | 9           | 27%                  |
| Adult Services                       | 10.1               | 7           | -357%                |
| Childrens Services                   | 25.7               | 6           | -92595%              |
| Housing & Neighbourhood Renewal      | 49.2               | 6           |                      |
| Culture, Venues & Events             | 5.9                | 4           | -12%                 |
| ILS-FPOC                             | 11.0               | 4           | -49%                 |
| Leisure                              | 60.9               | 3           |                      |
| Libraries                            | 3.5                | 2           |                      |
| Bereavement & Registration           | 10.8               | 1           | 88%                  |
| Customer Services                    | 19.9               | 1           |                      |
| Social Services                      | 4.0                | 1           |                      |
| <b>Total</b>                         | <b>11.9</b>        | <b>1188</b> | <b>3%</b>            |



| Section                              | Average days taken | Enquiries   | Q-over-Q improvement |
|--------------------------------------|--------------------|-------------|----------------------|
| Highways, Traffic and Transportation | 11.8               | 389         | 1%                   |
| Neighbourhood Services               | 6.1                | 227         | 38%                  |
| Parks & Sport                        | 9.5                | 109         | 10%                  |
| Commercial & Collaboration           | 10.4               | 75          | -48%                 |
| Housing Allocation & Waiting List    | 6.4                | 54          | -6%                  |
| Members Central Team                 | 16.6               | 52          | -57%                 |
| Community Maintenance Services       | 4.9                | 44          | 22%                  |
| Regulatory & Support Services        | 21.9               | 31          | -10%                 |
| Education & Lifelong Learning        | 21.6               | 31          | 24%                  |
| Corporate Resources                  | 15.9               | 24          | -111%                |
| Tenancy Management                   | 11.3               | 20          | 18%                  |
| Homeless/Housing Advice              | 8.6                | 20          | 3%                   |
| Neighbourhood Nuisance (Cncil)       | 6.7                | 18          | 52%                  |
| Caretaking Services                  | 5.6                | 17          | 76%                  |
| Estate Improvement                   | 19.8               | 17          | -24%                 |
| Strategic Planning                   | 7.9                | 14          | 34%                  |
| Social Services                      | 8.9                | 11          | -124%                |
| Economic Development                 | 17.2               | 10          | 14%                  |
| Neighbourhood Regeneration           | 8.6                | 9           | 34%                  |
| DFG                                  | 5.1                | 8           | 53%                  |
| House/CTax Bens & Rent Arrear        | 2.8                | 8           | -13%                 |
| Leisure                              | 27.0               | 6           | 56%                  |
| ILS-FPOC                             | 11.0               | 6           | 0%                   |
| Culture, Venues & Events             | 3.3                | 4           | 44%                  |
| Housing & Neighbourhood Renewal      | 8.1                | 4           | 84%                  |
| Libraries                            | 5.6                | 3           | -63%                 |
| Adult Services                       | 11.0               | 3           | -9%                  |
| Facilities Management                | 9.0                | 3           | 68%                  |
| Customer Services                    | 11.1               | 2           | 44%                  |
| <b>Total</b>                         | <b>10.5</b>        | <b>1219</b> | <b>12%</b>           |

Mae'r dudalen hon yn wag yn fwriadol





## CARDIFF COUNCIL Annual Report for Elected Members

**Councillor:**

**Party:**

**Ward:**

This report identifies my key activities over the municipal year ending 24 May 2018. It is provided for the information of all constituents and for no other purpose.

***Completion instructions:***

*Councillors are free to include as much or as little information as they wish in each section, however the report is to be kept to this **2 page (maximum)** format.*

### **Section 1: Role & Responsibilities**

### **Section 2: Constituency Activity (Max 200 words)**

|   |
|---|
| <b>Initiatives and Special Activities (Max 200 Words)</b> |
| <b>Other Activities/Issues (Max 100 words)</b>            |
| <b>Councillor:</b>  |
| <b>Date: (Completion Date)</b>                            |
| <b>Date: (Publication Date)</b>                           |



**CYNGOR CAERDYDD**  
**Adroddiad Blynyddol i**  
**Aelodau Etholedig**

**Cynghorydd:**

**Plaid:**

**Ward:**

Mae'r adroddiad hwn yn nodi fy mhrif weithgareddau yn ystod y flwyddyn ddinesig a ddaeth i ben ar 24 Mai 2018. Diben yr adroddiad yw rhoi gwybodaeth i'r holl etholwyr a dim byd arall.

***Cyfarwyddiadau ar gyfer cwblhau'r adroddiad:***

*Mae croeso i Gyngorwyr gynnwys cymaint neu gyn lleied o wybodaeth ag yr hoffent ym mhob adran, fodd bynnag dylai'r adroddiad ddilyn y fformat **2 dudalen (a dim mwy na hynny)**.*

**Adran 1 – Rolau a Chyfrifoldebau**

**Adran 2: Gweithgareddau yn yr Etholaeth (dim mwy na 200 o eiriau)**

|  |
|--|
|  |
| <b>Mentrau a Gweithgareddau Arbennig (dim mwy na 200 o eiriau)</b> |
|  |
| <b>Gweithgareddau/Materion Eraill (dim mwy a 100 o eiriau)</b>     |
|  |
| <b>Cynghorydd:</b>   |
| <b>Dyddiad: (Dyddiad Cwblhau)</b>                                  |
| <b>Dyddiad: (Dyddiad Cyhoeddi)</b>                                 |