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AGENDA

Committee	DEMOCRATIC SERVICES COMMITTEE
Date and Time of Meeting	MONDAY, 24 MAY 2021, 4.30 PM
Venue	REMOTE MEETING VIA MS TEAMS
Membership	Councillor Jones-Pritchard (Chair) Councillors Burke-Davies, Bowden, Goddard, Goodway, Kelloway, Lay, Naughton, Keith Parry, Mia Rees, Sandrey and Wong

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

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

3 **Minutes** *(Pages 5 - 10)*

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

4 **Democratic Services Annual Report 2020** *(Pages 11 - 60)*

5 **Democratic Services - Activities and Support** *(Pages 61 - 70)*

6 **Initial Proposals - Member Induction Programme 2022** *(Pages 71 - 96)*

7 **Forward Work Programme** *(Pages 97 - 102)*

8 Urgent Items (if any)

9 Date of Next Meeting - TBC

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 18 May 2021

Contact: Andrea Redmond, 029 20873434, a.redmond@cardiff.gov.uk

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DEMOCRATIC SERVICES COMMITTEE

30 NOVEMBER 2020

Present: County Councillor Jones-Pritchard(Chairperson)
County Councillors Burke-Davies, Bowden, Goddard, Goodway,
Kelloway, Lay, Naughton, Keith Parry, Mia Rees and Sandrey

27 : DECLARATIONS OF INTEREST

The Chairperson reminded Members of their responsibility under Part III of the Members' Code of Conduct to declare any interest in general terms and to complete personal interest forms at the start of the meeting and then, prior to the commencement of the discussion of the item in question, specify whether it is a personal or prejudicial interest. If the interest is prejudicial, Members would be asked to leave the meeting and if the interest is personal, Members would be invited to stay, speak and vote.

28 : MINUTES

To minutes of the meeting held on 30 January 2020 were approved by the Committee as a correct record and were signed by the Chairperson.

29 : DEMOCRATIC SERVICES ACTIVITIES AND PERFORMANCE REPORT (TO FOLLOW)

The purpose of this report is to inform the Democratic Services Committee on the performance of the Council's Democratic Services since the last meeting 13 January 2020.

The Member Services Team had remained unchanged since the last meeting of the committee. At the start of the initial Coronavirus lockdown the Team began agile working and with the exception of a small number of essential tasks has continued to work remotely to provide the service.

The Members Enquiry System (MES) was an important tool to effectively deal with the issues raised by residents with their Councillor. Members Services team have operational responsibility for the Members Enquiry System (MES) which includes logging enquiries to provide Senior Managers with data on the key service issues, logging frequency and trends. The complexity and multi-service nature of some enquiries means that response times can exceed the 10 working day Service Level Agreement (SLA).

The Committee drew attention the information in the report, referring to Members self-serving, which was 47.22%. It was important that the Members Services Team were utilised to capacity to support the enquiries, going forward into 2021.

The Committee was advised that possible improvement in the number of self-serve enquiries could have been expected with the agile working of councillors due to lockdown. The initial increase has not been sustained and further investigation may be needed to identify the barriers which are preventing the continued use of the selfserve system.

The Committee was provided with information on the new NethelpDesk system supporting members enquiries, Halo. Halo was being rolled out across the organisation and would be monitored by Members Services. The Members Services Team would have access to monitor and distribute all enquiries.

Members of the Committee were of the view that if possible members should be logging their own enquiries, which allowed Members Services Team to address alternative matters such as ward issues and mail merges.

The Chairperson suggested that a note be sent to all members to encourage the use of the self-serve system.

The Committee was provided with an update on Scrutiny Services.

The scrutiny arrangements were revised following the lockdown and the Covid-19 Scrutiny Panel was created. Without the full complement of Scrutiny Committees it was agreed that three of the scrutiny officers could be redeployed until September. One PSO was seconded as the temporary Community Safety Manager with the other two seconded to the role of Team Leaders within the Council's Track and Trace Service.

The Committee was advised that the two Democratic Services Corporate Apprentices successfully completed their Business Administration Level 2 Foundation Apprenticeship with Cardiff & Vale College in June 2020. Unfortunately at the end of their apprenticeship there were no vacancies within the Democratic Services Team but they were supported to find other roles with one of them being employed in an administrative role within the Council.

The Committee was provided with an update in relation to Electoral Services.

In August the Electoral Services Manager decided to leave the Authority. A replacement has been recruited and would start on 4th January 2021. Interim management arrangements had been put in place until the new manager joins the Authority.

Electoral Services were also dealing with matters in relation to Boundary Review.

The Committee was provided with an update in relation to Committee Services.

The Committees team began the year with a vacancy in the role of Senior Committee and Member Services Officer. A recruitment was undertaken and Mandy Farnham was appointed to the role leaving a vacancy for a Committee and Member Services Officer.

To address this vacancy and the inability to recruit to the role of Note Taker for Education Appeals other options were being considered to provide career progression opportunities within the team and enhance its capacity to support and develop services for Elected Members.

Members of the Committee drew attention to the vacant posts and asked if the Council used exit interviews to establish why that particular member of staff was leaving.

The Committee was assured that exit interview were provided in order to identify the reasons for leaving. In relation to Education Appeals this was as a result of the volume of work and the salary scale.

Members of the Committee asked why the post of Note Taker for Education Appeals could not be supported by Education.

The Committee was informed that the role of Note Taker for Education Appeals had to independent of Education. To date a Members Services Officer had supported this role.

The Committee was advised that under statutory powers granted in the Coronavirus Act 2020, the Welsh Ministers had issued The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 ('the Regulations'), which temporarily relax the rules governing local authority meetings during the COVID-19 response period. The Regulations came into force on 22nd April 2020 and had effect until 30th April 2021.

The Regulations allowed meetings of a local authority to be held remotely using any equipment or facility which allowed Members to speak to, and be heard by. The new rules on remote attendance applied to any meetings of the Council, Cabinet, Committees or Joint Committees (or Community Councils) held before 1st May 2021.

The Committee discussed the impacts of remote meetings, with 6-7 hour Council meetings and the impact this would have of both staff and members.

The Committee discussed the possibility of the Council using Zoom as a communication platform, along with the possibility of Hybrid meetings.

Members of the Committee suggested that the Constitution Committee address the length of meetings and possibly amend procedure rules.

The Committee was provided with information on the operation of Hybrid Meetings and how they would be managed.

Members explained that in order for meetings to be run accordingly, the meetings had to be chaired accordingly and in line with Council meeting procedure rules. The Constitution Committee could also look at voting methods.

The Committee agreed that the Constitution Committee look at the procedure rules.

The Committee was provided with an update on Webcasting.

The Council has procured its webcasting contract which was awarded to Public-I. The 3 year contract has enabled the Council to reduce its webcasting costs and to maintain the volume of webcasting hour. It should be noted that it was initially planned to have only 100 hours of webcasting in 2020-21 with each of the remaining 2 years of the contract having 200 hours of webcasting hours to support the requirements of the Local Government Bill.

The Committee was provided with information on Member Development.

The use of the Cardiff Academy and how certifications were issued following completion.

The following training programmes were being organised:

1. Local Development Plan – Consultation
2. Biodiversity
3. Corporate Parenting Training
4. Cyber Security

The Committee discussed members wellbeing and a possible virtual social event would be organised in the near future.

30 : INDEPENDENT REMUNERATIONS PANEL DRAFT ANNUAL REPORT 2021/22

The Committee considered the Independent Remuneration Panel for Wales report.

This was the thirteenth Annual Report of the Independent Remuneration Panel for Wales (the Panel), and the tenth published under the requirements of the Local Government (Wales) Measure 2011 (as amended).

Although this draft Report was in respect of the Panel's determinations for 2021/2022 consideration has inevitably been influenced by the impact of the coronavirus pandemic. The ongoing issues affected the operation of all local authorities and would continue to do so for the foreseeable future.

As with all the Panel's Annual Reports the determinations on member remuneration were underpinned by the principles set out in Section 1. In May 2020 the Panel published a Supplementary Report that set out specific principles relating to the provision of financial support for care needs. These were incorporated in Section 10 and would be included in future Annual Report.

The Committee discussed the Principles of Members Remuneration, Codes of Behaviour and payments to Elected Members.

The Committee noted the recommendations in the report.

31 : CONSULTATIONS REPORT

The Committee considered the Consultations Report.

The report was to enable the Committee to consider the Welsh Government's consultation documents, and the Committee's responses in respect of:

- Changes to adoption absence for local authority members
- Arrangements for the Access to Elected Office Fund Background

Adoption Absence 2.

The Family Absence for Members of Local Authorities (Wales) Regulations 2013 (the Regulations) govern adopter's absence (the form of leave taken by an individual adopting a child). The Welsh Government proposed amending the 2013 Regulations so as to extend the period of adopter's absence for members of councils from 2 weeks to 26 weeks and, as far as practicable, to align procedures relating to adopter's absence with those which currently govern maternity absence.

Access to Elected Office Fund 3.

The Welsh Government was committed to increasing diversity across all aspects of public life. This included tackling the barriers which prevent individuals' active participation in local democracy through standing for elected office. Welsh Ministers have committed to identifying ways to address these barriers and increase opportunities for underrepresented groups to play a full role in supporting and representing their communities.

RESOLVED:

The Committee Agreed to:

1. note the provisions of the Welsh Government consultation documents, set out in Appendix A and Appendix B, in so far as they relate to matters within the remit of the Committee, and provide comments as appropriate; and
2. delegate authority to the Head of Democratic Services, in consultation with the Chair, to prepare and submit a response to the Welsh Government's consultation on behalf of the Committee.

32 : FORWARD WORK PROGRAMME (TO FOLLOW)

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

The following is a list of the activities that have been previously agreed or proposed:

- a. Review the Elected Member Learning and Development Strategy
- b. Creation of Elected Member Role Descriptions.
- c. Implications of the Local Government and Elections (Wales) Bill
- d. Delivery of a Potential Candidate session for those wishing to stand in the 2022 Local Government Elections
- e. Proposals for Local Democracy Events
- f. Review of the Member Mentoring scheme
- g. The Personal Review process for elected members
- h. Member Development Programme 2021 8. The following paragraphs identifies key topics which could be considered for inclusion in the Democratic Services Committee's Work Programme for 2021

The following paragraphs identifies key topics which could be considered for inclusion in the Democratic Services Committee's Work Programme for 2021

- a. Induction programme for the Councillors elected in 2022 Local Government Elections
- b. The identification of ICT and associated equipment necessary for Elected Members following the 2022 Local Government Election
- c. The identification of services that are considered essential for Elected Members to enable the prioritisation of the Democratic Services Teams finite resources.
- d. Member Surveys – Annual and Exit

The Committee discussed budget issues including local authority costs.

RESOLVED:

The Committee AGREED to:

Recommend that the Democratic Services Committee considers this report and identifies and prioritises topics for consideration at future meetings of the committee.

33 : URGENT ITEMS (IF ANY)

There were no urgent items.

34 : DATE OF NEXT MEETING - 11 JANUARY 2021

The meeting terminated at 7.09 pm

**CYNGOR CAERDYDD
CARDIFF COUCL**



DEMOCRATIC SERVICES COMMITTEE:

24 May 2021

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

DEMOCRATIC SERVICES COMMITTEE - ANNUAL REPORT 2020

Reason for this Report

1. To enable the Democratic Services Committee to consider the content of its Annual Report for 2020 and approve the arrangements for the report to be finalised and presented to full Council.

Background

2. In order to fulfil its terms of reference and to reflect on the support provided to Elected Members, the Committee prepares an annual report for presentation to full Council each year.

Terms of reference – Democratic Services Committee

3. The Committee's terms of reference are:
 - (a) To carry out the local authority's function of designating the Head of Democratic Services.
 - (b) To keep under review the adequacy of provision of staff, accommodation and other resources made available to discharge the democratic services functions of the Authority.
 - (c) To make reports, at least annually, to the full Council in relation to these matters.
4. At its meeting on 14 January 2019 the Democratic Services Committee agreed that for Council to effectively consider the services and support provided to Elected Members, the report from the Democratic Services Committee should be dovetailed with the budget setting process and reflect a calendar year reporting period.

Issues

5. The Draft Annual Report 2020 is attached at **Appendix A** with detailed information included to reflect the following headings:

- a. Chair's Foreword
- b. Membership of the Democratic Services Committee
- c. The Democratic Services Team – Support, Services and Structures
- d. Resources
- e. Key Activities
- f. Collaborative Working and Networks
- g. Performance Information
- h. Forward Plan for 2021

Legal Implications

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

Financial Implications

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

Recommendation

The Committee is recommended to:

- 1) Provide comments on the content of the Committee's Annual Report 2020
- 2) Delegate authority to the Head of Democratic Services, in consultation with the Chair of the Committee, to finalise the Annual Report, having regard to comments provided by Members of the Committee; and
- 3) agree that the Annual Report be presented to full Council on 24 June 2021 by the Chairperson.

GP JONES

Head of Democratic Services

18 May 2021

Background papers: [Democratic Services Committee 14 January 2019](#)
(Minute 21 refers)

City & County of Cardiff

Democratic Services Committee

Annual Report 2020



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

WORKING FOR CARDIFF,
WORKING TOGETHER



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Chair's Foreword

Chairperson to complete

A handwritten signature in black ink, reading "Mike Jones Pritchard", with a long horizontal line extending from the end of the signature.

Councillor Mike Jones Pritchard
Chair, Democratic Services Committee

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Membership of the Democratic Services Committee.

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



**Councillor
Jones-Pritchard**



Councillor Burke-Davies



Councillor Bowden



Councillor Goddard



Councillor Goodway



Councillor Kelloway



Councillor Lay



Councillor Naughton



Councillor Parry



Councillor M Rees



Councillor Sandrey



Councillor Wong

Committee Attendance.

Councillor	Possible	Actual
Councillor Mike Jones-Pritchard (Chair)	2	2
Councillor Jennifer Burke-Davies	2	1
Councillor Fenella Bowden	2	1
Councillor Susan Goddard	2	1
Councillor Russell Goodway	2	1
Councillor Kathryn Kelloway	2	1
Councillor Chris Lay	2	1
Councillor Dan Naughton	2	2
Councillor Keith Parry	2	2
Councillor Mia Rees ¹	1	1
Councillor Emma Sandrey	2	2
Councillor Peter Wong	2	1
Councillor Rod McKerlich ²	1	1

Terms of Reference.

The remit of the Democratic Services Committee is:

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

¹ Councillor Mia Rees replaced Councillor Rod McKerlich

² Councillor Rod McKerlich left the committee to undertake role of the Lord Mayor of Cardiff -

The Democratic Services Team – Support, Services and Structures

Head of Democratic Services

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

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

General

At the start of 2020 the Democratic Services Team had already planned the procurement of new ICT equipment to facilitate agile working for the team. Committee and Member Services were fully agile in March with their older but still suitable equipment being re-purposed within the wider team to support the homeworking arrangements which became necessary with the implementation of the coronavirus lockdown.

The team undertook homeworking, Display Screen Equipment (DSE) and Health and Safety (H&S) assessments to ensure that appropriate working procedures could be established. Some essential work was identified in County Hall which was essential in order for remote services to be provided to Elected Members and to ensure safe working environments for the team to develop the new processes and procedures to maintain the governance arrangements of the Authority.

Committee Services

At present, the team consists of five members of staff made up of the Committee and Member Services Manager, two Senior Committee Member Services Officer's, one Committee and Member Services Officer and a temporary Committee Services post. The post for the Note Taker for Educational Appeals has been re-allocated to the team but initial attempts to recruit to this role have been unsuccessful. Options to rebalance the team to fulfil its roles are being considered.

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

- Full Council;
- Regulatory: Council Appeals, Planning, Planning (Policy), Public Protection and Licensing and Licensing Sub Committees;
- Governance: Appointments, Audit, Constitution, Corporate Parenting, Democratic Services, Employment Conditions, Pension, Standards and Ethics Committees – including Standards & Ethics Hearing Panels; Bilingual Cardiff & Local Authority Governor Panels;
- Scrutiny: Economy and Culture, Environmental, Children and Young People, Community and Adult Services and Policy Review and Performance Scrutiny Committees;
- Joint Committees: Glamorgan Archives; Prosiect Gwyrdd & Joint Pension Board;
- Officer Meetings: Investment Review Board, Joint Partnership Board (Trade Unions), Election Project Team.

The Committees Team arrange suitable dates, prepare agendas, co-ordinate report approval, circulate documents, draft minutes, record decisions and attendances and publish appropriate information on the various websites. This team also co-ordinates the delivery of the audio visual and webcasting facilities for Council, Planning, Audit and Scrutiny Committees. This equated to 43 meetings held from January to the Coronavirus lockdown on 23 March 2020.

Since March 2020 the team has developed the use of remote meetings and has successfully delivered a remote meeting capability which brings additional administrative and preparatory work.

Member Services

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

Electoral Services

At present, the team consists of six members of staff made up of two Electoral Services Officers, two Electoral Administrators, and one Electoral Assistant. The Electoral Services Manager resigned in July 2020 and the recruitment of an Operational Manager for Electoral Services was recruited and due to start with the Authority in January 2021.

The Council's Electoral Services Team provides services to approximately 260,862 electors and 41,000 postal voters spanning 4 parliamentary constituencies, 6 community councils, and a unitary authority comprising 75 members in 29 wards.

The team has worked to deliver the following tasks during the year:

- Completion of the Annual Canvass Process and the publication of the Electoral Register on 01 December 2020.
- Preparation for the Police & Crime Commissioner's Election
- Preparation for the Senedd Elections
- Management of Community Council Casual Vacancies
- Completion of the Local Democracy and Boundary Commission for Wales Review

A full description of the activities of the Elections team during this year is described in the key activities section of this report.

Scrutiny Services

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

Scrutiny Services support the following Scrutiny Committees.

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

In 2020, the Scrutiny committees were paused during the first lockdown, from April–July 2020. Council agreed to establish a Covid-19 Scrutiny Panel, consisting of the Scrutiny

Chairs, which met three times in June and July 2020. This enabled measured and proportionate scrutiny of the business critical decisions due to be made by the Cabinet. Feedback from the Leader, Cabinet Members and Scrutiny Committee Members acknowledged that the Panel delivered scrutiny that was effective in the circumstances and provided a level of assurance that scrutiny examined Cabinet decisions in a time of crisis.

Since the restart of standing scrutiny committees in late July 2020, Scrutiny Committees have played a key role by ensuring effective scrutiny of Cabinet decisions, reputational issues and other items identified by Cabinet Members and Directors as requiring scrutiny.

Corporate Apprentices – Democratic Services

Two Democratic Services Corporate Apprentices successfully completed their Business Administration Level 2 Foundation Apprenticeship with Cardiff & Vale College in June 2020. Unfortunately at the end of their apprenticeship there were no vacancies within the Democratic Services Team but they were supported to find other roles, with one of them being employed in an administrative role within the Council.

The latest round of corporate apprentice recruitments is currently in progress but the Team was not in a position support any apprentices. The recruitment of apprentices will be kept under review for the future.

Resources

The budget allocation for 2020/21 for the Democratic Services Team was £3.133m which was allocated as follows to the relevant service areas.

Service	Net Budget £000
Democratic Services	843
Electoral Services	470
Member Services	1,820
Total	3,133

The latest financial projection indicated that:

- Democratic Services Team will achieve an underspend of £20k in this financial year due to the staffing changes that have occurred during the year.
- Electoral Services was estimating an under spend and £225k would be added to the Electoral Reserve.
- Member Services was estimated to achieve an under spend of £4k.

Key Activities

Member Development

A Member Development Programme to support all Councillors and provide opportunities for collective and individual learning was planned and implemented prior to the coronavirus lockdown. Following the lockdown some learning opportunities were provided to Elected Members however these opportunities were significantly reduced. The sessions provided were attended as follows: -

- Main Sessions

Date(s)	Event	Attendance	
		Actual	%
3 Feb 20	PREVENT Briefing	24	32.0%
4 Feb 20 10 Feb 20	Review of Member Safeguarding Protocol	14 17	41.3%
11 Feb 20 12 Feb 20	Planning For Members	16 7	30.6%
10 Feb 20 12 Feb 20	Budget Training for New Members	1 1	100%
Various	Microsoft Teams and meeting procedures	75	100%
23 Sep 20	BAME	25	33.3%

- Welsh Language

Cardiff Academy is providing the following free Welsh Language courses:

- Beginner to advanced
- One morning a week for the duration of the course
- Option to gain a WJEC qualification
- Clear pathway to becoming bilingual (Level 3+)

Elected Members have been informed of these courses and how they can book onto them. A number of Elected Members have signed up to these courses although many of these were suspended until they could be provided remotely. It is hoped that these courses will continue to be made available to all Elected Members.

- **E-Learning**

The dedicated Elected Member E-Learning portal supported by the Cardiff Academy has been provided for Elected Members. This portal enables Elected Members with access to the key topics identified by the Democratic Services Committee for completion.

The new portal also provides monthly reports to the Head of Democratic Services detailing the completion status of E-Learning modules. This information will be shared with Group Whips and Elected Members will be encouraged to maximise the use of this facility.

Staffing

The Committees team began the year with a vacancy in the role of Senior Committee and Member Services Officer. A recruitment was undertaken and Mandy Farnham was appointed to the role, leaving a vacancy for a Committee and Member Services Officer. To address this vacancy and the inability to recruit to the role of Note Taker for Education Appeals, other options are being considered to provide career progression opportunities within the team and enhance its capacity to support and develop services for Elected Members.

The Electoral Services Manager (ESM) resigned in July 2020 and the recruitment of an Operational Manager for Electoral Services was completed and with the new post holder expected to start with the Authority in January 2021. In the interim, team members were able to undertake acting-up arrangements to mitigate the vacancy of the ESM, with the managerial responsibilities being undertaken by the Head of Democratic Services. The need for an additional temporary post was identified, to support the team in the lead up to the Elections in 2021 and this role is planned to be filled early in 2021.

A recruitment process for a permanent Principal Scrutiny Officer (PSO) to replace an existing temporary post commenced in January 2020. A further vacancy arose with the retirement of the PSO supporting the Children & Young People Scrutiny Committee. These posts were successfully appointed following remote interviews held on 31 March 2020.

Committee & Member Services

The following outlines the key activities of the Committee and Member Services Team:

- **Remote Meetings**

Under statutory powers granted in the Coronavirus Act 2020, the Welsh Ministers issued The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 ('the Regulations'), which temporarily relaxed the rules governing local authority meetings during the coronavirus response period. The Regulations came into force on 22nd April 2020 and are to remain in effect until 30th April 2021.

The Regulations allowed meetings of a local authority to be held remotely using any equipment or facility which allows Members to speak to, and be heard by, each other (whether or not Members can also see each other). The new rules on remote attendance apply to any meetings of the Council, Cabinet, Committees or Joint Committees (or Community Councils) held before 1st May 2021.

Officers produced an Elected Member Protocol for Remote Meetings, covering pre-meeting preparation and effective Elected Member participation in a remote Microsoft Teams meeting. Webcasting of remote meetings could not be provided with the existing equipment and an alternative solution was procured which enabled "screen capture" of the remote meetings which could then be published remotely to the webcasting provider. As a result the authority has successfully held 87 remote meetings which have been either recorded and uploaded or streamed live to the Council's webcasting website.

- **Webcasting**

The Council has procured a webcasting contract which was awarded to Public-I. The 3 year contract has enabled the Council to reduce its webcasting costs and to maintain the volume of webcasting hours. It should be noted that it was initially planned to have only 100 hours of webcasting in 2020-21 with each of the remaining 2 years of the contract having 200 hours of webcasting hours to support the requirements of the Local Government and Elections (Wales) Act. However those meetings which contained predominantly exempt items were not recorded or webcast. Table 1 below provides a summary of the webcasting information for 2020.

Table 1

Overall Summary						
	Meetings	Meeting Duration HH:MM:SS	Total length of viewing HH:MM:SS	All views	Live views	Archive views
Council	11	28:26:23	1323:55:22	4503	1673	2830
Cabinet	9	08:45:47	329:15:39	2866	273	2593
Planning	10	35:21:18	1318:22:16	3389	1370	2019
Scrutiny	35	70:17:10	461:13:24	2140	329	1811
Others	23	27:19:37	426:58:55	1179	168	1011
Totals	88	170:10:15	3860:21:06	14077	3813	10264

The webcasting target for 2020-21 was 5,500 views, but with the impact of the coronavirus and the requirement to make meetings available to the public, the number of webcast views has increased. At the end of Quarter 3 of the 2020-21 period a total of 11,653 views had been received. A full breakdown of the webcasting data is contained within the performance information section of this report.

- Member Enquiry System (MES)

This is one of the key services support provided by the Member Services team and which is used by 70/75 (93.3%) Elected Members. The MES is an important tool to effectively deal with the issues raised by residents with their Councillor. Logging enquiries provides Senior Managers with data on the key service issues, logging frequency and trends.

The agreed performance target requires that responses to enquiries raised by Elected Members will be provided within 10 working days and the Member Services team is continually monitoring MES for responses to and from councillors, chasing and escalating matters as necessary. During the early part of the pandemic the focus of the Authority was to support of the communities of Cardiff and manage the impact of the coronavirus in the area. This led to the suspension of the MES performance target in March but the Member Services team continued to record and process enquiries the decreased the number of enquiries that were received between March and June. Subsequently, the levels off enquiries returned to near normal levels and the team

undertook light touch monitoring of MES progress. The target was restored in November with the caveat that those services which continued to be adversely impacted by their provision of coronavirus support, may not be able to consistently achieve this target.

The team liaise closely with agents in Directorates and regularly meet with teams to deal with specific issues in particular in relation to Requests for Service. The complexity and multi-service nature of some enquiries means that response times can exceed the 10 working days. Table 2 provides an update on the number and method of reporting Member Enquiries:

Table 2

Enquiry Type	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Totals
Total Enquiries	1565	1300	1764	1054	5683
Member Self-serve	739	603	844	510	2696
Logged by Officer	826	697	920	544	2987
Time taken to close in days.	12.52	13.20	11.7	7.8	11.3

- Implementation of HALO Software for the MES.

The Nethelpdesk software used to support the MES was updated at the end of October to the HALO software. The Member Services Team received initial training and minor implementation issues were quickly addressed. Additional training is planned with the intention of utilising the additional functionality available within HALO to further develop the capability of the service.

- Supporting Community Councils

Cabinet formally adopted the Community Council Charter on 13 December 2018 and it was agreed that the MES service will be provided to Community Councils on a permanent basis with the use of the service being monitored and reviewed as and when necessary. This service has continue throughout 2020 and has included the circulation of information to Community Council Clerks to ensure that they were kept up to date with the covid-19 updates for Cardiff.

- Education Appeals

The Team currently supports the education appeals process by providing a note-taker which is part-funded by the Education Directorate. A total of 24 education appeals were held in City Hall between January 2020 and the start of the lockdown period in March.

Following lockdown, Welsh Government Guidance was issued, requiring the processes and procedures for the provision of remote education appeals to be developed. Equipment and training was provided for officials at these meetings which enabled the restoration of appeals from 1 June 2020. The revised procedure has meant that each individual remote appeal involves its own part one appeal which was previously undertaken collectively increasing the time required for each appeal.

There have been 370 individual appeals with up to five admissions appeals being held on a single day. Each appeal takes over one hour to complete although some appeals take considerably longer. This equated to approximately 43 days where a member of the team was supporting an appeal hearing. The note taker is required to complete the notes of the hearing to the necessary standard within 3 working days. Agreements have been made which enables the note-taker to complete their notes more quickly than previously achieved but this does require an additional time commitment from team members.

- Office 365

Office 365 is the latest version of Microsoft Office which includes Word, Excel, PowerPoint and Outlook. It utilises the benefits of “the cloud” to make savings in infrastructure costs which includes a reduction in server space, the removal of license costs for “Blackberry Works” which would no longer be required and provides more collaborative features which should enable users to work more effectively.

The roll-out of Office 365 has now been completed, although 5 additional smartphones were purchased to replace those older telephones issued to Elected Members which were unable to support the Office 365 functionality.

- Implementation of Microsoft SharePoint

Microsoft SharePoint is a browser-based software system which supports collaborative document management. The implementation of this software was not seen as a priority for Democratic Services in 2020 and although the implementation of this software was completed by the Electoral Team, the roll-out to other teams was put “on-hold” to enable them to focus on other ICT priorities. The implementation of SharePoint will be resumed in 2021.

- Printing

Printing is one of the costs which Democratic Services is able to influence. The team has access to a centralised printing service which is providing a fast and effective service for the larger and more complex printing needs of the team including committee reports and member’s letters. This service minimises costs compared to Printsmart facility and the teams have been directed to maximise the use of this facility.

The centralised printing service has also been accessible with the team working remotely. The Print Room is considered as an essential service for the Authority and appropriate Health and Safety measures were put in place to enable the service to continue.

The team has confirmed the needs of Elected Members to have printed committee documents whilst working remotely.

Electoral Services

The following activities were undertaken by the Elections Team in 2020:

- Police & Crime Commissioner’s Election

Preparation was under way early in 2020 for the Police & Crime Commissioners Election in 2020 but due to the Covid Pandemic the election was postponed until 2021

- Completion of the IER Annual Canvass Process

The performance target for the 2021 Register of Electors was set at obtaining a 93.4% response rate from all residential households within the local authority area. Achieving this target relied significantly on residents engaging with the Electoral Registration Officer and providing the necessary information required during the canvass period. The final household response rate attained for the canvass was 90.20%, and, following the addition of approximately 635 new residential properties to the electoral roll.

- Management of Community Council Casual Vacancies

A Community Council casual vacancy for the community of Pentyrch arose at the beginning of the 2020. This was addressed in a Community Council by-election in March 2020. Assistance continues to be provided to the Community Councils as necessary.

- Local Democracy and Boundary Commission for Wales Review

In 2016 the Cabinet Secretary for Finance and Local Government published a written statement requiring the Boundary Commission to restart its review programme with a prioritised timetable. There was an expectation that all 22 electoral reviews be completed in time for new arrangements to be in place for the 2022 local government elections. The Local Democracy and Boundary Commission for Wales advised that the electoral review for Cardiff would commence in 2019. As part of their pre-review procedure the Commission conducted a series of meetings with Officers and Group Leaders, culminating in a briefing to all Members on 28 March 2019. The briefing provided Members with an overview of the statutory basis of the exercise and the anticipated timetable.

The Local Democracy and Boundary Commission for Wales provided information showing the existing variance from the Council's average representation. Relevant data was collected from the Office of National Statistics and a methodology was agreed with Cardiff Research to project population increase for the five year period until 2024. This methodology was also informed by strategic development sites identified in the Local Development Plan and in consultation with planning officers.

A series of proposals were developed which would result in a net increase of two Members overall with the Council membership increasing from 75 to 77. This would be subject to the Commission considering whether due to Cardiff's unique circumstances and high levels of population growth the commission consider the increase as justification to extend the current maximum size constraint rule. These proposals were approved by Council on 20th June 2019 and submitted to the Local Democracy and Boundary Commission for their consideration.

The Local Democracy and Boundary Commission for Wales have published their recommendations following their review of the electoral arrangements for the City and County of Cardiff. The recommendations included increasing the existing 75 councillors to 79 with a reduction in the number of wards from 29 to 28. Responses to the recommendations were able to be submitted to the Minister by 16th December 2020. A letter was sent to the Minister from the Authority requesting that the decision be determined as determined as soon as possible to allow time for the relevant changes to be made in preparation for the Local Government Elections in 2022.

Scrutiny Services

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

- **The Covid-19 Scrutiny Panel.**

The Covid-19 Scrutiny Panel consisting of the five Scrutiny Chairs, was established following agreement at the May 2020 Council meeting. It met three times in June and July 2020 to carry out measured and proportionate scrutiny of the business critical decisions due to be made by the Cabinet. All Scrutiny Committee Members were afforded the opportunity to contribute lines of enquiry to ensure the Panel benefitted from the knowledge and experience of Scrutiny Members.

The Panel considered reports to Cabinet setting out proposals on how to deal with the impact of the Covid-19 pandemic on various Council services, including the Housing Delivery Programme, Homelessness provision, Cardiff City Transport Services and the Council's overall Financial Management response to the pandemic. The Panel considered the Council's proposed approach post-covid as set out in the draft 'Cardiff Recovery Strategy' and 'Restart, Recover, Renew' Strategy. The Panel also

considered time-critical reports on the proposed Plasdŵr school, the Mutual Investment Model for schools, re-procurement of collaborative construction and civils consultancy framework and the Outturn 2019-20 report. Finally, Members scrutinised proposals to establish a Race Equality Task Force resulting from the Black Lives Matter movement.

The Panel made a number of recommendations to Cabinet that will be recorded and monitored as part of the introduction of a model to evaluate the impact of Scrutiny in the future, whilst also addressing the self-assessment of performance requirements of the Local Government and Elections (Wales) Bill.

Feedback from the Leader, Cabinet Members and Scrutiny Committee Members is that the Panel delivered scrutiny that was effective in the circumstances and provided a level of assurance that scrutiny examined Cabinet decisions in a time of crisis. The Panel was paused in July 2020, when Council agreed to restart standing scrutiny committees.

- Children & Young People Scrutiny Committee

The Children and Young People Scrutiny Committee has a key governance role in assessing service performance, informing service and policy development across a range of Council services, including Education, Social Care for Children, Children's Play and the Youth Service. The Committee also monitors the relevant work streams of the Public Services Board.

The Committee prioritised two key areas of work in 2020 – Youth Justice Service and Schools/Education Pandemic Response and Recovery.

Youth Justice Service – the Committee monitored progress in relation to the Youth Justice Service, following the inspection of the service in 2020. This included the implementation of the “All Our Futures” Strategy and Action Plan. The Committee received bi-monthly reports on progress relating to governance; performance of the Youth Justice Board; Performance measures; Service Improvements; Consultation and Engagement; and improved joined up working within and outside the Service. Improvements to the Youth Justice Service is a long-term issue, and the Committee is an integral part of monitoring and reviewing improvements to the Service, and more

importantly, improving outcomes for young people within the Service. The Committee's work to date has been acknowledged by HMIP.

Education & Schools Pandemic Response and Recovery – since July 2020, the Committee has been monitoring how the Education Service and Schools have responded to the Covid-19 Pandemic, and its plans for Recovery. This has included school safety; ensuring learning and attainment for all; learning from experience and good practice; planning and preparing; funding and budget implications; examinations and assessments; consultation; Post 16 education; and mental health and well-being. During 2021/22, the Committee will continue to monitor pandemic recovery, particularly in ensuring that there is sustainable capacity in mental health, wellbeing and counselling services for young people

In addition to the above, the Committee has also undertaken the pre-decision scrutiny of a number of Cabinet reports relating to school organisational proposals, Child Friendly City Accreditation and the Schools Admission Policy. It has considered the Local Authority Social Services Annual Report, the Valley, Vale and Cardiff Adoption Consortium Annual Report and the Corporate Parenting Strategy.

Finally, on a quarterly basis, the Committee monitors the performance of Children's Services for children who are looked after, children in need, the youth justice service and staffing. The Committee regularly seeks clarification on areas of concern and expectations for improvement, which are always responded to.

Task and Finish

The Committee did not undertake any Task & Finish Inquiries during 2020. However, progress and implementation of recommendations set out in the "Out of County Placements" Inquiry and "Child Mental Health" Inquiry will be a priority for the Committee in the coming year.

- **Community and Adult Services Scrutiny Committee**

The Community and Adult Services Scrutiny Committee plays an important role in assessing service performance and informing service and policy development across

a range of Council services including all aspects of housing, neighbourhood renewal and adult social care. It also provides Members with the opportunity to challenge, hold to account and question proposals put forward, along with monitoring of council performance. As required by the Police and Justice Act, 2006, the Community and Adult Services Scrutiny Committee is also the Council's Crime and Disorder scrutiny committee thereby holding the responsibility to review decisions made or action taken in connection with the discharge of crime and disorder functions.

During 2020, Committee Members considered a range of topics including the fear of crime and its effect on Cardiff communities, delivery of the Council's Alley Gating Scheme, recommissioning of new arrangements of care services for Cardiff's most vulnerable and detailed monitoring of the Council's Council House Build Programme. During consideration on these topics, Members were pleased to welcome various witnesses including key representatives from the Community Safety Partnership Board and key representatives from not for profit organisations in order to receive their knowledge, views and perspective to best inform the Committee's scrutiny.

Task and Finish

- **Temporary and Supported Accommodation – The Single Persons Gateway**

During 2020 Committee Members received the Cabinet Report from their inquiry which looked at temporary and supported accommodation available via the Single Persons Gateway. Of the 9 recommendations made to Cabinet, all were either partially or fully accepted. During 2020, Members have been monitoring the directorate's progress and received an action plan detailing how the directorate plans to implement the recommendations.

- **Closer to Home Project: Out of County Placements for Adults with a Learning Disability**

This year, the Committee has finalised an inquiry into out of county placements for adults with a learning disability. The Task Group, which includes current and former Members of the Committee met over a series of meetings and visits, meeting a range of service providers, key professionals, parents and young adults with learning disabilities. Inquiry Members also commissioned independent research into this area, tasking Scrutiny's Research Officer to address, through consultation with parents and advocates, the current pathway in place for transitioning identified individuals in order to identify possible areas for improvement. Due to the

comprehensive nature of the inquiry, which has been supported by extensive desk based and primary research, Task Group Members have formulated 30 recommendations for Cabinet consideration. The inquiry's findings were initially scheduled to be submitted to Cabinet in spring 2020, however, the subsequent onset of the Covid-19 pandemic and related UK-wide lockdown meant that submission of this report was delayed. The draft report is due to be presented to the Committee's next formal meeting, seeking full committee approval for it to be submitted to Cabinet.

- Economy & Culture Scrutiny Committee

During 2020, Committee Members focused on economic development and regeneration, culture, tourism, libraries & hubs, employment services, playgrounds, leisure, youth sport and Cardiff Harbour Authority. Committee Members scrutinised high-profile proposals including the Indoor Arena, Dumballs Road Regeneration, Coal Exchange, Llanrumney redevelopment and the proposed Atlantic Wharf Masterplan. Following their scrutiny of the Castle Street traffic proposals, Councillor Caro Wild, Cabinet Member – Strategic Planning and Transport, thanked the Committee for their scrutiny and said *'It was really welcome to be able to discuss a controversial subject in a diligent and pragmatic manner'*.

A constant theme throughout the year has been the Committee's concern to ensure that proposals for economic development are compatible with the Council's commitment to sustainable development and tackling inequality. Members have consistently questioned proposals through the lens of the Well Being & Future Generations Act as well as the Climate Emergency motion, passed by Council in March 2019.

Task and Finish

- **Tourism in Cardiff**

In September 2019, Members commenced an Inquiry into Tourism in Cardiff, at the request of Councillor Goodway. Following a meeting in February 2020, the task group paused because of the Covid-19 pandemic. It has remained on hold throughout 2020, given the impact of the pandemic on the tourism sector. Members hope to reframe and restart the task group in 2021, at an appropriate juncture.

- **Culture in Cardiff**

In October 2019, Members started a short scrutiny on Culture in Cardiff, with evidence received in January 2020 from the Arts Council of Wales. The report was finalised and presented to Cabinet in March 2020 and, due to the impact of the covid-19 pandemic, a response is due in spring 2021.

- Environmental Scrutiny Committee

Following the lockdown period the Environmental Scrutiny Committee resumed its work programme on the 15th September 2020. The Committee had 8 public committee meetings; scrutinise 20 individual items; received a total of 58 witnesses to the Committee and welcomed 19 external witnesses to take part in various scrutiny events.

Whilst working in the midst of the pandemic the Committee was able to grow its public engagement. For example, the December One Planet Cardiff meeting drew in seventeen external witnesses, while the number of members of public watching the meeting reached just over 500.

During the year the Committee wrote letters to raise a number of important issues, these included:

- **Waste Collection Changes** - Committee Members raised concerns about how the new four day working pattern would reduce the problem of missed collections, particularly in parts of North Cardiff which have collections on a Friday and might have to wait until the following Tuesday for a crew to pick up any missed waste. It was explained that waste collection crews would have greater ownership of the new rounds, and that compliance monitoring would help address the problem. In addition to this they were told that the Council was looking at other options such as making transit vehicles available to pick up any missed collections. The Committee welcomed the response, but ask that you confirm in writing that measures would be put in place to ensure that missed collections are not left on the street over the weekend, and that all Cardiff streets received parity of service.

One Planet Cardiff - The most significant piece of work undertaken during the year was the December meeting that was dedicated to scrutinising One Planet Cardiff.

The meeting received contributions from twelve important stakeholder groups, nine of which presented at the actual meeting. The stakeholder groups include Natural Resources Wales, Cardiff University, Wales & West Utilities, Sustrans and Dwr Cymru. In total 17 external witnesses took part in the meeting, from which a letter to the Leader and witness submission pack was produced. The information was attached to the wider consultation exercise which is being undertaken to identify how best the Council and Cardiff can become carbon neutral by 2030.

- Policy Review & Performance Scrutiny Committee

The Policy Review and Performance Scrutiny Committee covered many topics in 2020 that are the foundation to delivering effective council services in challenging times. Some notable achievements are as follows:

The Committee's Performance Panel has further developed cross committee interaction with the Corporate Plan at a policy development stage, with the support of the Leader, assisting all five scrutiny committees to secure an impact within the Corporate Planning process. Such progressive interaction demonstrates the valuable impact that effective scrutiny can have on the Corporate Plan, the Council's highest level strategic document.

Following substantial research the Committee published its inquiry report on Scrutiny Impact, making recommendations for capturing the value of scrutiny through monitoring its impact both quantitatively and qualitatively.

This year the Committee has been encouraged by progress of the Digital Strategy. These strategies are considered by the Committee are the potential foundations in improving the quality of services the Council is delivering to its customers and are crucial elements of its emergency response.

Since standing Scrutiny Committees re-started in September 2020 the Committee has focussed heavily on the financial resilience of the Council, monitoring the budget and the strategy for dealing with the financial challenges ahead. Members have been engaged in decision making on Cardiff Bus, the Council's Strategic Equalities Plan and senior management arrangements.

- Young People's Participation in Scrutiny

The inclusion of Youth Council Representatives initiated by the Children & Young People Scrutiny Committee has been extended to include regular invitations for youth representation on the Economy and Culture Scrutiny Committee. Economy & Culture Scrutiny Committee Members unanimously agreed to the Chair's suggestion to invite a representative of the Youth Council to observe and contribute to the work of the Committee.

The Chairperson of the Environment Scrutiny Committee has also agreed that a young person's representative will be invited to provide for topic specific representation at future meetings.

- Regional Scrutiny Activity

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

Scrutiny Services and the other Authorities within the region have supported the CCRCD – Joint Scrutiny Committee and collaborated with Rhondda Cynon Taf County Borough Council who were the appointed facilitators of the Joint Scrutiny Committee early in 2020.

The Environment Scrutiny Committee and the Economy & Culture Scrutiny Committees (ECSC) receive regular updates on the work of the City Deal Cabinet and Joint Overview & Scrutiny Committee. Councillor Ramesh Patel was appointed as the Council's representative on the Joint Scrutiny Committee.

- **Central South Consortium**

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

- Internal and External Audits

The Action Plan developed to meet the recommendation of the Wales Audit Office report entitled Overview and Scrutiny – Fit for the Future has been reviewed and is being progressed with an extended timeline. This should enable the successful completion of all of the WAO recommendations during 2021-22. An internal Audit of the Scrutiny Function was also completed in March. The objective of the audit was to ensure that “*Scrutiny Committees demonstrate effective outcomes from Scrutiny activities that represent good value*”. The recommendations of the internal Audit dovetail neatly with the outcomes of WAO Audit and all actions will be completed within the same timescale.

Democratic Engagement 2020

- Engagement with Cardiff Metropolitan University

The team attended Cardiff Metropolitan University's Fresher's Fayre (18 September 2018) to encourage eligible students living with the Cardiff Council area to register to vote and to provide additional information about the process of voting. In addition, staff also took the opportunity to speak to students highlighting the forthcoming voting franchise reform allowing 16 year olds to vote in future Welsh Assembly and Local Government Elections.

- Franchise change Campaign

Working alongside the Communications Team a number of social media campaigns were developed including digital ads to promote votes at 16 and qualifying foreign nationals. The digital campaign was shared on Instagram, Twitter, You Tube, Snap Chat and Spotify. Further campaigns targeting qualifying foreign nationals were also shared on Audience Network and Google Video Network.

In addition the Electoral Services Team engaged with local members to encourage voter registration within their wards.

Collaborative Working and Networks

- **Member Support and Development Lead Member and Officers network**

This network is facilitated by the Welsh Local Government Association (WLGA) with the intention to improve the services and member development opportunities provided to Councillors. The Member Support element of network are the Heads of Democratic Services or Member Support Officers, with Councillors forming the Development Lead (Elected) Member element of the network. The two networks have joint meetings on a regular basis to share views and ideas.

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

The annual meeting of the IRPW with the Chairs of Democratic Services Committee and the Heads of Democratic Services was held remotely on 27 October 2020 to discuss the Draft Annual Report for 2021/22 and proposed determinations in relation to Elected Members.

The Head of Democratic Services and the Committee and Member Services Manager participated in discussions on the report including: the schedule of remuneration; reimbursement of the Cost of Care and personal safety of Elected Members. The IRPW urged Democratic Services Committees to take steps to encourage and facilitate greater use of the remuneration framework so that Members are not financially disadvantaged in undertaking their roles.

The final IRPW report for 2021/22 is scheduled to be published in February 2021 and a report will be submitted to Council in May 2021 setting out the key determinations for approval.

- **Officer Networks**

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

Performance Information:

Webcasting

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

Council								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Council	20-Jan-20	01:01:22	00:14:04	85:08:46	519	79	440
2	Council	30-Jan-20	03:41:11	00:26:53	101:45:49	431	121	310
3	Council	27-Feb-20	03:53:09	00:31:56	129:22:30	508	137	371
4	Council	21-May-20	01:27:02	00:29:34	48:18:14	194	20	174
5	Council	21-May-20	01:14:23	00:21:31	10:45:39	37	18	19
6	Council	25-Jun-20	01:37:04	00:24:26	95:17:55	402	105	297
7	Council	23-Jul-20	03:52:03	01:08:10	491:59:54	760	362	398
8	Council	24-Sep-20	03:23:21	00:16:36	136:29:04	792	424	368
9	Council	22-Oct-20	03:36:19	00:25:47	89:24:13	379	162	217
10	Council	26-Nov-20	01:02:09	00:32:54	28:30:57	112	37	75
11	Council	26-Nov-20	03:38:20	00:36:38	106:52:21	369	208	161
Totals			28:26:23	5:28:29	1323:55:22	4503	1673	2830

Cabinet								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Cabinet	19-Mar-20	00:40:42	00:10:23	29:27:25	409	50	359
2	Cabinet	11-Jun-20	01:03:14	00:08:20	48:15:01	664	37	627
3	Cabinet	24-Jun-20	00:20:12	00:03:18	07:43:03	244	11	233
4	Cabinet	16-Jul-20	00:52:26	00:13:37	43:09:19	402	21	381
5	Cabinet	17-Sep-20	01:43:40	00:11:16	25:57:02	350	23	327
6	Cabinet	15-Oct-20	00:36:58	00:22:11	48:05:56	274	20	254
7	Cabinet	19-Nov-20	01:25:41	00:36:35	68:54:43	267	59	208
8	Cabinet	26-Nov-20	00:12:09	00:19:22	39:04:36	206	28	178
9	Cabinet	17-Dec-20	01:50:45	00:30:13	18:38:34	50	24	26
Totals			8:45:47	2:35:15	329:15:39	2866	273	2593

Planning								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Planning Committee	22-Jan-20	02:03:20	00:23:52	60:53:47	250	40	210
2	Planning Committee	26-Feb-20	04:26:33	00:32:00	91:13:23	288	76	212
3	Planning Committee	18-Mar-20	01:10:55	00:14:39	41:47:28	269	51	218
4	Planning Committee	17-Jun-20	02:35:50	00:30:07	96:23:15	349	96	253
5	Planning Committee	22-Jul-20	04:38:56	00:41:15	133:24:36	348	117	231
6	Planning Committee	19-Aug-20	02:28:59	00:23:16	61:40:16	275	62	213
7	Planning Committee	16-Sep-20	03:21:21	00:31:49	159:37:36	469	225	244
8	Planning Committee	14-Oct-20	04:03:28	00:51:38	162:41:20	343	148	195
9	Planning Committee	18-Nov-20	05:36:21	01:11:39	274:40:58	479	309	170

Planning								
10	Planning Committee	16-Dec-20	04:55:35	01:06:19	236:35:05	319	246	73
Totals			35:21:18	6:26:34	1318:57:44	3389	1370	2019

Scrutiny								
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Children and Young People								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Children and Young People	30-Jul-20	4:04:01	00:23:44	15:02:25	70	10	60
2	Children and Young People	15-Sep-20	1:48:46	00:15:36	05:27:38	42	8	34
3	Children and Young People	12-Oct-20	2:24:05	00:16:45	08:39:40	50	4	46
4	Children and Young People	15-Dec-20	2:04:09	00:13:43	02:03:32	11	3	8
Totals			10:21:01	1:09:48	31:13:15	173	25	148

Community & Adult Services								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Community & Adult Services	08-Jan-20	03:00:53	00:28:55	17:50:08	95	6	89
2	Community & Adult Services	17-Feb-20	03:18:52	00:33:47	11:49:37	47	10	37
3	Community & Adult Services	04-Mar-20	02:25:16	00:43:22	39:46:02	108	16	92
4	Community & Adult Services	14-Sep-20	01:48:59	00:12:17	05:31:57	45	13	32
5	Community & Adult Services	07-Oct-20	02:20:51	00:23:09	13:53:27	50	7	43
6	Community & Adult Services	04-Nov-20	01:45:07	00:23:02	07:40:49	47	5	42
7	Community & Adult Services	02-Dec-20	01:36:44	00:31:38	11:04:37	45	4	41
Totals			16:16:42	3:16:10	107:36:37	437	61	376

COVID-19 Scrutiny Panel								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	COVID-19 Scrutiny Panel	09-Jun-20	02:15:51	00:45:01	46:31:09	149	34	115
2	COVID-19 Scrutiny Panel	23-Jun-20	00:41:06	00:11:57	05:58:33	54	8	46
3	COVID-19 Scrutiny Panel	14-Jul-20	02:15:09	00:25:17	26:07:57	119	27	92
Totals			5:12:06	1:22:15	78:37:39	322	69	253

Economy & Culture								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Economy & Culture	18-Feb-20	02:46:13	00:18:33	16:42:07	81	9	72
2	Economy & Culture	12-Mar-20	00:16:09	00:02:00	01:08:03	51	4	47
3	Economy & Culture	14-Sep-20	00:53:12	00:06:13	03:44:00	50	4	46
4	Economy & Culture	13-Oct-20	00:20:34	00:14:58	07:29:15	44	0	44
5	Economy & Culture	05-Nov-20	01:32:02	00:20:37	11:00:01	63	21	42
6	Economy & Culture	16-Nov-20	00:15:47	00:07:16	02:47:15	29	5	24
7	Economy & Culture	04-Dec-20	01:49:43	00:17:24	04:03:42	16	4	12
Totals			7:53:40	1:27:01	46:54:23	334	47	287

Environmental								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Environmental	21-Jan-20	02:48:31	00:22:32	13:54:13	63	9	54
2	Environmental	17-Feb-20	02:48:34	00:09:06	04:06:07	51	7	44
3	Environmental	03-Mar-20	02:06:50	00:07:02	03:38:25	58	3	55
4	Environmental	15-Sep-20	00:00:05	00:10:59	05:07:51	45	0	38
5	Environmental	06-Oct-20	02:44:41	00:13:49	08:31:45	66	14	59
6	Environmental	03-Nov-20	01:49:01	00:20:41	07:55:51	35	5	30
7	Environmental	01-Dec-20	03:43:00	01:07:58	38:31:10	56	19	37
8	Environmental	08-Dec-20	01:50:22	00:12:03	01:48:28	11	0	11
Totals			17:51:04	2:44:10	83:33:50	385	57	328

Policy Review & Performance								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Policy Review & Performance	15-Jan-20	02:32:49	00:56:21	42:16:02	137	11	126
2	Policy Review & Performance	19-Feb-20	03:04:13	00:25:43	14:08:46	88	14	74
3	Policy Review & Performance	11-Mar-20	02:23:56	00:35:13	19:57:44	80	14	66
4	Policy Review & Performance	15-Sep-20	02:30:06	00:41:54	23:03:11	83	20	63
5	Policy Review & Performance	13-Oct-20	01:10:44	00:25:13	08:24:38	53	5	48
6	Policy Review & Performance	10-Nov-20	01:00:49	00:11:17	05:27:19	48	6	42
Totals			12:42:37	3:15:41	113:17:40	489	70	419
Scrutiny Total		35	70:17:10	13:15:05	461:13:24	2140	329	1811

Other Committees								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Audit	28-Jul-20	01:58:47	00:30:38	21:26:48	150	17	133
2	Audit	08-Sep-20	02:10:27	00:19:09	12:46:04	103	11	92
3	Audit	20-Oct-20	00:45:55	00:03:42	01:21:40	32	0	32
4	Audit	17-Nov-20	02:00:05	00:23:10	10:49:07	71	16	55
5	Democratic Services	30-Nov-20	02:05:19	00:28:09	07:30:27	33	13	20
6	Glamorgan Archives	22-May-20	00:43:00	00:09:00	02:15:02	22	0	22
7	Glamorgan Archives	11-Sep-20	01:04:19	00:10:09	02:52:38	19	6	13
8	Licensing	01-Sep-20	00:18:40	00:06:59	02:26:45	43	4	39
9	Licensing	10-Sep-20	00:55:23	00:21:49	07:16:23	39	6	33
10	Licensing Sub	26-Jun-20	01:36:33	00:09:38	03:03:16	31	4	27
11	Licensing Sub	12-Aug-20	00:59:27	00:17:34	07:54:38	37	8	29
12	Licensing Sub	18-Sep-20	00:26:46	05:23:48	188:53:28	59	7	52
13	Licensing Sub	02-Oct-20	01:21:23	00:09:59	02:49:47	19	4	15
14	Licensing Sub	16-Oct-20	00:59:40	00:15:38	05:12:40	36	7	29
15	Licensing Sub	23-Dec-20	00:45:00	01:07:44	07:54:08	17	5	12
16	Local Authority Governor Panel	07-Jul-20	00:03:06	00:02:52	00:43:05	22	1	21
17	Pensions	23-Nov-20	00:20:13	00:43:12	12:14:38	30	4	26
18	Prosiect Gwyrdd	19-May-20	00:19:17	00:07:10	01:40:25	30	1	29
19	Public Protection	15-Jul-20	04:04:18	00:53:03	83:07:10	197	33	164
20	Public Protection	06-Oct-20	00:27:18	00:25:29	07:13:21	34	4	30
21	Public Protection	03-Nov-20	01:09:40	00:36:34	18:17:10	54	2	52
22	Standards & Ethics	30-Sep-20	01:48:11	00:28:07	12:11:22	70	11	59
23	Standards & Ethics	09-Dec-20	00:56:50	00:24:38	06:58:55	31	4	27
Totals			27:19:37	13:38:11	426:58:57	1179	168	1011

Summary								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
	Council	11	28:26:23	5:28:29	1323:55:22	4503	1673	2830
	Cabinet	9	8:45:47	2:35:15	329:15:39	2866	273	2593
	Planning	10	35:21:18	6:26:34	1318:57:44	3389	1370	2019
	Scrutiny	35	70:17:10	13:15:05	461:13:24	2140	329	1811
	Others	23	27:19:37	13:38:11	426:58:57	1179	168	1011
Totals		88	170:10:15	41:23:34	3860:21:06	14077	3813	10264

Forward Plan for 2021

The Democratic Services Team has a range activities that it will need to undertake in 2021.

a. Local Government and Elections (Wales) Act

This Act is now being implemented and includes a number of topics which have a direct impact on the Democratic Services Team. These include:

- Extension of right to vote to qualifying foreign citizens
- The voting age for elections in Wales is reduced to 16.
- Duty to promote awareness and provide assistance amongst young people
- Development the Scrutiny Website to enhance the engagement and participation of the public in scrutiny activities.
- Supporting the establishment of a Participation Strategy
- Procure and implement a Hybrid meeting solution.
- Procure and implement a dual language remote facility.
- Support for the development of the “Meetings held in multiple locations” policy.
- Support for the development and implementation of a petition scheme and the councils own petition facility on Modern.gov.

b. The Implementation of SharePoint

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

c. Recruitment

The outstanding recruitments for the Democratic Services Team will be progressed as a matter of urgency to minimise any impact from the implementation of the Local Government and Elections (Wales) Act on the services provided by the Team.

d. Preparations for the Local Government Elections in 2022

The Democratic Services Team will be required to administrate the preparations for the Local Government Elections in 2022.

Committee & Member Services

e. Elected Member Learning and Development Strategy

Draft the Elected Member Learning and Development Strategy for 2022-2027 to replace the previous version which was approved by Council in 2019.

f. Review of the Member Enquiries System(MES)

To review the MES in 3 phases:

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

g. Procure an effective Conference system

The team will identify the requirement for a new conferencing system which will replace the existing system and enhance the capability when holding “meetings in multiple locations”.

h. Undertake Surveys

The team will plan and deliver a demographic profile and exit surveys in June and December respectively.

Electoral Services

i. UK Government (Electoral Registration Reform Programme)

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

j. Annual Canvass Electoral Registration and Postal Vote Refresh Exercises

The annual canvass electoral registration review process will commence in July 2020 with the revised registered scheduled for publication on 1 December 2020. The

performance response target for the 2020 Register of Electors is currently scheduled to be 90%.

Scrutiny Services

k. Progress and complete the Internal and External Audit Recommendations.

The completion of these audit will assist Scrutiny services to meet its future requirements of the service. The outcomes include:

a. Fit for the Future:

- The timely production of minutes
- Appropriate skills and training including the Wellbeing of Future Generations Act.

b. Environmental Health

Identify opportunities to:

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

c. Internal Audit

- Scrutiny Management should pursue further benchmarking data with SEWSON and other bodies as appropriate to include the types, amounts and associated timescales of Scrutiny activity undertaken.
- Review the format of the Scrutiny Committee Annual Reports so that performance measures and scrutiny impact are included in a clear and concise manner.
- Establish a central record of all recommendations raised and agreed, for monitoring and review purposes.
- Scrutiny must establish a mechanism for following up the implementation of recommendations agreed.
- Engage with the Performance Lead for the Governance and Legal Services Directorate to establish new Key Performance Indicators that will measure

the impact, effectiveness and efficiency of Scrutiny activities for appropriate monitoring and reporting.

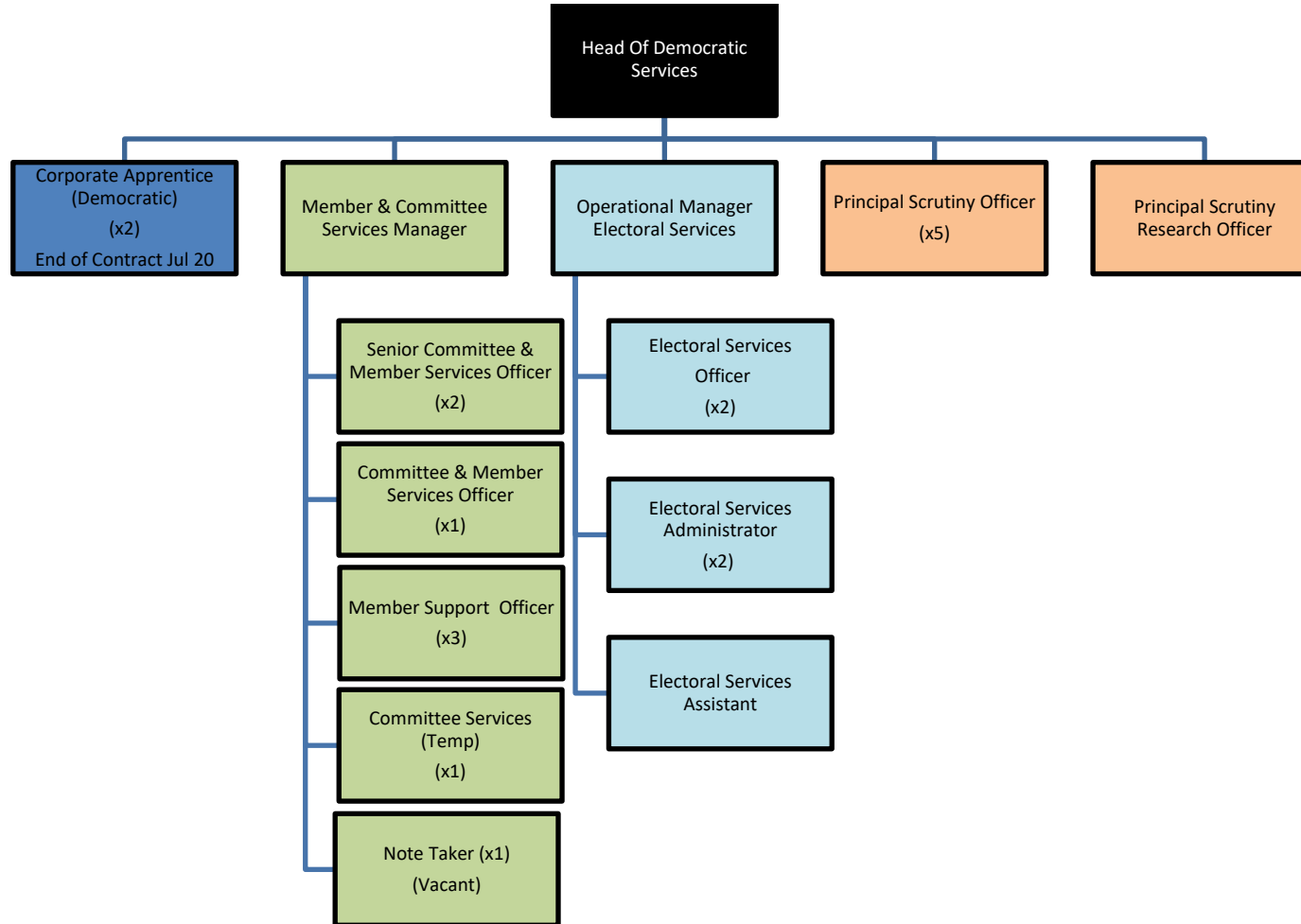
Summary

The Democratic Services Team has had an incredibly successful year where the priorities and workloads of the Team have been adversely impacted by the coronavirus pandemic. The Team has adapted and continues to develop its services to meet the requirements of new legislation and service needs. Throughout the year the resilience and creativity of the team have exceeded expectations to deliver outcomes that have supported all Elected Members and the governance arrangements of the Authority.

DRAFT

APPENDIX A

Structure – Democratic Services 2020



APPENDIX B

Roles and Functions

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

- **Committees Services**

In addition to administration the team support the following functions:

- a. Council Governance: custodians of the:
 - Constitution;
 - Declaration of Acceptance of Office;
 - Cardiff Undertaking;
 - Register of Political Groups.
- b. Member Governance: maintain up to date records of:
 - Register of Individual Member Interests;
 - Conference and Events Register;
 - Hospitality Register;
- c. Outside Bodies Membership administration of Register and notification;
 - Attendance & Apologies Register
 - Arrange welsh translation in accordance with the statutory requirements of the Welsh Language Standards;
 - Provide guidance and support in the preparation, publication & translation of Members Annual Reports and Member Information.
- d. Public Engagement: support given to:
 - Public questioners at Council;
 - Hosting attendees and visitors;
 - Petitioners & public at meetings.
- e. Liaison with Members and External Bodies:
 - Produce & issue the Members Diary;
 - Issuing of Member Electronic Briefs;
 - Members of Parliament and Assembly Members;
 - Welsh Local Government Association Networks & projects;
 - Report to & liaise with Independent Remuneration Panel;
 - Wales Audit Office with inspections; providing information & reports; & at meetings;
 - Liaise with a range of Outside Bodies.

- f. Corporate Support:
 - Emergency Management on call on a rota basis;
 - Representing Member Services at corporate meetings such as Welsh Language Co-ordinators.
- g. Management and development of systems:
 - Modern.Gov;
 - Conference System;
 - Webcasting;
- h. Member Development:
 - Elected Member Learning and Development Strategy;
 - Member Development Programme;
 - Arranging /Liaising with Trainers/ Speakers;
 - Co-ordinating venues & technology;
 - Evaluation of activities and providers
 - Member Development material;
 - Issue notification of Member briefings, information & signposting.

- **Electoral Services**

- a. **Electoral Registration**

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

The ERO has a duty to maintain a register of parliamentary and local government electors, as well as the edited register, absent vote records and list of overseas electors. . The edited / open register contains only the names and addresses of those on the full register who have not taken the decision to opt out of their details appearing on the edited register. As part of their legal responsibilities EROs are required to take all necessary steps to publish and maintain registers that are as accurate and complete as possible.

This responsibility is supported by the Electoral Services Team conducting an annual canvass where the staff of the ERO are obliged to canvass approximately 151,000 residential properties within the County Council area to identify potential new electors, amendments to the register or deletions to the register. The revised register of electors is then published on 1 December annually. In addition, the Electoral Services Team maintain the register monthly to produce monthly alterations of the register.

b. Electoral Administration

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

This includes:

- UK Parliamentary General Elections
- Senedd Elections
- Local Government Elections
- By-Elections
- Community Polls
- Business Improvement District (BID) ballots
- Police and Crime Commissioner Elections
- Referendums ³

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

This includes:-

- Electoral Event Project Planning (incl. verification and count processes)
- Candidate and Agent Liaison including nominations
- Communications and Media Liaison
- Management and Booking of all venues including Polling Stations
- Appointing all Presiding Officers, Poll Clerks (incl. staff training), Count Assistants and Postal Vote Clerks

³ Subject to appropriate electoral legislation

- Publishing all relevant Statutory Notices
- Print production of all Electoral Stationery (incl. Poll Cards, postal voting statements and Ballot Papers)

- **Member Services**

The Member Services Team assists all 75 Elected Member by:

- providing face to face contact with Elected Members;
- allocating a dedicated Member Services Officer to support with enquiries concerning Council Services;
- tracking and monitoring Member's Enquiries and chasing responses with agents;
- providing general administrative and secretarial service including handling correspondence and emails; typing, scanning, mail merges etc.;
- providing advice on data protection and GDPR;
- maintaining an up to date contact list of all 75 Elected Members;
- maintaining an electronic record of Members Surgeries; preparing data for publication on website; and preparing surgery notices;
- arranging room bookings for meetings relating to ward matters; with constituents or outside body representatives
- arranging welsh translation in accordance with the statutory requirements of the Welsh Language Standards;
- providing stationery and office supplies; and
- overseeing Members' business offices including offices for Chairs and communal Members areas;
- the first point of access for Members ICT/Telephone; allocation of IT equipment; and early stage troubleshooting support;
- provide signposting to other information and services relating to the role of Councillor.

- **Scrutiny Services**

a) **General**

Within their terms of reference, Scrutinies will:

- review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Authority's functions;

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

Specific functions - Policy Review and Performance

The Policy Review and Performance Scrutiny will:

- (i) assist the Council and the Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues;
- (ii) conduct research, community and other consultation in the analysis of policy issues and possible options;
- (iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- (iv) question relevant people and organisations about their views on issues and proposals affecting the area;
- (v) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working; and
- (vi) adjudicate on any areas of overlap between the functions of the Scrutinies and allocate any additional areas of responsibility which are not already included within the terms of reference of any particular Scrutiny.

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

b) Scrutiny

Scrutinies will:

- (i) review and scrutinise the decisions made by and performance of the Cabinet and/or and employees both in relation to individual decisions and over time;

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

c) **Resources**

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

d) **Annual Report**

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

APPENDIX C

Officer Networks

- Association of Electoral Administrators

There are eleven regional branches of the Association covering the United Kingdom with the Wales branch being supported by the Electoral Services Manager from Cardiff as Regional Chair for South Wales Central. The Welsh branch meets three or four times a year and provides electoral officers with an opportunity to discuss matters relating to the conduct of elections and electoral registration. This network also support the engagement with the various Welsh Electoral Stakeholder Forums to embed consistency of messaging and allow for early and regular consultation on future legislative change. This network has been instrumental in supporting the legislative changes to the annual canvass and the franchise change for 16-17 year olds and qualifying foreign nationals.

- Association of Democratic Services Officers (ADSO)

ADSO was established as a professional association to represent, promote and develop excellent democratic services, for the benefit of all those working within the sector. It is a nationally recognised body with over 900 members across the United Kingdom including the five representatives in Wales who are currently working for Cardiff Council. Members of the Team regularly participate in Regional Workshops in the South West of England to engage with colleagues. ADSO also provides opportunities for training and development for Democratic Services Officers including a Certificate in Democratic Services Knowledge and a Diploma in Local Democracy.

- South East Wales Scrutiny Officer Network (SEWSON)

The ten authorities on the Cardiff Capital Region City Deal footprint (Blaenau Gwent; Bridgend; Caerphilly; Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taff; Torfaen; and Vale of Glamorgan) agreed to the establishment of SEWSON. Due to the impact of the corona virus the network has not formally met in 2020 but continues to have email dialogue to address any issues or concerns. Plans are in place to resume meetings in 2021.

DEMOCRATIC SERVICES COMMITTEE:**24 May 2021****REPORT OF THE HEAD OF DEMOCRATIC SERVICES**

DEMOCRATIC SERVICES – ACTIVITIES & SERVICE SUPPORT**Reason for this Report**

1. The purpose of this report is to inform the Democratic Services Committee on the performance of the Council's Democratic Services since the last meeting 30 November 2020.

BackgroundRole of the Democratic Services Committee

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

Member Services

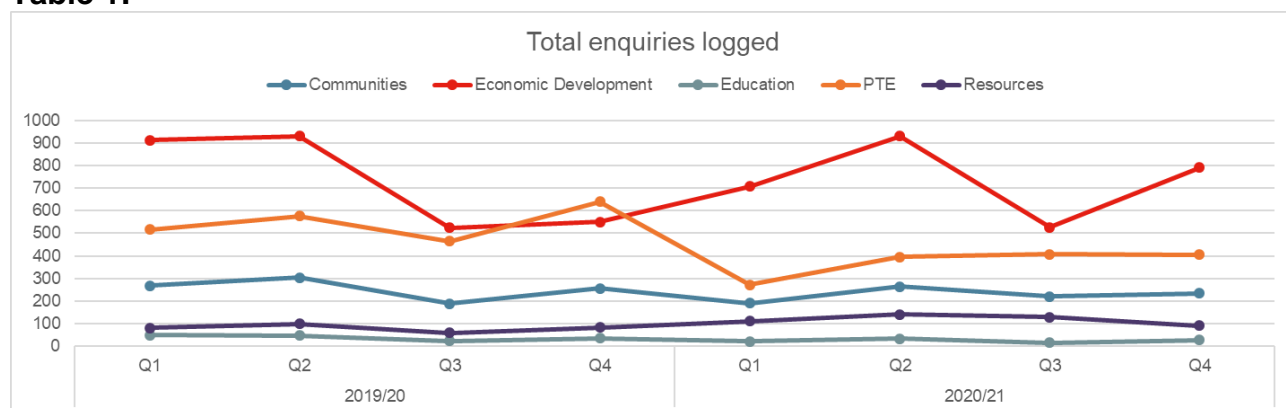
3. The Member Services Team has remained unchanged since the last meeting of the committee. At the start of the initial Coronavirus lockdown the Team began agile working and with the exception of a small number of essential tasks has continued to work remotely to provide the service.

Member Enquiries

4. The Members Enquiry System (MES) is an important tool to effectively deal with the issues raised by residents with their Councillor. Members Services team have operational responsibility for the Members Enquiry System (MES) which includes logging enquiries to provide Senior Managers with data on the key service issues, logging frequency and trends. The complexity and multi-service nature of some enquiries means that response times can exceed the 10 working day Service Level Agreement (SLA).
5. The Members Services team is continually monitoring the MES and responses for Councillors and chasing or escalating matters as necessary. The team liaise closely with agents in Directorates and regularly meet with teams to deal with specific issues in particular in relation to Requests for Service.

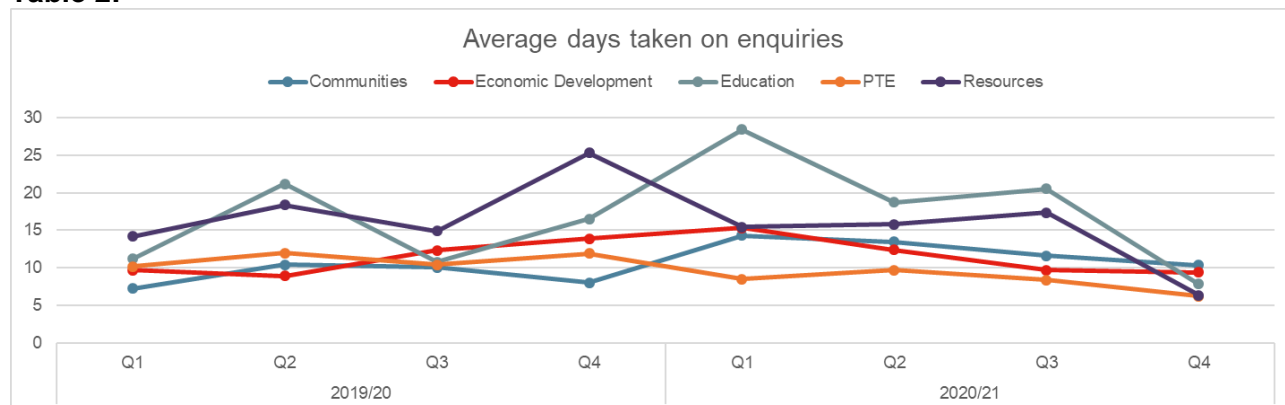
6. In 2020-21, 5901 Member enquiries were logged which was a reduction of 10.72% of the 6,609 enquiries logged in the previous year. Table 1 shows the number of Member Enquiries logged by Directorate in 2019-20 and 2020-21.

Table 1:



7. In March 2020, the normal 10 day SLA for Member Enquiries was suspended due to need for the Authority to prioritise the support for the communities of Cardiff during the pandemic. In November, the SLA was restored on the understanding that not all service areas would be able to achieve the 10 day target.
8. As a result the time taken to complete enquiries was generally longer than the 10 day SLA. However, as the pandemic progressed and the focus of the directorates return to more normal business the time taken to address the enquiries improved and at the end of Q4 in 2020-21 the average time taken to complete enquiries had returned to approximately 10 working days. Table 2 below shows the average number of days taken to address enquiries in 2019-20 and 2020-21.

Table 2:



9. Although these were average times to complete enquiries some enquiries took significantly longer than the SLA. The team is working with agents, directorates and Senior Management Team to complete enquiries in a timely manner. Regular reporting to SMT has helped to reduce the number of long term outstanding enquiries and this improvement is anticipated to continue in 2021-22.
10. The recent improvements in reporting arrangements of the MES identified some of the shortcomings of the system. The Nethelpdesk software was originally implemented as a call handling system with limited functionality. Its recent upgrade to HALO has provided the opportunity to improve the functionality available including:

- a. Enhancing the ease of recording an enquiry will be achieved by updating the “capture form” process for enquiries and enable elected members to easily record and update their enquiries.
 - b. Developing the data collected for an enquiry to enable meaningful local intelligence to be gathered. This may include having specific types of enquiries i.e. fly tipping which can then be linked to ward locations of the reporting councillors to identify hotspots or trends across the authority area. This will require a full process review to ensure that the systems are optimised to fully support Elected Members. HALO are also developing an MES application for a mobile phone which would allow photographs and GPS locations to be tagged with the enquiry logged using the application.
 - c. The monitoring and reporting functionality does need enhancement to enable the team to identify surges in enquiries with specific services. This may be achieved by have live dashboards with key information identifying any issues or indicating that further support will be needed to address the surge in enquiries in a timely manner.
11. Some of the underspend in 2020-21 has been used to fund the development work with the HALO team. Initial meetings have been held to schedule the review of the MES and to make appropriate cost effective improvements. Further work will be needed by the team to progress the review and the Democratic Services Committee will be updated in due course.

Scrutiny Services

12. The Scrutiny Services Team currently have 4 Principal Scrutiny Officers (PSOs) due to the resignation of one of them in March 2021. A recruitment exercise is being undertaken. It is hoped that the recruitment will be completed in June. The remainder of the team are providing cover for the Environmental Scrutiny Committee and it is hoped that the team will return to full strength as soon as possible.

External and internal Audits.

13. Significant effort has been made in achieving the recommendations of Audit Wales report entitled Overview and Scrutiny – Fit for the Future and the internal Audit of the Scrutiny Function. The Impact of Scrutiny recommendations tracking process is currently being piloted and initial outcomes will be reviewed later this month.
14. The team is also producing a single Scrutiny Annual Report for the 2020-21 municipal year. This will replace the existing individual scrutiny committee annual reports, agreed by all five scrutiny committees. The report will focus on the outcomes that have been achieved and encourage public participation and engagement with Scrutiny. It is anticipated that the new Scrutiny Annual Report will be presented in draft, for approval, to all Scrutiny Committees at their June meetings, prior to being submitted to Council. The Director of Governance and Legal Services has agreed that some funding will be made available from the Democratic Services Reserve to support the development and delivery of this service change.

Electoral Services

15. The team completed the Annual Canvass in 2020-21 with the Electoral Register being published on 01 December 2020. The canvass achieved 90.2 % of voter registrations which was a good result given the changes in the process for recording registrations and that an alternative process was used out to replace the physical canvass which could not be undertaken due to coronavirus measures.
16. The new Electoral Services Manager joined the Authority on 4th January 2021 and began preparations for the Police and Crime Commissioner's and Senedd Elections. These elections were undertaken with a wide variety of additional measures to ensure that the Elections could be safely delivered and which took into account all of the relevant coronavirus safety measures.
17. The Local Government and Elections (Wales) Act has introduced an additional requirement in respect of engaging with the electorate of Cardiff to improve electoral registrations and participation in election by 16-17 year olds, eligible foreign nationals and hard to reach communities. Options are being developed regarding how this can be further developed to improve the initial arrangements and if any additional resources may be needed.

Committee Services

18. The Committees team began the year with a vacancy in the role of Committee and Member Services Officer and a note-taker for Education Appeals. Some work has been undertaken to address these vacancies using Cardiff works and progress the other options which are being considered to provide career progression opportunities within the team and enhance its capacity to support and develop services for Elected Members.

Remote Meetings

19. Under statutory powers granted in the Coronavirus Act 2020, the Welsh Ministers issued The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 ('the Regulations'), which temporarily relaxed the rules governing local authority meetings during the COVID-19 response period. The Regulations came into force on 22nd April 2020 and were in effect until 30th April 2021.
20. These arrangements have now been superseded by the Local Government and Elections (Wales) Act which enables Local Authorities to develop a policy for "holding meetings in multiple locations". Guidance from the Welsh Government is being developed will provide an outline of how meetings can be held whether fully remotely, face to face or as hybrid meetings. The Authority is actively engaged with them and once the guidance has been released a proposed policy will be developed and considered by the Constitution Committee prior to its submission to Council for approval.
21. The Committee Services Team is developing a range of services and functionality to deliver the various types of meetings that will be needed for the new policy. These include:

- a. Simultaneous Welsh language Interpretation – the Welsh Language Standards for public meetings remain unchanged. The use of Microsoft Teams as a remote meeting software does not currently support the effective provision of dual language facilities. Microsoft have indicated that a dual language version of its Teams software will be available by the end of June 2021. This cannot be guaranteed and therefore the team have had a trial version of the Zoom software installed for testing and development. Some progress is being made with the use of Zoom but with other commitments this is not expected to be fully realised until July 2021.
- b. Hybrid Meetings – A hybrid meeting which would allow a small number of participants to attend a socially distanced physical meetings using microphones and cameras, as in Committee Room 4, and link to a remote teams meeting with a larger number of remote attendees. The audio visual elements would be integrated and provide a seamless meeting for participating, viewing and broadcasting.

A bid from the Welsh Government's Digital Democracy fund was made for the provision of the hybrid equipment. The grant bid was successful and the necessary hybrid meeting equipment was procured and installed for use in Committee room 4 and in the Council Chamber in County Hall. Testing and development of this equipment for its effective use will be undertaken in the next few months

Webcasting

22. A significant majority of the Council's public meetings were recorded or streamed to the Council's webcasting website with only those meetings which contained primarily exempt information not being streamed or uploaded. This has led to the target for 2020-21 of 5,500 views of the Council's meetings being exceeded with a total of 15,557 webcasting views being recorded for this period.

Modern.Gov and E-petitions

23. Modern.Gov is the Committee Management System used by the Democratic Services team to co-ordinate the production of agenda, minutes, Forward Plans and provides a dual language website with an array of information. Modern.Gov has been procured for a further three years and members of the team have played an active role in developing its functionality.

The Council's Modern.gov software has been updated to version 1506 which provides additional functionality including the provision of a dual language e-petition facility. This functionality will not be made publically available until the team is able to test and determine how it can be best used. The Local Government and Elections (Wales) Act has a requirement to include a Petition Scheme (with effect from May 2022) and the development of this functionality may assist the council in providing e-petitions within its petition scheme. Proposals for the revision of the Council's petition scheme will be submitted to the Constitution Committee for consideration in due course.

Education Appeals

24. The Committee and Member Services Team have supported the 46 Education Appeals that have been held recently and are planning the support for an estimated 230 appeals that are planned in the next few months. Both the Committee and Member Services Teams will continue to be involved in delivering the necessary support for these appeals.
25. This commitment has been eased by the recruitment of a Committee Officer from Cardiff Works to assist the team in taking the official notes of these meetings. A further round of recruitment is being undertaken with Cardiff Works to identify an additional Committee Officer with the necessary skills to support this role.

Digital Democracy Fund

26. The Welsh Government made £500k available as part of its Digital Democracy fund which could be used to support any bids from Local Authorities to support the digitisation of services provided to support a Council's democratic intentions.
27. The Head of Democratic Services submitted the following 5 grant funding bids for the provision of:
- a. Zoom software for Democratic Services to facilitate dual language meetings. (£5,000)
 - b. Hybrid Meeting Equipment upgrade to improve and enhance the accessibility for future Council meetings. (£35,000)
 - c. Cyber Security E-Learning Modules for 3 years (£3,000)
 - d. Tablet devices for use with Electoral Services to support the Annual Canvass and to assist Polling Station Inspectors (Tourers) with their duties. (£25,000)
 - e. Democratic Awareness Communications videos to inform the residents of Cardiff of the role of the Council, its Councillors and their Election process. (£35,000)
28. The Electoral Services funding bid for tablet devices was not accepted.
29. Cardiff Council was awarded £35,000 for its hybrid meeting equipment upgrade and £5,000 for the procurement of Zoom software.
30. The Cyber Security E-Learning bid was accepted by the Welsh Government who determined that this module would be funded and provided to all Local Authorities in Wales based on Cardiff Council's recommendation. The Head of ICT has been liaising with the Welsh Government to progress the provision of this E-Learning Module.
31. The Democratic Awareness Communications videos bid was accepted and £50,000 was offered by the Welsh Government for Cardiff and Carmarthenshire Council to work in partnership with the WLGA to provide a series of awareness videos which would be available on an all-Wales basis. An initial meeting of the Partners is planned to be held on 19th May and a further verbal update on the plans for these videos may be provided at the Committee meeting.

Potential Candidate Session

32. The work being undertaken with the Democratic Awareness Communications videos will be used as the basis for enhancing democratic awareness and will be supplemented by the Potential Candidate session. The initial plans for this Potential Candidate session are looking to hold an interactive remote public session between September and December 2021.
33. The Council's Communications Team will be used to promote the session and any members of the public interested in learning more about the role of the Council and its councillors will be requested to register their interest in attending the event.
34. The event will contain:
 - a. A quiz relating to the role and responsibilities of common activities undertaken by the various tiers of Government. (UK Government, Welsh Government, County Council and Community Councils)
 - b. The role of the Council
 - c. An example of the diary of a Councillor explaining the responsibilities and commitments
 - d. The training, remuneration and other mechanisms available to support Elected Members.
 - e. Experiences of current councillors (cross party representation)
 - f. The process for standing for Election as a Cardiff Councillor
 - g. Q & A session
35. To support this session and the Democratic Awareness Communications videos, enhancements will be made to the Council's Website to provide a portal for sharing and signposting information.
36. No budget allocation has been identified for this event and its associated activities. When relevant costs have been identified, appropriate funding will be identified from existing budgets, although some funding could be made available from the Democratic Services Reserve to facilitate the successful delivery of this event.

Member Development

37. At its last meeting the Committee confirmed that a number of Member Development topics would be progressed. Initial discussions have been held to develop and deliver these sessions.
 - a. Completed Learning:

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

Serial	Date	Topic	Numbers Attended	% Attended
1.	09 Feb 21	Census 2021	28	37.33%
2.	11 Feb 21 02 Mar 21	People & Communities All Member Briefing	29	38.67%
3.	16 Feb 21 18 Feb 21	Planning – All Member session	35	46.67%

b. Scheduled Learning:

The following Member Learning session has been scheduled:

- a. 25 May 21 Cardiff Replacement LDP

c. E-Learning - Safeguarding

The Democratic Services Committee agreed that the Safeguarding E-Learning module should be completed to meet the requirements of the safeguarding strategy which identified that 85% of Elected Members complete the module by 31 March 2021. The following table shows the completion status to date:

Status	Number	Percentage
Completed	33	44.0%
In progress	5	6.7%

The completion of this E-Learning module is being followed up by officers with Political Group Whips.

d. Planned Learning:

Delivery of the following learning topics are being progressed:

- i. Elected Member Code of Conduct Refresher – The Monitoring Officer has requested that this learning be provided as soon as possible.
- ii. Unconscious Bias – a facilitator for this topic has been identified and the details for the delivery of this session are being finalised. Any costs for the provision of this learning will be met from the Member Development budget.
- iii. Dementia Awareness – This was identified from a scrutiny recommendation. Initial plans for providing access to the Dementia awareness E-Learning module on the Members portal have been agreed. Many Elected Members have undertaken the Dementia Friends course with their political groups and if this can be evidenced, it will be taken as completion of this learning.
- iv. Biodiversity and Natural Resources - This was identified from a scrutiny recommendation and initial discussions with the Head of Planning have agreed a phased approach which will support the development of the Replacement LDP and subsequently, the wider requirements of this topic will be met with the use of an external facilitator. Any costs for the provision of this learning will be met from the Member Development budget.

- v. Welsh Language – Elected Members have been made aware of the welsh language courses which are being provided by Cardiff Academy. Learners follow a timetable of three hours online learning per week, with breaks in learning over half terms. They will complete 60 hours between 17 May 2021 and 19 September 2021.
- vi. Rights of a Child in Practice Parts 1 and 2 – dates being identified with the UN providers of this learning.
- vii. Wellbeing of Future Generations – Following the initial pilot, officers are being consulted to provide a wider roll out of this learning which may be combined with the Socio-Economic Duty.
- viii. Social Housing and Section 106 – A request for the Planning Committee to undertake learning on this topic is being progressed with the Head of Planning.
- ix. E-Learning – The following E-Learning topics are available for completion and guidance is sought from the Committee on which topics should be prioritised.
 - a. Dementia Friendly
 - b. Corporate Parenting
 - c. Fraud Awareness

Financial Implications

- 38. The body of the report provides details of the requirements for and sources of funding in respect of Democratic Services activities and services support. Sources of funding include the Digital Democracy Fund, Member Development Budget and the Democratic Services Reserve, with the agreement of the Director of Governance and Legal Services.
- 39. Initial development of hybrid remote meetings and the associated costs have been met from the Digital Democracy Fund; however, the ongoing development of this system may require additional equipment. These costs could be met from the capital funding allocated for the procurement of a new conferencing system, as the hybrid facility will form a stepping-stone to achieving the requirements of the new conference system.
- 40. All costs from Democratic Services activities and services support are to be monitored and contained within the respective funding sources and budgets, and any new costs will require an identified source of funding.

Legal Implications

- 41. Under the Local Government (Wales) Measure 2011, Part 1, the Democratic Services Committee is responsible for overseeing the democratic services functions of the Council, ensuring this work is adequately resourced; and reporting to full Council accordingly.
- 42. 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.

43. In determining how to exercise its functions, the Committee must have regard to the statutory guidance issued by the Welsh Ministers: <https://gov.wales/local-government-measure-2011-guidance> (chapter 3)

44. 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.

RECOMMENDATION

45. The Committee is requested to consider the detail in the report and:

- a. note the content of the report.
- b. provide any feedback on the Support Services provided to Councillors
- c. receive a report on the updated Member Development programme at the next meeting of committee.
- d. Identify any matters it would wish to add to the Work Programme.

GARY JONES
HEAD of DEMOCRATIC SERVICES
18 May 2021

Background Papers: None

DEMOCRATIC SERVICES COMMITTEE:**24 May 2021****REPORT OF THE HEAD OF DEMOCRATIC SERVICES****Initial Proposals - Member Induction Programme 2022****Reason for this Report**

1. The purpose of this report is seek direction from the Democratic Services Committee on the topics and scheduling of the Council's Elected Member Induction Programme following the Local Government Elections in 2022.

Background

2. Following the Local Government Elections in 2022 there will be a number of new and returning Elected Members. To support the effective governance arrangements of the Council, enable the newly elected councillors to undertake the variety of roles they are expected to carry out and to integrate them quickly into the Council following their election, an Elected Member induction is to be provided.
3. The Elected Member Learning and Development Strategy 2019 – 22 approved by Council on 28 March 2019 identified 5 Phases of Learning and Development for Elected members. Three of these phases cover the core learning activities following election as a Councillor. These are:

Phase	Title	Description
Phase 1	Administration (first 3 days after election)	<p>Meeting the statutory requirements and establishing newly Elected Members within the Council. Activities include:</p> <ul style="list-style-type: none"> • Fulfilling their statutory requirements regarding their Acceptance of Office and completing their Declaration of Personal Interests, • Creation of ICT accounts and provision of ICT equipment. • Authority for the use of personal information to set up remuneration payments, web pages and enable officers to carry out other necessary administrative functions. • A briefing of the facilities available to Elected Members within the Authority • The taking of official photographs for use on the Cardiff Council website and ID cards <p><u>Expected Outcomes:</u></p> <ul style="list-style-type: none"> • All Acceptances of Office completed • Elected Member induction administration completed

Phase	Title	Description
		<ul style="list-style-type: none"> Cardiff Undertaking signed by all Elected Members
Phase 2	The Essentials (Prior to the Annual Meeting of Council following their election)	<p>To provide Elected Members with sufficient knowledge to prepare them to undertake their initial role in the support of Council business. This phase may include briefings on the following topics from key officers:</p> <p><u>Corporate Directors/Directors:</u></p> <ul style="list-style-type: none"> Overview of the Council its services and structures An overview of the Directorate Policy and Service Provision – policy context, challenges and achievements <p><u>The Monitoring Officer:</u></p> <ul style="list-style-type: none"> Introduction to Local Government Constitution and decision making Members Code of Conduct <p><u>Head of Democratic Services</u></p> <ul style="list-style-type: none"> Roles of and appointment to committees Introduction to role descriptions The electronic meeting systems used at Council and Committee meetings <p><u>Expected outcomes</u></p> <p>The following are the expected outcomes from this phase:</p> <ul style="list-style-type: none"> All Members have a basic knowledge of the Council, its structure and role Code of Conduct completed by all Elected Members Elected Members are able to effectively undertake their governance and decision making role at Council meetings
Phase 3	The Core Functions (First 6 months after the Annual Meeting of Council)	<p>To provide Elected Members with the knowledge and skills to enable them to undertake their core functions as Elected Members. It is intended to provide a sound basis for decision making which is required by councillors to carry out their role effectively.</p> <ul style="list-style-type: none"> Ward and Casework (including the Member Enquiry System) Personal Resilience Corporate Parenting Safeguarding Equalities and Diversity Decision Making for Cabinet Members Developing effective decision making for those appointed to the following: <ul style="list-style-type: none"> Audit Committee Constitution Committee

Phase	Title	Description
		<ul style="list-style-type: none"> ○ Corporate Parenting Advisory Committee ○ Council Appeals Committee ○ Democratic Services Committee ○ Employment Conditions Committee ○ Local Authority Governor Panel ○ Pensions Committee ○ Standards & Ethics Committee ○ Licensing Committee ○ Planning Committee ○ Public Protection Committee ○ Overview and Scrutiny Committees ● Representing constituents at meetings ie Licensing and Planning Committees ● Chairing Skills ● Questioning Skills ● Using Social media and Handling online Abuse ● Managing difficult discussions <p><u>Expected outcomes</u></p> <p>The following are the expected outcomes from this phase:</p> <ul style="list-style-type: none"> a. Elected Members understand the roles to which they have been appointed. b. Elected Members are more able to carry their role in their wards and for the City. c. Elected Members are aware of their responsibilities when representing the Authority

4. The WLGA in consultation with Councillors and Officers has prepared “A Development Framework for Councillors in Wales 2021” as attached at **Appendix A**. It outlines the knowledge and behaviours expected by Councillors in Unitary Councils in Wales. This should be useful when providing support and training for members and for Councillors to identify their priorities for continuing personal and professional development.
5. Using this framework the WLGA has compiled the “Framework Induction Curriculum for Candidates and New Members in Wales for the Local Elections 2022” as attached at **Appendix B**. It indicates the key topics and timescales for the induction.

Issues

6. To enable a suitable Elected Member Induction Programme to be implemented it should meet the:
 - a. expected outcomes as defined in the Elected Member Learning and Development Strategy.
 - b. requirements of the governance arrangements of the Council.

- c. needs of the individual Councillor and not overload them in the first few months of their term of office.
- 7. In addition, returning Members will have a wealth of knowledge and experience and it may not be appropriate for them to attend all of the induction sessions but attendance at the prescribed sessions would be expected.
- 8. The Framework Induction Curriculum for Candidates and New Members in Wales for the Local Elections 2022 includes additional topics which have not been previously identified for the induction i.e. Personal safety and self-care. This document also suggests a method of delivery for the relevant topics which includes:
 - a. Workshop or webinar
 - b. Individual or group sessions
 - c. Market Place activities – several facilitators providing a range of information on services
 - d. E-Learning opportunities
 - e. External Facilitators
 - f. Regional and National events

In addition the Induction Curriculum identifies those topics which the WLGA considers “Mandatory”

- 9. The Democratic Services Committee is requested to review these documents and to provide its views on:
 - a. the topics that have been identified for inclusion
 - b. their preferred method of delivery of these topics
 - c. The requirement to make any of these topics mandatory.
- 10. Cardiff as the capital city of Wales has a number of key policies, activities and themes that will be of interest to new and returning Elected Members. These could include:
 - a. One Planet Cardiff
 - b. The Replacement Local Development Plan
 - c. Regeneration across the City
 - d. Recovery following the Pandemic
- 11. The Democratic Services Committee is requested to identify any additional policies, activities or themes which should be included in the Induction Programme.
- 12. Following receipt of the Committee’s direction on the content of the Member Induction Programme, Corporate Directors/Directors will be requested to identify any additional topics that they consider necessary for inclusion before the detailed programme is developed. The detailed proposals will be provided for further consideration by the Committee at its meeting in October 2021.

Financial Implications

- 13. The costs arising from the provision of the Member Induction Programme are to be contained within the existing Member Development Budget.

Legal Implications

14. Section 7 of the Local Government (Wales) Measure 2011 requires local authorities to secure the provision of reasonable training and development opportunities for its members.
15. The statutory guidance (Chapter 2) in relation to this duty recommends that the Democratic Services Committee (DSC) has overall responsibility for deciding what should be regarded as reasonable training and development opportunities as part of its function of providing support to members to carry out their functions.

RECOMMENDATION

16. The Committee is requested to consider the detail in the report and:
 - a. provide its views on the WLGA “Framework Induction Curriculum for Candidates and New Members in Wales for the Local Elections 2022” (Appendix B), including:
 - i. the topics that have been identified for inclusion
 - ii. their preferred method of delivery of these topics
 - iii. the requirement to make any of these topics mandatory.
 - b. identify any additional Cardiff policies, activities or themes or other topics which should be included in the Induction Programme
 - c. receive a detailed draft Induction Programme at its meeting in October 2021.

GARY JONES
HEAD of DEMOCRATIC SERVICES
18 May 2021

Background Papers: [Council meeting 28 March 2019](#) ([Minute 152 refers](#))

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A Development Framework for Councillors in Wales 2021

This framework outlines the knowledge and behaviours required by Councillors in Unitary Councils in Wales.

It has been developed by Councillors and officers working with the WLGA.

It will be useful for Councils when providing support and training for members and for Councillors to identify their priorities for continuing personal and professional development.

It is not intended to be exhaustive or prescriptive, it can also be locally adapted to reflect the priorities of different councils. The competencies described reflect those that councillors will develop within the role rather than those required to stand for office.

The Framework fits with the *Wales Charter for Member Support and Development*. The Charter provides Councils with a structure for local self-assessment and provision of member development, this framework provides a suggested content for that development.

The framework also fits with the WLGA model role descriptions and the induction curriculum for new members. It takes account of legislative requirements for members including those set out in the Local Government (Wales) measure 2011 and the Local Government and Elections (Wales) Act 2021.

Using the Framework

The Framework includes a range of generic competencies required by all Councillors and separate sections for specific roles on the Council.

For each theme, the framework sets out the information that Councillors need to know, understand, and be able to do (knowledge and skills), together with examples of how they should act (behaviours).

Part A will be useful for all councillors. **Part B** should be used selectively depending on additional specialist roles.

Part A - relevant to all councillors

Fundamentals: A range of general skills required by all members

REF	Requirement	Knowledge and Skills	Effective Behaviours
A1	Understanding the role of the Councillor	The extent and limits of a Councillor's individual responsibilities, and the powers and responsibilities required for governing the Council.	Undertakes the member role effectively in the Council, the community and with partner agencies. Acts proactively to deliver outcomes. Understands when it is and is not appropriate to act for the Ward or in the interests of the whole area.
A2	Understanding the role of the Local Authority	The services delivered by or on behalf of the Council both statutory and discretionary, and the policies, procedures, plans and strategies which underpin them. The division of responsibility between the different tiers of government, the voluntary and health sectors. Collaboration between Local Authorities, different sectors, organisations, and the public.	Works within the scope of the work of the Council and represents this appropriately to the public. Contributes to the development of council plans and strategies and takes decisions in the light of these. Works collaboratively with other public service delivery agencies and the public.
A3	Conduct	The ethical framework that Councillors must work to. The Code of Conduct. The role of the Monitoring Officer, Standards Committee, Local Resolution Protocol. the role of and guidance from the Public Services Ombudsman for Wales.	Always abides by the Code of Conduct. Always declares and defines interests when necessary. Seeks advice from the monitoring officer when necessary.
A4	Corporate Governance	The principles of good corporate governance. How the Council understands and meets the needs of the community ethically, responsibly, and efficiently. The Council's Code of Corporate Governance and approach to risk. The Public Participation Duty to encourage local people to participate in decision making. The decision-making and accountability structure of the Council, including the role and value of Scrutiny. The role of, and relationships between, Cabinet,	Acts effectively across a range of council roles, supporting good corporate governance through seeking the views of the public, taking or scrutinising decisions ethically, and ensuring services are delivered responsibly and efficiently.

		Scrutiny, Full Council, Regulatory and other committees. Joint working between Councils and sectors. Structures including Growth Deals and Corporate Joint Committees.	
A5	Equalities and Diversity	Respect for others and taking decisions based on the principles of equality. Unconscious Bias. The need to take account of the protected characteristics of individuals, - sex, race, religion, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity and sexual orientation, in all aspects of council and community work. The needs and views of those who are socio economically disadvantaged. Equalities and diversity law relating to the work of the Council and the role of the Councillor.	Demonstrates equalities values in personal behaviour and Council actions. Takes account of the needs of all members of society. Acts within equality and diversity law. Challenges inappropriate behaviour. Acknowledges and compensates for personal bias.
A6	Civility	Respectful behaviour and what constitutes abuse, harassment, and bullying.	Always treats everyone, officers, members of the public and other members with absolute respect, whether in the Council, community, or political group. Both face to face, in correspondence and on social media. Challenges inappropriate behaviour in others. Supports those suffering abuse, harassment, or bullying.
A7	Balancing Council and community expectations and responsibilities	The distinct responsibilities of a councillor as a member of a corporate body and as a representative of a Ward.	Takes decisions relating to the Council or Ward ethically. Manages both community and council expectations through effective communication.
A8	Audit inspection and regulation	The role of the Audit, Inspection and Regulatory bodies and associated Council processes.	Engages effectively with the audit, inspection and regulatory process within the council, using this information to take decisions, monitor performance, constructively challenge and support the affected services.
A9	Work life balance	Time management principles including prioritisation and delegation. Management of information.	Maintains an effective balance between council, personal life, and other work commitments.

			Managing the time available for Council work to concentrate on the issues with the most significant outcomes.
A10	Self-Care	Well-being, including stress management and personal resilience.	Maintains an awareness of the impact that being a councillor can have on wellbeing. Seeks support and assistance before pressures become stress.
A11	Information and data handling and management	Understanding and interpreting information and data. Handling confidential information. Freedom of Information legislation. Understanding the role of a Councillor as a data handler or controller.	Uses and interprets data to take decisions and monitor and assess performance. Acts competently as a data controller or data handler in different contexts when acting on behalf of the council or in a community leadership role.
A12	ICT skills	Ability to use all 'Office' applications. Email, Word, PowerPoint, Excel. Proficiency in remote working and attending meetings electronically. Standard IT troubleshooting.	Conducts council business and community engagement electronically and remotely as a default approach. Using face to face when possible or more appropriate.
A13	Social media skills	Ability to use Social Media through different platforms and Apps. Appreciation of what content is appropriate. Council Social Media Use policy. Guidance from Council comms teams.	Maintains an effective, positive, and ethical online presence in line with the Council's Social Media Policy.
A14	Meeting preparation and participation	Multi-location meetings, remote, hybrid or face to face. Standing Orders, meeting protocols and etiquette, rules of debate. Public speaking, debating, and asking questions.	Participates effectively in formal and informal meetings both remotely and face to face. Prepares effectively for meetings by reading reports and analysing data. Undertakes personal research and participates in any pre meetings. Contributes to positive meeting outcomes by seeking tangible decisions or actions. Effectively contributes to meetings making points clearly and succinctly. Remains focussed on the business in hand. Understands and applies meeting 'rules'. Seeks guidance from officers and Group Leaders before meetings as appropriate.

A15	Working with the media	Building relationships with the Media Interview skills for TV, radio, the press and online media.	Is a recognised source of credible information for the Media. Speaks confidently, authoritatively and appropriately in interviews. Enhances the reputation of the council when appearing on screen or in print.
A16	Self-promotion	Developing a profile in the community through local activities and effective communication and consultation.	Reports on achievements and activities. Is highly visible in the community. Maintains a high standard in both personal reputation and that of the Council.
A17	Working with officers	The role of officers generally and the 'rules' they need to abide by including a deeper understanding of the role of senior officers such as the Chief Executive, Senior Management Team, Monitoring Officer and Heads of Finance, Legal and Democratic Services. Skills in acting as a corporate employer. Understanding of the appointments process and interviewing skills.	Maintains professional relationships with officers, recognising boundaries and abiding by the Member Officer Protocol. Acts as an effective member of an appointment panel, applying sound HR and equality and diversity principles to make appointments.
A18	Personal safety	How to protect yourself in the Council, in the community, when travelling and at home and online. Including when lone working, in surgeries or meeting with residents.	Acts proactively to take necessary safety measures. Does not put themselves in harm's way. Asks for support from the Council or Police whenever necessary.
A19	Support for members	The importance of continuous learning. The sources and materials for Councillors' professional development available from the Council. Salaries and allowances. Job sharing opportunities. Family absence.	Proactively seeks out learning and development opportunities. Receives personal development reviews. Identifies support and development needs. Participates in all relevant learning opportunities. Claims allowances and salaries to which they are entitled.
A20	Financial capability	Where Council funding comes from. Financial planning and budget setting. Personal financial skills. The impact of Welfare Reform, Brexit, Austerity and Covid including the vulnerable and those with protected characteristics.	Engages effectively in the budget setting process. Is prepared to take hard, evidence-based decisions. Demonstrates skills in numeracy when interpreting data and asking questions.
A21	Interpersonal skills	Self-awareness, and skills in self-management, "good manners" respect. Emotional Intelligence, listening,	Acts in a professional and respectful manner to all people and in all places. Is

		negotiation, conflict management and mediation skills.	self-aware and able to develop and manage relationships both within and outside the Council. Brokers relationships and manages conflict in the community and Council and between the two.
A22	Corporate Parenting	The role and responsibilities of the Councillor as a Corporate Parent.	Takes appropriate corporate responsibility for the welfare of looked after children, actively seeking appropriate information on their situation and progress but not becoming involved in individual casework.
A23	Sustainability	The requirements of the Wellbeing of Future Generations Act. Including the goals for sustainability and the ways of working to meet them.	Works collaboratively and makes decisions with others to make sure that the needs of future generations as well as the current population, are considered. Seeks to prevent any problems happening in the first place.
A24	Safeguarding	The legal requirements, and the responsibilities placed on authorities and individual councillors to protect children and vulnerable adults at risk of abuse, including reporting mechanisms.	Is vigilant, and acts to make sure that children and vulnerable adults are protected from abuse, taking decisions and reporting incidents.

Local Leadership. A range of skills required by all councillors in their role as community leaders

REF	Requirement	Knowledge and Skills	Effective Behaviours
A25	Working with the community	Contacts for local community groups and leaders. Community issues and concerns. Council plans which impact on local issues.	Understands the needs of the local community. Makes sure that the Council acts on behalf of local people. Communicates with the community, individuals, and the council to ensure engagement and understanding of all parties. Works with the community and the Council to find solutions to local problems. Secures funding for local initiatives.
A26	Consultation and engagement	The Public Participation Duty. The local Public Participation Strategy. Different approaches to engagement ranging from communication to co-	Demonstrates positive outcomes because of their effective engagement. Uses a range of communication and consultation tools including social media to

		production set out in the national principles of engagement for Wales. http://www.participationcymru.org.uk/national-principles	understand the needs and views of the community. Works within the national principles of engagement.
A27	The Voluntary Sector	The role, responsibilities, services provided and contacts for the voluntary sector in the area.	Works with voluntary sector organisations. Signposts local people to voluntary agencies who can help them.
A28	Working with community and town councils	The responsibilities of Community and Town Councils, the role of their members. contacts for the Clerk and their forward work programmes. Services transferred or to be transferred to community councils.	Works with community councils to deliver outcomes for the community. Fosters positive relations and active communication with the members of the Community Council and the Clerk.

Casework on behalf of the public

REF	Requirement	Knowledge and Skills	Effective Behaviours
A29	Being accessible to the public	Understanding of, and ability to arrange and publicise opportunities to discuss casework with the public.	Makes themselves available through the most useful means to connect with the greatest number of people. Uses surgeries, street surgeries, informal settings, and social media as appropriate. Takes steps to ensure personal safety. Promises only that which can be delivered.
A30	Managing casework	The availability and use of case management techniques and software. The officers that can help. Council procedures to support Members with casework.	Responds promptly to requests for help. Keeps the people on whose behalf they are working informed of progress. Monitors progress of cases after they have been referred to officers or other agencies. Uses the established referral schemes within the Council.
A31	Signposting	Sources of information and advice within and outside the council of use to all community groups.	Makes links between members of the public and the appropriate source of help in the council or in the community.

Partnership and representation

REF	Requirement	Knowledge and Skills	Effective Behaviours
A32	Work on outside bodies	The capacity in which Members are appointed. For example, Council representative, locality representative, or as an individual. Whether you are a trustee. The role of the outside body. Its status for example company, trust, charity, unincorporated association. The relationship between the Council and the body and any conflicts of interest.	Reports to and from the Council and outside body as appropriate. Represents the views of the Council, personal views, or that of the community effectively and appropriately according to the role. Engages in briefing and training provided by outside bodies. Operates within the relevant Code of Conduct.
A33	Working as a school governor	Education policy. School organisation. The remit of a governor. Principles of conduct for governors. See also School governance Sub-topic GOV.WALES	Oversees the school performance. Challenges the school management as a critical friend. Takes part in governor training.
A34	Working as a member of a community or town council	Community council governance. The role of the community council and its limits. Transfer of assets and services. Protocols between Community or Town Councils and Unitary Councils. See also The Good Councillors Guide - One Voice Wales	Contributes to the governance of the community or town council. Makes links between the Community Council and Unitary Council, Takes part in Community Council training.

Working in the Political environment

	Requirement	Knowledge and Skills	Effective Behaviours
A35	Party policy (if a party member)	Awareness of values and manifestos both nationally and locally.	Balances the needs of local people, Party, Group and Council
A36	Liaison with the UK Government, Welsh Government and the Senedd	Understanding of the functions of the different tiers of government and methods of engagement.	Liaises with local MPs and MS. Brings local issues to the attention of the WG when appropriate.

A37	Party Group membership	Party rules and constituency group structure and policies.	Works effectively and respectfully with Party Group members and officials.
A38	Group discipline	Understanding of the behaviours and conduct required of a group member	Works according to the standards of behaviour required by the Group Leader.

Part B – relevant to councillors undertaking these specialist roles.

Scrutiny

REF	Requirement	Knowledge and Skills	Effective behaviours
B1	The role of Scrutiny	<p>The value of Scrutiny as an essential part of the Council's corporate governance.</p> <p>The role of the Scrutiny function in: Contributing to better outcomes - driving improvements in services.</p> <p>Better decisions - ensuring that democratic decision making is accountable, inclusive and robust.</p> <p>Better engagement – ensuring that the public is meaningfully engaged in democratic debate about the current and future delivery of public services.</p>	<p>Contributes to the development of forward work programmes.</p> <p>Selects topics where Scrutiny can have most impact.</p> <p>Promotes the work of Scrutiny within the council.</p> <p>Acts in a non-parochial and non-Party Political manner when undertaking Scrutiny.</p>
B2	Policy development and review	General understanding of the policies, plans, services and functions in development or review.	Makes informed and evidence-based recommendations for policy development.
B3	Holding the Executive to account	<p>Understanding of the remit of the Executive in general and items on the Executive Forward Work Programme.</p> <p>Processes for the constructive challenge of Executive decisions and when and how to use the power to call in decisions.</p>	Monitors and constructively challenges the decision-making process of the Executive, in the best interests of the community.
B4	Monitoring performance	<p>Interpreting data, financial information.</p> <p>Risk, reports from audit, inspection and regulatory bodies, and other information required for performance measurement.</p>	Identifies and challenges poor performance based on evidence, to improve services.

B5	Individual Scrutiny skills	Data handling and research. Meeting preparation for formal and informal scrutiny meetings and groups. Contributing to questioning strategies and asking questions. Active listening.	Prepares thoroughly for every Scrutiny activity and meeting by reading reports, preparing lines of enquiry and undertaking personal research. Contributes to questioning strategies and asks relevant, effective questions. Actively seeks outcomes for every Scrutiny activity.
B6	Engaging the public in Scrutiny	How the Public Participation Duty, to encourage local people to participate in decision making is supported by Scrutiny. Appropriate local individuals and organisations who can contribute to the work of Scrutiny, especially those traditionally excluded.	Raises public awareness of the work of Scrutiny and work programmes. Encourages the public to become involved in the policy and decision-making process through Scrutiny.
B7	Collaborative Scrutiny	Joint Scrutiny - Understanding of the remit and terms of reference of any joint Scrutiny committees. Scrutiny of joint arrangements - the role, responsibilities and accountability of regional bodies, partnerships and organisations outside of the Council which are subject to Scrutiny.	Seeks outcomes from effective joint working with scrutiny members from other authorities, partnerships, and organisations.

Chairing

REF	Requirement	Knowledge and Skills	Effective Behaviour
B8	Committee leadership	An in depth understanding of the role of the committee and its scope. Ability to liaise with relevant officers, members, and agencies. Commitment to enabling all committee members to develop skills and participate effectively in meetings.	Promotes the work and value of the committee in the Council and to the public. Works with the committee outside of meetings to make it work more effectively. Communicates with members and officers with an interest in committee proceedings. Builds relationships with the relevant Heads of Service/ Directors to ensure that the work of the committee is relevant, well informed and provides the outcomes needed.

B9	Work programme development and management	<p>The subjects within the scope of the committee and how these interact with council policies generally and the roles of other committees.</p> <p>Any Council and community priorities which should inform the work programme.</p>	<p>Works with officers and committee members to develop the work plan.</p> <p>Ensures that the work programme takes account of The Executive Work Plan, risks to the Council, other committee programmes, national, regional and local plans and policies, and the expressed needs of the community for services.</p> <p>Makes sure that the committee uses reports from audit, inspection and regulatory bodies.</p>
B10	Meeting preparation and management	<p>Meeting management in a variety of settings and using different channels for physical, hybrid and remote meetings.</p> <p>Broadcasting.</p> <p>Meeting protocols and the rules of debate. Agenda management including fair contributions and time.</p> <p>Public and press participation.</p>	<p>Chairs act clearly and authoritatively to enforce meeting rules and encouraging fair and focussed participation. Manages the agenda by introducing items, summarising debate, focussing on outcomes and limiting contributions which do not contribute to the outcomes.</p> <p>Ensures that the public feel welcome, understand the meeting purpose and how they can contribute.</p>
B11	Committee support	<p>The support, appropriate level and variety of information and finances the committee needs to function effectively.</p>	<p>Negotiates and ensures the support required by the committee.</p>

Serving on statutory/regulatory committees

REF	Requirement	Knowledge and Skills	Effective behaviours
B12	Planning	<p>Statutory role of the committee.</p> <p>Planning and rights of way law generally. How to apply the Code of Conduct to planning issues. Declaring interests in Planning.</p>	<p>Demonstrates objectivity by taking independent decisions based on evidence and the legal responsibility placed on committees acting in a semi-</p>

		<p>Local Development Planning. Development Management. Sustainable Development principles and legislation including environmental, welfare, future generations, and design considerations.</p> <p>The respective roles of Welsh Government and Local authorities.</p> <p>Environmental impact assessment in a planning context.</p>	<p>judicial role. Transparently adheres to the Code of Conduct. Seeks appropriate professional officer advice, personal development or briefing before taking decisions.</p>
B13	Governance and Audit	<p>Statutory role of the committee. Effective Governance and performance management. The Council's and national performance reporting frameworks. Complaint handling in the Council. Scrutiny of financial performance. Risk Management and the local Risk Management Strategy. The Annual Governance Statement Internal and external audit arrangements. The relative roles of Audit and Scrutiny committees.</p>	
B14	Licensing	<p>Licensing regulations and Licensing policy. Local policies which impact in this area such as the Community Plan and wider considerations for sustainability.</p>	
B15	Democratic Services	<p>The legislative requirements for a Democratic Services committee. National and local requirements for member support and development. Role of the Head of Democratic Services/Monitoring Officer (if separate). Role of and collaboration with the Lead Member/Champion for member support and development. Diversity in Democracy.</p>	
B16	Standards	<p>The law and constitution in relation to conduct.</p> <p>Local resolution protocols.</p> <p>Needs of both County Council and Town and Community Councils for Training in relation to the Code of Conduct.</p> <p>Member behaviour, dealing with reports from Group Leaders and annual reporting</p>	

Executive Members

REF	Requirement	Knowledge and skills	Effective behaviours
B17	Collective responsibility	<p>Developing a collective vision for the Council.</p> <p>The Executive role in enabling public participation within the Public Participation Strategy.</p> <p>Information, good practice and evidence sourcing and handling.</p> <p>Taking decisions collectively.</p> <p>Prioritising issues of most importance to the Authority.</p> <p>Working with other authorities and agencies to secure services for the Council.</p> <p>Working effectively and constructively with the senior management team and Chief Executive.</p>	<p>Works collaboratively to develop the vision for the Council. Ensures the participation of the public in the decision-making process.</p> <p>Takes effective strategic decisions.</p> <p>Ensures the best possible performance of the Council.</p> <p>Guides and enables the performance of the Chief Executive and Senior Management Team.</p>
B18	Portfolio lead	<p>A thorough knowledge of local and national policy relating to the relevant service areas. Effective and respectful joint working with relevant lead officers and Scrutiny chairs.</p> <p>Developing a vision for the portfolio.</p> <p>Integrating the work of the portfolio with the wider Executive programme.</p> <p>High level media skills</p>	<p>Provides political direction to officers in the portfolio area.</p> <p>Is publicly accountable for communication, policy, and performance in the portfolio area. Works with officers to consider issues, priorities and take decisions. Represents the Council in the media</p>
B19	Working with Scrutiny	<p>Valuing and working constructively with Scrutiny, to ensure that the Executive is demonstrably accountable for decisions and takes and reviews decisions which have been rigorously scrutinised.</p>	<p>Actively seeks and values the input of Scrutiny to policy development and performance monitoring.</p>
B20	Delegated responsibilities	<p>The scheme of delegation and process for taking responsibility for decisions under the scheme.</p>	<p>Takes decisions after appropriate research and consultation.</p>

Council Leadership

REF	Requirement	Knowledge and Skills	Effective Behaviours
B21	Promoting and managing the reputation of the council	<p>Acting as an ambassador for the Local Authority.</p>	<p>Effectively represents the Council, ensuring that information about the Council and its services and citizens is communicated positively and with authenticity and integrity.</p>

B22	Leading the vision for the area.	Development of a vision for the Council area or wider region.	Works collaboratively with the community, members, officers and Political Party (if a member) to create and communicate a shared vision for the area.
B23	Leading the Council	Develop a vision for the work, culture and outcomes sought by the Council. Senior Corporate Governance	Works collaboratively with the community, members, officers and Political Party (if a member) to create and communicate a shared vision for the Council. Oversees the delivery of effective corporate governance in the Council.
B24	Relationships with the Chief Executive and Senior Management Team	Advanced communication and relationship building. Understanding of and empathy for the work of the Chief Executive and Senior Officers. Performance management and appraisal of chief officers.	Meets and communicates openly and regularly. Makes expectations clear and provides political leadership. Undertakes performance reviews with senior officers as appropriate.

Civic Leadership

REF	Requirement	Knowledge and Skills	Effective Behaviours
B25	Chairing Full Council	Advanced chairing skills. In depth understanding of standing orders and rules of engagement. Remote, hybrid and physical meetings. Broadcast meeting skills.	Effectively and confidently chairs meetings of the full Council through a range of channels. Sets standards and expectations for appropriate behaviour.
B26	Representing the Council at Civic functions	Tact and diplomacy. Advanced public speaking Relationship building.	Demonstrates high level interpersonal communication, and social skills, appropriate to the context.

Framework Induction Curriculum for Candidates and New Members in Wales for the Local Elections 2022

This framework outlines the curriculum for the induction of members in Wales leading up to and following the local elections in 2022.

It sets out the suggested local and national activities to support potential and new members. It is not designed to be prescriptive as the needs of each Council and Councillor are different. It should however provide a guide for what should be considered when developing local programmes.

The Induction Framework has been developed by Local Authorities working with the WLGA. It has been designed to fit with the *Development Framework for Members*, a competency framework for members which provides more information about the subjects which should be covered in both induction and ongoing member development. It also fits with the *Wales Charter for Member Support and Development* and takes account of the legislative requirements for members including those set out in the Local Government (Wales) measure 2011 and the Local Government and Elections (Wales) Act 2021.

Following the delivery of an induction programme, further development for councillors should be informed by personal development review.

Councils will seek to procure and share learning opportunities with each other and with community and town councils wherever possible.

Methods of Delivery

Officers and members have identified what works best for new member induction. Suggestions include:

- **Less is more.** Although there is a lot of information to convey, learning activities should focus on the minimum amount of information at each stage, so that members do not become overloaded.
- **Member centred.** All development activities should be designed with the member role in mind and concentrate only on what members really need to know at that time. At induction level this might include the role of the member, what is important to the community and what information is required to take early decisions. Local and national policy and strategy can be introduced later, as and when necessary. Following induction members should, through personal development reviews be asked about their development needs.
- **Engaging and interactive.** Any development sessions for members should be as entertaining as possible, with plenty of opportunities for discussions and scenarios. The use of PowerPoint should be limited.
- **As and when.** Wherever possible members should be provided with learning opportunities at their convenience, at a time when it is needed and relevant and in a medium of their choice, combining face to face sessions with online, e learning or briefings.
- **Train the trainers.** Whenever possible, learning activities should be provided by a variety of different people including those with skills in learning and development. This may be achieved by providing training or guidance in training delivery to service heads, using the skills of council OD staff, having experienced members co-deliver training, or engaging professional trainers.

When	What	Audience	Delivery Method	Training materials available/needed?	Who organises/ delivers?
			Possible collaboration or shared workshop materials		
POTENTIAL CANDIDATES					
2020	WG Diversity in Democracy and Democratic Renewal Programme	Potential Candidates. Voters	Comms and media initiative encouraging understanding of the democratic process, voting, participation and standing for office.	Currently education resources available for newly enfranchised young people and qualifying foreign citizens on the Hub. Hwb (gov.wales)	WG with steering group including WLGA. LAs.
2019	WLGA be a Councillor information	Potential Candidates	Be a Councillor Website https://www.beacouncillo.r.wales/	E learning, Councillor videos and pen portraits in production to be added to the website early 2021	WLGA
2018	IRP information	Potential Candidates	Website https://www.youtube.com/watch?v=h3o0eKrX2Ds&feature=youtu.be	no	IRP
2021 onwards	Council Information and promotion activities.	Potential Candidates	Open evenings, information sessions, mentoring and shadowing schemes.	no	All Councils
2019 onwards	National mentoring initiatives for people from underrepresented groups. Mentors will include serving councillors.	Potential Candidates	Through national organisations	Training for mentors from national organisations.	Currently, Ethnic Minorities and Youth Support Team Wales. Women's Equality Network Wales. Soon to develop in to a 4 way collaboration with

					Stonewall Cymru and Disability Wales 2021
Following elections	Local Mentoring schemes	New members	By experienced members	Training sessions in mentoring available from the WLGA	Councils
NEW MEMBERS					
Week One	General introduction to the role and local government. WLGA Councillors Guide.	Signposted to all Members on election.	Online Guide, developed from Be a Councillor Website.		WLGA
Week One	Orientation (Council offices and County facilities, access and security.	All members	Tour	Information/ maps etc. as part of introductory package produced in each authority.	Councils
Week One	Introduction to the Council, and local Corporate Governance, how decisions are taken, structures and meetings working with officers, working with the community and other bodies, joint arrangements.	All members (M)	Workshop/webinar Chief Executive, Head of DS. Leader	To be developed by staff locally. E learning in production.	Councils and Merthyr Tydfil/WLGA/NHS. All Wales Academi e learning module corporate governance.
Week one	ICT induction including for remote working and issue of equipment	All members (M)	Workshop and individual sessions.	Session and guidance to be developed by staff locally	Councils
Week one	Code of Conduct and Ethics including civility and respect	All members(M)	Workshop/webinar Monitoring Officer.	E learning in production	Councils and AWA (e-learning) Carmarthenshire Ethics, standards and code of conduct
Week one	General meeting Participation Rules of engagement, multi-location meetings, etiquette, broadcasting.	All members(M)	Workshop/dry runs HODS/DS officers/Digital staff/Lead Member	Locally produced materials	Councils
1 st 2 months	"Market Place" Introduction to service areas	All members	Market place, all senior officers with "stalls" sharing key policy info.	Delivery materials not required – basic information to be included in introductory package, who's who etc.	Councils

1 st 2 Months	Introduction to Equalities and Diversity including personal awareness and behaviour.	All members(M)	Workshop /webinar Equalities Officers, Lead Member.	e- learning in production	Councils and AWA (E-learning) Denbighshire
1 st 2 Months	Safeguarding children and vulnerable adults.	All members(M)	Workshop/webinar - Directors of Education/SS	e- learning in production	Councils and AWA (E-learning) Pembrokeshire
1 st 2 Months	Personal safety and self-care Stress management, personal resilience, work-life balance. Bullying and harassment, online abuse. Sources of help and support within and beyond the Council.	All Members (M)	Local Workshop/Webinar MOs, HODS, Health and Safety and Digital officers. Senior members	Guidance notes and signposting for some topics available now from WLGA website	Councils and AWA (e-learning) Time and workload management Wrexham. Managing stress and coping with bullying and harassment Blaenau Gwent.
1 st 2 Months	Community Leadership and Casework	All members (M)	Workshop/Webinar Senior member with HODS. e- learning. External facilitators.	e-learning in production	Councils and AWA (e-learning) Conwy
Prior to first meeting of committee	Planning. Local planning and development management	Planning Committee(M)	Workshop/Webinar Planning Officer	e- learning in production	Councils and AWA (E learning) Bridgend
Prior to first meeting of committee	Standards. Responsibilities of the committee and the standards regime.	Standards Committee(M)	Workshop/Webinar Monitoring Officer		
Prior to first meeting of committee	Licensing. Responsibilities of the committee and licensing law.	Licensing Committee(M)	Workshop/Webinar Licensing Officer	e-learning in production	Councils and AWA (e learning) Powys)
Prior to first meeting of committee	Governance and Audit	Governance and Audit Committee(M)	Local Workshop/Webinar Finance and HODS Officer.	e-learning in production	Councils and AWA (e learning) Audit and Risk Isle of Anglesey
Prior to participating	Appointments, appeals and interview skills	Panel members(M)	Local Workshop/Webinar HR Director		Councils

Prior to first scrutiny meetings	The role of Scrutiny and how to be an effective scrutiny member	All members(M)	Workshop/Webinar HODS/Scrutiny officers Or external provider	e-learning in production	Councils and AWA (E-learning) Monmouthshire and WLGA
Prior to chairing first meeting	Chairing Skills (meeting management)	All chairs (M)	Workshop/webinar DS Leads/External facilitators	E learning available on AWA	Councils commissioned external facilitators AWA (E-learning) Cardiff
Prior to chairing first scrutiny meeting	Scrutiny chairing (committee and meeting management)	All Scrutiny Chairs (M)	Workshop/Webinar Scrutiny leads/ External facilitators		Councils and commissioned external facilitators
1 st 6 Months	Data Management and FOI including GDPR	All members(M)	Workshop/Webinar – DP officers	e- learning in production	Councils and AWA (E-learning) Caerphilly
1 st 6 Months	Corporate Parenting	All members(M)	Workshop/webinar Directors of SS	e- learning in production	Councils and AWA (E learning) Flintshire
1 st 6 Months	Finance including budgeting and treasury management	All members(M)	Local practical Workshop/webinar with local data. Finance Directors	e-learning in production	Councils and AWA (E eLearning) Torfaen
1 st 6 Months	Operating within the Welsh Language Act and Local Standards	All Members (M)	Local workshop/webinar Briefing from Welsh Language Leads	e-learning in production	Councils and AWA (e-learning) Gwynedd
1 st 6 Months	Violence against Women and Domestic Violence	All Members (M)	National/local Workshop/webinar from lead officers and/or Welsh Government	e-learning in production	Councils and AWA (e-learning) Rhondda Cynon Taff
1 st 6 months	Planning for non-planning members – protocols	All members (M)	Local workshop/webinar Planning officers/experienced member	e-learning in production	Councils and AWA (e-learning) Bridgend

2 nd 6 Months	New Cabinet Development. Team building, developing a political vision, working with officers, working with Scrutiny.	Cabinet	External facilitators. Academi Wales.	Materials from external facilitators.	Councils and commissioned external facilitators.
2 nd 6 Months and ongoing.	Policy, services and legislative requirements updates	Relevant committees	Heads of Service	By local staff as and when necessary WG/WLGA briefings when available	Councils
2 nd 6 Months	Effective Scrutiny and individual scrutiny skills. Collaborative scrutiny and scrutiny of joint arrangements.	All Scrutiny Members	Workshop/Webinar Scrutiny lead officers and members External facilitators		Councils and commissioned external facilitators
2 nd 6 Months	The role of members in relation to the Social Services and Well-being (Wales) Act	All members (M)	Local Workshop - Directors of SS and Lead Member.	e-learning in production	Councils and AWA (E-learning) Newport
2 nd 6 months	Using Social Media	All Members	Hands on Workshop Comms and DS staff Local SM strategies Or External facilitators	e- learning in production	Councils and AWA (e-learning) Swansea
2 nd 6 months	Public Speaking and working with the media	All Members	Comms and DS officers . External facilitators	e-learning in production	Councils and AWA (e-learning Wrexham)
2 nd 6 months	The role of members in relation to the Wellbeing of Future Generations Act	All Members(M)	Workshop/Webinar - Appropriate senior officers and Lead Member.	e- learning in production	Councils and AWA (E-learning) Ceredigion

Note:

(M) = Mandatory AWA <https://learning.wales.nhs.uk/>

Section of AWA to load and view e learning modules here <https://learning.wales.nhs.uk/course/view.php?id=313>

REPORT OF THE HEAD OF DEMOCRATIC SERVICES

FORWARD WORK PROGRAMME

Reason for this Report

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

Background

2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, <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.
3. The Forward Work Plan gives notice of, and transparency to, matters under review and for decision during the municipal year and reflects the Committees Terms of Reference as set out in the Legal implications and paragraphs 9 – 10 of this report.
4. The Forward Work Plan needs to reflect the time commitment required for Committee Members and the resources available within the Council to meet the Committee's ambitions

Issues

5. The main work streams of the Committee are to provide the frameworks to support Democratic Services functions and the work of Elected Members, as well as supporting Elected Member with learning opportunities in their specific roles within the Council and for their personal development.
6. Due to the impact of the corona Virus pandemic the planned work of the committee has been reviewed and re-prioritised. The focus of the work programme is now to progress the essential work necessary for the successful delivery of the Elected Member Induction in 2022
7. The proposed items for inclusion at meetings of the Democratic Services Committee in 2021-22 are shown at **Appendix A**. The appendix also includes proposals for the Committee meetings to be held in July and October 2021 and January 2022.
8. The Committee is requested to consider the draft work programme and advise the Head of Democratic Services of any changes required to the programme. The

Committee is also requested to consider if they wish to invite any persons to attend its meetings to support the items identified.

Legal Implications

9. In considering its Work Programme, the Committee should have regard to its statutory terms of reference and available resources.
10. The Committee's terms of reference are:
 - (a) To carry out the local authority's function of designating the Head of Democratic Services.
 - (b) To keep under review the adequacy of provision of staff, accommodation and other resources made available to discharge the democratic services functions of the Authority.
 - (c) To make reports, at least annually, to the full Council in relation to these matters.

Financial Implications

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

RECOMMENDATION

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

G JONES
HEAD of DEMOCRATIC SERVICES
18 May 2021

APPENDIX A - Proposed Work Programme

Background Papers: None

PROPOSED WORK PROGRAMME 2021

Meeting date	Item	Aim	Additional Invitees
24 May 21	Democratic Services Committee Annual Report 2020	To seek approval of the Draft Annual Report for 2020	
24 May 21	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by the Democratic Services Team	
24 May 21	Initial Proposals - Member Induction Plan 2022	To receive an initial proposal for the Member Induction to be undertaken in 2022 following the local Government Elections	
24 May 21	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meetings of the Democratic Services Committee	

Meeting date	Item	Aim	Additional Invitees
19 Jul 21 (Proposed)	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
19 Jul 21 (Proposed)	Potential Candidate Event - Updated proposals	To receive updated proposals for the “Potential Candidate Event” planned to be held in September – December 2021.	Communication Team Manager/Representative
19 Jul 21 (Proposed)	Member Enquiries System Update	To receive an update on the Member Enquiries System and potential development to be implemented prior to the 2022 Member Induction	
19 Jul 21 (Proposed)	Review of key documents: <ul style="list-style-type: none"> • Member Development Strategy • Elected Member Role Descriptions • Elected Member Mentoring Scheme 	To consider proposals for updates to key documents to support the Elected Member Induction in 2022	
19 Jul 21 (Proposed)	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meetings of the Democratic Services Committee	

Meeting date	Item	Aim	Additional Invitees
18 Oct 21 (Proposed)	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
18 Oct 21 (Proposed)	Updated Proposal - Member Induction Plan 2022	To receive an updated proposal for the Member Induction to be undertaken in 2022 following the local Government Elections	
18 Oct 21 (Proposed)	Local Government and Elections (Wales) Act	To receive an information report of the Local Government and Elections (Wales) Act and its impact on Democratic Services and Elected Members	
18 Oct 21 (Proposed)	ICT and Agile working facilities for Elected Members	To receive proposals in respect of the ICT and agile working facilities to be provided following the 2022 Local Government Elections	
18 Oct 21 (Proposed)	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meetings of the Democratic Services Committee	

Meeting date	Item	Aim	Additional Invitees
17 Jan 22 (Proposed)	Democratic Services – Activities & Service Support	To receive an update on the performance and services provided by Democratic Services	
17 Jan 22 (Proposed)	Draft Annual Report 2021	To seek approval of the Draft Annual Report for 2021	
17 Jan 22 (Proposed)	Outcomes – Elected Member Exit Survey	To received feedback on the outcomes of the Elected Member Exit Survey undertaken in December 2021	
17 Jan 22 (Proposed)	Forward Work Programme	To receive a report proposing items for consideration at a subsequent meetings of the Democratic Services Committee	