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AGENDA

| | |
|--------------------------|--|
| Committee | DEMOCRATIC SERVICES COMMITTEE |
| Date and Time of Meeting | MONDAY, 29 NOVEMBER 2021, 5.00 PM |
| Venue | REMOTE MEETING VIA MS TEAMS |
| Membership | Councillor Jones-Pritchard (Chair) Councillors Burke-Davies, Goddard, Goodway, Kelloway, Lay, Naughton, Keith Parry, Mia Rees, Sandrey and Wong |

Time approx.

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes *(Pages 5 - 10)*

To approve as a correct record the minutes of the meeting held on 19 July 2021.

4 Democratic Services - Activities & Service Support *(Pages 11 - 26)*

5 ICT and Agile Working Facilities for Elected Members *(Pages 27 - 36)*

6 Members Enquiry Service Update *(Pages 37 - 44)*

7 Forward Work Programme *(Pages 45 - 48)*

8 Urgent Items (if any)

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

9 Date of Next Meeting

24 January 2022 at 5.00 pm via MS Teams

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 23 November 2021

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

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DEMOCRATIC SERVICES COMMITTEE

19 JULY 2021

Present: Councillor Jones-Pritchard(Chairperson)
Councillors Burke-Davies, Goddard, Goodway, Lay, Naughton,
Keith Parry, Sandrey and Wong

1 : APPOINTMENT OF CHAIR & COMMITTEE MEMBERSHIP

RESOLVED:

To note that Council at its annual meeting on 27 May 2021 appointed Councillor Mike Jones-Pritchard as Chairperson of this Committee and the following Members to this Committee:

Councillors Bowden, Burke-Davies, Goddard, Goodway, Kelloway, Lay, Naughton, Keith Parry, Mia Rees, Sandrey and Wong.

2 : TERMS OF REFERENCE

RESOLVED:

To note that the Council, at its annual meeting on 27 May 2021, agreed the Committee's Terms of Reference for the municipal year 2021/2022.

3 : DECLARATIONS OF INTEREST

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

4 : MINUTES

The minutes of the meeting held on 24 May 2021 were approved as a correct record of that meeting.

5 : DEMOCRATIC SERVICES - ACTIVITIES AND SUPPORT

The Chair invited Gary Jones, Head of Democratic Services, to inform the Committee on the performance of the Council's Democratic Services since the last meeting on 24 May 2021.

A temporary appointment from Cardiff Works has been made to support the team particularly with note-taking at Education Appeals and other committee meetings.

The Democratic Services Team has been developing hybrid meeting facilities in CR4 as part of its work to progress multi-location meetings. Since a dual language capability has not been made available through Microsoft Teams, it has been decided to develop the use of Zoom to allow fully remote bilingual meetings. A conference system with wireless microphones with bilingual functionality will allow the

full range of meetings. Members will need to be trained on the new systems. A significant majority of the Council's public meetings were recorded and streamed on the Council's website with 3238 views in Quarter 1.

A new single Scrutiny Annual Report for the 2020-21 municipal year has been produced to replace the individual scrutiny committee reports, and was presented to Council in June 2021.

The Democratic Services Team are preparing to compress their office space. Electoral Services have moved into Room 263 with Scrutiny, Committee and Member Services to share Room 283.

Initial discussions have been held to develop and deliver a number of Member Development topics, including: Cardiff Replacement LDP; Childs Rights in Practice; Unconscious Bias in Decision Making; Licensing Matters; Social Housing and Section 106; UNICEF Follow On; Workshop to Raise Awareness of PREVENT; Safeguarding E-learning; Dementia Awareness; Biodiversity and Natural Resources; Welsh Language; Wellbeing of Future Generations; E-learning modules.

Members expressed concern about Scrutiny sharing the same accommodation as Committee and Member Services. There was a feeling that Scrutiny should be seen to be separate and to have parity of esteem.

RESOLVED:

To note the report from the Head of Democratic Services.

6 : DIVERSE COUNCIL REPORT

The Chair invited Gary Jones, Head of Democratic Services, to report on the request that had been received from the Welsh Local Government Association (WLGA) Council for all Councils in Wales to commit to become a Diverse Council in 2022.

Cardiff Council is already working towards the WLGA Council's objectives. It has the ability to demonstrate duty of care for Councillors by providing access to counselling services and by having regard for the safety and wellbeing of Councillors whenever they are performing their role as Councillors.

Some activities of the Democratic Services Committee could be mapped to support the intentions of the WLGA Council, including:

- Assisting in providing a clear public commitment to improving diversity in democracy, by providing Potential Candidate sessions and awareness training videos
- Promoting the Welsh Government candidates' and councillors' survey
- Supporting the setting of ambitious targets for candidates from under-represented groups at the 2022 local elections by identifying the demographic profile of existing Councillors

- Working towards the standards of the Wales Charter for Member Support and Development.

Many of the intentions contained within the WLGA Council letter and report are not within the remit of this Committee. Other individuals, committees and political bodies may have a role within their scope of responsibility, including Group Leaders, the Chairs of various committees, and various officers.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members expressed concern at the short timescale before the next Council elections. It should not be seen as a failure if little was achieved in the few months remaining.
- Members discussed the outcome it was hoped to achieve. It was argued that the composition of the Council was fairly representative of the community with BAME, women, young and old members. It was pointed out that only a third of councillors are women and the objective should be to have closer to 50%.
- Members discussed how many of the aims of the WLGA report were not within the remit of Democratic Services but were the responsibility of party groups, individuals and other services. The WLGA letter was sent to all councils, but Cardiff was doing reasonably well on many of the issues raised.
- Members were advised that there would need to be resources committed to achieving the aims of the WLGA Council. The Diverse Council Declaration had been proposed as a significant piece of work and the Committee was not yet in a position to tell the Council what needed to be done. The WLGA had identified July as an aspirational date but understood the level of work that would be needed. It was hoped to bring forward more detailed plans for the Council to consider later in the year.
- Members discussed whether the Declaration was appropriate for Cardiff Council. Members were advised that the motion supporting the Declaration was being referred to individuals and groups across the Council to make sure it was supported before being presented to the Council.

RESOLVED:

To note the report and accept the recommendations contained therein.

7 : CANDIDATE EVENT

The Chair invited Gary Jones, Head of Democratic Services, to report on provisional plans to provide a 'Potential Candidate' event, for anyone considering standing as a Cardiff Councillor at the Local Government Elections in 2022 or would like more information about Local Government, Cardiff Council and the role of Councillors.

Local Democracy Week 11-15 October 2021 would be the ideal time to hold the event but workloads may make it impossible, however it should be possible to hold it before the end of the year. It would be a 3-hour public event on Teams or Zoom.

The first part would include a multiple-choice quiz about the tiers of government, and overviews of Cardiff and Cardiff Council. The second part would explain the roles and responsibilities of councillors, and the third part would look at qualifications, restrictions and other aspects of elections.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members considered that 3 hours was too long and that 1.5 or 2 hours would be better. Having more than one session scheduled at different times would allow more people to be reached. Members were advised that resources might not be available for multiple sessions. A recording would be available on a webcast after the event.
- Members considered that the success of the event should not be measured by who was elected, but by how many people from different communities stood for election.
- Members considered that having too many officials at the event might be daunting for some people, and that the event should be as informal and welcoming as possible.
- Members considered that it was very important that people understood that councillors are not able to do whatever they like. People become disillusioned when they realise they have to work within the powers and responsibilities of the Council.
- Members enquired whether the event was intended to be a one-off or an annual event. Members were advised that this year's event was intended to be an 'icebreaker', and that future events would have less of an election focus but would instead look at other matters such as Council decision making and scrutiny.

RESOLVED:

To note the report and accept the recommendations contained therein.

8 : REVIEW OF KEY DOCUMENTS

The Chair invited Gary Jones, Head of Democratic Services, to inform the Democratic Services Committee of the key documents which will be used in the development of the Elected Member Induction Programme following the Local Government Elections in 2022.

The Committee was requested to recommend the revised Elected Member Learning and Development Strategy V2.0 to Council for approval. To ensure that any potential candidates or returning Elected Members are provided with a consistent understanding of the roles they will be undertaking when they are elected as a councillor or to which they may be appointed by Council, it is recommended that the WLGA role descriptions updated for 2021 be adopted by Council.

There is a need to provide members with the opportunity to have mentors. Training can be provided by the WLGA in early 2022 to ensure that there are sufficient

mentors available immediately after the election when the mentors are able to provide the greatest benefit.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members enquired about the timetable for party groups to nominate mentors. Members were advised that Councillors would be identified as mentors after Christmas 2021. More mentors would be trained than were needed, because some would not be re-elected but those that remained would be enough to provide base cover. More mentors could be trained quickly if necessary.
- Members suggested that one meeting per week was excessive. Members were advised that there was no prescription about how often mentors and mentees met. Either party could terminate the agreement at any time.

RESOLVED:

To note the report and accept the recommendations contained therein.

9 : FORWARD WORK PROGRAMME

The Chair welcomed Gary Jones, Head of Democratic Services to the meeting to present the Forward Work Programme.

RESOLVED:

To approve the committee's Forward Work Programme (FWP) as at Appendix A.

10 : URGENT ITEMS (IF ANY)

No urgent items were received.

11 : DATE OF NEXT MEETING

The next meeting of the Democratic Services Committee is on Monday 18 October 2021 at 5.00 pm.

The meeting terminated at 6.00 pm

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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 19 July 2021.

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.

IssuesMulti-Location meetings

3. The Local Government and Elections (Wales) Act 2021 requires Local Authorities to develop arrangements for "holding meetings in multiple locations". The Constitution Committee considered a report on this issue at its meeting in June 2021 and is due to receive a further report at its next meeting in December 2021. [Interim Guidance for Local Authority Multi-Location Meetings](#) has been provided by the Welsh Government which will provide directions for how meetings can be held whether fully remotely, face to face or as hybrid meetings.
4. The authority received funding from the Digital Democracy Fund to develop a hybrid meeting system and some progress has been made in developing this functionality. The Democratic Services Team has been heavily involved in a number of hybrid meeting demonstrations that have been held with officers, members and Committee Chairs. The feedback has assisted in providing an understanding of the current system capabilities, its limitations and to assist in development of the requirements for the new conferencing system which is currently being procured.
5. The new conferencing system will be able to primarily operate in the three main

Council venues, Committee Room 4, County Hall Council Chamber and City Hall Council Chamber. The system will include new wireless microphones, displays, translation facilities and support for the hard of hearing. There will be meeting control software which will support: electronic voting for committee members (remote and in person attendees), speaker queues, camera control and will integrate with our existing webcasting provider.

6. Once the procurement is finalised, there will be a significant period of development which the Democratic Services Team and other stakeholders will need to undertake. This is hoped to include members of the Democratic Services Committee to test configurations, possible procedures and the effectiveness of guidance for Councillors in the use of the systems.
7. To assist in development of the hybrid meeting facilities, the meeting of the Democratic Services Committee on 29 November will have the Chair and the supporting officers using the hybrid technology from Committee Room 4, with the remaining members of the Committee joining the meeting remotely. This will be the first public meeting where the whole of the Committee meeting will take place using this new technology.

Webcasting

8. A significant majority of the Council's public meetings are recorded or streamed to the Council's webcasting website with only those meetings which contain primarily exempt information not being streamed or uploaded.
9. The following table displays the webcasting views of meetings in Quarter 2 in 2021-22.

| Committee | Actual duration | Total length of viewing | All views | Live views | Archive views |
|---------------|-----------------|-------------------------|-------------|------------|---------------|
| Council | 8:25:21 | 235:50:24 | 655 | 341 | 314 |
| Cabinet | 3:11:15 | 94:56:28 | 663 | 102 | 561 |
| Scrutiny | 22:29:50 | 221:11:21 | 640 | 127 | 514 |
| Planning | 7:36:39 | 255:07:26 | 679 | 173 | 506 |
| Audit | 4:10:57 | 52:04:09 | 189 | 24 | 165 |
| Totals | 45:54:02 | 859:09:48 | 2826 | 767 | 2060 |

| | | | | | |
|-------|----------|-----------|-----|-----|-----|
| Other | 16:39:17 | 114:38:50 | 448 | 119 | 329 |
|-------|----------|-----------|-----|-----|-----|

| | | | | | |
|---------------------|-----------------|------------------|-------------|------------|-------------|
| Grand Totals | 62:03:33 | 743:50:08 | 3238 | 776 | 2372 |
|---------------------|-----------------|------------------|-------------|------------|-------------|

10. The corporate webcasting target for 2021-22 is 7,500 views. The following table shows the progress made in Q1 and Q2 in achieving this target. The total views to date equates to 86.48% of the annual target total.

| | Actual duration | Total length of viewing | All views | Live views | Archive views |
|---------------------|------------------------|--------------------------------|------------------|-------------------|----------------------|
| Q1 | 66:41:46 | 982:24:04 | 3248 | 860 | 2389 |
| Q2 | 62:03:33 | 743:50:08 | 3238 | 776 | 2372 |
| Grand Totals | 128:45:19 | 1726:14:12 | 6486 | 1636 | 4761 |

11. The Democratic Services Committee on 19 July 2021 was viewed 87 times with 17 live and 70 archived views.

Member Development

12. At its last meeting the Committee confirmed that a number of Member Development topics would be progressed.

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. | 06-Sep-21 09-Sep-21 | Unconscious Bias in Decision Making | 24 | 32.00% |
| | 28-Sep-21 | Covid-19 Mass Immunisation Update | 20 | 26.60% |
| 2. | Various | Childs Rights in Practice Part A | 64 | 85.33% |
| 3. | Various | Childs Rights in Practice Part B | 60 | 80.00% |
| 4. | 29-Jun-21 08-Jul-21 29-Jul-21 07-Sep-21 | Code of Conduct Refresher (Mandatory) (See Note 1) | 64 | 85.33% |
| 5. | Various | Safeguarding (See Note 2) | 59 | 78.67% |
| 6. | 01-Nov-21 | Drop-in session (IRWP draft report) | 7 | 9.33% |
| 7. | 04-Nov-21 | Personal Safety & Security Refresher | 9 | 12.00% |

Note 1: The completion of this learning is being followed up with individual Members.

Note 2: The completion of this E-Learning module is being followed up by officers with Political Group Whips.

b. Planned Learning:

Delivery of the following learning topics have been identified:

- i. Biodiversity and Natural Resources - This was identified from a scrutiny recommendation and initial discussions with the Head of Planning to support the use of external facilitators Natural Resources Wales and Wildlife Trust to support the wider requirements, with internal support being provided to provide the Council's perspective and activities. Any costs for the provision of this learning will be met from the Member Development budget.
- ii. Social Housing and Section 106 - Initial planned dates deferred due to the delivery of LDP being prioritised.

- iii. Rights of a Child in Practice Part B – a final date for the outstanding completion of Part B before the end of the year is being sought.
- iv. Rights of a Child follow on sessions – To support the achievement of Cardiff becoming a Child Friendly City, UNICEF have offered follow up sessions to highlight the activities to support children and young people that are in place in Cardiff and the good practice of other child friendly cities which could be implemented in Cardiff. Dates for these follow on sessions are to be determined.
- v. WRAP & SAVE Training (Prevent) – this learning has been deferred until the Member induction following the 2022 Local Government Elections
- vi. Covid-19 in Schools Update Briefings – these sessions have been scheduled monthly until March 2022.
- vii. Member Mentoring – to provide Elected Members nominated by their political group with appropriate training for becoming a Member Mentor in accordance with the WLGA guidance on mentoring.
- viii. 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
 - d. Cyber security – This is the new cyber security module that was provided following the Digital Democracy grant funding bid.
- c. Group Whips have requested that Member Development activities should be focused on mandatory topics until after the Local Government Elections in 2022. The views of the Committee are sought regarding this request.

Elected Member Personal Safety and Security

- 13. Following the tragic death of Sir David Amess, the Chief Executive directed that a proactive approach be developed to support the Personal Safety and Security of Elected Members. This led to the provision of a Personal Safety and Security Refresher session which outlined the simple actions which could be taken by Elected Members to protect themselves when working in their communities. In addition, the session advised attendees of how to access the Council's ALERT system and of the implementation of the "Peoplesafe" app for all Elected Members.
- 14. At that time, the Authority was in the final stages of the procurement of "Peoplesafe" services which was intended to enhance the minimum level of lone working protection not only for Elected Members but for all of the Council's lone workers. Democratic Services are working with the Corporate Security Manager and the project lead to deploy the app to all Elected Members who would like to use it, as a matter of urgency. The cost of the licenses is being met corporately.
- 15. Elected Members were recommended to have the "Peoplesafe" app installed on their smartphones to enable the device to become a lone working device. Once installed

and registered the app can be used to support Elected Members when working in their community by providing direct connection to a 24-hour Alarm Receiving Centre (ARC) who are able to escalate issues directly to the emergency services.

16. As at 22 November 2021, 23 Elected Members have had their details uploaded to “Peoplesafe”. Nine Elected Members have authenticated their user information with five members actively using the app. Initial feedback has been positive, but a number of inadvertent SOS activations have taken place and the settings on the users device have been adjusted to prevent a recurrence of these incidents. Further work is planned to provide training on the use of the app to all members.
17. The second stage of the implementation is the provision of additional information to enhance the effectiveness of the app. This will include gaining consent for personal information to be included with the app i.e. blood group, health issues, duress words etc which will be available to the Democratic Services Team who will be managing the Members “Peoplesafe” portal and to the “Peoplesafe” ARC who will access this information in an emergency.

Demographic Profile Survey

18. To support the progression of becoming a Diverse Council a demographic profile survey has been circulated to all Elected members to identify a baseline in respect of Councillor diversity. To date 63 responses (84%) have been received and work has been ongoing since July with Group Whips to increase the response rate. One last effort to encourage all members to complete the survey will be made before the end of November prior to the data being analysed.

Democratic Services Team - additional activities

19. In addition to their normal activities, the Democratic Services team has been involved in a range of activities which have been necessary to fulfil its supporting role for Elected and Committee Members. These have included:

a. General

(1) Supporting the **development of Hybrid meetings arrangements.**

(2) Supporting **Member Briefings**

b. Committees and Member Services Team

(1) Delivery of the recommendations of the **Internal Audit of Members Remuneration** which included the revision of remuneration processes and forms. All Elected, Co-opted and Independent members were informed of the changes to these arrangements and all queries that were raised by Members were followed up and responded to accordingly.

(2) Supporting the administration for the **recruitment of Independent Members** of the Standards and Ethics Committee and an Independent Member of the Governance & Audit Committee. This included the:

- updating and translation of application forms, advertisements and other key documents,

- the creation of a new council webpage to host the recruitment and additional information for potential independent member candidates
- arranging publication of key documents on the Councils website
- receiving applications from candidates
- co-ordinating shortlisting meetings and interviews
- providing letters to unsuccessful candidates and managing any queries arising from them.
- co-ordination of inductions for newly appointed Independent Members.

(3) Initial development and **implementation of Peoplesafe.**

(4) Providing supporting information for a **complaint from the Welsh Language Commissioner**

(5) Supporting the **procurement of the new conferencing system.**

(6) Supporting the **procurement of Zoom** to facilitate simultaneous Welsh translation.

(7) Procuring and **supporting Members ICT equipment** needs.

(8) Supporting the arrangements for a corporate **Complaints, Compliments and enquiries system.**

c. **Scrutiny Services**

(1) Development of the new **corporate performance processes** for scrutiny.

(2) Development of **Scrutiny Webpages**

(3) Preparation for **publication of Scrutiny Annual report** and Scrutiny Chairs videos.

Staffing arrangements

20. Currently, the authority is experiencing a significant increase in demand for its services as the pandemic continues. Services areas are managing new working arrangements and staff are taking outstanding leave. These factors have led to a general increase in workloads. Democratic Services is no different to other services areas and as previously advised at the meeting of the Democratic Services Committee on 30 November 2020, the level of resources of the Committee & Member Services Team necessary to support elected members and remote meetings has increased.

21. With the team progressing the additional activities identified above and the Head of Democratic Services prioritising the procurement of the new conferencing system, some of the planned tasks have been re-prioritised to maintain the essential services to Elected Members. The following activities have been delayed due to the current workload of the team:

- a. Recruitment of Committee Assistants
- b. Potential Candidate Session

- c. Development of Zoom
- d. Progression of the Member Induction Programme.
- e. Development of the Democracy website.
- f. Collaboration with Carmarthenshire for the provision of Digital Democracy videos.
- g. Development of a petition scheme including e-petitions. (to be reported to the Constitution Committee)
- h. Development of the meetings in multiple locations protocol. (to be reported to the Constitution Committee)

Support for All Party Council Groups

- 22. Discussions regarding the availability of support for All Party Council Groups have been held and it was identified that savings had previously been agreed which removed Democratic Service support for these groups.
- 23. The Cardiff Council Constitution identifies that All Party Council Groups must meet at least 3 times a year and that Officer support for these meetings shall be limited, due to resource constraints, to booking rooms for meetings, and will not cover clerking or other administrative support (such as agenda planning or minute taking). The decision to remove this support is currently under review, however there is currently no capacity within Democratic Services to reinstate this support.
- 24. In addition, the development and implementation of new technology and the necessary support essential to maintain effective services for Elected Members has provided a significant challenge to the resources of the team. Multi Location Meetings, new Members Enquiry Service software, development and delivery of the requirements of the Local Government & Elections (Wales) Act all have resource requirements. When these requirements are combined, this will continue to have resource implications for the team even with the planned recruitment of the two Committee Assistants (expected Grade 4).
- 25. With the recruitment of the two Committee Assistants the workload of the more senior members of the Committees & Members Team could be assessed with the lower-level tasks such as recording meetings, updating registers and taking notes/minutes of some designated meetings could be re-assigned to the Committee Assistants. This would then leave the senior team members to focus on those duties more appropriate to their grade.
- 26. To provide the administrative support for the All Party Council Groups to undertake duties including room bookings, agenda planning and minute taking for up to 12 meetings a year it has been assessed that an additional Committee Assistant (with appropriate supervision) would be required. The support for All Party Council Groups would be shared between the Committee Assistants who would provide mutual support for each other during periods of leave and sickness but would also enable the skills of the Committee Assistants to be developed in the wider committee support role.
- 27. The Committees views on the current level of support and the proposals to support all Party Working Groups would be welcomed.

Outcome of the Local Democracy and Boundary Commission Review

28. In November 2020, the Local Democracy and Boundary Commission published its recommendations following its review of electoral arrangements for the City and County of Cardiff. Its recommendations included the increase in the number of Elected Members in Cardiff from 75 to 79. On 01 October 2021, the Minister for Finance and Local Government accepted 19 of these recommendations and determined not to implement the recommendations in respect of the following areas Llanrumney, Pontprennau and Old St Mellons. However, the increase in the number of Elected Members remained unchanged. The Welsh Ministers have made the City and County of Cardiff (Electoral Arrangements) Order 2021, giving effect to the new electoral arrangements. All Elected Members have been advised of the publication of this Order and its content.
29. The increased cost to support an additional 4 Elected Members has been estimated as follows:

| | Description | Cost per Member | Total Cost |
|-------|-------------------------------|-----------------|------------|
| a. | Correspondence costs | £1,090.00 | £4,360.00 |
| b. | Member Development | £80.00 | £320.00 |
| c. | ICT support/licences | £200.00 | £800.00 |
| d. | Annual smartphone costs | £120.00 | £480.00 |
| e. | Surgery venue costs | £200.00 | £800.00 |
| f. | General Printing & Stationery | £70.00 | £280.00 |
| Total | | | £7,040.00 |

30. This increase in costs has been agreed to be reflected in the annual base budget for Democratic Services.

Draft Independent Remuneration Panel for Wales Annual Report 2022-23

31. In October 2021, the Independent Remuneration Panel for Wales (IRPW) published its draft Annual Report for consultation. The draft report identifies an increase in the basic salary for Elected Members from 9th May 2022 to £16,800 with senior salaries increasing respectively.
32. The overall increase in salaries for 79 Elected Members with the same level of Senior salary provision equates to approximately £226,224.22 for the 2022-23 financial year. These costs will be provided corporately and reflected in the Member Services budget.
33. A remuneration drop-in session was provided for all Elected Members on 01 November 2021 to enable them to share their views and concerns regarding the Draft IRPW Annual Report 2022-23. Feedback from that session discussed with the IRPW on 09 November 2021 at a consultation event with Chairs of Democratic Services Committees and Heads of Democratic Services Committees. The Chair of the committee will be writing to the IRPW to confirm the concerns and views of the Elected Members. A copy of the letter will be circulated to all committee members for

information and any additional comments can be added to a supplementary letter to the IRPW.

Substitution of Senior Salary Roles

34. At the meeting of Council on 30 September 2021, Council approved a three month paid substitution for the family absence of the Leader of the Liberal Democrat Group. The Leader requested that the Democratic Services Committee consider the substitution of senior salary posts for family absence and for the committee to set out the circumstances and time periods for which paid substitutions can be applied.
35. An outline of current provisions in respect of this issue is set out at **Appendix A** for discussion and consideration. The Committee is invited to give any views on this issue and ask the Head of Democratic Services to draw up proposals taking account of the views expressed. Any agreed outcomes may be shared with all Elected Members to seek their views.

Financial Implications

36. 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.
37. Initial development of hybrid remote meetings and the associated costs have been met from the Digital Democracy Fund. However, the ongoing development of this functionality is linked to the procurement of the new conferencing system which is being met from the capital funding allocated for this purpose.
38. 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.
39. The costs associated with Elected Member personal safety and security, salaries and the increase in costs for the 4 additional elected members from May 2022 will be funded corporately and reflected in the Democratic Services budgets accordingly.

Legal Implications

40. 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.
41. 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.

42. 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)

43. 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.

44. In considering proposals in relation to the substitution of senior salary posts for family absence, Members should note that:

- (i) Substitution is not permitted by law for Cabinet members or Planning Committee members;
- (ii) The appointment of any substitute should be approved by full Council or made in accordance with a procedure rule approved by full Council;
- (iii) The Appointment of Substitute Members Procedure Rule (Constitution Part 4) was approved by Council in March 2019 and sets out the criteria and procedure for the Monitoring Officer to approve a Member's request to appoint a substitute Committee member – this is not currently applicable to a senior salary post; and any suggested amendment will require the approval of Council;
- (iv) Members' entitlement to family absence is governed by the Local Government (Wales) Measure 2011, the Family Absence for Members of Local Authorities (Wales) Regulations 2013 and the Council's Family Absence Procedure Rules (found in Part 4 of the Constitution);
- (v) Members' entitlement to a senior salary is governed by the Independent Remuneration Panel for Wales Regulations and Determinations set out in its Annual Report for the relevant year. Key points are set out in the Discussion Paper at Appendix A; and
- (vi) The Council must be mindful of its equalities duties under the Equality Act 2010; and consider an equalities impact assessment to identify the equalities implications of its proposed decisions.

45. Further legal advice will be provided as proposals are developed.

46. Other relevant legal provisions are referred to in the body of the report.

RECOMMENDATION

47. The Committee is requested to:

- a. Note the information set out in the report.
- b. Determine the Elected Member Learning and Development topics for delivery prior to the 2022 Local Government Elections.
- c. Confirm that the current level of support for Elected Members is sufficient.
- d. Approve the proposal to recruit an additional Committee Assistant to support All Party Working Groups and meet the additional resource requirements identified in paragraphs 20-25 above.
- e. Note the increase in the number of Elected Members following the 2022 Local Government Elections and the additional funding that has been put in place to support them.
- f. To determine an appropriate course of action regarding the Substitution of Senior Salary Roles.

GARY JONES
HEAD of DEMOCRATIC SERVICES
23 November 2021

Appendix A Discussion Paper - Substitution of Senior Salary Roles

Background Papers:

- [Local Government and Elections \(Wales\) Act 2021](#)
- [Constitution Committee report, 'Remote / Multi-Location Meeting Arrangements', 21 June 2021](#)
- [Local Authority multi location meetings: interim guidance](#)
- [Home - Cardiff Council Webcasting \(public-i.tv\)](#)
- [Democratic Services Activities and Performance Report](#) dated [30 November 2020](#)
- [Local Democracy and Boundary Commission Review Final Recommendations](#) dated [05 November 2020](#)
- [The City and County of Cardiff \(Electoral Arrangements\) Order 2021](#)
- [Independent Remuneration Panel for Wales: draft annual report 2022 to 2023](#) dated October 2021.
- [Substitution to Cover Family Absence](#) report to Council dated [30 September 2021](#)
- [Council report, 'Constitution Amendments', March 2019; and Constitution Committee report, 'Appointment of Substitute Committee Members', February 2019](#)

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Discussion Paper - Substitution of Senior Salary Roles

1. There are three occasions substitution arrangements can be put in place:

a. Family Absence

The Regulations relating to Family Absence for elected members of principal councils were approved by the National Assembly for Wales in November 2013 and cover maternity, new-born, adoption and parental absences from official business for up to 26 weeks.

The Independent Remuneration Panel considered the implications for the remuneration of such members who are given absence under the terms of the Welsh Government Regulations and the Panel's determinations are set out below.

- An elected member is entitled to retain a basic salary when taking family absence under the original regulations or any amendment to the regulations irrespective of the attendance record immediately preceding the commencement of the family absence.
- When a senior salary holder is eligible for family absence, they will continue to receive the salary for the duration of the absence.
- It is a matter for the authority to decide whether or not to make a substitute appointment. The elected member substituting for a senior salary holder taking family absence will be eligible to be paid a senior salary, if the authority so decides.
- If the paid substitution results in the authority exceeding the maximum number of senior salaries which relates to it, as set out in the Panel's Annual Report, an addition to the maximum will be allowed for the duration of the substitution.
- When a Council agrees a paid substitution for family absence the Panel must be informed within 14 days of the date of the decision, of the details including the particular post and the duration of the substitution.

b. Sickness Absence

The IRPW's Framework provides specific arrangements for long term sickness as set out below:

- Long term sickness is defined as certified absences in excess of 4 weeks.
- The maximum length of sickness absence within these proposals is 26 weeks or until the individual's term of office ends, whichever is sooner (but if reappointed any remaining balance of the 26 weeks will be included).
- Within these parameters a senior salary holder on long term sickness can, if the authority decides, continue to receive remuneration for the post held.
- It is a decision of the authority whether to make a substitute appointment, but the substitute will be eligible to be paid the senior salary appropriate to the post.

- If the paid substitution results in the authority exceeding the maximum number of senior salaries payable for that authority, as set out in the Annual Report, an addition will be allowed for the duration of the substitution.
- When an authority agrees a paid substitution, the Panel must be informed within 14 days of the decision of the details including the specific post and the estimated length of the substitution. The authorities' Schedule of Remuneration must be amended accordingly.
- It does not apply to elected members of principal councils who are not senior post holders as they continue to receive basic salary for at least six months irrespective of attendance and any extension beyond this timescale is a matter for the authority.

c. Appointment Of Substitute Members Procedure Rules – Cardiff Council

The Cardiff Council Constitution allows for substitution of a committee member who is unable to attend a committee meeting provided that the substitute Member is from the same political group.

The substitute Member must be eligible for appointment to the committee under any other rules of the constitution or by law; and for a regulatory or quasi judicial committee, have undertaken any current essential training in relevant procedures and the law, in line with the requirements of the committee's terms of reference

This type of substitution will only be appropriate when an appointed Member is unable to attend specified committee meetings over an extended period of time (a period covering more than one committee meeting) due to one (or more) of the following:

- Unavoidable family or work commitments;
- Serious illness;
- Maternity, paternity or adoption leave;
- Other Family Absence, approved under the Family Absence Procedure Rules;
- Caring responsibilities; or
- Some other good reason.

A substitute Member may not be appointed to the Cabinet or to the Planning Committee.

2. The following are the Senior and Civic Salary roles which are remunerated in Cardiff:

- 1) Leader
- 2) Deputy Leader & Cabinet Member for Education, Employment and Skills
- 3) Cabinet Member for Children and Families
- 4) Cabinet Member for Clean Streets, Recycling and Environment
- 5) Cabinet Member for Culture and Leisure
- 6) Cabinet Member for Finance, Modernisation and Performance
- 7) Cabinet Member for Housing and Communities
- 8) Cabinet Member for Investment and Development
- 9) Cabinet Member for Social Care, Health and Well-being
- 10) Cabinet Member for Strategic Planning and Transport
- 11) Chairperson of Children and Young People Scrutiny Committee

- 12) Chairperson of Community and Adult Services Scrutiny Committee
- 13) Chairperson of Economy and Culture Scrutiny Committee
- 14) Chairperson of Environmental Scrutiny Committee
- 15) Chairperson of Policy Review and Performance Scrutiny Committee
- 16) Chairperson of Planning Committee
- 17) Chairperson of Licensing & Public Protection Committees
- 18) Leader of the Largest Opposition Group (Conservative Group)
- 19) Leader of an Opposition Group (with more than 10% of the Council Membership) (Liberal Democrat Group)
- 20) Civic Head (Lord Mayor / Chair)
- 21) Deputy Civic Head (Deputy Mayor / Chair)

3. The Leader and the Lord Mayor have remunerated deputies who provide an element of substitution for short periods. None of the other remunerated roles have deputies and if they were absent for any time there is no specific person to undertake their remunerated duties.
4. Using the example of the Committee Member substitution, *when an appointed Member is unable to attend specified committee meetings over an extended period of time (a period covering more than one committee meeting)*, which seems to relate to a minimum period of absence of approximately 1 month although for some committees this may extend to 3 months.
5. Therefore, if a remunerated senior salary holder was unable to undertake their role for family or sickness absence reasons, the minimum period of absence expected before a remunerated substitution was considered would be one month.
6. An Elected Member would normally be expected to provide notification to the Head of Democratic Services in advance of their period of family absence to enable arrangements for a substitution to be put in place (as appropriate). The notification would outline the expected duration of the absence. This would enable clarification to be sought if a remunerated substitution was required to the role during the absence.
7. This may not be the case for sickness absence as this may relate to a sudden onset illness and may not have a known duration.
8. Any substitution arrangements should be equitable and applicable to all Senior Salary roles including those which have remunerated deputies.

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

ICT AND AGILE WORKING FACILITIES FOR ELECTED MEMBERS**Reason for this Report**

1. The purpose of this report is to inform the Democratic Services Committee of the planned options for the provision of ICT and agile working facilities for Elected Members following the 2022 Local Government Elections.

Background

2. Following the 2017 Local Government Elections, Elected Members were provided with a range of ICT equipment including laptops and smartphones. Returning Elected Members were able to retain some of their existing ICT which included printers and other devices which would no longer be supported or replaced in the event of failure.
3. At the outbreak of the coronavirus pandemic, the age and wide range of equipment that had been provided for Elected Members created a significant challenge in respect of ensuring that the security and technical requirements of remote working and meetings could be achieved. Many of the devices did not have cameras or microphones both of which were essential to enable participation in Microsoft Teams meetings. Some of the older devices were also incapable of having their operating system software upgraded which was a key factor as the rapidly evolving software was dependant on the more recent upgrades to provide the necessary security. Many Elected Members were subsequently required to replace their ICT systems to enable them to undertake their councillor roles remotely.
4. The implementation of Office 365 provided them with a simple method of accessing their council emails, calendars and the intranet from their smartphones. The rapid development of smartphone software has required many of the mobile phones issued in 2017 to be upgraded as the operating system of the device could no longer be updated. This prevented the latest versions Office 365 applications from being installed rendering the smartphone to just a mobile phone. In recent months approximately 20 smartphones have had to be replaced because of this issue.
5. The Independent Remuneration Panel for Wales (IRPW) has determined that:

“Each authority, through its Democratic Services Committee, must ensure that all its elected members are given as much support as is necessary to enable them to fulfil their duties effectively. All elected members should be provided with adequate telephone, email and internet facilities giving electronic access to appropriate information.”

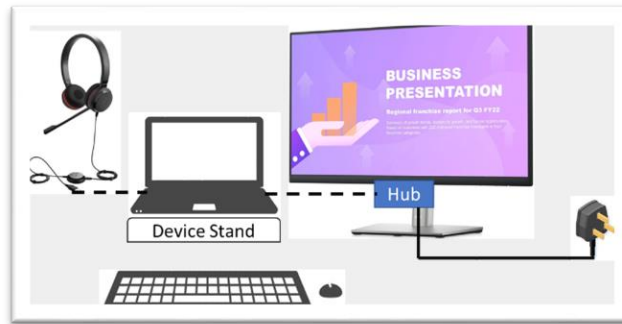
Issues

Laptop Devices

6. The Council predominantly operates Microsoft and Android devices which minimises issues of compatibility and support. It is proposed that these types of devices be offered to Elected Members following the 2022 Local Government Elections.
7. The intention is to provide one of the three computer options which will maximise the opportunity for agile working. The three options are shown at **Appendix A** and include:
 - a. A Dell Latitude 7320 which is Dell's equivalent to Microsoft Surface Pro and includes detachable keyboard and active pen. The Committees Team have been using a similar version of this device since the start of the pandemic and have found them to be very versatile, agile and reliable.
 - b. A Dell Latitude 5520 with a touch screen which is a larger laptop with good performance.
 - c. A Dell Latitude 5420 with a touch screen which is slightly lighter and more portable than current devices.
8. Each device will have an appropriate carrying case and a stereo headset with a boom microphone. It is anticipated that the new devices will also be pre-installed with essential software including the Microsoft Office 365 applications and Modern.gov.

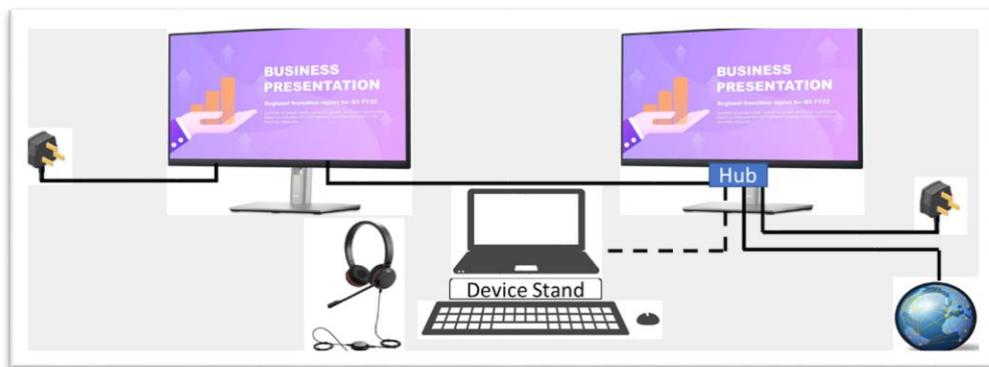
The “Office” at Home

9. The pandemic also emphasised the need for Elected Member to have a suitable “office” at home. These facilities need to comply with the Council's Health and Safety requirements and the need to carry out a Display Screen Equipment (DSE) assessment.
10. To support these requirements, it is proposed that Elected Members be provided with a Dell 24" Monitor which includes a combined dock. This will connect to a mains power source and have a single cable connection to the laptop device providing power and other services. The built-in hub can also be connected to an internet connection using an ethernet cable to a router. Alternatively, the laptop device can be connected via wi-fi as necessary. A wireless keyboard and mouse will be provided which can remain in-situ when the laptop device is used for working outside of the “office” at home. This will mean that only one cable will need to be plugged into, or unplugged from, the laptop device when switching between home and agile working. The diagram below shows the basic configuration for an “office” at home.



County Hall Offices

11. The configuration of the Cabinet Member, Committee Chairs and other offices in County Hall will be a similar to that planned for the “office” at home but with an additional 24” Monitor and a dedicated ethernet connection to the council’s network. There will still only be one cable that has to be connected or disconnected when switching between office and agile working.



12. The common work areas including the Members Room and the Library will have a combination of configurations that will support the agile working devices and provide an in-situ Personal Computer (PC) so in the event of a Councillor not bringing their laptop device into the office they can use the PC to log onto their Council ICT account.

Smartphones

13. The provision of a suitable smartphone has been based on the functional capability of the device and the likelihood that it will have to be replaced during the 2022-2027 term of office. To manage reasonable costs the Samsung A12 will be offered to all Members as the primary smartphone. It is planned to have key software including Office 365 and the “Peoplesafe” and Cardiff apps pre-installed on these devices. A full description of the Smartphone and its specification is shown at **Appendix A**.
14. Given the flexibility of the Office 365 it would be possible for Elected Members to use their own smartphones for their Council business. However, this has personal security implications as their personal telephone number would be placed in the public domain when they made calls to constituents or published their number as their point of contact for their constituents.

Other additional Items

15. Initial discussions have been held with the Assistant Director, County Estates to determine the additional items that can be provided to ensure the Health & Safety needs of elected members can be supported when working in their “office” at home. This may include the provision of desks, device stands, adjustable office chairs and footrests. Newly Elected Members may also require suitable adaptations to be provided to support any disabilities, but these will not be able to be identified until after the elections.

Transition arrangements

16. Following the start of the pre-election period on 21 March 2022 any Elected Members who will not be standing for re-election will be invited to return all of their existing ICT equipment prior to the Election. This will enable any reasonably new devices to be cleansed of data and rebuilt for re-use as necessary. Those devices which are not suitable for re-use will be passed to a 3rd party contractor to cleanse and recycle the device.
17. It will be a priority to provide newly elected members with their ICT account and equipment as soon as possible following their election. The creation of new ICT accounts is dependent on the newly elected councillor providing their personal information. It is essential to have a personnel account created within the Council which then enables an ICT account to be provided. Measures will be taken to advise candidates of the need to provide their personal information as soon as possible after they are elected. It may take up to 4 working days to create an ICT account for a newly Elected Member following receipt of their personal information.
18. Those Elected Members who are not successfully re-elected will be requested to return all of their ICT equipment as soon as possible. These devices will be assessed and similar to those not standing for re-election, former Members will have their devices cleansed and re-used or recycled.
19. Returning Members will have the opportunity to continue to use their existing equipment and ICT accounts until all of the newly Elected member have received their equipment. Once this is completed the returning member will be able to refresh their equipment to the same level as the newly Elected Members.

ICT training

20. Newly Elected Members will be required to undertake appropriate training in the use of their devices for attending meetings remotely, logging member enquiries, access the council's E-Learning facilities in the Cardiff Academy and managing their data as a data controller. All these topics will be included in the Member Induction following the Election in 2022.

Funding arrangements

21. The costs for delivering the ICT requirements for 79 Elected Members is significant and cannot be achieved solely from the Democratic Services budget or reserves. Therefore, a capital bid of £130k which is planned to be supplemented by £40k from the Democratic Services reserve was made in October.

22. The rapid development of smartphone technology has been evidenced in the last 2 years by the issued smartphones becoming obsolete in approximately 3-4 years. To reduce the impact of replacing these devices mid-term, a further capital bid of £10k with a further supplement of £10k from the Democratic Services reserve has been planned.

Financial Implications

23. The body of the report provides details of the requirements for and intended sources of funding for the provision of ICT and agile working facilities for Elected Members.
24. All costs will require an identified funding source and to be monitored and contained within the respective funding sources and budgets.

Legal Implications

25. 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.
26. The definition of 'Democratic Services functions' includes the provision of support and advice to each member of the authority in carrying out the role of member of the authority.
27. 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)

RECOMMENDATION

28. The Committee is requested to note the content of the report and provide appropriate direction on the suitability of the plans for providing ICT and agile working facilities for Elected Members.




GARY JONES
HEAD of DEMOCRATIC SERVICES
23 November 2021

Appendix A ICT Equipment Options

Background Papers: None

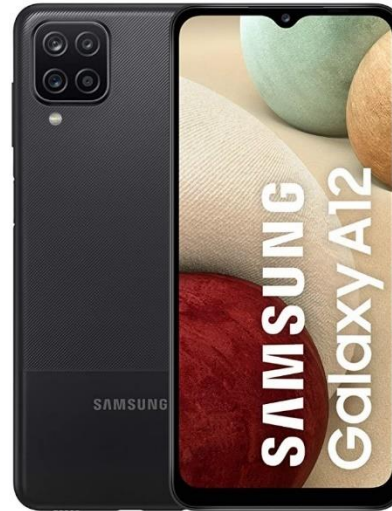
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ICT EQUIPMENT OPTIONS

| Dell Latitude 7320 | Dell Latitude 5520 | Dell Latitude 5420 |
|--|---|--|
|  |  |  |
| <ul style="list-style-type: none"> • Dell's equivalent to Microsoft Surface Pro includes detachable keyboard and active pen • 13" Display; FHD (1920x1280) Touch, Anti-Glare, Anti-Smudge with Gorilla Glass 6 DX and ComfortView Plus • Processor: 11th Generation Intel® Core™ i5 • 8GB RAM • 256GB Solid State Hard Drive • 8mp rear-facing autofocus camera, with 1080p HD video recording • 5mp front camera • Ports: 2 x Thunderbolt™4 with Power Delivery 3.0 & DisplayPort (USB Type-C); 1 x Universal Jack; • USB-C power adapter • Dimensions: 288mm x 208mm x 8.44mm • Weight: 789g (tablet only); 1.14kg (with keyboard) • 4 year warranty with field-serviceable parts • Carrying Sleeve | <ul style="list-style-type: none"> • 15.6" FHD (1920 x 1080) FHD Touchscreen • Processor: 11th Generation Intel® Core™ i5-1145G7 • 16GB DDR4 RAM • 256GB M.2 Serial ATA Solid State Drive • Webcam with privacy shutter • Noise reducing array microphones • Backlit, spill-resistant keyboard • Integrated Intel UHD Graphics (i3) / Intel® Iris® Xe Graphics (i5/i7) • Integrated 10/100/1000 Network Card • High Quality Speakers • 2 x USB Type C with Power Delivery, Display Port 1.4 and Thunderbolt™4 • 2 x USB 3.2 Gen 1 (1 with Powershare) • 1 x HDMI 2.0 • uSD 4.0 Memory Card Reader • Universal Audio jack • 4 cell 63W/HR Battery • USB-C charger • Nylon Black Top Load Carrying Case • Starting Weight 1.4kg • Dimensions (HxWxD): 20mm x 358mm x 233mm • 4 Year warranty (battery 3 years) | <ul style="list-style-type: none"> • 14" FHD (1920 x 1080) FHD Touchscreen • Processor: 11th Generation Intel® Core™ i5-1145G7 • 16 GB DDR4 RAM • 256GB M.2 Serial ATA Solid State Drive • Webcam with privacy shutter • Noise reducing array microphones • Backlit, spill-resistant keyboard • Integrated Intel UHD Graphics (i3) / Intel® Iris® Xe Graphics (i5/i7) • Integrated 10/100/1000 Network Card • High Quality Speakers • 2 x USB Type C with Power Delivery, Display Port 1.4 and Thunderbolt™4 • 2 x USB 3.2 Gen 1 (1 with Powershare) • 1 x HDMI 2.0 • uSD 4.0 Memory Card Reader • Universal Audio jack • 4 cell 63W/HR Battery • USB-C charger • Nylon Black Top Load Carrying Case • Starting Weight 1.4kg • Dimensions (HxWxD): 19.3mm x 321mm x 212mm • 4 Year warranty |

MOBILE PHONE OPTION

Samsung Galaxy A12



Features

- Access council email, calendar, contacts and tasks with Office 365
- Android 10.0
- 6.5 inch LCD HD+ (1600 x 720) display
- Processor: Octa-core (4 x 2.35GHz, 4 x 1.8GHz)
- 4GB RAM
- 64GB of internal memory
- USB Type-C
- Micro SD Slot up to 1TB
- Quad camera - 48MP + 5MP + 2MP + 2MP
- 8MP front facing camera
- FHD Video (1920 x 1080p) @ 30fps
- Size: 164(h) x 75.8(w) x 8.9(d) mm
- Weight 205g
- 3G+ / HSDPA / HSUPA / GPRS / 4G / LTE
- WiFi 802.11 a/b/g/n 2.4GHz
- WIFI Calling function: [more info](#)
- NFC, Bluetooth® 5.0
- 5000 mAh fast charge battery

OPTIONAL EQUIPMENT AND ANCILLARIES

| | | |
|---|--|---|
|  |  |  |
| Dell P2422HE 24" Monitor and Dock | Jabra Evolve 30 II MS Teams Headset - Stereo | Microsoft Wireless Desktop 2000 |

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REPORT OF THE HEAD OF DEMOCRATIC SERVICES

Members Enquiry Service Update

Reason for this Report

1. The purpose of this report is to inform the Democratic Services Committee of the current performance of Member Enquiries System (MES) and the progress being made to develop the use of the system in advance of the 2022 Local Government Elections.

Background

Role of the Democratic Services Committee

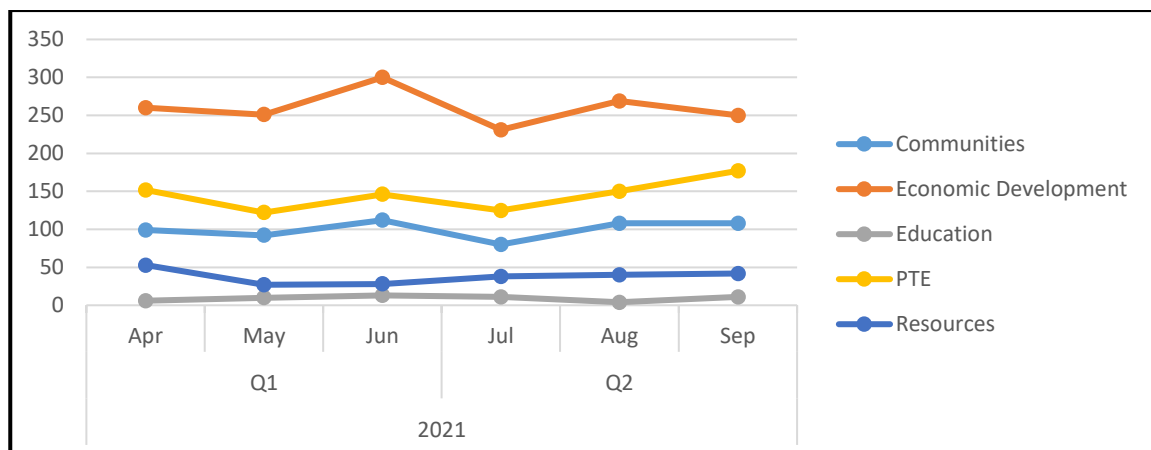
2. The Local Government (Wales) Measure 2011, Part 1, Chapter 2, <https://www.legislation.gov.uk/mwa/2011/4/part/1/chapter/2> requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly. The Democratic Services functions include Members' Services, Committee Services and Scrutiny Services, but not Cabinet Support Services.
3. In 2016 the Nethelpdesk software was introduced for use with Elected Members Enquiries. This was not bespoke software and was the same software used by C2C for handling the calls from the public. With the volume of Elected Members enquiries additional funding was sourced and a dedicated team was established in 2017 to support Elected Member Enquiries using Nethelpdesk.
4. The Members Enquiry System (MES) is an important tool to effectively manage the issues raised by residents with their Councillor as part of their ward casework. Issues raised may include:
 - Request for Service
 - Complex housing cases
 - Social services issues
 - Requests for residents/disabled parking
 - Failed/repeated requests for service queries
 - Road Safety / Traffic calming
 - Council Tax / benefits queries
5. A Service level agreement was established to provide a full response to member enquiries within 10 working days although with many of the complex case that are received this is not always possible.

6. Members Services team have operational responsibility for the Members Enquiry System (MES) which includes logging enquiries and to escalate issues to managers and provide Senior Managers with monthly performance updates.
7. It was agreed with Community Councils, following the adoption by Cabinet of the Community Council Charter on 13 December 2018, that Member Services would continue to provide the MES service to the six Clerks Community Councils and that this would be reviewed annually.
8. The Nethelpdesk software used to support the MES was upgraded at the end of October 2020. The Members Services Team who provide the operational support for the MES received initial training and minor implementation issues were quickly addressed. Following this the upgrade the nethelpdesk system became HALO and provided additional functionality which offered the opportunity to improve the facilities provided to Elected Members including:
 - a. Enhancing the ease of recording 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.
 - c. Enhancement of the monitoring and reporting functionality to enable the team to identify surges in enquiries with specific services.
9. Some of the underspend in 2020-21 was used to fund additional support from the HALO team to better utilise the functionality of the system and the improve to support for Elected Members. I

Issues

Performance Update

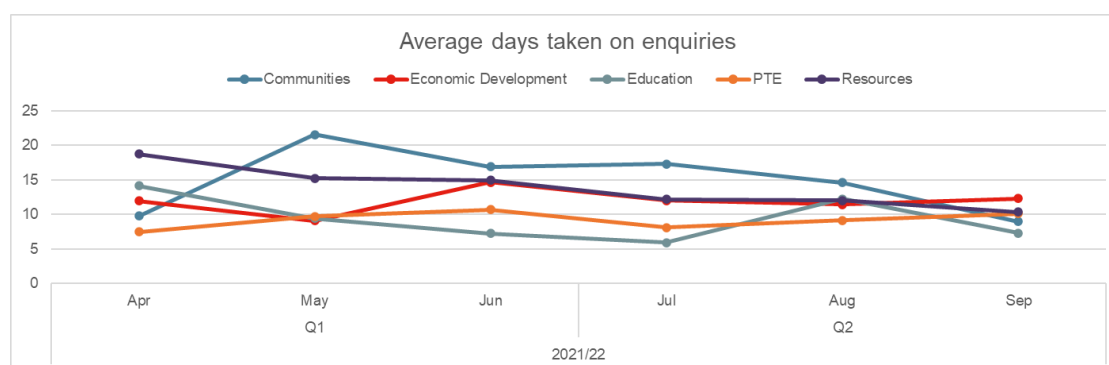
10. Between 01 April and 30 September 2021 there were 3315 Member Enquiries logged with the team. The following tables shows the number of enquiries logged in Q1 and Q2 by directorate.



Total Number of Enquiries Logged

| | Communities | Economic Development | Education | PTE | Resources | Grand Total |
|--------------------|-------------|----------------------|-----------|------------|------------|-------------|
| 2021 | 599 | 1561 | 55 | 872 | 228 | 3315 |
| Q1 | 303 | 811 | 29 | 420 | 108 | 1671 |
| Apr | 99 | 260 | 6 | 152 | 53 | 570 |
| May | 92 | 251 | 10 | 122 | 27 | 502 |
| Jun | 112 | 300 | 13 | 146 | 28 | 599 |
| Q2 | 296 | 750 | 26 | 452 | 120 | 1644 |
| Jul | 80 | 231 | 11 | 125 | 38 | 485 |
| Aug | 108 | 269 | 4 | 150 | 40 | 571 |
| Sep | 108 | 250 | 11 | 177 | 42 | 588 |
| Grand Total | 599 | 1561 | 55 | 872 | 228 | 3315 |

11. The following chart and table show the average number of days taken to close enquiries during the Q1 and Q2 periods.



Average of Working days taken

| | Communities | Economic Development | Education | PTE | Resources | Grand Total |
|--------------------|--------------|----------------------|-------------|-------------|--------------|--------------|
| 2021/22 | 14.65 | 11.99 | 8.49 | 9.24 | 14.04 | 11.83 |
| Q1 | 15.99 | 12.06 | 9.41 | 9.23 | 16.88 | 12.32 |
| Apr | 9.78 | 11.94 | 14.16 | 7.44 | 18.75 | 11.02 |
| May | 21.54 | 9.07 | 9.40 | 9.70 | 15.22 | 11.84 |
| Jun | 16.91 | 14.66 | 7.231 | 10.69 | 14.91 | 13.97 |
| Q2 | 13.28 | 11.91 | 7.46 | 9.25 | 11.49 | 11.33 |
| Jul | 17.31 | 12.02 | 5.91 | 8.10 | 12.18 | 11.76 |
| Aug | 14.59 | 11.45 | 12.25 | 9.15 | 12.02 | 11.49 |
| Sep | 8.99 | 12.32 | 7.27 | 10.14 | 10.35 | 10.82 |
| Grand Total | 14.65 | 11.99 | 8.49 | 9.24 | 14.05 | 11.83 |

12. Of the Member Enquiries that were recorded in the period between 01 April and 30 September 2021, 1488 (44.89%) were recorded by individual members using the capture form.

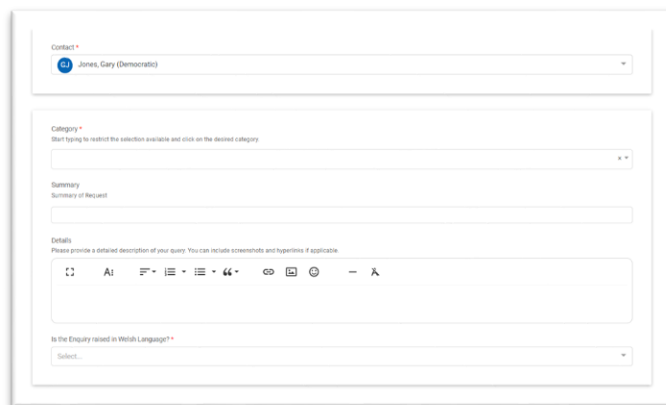
| Submitted by | Number | Percentage |
|--------------------|-------------|----------------|
| Self-serve | 1488 | 44.89% |
| Officer | 1827 | 55.11% |
| Grand Total | 3315 | 100.00% |

13. The self-service enquiries were submitted by 34 (45%) Elected Members although some of them recorded enquiries using the self-serve and officer submission routes.

Development of HALO

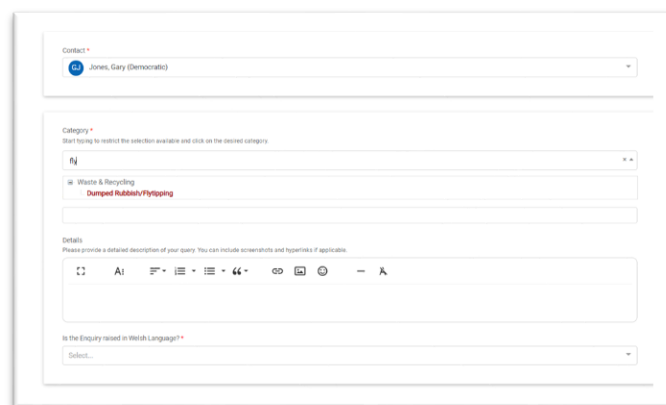
14. Following initial discussion with HALO it was identified that to achieve the key improvements it would be necessary to work with the ICT department to enhance the processes the software used to support the user interface.
15. To prevent the navigation of the arduous trail for the relevant service on the existing "Member Enquiries Capture form, the Member Services Team mapped each services i.e. fly tipping, backwards from the service to the directorate and cabinet portfolio. This data was then imported into HALO and a new capture form developed by HALO which was planned to replace the existing form on the intranet once the testing was completed.
16. This enabled new capture form to be simplified and for enquiries to identified by the output. The following images show the simple steps to complete and enquiry:

- a. when you access the form it automatically identifies the user from the intranet logon



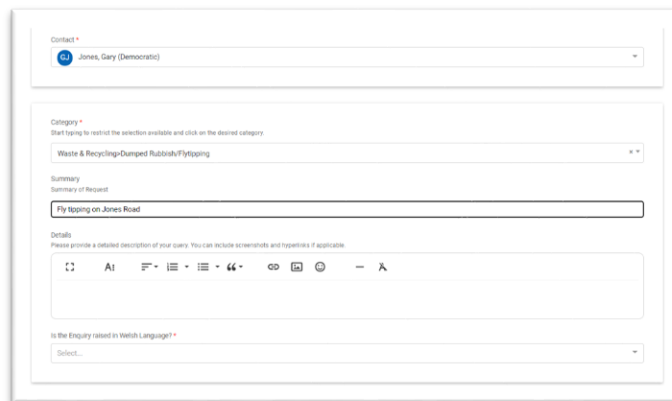
The screenshot shows the top section of the HALO enquiry form. At the top, there is a 'Contact' dropdown menu with a blue circular icon and the text 'Jones, Gary (Democratic)'. Below this is a 'Category' dropdown menu with a placeholder text 'Start typing to restrict the selection available and click on the desired category'. Under the category menu is a 'Summary' section with a 'Summary of Request' text area. Below that is a 'Details' section with a text area for a detailed description of the query, including icons for text formatting (bold, italic, underline, etc.) and a 'Details' label. At the bottom, there is a 'Is the Enquiry raised in Welsh Language?' dropdown menu with a 'Select...' option.

- b. When you click on the category field and start typing it search the most likely category and identifies it in red text for you to select.

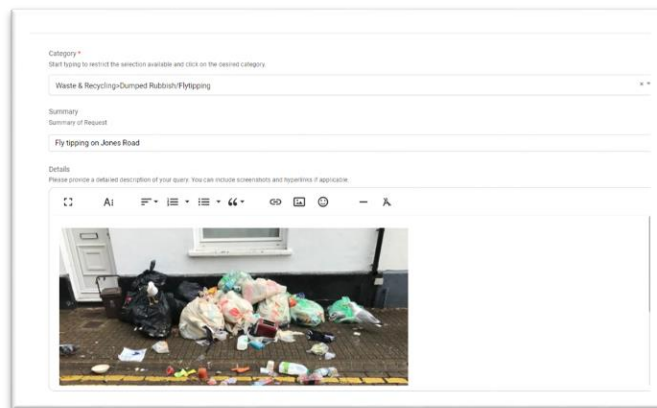


This screenshot shows the same HALO enquiry form as the previous one, but with the 'Category' dropdown menu open. The dropdown list shows a search result 'Waste & Recycling' highlighted in red text. Below the highlighted item is another item 'Dumped Rubbish/Flytipping'. The rest of the form, including the 'Summary' and 'Details' sections, remains the same as in the previous screenshot.

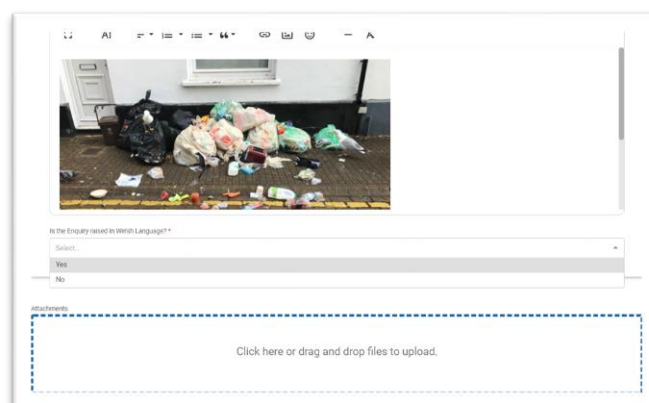
- c. You can then type in a simple summary for ease of reference for the recipients of the enquiry:



- d. The form then allows you to add more detail which could include contact details and photographs which would help officers to address the enquiry. There is a simple tool bar where there are a number of formatting options and you can easily add screenshots and hyperlinks



- e. You can then select whether the enquiry has been made in Welsh to ensure that any response for the constituent in the correct language with the final area to drag and drop any relevant files from your device into the enquiry before submitting the form for processing.



17. This initial form is very basic and can be enhanced to add other fields which could be mandatory, conditional or optional and include:

- a. Date Enquiry Received
 - b. Method - How the enquiry was received from the constituent i.e. email, face-face, telephone etc
 - c. Constituent Contact details including:
 - Name
 - Title
 - Address
 - Postcode
 - Ward
 - Email Address
 - Phone Number
18. The committee are requested to identify up to 3 Members of the committee to undertake some basic testing of the capture form. The test form will only be used to initially assess if:
- a. the new capture form will work for Councillors.
 - b. If any additional fields need to be added to the basic form either from the list above or other fields which are available and which a councillor may find useful.
19. Additional work may also be needed to ensure that easy access to a consent form is provided and that confirmation of the need for a consent is included with in the enquiry. This may then require the provision of an additional field to upload the completed consent form.
20. Once the development work on the capture form has been completed it will be made live for a limited number of councillors to prove the processes in a live environment before making it available to all Elected Members for daily use. Access to the form will also include it being available to log enquiries from a mobile phone.

Reporting

21. Currently, we have a limited MES reporting capability. Using existing data fields and linking additional information to an enquiry will increase the range and scope of the performance report that can be generated. Report templates are still being developed with the intention of enabling any Member of the team to create easily understandable documents or graphic outputs. The ranges shown below will be used in conjunction when developing the types of reports to provide suitable performance data from the MES:
- a. Ranges:
 - Directorate - Service Area – Service - Cabinet Portfolio
 - Appropriate time periods – Week - Month – Quarter - Year
 - Provide comparative information from previous time period(s)
 - Location - Ward
 - b. Total Enquiries Logged:
 - c. The time taken to complete an enquiry
 - d. Overdue enquiries
 - e. Enquiry trends

f. Service dashboards

Continued development

22. Further development work may be needed and may require additional funding to be provided from the Democratic or Member Services budgets or reserves. The development work may also identify costs to provide additional enhancements to the system such as the development of an MES App or the inclusion of geotagging a location to an enquiry. A financial assessment will be undertaken when the costs of development and enhanced services is known.
23. The Committee is requested to identify any additional development which would improve the MES, the new capture form or the associated performance reporting requirements.

Financial Implications

24. The body of the report provides details of the requirements for and sources of funding in respect of Members Enquiries Service and the HALO system. Sources of funding include the Democratic and Members Services budgets and reserves, with the agreement of the Director of Governance and Legal Services.
25. All costs of the 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

26. 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.
27. The definition of 'Democratic Services functions' includes the provision of support and advice to each member of the authority in carrying out the role of member of the authority.
28. 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 \(chapter 3\)](https://gov.wales/local-government-measure-2011-guidance (chapter 3))
29. Under the General Data Protection Regulation and the Data Protection Act 2018, anyone processing personal data (information about an identifiable living individual) must have a 'lawful basis' for processing. One of the potential lawful bases is the consent of the individual concerned. Members may be able to rely on implied consent for processing the personal data of their constituents for casework enquiries, but in certain circumstances, for example, when dealing with safeguarding matters, the explicit written consent of the individual/s will be required. A proforma consent form has been prepared to assist Members, along with advice on when explicit consent is required; and will need to be incorporated within the new MES forms and processes.

RECOMMENDATIONS

30. The Committee is requested to:

- a. note the content of the report and the progress being made with the Members Enquiries Services
- b. identify up to 3 Members undertake some basic testing of the new MES capture form.
- c. identify any additional development which would improve the MES, the new capture form or the associated performance reporting requirements

GARY JONES
HEAD of DEMOCRATIC SERVICES
23 November 2021

Background Papers: None

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 coronavirus 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**
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
23 November 2021

APPENDIX A - Proposed Work Programme

Background Papers: None

PROPOSED WORK PROGRAMME 2021 -22

| Meeting date | Item | Aim | Additional Invitees |
|--------------|--|--|---------------------|
| 29 Nov 21 | Democratic Services – Activities & Service Support | To receive an update on the performance and services provided by Democratic Services | |
| 29 Nov 21 | 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 | |
| 29 Nov 21 | 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 | |
| 29 Nov 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 |
|--------------|--|---|---------------------|
| 24 Jan 22 | Democratic Services – Activities & Service Support | To receive an update on the performance and services provided by Democratic Services | |
| 24 Jan 22 | Draft Annual Report 2021 | To seek approval of the Draft Annual Report for 2021 | |
| 24 Jan 22 | 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 | |
| 24 Jan 22 | Forward Work Programme | To receive a report proposing items for consideration at a subsequent meetings of the Democratic Services Committee | |