

## **REPORT OF THE HEAD OF DEMOCRATIC SERVICES**

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### **DEMOCRATIC SERVICES – ACTIVITIES & SERVICE SUPPORT MATTERS**

#### **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 01 October 2018.

#### **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.

#### **Issues**

##### Members Services

3. The Members Services Support Team assists all 75 Elected Member by:
  - providing face to face contact with Elected Members;
  - allocating a dedicated Members Services Support Officer to support with enquiries concerning Council Services;
  - tracking and monitoring Members Enquiries and chasing responses with agents;
  - providing general administrative and secretarial service including handling correspondence and emails; typing, scanning, mail merges etc.;
  - providing advice on data protection and GDPR;
  - maintaining an up to date contact list of all 75 Elected Members;
  - maintaining an electronic record of Members Surgeries; preparing data for publication on website; and preparing surgery notices;
  - arranging room bookings for meetings relating to ward matters; with constituents or outside body representatives
  - arranging welsh translation in accordance with the statutory requirements of the Welsh Language Standards;

- providing stationery and office supplies; and
- overseeing Members' business offices including offices for Chairs of Committees and communal members areas;
- the first point of access for Members ICT/Telephone; allocation of IT equipment; and early stage troubleshooting support;
- provide signposting to other information and services relating to the role of Councillor

### Members Enquiries

4. One of the key services support provided by the Members Services team is operational responsibility for the Members Enquiry System (MES). Table 1 provides an update on the number and method of reporting Member Enquiries:

**Table 1**

<b>Enquiry Type</b>	<b>Q1 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>
<b>Total Enquiries</b>	1533	1613	1421
<b>Member Self-serve</b>	695	780	705
<b>Logged by Officer</b>	838	833	716
<b>Time taken to close in days.</b>	11.0	9.2	7.5

5. The number of Elected Member using the MES over the 3 quarters is 70 out of 75. 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 complexity and multi-service nature of some enquiries means that response times can exceed the 10 calendar days.
6. Members Services on a pilot basis since 1 August 2018 had provided the MES service to the six Clerks Community Councils. Positive feedback had been received from the Clerks on the service and the team have been commended for their work. The Cabinet on 13 December 2018 formally adopted the Community Council Charter which sets out how Cardiff Council will work with the six Community Councils which means that the MES service will be provided on a permanent basis and the use of the service would be monitored and reviewed as and when necessary.
7. The Members Services team is constantly monitoring 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.

### Committee Services

8. The Committee Services team provide administrative support to Council and all Committees of Council which includes preparation of agendas, minutes & reports packs using Modern.Gov; publishing; booking rooms for meetings and pre-meetings; support to Lord Mayor as Chair of Council; Chairs of

Committees. To date 147 formal meetings of Council and Committees have been held.

9. In addition to Committee administration the team carry out the following functions:

Council Governance: custodians of the:

- Constitution;
- Declaration of Acceptance of Office;
- Cardiff Undertaking;
- Register of Political Groups.

Member Governance: maintain up to date records of:

- Register of Individual Member Interests;
- Conference and Events Register;
- Hospitality Register;
- 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.

Public Engagement support given to:

- Public questioners at Council;
- Hosting attendees and visitors;
- Petitioners & public at Committee meetings.

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.

Corporate Support

- Emergency Management on call on a rota basis;
- Representing Committee & Members Services at corporate meetings such as Welsh Language Co-ordinators

Management and development of systems

- Modern.Gov;
- Conference System;
- Webcasting
- Facebook Live

## Scrutiny Services

### Overview and Scrutiny – Fit for the Future?

10. The Scrutiny Team are progressing the action plan following the Wales Audit Office review entitled Overview and Scrutiny – Fit for the Future? Activities include:
  - An initial review of the methods of scrutiny previously undertaken to determine the feasibility of utilising them in delivery of innovative and effective scrutiny in the future.
  - Developing the arrangements for National and Regional Scrutiny Networks. See paragraphs 27 -28 below for more details.
  - PRAP Task and Finish group established to consider the impact of scrutiny and to explore methods of capturing the impact of scrutiny and how these outputs support the future development of scrutiny.

### Scrutiny Committee Work Programming

11. The work programmes of the Scrutiny Committees are being finalised in preparation for publication on the Cardiff Council website. It is hoped that this will assist in promoting the activities of the scrutiny committees, identify those meetings which are being webcast and encourage engagement and participation in the scrutiny process.
12. Further work is being undertaken to develop distribution lists to enable those partners, local organisations and members of the public who have previous participated in scrutiny activities to be added to a pool of contacts. These contacts can then be informed of when the Scrutiny Work Programmes are published and of other opportunities for engagement with the scrutiny process.

### Corporate Apprenticeship – Democratic Services

13. Democratic Services were successful in its bid for a Corporate Apprenticeship for 2019/2020, and has been asked to take two across Scrutiny Services, Committee & Members Services and Electoral Services. Caitlin Davies has taken up her position with Committee & Members Services and Christina Lazarou will start in Scrutiny Services on 14 January 2019. Both will complete the Business Administration Level 2 Foundation Apprenticeship in collaboration with Cardiff & Vale College.

### Members ICT

14. Elected Members were provided with IT provision to support their role as Councillors. The 2017 offer for new and returning Members included:
  - Dell Laptop E5470 – Windows based or
  - Dell latitude Tablet – Windows based and
  - Android Samsung Galaxy S7 with Blackberry Works or
  - Blackberry Works on Councillors personal Smartphone

Some returning Members preferred to remain with existing IT provision which was still within contract and included

- iPad – various models generally 2 years plus old
- Apple iPhone 7 Plus – also 2 years plus old with Blackberry Works

15. At recent meetings with Group Whips a number of issues have been raised that impede Councillors ability to work electronically and these have been raised with ICT Officers and the following responses have been received:

Issue	Response
Access to power points in meeting rooms to plug in or charge devices	To be considered as part of the ongoing digital provision for meeting room facilities.
Wi-Fi connectivity in Council and City Hall at meetings	Improvements have been made to connectivity at City Hall following the October meeting of Council.
Automatic updates	Automatic windows updates are pushed out on a weekly basis directly from Microsoft on a Tuesday / Wednesday night as well as updates to the Virus management software. Councillors need to at least once a week turn on their device and connect to the Council system to ensure that the device receives the latest updates.
Resetting of passwords and number of passwords to access the variety of services available to Members	<p>ICT are required to meet stringent Government security standards such as PSN, PCIDSS and Cyber Essentials Plus in the use of passwords. It is recognised that Councillor use different platforms and that a single sign on action would resolve some issues.</p> <p>The ICT Service Desk is available during office hours to support Councillor who need to update their passwords. Progress on a single sign for Councillors is not moving forward. Democratic Services have asked for a solution for users with a reasonable adjustment such as 'biometric sign on' to be looked into.</p>
Screen saving and timing out of documents	This is another part of the Councils implementation of the Government Security Standards to minimise the risk of unauthorised access to a Council devices.
Accessing Member Enquiry Systems on smartphones and iPad	This issue is related to Blackberry Work when Members try and access the inline Members Enquiry Capture form from the Intranet.

Issue	Response
	With the rollout of 365 over the coming year there are the possibilities of mobile devices having an alternative access route to the MES

### Digital Services

16. The digital services team are keen to work with Elected Members and Democratic Services Officers to gain an understanding on how Members use the devices offered to them; how they can better access information digitally and what information they would like to receive electronically. To this end a series of workshops are being arranged with Groups of members starting with the Democratic Services Committee.

#### Digital/ Connected Member Workshop Programme

Group	Workshop date	Time
Democratic Services Committee	4 January 2019	5:00 – 5:30pm
Party Group Whips	21 January 2019	4.30 – 5:00pm
Leader & Cabinet	24 January 2019	to be confirmed
Planning Committee	23 January 2019	to be confirmed
Open session for Members	28 January 2019	5.15pm

### Modern.Gov

17. Modern.Gov is the Committee Management System used by the Democratic Services team to co-ordinate the production of agenda, minutes, Forward Plans and programmes and provides a dual language website with an array of information.
18. The Democratic Services webpages created with Modern.Gov keeps Members up to date on all information relating to the decision making process and provides links for the public to view the activities and outcomes of formal meetings.
19. The Modern.Gov App is available for all Members devices and provides access to those with appropriate permissions to public and exempted meeting information. This enables the authority to provide a paperless solution to the production and circulation of reports, minutes and agenda. There is an ongoing programme supported by the Committee Services team to provide training on how to effectively use the App to annotate their meeting documents and how to access exempted papers. The benefits for Members of the Mod.Gov App are that it supports the service in making efficiencies in its printing and postage budgets.
20. In addition, the Committee team are working on further improvements to Modern.Gov and users guides to support Members with remote access and greater options for self-service.

21. A representative of the team is also involved in the focus group and testing of a new version of the Modern.gov App which will have improved functionality and performance.
22. The team actively participate in the South Wales Modern.Gov User Group which provides free training and opportunities to network with up to 13 of the 19 other Local Authorities in Wales who use Modern.gov.
23. At its last meeting on 26 October 2018 a free training session was provided on the publication of Forward Work Programmes and an overview of Managing Actions and Decision Digests.

#### Printing

24. The provision of IT and the Modern.Gov platform to Members and officers has significantly supported the reduction in reliance on hard copy papers at meetings. It is recognised that Members have individual requirements and adjustments are made to accommodate those Members.
25. The Table 2 below demonstrates the efficiencies that have been achieved with the support of Elected Members by Committee & Members Services since 2013/14 when the Members technology was updated.

**Table 2**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Q1	£12,067.25	£6,723.24	£5,484.18	£3,097.30	£2,265.60	£2,121.69
Q2	£10,506.46	£5,436.43	£5,979.68	£4,161.19	£2,844.59	£1,507.15
Q3	£9,219.48	£3,771.17	£2,437.77	£2,570.25	£2,206.46	£445.21 <sup>1</sup>
Q4	£11,723.87	£5,889.20	£4,153.48	£3,112.57	£4,644.91	£0.00
<b>Total</b>	<b>£43,517.06</b>	<b>£21,820.04</b>	<b>£18,055.11</b>	<b>£12,941.31</b>	<b>£11,961.56</b>	<b>£4,074.05</b>

<sup>1</sup> October figure only, awaiting information for November and December 2018

#### Webcasting

26. The Council has a contract for 100 hours of webcasting per year for broadcasting live streaming of Council, Planning and Scrutiny Committees.
27. The Directorate Plan has a Performance Indicator to measure public engagement activity and ability to access the decision making processes of Council. Table 3 below set out the number of hits per quarter in this municipal year.

**Table 3**

<b>Webcasting 2018/19</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	<b>Targets</b>
Full Council	231	453	865		<b>1549</b>	<b>2500</b>
Planning Committee	245	181	632		<b>1058</b>	<b>2000</b>
Scrutiny Committees	284	74	259		<b>617</b>	<b>500</b>
<b>Total</b>	<b>760</b>	<b>708</b>	<b>1756</b>	<b>0</b>	<b>3224</b>	

28. In addition to Webcasting, Democratic Services has been promoting meetings on Facebook Live which signposts followers to the Live webcasting of meetings. Work is ongoing to determine the viability of including Facebook views a performance target.

## Networks

### Independent Remuneration Panel for Wales (IRPW)

29. An annual meeting of the IRPW with the Chairs of Democratic Services Committee and the Heads of Democratic Services was held on 7 November 2018 to discuss the Draft Annual Report for 2019/20 and proposed determinations in relation to Elected Members
- Basic Salary
  - Senior Salary
  - Civic Salary
  - Support services provided to Elected Members
  - Joint Overview and Scrutiny Committees
  - Care Allowances
- and remuneration of Co-Opted Members.
30. The Chair and Head of Democratic Services participated in discussions on the report; the schedule of Remuneration; reimbursement of the Cost of Care Allowances and the consistency of provision to Elected Members and Civic Heads across all authorities. The IRPW urged Democratic Services Committees to take steps to encourage and facilitate greater use of the remuneration framework so that Members concerned are not financially disadvantaged in undertaking their roles.
31. The final IRPW report for 2019/202 will be published in February 2019 and a report will be submitted to Council in March 2019 setting out the key recommendations for approval.

### Member Support and Development Lead Member and Officers Network

32. This network is facilitated by the Welsh Local Government Association (WLGA) and aims to improve the services and member development opportunities provided to Councillors across Wales. The Member Support officers meet once a year with Councillors attending the other 2 network meetings to share views and ideas.
33. The Chair of the Democratic Services Committee and the Head of Democratic Services attended its meeting on the 15 November 2018 and actively participated in discussions on the following topics:
- **Local Government Reform**, the WLGA provided an update on the Local Government and Elections (Wales) Bill and the local government reform working group
  - **Brexit and the needs of members for information and support.** A discussion with Tim Peppin, Director of Regeneration and Sustainable Development at the WLGA. The headline message was that authorities should prioritise preparations for the disruption which

is possible in the event of no deal and draw up the necessary contingency plans.

- **The Draft Annual Report from the Independent Remuneration Panel.** The Draft IRP report was issued in October with the publication of the final report in February for implementation from April. The network noted that:
  - Members should be encouraged to claim their reimbursements for costs of care. Reporting global rather than individual claim details helps this, however so does publicly supporting the rights of members to claim and responding positively to FOI requests.
  - This is a diversity issue, funding care helps not only councillors with young children but also those with elderly parents, publishing and encouraging uptake will help different people stand.
  - Following recent enquiries, the IRP have advised that the time taken for preparation for meetings could also be reimbursed in addition to travelling and attendance time but that this was a matter for authorities to determine in their arrangements/allowance scheme.
  - Working councillors find attending meetings challenging, evening meetings seem particularly difficult, it is also challenging for small businesses to release people to attend meetings. Might further legislation help this?
- **Voluntary Codes.** The WG is considering dropping the proposals to require local authorities to allow social media use and filming at council meetings, subject to the WLGA promoting a voluntary code/guidance to local authorities on the matter. Discussions will continue with Leaders and the WG.

The WG is also hoping for voluntary agreement that council leaders be required to set objectives for members of their executive. The WLGA have therefore amended the framework role descriptions and PDR guidance in this area. It was suggested that objectives should be public and should also be linked with corporate plans as a matter of course.

- **WAO report on the global findings from their Scrutiny Reviews: Fit for the Future.** Representatives of the WAO attended to provide an overview of the national themes emerging from the WAO study which included:
  - a. Roles and Responsibilities**

Some members are not clear about their role in relation to scrutiny, particularly cabinet members.
  - b. Prioritisation and planning of scrutiny activities**

Some councils use a process driven approach to selecting items for scrutiny rather than prioritising activities where scrutiny can make most difference. Councils would benefit from taking a more flexible approach to the methodology for scrutiny, focussing on outcomes rather than process. Alternatives to the traditional

methods of receiving and discussion of reports, followed by recommendation might be sought.

**c. Scrutiny Support**

Councils might benefit from assessing the risks associated with not providing scrutiny with the necessary support both now and in future.

**d. Evaluating the effectiveness of scrutiny**

Councils should consider checking that evaluation leads to improvement and adjusting evaluation methodology to make sure that it does. Scrutiny annual reports should focus on the outcomes secured

• **Support for the mental health of councillors**

As councillors are under increasing pressure, the network discussed the range of support available and made the following observations

- Local authorities have a duty of care to councillors
- Providing access to staff counselling arrangements is working well
- Physical health is also important, RCT takes a wellbeing approach and provides health checks
- There is a role for member development, PDR and mentoring in supporting mental health. Conwy for example have provided a personal resilience training session
- The WLGA workbook on stress management and personal resilience is useful - <https://www.wlga.wales/councillor-workbooks-for-personal-development-1>

• **All Wales Academy (AWA) e-learning**

Problems have been experienced by members using the AWA. In general, due to the technical issues associated with members using the site it was suggested that access to the member site be discouraged until this can be fixed by the NHS.

- **Network review.** Network members were invited to give some consideration to the usefulness or otherwise of the network and to make any suggestions for changes/improvement to the WLGA.

National Scrutiny Network

32. Following some lobbying by officers from Cardiff and other South Wales Authorities the National Scrutiny Network was re-established on 22 October 2018. The network will be facilitated by the WLGA. This meeting was attended by the Head of Democratic Services and a Principal Scrutiny Officer who contributed to the discussions on the following topics:

• **Overview & Scrutiny Fit for the Future?**

Representatives from the Wales Audit Office (WAO) presented their findings from the Overview and Scrutiny Fit for the Future review. All the local reports will be on the WAO website when they have

progressed through the local committee process. Four common themes have emerged from the reports.

- a. **Roles & Responsibilities.** Clarification is required on the role of members in the scrutiny process, particularly cabinet members who need to understand their role in being held to account as set out in the statutory NAFW guidance. Scrutiny members need to understand their role in setting and taking ownership of their work programmes. Training and support may need to be delivered differently to make sure that members understand their role.
- b. **Public Engagement.** There is a desire to improve public engagement, but authorities are finding this difficult, the public are not always interested. Social media clearly has a role in improving this.
- c. **Prioritisation of Topics:** Sometimes too many items, where scrutiny has no impact are being selected for scrutiny, topics should be prioritised according to where scrutiny can make a difference. Traditional process driven approaches for example the routine receipt of officer reports do not help deliver outcomes. Given the current financial pressures and the need for councils to be making the right decisions and delivering the most needed services, effective prioritisation of scrutiny work is essential. Councils could consider prioritising by influence rather than importance and use member briefings for performance information rather than reports.
- d. **Self-evaluation:** In 2014 the WAO's scrutiny improvement study established the need for self-assessment. Self-assessment takes place to varying degrees and performance is reported in some annual reports.

- **Self-Evaluation and Peer Review**

Several authorities are continuing with peer evaluation alongside self-evaluation. Collaborations include: Caerphilly, Newport and Monmouthshire using the characteristics of effective scrutiny; Conway and Wrexham; Blaenau Gwent and Torfaen. Others are continuing with self-evaluation such as the Vale – observation and feedback and Denbighshire who are surveying members.

Several authorities have invested in external consultants to assist with evaluation and development.

It was agreed that peer observation and feedback was a beneficial learning opportunity and didn't need to be formalised or resource intensive. Arrangements could be ad hoc or informal or part of a more formalised, reciprocal programme.

- **Practice Sharing**

- **Joint Scrutiny** A brief overview on the progress to date on the following joint scrutiny arrangement that were in place or being developed
  - Cardiff City Deal
  - Swansea Bay City Deal

- Gwynedd & Anglesey – establishing joint scrutiny of their Public Service Board (PSB)
- Conwy and Denbighshire – operating joint scrutiny of their PSB

The scrutiny of education consortia appears not to have developed significantly and there is an absence of joint scrutiny of health and social care.

- **Public Engagement** - A range of effective practice for engaging the public in scrutiny was identified.

- **Measuring Scrutiny Outcomes**

Conwy and Wrexham has amended its scrutiny forward work programme to show how the items for consideration link to the Corporate Plan and the outcome expected.

Monmouthshire is to review its approach based on the observation that task and finish inquiries take too long and are not working for the authority. Moving towards a model that involves a workshop to prep for an item coming for in depth review at Committee.

Conwy achieve task and finish inquiries by undertaking the administration and arrangements and handing the inquiry over to the Directorate to progress and deliver. The Directorate writes the report, which is then considered by the scrutiny committee. This can sometimes result in the Committee rejecting the findings and recommendations within the report.

- **Review subjects**

A number of reviews were currently being undertaken including:

- Air quality (Cardiff)
- Multi-agency review on speed management including public engagement (Monmouthshire)
- Recycling and waste collection (Conwy)

- **Future Generations Scrutiny Framework**

An officer from the Future Generations Commissioners office facilitated group work to gather feedback on the Framework for Scrutiny. The framework was a result of the Commissioner responding to a request from the scrutiny community to have practical guidance as to how to apply the Wellbeing of Future Generation principals following the WAO good practice seminar in January. Generally, the network considered that the framework would be useful but might need adapting to be shorter, simpler and inserted into existing questioning strategies.

- **How to take the network forward**

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

- Practice sharing
- Training opportunities
- Scrutiny improvement activities

- Joint Scrutiny

### Regional Scrutiny Network

33. The re-establishment of the National Scrutiny Network did not meet all of the requirements necessary to provide scrutiny effective support at a local level. The planned arrangements did not include: localised peer support, collective learning activities, support for self-assessments and peer reviews.
34. The Head of Democratic Services has taken the lead to establish a South East Wales Regional Scrutiny (SEWRS) Network based on the Cardiff Capital Region City Deal Footprint. The intention for the network is to enhance the delivery and awareness of scrutiny across the region and to identify opportunities to deliver the positive outcomes which collaborative working can achieve.
35. An initial meeting has been scheduled for 11 Jan 2019 with the intention of agreeing its terms of reference, administrative arrangements and a date for its first ordinary meeting in early March 2019.

### Local Democracy Week 2018 (15-19 October 2018)

36. “European Local Democracy Week” is an annual event with national and local events organised by participating local authorities in all Council of Europe member States. The purpose is to foster the knowledge of local democracy and promote the idea of democratic participation at a local level. While the week is overseen by the Council of Europe, it is each local and regional community which organises events.
37. The Democratic Services Team hosted several events which will act as pilots for National Democracy Week being held in July 2019. The Electoral Services Team arranged 3 events to encourage electoral registration from hard to reach groups including Young People and Ethnic groups. The links that they have made will be developed and used for future events. The Democratic Services team with the Chair of the Committee and Chair of Children & Young People Scrutiny Committee and Cabinet Member Education, Employment and Skills attended the Cardiff Youth Council meeting to raise awareness of young people on the Democratic processes supported by the Council, and promote the opportunities for young people to apply to be Corporate Trainees.

### Learning and Development

38. The following Elected Member Learning and Development activities have been offered and completed since the last meeting.

Date	Event	Attendance requirement	Actual Attendance
08 Oct 18	Licensing & Public Protection Committee	Essential	1/1
15 Nov 18	National Safeguarding Week – Conference	Optional	2
15 Nov 18 19 Nov 18 (12:30) 19 Nov 18 (17:30)	Diversity Awareness – Transgender	Advisory	27/75
06 Dec 18	Planning Committee	Essential	1/1

## Primary Learning

39. The Committee at its meeting 1 October 2018 a number of primary learning activities were proposed for the next 5 months.

The following sessions have been arranged: -

- (a) Wellbeing of Future Generations Act (WFGA): 10 January 2019 – to provide Elected Members with a clear understanding of:
  - the Well-Being of Future Generations (Wales) Act;
  - how the Well-Being of Future Generations (Wales) Act is applied in the decision making processes within Cardiff Council;
  - Members' role in ensuring that Authority meets the requirements of the Well-Being of Future Generations (Wales) Act.
- (b) Budget Briefings: 4, 5 & 6 February 2019 – Open to all Councillors to provide information on how the budget is developed information on Revenue and Capital Budget and areas to be considered as part of the February budget setting meetings.
- (c) Unicef Child Rights in Practice Sessions: 11 & 12 March 2019 – Cardiff is committed to become a UNICEF Child Friendly City and ensuring that Child rights are intertwined throughout all services. This two part course is Essential Training for all Members as part of the Strategy.

## Committee Specific Training

- a. Licensing Committee –Licensing Hearings (Regional Training)  
A regional Session is being arranged to provide Committee Members an opportunity to refine their knowledge of legislation and procedures relating to the Licensing function of the Council, in particular relating to policies and criteria; the conduct of Licensing hearings and how to present and Committee.
- b. Planning Committee – Policy Matters to including Supplementary Planning Guidance (SPG)  
These sessions are to be arranged as part of a Planning Committee learning programme to raise awareness of planning policy and for Committee Members to understand and input into the review and development of Supplementary Planning Guidance to support their knowledge and expertise when considering development and planning applications in the city.
- c. Scrutiny Committees – Budget Scrutiny  
This training will be targeted for Chairpersons and Members of Scrutiny Committees who will be involved with the Scrutiny of the 2019-20 Budget proposals and are intended to support Scrutiny consideration of the Budget proposals.

## Essential Learning

40. In the period up to July 2019 it is proposed that the Elected Members receive Essential Learning on the following topic areas:
- **Elected Member Role as Corporate Parents** – to update and refresh Members on their guardianship role;
  - **Safeguarding Adults and Children** - to raise awareness of Members of the key issues; how to recognise issues and how to report matters;
  - **Members Personal Safety & Security** – to ensure good working practices for Elected Members in their role as Ward Councillors or Senior Salary holders.

## Topics for Scheduling

41. The Committee at its meeting 1 October was reminded of topics identified by the Member Survey 2017 in the ongoing Learning Programme
- Equality & Diversity (E) – repeat session
  - Corporate Health & Safety (E) – Legal Responsibilities
  - Meet the Regulators (E)
  - PREVENT
  - Social Media
  - Dealing with the Media
  - Chairing Skills
  - Dealing with Mental Health issues
  - Welsh Language Standards Requirements

## Resources

42. The Committee has been made aware of the Budget Strategy report considered at Full Council on 19 July 2018. The report identified the projected budget gap and the requirement for a number of measures to be brought together to meet those challenges in 2019/20. Directorates were asked to model for savings of 17.5%.
43. The Director of Legal and Governance and the Head of Democratic Services in discussion with stakeholder groups considered the potential savings models and their impacts. It was agreed that the Resources Directorate would re-profile the expected budget savings from Democratic Services with only low level non-staffing budget reductions which can be met from planned efficiencies.
44. During the forthcoming year a series of reviews will be undertaken which include:
- a. The action plan to meet the improvement proposals identified during the WAO Overview and Scrutiny – Fit for the Future review which includes:
    - Action 20: Explore and assess how the impact of scrutiny activity can be improved using the available resources.

- b. The Council has introduced a mandatory workforce planning process as part of the corporate planning cycle. Workforce Planning will enable the Council to fulfil its priorities and ensure it continues to deliver valued public services for the people of Cardiff. This is also linked to developing the current arrangements for the Corporate Apprentices within Democratic Services and for succession planning across the Democratic Services Team.
- c. The following legislative and other changes which are anticipated to be implemented in 2019 and which are likely to impact to Democratic Services:
  - a. Welsh Parliament & Elections (Wales) Bill
  - b. The Local Government (Wales) Bill
  - c. Outcomes from the Proposals to change the Annual Canvass

### **Legal Implications**

- 45. Under the Local Government (Wales) Measure 2011, Part 1, the Democratic Services Committee is responsible for overseeing the democratic services functions of the Council and the resources made available for these functions.
- 46. 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.
- 47. In determining how to exercise its functions, the Committee must have regard to the statutory guidance issued by the Welsh Ministers.
- 48. The information set out in the body of this report enables the Democratic Services Committee to oversee the work of democratic services, ensure the work is adequately resourced and report to full council as appropriate.

## **Financial Implications**

49. This report is for information and there are no direct financial implications, with services provided being met from within the 2018/19 revenue budget for the directorate.

## **RECOMMENDATIONS**

50. The Committee is requested to consider the detail in the report and provide any feedback on the Support Services provided to Councillors or matters it would wish to add to the Work Programme.

**GARY JONES**  
**HEAD of DEMOCRATIC SERVICES**  
08 January 2019

Background Papers – [IRPW Draft Annual Report 2019/2020](#)