

City & County of Cardiff

Democratic Services Committee

Annual Report 2020



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

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WORKING TOGETHER



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Chair's Foreword

Chairperson to complete

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

Councillor Mike Jones Pritchard
Chair, Democratic Services Committee

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Membership of the Democratic Services Committee.

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



**Councillor
Jones-Pritchard**



Councillor Burke-Davies



Councillor Bowden



Councillor Goddard



Councillor Goodway



Councillor Kelloway



Councillor Lay



Councillor Naughton



Councillor Parry



Councillor M Rees



Councillor Sandrey



Councillor Wong

Committee Attendance.

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

Terms of Reference.

The remit of the Democratic Services Committee is:

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

¹ Councillor Mia Rees replaced Councillor Rod McKerlich

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

The Democratic Services Team – Support, Services and Structures

Head of Democratic Services

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

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

General

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

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

Committee Services

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

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

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

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

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

Member Services

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

Electoral Services

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

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

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

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

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

Scrutiny Services

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

Scrutiny Services support the following Scrutiny Committees.

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

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

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

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

Corporate Apprentices – Democratic Services

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

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

Resources

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

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

The latest financial projection indicated that:

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

Key Activities

Member Development

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

- Main Sessions

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

- Welsh Language

Cardiff Academy is providing the following free Welsh Language courses:

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

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

- **E-Learning**

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

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

Staffing

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

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

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

Committee & Member Services

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

- **Remote Meetings**

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

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

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

- **Webcasting**

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

Table 1

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

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

- Member Enquiry System (MES)

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

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

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

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

Table 2

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

- Implementation of HALO Software for the MES.

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

- Supporting Community Councils

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

- Education Appeals

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

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

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

- Office 365

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

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

- Implementation of Microsoft SharePoint

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

- Printing

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

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

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

Electoral Services

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

- Police & Crime Commissioner’s Election

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

- Completion of the IER Annual Canvass Process

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

- Management of Community Council Casual Vacancies

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

- Local Democracy and Boundary Commission for Wales Review

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

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

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

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

Scrutiny Services

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

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

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

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

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

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

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

- Children & Young People Scrutiny Committee

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

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

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

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

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

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

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

Task and Finish

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

- **Community and Adult Services Scrutiny Committee**

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

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

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

Task and Finish

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

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

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

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

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

- Economy & Culture Scrutiny Committee

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

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

Task and Finish

- **Tourism in Cardiff**

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

- **Culture in Cardiff**

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

- Environmental Scrutiny Committee

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

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

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

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

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

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

- Policy Review & Performance Scrutiny Committee

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

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

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

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

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

- Young People's Participation in Scrutiny

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

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

- Regional Scrutiny Activity

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

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

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

- **Central South Consortium**

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

- Internal and External Audits

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

Democratic Engagement 2020

- Engagement with Cardiff Metropolitan University

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

- Franchise change Campaign

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

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

Collaborative Working and Networks

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

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

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

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

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

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

- **Officer Networks**

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

Performance Information:

Webcasting

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

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

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

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

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

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

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

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

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

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

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

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

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

Forward Plan for 2021

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

a. Local Government and Elections (Wales) Act

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

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

b. The Implementation of SharePoint

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

c. Recruitment

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

d. Preparations for the Local Government Elections in 2022

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

Committee & Member Services

e. Elected Member Learning and Development Strategy

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

f. Review of the Member Enquiries System(MES)

To review the MES in 3 phases:

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

g. Procure an effective Conference system

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

h. Undertake Surveys

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

Electoral Services

i. UK Government (Electoral Registration Reform Programme)

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

j. Annual Canvass Electoral Registration and Postal Vote Refresh Exercises

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

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

Scrutiny Services

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

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

a. Fit for the Future:

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

b. Environmental Health

Identify opportunities to:

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

c. Internal Audit

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

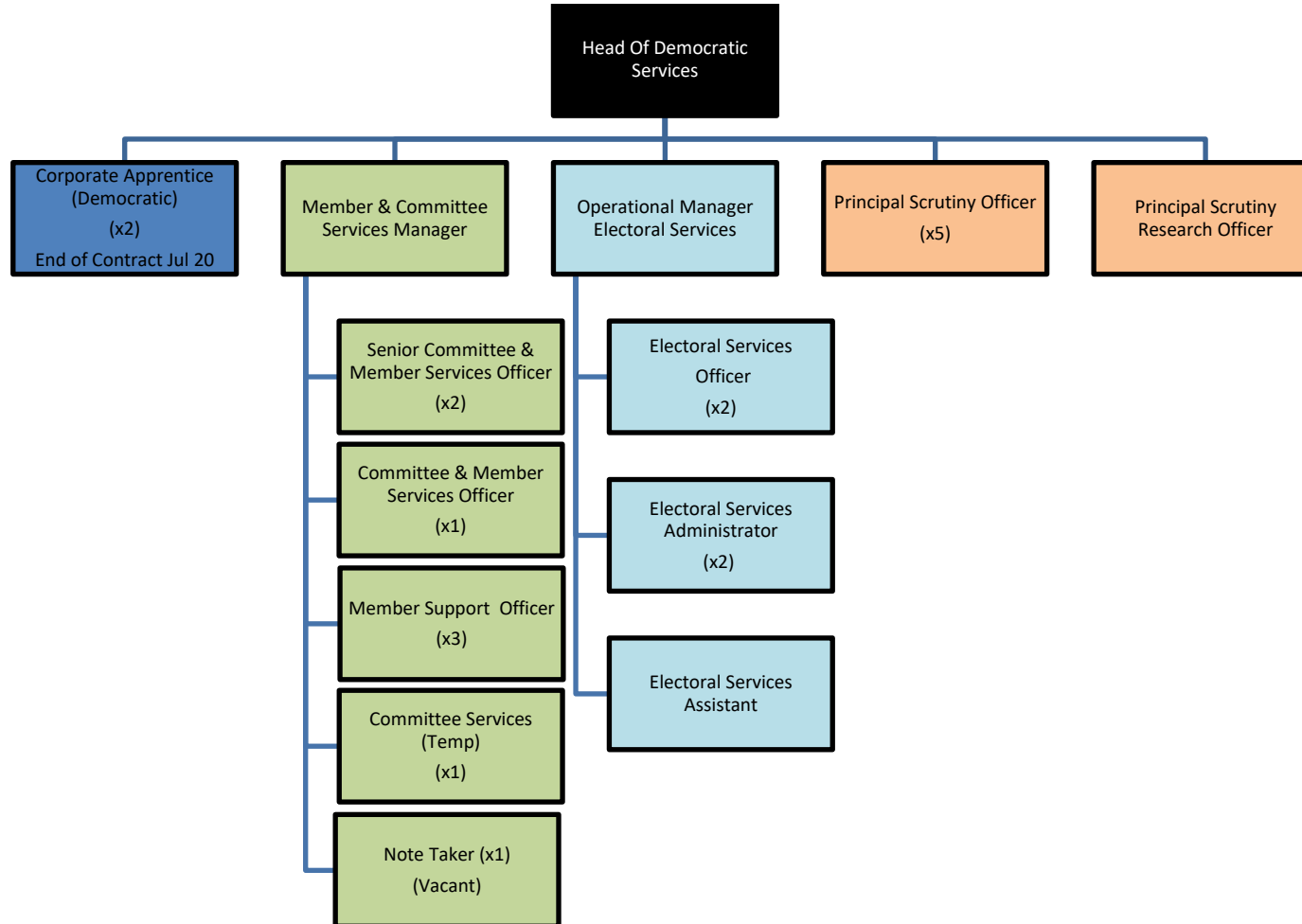
the impact, effectiveness and efficiency of Scrutiny activities for appropriate monitoring and reporting.

Summary

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

APPENDIX A

Structure – Democratic Services 2020



APPENDIX B

Roles and Functions

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

- **Committees Services**

In addition to administration the team support the following functions:

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

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

- **Electoral Services**

- a. Electoral Registration

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

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

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

b. Electoral Administration

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

This includes:

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

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

This includes:-

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

³ Subject to appropriate electoral legislation

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

- **Member Services**

The Member Services Team assists all 75 Elected Member by:

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

- **Scrutiny Services**

a) **General**

Within their terms of reference, Scrutinies will:

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

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

Specific functions - Policy Review and Performance

The Policy Review and Performance Scrutiny will:

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

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

b) Scrutiny

Scrutinies will:

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

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

c) **Resources**

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

d) **Annual Report**

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

APPENDIX C

Officer Networks

- Association of Electoral Administrators

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

- Association of Democratic Services Officers (ADSO)

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

- South East Wales Scrutiny Officer Network (SEWSON)

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