

City & County of Cardiff

Democratic Services Committee

Annual Report 2021



Mae'r ddogfen hon ar gael yn Gymraeg hefyd /
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WORKING FOR CARDIFF,
WORKING TOGETHER



DRAFT

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Chair's Foreword

To be completed following the 24 Jan Committee Meeting

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 Goddard



Councillor Goodway



Councillor Kelloway



Councillor Lay



Councillor Naughton



Councillor Parry



Councillor M Rees



Councillor Sandrey



Councillor Wong



Vacancy

Committee Attendance.

Councillor	Possible	Actual
Councillor Mike Jones-Pritchard (Chair)	3	3
Councillor Jennifer Burke-Davies	3	2
Councillor Susan Goddard	3	2
Councillor Russell Goodway	3	3
Councillor Kathryn Kelloway	3	2
Councillor Chris Lay	3	2
Councillor Dan Naughton	3	3
Councillor Keith Parry	3	3
Councillor Mia Rees	3	1
Councillor Emma Sandrey	3	3
Councillor Peter Wong	3	3
Councillor Fenella Bowden ¹	2	0

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 Retired on 29 September 2021

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 **Appendix A**.

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**.

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.

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 the 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 & 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;

The Committees Team also co-ordinates the delivery of the audio visual and webcasting facilities for Council and its committees.

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.

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)

Resources

The budget allocation for 2021/22 for the Democratic Services Team was £2.680m which was allocated as follows to the relevant service areas.

Service	Net Budget £000
Democratic Services	841
Member Services	1,839
Total	2,680

The latest financial projection indicates that:

- Democratic Services Team will achieve a balanced position at the end of this financial year.
- Member Services are estimating an underspend of £8,000, this is due revised in year projections and alternative funding for software costs from Capital bids and use of reserves.

Key Activities

Diverse Council Declaration

In July the Democratic Services Committee considered a letter and report from the Welsh Local Government Association (WLGA) Council regarding a Diverse Council Declaration.

The intention of the declaration was to:

- Provide a clear, public commitment to improving diversity;
- Demonstrate an open and welcoming culture to all;
- Consider staggering council meeting times and agreeing recess periods to support councillors with other commitments; and
- Set out an action plan of activity ahead of the 2022 local elections.

The committee agreed to develop an action plan within the Committee's remit and budget to support the Diverse Council intentions of the WLGA Council and that the Chair write to key stakeholders for their support for a Diverse Council Declaration.

To support the Diverse Council Declaration a Demographic Profile survey was undertaken and completed by 88% of Elected Members. The data will be analysed and be used as a benchmark for diversity for the Council.

Member Development

A Member Development Programme to support all Councillors and provide opportunities for collective and individual learning was planned and implemented with the following sessions provided and attended: -

Main Sessions

Date(s)	Event	Attendance	
		Actual	%
11-Feb-21	Children's Services Briefing	29	38.67%
12-Mar-21			
16-Feb-21	Planning	35	46.67%
18-Feb-21			
25-May-21	Replacement LDP	24	32.00%
29-Jun-21	Cardiff Commitment Vision	20	26.67%
05-Jul-21	Youth Justice Update	24	32.00%

Date(s)	Event	Attendance	
		Actual	%
29-Jun-21	Code of Conduct Refresher	72	96.00%
08-Jul-21			
29-Jul-21			
07-Sep-21			
15-Nov-21			
29-Nov-21			
15-Dec-21			
06-Sep-21	Unconscious Bias	24	32.00%
09-Sep-21			
28-Sep-21	Covid-19 Vaccination Delivery Plan	20	26.67%
Various since 2017	UN Child Rights Practice Part A	64	85.33%
Various since 2017	UN Child Rights Practice Part B	60	80.00%
01-Nov-21	Drop in Session - Draft IRPW Annual 2022-23	7	9.33%
04-Nov-21	Personal Safety and Security Refresher	8	10.67%

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

The primary use of the E-Learning portal in 2021 was to enable Elected Member to completed safeguarding awareness. The completion data for the various safeguarding awareness sessions is as follows:

Event	Attendance	
	Actual	%
Safeguarding Awareness	59	78.67%

Some E-Learning was undertaken by individual members for their personal development with topics including: dementia awareness, assertive communication and corporate parenting.

Staffing

To address vacancies in the Committees Team following the inability to recruit to the role of Note Taker for Education Appeals, options are being progressed to provide career opportunities within the team and enhance its capacity to support and develop services for Elected Members.

Following the resignation of a Principal Scrutiny Officer in March 2021 the team recruited a replacement PSO to maintain the level of staffing within the team.

Committee and Member Services

Multi-location Meetings

The Local Government and Elections (Wales) Act 2021 requires Local Authorities to develop arrangements for “holding meetings in multiple locations”. The Constitution Committee considered a report on this issue at its meeting in December 2021. [Interim Guidance for Local Authority Multi-Location Meetings](#) has been provided by the Welsh Government which will provide directions for how meetings can be held whether fully remotely, face to face or as hybrid meetings.

The authority received funding from the Digital Democracy Fund to develop a hybrid meeting system and some progress has been made in developing this functionality. The Democratic Services Team has been heavily involved in a number of hybrid meeting demonstrations that have been held with officers, members and Committee Chairs. The Democratic Services Committee meeting held on 29 November 2021 was the first successful public multi-location meeting provided by Cardiff Council.

The feedback from these engagements assisted in providing an understanding of the current system capabilities, its limitations and to assist in development of the requirements for the new conferencing system. This system will be able to primarily operate in the three main Council venues, Committee Room 4, County Hall Council Chamber and City Hall Council Chamber. The system will include new wireless microphones, displays, translation facilities and support for the hard of hearing. There will be meeting control software which will support: electronic voting for committee members (remote and in person attendees), speaker queues, camera control and will integrate with our existing webcasting provider.

This procurement has now been finalised and there will be a significant period of implementation and development which the Democratic Services Team and other stakeholders will need to undertake in early 2022.

Webcasting

The Council has a webcasting contract with Public-I. Public meetings have been live-streamed or recorded for subsequent upload to the Council webcast website. Those meetings which contained predominantly exempt items were not recorded or webcast. Table 1 below provides a summary of the webcasting information for 2021.

Table 1

Summary 2021						
Webcast title	Number of meetings	Actual duration	Avg. length of viewing	All views	Live views	Archive views
Council	9	33:35:40	00:31:55	3799	1368	2431
Cabinet	11	13:29:08	00:25:45	4750	459	4291
Planning	10	36:07:36	00:38:08	4022	1410	2612
Scrutiny	47	102:55:53	00:36:20	3568	662	2906
Governance & Audit	8	14:28:05	00:28:15	974	108	866
Others	47	56:06:02	00:21:21	18	1895	312
Totals	132	256:42:24	00:30:17	17131	5902	13418

The current data shows an increase of 21.69% on the number of views in 2020 when there were a total of 14,077 views. The corporate webcasting target for 2021-22 relates to a total of 7,500 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. There were **10,866** views in the first 3 quarters of 2021/22 which exceeds the target by **44.88%**.

Elected Member Personal Safety and Security

Following the tragic death of Sir David Amess, the Chief Executive directed that a proactive approach be developed to support the Personal Safety and Security of Elected Members. This led to a Personal Safety and Security Refresher session being held on 4 November 2021 which outlined the simple actions which could be taken by Elected Members to protect themselves when working in their communities. In addition, the session advised attendees

of how to access the Council's ALERT system and of the implementation of the "Peoplesafe" app for all Elected Members.

At that time, the Authority was in the final stages of the procurement of "Peoplesafe" services which was intended to enhance the minimum level of lone working protection not only for Elected Members but for all of the Council's lone workers. Democratic Services are working with the Corporate Security Manager and the project lead to deploy the app to all Elected Members who would like to use it. The cost of the licenses is being met corporately.

Elected Members were recommended to have the "Peoplesafe" app installed on their smartphones to enable the device to become a lone working device. Once installed and registered the app can be used to support Elected Members when working in their community by providing direct connection to a 24-hour Alarm Receiving Centre (ARC) who are able to escalate issues directly to the emergency services.

As at 31 December 2021, 23 Elected Members have had their details uploaded to "Peoplesafe". Nine Elected Members have authenticated their user information with five members actively using the app. Initial feedback has been positive, but a number of inadvertent SOS activations have taken place and the settings on the users device have been adjusted to prevent a recurrence of these incidents. Further work will be undertaken to provide training on the use of the app to all members.

The second stage of the implementation is the provision of additional information to enhance the effectiveness of the app. This will include gaining consent for personal information to be included with the app i.e. blood group, health issues, duress words etc which will be available to the Democratic Services Team who will be managing the Members "Peoplesafe" portal and to the "Peoplesafe" ARC who will access this information in an emergency.

Member Enquiry System (MES)

This is one of the key services support provided by the Member Services team and which is used by 73/75 (97.3%) 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. The team liaises 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. This has been exacerbated with the Council focussing support for the communities. Table 2 provides an update on the number and method of reporting Member Enquiries.

Table 2

Enquiry Type	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Totals
Total Enquiries	1540	1671	1644	1262	6117
Member Self-serve	743	730	758	556	2787
Logged by Officer	797	941	886	706	3330
Time taken to close in days.	11.57	12.34	11.48	8.65	11.16

Development of HALO Software for the MES.

The HALO software used to support the MES has required some development to make effective use of its functionality. This will enhance the performance data and community intelligence that can be identified from the enquiries that are logged. The focus of the development has been on the Enquiries Capture form which is planned to be simplified for ease of use. Member of the Committee will be testing the revised forms and following this testing the new form will be implemented in 2022.

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 2021 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 Democratic Services Team currently supports the education appeals process by providing a note-taker which is part-funded by the Education Directorate. A total of 228 education appeals were held in remotely in 2021. This equated to approximately 61 days where a member of the team was supporting an appeal hearing.

Scrutiny Services

This year has seen Scrutiny develop its Recommendations Monitoring Tracker which has provided improved Scrutiny performance data. This information has been utilised in the new format single Scrutiny Annual Report which provides a more public facing focus document encouraging engagement and participation with Scrutiny. The following outlines the other key activities of the Scrutiny Services Team:

- **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 2021. However, progress and implementation of recommendations set out in the "Out of County Placements" Inquiry will continue to be a priority for the Committee in the coming year. The Committee has committed to undertake a Task & Finish Inquiry on "Young People Vulnerable to Exploitation" when it returns to business as usual.

- **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. 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.

Over the course of 2021, Committee Members held 9 formal meetings, considered 18 individual items, and submitted 52 recommendations for Cabinet consideration.

Given the significant well-being ramification of the Covid-19 pandemic, the Committee began the year by undertaking in-depth scrutiny of social isolation and loneliness faced by the adult population of Cardiff. Assessing the measures put in place by the Council to ensure that the health and well-being impact of the pandemic is adequately recognised and resourced

Other pertinent topics considered by the Committee during 2021 included the effectiveness of local measures to address and prevent drug-dealing and drug related crime in Cardiff, along with detailed consideration of local management of the Prevent Strategy, which aims to stop individuals becoming involved in terrorism.

In addition, Committee Members continued to provide thorough monitoring of the Council's, Council House Build Programme and offered constructive input into the Council's Design Guide which will be used to underpin Council housing development sites.

During consideration of this year's topics, Members were pleased to welcome various witnesses including key representatives from the Council's executive, Community Safety Partnership Board, Welsh Government, British Red Cross, Age Connects, Project Hope, Religious Representatives, and relevant officers from Shared Regulatory Services. All of whom provided their highly valued knowledge, views, and perspective to best inform the Committee's scrutiny.

Task and Finish

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

This year, the Committee submitted an inquiry surrounding the transition process for out of county placements for adults with a learning disability. 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.

Following substantial research and visits to a range of local and out of county providers, Task Group Members formulated 30 recommendations for Cabinet consideration. Each recommendation was designed to improve transition arrangements for adults with a learning disability who live in out of county provision and may undergo a transition back into county. The recommendations included measures to help ensure clear, transparent communication at every stage of the process, procedures to help identify gaps in local service provision and processes to monitor the quality and skills of an individual post transition. Out of the 30 recommendations made to Cabinet, 29 were either partially or fully accepted, with one recommendation not accepted due to statutory guidance.

- Economy & Culture Scrutiny Committee

In line with the parameters for scrutiny during the pandemic, agreed at Full Council in July 2020, Committee Members have focused their time on pre-decision scrutiny of reports to Cabinet, issues that are time-critical and/ or may have a significant adverse reputational impact on the Council, as well as areas highlighted by Cabinet Members and Directors as benefitting from scrutiny.

During 2021, this Committee has considered a significant number of reports to Cabinet on high-profile regeneration projects, including the International Sports Village, proposed Velodrome, Llanrumney Regeneration, Canal Quarter Regeneration, Atlantic Wharf, Indoor Arena and James Street Regeneration. Committee Members have also scrutinised reports to Cabinet on the Council's response to the pandemic, including City Recovery and Renewal Strategy, Castle Street proposals, and revisions to the Council's contract with GLL regarding the provision of leisure services.

Committee Members scrutinised reports to Cabinet on wider changes to services, such as Into Work and Adult Community Learning, the Old Library, the Norwegian Church, changes proposed in response to an agreed motion to Council on creating a Greener, Healthier and Wilder Cardiff as well as bids for UK Government funding for levelling-up.

Committee Members also scrutinised progress in implementing the Music Strategy and in delivering leisure services via GLL, as well as in responding to a previous Audit Wales

report on leisure services. In addition, Members received a briefing on the Council's work as part of the Western Gateway partnership.

Finally, Committee Members have scrutinised corporate issues, such as the Corporate Plan, Budgetary Proposals and the first stage of the replacement Local Development Plan. Committee Members have been briefed on budget and performance monitoring reports, and did not identify any areas of concern.

Committee Members have continued to question whether proposals are compatible with the Council's commitment to sustainable development and tackling inequality, examining plans 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

Community Sport in Cardiff

In October 2021, Members commenced an Inquiry into Community Sport in Cardiff, at the request of Councillor Bradbury. Members heard from Sport Wales, Cardiff Metropolitan University and Sport Cardiff. They invited contributions from neighbouring local authorities that are part of Sport Wales' proposed Central South Regional Sport Partnership. The final report is scheduled to be considered by Committee in January 2022 for submission to Cabinet thereafter.

- Environmental Scrutiny Committee

During 2021, the Environmental Scrutiny Committee have explored and engaged in decision making around a range of topics including Waste Management, One Planet Cardiff, Cardiff Bus Strategy, Cycle Ways, the Coastal Management Programme and the Replacement Local Development Plan.

A common theme that the Committee has continued to focus on has been the Council's response to the Climate Change Emergency and the Council's objective to achieve carbon neutral by 2030. This has included detailed consideration of the draft One Planet Cardiff Strategy and Action Plan as well as scrutiny of associated individual areas such as Air Quality, electric vehicles and infrastructure, Active Travel Routes and Biodiversity. The Committee has made numerous observations and recommendations relating to this.

Particular emphasis has also been placed on the Council's Waste Management Service as it strives to meet the Welsh Government targets for recycling. This has included continued monitoring of Waste Collections during the pandemic as well as examination of the proposed changes for Waste collections and Waste Management under the draft Waste Strategy.

Task and Finish

Replacement Local Development Plan

In September 2021, all five Committees considered the Replacement Local Development Plan (RLDP), scrutinising the Vision, Issues and Objectives as well as the Integrated Sustainability Appraisal. This resulted in 8 recommendations as well as several requests, including the wish to establish a Joint Task and Finish Group to progress Scrutiny of future stages of the RLDP. It was agreed that this would incorporate cross-representation from all 5 Scrutiny Committees in order to ensure that all aspects affected by the RLDP are able to be considered. As a result, a Joint Task and Finish Group was established in October 2021, led by the Environmental Scrutiny Committee, to examine the proposed Strategic and Delivery Options as well as the Council's consultation process. The Group have held 3 meetings so far and are currently undertaking a 'Call for Evidence' to help inform the inquiry. The Group are scheduled to continue their work into 2022, with a final report scheduled to be presented to the Scrutiny Committees in March 2022 to inform the Council's future development of the RLDP Preferred Strategy.

- Policy Review & Performance Scrutiny Committee

In 2021 the Policy Review and Performance Scrutiny Committee continued to focus on the Council's policies and plans to recover from the pandemic, specifically those areas of Council business that are the foundation to delivering effective council services in challenging times. Notable highlights are as follows:

The Committee's **Performance Panel** continued to combine the expertise of all five scrutiny committees to secure an impact on the Council's Corporate Planning and Performance Management processes. The Panel met with the Cabinet to consider the Corporate Plan at a policy development stage (February 2021); to consider the year-

end performance 2020/21 (July 2021); and finally, to consider mid-year performance 2021/22 (December). These three meetings offered a total of 98 scrutiny member observations to the Cabinet, many resulting in amendments to the Corporate Plan and to the Council's self-assessment of its performance in line with the requirements of the Local Government (Wales) Elections Act 2020.

Once again, the Committee has focussed heavily on the **financial resilience** of the Council. Committee time has been allocated to the Council's strategy for dealing with the financial challenges ahead, the proposals for the 2021/22 budget and to monitoring the budget at the Outturn 2020/21 and months 4 and 6 2021/22.

The Committee has reviewed the organisation's **performance** and response to the demands of the pandemic in maintaining frontline services, undertaking pre-decision scrutiny of Cabinet reports on **recovery and renewal** in May and October 2021. Members were looking for evidence that more agile decision making is maintained and that the Council becomes more innovative as it looks to establish flexibility between home and office working. In support of the move towards a hybrid working style the Committee commenced a task and finish inquiry into **homeworking**, to examine how the experience of managing remotely during the pandemic can inform future policy on autonomy at work, with a specific focus on the management challenges of supporting home & agile working.

This year the Committee has returned to its statutory responsibility for scrutiny of the **Cardiff Public Services Board**, finding that all statutory partners recognised the value of having a successful partnership of key frontline public service organisations in place. Members commended the high level of trust and spirit of co-operation that had resulted in agility in the speed of decision-making at the onset of the pandemic.

The Committee has engaged with the Council's **Race Equality Taskforce**, affording members a consultative voice on membership, workforce representativeness, and in translating the educational success of BAME communities into employment. It is vital that the Council leads on such topical issues.

Cognisant of the need for measured and proportionate scrutiny as the organisation continued to recover from an emergency position, this year Members made fewer

requests for bespoke scrutiny progress reports. Having become aware of the challenges faced by the **Governance and Legal Services** directorate, in November 2021 the Committee welcomed the Director's assurance that the Council meets the need for resources to support effective corporate governance, noting that the service had maintained traditional spending commitments in Members Services in recent years. We were also reassured that the Democratic Services budget had not been impacted by Legal Services overspending as it deals with the many challenges of a demand led service, particularly given the increasing number and complexity of safeguarding cases.

The Committee has returned to its long-held interest in corporate wide **sickness absence**, focussing closely on the specific challenges faced by Waste Management. Members recommendations following the scrutiny highlighted the need for work-related stress risk assessments within all service areas and proactive research of both public and private best practice in tackling sickness absence.

- Young People's Participation in Scrutiny

The inclusion of Youth Council Representatives initiated by the Children & Young People Scrutiny Committee includes regular invitations for youth representation on the Economy and Culture Scrutiny Committee to observe and contribute to the work of the Committee.

- 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.

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 with Councillor Nigel Howells as a deputy for 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

Scrutiny

The Action Plan developed to meet the recommendation of the Wales Audit Office report entitled Overview and Scrutiny – Fit for the Future has been completed. An internal Audit of the Scrutiny Function to ensure that *"Scrutiny Committees demonstrate effective outcomes from Scrutiny activities that represent good value"* was also undertaken with the recommendations expected to be completed at the end of January 2022.

Members Remuneration

An internal audit was undertaken to ensure the effectiveness of the remuneration of Members. The recommendations were completed by 30 September 2021 and included the revision of the claim form to better align the mileage claims arrangements to the corporate processes. All Elected, Independent and Co-opted Members were advised of the changes in the process.

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 the 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 Committees and the Heads of Democratic Services was held remotely on 9 November 2021 to discuss the Draft Annual Report for 2022/23 and proposed determinations in relation to Elected Members.

The Head of Democratic Services and the Committee and Member Services Manager also participated in discussions on the report including: the allocation of senior salary holders given Cardiff's increase in Elected Members from 2022; informal costs of care reimbursements, terminology used in the report, the promotion of the role of the IRPW, prescription or provision of remuneration of internet costs, redundancy payments for councillors losing their seat, developing remuneration arrangements to support green initiatives, job sharing for non-executive members and the personal safety of Elected Members.

The final IRPW report for 2022/23 is scheduled to be published in February 2022 and a remuneration report will be submitted to Council in May 2022 setting out the key determinations.

- **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 Scrutiny Officer 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	28-Jan-21	03:50:48	00:35:20	149:02:19	577	183	394
2	Council	04-Mar-21	03:45:05	00:40:23	122:30:15	280	175	105
3	Council	18-Mar-21	04:22:46	00:33:26	128:44:48	450	157	293
4	Council	27-May-21	00:28:32	00:11:44	27:11:57	289	40	249
5	Council	24-Jun-21	03:52:17	00:31:09	103:20:11	326	131	195
6	Council	22-Jul-21	04:14:29	00:41:33	178:00:37	506	168	338
7	Council	30-Sep-21	04:10:52	00:34:12	103:46:31	409	173	236
8	Council	21-Oct-21	04:30:41	00:36:03	120:47:37	462	160	302
9	Council	25-Nov-21	04:20:10	00:23:26	104:44:30	500	181	319
Totals			33:35:40	00:31:55	1038:08:45	3799	1368	2431

Cabinet								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Cabinet	13-Jan-21	00:13:52	00:10:07	09:57:03	105	8	97
2	Cabinet	21-Jan-21	00:29:57	00:15:59	33:02:58	219	9	210
3	Cabinet	25-Feb-21	01:14:10	00:45:33	179:56:30	542	41	501
4	Cabinet	18-Mar-21	01:08:44	00:07:44	34:51:12	459	30	429
5	Cabinet	20-May-21	01:48:19	00:40:11	283:22:23	1026	54	972
6	Cabinet	17-Jun-21	01:43:05	00:19:25	98:45:22	522	77	445
7	Cabinet	15-Jul-21	01:44:39	00:13:11	59:33:20	452	55	397
8	Cabinet	23-Sep-21	01:26:36	00:31:39	112:24:36	591	47	544
9	Cabinet	14-Oct-21	01:38:30	00:34:14	144:58:40	536	61	475
10	Cabinet	18-Nov-21	00:45:40	00:29:51	47:46:22	196	31	165
11	Cabinet	16-Dec-21	01:15:36	00:35:25	32:27:56	102	46	56
Totals			13:29:08	00:25:45	1037:06:22	4750	459	4291

Planning								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Planning Committee	27-Jan-21	06:15:12	00:44:16	303:16:48	822	391	431
2	Planning Committee	17-Feb-21	01:17:04	00:14:23	59:43:25	359	86	273
3	Planning Committee	21-Apr-21	02:46:25	00:31:30	94:01:21	286	74	212
4	Planning Committee	10-May-21	04:28:13	00:43:56	144:58:54	394	140	254
5	Planning Committee	16-Jun-21	02:26:13	00:24:40	60:53:00	223	47	176
6	Planning Committee	28-Jul-21	04:18:09	00:31:37	112:47:06	371	73	298
7	Planning Committee	18-Aug-21	03:18:30	00:49:32	149:27:33	377	100	277

Planning								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
8	Planning Committee	06-Oct-21	00:20:17	00:07:13	10:42:53	125	17	108
9	Planning Committee	02-Nov-21	03:54:01	00:56:00	189:29:56	436	168	268
10	Planning Committee	15-Dec-21	07:03:32	01:18:10	377:48:40	629	314	315
Totals			36:07:36	00:38:08	1503:09:36	4022	1410	2612

Scrutiny

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	19-Jan-21	01:09:32	00:10:46	08:26:10	68	8	60
2	Children and Young People	23-Feb-21	04:18:19	00:28:47	12:28:38	71	40	31
3	Children and Young People	15-Mar-21	01:52:59	00:18:03	17:09:32	109	19	90
4	Children and Young People	11-May-21	02:45:37	00:11:20	06:48:32	58	0	58
5	Children and Young People	15-Jun-21	02:06:42	00:29:59	15:29:50	92	0	92
6	Children and Young People	13-Jul-21	02:58:32	00:15:47	13:41:25	98	10	88
7	Children and Young People	21-Sep-21	03:06:34	00:38:28	27:34:41	109	19	90
8	Children and Young People	13-Oct-21	03:57:50	00:33:56	39:02:14	171	35	136
9	Children and Young People	09-Nov-21	01:05:34	00:23:39	11:49:39	55	7	48
10	Children and Young People	09-Dec-21	03:19:04	00:58:19	25:16:23	39	12	27
Totals			26:40:43	00:26:54	177:47:04	870	150	720

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	03-Feb-21	02:48:37	00:26:48	23:40:41	111	11	100
2	Community & Adult Services	22-Feb-21	02:20:40	00:27:18	15:01:25	82	21	61
3	Community & Adult Services	10-Mar-21	01:45:25	00:34:45	21:26:03	87	20	67
4	Community & Adult Services	19-May-21	02:44:10	00:45:37	19:00:28	59	0	59
5	Community & Adult Services	07-Jul-21	01:44:17	00:23:27	11:20:14	78	8	70
6	Community & Adult Services	15-Sep-21	01:58:05	00:41:39	20:49:31	80	9	71
7	Community & Adult Services	13-Oct-21	02:09:45	00:27:22	09:07:39	40	0	40
8	Community & Adult Services	10-Nov-21	01:50:18	00:55:09	21:08:37	43	6	37
9	Community & Adult Services	08-Dec-21	01:56:28	00:32:53	12:36:35	42	12	30
Totals			19:17:45	00:35:00	154:11:13	622	87	535

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	22-Feb-21	02:04:32	00:19:50	12:53:38	70	19	51
2	Economy & Culture	11-Mar-21	01:27:06	00:29:15	33:09:16	135	36	99
3	Economy & Culture	13-May-21	02:41:42	00:19:29	16:14:36	86	17	69
4	Economy & Culture	14-Jun-21	01:15:43	00:14:36	09:15:20	76	9	67
5	Economy & Culture	13-Jul-21	01:17:15	00:12:52	10:18:17	74	0	74
6	Economy & Culture	20-Sep-21	01:37:34	00:20:02	13:01:44	72	17	55
7	Economy & Culture	12-Oct-21	00:30:39	00:11:04	05:20:58	52	4	48
8	Economy & Culture	16-Nov-21	02:07:06	00:32:50	14:13:48	36	8	28
9	Economy & Culture	13-Dec-21	02:02:00	00:50:41	25:20:50	55	16	39

Economy & Culture								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
	Totals		15:03:37	0:23:24	139:48:27	656	126	530

Environmental								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Environmental	05-Jan-21	02:36:55	00:30:23	23:18:02	107	13	94
2	Environmental	23-Feb-21	03:00:25	00:33:24	19:29:22	68	25	43
3	Environmental	02-Mar-21	01:21:38	00:20:24	17:00:13	82	17	65
4	Environmental	11-May-21	01:25:17	00:17:55	12:32:40	80	10	70
5	Environmental	15-Jun-21	02:41:04	01:23:53	72:42:22	106	22	84
6	Environmental	06-Jul-21	03:53:03	00:53:00	37:59:08	115	29	86
7	Environmental	22-Sep-21	02:06:56	01:03:28	26:26:42	46	8	38
8	Environmental	05-Oct-21	01:43:41	01:02:24	34:19:15	71	11	60
9	Environmental	11-Nov-21	01:33:19	00:29:09	15:04:05	52	14	38
10	Environmental	07-Dec-21	01:46:13	00:45:12	25:36:57	48	17	31
	Totals		22:08:31	00:43:55	284:28:46	775	166	609

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 and Performance	20-Jan-21	02:15:12	00:19:15	12:11:41	86	6	80
2	Policy Review and Performance	24-Feb-21	02:34:40	01:10:00	39:40:29	85	31	54
3	Policy Review and Performance	18-May-21	01:55:40	00:44:41	26:04:13	64	17	47

Policy Review & Performance								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
4	Policy Review and Performance	09-Jun-21	02:16:47	00:45:05	30:48:53	70	11	59
5	Policy Review and Performance	14-Jul-21	02:00:33	01:59:49	99:51:26	144	26	118
6	Policy Review and Performance	21-Sep-21	01:47:01	00:37:25	08:06:35	29	0	29
7	Policy Review and Performance	11-Oct-21	02:30:15	00:29:48	14:54:02	60	8	52
8	Policy Review and Performance	17-Nov-21	02:09:17	00:44:10	17:40:12	42	8	34
9	Policy Review and Performance	14-Dec-21	02:15:52	01:01:54	36:06:38	65	26	39
Totals			12:42:37	3:15:41	113:17:40	489	70	419
Scrutiny Totals		47	102:55:53	0:36:20	1041:39:39	3568	662	2906
Governance & Audit Committee								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Audit Committee	26-Jan-21	02:29:29	00:36:37	38:27:53	179	10	169
2	Audit Committee	23-Mar-21	03:18:14	00:30:36	49:59:11	259	40	219
3	Governance & Audit Committee	20-Jul-21	02:19:02	00:33:39	48:48:00	231	12	219
4	Governance & Audit Committee	28-Sep-21	01:51:55	00:30:00	30:00:59	124	12	112
5	Governance & Audit Committee	19-Oct-21	00:41:12	00:18:22	08:16:07	41	0	41
6	Governance & Audit Committee	02-Nov-21	00:00:00	00:00:00	00:00:00	0	0	0
7	Governance & Audit Committee	23-Nov-21	02:42:30	00:53:38	41:07:31	122	29	93
8	Governance & Audit Committee	07-Dec-21	01:05:43	00:23:04	05:46:09	18	5	13
Totals			14:28:05	00:28:15	06:25:50	974	108	866

Other Committees								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
1	Constitution Committee	22-Jun-21	01:24:25	00:15:26	01:32:41	6	1	5
2	Constitution Committee	13-Dec-21	01:19:43	00:34:06	04:32:48	14	0	14
3	Corporate Parenting Advisory Committee	09-Mar-21	01:28:30	00:15:29	06:11:48	43	4	39
4	Corporate Parenting Advisory Committee	18-May-21	01:29:17	00:14:34	04:51:36	39	2	37
5	Corporate Parenting Advisory Committee	20-Jul-21	01:56:43	00:03:56	00:31:31	8	0	8
6	Corporate Parenting Advisory Committee	19-Oct-21	01:57:08	00:13:53	03:14:26	55	3	52
7	Democratic Services Committee	24-May-21	00:52:10	00:24:37	12:18:50	64	3	61
8	Democratic Services Committee	19-Jul-21	01:19:55	00:45:57	27:34:20	107	17	90
9	Democratic Services Committee	29-Nov-21	02:26:53	00:35:22	16:30:25	53	25	28
10	Glamorgan Archives Joint Committee	22-Jan-21	01:07:50	00:01:28	00:17:47	17	0	17
11	Glamorgan Archives Joint Committee	26-Mar-21	01:01:08	00:17:02	03:41:28	18	2	16
12	Glamorgan Archives Joint Committee	21-May-21	00:57:10	00:00:25	00:05:06	24	0	24
13	Glamorgan Archives Joint Committee	20-Aug-21	00:51:05	00:19:25	06:28:38	33	0	33
14	Glamorgan Archives Joint Committee	19-Nov-21	01:21:28	00:28:33	04:17:04	9	3	6
15	Licensing Committee	30-Nov-21	00:27:52	00:06:20	01:09:50	15	2	13
16	Licensing Sub Committee	08-Jan-21	00:59:33	00:16:14	06:45:55	39	6	33
17	Licensing Sub Committee	15-Jan-21	00:53:23	00:15:44	06:33:30	35	4	31
18	Licensing Sub Committee	26-Mar-21	01:45:46	00:56:19	35:40:31	100	18	82
19	Licensing Sub Committee	01-Apr-21	01:47:14	00:24:45	16:05:15	67	6	61
20	Licensing Sub Committee	09-Apr-21	01:41:06	00:23:39	19:19:14	86	23	63
21	Licensing Sub Committee	15-Apr-21	00:26:39	00:13:14	06:37:04	48	12	36
22	Licensing Sub Committee	21-May-21	02:01:59	00:36:38	15:52:51	44	7	37
23	Licensing Sub Committee	25-May-21	01:18:14	00:16:42	08:04:33	50	16	34
24	Licensing Sub Committee	11-Jun-21	01:31:06	00:30:36	19:54:02	57	7	50

Other Committees								
	Webcast title	Live date	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
25	Licensing Sub Committee	29-Jun-21	01:39:23	00:54:17	32:34:31	67	23	44
26	Licensing Sub Committee	13-Jul-21	03:01:38	00:59:53	40:55:35	69	28	41
27	Licensing Sub Committee	23-Jul-21	01:57:12	00:26:42	08:00:40	27	7	20
28	Licensing Sub Committee	30-Jul-21	01:32:51	00:09:02	01:30:22	11	0	11
29	Licensing Sub Committee	06-Aug-21	00:40:49	00:26:50	08:03:04	27	7	20
30	Licensing Sub Committee	13-Aug-21	00:28:29	00:07:13	03:00:29	28	5	23
31	Licensing Sub Committee	17-Sep-21	03:26:22	00:52:51	20:15:51	55	26	29
32	Licensing Sub Committee	08-Oct-21	00:11:46	00:09:59	01:59:53	14	0	14
33	Licensing Sub Committee	26-Nov-21	01:12:45	00:39:14	10:27:45	43	7	36
34	Pensions Committee	08-Feb-21	00:23:59	00:19:07	14:20:20	68	3	65
35	Pensions Committee	17-May-21	00:46:54	00:12:54	02:47:54	22	0	22
36	Pensions Committee	12-Jul-21	00:24:21	00:19:34	11:24:59	56	0	56
37	Pensions Committee	02-Nov-21	00:09:40	00:03:08	00:47:10	17	2	15
38	Prosiect Gwyrdd Joint Committee	18-May-21	00:16:03	00:26:32	11:03:43	53	10	43
39	Prosiect Gwyrdd Joint Committee	02-Dec-21	00:23:53	00:10:55	01:49:18	11	5	6
40	Public Protection Committee	11-May-21	00:27:37	00:25:54	10:47:40	38	6	32
41	Public Protection Committee	01-Jun-21	00:00:00	00:00:00	00:00:00	0	0	0
42	Public Protection Committee	02-Nov-21	00:22:56	00:14:58	07:44:02	46	12	34
43	Public Protection Committee	30-Nov-21	00:48:08	00:31:11	08:50:10	31	4	27
44	Standard and Ethics Committee Hearing	15-Jan-21	02:43:14	00:12:20	01:51:01	17	0	17
45	Standards & Ethics Committee	03-Mar-21	01:05:32	00:07:38	06:21:50	73	4	69
46	Standards & Ethics Committee	07-Jul-21	00:37:12	00:12:56	05:36:20	57	0	57
47	Standards & Ethics Committee	06-Oct-21	00:59:01	00:10:00	03:10:05	34	2	32
Totals			27:19:37	13:38:11	426:58:57	1179	168	1011

Summary 2021								
	Webcast title	Number of meetings	Actual duration	Avg. length of viewing	Total length of viewing	All views	Live views	Archive views
	Council	9	33:35:40	00:31:55	1038:08:45	3799	1368	2431
	Cabinet	11	13:29:08	00:25:45	1037:06:22	4750	459	4291
	Planning	10	36:07:36	00:38:08	1503:09:36	4022	1410	2612
	Scrutiny	47	102:55:53	00:36:20	1041:39:39	3568	662	2906
	Governance & Audit	8	14:28:05	00:28:15	06:25:50	974	108	866
	Others	47	56:06:02	00:21:21	441:33:55	18	1895	312
Totals		132	256:42:24	00:30:17	5284:04:07	17131	5902	13418

Forward Plan for 2022

The Democratic Services Team has a range activities that it will need to undertake in 2022.

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:

- Development of the Scrutiny Website to enhance the engagement and participation of the public in scrutiny activities.
- Supporting the establishment of a Participation Strategy
- Implement the Council's Multi-location meeting policy including a dual language remote facility.
- Implementing the Councils petition scheme and the council's own petition facility on Modern.gov.

b. The Implementation of SharePoint

The Democratic Services Team 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 support the preparations for the Local Government Elections in 2022.

e. Delivery of the Member Induction Programme

The Democratic Services Team will co-ordinate the delivery of the Member Induction Programme in accordance with the Elected Member Learning and Development Strategy.

Committee & Member Services

f. Continue to develop the Member Enquiries System(MES)

To continue to develop the use of the MES to:

- 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. Implement the Council's 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 an exit survey early in 2022.

Scrutiny Services

i. Progress and complete the External Audit Recommendations.

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

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

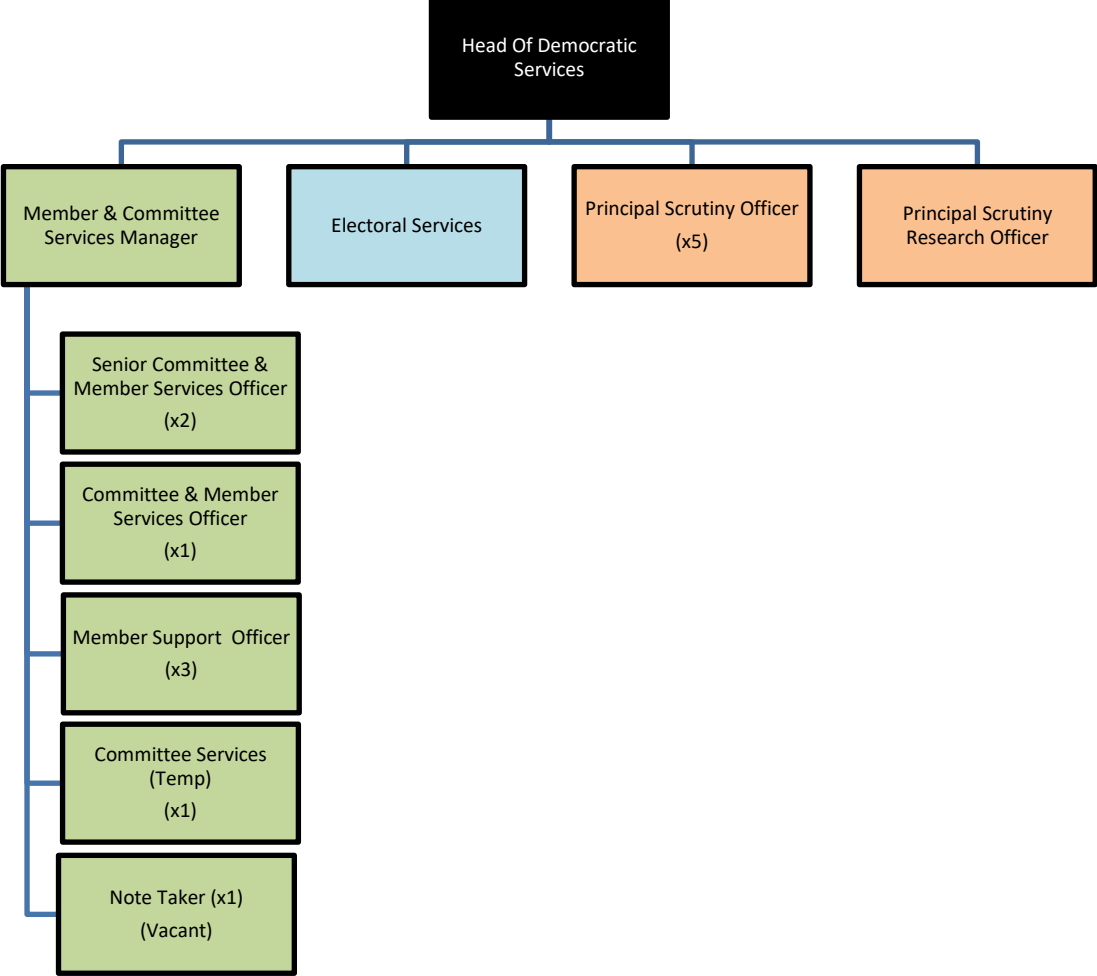
Summary

The Democratic Services Team has had a successful year where the priorities and workloads of the Team have continued to be adversely impacted by the coronavirus pandemic. The Team has continued to develop its services to meet the requirements of new legislation and service needs. Throughout the year the resilience and creativity of the

team have exceeded expectations to deliver outcomes that have supported all Elected Members and the governance arrangements of the Authority.

DRAFT

Structure – Democratic Services 2021



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 and administration of Register and notifications.
 - 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 & the public at meetings.
- e. Liaison with Members and External Bodies:
 - Produce & issue the Members Diary.
 - Issuing of Member Electronic Briefs.
 - Members of Parliament and Members of the Senedd .
 - 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.
 - Multi Location meetings and conference systems.
 - 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.

- **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 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 committee 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 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 bodies 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

Scrutiny must provide a single annual report to the Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.

Officer Networks

- 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. The network continues to meet and are planning to progress the delivery of scrutiny across the region following the Local Government Elections.