

**City & County of Cardiff
Democratic Services Committee
Annual Report 2023**



Contents

Chair's Foreword	3
Membership of the Democratic Services Committee	4
Committee Attendance	5
Terms of Reference	5
The Democratic Services Team – Support, Services and Structures	6
Head of Democratic Services.....	6
Committee Services	6
Member Services	7
Scrutiny Services	7
Resources	7
Committee and Member Services - Key Activities and Achievements	8
The Member Enquiries System (MES).....	8
Supporting Community Councils	9
Developing the System.....	9
Continued development the Council's Conference system.....	10
Webcasting	11
Member Development.....	12
Mandatory Training.....	12
Updating of the Elected Member Learning and Development Strategy	14
Personal Safety for Elected Members.....	14
Education Appeals	16
Support for the National Adoption Service (NAS)	16
Public Engagement.....	16
Scrutiny Services - Key Activities and Achievements	17
Children & Young People Scrutiny Committee	18
Task & Finish.....	19
Community and Adult Services Scrutiny Committee.....	20
Task and Finish	21
Economy & Culture Scrutiny Committee	21
Task and Finish	23
Environmental Scrutiny Committee	24
Task and Finish	25
Policy Review & Performance Scrutiny Committee	25
Performance Panel.....	26
Cardiff Public Services Board (PSB),	26
Scrutiny Research.....	27
RLDP Inquiry	29
The Transport & Active Travel subgroup.....	29
The District and Local Centres sub-group	30
The Securing Planning Obligations/S106 sub-group.....	31
Young People's Participation in Scrutiny	31
Regional Scrutiny Activity.....	32
Cardiff Capital Region City Deal (CCRCD) – Joint Scrutiny Committee	32

Central South Consortium	32
Collaborative Working and Networks	32
Member Support and Development Lead Member and Officers network	32
Independent Remuneration Panel for Wales (IRPW)	32
Officer Networks.....	33
Performance Information:	34
Webcasting	34
Member Enquiries	45
Forward Plan for 2024	47
Committee & Member Services	47
a. Continued development of the Council's conferencing system.....	47
b. Continued development of the Council's Member Enquiries system	47
c. Review of the Elected Member Learning and Development Strategy	47
d. Review of Member's ICT Protocol	47
e. Review the Annual Review Process.....	47
f. Develop the Research Protocol for Elected Members	47
Scrutiny Services	47
a. Public Engagement and Participation	47
b. Undertake a self-assessment of the Scrutiny Function	47
Summary	48
Structure – Democratic Services 2023	49
Roles and Functions	50
• Committees Services	50
• Member Services	51
Scrutiny Services	52
Officer Networks	54
Association of Democratic Services Officers (ADSO).....	54
South East Wales Scrutiny Officer Network (SEWSON)	54

Chair's Foreword

To be completed following the 5 February 2024 Committee Meeting

Councillor John Lancaster

Chair, Democratic Services Committee

DRAFT

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
Lancaster (Chair)**



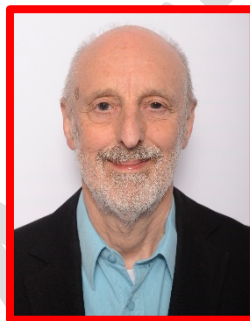
**Councillor
Ash-Edwards**



**Councillor
Carter**



**Councillor
Davies**



**Councillor
Derbyshire**



**Councillor
Goodway**



**Councillor
Lay**



**Councillor
Palmer**



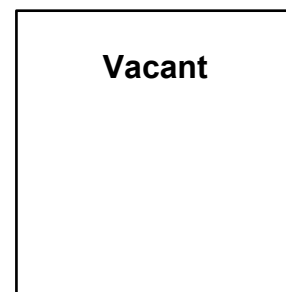
**Councillor
Parry**



**Councillor
Simmons**



**Councillor
Thomson**



Vacant

Committee Attendance.

Councillor	Possible	Actual
Councillor John Lancaster (Chair)	2	2
Councillor Mike Ash-Edwards	2	2
Councillor Joe Carter	1	1
Councillor Calum Davies	2	2
Councillor Bob Derbyshire	2	2
Councillor Russell Goodway	2	1
Councillor Chris Lay	2	1
Councillor Marc Palmer	2	1
Councillor Jaqueline Parry	2	1
Councillor Elaine Simmons	2	2
Councillor Leonora Thomson	2	2

Former Committee Members during 2023:

Councillor Jayne Cowan (Chair)	1	1
Councillor Dan Naughton	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.

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 the start of the year, the team was established for six 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 one Committee Services Assistant post and a vacant Committee Services Assistant post.

During 2023, two additional Committee and Member Services Officer were successfully recruited to better support the Local Government and Elections (Wales) Act 2021 and its Statutory Guidance that was published in 2023. Additional posts for Committee and Members Services have been funded and a further re-profiling of the Team will be undertaken in 2024.

Committee Services supports the Full Council and its Committees, the formal decision-making and good governance of the Council. This includes preparation and publication of agendas, minutes & reports packs using the Modern.Gov committee administration system; 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;
- Maindy Park Advisory Committee

The Committees Team also co-ordinates the delivery of the audio visual and webcasting facilities to support the Council's Multi-location Meetings Policy 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 79 Elected Members and provides them with a first point of contact to address any queries they may have.

Member Services also provides Elected Members and Community Council Clerks with support for the use of the Member Enquiry System including the monitoring of the progress of the issues logged onto the system.

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 2023/24 for the Democratic Services Team was £3.269m which was allocated as follows to the relevant service areas.

Service	Net Budget £000
Democratic Services	1,037
Member Services	2,232
Total	3.269

The latest financial projection indicates that:

- Democratic Services Team will achieve an underspend of £38,000 at the end of this financial year due to the delays in backfilling vacant posts.
- Member Services are estimating an overspend of £41,000. This is largely due to software related costs of £21,000 for Modern Gov, unbudgeted ICT equipment costs estimated at £10,000 and increased costs of Councillor Surgery rooms at £5,000.

Committee and Member Services - Key Activities and Achievements

The Member Enquiries System (MES)

Member Enquiries is one of the key services provided by the Member Services team and which is used by 76/79 (96.2%) 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.

Enquiry Type	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Totals
Total Enquiries	1617	1626	1539	1543	6325
Member Self-serve	29%	46%	43%	38%	39%
Logged by Officer	71%	54%	57%	62%	61%
Avg Time taken to close in days.	11.25	11.35	14.42	11.91	12.23

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 2023 and has included the circulation of information to Community Council Clerks to ensure that they were kept up to date with key information.

Until recently the MES has primarily been a stand-alone system using Halo which with its most recent developments has provided a system suitable to support the enquiries raised by Elected Members. The Democratic Services Committee received a number of update reports detailing the intention to integrate the Members Enquiry System into the Corporate Complaints, Compliments and Enquiries Management system.

Developing the System

The Head of Democratic Services also met with the majority of political group whips to identify any improvements of the MES that would enhance the effectiveness of the MES for their casework. The general consensus was that the 10-day SLA should not be increased for routine enquiries and that following the roll out of the corporate system that a possible reduction in the SLA for key issues or the development of urgent enquiries should be considered.

In preparation for the implementation of the Corporate Complaints, Compliments and Enquiries Management system the MES and its Member Portal was evaluated by the Head of Customer Services and colleagues from Connect 2 Cardiff (C2C) with the intention of determining whether the software and user interface could be improved. The review identified that:

- The system is simple to use and uses conventional navigation and fields.
- The views are uncluttered and allow users to easily access existing tickets, view any updates and add additional notes and correspondence.
- The log in process and restrictions around the devices used needs to be reviewed to make sure that process is as simple as possible.
- The portal functions well on a mobile device and resizes to the screen.

- Additional fields within the form to raise a new enquiry may benefit the data capture.
- Some expansion of the view for existing tickets may benefit the user when searching their tickets.

The Committee supported these improvement proposals which were subsequently implemented with the roll-out of the corporate system.

The Members and Cabinet Enquiries elements of the new system were implemented on 16 August 2023 and a period of proofing on the live system has been undertaken. A further period to fully embed the new system across the organisation is currently being undertaken to ensure that the updated processes deliver the anticipated benefits.

The Member Services Team have been instrumental in supporting the implementation of this corporate system. Their experience and knowledge has been invaluable in assisting the simplification of processes, enhancing accountability and transparency, supporting 18 training sessions for 13 Teams which were attended by over 80 employees. They have also supported individual teams with their transition to using Halo by acting as a mini help-desk to deal with immediate issues from service area teams.

Continued development the Council's Conference system

The Authority has experienced significant challenges following the implementation of the Council's conferencing system particularly with the sustaining effective remote attendance for public meetings. A range of issues have been experienced including video displays and audio levels and a failure of the system due to cable damage during a meeting of council causing the meeting to be postponed.

The temporary closure of the City Hall to undertake maintenance to the hearing system, the conferencing system was transferred to the County Hall Chamber with the intention of holding Council meetings in the County Hall Chamber from September 2023.

During the consultation with Elected Members it was identified that several committees wanted to hold their meetings at the same time as other meetings. This was particularly evident during Scrutiny Committee budget meetings which could not be effectively scheduled to meet the needs of the Members or to maximise the benefits of scrutiny.

A number of alternative solutions including the use of hybrid Teams meetings have been attempted but proved to be ineffective. The provision of a second conferencing system was identified as the preferred method for delivering either overlapping or simultaneous committee meetings with Committee Room 1 being identified as the alternative venue for Committee meetings. A second system would also have the benefit of minimising any cable or other issues from the regular movement of the conferencing system between meeting venues.

Additional resources were provided to Democratic Services to enable the recruitment of additional staff to meet requirements of the Local Government and Elections (Wales) Act 2021 which would also enable some committee meetings to be held simultaneously. The recruitment of two additional Committee and Members Services officers has been completed and further recruitments are planned during this financial year.

Committee Room 4 is the primary venue for committee meetings which works well but some minor enhancement of the sound particularly for smaller meetings was needed. To optimise the equipment and resources for committee meetings, the existing portable conferencing system would be upgraded and used for meetings in the Council Chambers and Committee Room 1, with a new fixed system being installed in Committee Room 4.

The installations have been completed and have been proof tested with further technical and load testing due to be carried out. Following the successful testing of simultaneous meetings, the calendar of meetings will be prepared to better support the requirements of Elected Members.

The latest version of the software and infrastructure has appeared to have address the issues that were experienced earlier in the year. Further updates to the software are being planned for implementation early in 2024 and a review of the Multi-location Meeting Policy will be undertaken in 2024-25.

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. The table below provides a summary of the webcasting information for 2023.

Webcasting Summary 2023						
Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
Council	11	33:51:33	1611:56:37	5144	2101	3043
Cabinet	12	12:03:09	510:53:39	3480	442	3038
Planning	13	20:31:21	1091:07:14	3727	894	2833
Scrutiny	51	103:01:40	1506:50:02	5410	1212	4198
Governance & Audit	5	11:28:40	142:38:41	621	126	495
Std's and Ethics	4	5:05:08	65:49:52	316	39	277
Others	3	01:49:12	17:21:44	297	48	249
Totals	99	187:50:43	4946:37:49	18995	4862	14133

The data for 2023 shows the decrease of 3 (2.9%) of meetings which is not mirrored by a corresponding reduction in the number of views. The number of views increased by 2,360 (14.18%) in this year. There was also an increase of almost 222 hours (4.7%) in the total of webcast hours that were viewed.

The corporate webcasting target for 2023-24 relates to a total of 12,500 views for webcasts of Council and committee meetings. There were 10,589 views in the first 3 quarters of this period which exceeds the target for this period by **12.95%**. Further details on the webcasting data can be found in the Performance Information section of this report.

Member Development

A Member Development Programme to support all Councillors and provide opportunities for collective and individual learning was planned and delivered.

Mandatory Training

The mandatory training identified as part of the Elected Member has been ongoing and the following identifies the completion levels to date:

Topic	Attendance	
	Actual	%
What Councillors need to Know	79	100.00%
Information Governance and Data Protection	79	100.00%

Topic	Attendance	
	Actual	%
Supporting Equality in Cardiff's Diverse Communities	79	100.00%
Corporate Parenting	79	100.00%
Safeguarding	79	100.00%

A range of other topics have been delivered to support Elected Members in their role as a Councillor. These have not been identified as mandatory and therefore if a returning or new councillor has existing knowledge and skills of this topic there has been no requirement for them to attend these training sessions.

Dates	Topic	Attendance Totals
30-Jan-23	Civil Parking	37 (46.84%)
03-Feb-23		
08-Feb-23		
31-Jan-23	G&A Committee Treasury Management	8 (66.67%)
21-Feb-23	Elections Act 2022	19 (24.05%)
23-Feb-23	The Budget Process	20 (25.32%)
23-Mar-23	Member Enquiry System (MES) Update	20 (25.32%)
29-Mar-23		
2017-2022	Introduction to Rights of a Child	37 (46.84%)
26-Apr-23		
30-Jan-23	Corporate Plan Dashboard Demonstration	25 (31.65%)
22-Jun-23		
27-Jun-23		
21-Jun-23	The Council's Planning & Performance Framework (Governance and Audit Committee)	5 (41.67%)
24-Jul-23	RLDP Pre-Consultation briefing	22 (27.85%)
03-Sep-23	Equality for Recruitment	1 (100%)
11-Sep-23	Fast Track Cardiff and Vale	10 (12.66%)
07-Nov-23	Planning Committee Induction	1 (100%)

The Cardiff Academy provides an opportunity to Elected Members to undertake a number of optional E-Learning modules to enhance their knowledge. These have included:

- Local Government Finance
- Introduction to Licensing
- Introduction to Scrutiny
- Ethics
- Chairing meetings
- Community Leadership
- Corporate Governance
- Health and safety
- Wellbeing of Future Generations Act
- Social Services and Wellbeing Act
- Fraud awareness

Updating of the Elected Member Learning and Development Strategy

Following consideration of a recommendation of the Standard & Ethics Committee Annual report in 2023, Council determined that

- any subsequent topics identified as mandatory training was to be approved by full Council
- Mandatory Training was to be completed within six months after the training was made available
- A duty to attend all mandatory training is incorporated within the Members' Code of Conduct, paragraph 8(c). Elected Member Personal Safety and Security

The Democratic Services Committee subsequently considered these and other minor updates to Elected Member Learning and Development Strategy before the strategy was presented to Council for approval. A full review of the strategy will be undertaken in 2024-25.

Personal Safety for Elected Members

The Authority has continued the use of "Peoplesafe" to support the lone working protection not only for Elected Members but for all of the Council's lone workers. As at 31 December 2023, 19 Elected Members have had their details uploaded to "Peoplesafe" and are actively using this facility.

The Local Government Association (LGA) has identified Cardiff Council's process for supporting the personal safety of its Elected members as exemplar of good practice and used it to provide a case study on their website. In addition the Head of Democratic Services was invited to present Cardiff Council approach to Member's personal safety to the LGA Annual Conference

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 277 education appeals were held in in 2023. This equated to approximately 75 working days where a member of the team was supporting an appeal hearing.

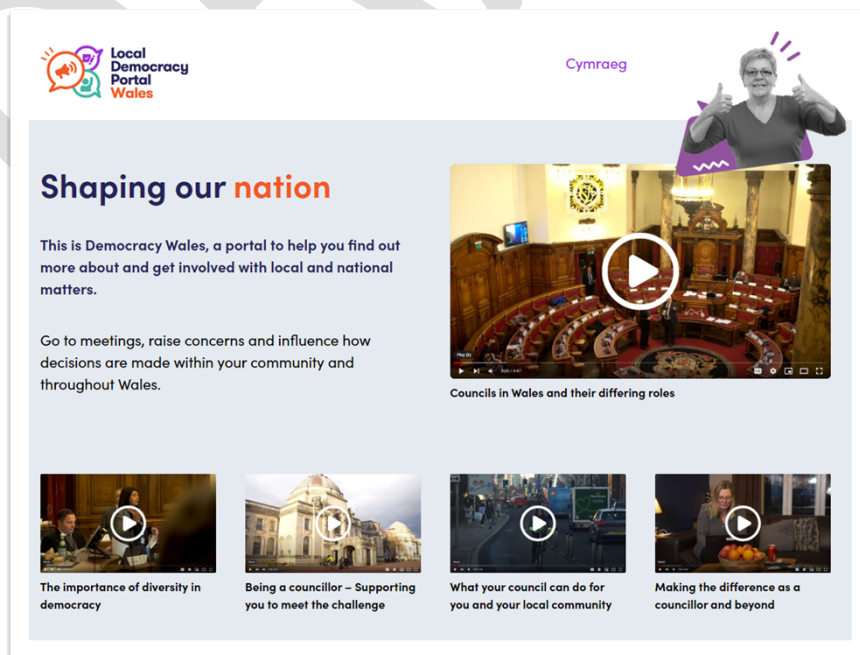
Support for the National Adoption Service (NAS)

Cardiff Council has become the host Authority for the NAS and the arrangement for the provision of its Joint Committee meetings and support have begun to be implemented. The team has procured the Civica Modern.Gov committee and the arrangements for its integration with the website has been established. Training has been scheduled and a date for the first Joint Committee meeting is planned for March 2024.

Public Engagement

As part of Local Democracy Week in October 2023 the All-Wales Democracy Portal was launched to display the videos created from the Digital Democracy grant funding. These videos were entitled:

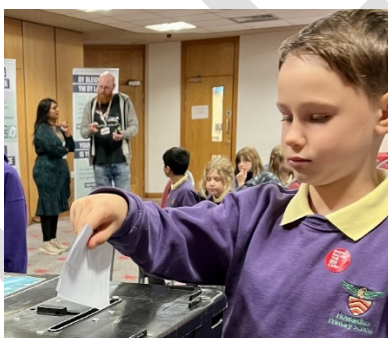
- Councils in Wales and their differences
- The importance of diversity in democracy
- Being a Councillor – supporting you to meet the challenge
- What the Council can do for you and your local community
- Making the difference as a Councillor



A pilot was also undertaken for Schools visits to County Hall to increase awareness of the importance of electoral registration and the decision-making processes of the Council.

The pilot was supported by the Lord Mayor, Councillor Bablin Molik, Cabinet Member Councillor Julie Sangani and a ward Councillor Jon Shimmin. The itinerary for the visit included:

- A welcome from the Lord Mayor or Deputy Lord Mayor
- A short briefing on democracy in Cardiff
- An Interactive demonstration of an election activities, including:
 - Casting a vote at a polling station
 - The Election Count
- Council Chamber visit and demonstration including:
 - Microphones and display systems
 - How the Council makes decisions
 - Voting at Council meetings
- Lord Mayor information session:
 - The role of a councillor
 - The role of the Lord Mayor
 - The Lord Mayor's Regalia
- Presentation of a certificate of attendance for each young person from the Lord Mayor or Deputy Lord Mayor as a memento

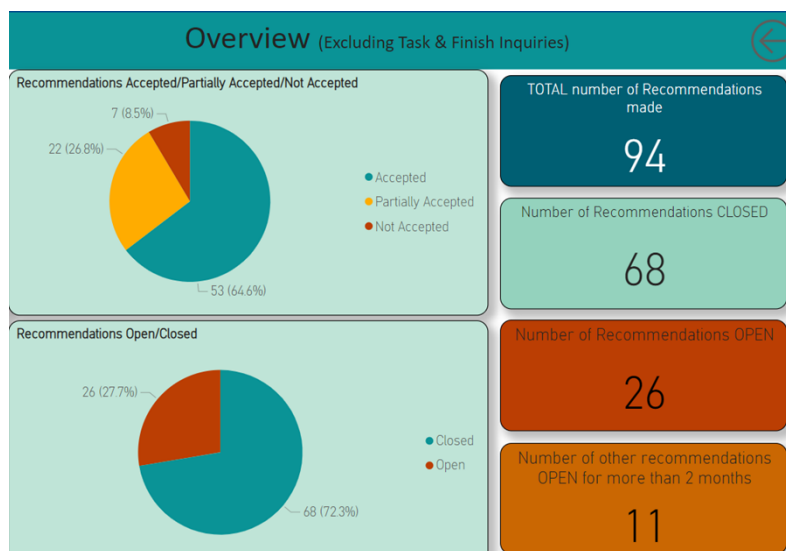


The pilot was successful and further dates are being identified and support from local members will be sought.

Scrutiny Services - Key Activities and Achievements

Progress has been made towards enhancing the engagement and participation of the public in scrutiny activities. The Scrutiny webpages have been improved to make it easier for residents, workers, and employers to contribute to scrutiny. There is a 'Get Involved' page, so that people who live or work in Cardiff can share their views and experiences on the topics being scrutinised, and can also suggest a topic for future scrutiny, by using online 'Contact Us' forms. There are also pages for each scrutiny committee, which show what topics the Scrutiny Committees are examining, and a page for the Scrutiny Annual Report, a public facing document encouraging engagement and participation with Scrutiny – [Scrutiny \(cardiff.gov.uk\)](http://Scrutiny(cardiff.gov.uk)). In addition, Council press releases on Cabinet items programmed for scrutiny now also include reference to scrutiny, with an electronic link to relevant scrutiny papers.

This year has seen the further evolution of the Scrutiny Recommendations Monitoring Tracker and alongside this the development of a PowerBI report to allow easy access, interpretation and reporting of the data and information collated in the spreadsheet. This information has been utilised in the new format Scrutiny Annual Report.



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 support services and the Youth Service.

During 2023, the Committee continued to focus on Education and Schools Recovery, with the Committee undertaking a number of short scrutiny exercises on attendance, attainment, financial challenges, wellbeing of staff and pupils; the new curriculum and ALN. This included hearing directly from School Head Teachers, young people and the Virtual Head Teacher. The Committee will continue to prioritise this issue in 2024.

During 2023, School Organisation Planning (SOP) Proposals continued to dominate the Committee’s Agendas and the work of the SOP Task & Finish Group (see below for more details).

In relation to Children's Services, the Committee scrutinized the Children's Services Strategy; and on a quarterly basis, the Committee monitored 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. Going forward into 2024, the Committee will continue to monitor performance in this area; as well as undertaking short scrutiny exercises on developments in relation to Innovations in Children's Services; and looking at those children and young people who are looked after and have additional learning needs.

During 2023, the Committee also received a number of reports from partner organisations, including the Central South Education Consortium; Corporate Parenting Advisory Committee; and the Vale, Valleys and Cardiff Adoption Consortium.

In addition to the above issues, the Committee also prioritized the Youth Service as part of its work; as well as the impact of Welsh Government removal of profit from Care; and Engagement and Participation of Children & Young People.

Task & Finish

School Organisation Planning – during 2023, this Task & Finish Group continued to be a trusted and supportive partner to the Cabinet Member and Officers in relation to SOP proposals. This Group maintained its role in enabling individual proposals to be considered outside of formal Committee, with monthly reports from the T&F Group being reported to the main committee. During 2023, the Group considered matters in relation to the SOP Investment Strategy; School Admissions; and a range of individual proposals including the Fairwater Campus; and Cathays Primary Schools.

Young People who are educated other than at School (EOTAS) and what factors could lead to them becoming vulnerable to criminal exploitation Inquiry – due to work pressures elsewhere, this Task & Finish Group did not progress as much as it had wished during 2023. However, the Task & Finish Group will be reconvening in early 2024, where it will pick up work on its in-depth Inquiry, which will take place over the next 12 – 18 months. The Inquiry includes looking at the types of young people who could be vulnerable to exploitation (e.g., those on reduced timetables; NEETS; care leavers etc); and what measures and services are in place to mitigate them being exploited (e.g., The Care

Leaver Transition process; contextual safeguarding effective wraparound for children and young people AND their families; Cardiff Commitment; Into Work Services; apprenticeships etc).

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 2023, Committee Members held 9 formal meetings, considered 20 individual items, undertook 2 evidence gathering sessions, visited 6 different homeless service provisions, met with numerous staff, Cardiff residents, key external organisations and submitted 21 recommendations for Cabinet consideration.

The committee began the year by undertaking a deep dive into ASB services offered to Cardiff residents, exploring the areas of progress, and contributing to deliberations on areas for improvement. During the year, Members also dedicated time toward assessing the Council's support for individuals who are street homeless to support the service area in its development of the Rapid Rehousing Transition Plan. The session was extremely informative, with members hearing evidence from individuals who are, or were, street homeless, frontline council officers, local police officers and key stakeholders from partner organisations.

In addition, during 2023 Members also dedicated time toward assessing the hospital discharge process for adults with care needs, and offered valuable contributions toward the development of local, and national, performance indicators. During their consideration, Members heard direct evidence from 4 members of frontline staff, a range of Council managers, senior hospital management leadership and two separate advocacy

organisations. The session culminated in Members recognising the areas where good progress had been made; yet pinpointing the specific areas where further work is required.

Other pertinent topics considered by the committee during 2023 included monitoring the progression of the Council House Build Programme and offering valued contribution to the Cardiff & Vale Violence Against Women, Domestic Abuse & Sexual Violence Strategy, and Cardiff Council's Adult Services Workforce Strategy.

Task and Finish

Cardiff Council's Support to Residents with the Cost-of-Living.

During 2023, Members of the Community and Adult Services Scrutiny Committee concluded their Inquiry exploring Cardiff Council's support for residents with the cost-of-living.

Over the course of the inquiry, Members held 5 meetings, which included four visits to local services, liaison with the council's executive and frontline staff, and a roundtable with 9 external representations. Representation within this roundtable included the Welsh Government, Cardiff Foodbank, Community Housing Cymru and Diverse Cymru (*et al*).

The Inquiry posed 10 recommendations to the Council's Cabinet and was positively received, with 8 of those recommendations accepted in full, and 2 partially accepted. In response to the recommendations, the service area developed an Action Plan, designed to provide specific updates on progress made in implementing the recommendations.

Economy & Culture Scrutiny Committee

The Economy & Culture Scrutiny Committee seeks to drive improvement across economic development, regeneration, parks, leisure, sports, libraries, hubs, culture, events, and tourism.

In 2023, the Committee held 12 formal meetings, including one Call-In meeting, considered 29 substantive items, completed 2 Inquiries, and made 49 recommendations for Cabinet consideration, with 38 of these recommendations arising from their Inquiries. Committee Members also contributed to the Joint Scrutiny Inquiry of the Replacement Local Development Plan Preferred Strategy and conducted site visits to Cardiff Bay Yacht Club, International Sports Village, and Bute Park Visitor Centre.

Throughout 2023, the Committee continued to scrutinise proposals for St David's Hall, keeping a keen eye on whether these support accessibility and inclusivity, protect the classical programme and are beneficial to the Council; this included examining the evidence on Reinforced Autoclaved Aerated Concrete (RAAC) and how this is being managed.

Members also committed considerable time to scrutinising progress on major regeneration projects, including Cardiff Bay Regeneration, Atlantic Wharf, Indoor Arena, International Sports Village, Cardiff Market, the Shared Prosperity Fund proposals for Cardiff and the EUROS 2028 plans.

Members ensured committee time also focused on service delivery and proposals to improve this, scrutinising the following: the contract with Greenwich Leisure Limited (GLL – Better Leisure Centres), Physical Activity and Sports Strategy, Pentwyn Leisure Centre, Tennis in Parks, Tree Planting and Coed Caerdydd, and Shared Regulatory Services. Members made three recommendations regarding the Pentwyn Leisure Centre proposals, two of which were accepted in full and one that was partially accepted; this included ensuring meaningful community consultation took place as quickly as possible. Members also undertook policy review scrutiny on work to improve City Centre Management and City Centre Recovery, hearing from FOR Cardiff as part of this work. Importantly, Members received a report on implementation of agreed recommendations from the Community Sport in Cardiff Inquiry and were pleased to note good progress, with all agreed recommendations implemented in full.

The Committee considered one Call-In regarding the Secret Garden Café in Bute Park, which was well attended by interested members of the public. The Call-In resulted in five recommendations aimed at improving the process of procurement where the Council is the landlord, including improving communications; three recommendations were accepted in full and two were partially accepted.

The Committee received regular updates on the work of the Cardiff Capital Region City Deal, its Joint Overview and Scrutiny Committee and transition arrangements to the new Corporate Joint Committee (CJC). This resulted in three recommendations to strengthen scrutiny of the CJC; these were accepted in full during the debate on this issue at Council, in September 2023. In addition, Members received an update from the Leader on the work

of the Western Gateway partnership, Cardiff Council's contribution to this, and the benefits of this to Cardiff and the wider city region.

The Committee also scrutinised relevant sections of the Corporate Plan 2023-24 and Budgetary Proposals, during which they received a petition from Cardiff Civic Society; further information on this is set out below in the section on the Task and Finish Inquiry – Museum of Cardiff.

Task and Finish

Shaping the Post Pandemic Economic Recovery of Cardiff

In October 2022, Members commenced an Inquiry on how Cardiff Council can shape and support Cardiff's post pandemic economic recovery. Members held ten meetings, hearing from small businesses, freelancers, traders, remote workers, and co-workers about the challenges they face and their views on the support and services needed to help the post pandemic economic recovery of Cardiff. Members also explored with them what is needed for the successful implementation of the 15-minute city concept in Cardiff. In addition, Members sought the views of FSB Cymru, Creative Cardiff/ Creative Economy Unit, FOR Cardiff, Royal Town Planning Institute Cymru, Stiwdio - University of South Wales, and Welsh Government. Members discussed these findings with Cabinet Members and senior officers, hearing their views on these issues. In January 2023, Members concluded their key findings and recommendations and approved the Inquiry report for submission to Cabinet. The report contained nineteen recommendations. In July 2023, Cabinet agreed their response, accepting sixteen recommendations in full and partially accepting the remaining 3 recommendations. In 2024, Committee will be seeking a progress report on the implementation of agreed recommendations.

Museum of Cardiff

During scrutiny of the 2023-24 budget, Members received a petition from Cardiff Civic Society regarding the impact of proposed budget savings on the Museum of Cardiff. Members decided to undertake an Inquiry into the Council's spend on the Museum to question the effectiveness of this spend, to understand if it delivers value for residents and taxpayers, and to explore whether the budget allocation could be optimised, so that the needs of the museum are balanced with the need to fund statutory frontline services.

Members heard from expert stakeholders, Museum staff, Development Trustees, volunteers, Cardiff People First, Caer Heritage, Glamorgan Archives, the Royal Welsh College of Music and Drama, and Welsh Government, benefitting from their expertise and experience in understanding what is needed to secure the future of the Museum. Members also heard from those interested in the future of the Museum, including several Senedd Members and Cardiff Civic Society, and also considered users views via visitor survey responses and school users' feedback, as well as the consultation responses received to the Council's Budgetary Proposals Consultation.

In July 2023, Members approved the Inquiry report for submission to Cabinet. The report contained nineteen recommendations that focus on addressing the barriers that have hampered the Museum's development, by strengthening strategic and financial planning, detailing the criteria needed for a new location, and highlighting opportunities to boost footfall, widen outreach and public awareness, and improve accessibility and inclusivity. The response to these recommendations is due to be considered by Cabinet at their meeting in January 2024.

Environmental Scrutiny Committee

The role of this Committee is to scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability, which is varied and broad.

During 2023 the Committee's work has again been predominantly in relation to pre-decision reports. During the nine formal meetings held throughout the year nine formal recommendations were made in relation to the following issues: the outcome of the weed control trial that had been a recommendation from a previous task and finish inquiry; an update in relation to the roll out of the recycling strategy; the proposed solution to air quality on Castle Street; a review of road user charging options; the latest Highways Asset Management Plan. The Committee also heard briefings in relation to progress being made in relation to Cross rail, the Biodiversity and the Nature emergency and the issues and challenges faced by the visually impaired community navigating the city.

The Committee has also received annual updates in relation to the Local Development Plan Annual Monitoring Report, and the Local Air Quality Annual Monitoring Report.

A site visit to Viridor, Welsh Water Anaerobic Digester and the Household Waste Recycling Centre at Lamby Way was also undertaken to enable committee members to have a better understanding of what happens to domestic waste following its collection.

Unfortunately, a couple of meetings were cancelled due to industrial action and an extraordinary Council meeting being called.

The Committee has also supported the Joint RLDP task and finish inquiry and the end of year and mid-year Performance Panel meetings.

Task and Finish

See RLDP Inquiry below.

Policy Review & Performance Scrutiny Committee

The Policy Review and Performance Scrutiny Committee holds the Council to account on its delivery of key organisational functions. We examine the back-office support services on which frontline services depend, primarily how finances, property, digital support and staff resources are used to deliver the best possible services for citizens. Our aim is to maximise citizen experience by scrutinising policies, plans and programmes. We are looking for good performance against the priorities and objectives set out in the Council's Corporate Plan.

This year the Committee has delivered 26 substantive scrutinies at 10 formal meetings, including a Call-In of the Cabinet's proposal to seek an alternative operating mechanism for **St David's Hall**. These are a few 2023 activities the Committee is particularly proud of...

Alongside performance, the Committee's prime focus is the **financial resilience** of the Council. Committee time has been allocated to the Council's **financial strategy** for dealing with the financial challenges ahead, **Budget Proposals** for 2023/24, and to **monitoring the budget** at the Outturn 2022/23 and months 4 and 6 2023/24. We have also examined the strategy in place for the **Budget Consultation 2023/24**.

The Committee received a very positive Cabinet response to its 2022 inquiry into **Home & Agile Working** in support of the move towards a hybrid working style, examining how the

experience of managing remotely during the pandemic could inform future policy on autonomy at work. In addition, Members have contributed to the **Joint Inquiry on the RLDP**, with the Chair leading a subgroup on Planning Obligations/S106.

Our customer focus in 2023 spanned several key reports and policy developments. In October 2023, the Committee visited the frontline **C2C contact centre**. We witnessed its enthusiasm and energy, and how it continues to modernise customer channels and manage social media. In March 2023 we welcomed the opportunity for policy development scrutiny of the Councils **Participation Strategy 2023/27**, another requirement of the Local Government & Elections (Wales) Act 2021. We made 8 formal recommendations on issues the Council might address in the final strategy and were pleased that all were accepted.

Performance Panel

Oversight of Performance is central to this Committee's work. Co-ordination and chairing of the joint **Scrutiny Performance Panel**, a prominent element of the Council's performance assessment arrangements as required by the Local Government (Wales) Act 2021, sits within our remit. The Panel, comprised of all 5 Chairs of Scrutiny Committees meets informally 3 times a year and has continued to grow its influence and impact in discussions with Cabinet centred on the Council's highest strategic document, the **Corporate Plan**. Following Panel discussions, the Committee formally scrutinised the **Annual Well-being Report 2022/23**, the **Mid-Year Performance Report 2023/24** and the **Corporate Plan 2023/27**, monitoring Cabinet's response to the recommendations of the five scrutiny committees.

Cardiff Public Services Board (PSB)

In November 2023, the Committee welcomed **Cardiff Public Services Board (PSB)**, in line with its statutory responsibility for scrutiny of partnership work in Cardiff. We found all partners fully cogniscent of the value and progress in partnership working in the Capital City. The Board is clear where City level priorities are set, tricky issues are shared and unblocked, and solutions mobilised at speed. The PSB offers leadership, vision and strategic decision making. We commended the Board for undertaking a full governance review in 2023 of the partnership landscape in Cardiff.

Scrutiny Research

The Council's Scrutiny Committees have a dedicated researcher who continues to provide capacity and expertise in supporting the independent evidence requirements of Scrutiny Committees and adding value to Scrutiny's work policy review and development. This research capacity also supports the research needs of the Democratic Services team. The key achievements and the impact of the work delivered last 12 months are outlined below.

Scrutiny Research provided the vital primary research support and expertise to the Joint Scrutiny Task and Finish Inquiry of the 'Preferred Options' for the Cardiff's Replacement Local Development Plan (RLDP). In supporting the independent evidence requirements of the transport aspect of this Inquiry, two workshops involving Committee Chairs and Members, and selected representatives of transport providers, users and stakeholders were undertaken to explore their views on proposed RLDP transport policies and their specific needs associated with these planned developments. The research capacity also conducted a review of the proposed transport policies to effectively provide information and advise the Chairs and Members that are relevant to the issues explored in the inquiry and the recommendations made.

As part of the Cabinet accepted recommendations of the Economy and Culture (E&C) Scrutiny Committee Task and Finish Inquiry – Shaping the Post Pandemic Economic Recovery of Cardiff, a checklist on what will comprise a strong Supplementary Planning Guidance (SPG) was developed based on the key findings of the E&C Inquiry. It is intended that this checklist will support the effective scrutiny of future Replacement Local Development Plan's policies and supplementary planning guidance requirements.

A document review and analysis of available data from Council services was also undertaken for the Community and Adult Services Scrutiny Committee's (CASSC) deep dive scrutiny of antisocial behaviours (ASBO) in Cardiff. A research briefing report was prepared presenting recent research data on the various types and prevalence of antisocial behaviours in various wards in Cardiff. This briefing report assisted Members of the of Committee in identifying further work will need to be undertaken to gain a better understanding of the effectiveness of support for those who have experienced antisocial behaviours and their satisfaction with the existing services dealing with antisocial behaviours in their communities.

Scrutiny Research continues to provide support the Scrutiny Team's work and outputs in developing annual work programme and other team based related work intended to improve the delivery of the scrutiny function in Cardiff.

Furthermore, the research capacity provide research expertise and support to the on-going work programme of the Democratic Services Committee and service priorities of the Head of Democratic Services. To support the formulation of the Democracy component of the Council's Participation Strategy, a workshop was developed and undertaken to seek the views of elected Members on how the Council can further develop its current arrangements to improve residents' and the public's knowledge of the functions and decisions of the Council and encourage better participation and involvement in these democratic processes. The findings of this workshop will inform the specific strategies that the Democratic Services team will use in enhancing its communication and engagement strategies with the public, Council service users and the hard-to-reach groups.

To support and inform the work of the Standards and Ethic Committee, a new survey was formulated to look into on Members' experiences unacceptable behaviours and their knowledge of the current arrangements and its effectiveness for dealing with unacceptable behaviours. This survey will be launched in February 2024 and its results reported by the beginning of the next financial year, April 2024. The findings from this survey will provide information on the prevalence and types of unacceptable behaviours experienced by Members. Additionally, this will inform the strategies and actions that will be undertaken by the Council to address the issue highlighted by the survey results.

In addition, a research survey has also been formulated to establish Members' current knowledge and perceptions of neurodivergence and identify the specific needs and support arrangements required by those Members who identify as neurodivergent. A review of relevant document and research reports was undertaken to inform the development of the survey questionnaire. Support was also sought from an external specialist expert to ensure the appropriateness of language and format used in the survey. It is intended that this survey will be launched later in the next financial year.

RLDP Inquiry

The Transport & Active Travel subgroup looked at how transport providers could be better supported on new housing developments and how these new communities could be encouraged to use sustainable transport and active travel methods.

The group heard from a number of transport providers and a range of community groups about the issues they currently face and sought their thoughts on matters for improvement. These discussions informed the transport related recommendations made, which in summary, were to:

- Include adequate transport infrastructure within new developments as early as possible.
- Engage and consult with transport providers, and community groups as early as possible.
- Consider use of s106 monies allocated to city centre developments for improvements to sustainable and active travel corridors, when possible.
- Ensure minimal impact to existing areas of nature & biodiversity by any new roads, cycleways, and pavements.
- Ensure secure cycle storage that incorporates usability standards, e.g., excluding the use of upright cycling or in hall storage in new flats and HMOs, and is compliant with Shared Regulatory Service guidance.
 - Provide minimum standards on secure cycle storage which need to be absolute in the LDP and not just the SPG and should not be impacted by the proximity of other sustainable or active travel modes but should support connectivity.
 - Follow Sustrans policy on active travel gates, when possible and not 'secure by design' which can exclude some users e.g., wheelchair users and those with pushchairs.
- Include the following on new developments, with SPGs providing further details:
 - Provision of sufficient community EV charging points.
 - Active travel signs/way markers, which provide route and distance information to nearest amenities.
 - Quality, secure cycle storage at home (particularly for new flats & HMOs) and at local amenities.
 - Sufficient road space to accommodate buses passing on main/arterial routes through new developments.

- Protection of historic travel corridors, whether in use or not, to allow their reinstatement at a later date if necessary.

The District and Local Centres sub-group explored how best to strengthen retail planning policies in the RLDP to ensure local and district centres, local parades of shops and one-off shops are protected and enhanced, that beneficial development is enabled and that there is a robust defence against harmful proposals. The sub-group also looked at how to frame RLDP policies to ensure out of centre retail development only occurs where suitable and where it does not harm district and local centres or reduce needed industrial and business use land.

To inform the Inquiry, Members were provided with information on the policy framework for retail planning policies in Cardiff and pertinent findings from the previous Planning Inspectorate Examination of Cardiff's proposed Deposit Plan, 2015, the *Shaping Cardiff's Post Pandemic Economic Recovery Inquiry* (January 2023), and the previous *Supplementary Planning Guidance Inquiry* (October 2022).

In addition, desk-based research was undertaken to identify examples of retail planning policies post-covid from other cities in the UK that meet the Welsh Government's policy direction. A gap analysis was undertaken comparing these examples with the existing LDP retail planning policies, to identify where existing policies could be strengthened and amended in the new RLDP, to meet Welsh Government and Cardiff Council's RLDP policy direction. Members also considered publications from the Welsh Retail Consortium, the Association of Convenience Stores, and the Local Government Association, regarding the role of local authorities in assisting high streets and ensuring access to local services. Members also met with representatives from retail, Planning Officers Society Wales, and Cardiff Council.

The sub-group used the evidence gathered to identify solid examples from other local authorities that support high streets and provision of local services and made five recommendations aimed at strengthening RLDP retail planning policies and associated Supplementary Planning Guidance, ensuring a multi-pronged approach to development control to enable vibrant, viable, attractive, and accessible centres that meet the needs of communities.

The Securing Planning Obligations/S106 sub-group investigated how current policy and process in respect of planning obligations and section 106 agreements could be strengthened. It also looked at how communication and narrative on planning obligations could be simplified, more accessible and transparent; addressing issues in relation to carbon neutral and biodiversity requirements; and making recommendations on how any future/associated SPG could be framed.

The sub-group received training and undertook a range of groundwork on this issue to assist in the Inquiry, including reviewing current national policy; the local policy framework; current practice in relation to S106; Monitoring and Enforcement; Viability assessments and development economics; the role of Members; and the Engagement and participation of local residents. They also reflected on how the new RLDP presented new opportunities and challenges; and undertook a desk-based exercise comparing Cardiff's approach to other comparable local authorities.

The sub-group heard from a range of stakeholders in this area, including housing associations, developers, academics, other comparable local authorities; and other key organisations such as the House Builders Federation, District Valuer, Wales Planning Officers Society; and RTPi.

The sub-group used this evidence to formulate a range of key findings around existing policy and practice; Improving policy and processes; Supplementary Planning Guidance; Viability; affordable Housing; and Communications, Transparency and Accountability. The sub-group made five recommendations arising from the key findings, with the aim to ensure that RLDP policies, processes and practice could be improved and strengthened going forward, which would improve relationships between the Council and its partners and stakeholders; and make the process more accessible for all.

Young People's Participation in Scrutiny

Youth Council Representatives regularly attend meetings of the Children & Young People Scrutiny Committee, Economy and Culture Scrutiny Committee and the Environmental 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 Peter Wong has been appointed as the Council's representative with Councillor Owen Jones as the deputy representative for the Joint Overview & 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.

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 who meet on a quarterly basis. Recent changes to the WLGA and the Local Government Election has meant combined meetings with Officers and Lead Member for Member support were not held in 2023

Independent Remuneration Panel for Wales (IRPW)

The final IRPW report for 2022/23 was published in February 2023 and a remuneration report was submitted to Council in May 2022 setting out the key determinations. Although

there was an intention for the IRPW to visit Local Authorities in 2023 this was replaced by the provision of a survey of all Elected Members in Wales. These responses assisted in the development of the draft IRWP Annual Report published in October.

The Committee considered the Draft IRPW Annual report for 2024-25 at its meeting in November and provided a response to the questions raised as part of the Draft report consultation.

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 and the Association of Democratic Services Officers. 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:

Summary 2023						
Webcast title	Number of meetings	Actual duration	Total length of viewing	All views	Live views	Archive views
Council	11	33:51:33	1611:56:37	5144	2101	3043
Cabinet	12	12:03:09	510:53:39	3480	442	3038
Planning	13	20:31:21	1091:07:14	3727	894	2833
Scrutiny	51	103:01:40	1506:50:02	5410	1212	4198
Governance & Audit	5	11:28:40	142:38:41	621	126	495
Std's and Ethics	4	5:05:08	65:49:52	316	39	277
Others	3	01:49:12	17:21:44	297	48	249
Totals	99	187:50:43	4946:37:49	18995	4862	14133

Council							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Council	26-Jan-23	03:06:14	134:54:17	577	162	415
2	Council	09-Mar-23	03:56:50	204:43:40	572	225	347
3	Council	30-Mar-23	05:05:44	181:42:43	599	285	314
4	Council	27-Apr-23	01:51:28	141:49:13	412	181	231
5	Council	25-May-23	01:05:29	36:44:21	203	68	135
6	Council	29-Jun-23	04:24:20	217:44:14	664	265	399
7	Council	20-Jul-23	01:39:43	08:17:24	42	36	6
8	Council	21-Sep-23	05:28:57	341:13:48	857	365	492
9	Council	12-Oct-23	01:06:04	99:22:51	391	141	250
10	Council	26-Oct-23	03:13:35	141:17:57	473	214	259
11	Council	30-Nov-23	02:53:09	104:06:09	354	159	195
Totals			33:51:33	1611:56:37	5144	2101	3043

Cabinet							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Cabinet	19-Jan-23	00:50:28	50:46:18	472	44	428
2	Cabinet	02-Mar-23	00:52:47	49:41:50	364	57	307
3	Cabinet	23-Mar-23	01:20:51	62:30:41	409	38	371
4	Cabinet	27-Apr-23	00:41:14	46:06:40	289	29	260
5	Cabinet	18-May-23	00:37:41	15:23:03	164	24	140
6	Cabinet	22-Jun-23	01:28:23	63:16:35	377	53	324
7	Cabinet	13-Jul-23	01:46:36	108:03:01	500	68	432
8	Cabinet	21-Sep-23	00:34:45	05:47:03	121	0	121
9	Cabinet	19-Oct-23	00:49:31	19:39:10	201	29	172
10	Cabinet	26-Oct-23	00:09:52	15:12:07	165	0	165
11	Cabinet	23-Nov-23	01:06:23	39:18:34	176	42	134
12	Cabinet (Trustee Maindy Park Trust)	02-Mar-23	00:26:27	13:52:58	106	19	87
Totals			12:03:09	510:53:39	3480	442	3038

Planning Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Planning Committee	12-Jan-23	02:00:02	75:50:34	234	72	162
2	Planning Committee	02-Feb-23	04:00:40	184:59:40	340	149	191
3	Planning Committee	02-Mar-23	03:09:28	272:17:54	1099	170	929
4	Planning Committee	16-Mar-23	01:28:29	126:33:32	426	91	335
5	Planning Committee	06-Apr-23	01:02:39	26:02:48	157	27	130
6	Planning Committee	08-Jun-23	01:03:23	59:14:26	192	66	126
7	Planning Committee	06-Jul-23	00:35:04	22:40:39	173	24	149
8	Planning Committee	03-Aug-23	01:09:04	65:58:28	237	50	187
9	Planning Committee	22-Sep-23	00:22:50	22:28:42	146	15	131
10	Planning Committee	19-Oct-23	01:48:51	64:00:10	189	59	130
11	Planning Committee	09-Nov-23	01:58:51	77:24:52	252	87	165
12	Planning Committee	07-Dec-23	01:15:28	76:06:32	218	53	165
13	Planning Committee	21-Dec-23	00:36:32	17:28:57	64	31	33
Totals		13	20:31:21	1091:07:14	3727	894	2833

Scrutiny

Children and Young People							
	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Children and Young People	16-Jan-23	02:52:17	18:45:15	134	20	114
2	Children and Young People	28-Feb-23	03:14:45	20:33:16	73	26	47
3	Children and Young People	20-Mar-23	02:29:53	18:23:48	103	13	90
4	Children and Young People	15-May-23	01:06:30	02:15:38	53	5	48
5	Children and Young People	13-Jun-23	01:00:00	11:27:10	65	0	65
6	Children and Young People	04-Jul-23	03:35:20	49:56:18	276	40	236
7	Children and Young People	17-Oct-23	01:44:41	10:57:53	75	16	59
8	Children and Young People	14-Nov-23	01:39:59	34:52:56	127	17	110
9	Children and Young People	05-Dec-23	02:27:19	11:09:11	40	6	34
Totals			20:10:44	178:21:25	946	143	803

Community & Adult Services							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Community & Adult Services	16-Jan-23	00:14:45	17:19:53	36	6	30
2	Community & Adult Services	27-Feb-23	02:13:00	52:46:38	117	32	85
3	Community & Adult Services	20-Mar-23	01:57:27	40:22:58	70	14	56
4	Community & Adult Services	24-Apr-23	02:40:12	33:28:10	106	19	87
5	Community & Adult Services	15-May-23	01:57:15	14:50:21	55	11	44
6	Community & Adult Services	19-Jul-23	02:18:58	26:32:12	89	14	75
7	Community & Adult Services	18-Sep-23	01:38:10	06:06:21	33	8	25
8	Community & Adult Services	16-Oct-23	00:00:00	00:00:00	0	0	0
9	Community & Adult Services	20-Nov-23	02:12:09	24:31:57	75	14	61
10	Community & Adult Services	11-Dec-23	01:25:08	13:43:00	55	10	45
Totals			16:37:04	229:41:30	636	128	508

Economy & Culture							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Economy & Culture	18-Jan-23	02:43:22	56:32:24	154	38	116
2	Economy & Culture	28-Feb-23	02:23:08	71:48:28	180	57	123
3	Economy & Culture	21-Mar-23	00:56:56	16:18:06	84	21	63
4	Economy & Culture	25-Apr-23	02:24:05	34:09:29	142	26	116
5	Economy & Culture	31-May-23	01:01:48	34:13:02	150	20	130
6	Economy & Culture	20-Jun-23	02:04:31	27:50:24	148	32	116
7	Economy & Culture	11-Jul-23	01:46:49	62:18:40	228	64	164
8	Economy & Culture	03-Aug-23	01:49:42	89:36:45	194	38	156
9	Economy & Culture	19-Sep-23	01:52:52	27:21:26	101	35	66
10	Economy & Culture	24-Oct-23	01:31:34	51:00:39	125	31	94
11	Economy & Culture	21-Nov-23	03:43:42	48:40:50	172	51	121
12	Economy & Culture	12-Dec-23	02:04:24	11:55:57	46	14	32
Totals			24:22:53	531:46:10	1724	427	1297

Environmental							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Environmental	12-Jan-23	01:09:48	29:16:53	177	9	168
2	Environmental	27-Feb-23	02:21:46	31:31:45	78	16	62
3	Environmental	16-Mar-23	02:13:48	14:24:00	67	8	59
4	Environmental	24-Apr-23	02:36:51	83:20:40	324	130	194
5	Environmental	11-May-23	01:57:51	20:13:57	69	13	56
6	Environmental	15-Jun-23	02:14:40	22:52:31	96	0	96
7	Environmental	06-Jul-23	01:00:14	15:22:38	66	5	61
8	Environmental	16-Nov-23	01:39:16	13:38:51	70	13	57
9	Environmental	07-Dec-23	01:34:16	06:33:32	50	8	42
Totals			16:48:30	237:14:47	997	202	795

Policy Review and Performance							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Policy Review and Performance	17-Jan-23	02:57:45	70:48:15	126	36	90
2	Policy Review and Performance	01-Mar-23	03:01:14	65:33:59	220	69	151
3	Policy Review and Performance	22-Mar-23	02:01:01	15:54:45	80	22	58
4	Policy Review and Performance	16-May-23	02:55:25	34:52:07	96	34	62
5	Policy Review and Performance	20-Jun-23	01:52:36	09:29:08	75	0	75
6	Policy Review and Performance	12-Jul-23	03:05:16	35:59:02	162	38	124
7	Policy Review and Performance	20-Sep-23	02:01:57	25:32:28	78	30	48
8	Policy Review and Performance	18-Oct-23	02:01:06	14:17:02	92	21	71
9	Policy Review and Performance	22-Nov-23	02:21:50	21:41:51	77	31	46
10	Policy Review and Performance	13-Dec-23	01:43:11	27:19:25	58	21	37
Totals			24:01:21	321:28:02	1064	302	762

Joint Scrutiny Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Joint Scrutiny Committee	15-May-23	01:01:08	08:18:08	43	10	33
Totals			01:01:08	08:18:08	43	10	33

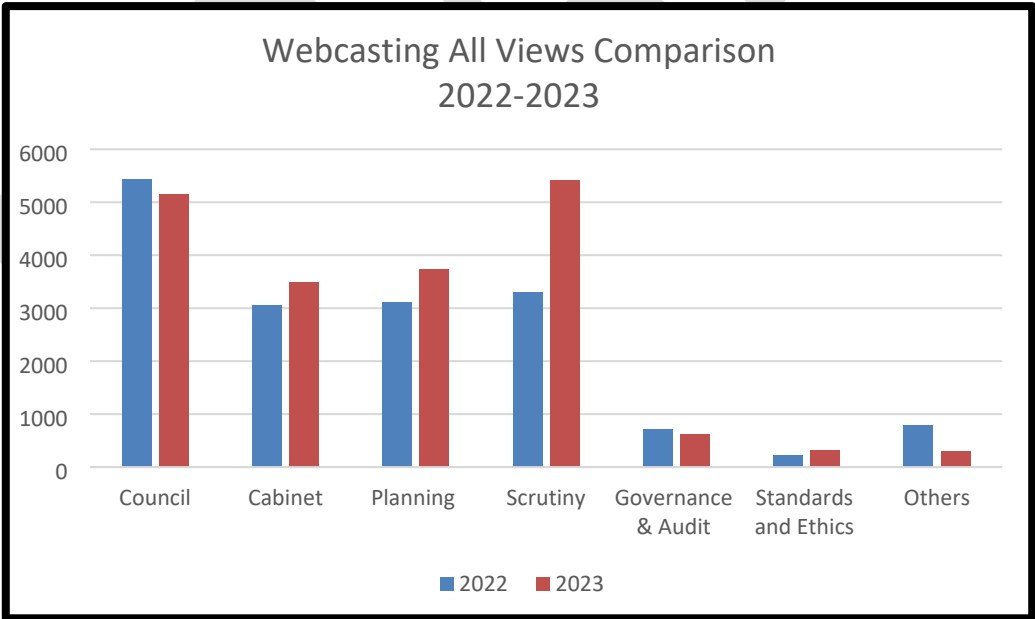
Scrutiny Totals			103:01:40	1506:50:02	5410	1212	4198
------------------------	--	--	------------------	-------------------	-------------	-------------	-------------

Governance & Audit Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Governance & Audit	24-Jan-23	02:25:25	25:21:28	126	21	105
2	Governance & Audit	21-Mar-23	02:28:22	20:04:01	137	17	120
3	Governance & Audit	11-Jul-23	02:33:13	47:49:40	177	38	139
4	Governance & Audit	24-Oct-23	01:44:32	27:19:08	110	30	80
5	Governance & Audit	28-Nov-23	02:17:08	22:04:24	71	20	51
Totals		5	11:28:40	142:38:41	621	126	495

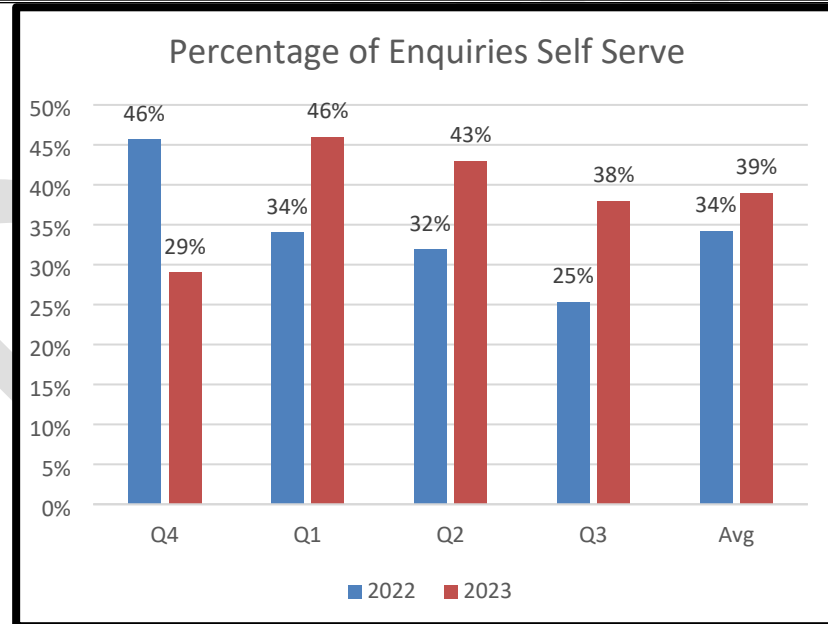
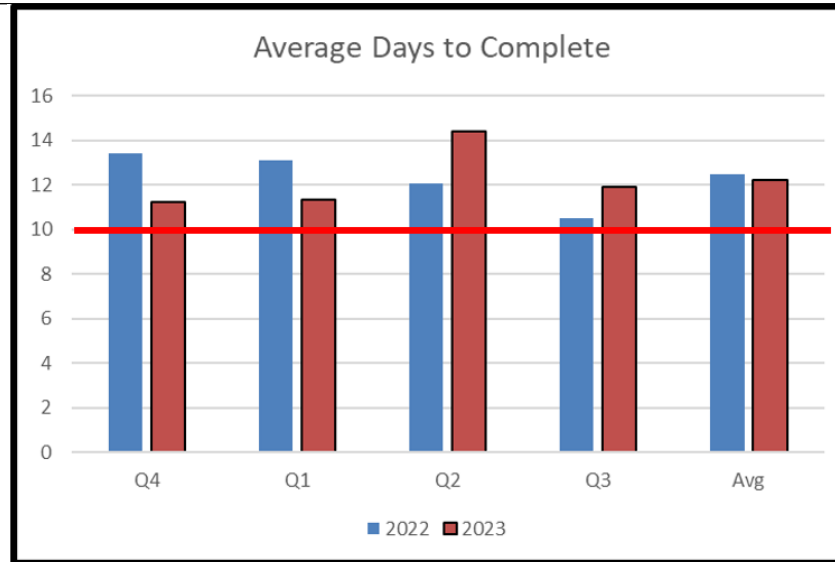
Standards and Ethics Committee							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Standards and Ethics	14-Feb-23	01:31:12	11:24:56	98	7	91
2	Standards and Ethics	09-May-23	01:27:00	31:19:23	86	11	75
3	Standards and Ethics	25-Jul-23	00:52:10	06:08:50	71	11	60
4	Standards and Ethics	07-Nov-23	01:14:46	16:56:43	61	10	51
Totals		4	5:05:08	65:49:52	316	39	277

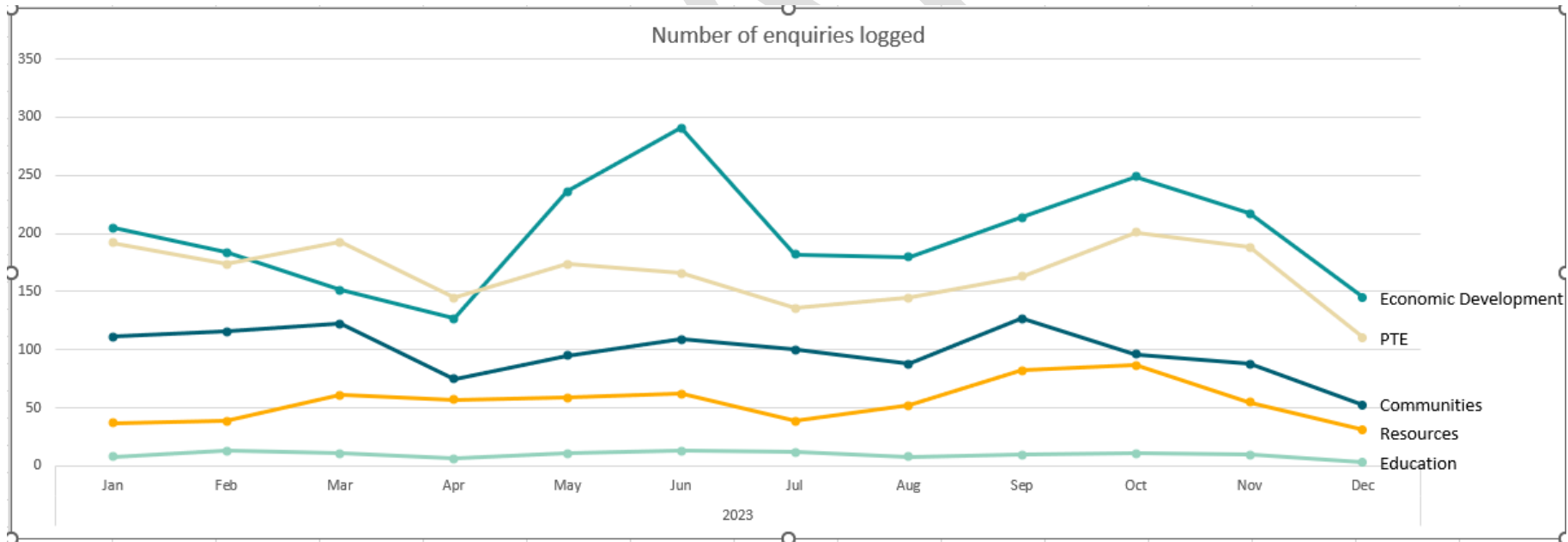
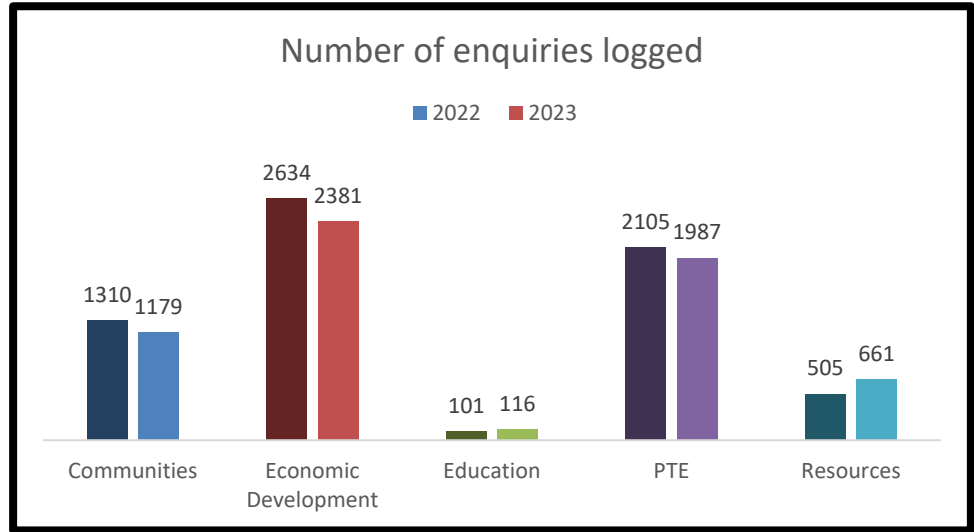
Other Committees							
Ser	Webcast title	Live date	Actual duration	Total length of viewing	All views	Live views	Archive views
1	Maindy Park Trust Advisory Committee	23-Jan-23	01:22:08	27:06:16	165	38	127
2	Maindy Park Trust Advisory Committee	20-Apr-23	00:24:49	12:35:37	111	6	105
3	Maindy Park Trust Advisory Committee	07-Nov-23	00:02:15	01:39:51	21	4	17
Totals		3	01:49:12	17:21:44	297	48	249

The table below shows the comparative webcast views in 2022 and 2023 for each of the committee types



Member Enquiries





Forward Plan for 2024

The Democratic Services Team has a range of activities that it will need to undertake in 2024. The team will play a key role in supporting the implementation of the Council's Participation Strategy including the delivery of the following tasks in the action plan

- Develop a "Democracy" Communication Plan to promote the information and opportunities that are available to inform the democratic processes.
- Develop an interactive "Democracy Portal" to provide a focal point for information to support the democratic processes to enhance awareness and engagement.
- Provide Councillors with social media and general media training to encourage them to use these facilities to inform and engage with their constituents. Provide mentoring and shadowing training for Councillors.
- Provide mentoring and shadowing training for Councillors.
- Review the Council Schedule of Remuneration processes and documentation to ensure ease of use.

Committee & Member Services

The Committee and Members Services Team will be undertaken the following activities in 2024:

- a. Continued development of the Council's conferencing system
- b. Continued development of the Council's Member Enquiries system
- c. Review of the Elected Member Learning and Development Strategy
- d. Review of Member's ICT Protocol
- e. Review the Annual Review Process
- f. Develop the Research Protocol for Elected Members

Scrutiny Services

- a. Public Engagement and Participation

Continued development scrutiny processes to enhance the engagement and participation of the public in scrutiny activities.

- b. Undertake a self-assessment of the Scrutiny Function

To ensure the scrutiny processes:

- i. Fully meet the requirements of the statutory guidance

- ii. Identify improvement opportunities following a period of consultation with Members, officers and stakeholders.
- iii. maximise the opportunities for public engagement in the decision-making process

Summary

The Local Government and Elections (Wales) Act 2021 introduced requirements for the multi-location meetings, revisions to the petition scheme and development of the Participation Strategy. The implementation of this legislation and the subsequent publication of the Statutory Guidance has proved to be challenging and has brought about a significant workload for the Democratic Services Team.

The whole team has worked tirelessly and at times, beyond what could normally be expected of them to deliver positive outcomes that have supported all Elected Members and the good governance arrangements of the Authority.

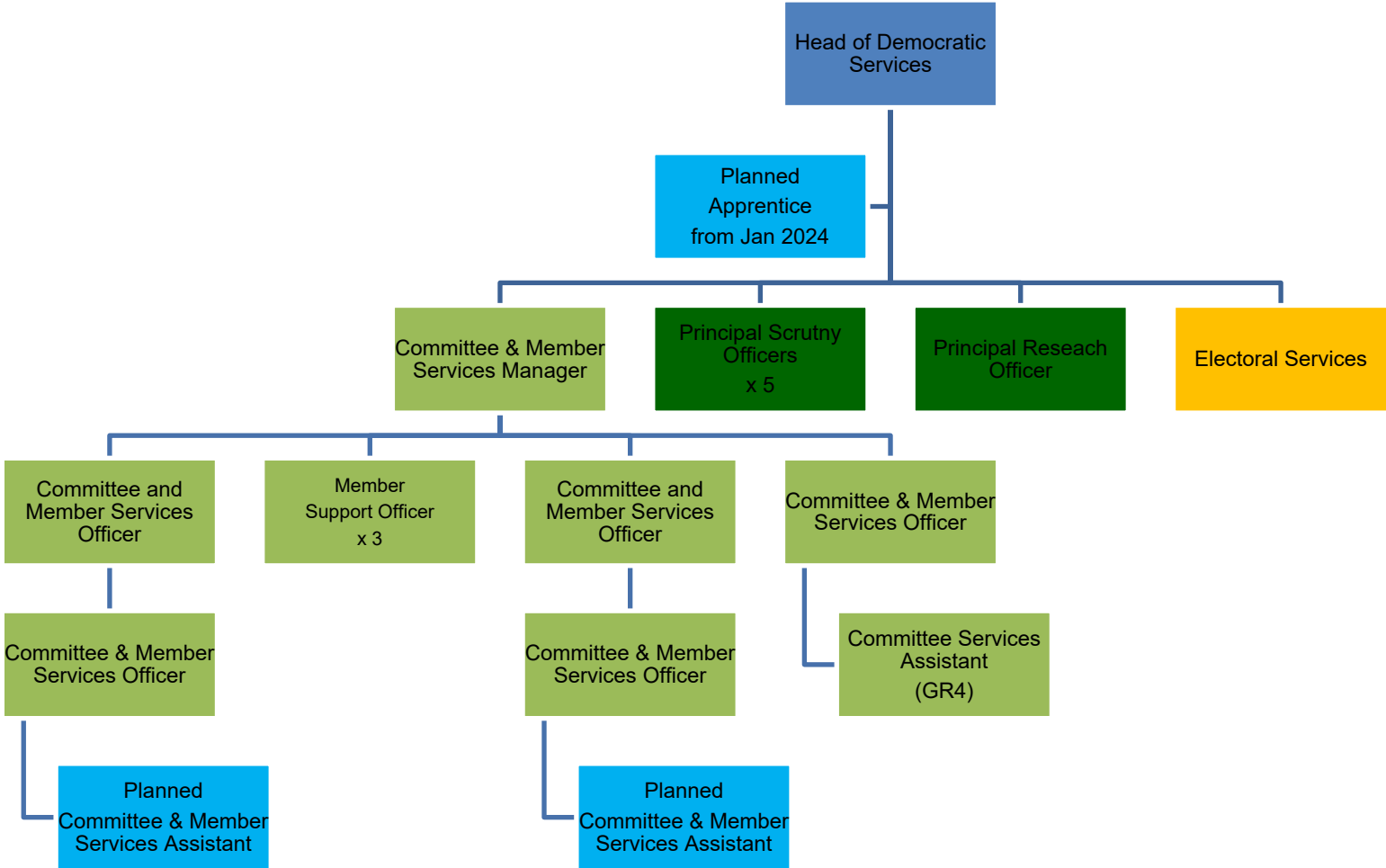
The Committees Team has been instrumental in managing the challenges of the conferencing system and striving for improvements to provide Members with confidence to fully participate in meetings.

The Member's Team has been the focal point for the development and operation of the Corporate Complaints Compliments and Enquiries System to ensure that Members casework is effectively managed and supports the needs of Cardiff residents.

The Scrutiny Team have effectively scrutinised the Replacement Local Development Plan involving the whole team supporting a task and finish group consisting of three sub-groups. This Scrutiny was achieved over a very short time period, whilst maintaining the existing support for scrutiny committees.

To ensure that positive outcomes continue to be achieved some re-profiling of the Team is required in the forthcoming year which will enhance the support to Elected members and the authority.

Structure – Democratic Services 2023



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 following documents :
 - Constitution.
 - Declaration of Acceptance of Office.
 - Cardiff Undertaking.
 - Register of Political Groups.
- b. Member Governance and the maintenance of up-to-date records including
 - Register of Individual Member Interests.
 - Conference and Events Register.
 - Hospitality Register.
- c. Outside Bodies Membership and administration of registers and notifications.
 - Attendance & Apologies Register
 - Arrange Welsh translation in accordance with the statutory requirements of the Welsh Language Standards.
- 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 for Wales
 - Audit Wales with inspections; providing information & reports; & at meetings.
 - Liaison with a range of Outside Bodies.
- f. Corporate Support:
 - Emergency Management on call on a rota basis.

- Representing Member Services at corporate meetings
- providing advice on data protection and GDPR.
- g. Management and development of systems:
 - Modern.Gov.
 - Multi Location meetings and conference systems.
 - Webcasting.
 - Peoplesafe
 - HALO
- 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.
 - Provide guidance and support in the preparation, publication & translation of Members' Annual Reports and Member Information.

- **Member Services**

The Member Services Team assists all 79 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.
- maintaining an up-to-date contact list of all 79 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.
- Supporting the use of the Peoplesafe app

Scrutiny Services

Within their terms of reference, Scrutiny Committees 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.

a) Scrutiny

Scrutiny Committees 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).

b) Resources

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

c) 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.

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.