

# Public Document Pack

## Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

### Bridgend County Borough Council



Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

*Rydym yn croesawu gohebiaeth yn Gymraeg.  
Rhowch wybod i ni os mai Cymraeg yw eich  
dewis iaith.*

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let us know if your language choice is Welsh.*



#### **Gwasanaethau Gweithredol a Phartneriaethol / Operational and Partnership Services**

Deialu uniongyrchol / Direct line /: 01656 643385  
Gofynnwch am / Ask for:

Ein cyf / Our ref:  
Eich cyf / Your ref:

**Dyddiad/Date:** Friday, 7 July 2017

Dear Councillor,

#### **DEMOCRATIC SERVICES COMMITTEE**

A meeting of the Democratic Services Committee will be held in the Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Thursday, 13 July 2017 at 2.00 pm.**

#### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. Declarations of Interests  
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members' Code of Conduct adopted by the Council from 1 September 2008.
3. Approval of Minutes 3 - 6  
To receive for approval, the minutes of the previous meeting held on 17 November 2016
4. Democratic Services - Structure, Services and Support 7 - 14
5. Service and Performance Updates 15 - 36
6. Achieving the Welsh Local Government Association (WLGA) Charter For  
Member Support & Development 37 - 100
7. Forward Work Programme 101 - 104
8. Urgent Items  
To consider any item(s) of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully  
**P A Jolley**

**By receiving this Agenda Pack electronically you will save the Authority approx. £2.08 in printing costs**

Corporate Director Operational and Partnership Services

Councillors:

S Aspey  
RM Granville  
DG Howells  
RM James

Councillors

AA Pucella  
KL Rowlands  
B Sedgebeer  
SG Smith

Councillors

G Thomas  
E Venables  
SR Vidal

## DEMOCRATIC SERVICES COMMITTEE - THURSDAY, 17 NOVEMBER 2016

MINUTES OF A MEETING OF THE DEMOCRATIC SERVICES COMMITTEE HELD IN COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 17 NOVEMBER 2016 AT 2.00 PM

### Present

Councillor JH Tildesley MBE – Chairperson

N Farr	CA Green	M Gregory	RC Jones
M Reeves	G Thomas	E Venables	

### Officers:

Mark Galvin	Senior Democratic Services Officer - Committees
Gary Jones	Head of Democratic Services

#### 101. APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members:-

Councillor P James  
Councillor DK Edwards

#### 102. DECLARATIONS OF INTERESTS

None.

#### 103. APPROVAL OF MINUTES

RESOLVED: That the minutes of a meeting of the Democratic Services Committee held on 26 May 2016 were approved as a true and accurate record.

#### 104. SERVICE AND PERFORMANCE UPDATES

The Corporate Director Operational and Partnership Services submitted a report, the purpose of which, was to update the Committee on the performance of services provided to Elected Members.

The report included information on the following areas, each of which, the Head of Democratic Services expanded upon for the benefit of Members:-

- Member Referral statistics
- The Member Development Programme
- Pre-Council Briefings
- Other Member Development topics (for consideration)
- Development Control Committee training sessions
- Annual Reports
- Town and Community Council (TCC) Website Grants
- Webcasting
- Members ICT Forum
- Town and Community Council Charter
- I-Call

With regard to Referrals, the Head of Democratic Services confirmed that the historic trend was continuing, whereby the Communities Directorate had by far the majority of these. Members felt that more accessibility should be given to displaying on the Council's website email addresses and contact numbers of Officers who were directly responsible for key services, which were often subject to a considerable number of Member Referrals or complaints they made on behalf of their constituents.

In respect of the Member Development Programme, it was considered that other than those outlined in the report, these be kept to a minimum in view of the forthcoming local government Elections scheduled for May 2017.

Paragraph 4.2.3 of the report informed Committee of the Pre-Council briefings that had been planned and supplemented as follows:-

- |                                      |      |                  |
|--------------------------------------|------|------------------|
| 1. Corporate Parenting update        | –    | 30 November 2016 |
| 2. Dementia Friendly Communities     | –    | 11 January 2017  |
| 3. Sustrans                          | –    | 1 February 2017  |
| 4. Update on WCCIS IT System project | –    | 1 March 2017     |
| 5. Dark Skies                        | – 29 | March 2017       |

The Head of Democratic Services confirmed that between and including June – Oct 2016, Pre-Council Briefing attendance by Members came to an average of 61.05%.

Paragraph 4.2.5 of the report then gave a number of further Pre-Council presentations that had been earmarked prior to Council meetings after the above dates which were agreed upon. It was further agreed to prioritise the Update on the Cultural Trust, and to add to the list, an Update on the Radicalisation Programme.

A Member recommended that more powers should be devolved to Town and Community Councils, in order that they could provide support to the local authority on certain initiatives to include funding smaller type projects, etc. This could be achieved by neighbouring Town/Community Councils working collaboratively.

The Head of Democratic Services advised that he could prepare a report on such a suggestion and submit this to Council for consideration, as well as raising it as part of his next meeting with Clerk's to Town and Community Councils under the new Town & community Council Charter.

He also suggested that some Committees scheduled in the Calendar of Meetings would not take place nearing the Election, due to the purdah period. The Head of Democratic Services advised Committee that a Member Induction Programme would be set-up for newly Elected Members shortly after the date of the Election.

The Head of Democratic Services made reference to paragraph 4.2.11 of the report, and advised that attendance at Development Control Committee training sessions was also currently (ie since May 2016) below the expected threshold of 75%, presently being an average of 53.97%.

Members also questioned the merit of submitting Annual Reports, particularly as these may have to be made available bi-lingually in the future which was an unnecessary added resource for the Council. Added to this, only 20% of Members had completed these in 2015-16.

The Head of Democratic Services confirmed that he would therefore send an email to all Members confirming that the submission of Annual Reports would be put on hold and he would remove from the Council's web site those that had been submitted to date.

A Member referred to information contained in the report regarding I-Call, and it was agreed that Councillor E Venables be included in the trial of this initiative. A Member also asked for further information to be provided in respect of the effectiveness of this call management system as well as the number of individuals who currently used this.

The Chairperson concluded debate on this item, by stating that he wished it placed on record how well Members were supported by Officers and in particular the Democratic Services team members, despite on-going budget restraints.

**RESOLVED:** That the report be noted and the recommendations and actions detailed above, be both agreed and actioned where appropriate.

105. **CONSULTATION - INDEPENDENT REMUNERATION PANEL FOR WALES DRAFT ANNUAL REPORT FOR 2017-18**

The Corporate Director Operational and Partnership Services presented a report, which advised that the Independent Remuneration Panel for Wales (IRPW) had issued its Draft Annual Report for consultation, which was attached as an Appendix to the report.

The Head of Democratic Services stated that the Committee were requested to provide its views in respect of the draft report. He added that any response on behalf of the Council, would be submitted to the IRPW and the WLGA by a deadline date of 28 November 2016.

The Head of Democratic Services outlined certain background information that was contained in the report, and particularly, that in accordance with the requirements of Section 147 of the Local Government (Wales) Measure 2011, the IRPW has published its draft Annual Report setting out its determinations for the municipal year 2017/18.

The paragraphs that comprised paragraph 4 of the report outlined the basic salary for a local Member, and the Head of Democratic Services advised Members that if they had any comments to make on this or any other provision of the report, then to let him know in order that these observations could be included in the above response to the IRPW, etc.

A Member of the Labour Group confirmed to the Committee, that BCBC's Labour Group had agreed that they would be supporting the current proposals with regard to Members basic salary, ie an increase of £100 equating to a rise of 0.75%, as well as the rate outlined for Level 1 in terms of the senior salary holders.

The Head of Democratic Services stated that if Council proposed in the future that there be an Executive that consists of 7 Members, as it had done in the recent past, then he felt that this would merit Level 1 as opposed to Level 2 for Senior salary holders, as BCBC would continue to have a Cabinet consisting of less than 8 Members, not including the Leader/Deputy Leader.

Paragraph 4.3 of the report then detailed the Remuneration proposals for Civic Heads and Deputy Civic Heads, and Members supported the salaries identified here at Level 2 in terms of responsibility for these dignitaries. A former Mayor of the Authority added however, that the mayoral role should not include any commitment from their salary allowance to support functions and charities etc.

A Member in terms of a more general comment, felt that Members allowances should be set in-keeping with the size of the local authority, and that the administration in power at the time, should have a say in how allowances are allocated on this basis.

The Head of Democratic Services then proceeded to expand upon the remaining provisions of the report for the benefit of Members.

He finally then reiterated that he would take Members comments on this item into consideration, and include these in suitable a reply to the IRPW.

**RESOLVED:** That the Head of Democratic Services prepares a reply to be sent to the IRPW in respect of its draft Annual Report 2017-18, to include the views of Members.

106. **INITIAL OUTCOMES - POTENTIAL CANDIDATE EVENTS**

The Head of Democratic Services presented a report, the purpose of which, was to inform the Democratic Services Committee of the initial outcomes from the 'Potential Candidate' events held on 11 and 12 October 2016, for anyone considering standing as a Bridgend County Borough Councillor at the Local Government Elections in 2017.

He confirmed that the feedback on these sessions from those that had attended, had reflected that they had not only been worthwhile but also a success.

The Head of Democratic Services added that each event had lasted approximately 3 hours comprising 2 parts, the first of which outlining information about the role of a councillor and the functions of the Council. The second part then provided information regarding how an individual becomes a candidate at the election, as well as the processes for being elected.

Paragraphs 4.2, 4.3 and 4.4, then gave details of the events with regard to their promotion and publicity; location timings and venue and how the sessions were delivered, respectively.

Appendix 1 to the report gave a summary of the feedback provided at the events, whilst paragraph 4.5.1 of the report gave the events key outcomes.

**RESOLVED:** The Democratic Services Committee considered and noted the initial outcomes from the Potential Candidate sessions and the ongoing activities leading up to the Local Government Elections in 2017.

107. **URGENT ITEMS**

None

The meeting closed at 4.00 pm

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

13 JULY 2017

#### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### DEMOCRATIC SERVICES - STRUCTURE, SERVICES AND SUPPORT

#### 1. Purpose of Report

- 1.1 The purpose of this report is to inform the Democratic Services Committee of the current structure, services and support provided to Elected Members.

#### 2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 The support provided to Elected Members assists in the achievement of all the Corporate Priorities.

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
2. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

#### 3. Background

##### 3.1 Role of the Democratic Services Committee

- 3.1.1 The Local Government (Wales) Measure 2011 requires the Authority at section 8 (1) to designate one of its officers to discharge the democratic services functions in section 9.
- 3.1.2 That duty is placed upon the Head of Democratic Services but it is the Democratic Services Committee who has the following functions:
- Exercise the function of the Local Authority under section 8(1)(a) (designation of Head of Democratic Services)
  - Review the adequacy of provision by the Authority of staff, accommodation and other resources to discharge democratic services functions, and
  - Make reports and recommendations to the Authority in relation to such provision

- 3.2 The Democratic Services Committee has an important role in advising the Head of Democratic Services particularly in relation to the provision of support for Members.
- 3.3 The Democratic Services team was formed as a result of an audit of the support provided to Elected Members carried out by the Wales Audit Office in 2009. The outcomes identified in the recommendations have been achieved and demonstrated by the attainment of the WLGA Charter for Member Support and Development in 2010.
- 3.4 With the implementation of the Measure the responsibility for Scrutiny was included within the remit of the Head of Democratic Services and therefore the Scrutiny section forms part of the Democratic Services team. A diagram of the structure of Democratic Services is shown at **Appendix 1**.

#### **4. Current situation / proposal**

- 4.1 The Democratic Service team provides a number of diverse support services and liaises with internal departments for example the ICT Department and external agencies including the Welsh Local Government Association (WLGA) to provide the necessary support to enable elected members to undertake their role effectively.
- 4.2 Key Support and Services - Democratic Services Team
- 4.2.1 Support to Members, the Executive and the Mayor
- 4.2.2 Democratic Services provide a comprehensive administrative service to all Elected Members enabling them to fulfil their democratic role in their wards and as representatives of the Bridgend County Borough Council.
- 4.2.3 The Members Support section also provides specific support to the Mayor and the Civic Office, and administrative assistance to the Leader and Cabinet Members. Support includes:
- Management of the Elected Member referral system
  - Maintenance of Elected Member related web pages on the BCBC internet and intranet
  - Support for Elected Members in their constituency roles, liaising with local MP's & AM's, community councils, partner organisations, the public and chief officers on their behalf
  - Co-ordination of member development activities and production and delivery of member inductions
  - Administration and liaison with external organisations including reports to Council and Cabinet and the maintenance of records and correspondence
  - Support to the Mayor and Deputy Mayor to allow them to carry out their civic duties, which includes day to day management of the Mayoral diary and correspondence and organisation of corporate functions when necessary
  - Provision of an administrative support service to the Leader, Deputy Leader and Cabinet Members including processing their Elected Member referrals and liaison with other directorates, internal and external organisations and day to day management of the Leader, Deputy Leader and Cabinet Members' diaries, correspondence and telephone calls and appropriate research



- Administration of Elected Member remuneration, including processing and monitoring of claims, maintenance and implementation of the members' schedule of remuneration and liaison with payroll
- The co-ordination of the Council suite by internal and external customers
- Administration of members attendance at conferences, meetings courses and seminars

#### 4.2.4 Member Referrals

4.2.5 The member referral system allows queries raised on behalf of constituents, to be referred to an appropriate department within the council or to an external service provider to be addressed. Referrals cover a vast array of services and issues including highways maintenance, leisure facilities, housing and social services.

4.2.6 To improve the efficiency and accountability of the member referral process, it was transferred to the Open Ticket Recording System (OTRS) which has improved the ability to monitor the progress of referrals, enable the provision of basic performance information and allow interaction by elected members with their queries. Further details on the Member referral system are included on the Service and Performance Update report later in the agenda.

#### 4.2.7 Corporate and Civic Functions

4.2.8 The Democratic Services team organises, co-ordinates and delivers many of the corporate and civic functions which support the Mayor and the Authority. Events of this type are complex to organise and co-ordinate because of their high profile nature and the participation of a variety of dignitaries from across Wales and members of the public.

4.2.9 The most recent corporate event was the Mayor's Citizenship awards. The event was appreciated by all those in attendance whether participating or observing.

#### 4.3 Overview & Scrutiny Support

4.3.1 The overall aim of the Overview & Scrutiny section is to "Support the Overview & Scrutiny process in enhancing democracy and improving public service delivery". The Overview & Scrutiny section provides members and the Public Service Board Scrutiny Panel with impartial research, support and advice in relation to the discharge of the Authority's scrutiny function. This includes:

- Assisting members with the review and analysis of policies, budgets and recommendations proposed by Cabinet
- Assisting members with the development and implementation of Scrutiny Committee forward work programmes
- Facilitation of Research & Evaluation investigations, including the development and implementation of project plans
- Facilitation of the provision of external advice to Overview and Scrutiny Committees when necessary
- Undertaking and commissioning independent research on behalf of Overview & Scrutiny Committees

#### 4.4 Committees

- 4.4.1 The Committees Section supports the Council's Committees and formal decision making processes. The section co-ordinates and services the 24 formal committees of the Authority, a Joint Committee (Coychurch Crematorium), School Admissions and Exclusions Appeals Panels and various Scrutiny Panels. The section also co-ordinates a number of informal or partnership meetings. This equates to over 200 meetings a year for which they arrange suitable dates, prepare agendas, co-ordinate report approval, circulate documents, draft minutes, record decisions and attendances and publish appropriate information on the various websites.
- 4.4.2 The Committees section also administrates the Council's Scheme of Delegation handling approximately 210 decisions a month or 2533 decisions per year. The section also provides quarterly Corporate Training in the administration of the Scheme of Delegation, and regular updates to the register of Gifts and Hospitality for Officers.
- 4.4.3 The section also co-ordinates the delivery of the webcasting facility for the Authority.

#### 4.5 Key Support and Services - Directorates and Departments

- 4.5.1 Much of the support provided to Elected Members is undertaken by other Departments and Directorates although the provision of this support is co-ordinated by the Democratic Services Team.
- 4.5.2 Support is provided by all Directorates and Departments to Elected Members primarily in the provision of reports to committees, addressing Member referrals, providing advice and managing the services delivered to the constituents represented by every councillor.

#### 4.5.3 ICT Service

The ICT Service provides the equipment and infrastructure to enable members to interact electronically with the Authority and the public. The department has "rolled out" the new ICT equipment to councillors. Other elements of the support they provide includes the provision of:

- A number of dedicated PC's and a docking station installed in the members workroom
- Maintenance and support for ICT equipment and services provided by the Authority via the ICT service desk
- Operation of the digital office
- Support for the electronic facilities installed in the Council Chamber

#### 4.6 Key Support and Services - External Providers

- 4.6.1 The Democratic Services team actively participates with other networks and organisations in the promotion of best practice. Many of these agencies are co-ordinated by the WLGA which provides a range of support services to assist with the development of elected members in Wales.

4.6.2 The Democratic Services team are active participants in the following WLGA and other networks:

- Member Support Officer (MSO)/Member Development Champions Network.  
These networks aims to improve the services and member development opportunities provided to councillors. The MSO is primarily for officers, with elected members forming the Member Development Champions Network. The two networks have joint meetings on a regular basis to share views and ideas.
- Regional and National Scrutiny Champions and Scrutiny Officers Networks.  
These networks are similar in make up to the other networks but assist with the development of Overview & Scrutiny in Wales including the provision of bespoke support for individual authorities and the production of publications.
- National, Regional and Local Networks for Modern.gov Users  
The Modern.gov system provides a committee administration and management system which is used by over 290 Local Authorities, National parks and other authorities across the UK including the Welsh Government. The networks allow us to consider good working practices at all levels and identify suitable areas for development by Modern.gov which will provide additional efficiencies.

Feedback from these meetings is provided to the Democratic Services Committee where appropriate

#### 4.7 Ongoing work of Democratic Services

4.7.1 Following the Local Government Elections the key tasks for Democratic Services team in the next 12 months include:

- Provide the highest possible level of support to Elected Members using the available resources
- Completion of Elected Member induction
- Determination and delivery of the Member Development Programme
- Review of the Member Referrals process
- Delivery of effective scrutiny using the new scrutiny model and undertaking a review in April 2018.

### **5. Effect upon Policy Framework& Procedure Rules**

5.1 There is no effect on the Policy Framework and Procedure Rules.

### **6. Equality Impact Assessment**

6.1 There are no equalities implications in respect of this report.

### **7. Financial Implications**

7.1 All activities described in this report will be met from existing budget provisions.

### **8. Recommendation**

8.1 That the Democratic Services Committee notes the content of this report.

**Gary Jones**  
**Head of Democratic Services**  
**05 July 2017**

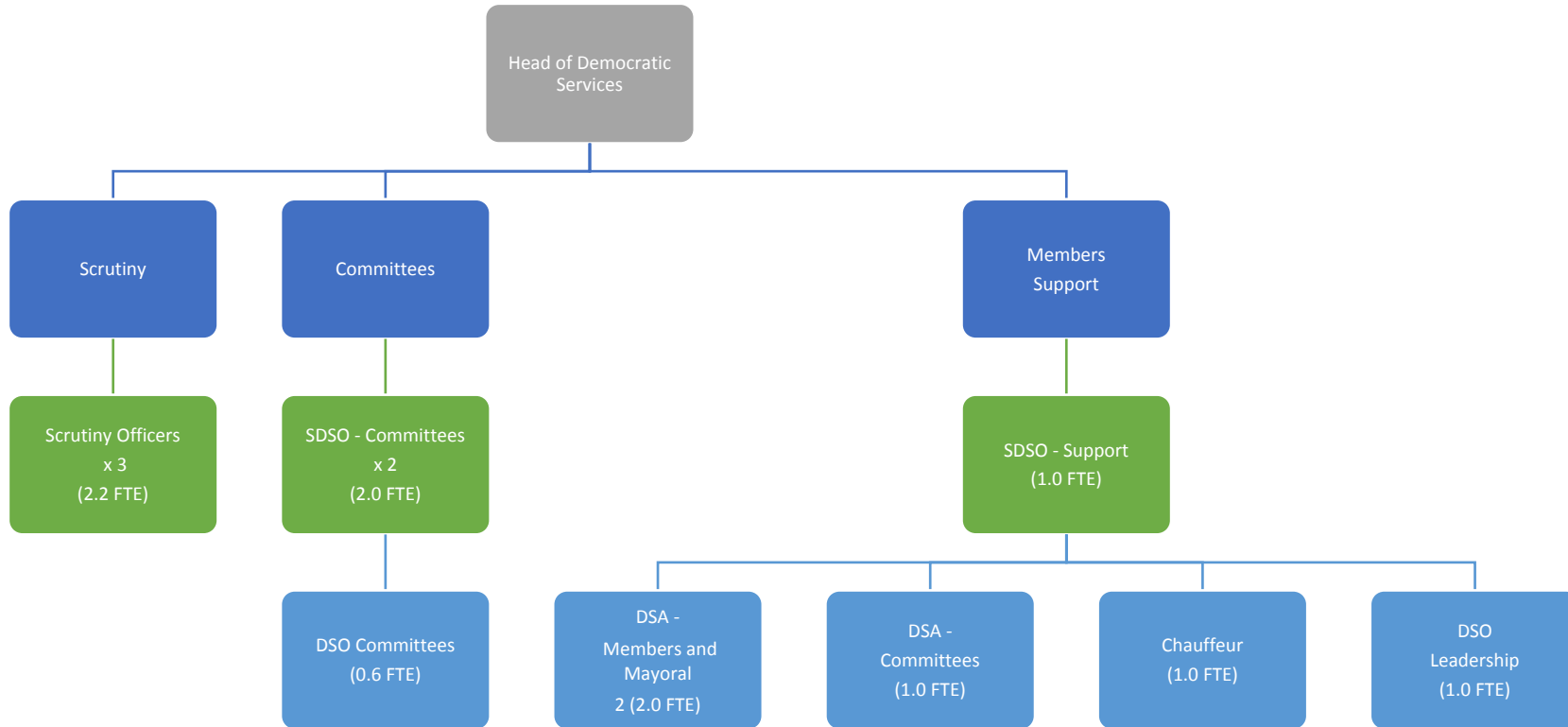
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**Postal Address** Democratic Services,  
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Angel Street  
Bridgend.  
CF31 4WB

**Background documents** – None

DEMOCRATIC SERVICES TEAM – STRUCTURE



- FTE - Full Time Equivalent
- DSA - Democratic Services Assistant
- DSO - Democratic Services Officer
- SDSO - Senior Democratic Services Officer

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**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE DEMOCRATIC SERVICES COMMITTEE**  
**13 JULY 2017**

**REPORT OF THE HEAD OF DEMOCRATIC SERVICES**

**SERVICE AND PERFORMANCE UPDATES**

**1. Purpose of Report**

- 1.1 The purpose of this report is to update the Democratic Services Committee on the performance of services provided to Elected Members.

**2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

- 2.1 The support provided to Elected Members assists in the achievement of all the Corporate Priorities.

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
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3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

**3. Background**

- 3.1 The Democratic Services Committee has the following functions and is supported by the Head of Democratic Services as necessary:

- Review the adequacy of provision by the Authority of staff, accommodation and other resources to discharge Democratic Services functions, and
- Make reports and recommendations to the Authority in relation to such provision

**4. Current situation / proposal**

4.1 Member Referrals

- 4.1.1 A referral is a complaint / request / query which a Councillor has received from their constituent which Democratic Services forward to the relevant department / external organisation for attention. This process is carried out so that each part of the referral process is logged and to ensure that a response is received by a deadline.

4.1.2 The process for referrals has been electronic since November 2011. The table below outlines the number of referrals received for each year and the percentages of completed referrals:

Year	Referred	Completed	Ongoing	Percentage Completed
2011 - 2012	1229	1212	17	98.62%
2012 - 2013	3142	3119	23	99.27%
2013 - 2014	3020	3012	8	99.74%
2014 - 2015	2167	2158	9	99.58%
2015 - 2016	2061	2026	35	98.30%
2016 - 2017	2261	1908	353	84.39%
<b>Totals</b>	<b>13880</b>	<b>13435</b>	<b>445</b>	<b>96.79%</b>

4.1.3 The following table shows the number and percentage of referrals since 2011 for each Directorate:

Year	Directorate	Chief Executive	Education and Family Support	Communities	Operational and Partnership Services	Social Services and Wellbeing	External	Totals
2011-12	Referrals	16	32	858	86	61	176	1229
	%	1.3	2.6	0.8	7.0	5.03	1.4	
2012-13	Referrals	36	121	2290	209	119	367	3142
	%	1.1	3.9	72.9	6.7	3.8	11.7	
2013-14	Referrals	49	183	2175	209	106	298	3020
	%	1.6	6.1	72.0	6.9	03.5	9.9	
2014-15	Referrals	40	106	1545	171	97	208	2167
	%	1.8	4.9	71.3	7.9	4.5	9.6	
2015-16	Referrals	20	56	1559	162	98	166	2061
	%	0.97	2.7	69.0	7.9	4.8	8.1	
2016-17	Referrals	26	39	1604	134	115	213	2131
	%	1.15	1.7	71.0	05.9	5.1	9.4	
<b>All</b>	<b>Referrals</b>	<b>187</b>	<b>537</b>	<b>10031</b>	<b>971</b>	<b>596</b>	<b>1428</b>	<b>13880</b>
	<b>%</b>	<b>1.3</b>	<b>3.9</b>	<b>72.3</b>	<b>7.0</b>	<b>4.3</b>	<b>10.3</b>	

4.1.4 The following table shows the number of referrals made between 8 May 2017 and 30 June 2017. The total number of referrals is 961 which compares to 258 for the same period in 2016 and to 518 in the last post-election period in 2012.



Directorate	Total Referred	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	2	1	50.00%	1	50.00%	2	100.00%
Communities	763	347	45.48%	441	57.80%	519	68.02%
Education & Family Support	14	4	40.00%	8	80.00%	10	71.43%
Operational and Partnership Services	100	69	69.00%	76	76.00%	80	80.00%
Social Services & Wellbeing	24	5	20.83%	8	33.33%	13	54.17%
External	58	17	29.31%	22	37.93%	26	44.83%
<b>Totals:</b>	<b>961</b>	<b>443</b>	<b>46.10%</b>	<b>556</b>	<b>57.86%</b>	<b>650</b>	<b>67.64%</b>

4.15 Provisional plans to update the referrals system are now being considered to ensure that the service is providing value to members and the departments who support the process and procedures for referrals.

#### 4.2 Member Development Programme

4.2.1 The following member induction activities have been held since the election:

Induction Training			
Topic	Date	Total attendance	Percentage attendance
Role of Committees and Scrutiny	11 May 17 16 May 17	23	42.59%
Overview of the Authority	11 May 17 16 May 17	24	44.44%
Intro to Local Government & Code of Conduct	15 May 17 18 May 17	39	72.22%
Licensing/Act 2003 Committee Training	19 May 17 12 Jun 17	13(7)	92.86%
Development Control Committee Training	22 May 17 14 Jun 17 03 Jul 17	18 (4)	100.00%
Appeals Panel Training	8 Jun 17 05 Jul 17	12	100.00%
Corporate Parenting Training	12 Jun 17 19 Jun 17	26	48.15%
Rights of Way Sub-Committee Training	14 Jun 17	4(1)	66.67%
Treasury Management Training	26 Jun 17	7(6)	58.33%
Audit Committee Training	26 Jun 17	7(6)	58.55%
Education and Family Support Service Briefing	04 Jul 17	18	33.33%

4.2.2 The following member workshops have been held since the election:

Workshops			
Topic	Date	Total attendance	Percentage attendance
Waste Workshop	31 May 17	31	57.41%
Active Travel Plans (DC Committee)	06 Jul 17	18	100.00%

4.2.3 The following Pre-Council briefings have been held since the election:

Pre-Council Briefing			
Topic	Date	Total attendance	Percentage attendance
Policing the County Borough	28 Jun 17	40	74.07%

4.2.4 The draft member development programme is attached at **Appendix 1**. The programme identifies the member development sessions which are scheduled for delivery this year.

4.2.5 The following topics are being considered for inclusion on the Member Development Programme:

- Risk Management (September 2017)
- Equalities & Diversity Training for all Members
- Development Control Training for Members
- Social Services and Well-being (Wales) Act
- Wellbeing of Future Generations (Wales) Act
- ICT Training for Members
- Member Mentoring Training
- Community Action Fund
- Social Media Training
- E-Learning modules
- Elective Home Education
- Highways & Depot Rationalisation
- Data Protection
- Procurement Portal
- Anti-slavery & Human trafficking
- Update on Gypsy / Travellers
- Carers Update
- Council Tax / Housing Benefits / Universal Credit, and Digital Channel Shift

4.2.6 The Democratic Services Committee is requested to identify any additional topics for delivery either as a Member Development sessions or as a round robin event. The Committee is requested to prioritise these activities accordingly.

4.2.7 The following topics are being considered for Pre-Council briefings:

- Pupil Referral Unit - School Improvement Group
- Additional Learning Needs – Autism - School Improvement Group
- Halo Update - Communities Directorate
- Medium Term Financial Strategy - Section 151 Officer (Nov 2017)

- Update on the Awen Trust - Democratic Services Committee
- Domestic Violence Update - Democratic Services Committee
- National Autistic Society Cymru - Cabinet Member Resources
- Ty Elis Counselling Service - Cabinet Member Resources
- Dark Skies - Cllr E Venables
- Community Health Council - Chief Executive
- Carers Update - Social Services and Wellbeing Act
- Web-based Planning Facilities - Development Control Officers

4.2.8 The Committee is requested to identify any additional topics other than those listed in paragraph 4.2.7 to be delivered as Pre-Council briefings and to prioritise those topics accordingly.

4.2.9 The Welsh Local Government Association (WLGA) is providing Regional Induction Training for new members and the events will include the following items:

- **The shape of things to come:** What does the Welsh Government expect from councillors? Mark Drakeford AM, Cabinet Secretary for Finance and Local Government.
- **5 years in office but a lifetime's legacy.** Sophie Howe, Future Generations Commissioner.
- **Secrets of success: What works for councillors?** Ian Bottrill, Former leader, researcher and national trainer.
- **The state of the nation.** Steve Thomas CBE, WLGA Chief Executive.
- **Everybody's doing it: Using social media successfully.** Mel Doel, national trainer, former BBC Wales journalist and National Park Authority chair 2016/17.
- **Meeting other new councillors,** sharing early experiences and discussing your aspirations with colleagues in your region.

4.2.9.1 The event date and location allocated to Bridgend is the 10 November in the Swansea Marriott, although there may be an opportunity for some new members to attend the event on 17 November at the Cardiff All Nations Centre. Transport will be arranged centrally by Democratic Services.

#### 4.2.10 Development Control Committee

The following training sessions have been planned by the Development Control Department but are open for all Members to attend:

- |   |           |
|---|-----------|
| • Workshop on draft Open Space SPG                | 17 Aug 17 |
| • Review of Historic Environment Records guidance | 28 Sep 17 |
| • Enforcement                                     | 09 Nov 17 |
| • Community transport                             | 21 Dec 17 |
| • Advertisement control                           | TBC       |
| • Trees and development                           | TBC       |

### 4.3 Annual Reports

4.3.1 The Committee is advised that all Elected Members are provided with the opportunity to complete an Annual Report for the previous year's activities but all senior salary holders are expected to complete annual reports. Details of the

number of members who have published their Annual Reports are reported to the Independent Remuneration Panel (IRP) for Wales.

4.3.2 In the 2014/15 period, 21 Elected Members completed their Annual Reports which were subsequently published on the Bridgend County Borough Council website. For the 2015/16 period 10 Annual Reports have been received.

4.3.3 The percentage of Annual Reports completed since the 2012 Local Government elections is as follows:

2012-13	2013-14	2014-15	2015-16
96.15%	56.60%	41.18%	18.52%

4.3.4 An example of an Annual Report is attached at **Appendix 2**.

4.3.5 The Democratic Services Committee previously agreed to cease the publication of Members Annual Reports on the internet due to the low number of Annual Reports that had been completed and submitted, the cost of translation and the workload of Democratic Services. The publication of Annual Report for senior salary holders is considered necessary to achieve the WLGA Charter for Member Support and Development.

#### 4.4 Webcasting

4.4.1 This Authority broadcast a total of 20 hours and 44 minutes of meetings in 2015-16 and a total of 14 hours to-date in 2016-17. The following table shows the meetings which have been webcast and the respective viewing information for each meeting and includes updated viewing figures:

Serial	Meeting Date	Committee	Total Views
1	07-Jan	DC Committee	896
2	14-Jan	P&G OSC	514
3	21-Jan	CYP OSC	431
4	27-Jan	CEL OSC	354
5	28-Jan	Audit Committee	415
6	09-Feb	CRI OSC	378
7	11-Feb	ASC OSC	267
8	18-Feb	DC Committee	280
9	01-Mar	Cabinet	324
10	10-Mar	Council	442
11	31-Mar	DC Committee	210
12	04-May	DC Committee	131
13	12-May	DC Committee	257
14	09-Jun	DC Committee	217
15	04-Aug	DC Committee	31
16	01-Sep	DC Committee	105
17	29-Sep	DC Committee	100
18	05-Oct	Council	303
19	27-Oct	DC Committee	59
<b>Total Views</b>			<b>5714</b>

4.4.2 Following a change of webcasting provider the following meetings were webcast:

Ser	Date	Meeting	Live	On Demand	Total Views
20	21 Nov 16	P&G OSC	52	70	122
21	24 Nov 16	DC Committee	7	27	34
22	06 Dec 16	P&G OSC	35	120	155
23	22 Dec 16	DC Committee	4	16	20
24	19 Jan 17	DC Committee	5	6	11
25	16 Feb 17	DC Committee	0	19	19
26	16 Mar 17	DC Committee	4	26	30
27	13 Apr 17	DC Committee	0	28	28
<b>Totals</b>			<b>107</b>	<b>312</b>	<b>419</b>

4.4.3 The following table shows the total views and the average number of views of each meeting which has been webcast since the webcasting service began:

	29-Apr-16	31-Oct-16	06-Jul-17
Totals	4,121	5,697	6133
Average per meeting	375	300	227

4.4.4 Funding for webcasting was initially provided as part of the £40,000 webcasting grant from the Welsh Government. There is sufficient budget from the grant to webcast approximately 8-10 further meetings in 2017-18.

#### 4.5 I-Call

4.5.1 I-Call is a check call management system designed to monitor and provide reassurance to people working alone. Due to the criteria for the use of I-Call this facility has not been offered to Elected Members.

4.5.2 Although there will be some initial limitations on the use of the I-Call system, it has been agreed that a trial of the system with Elected Members can be undertaken. The trial will provide an opportunity to ensure that those members who may feel vulnerable when visiting constituents are able to be supported by the Authority. If the trial is successful it will be made available to all Members.

4.5.3 It is hoped that 3 Elected Members from the Democratic Services Committee could be identified to participate in a trial of the I-Call system. Members of the Democratic Services Committee willing to volunteer for the I-Call trial are requested to inform the Head of Democratic Services at the earliest opportunity. This opportunity will be offered to all members in due course.

#### 4.6 Member Development Budget

4.6.1 The budget for 2017-18 for Member training is £13,650. This will fund any training identified by the Democratic Services Committee which may require external providers. There is also the possibility of providing some funding for individual training. It is proposed that a sum from the budget (approx. £2,700) will be allocated for individual training.

#### 4.7 Information and Communications Technology (ICT) for Elected Members

4.7.1 Following the Local Government Elections, Elected Members were issued an induction pack which included an ICT self-assessment survey. Many members completed the ICT survey (51 responses/94.44%) and the outcome of the ICT survey is shown below.

4.7.2 Given the criteria, members assessed themselves either non user, novice, intermediate or experienced in the use of email, word processing and the internet

	Email		Word Processing		Internet	
	Number	%	No	%	No	%
Non User	1	0	3	5.88%	1	1.96%
Novice	3	5.88%	4	7.84%	6	11.76%
Intermediate	11	21.57%	11	21.57%	14	27.45%
Experienced	36	70.59%	29	56.86%	29	56.86%

4.7.3 The number and percentage of respondents who said they were familiar with the software packages as listed were as follows:

Word		Excel		PowerPoint		Outlook	
Number	%	Number	%	Number	%	Number	%
49	96.08%	38	74.51%	33	64.71%	40	78.43%

4.7.4 The ICT Department has rolled out the new equipment for Elected Members. Some simple user guides have been developed and circulated to assist with the equipment and software. Elected Members have been requested to log a call with the ICT Service Desk if there are any issues with their equipment or software.

4.7.5 Members have also been requested to identify any immediate ICT training needs. Initial feedback has indicated that some Elected Members have requested Windows 10, word and outlook training. A provider is being sought to deliver a combination of individual and group training.

4.7.6 Higher level software training will be considered in the future but the initial focus is to get all Members using the equipment and software to a workable standard.

#### 4.8 Visit of the Independent Remuneration Panel for Wales (IRPW)

4.8.1 The IRPW is responsible for determining the allowances payable to Elected Members of principal councils, national park authorities, fire and rescue authorities, and community and town councils in Wales.

4.8.2 The Panel hopes to seek the views of all 22 Local Authorities in Wales in advance of the publication of its Draft Annual report for 2018 which is expected to be available from December 2017.

4.8.3 The Panel will be visiting the Authority on 22 September 2017 and should include

meetings with: Chief Executive, Leader & Deputy Leader, Executive Members, Opposition Leader(s), backbenchers, Chairs of various committees (particularly scrutiny, regulatory), Mayor, co-opted members, relevant policy officers and councillors who serve as Town and Community Council councillors.

4.8.4 Further detail will be circulated and Elected Members are requested to note the date of this visit in their calendars.

## **5. Effect upon Policy Framework & Procedure Rules**

5.1 There is no effect on the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

6.1 There are no equalities implications in respect of this report.

## **7. Financial Implications**

7.1 All activities described in this report will be met from existing budget provisions.

## **8. Recommendations**

8.1 The Democratic Services Committee is recommended to note the contents of the report and to:

- i. Identify any additional topics for pre-Council briefings and prioritise them accordingly
- ii. Identify any additional member development topics for inclusion in the Member Development programme and prioritise them accordingly.
- iii. Receive any nominations to undertake a trial of the I-Call system

**GP JONES**  
**Head of Democratic Services**  
**31 October 2016**

**Contact Officer:** Gary Jones Head of Democratic Services  
**Telephone:** (01656) 643385

**E-mail:** [Gary.Jones@Bridgend.gov.uk](mailto:Gary.Jones@Bridgend.gov.uk)

**Postal Address** Democratic Services,  
Civic Offices  
Angel Street  
Bridgend  
CF31 4WB

**Background documents** – None

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# Member Development Programme

## May – December 2017

**Member development activities are shown in Blue**

**(Formal Committee meetings are shown in red)**



**MAY 2017**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
			4	5
<b>8</b> 10:00-16:00 <b>Members Drop in Induction</b> (Democratic Services) Committee Room 2/3	<b>9</b> 10:00-16:00 <b>Members Drop in Induction</b> (Democratic Services) Committee Room 2/3	<b>10</b> 14:00 – 17:00 <b>Role of Committees and Scrutiny (1)</b> (Democratic Services) Council Chamber	<b>11</b> 10:00 – 13:00 <b>Overview of the Authority – Structures and Services (1)</b> (Chief Executive) Council Chamber	<b>12</b>
<b>15</b> 10:00 – 13:00 <b>Role of Committees and Scrutiny (2)</b> (Democratic Services) Council Chamber  14:00 – 17:00 <b>Introduction to Local Government &amp; Code of Conduct</b> (Monitoring Officer) Council Chamber	<b>16</b> 14:00 – 17:00 <b>Overview of the Authority – Structures and Services (2)</b> (Chief Executive) Council Chamber	<b>17</b> <p style="text-align: center;"><b>14:00</b></p> <p style="text-align: center;"><b>Annual Meeting of Council</b></p> <p style="text-align: center;"><b>Council Chamber</b></p>	<b>18</b> 10:00 – 13:00 <b>Introduction to Local Government &amp; Code of Conduct</b> (Monitoring Officer) Council Chamber	<b>19</b> 13:30 – 15:00 <b>Licensing Committee Training</b> (Licensing & Legal Officers) Committee Room 2/3
<b>22</b> 09:00–17:00 <b>Development Control Committee Training</b> (Development Control Officers) Innovation Centre	<b>23</b> <p style="text-align: center;"><b>10:00</b></p> <p style="text-align: center;"><b>Licensing Committee</b></p> <p style="text-align: center;"><b>Committee Room 2/3</b></p>	<b>24</b>	<b>25</b> <p style="text-align: center;"><b>14:00</b></p> <p style="text-align: center;"><b>Development Control Committee</b></p> <p style="text-align: center;"><b>Council Chamber</b></p>	<b>26</b>
<b>29</b> <p style="text-align: center;"><b>Spring Bank Holiday</b></p>	<b>30</b> <p style="text-align: center;"><b>14:30</b></p> <p style="text-align: center;"><b>Cabinet</b></p> <p style="text-align: center;"><b>Committee Room 1/2/3</b></p>	<b>31</b> 11:00 – 13:00 Waste Workshop Council Chamber  <p style="text-align: center;"><b>15:00</b></p> <p style="text-align: center;"><b>Council</b></p> <p style="text-align: center;"><b>Council Chamber</b></p>		

## JUNE 2017

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2 <b>10:00</b> <b>Licensing Sub-Committee (A)</b> <b>Committee Room 2/3</b>
5	6	7	8 14:00 – 17:00 <b>Appeals Panel Training</b> (HR & Legal Officers) Council Chamber	9
12 10:00-12:00 <b>Licensing Committee Training</b> Council Chamber  14:00-16:00 <b>Corporate Parenting Training</b> (Social Services officers) Council Chamber	13	14 09:00- 13:00 <b>Development Control</b> <b>Committee Training</b> Council Chamber 14:00-16:00 <b>Rights of Way Sub-Committee</b> <b>Training</b> (ROW & Legal Officers) Committee Room 2/3	15	16
19 10:00-12:00 <b>Corporate Parenting Training</b> (Social Services officers) Council Chamber	20 <b>10:00</b> <b>Licensing Committee</b> <b>Committee Room 2/3</b>	21	22 <b>14:00</b> <b>Standards Committee</b>  <b>Committee Room 2/3</b>	23
26 14:00-15:30 <b>Treasury Management</b> <b>Training</b> (Audit & Finance Officers) Council Chamber 15:30-17:00 <b>Audit Committee Training</b> (Audit & Finance Officers) Council Chamber	27 <b>14:30</b> <b>Cabinet</b>  <b>Committee Room 1/2/3</b>	28 14:00 – 15:00 <b>Policing in the County</b> <b>Borough</b> (Council Chamber)  <b>15:00</b> <b>Council</b> <b>Council Chamber</b>	29 <b>14:00</b> <b>Audit Committee</b>  <b>Committee Room 2/3</b>	30 <b>10:00</b> <b>Licensing Sub-Committee (B)</b> <b>Committee Room 2/3</b> <b>14:00</b> <b>Coychurch Crematorium Joint</b> <b>Committee</b> <b>Council Chamber</b>

## JULY 2017

Monday	Tuesday	Wednesday	Thursday	Friday
3	<b>4</b> 14:00 – 15:30 <b>Education and Family Support Service Briefing</b> Council Chamber 15:30 <b>Scrutiny Subject Committee 1</b> Council Chamber	5	<b>6</b> 12:45-13:30 <b>Active Travel Plans (DC Committee)</b> Council Chamber 14:00 <b>Development Control Committee</b>  Council Chamber	7
<b>10</b> 16:00 <b>Town &amp; Community Council Forum</b> Council Chamber	11	<b>12</b> 14:00 – 16:00 <b>Corporate Service Briefing</b> Council Chamber	<b>13</b> 10:00 <b>Cabinet Committee – Equalities</b> Committee Room 2/3 14:00 <b>Democratic Services Committee</b> Committee Room 2/3	14
<b>17</b> 14:00 – 15:30 <b>Communities Service Briefing</b> Council Chamber	<b>18</b> 10:00  <b>Licensing Committee</b>  Committee Room 2/3	19	<b>20</b> 14:00 – 15:30 <b>Social Services &amp; Wellbeing Service Briefing</b> Council Chamber 15:30 <b>Scrutiny Subject Committee 2</b> Council Chamber	21
<b>24</b> 10:00-12:00 <b>Scrutiny Chairs Training</b> Committee Room 1 14:00-16:00 <b>Committee Chairs Training</b> Committee Room 2/3	<b>25</b> 11:00-12:00 <b>Rota Visiting Training</b> Council Chamber 14:30 <b>Cabinet Committee Room 1/2/3</b>	<b>26</b>  15:00  <b>Council</b>  Council Chamber	<b>27</b> 15:30 <b>Scrutiny Subject Committee 3</b> Council Chamber	<b>28</b>  10:00  <b>Licensing Sub-Committee (A)</b>  Committee Room 2/3
<b>31</b> 12:30-13:30 <b>Rota Visiting Training</b> Council Chamber  14:00 <b>Corporate Overview &amp; Scrutiny Committee</b> Committee Room 2/3				

**AUGUST 2017**

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
7	8	9	10	11
14	15	16	17 14:00 <b>Development Control Committee</b> Council Chamber	18
21	22	23	24	25 10:00 <b>Licensing Sub-Committee (B)</b> Committee Room 2/3
28	29	30	31	

## SEPTEMBER 2017

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5  <b>14:30</b>  <b>Cabinet</b>  <b>Committee Room 1/2/3</b>	6  <b>15:00</b>  <b>Council</b>  <b>Council Chamber</b>	7	8
11 <b>14:00 – 16:00</b> <b>Scrutiny Questioning Skills</b> <b>Committee Rooms 1/2/3</b>	12  <b>14:00</b> <b>Overview &amp; Scrutiny Subject</b> <b>Committee 2</b>	13  <b>14:00</b> <b>Overview &amp; Scrutiny Subject</b> <b>Committee 3</b>	14  <b>14:00</b> <b>Overview &amp; Scrutiny Subject</b> <b>Committee 1</b>	15  <b>14:00</b>  <b>Coychurch Crematorium</b> <b>Joint Committee</b>  <b>Committee Rooms 2/3</b>
18	19 <b>14:00-16:00</b> <b>Safeguarding</b> <b>Committee Rooms 2/3</b>	20  <b>14:00</b>  <b>Standards Committee</b>  <b>Committee Room 2/3</b>	21 <b>14:00 – 16:00</b> <b>Scrutiny Questioning Skills</b> <b>Committee Rooms 2/3</b>	22 <b>09:30-17:00</b> <b>Visit By Independent</b> <b>Remuneration Panel for</b> <b>Wales</b> <b>Committee Rooms 1/2/3</b>  <b>10:00</b> <b>Licensing Sub-Committee</b> <b>(A)</b> <b>Council Chamber</b>
25 <b>15:00-17:00</b> <b>Safeguarding</b> <b>Committee Rooms 2/3</b>	26  <b>10:00</b>  <b>Licensing Committee</b>  <b>Committee Room 2/3</b>	27 <b>14:00 – 16:00</b> <b>Dementia Awareness</b> <b>Training</b> <b>Council Chamber</b>	28  <b>10:00</b> <b>Audit Committee</b> <b>Committee Room 2/3</b>  <b>14:00</b> <b>Development Control</b> <b>Committee</b> <b>Council Chamber</b>	29

## OCTOBER 2017

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 <b>14:30</b> <b>Cabinet</b> <b>Committee Room 1/2/3</b>	4 <b>15:00</b> <b>Council</b> <b>Council Chamber</b>	5 <b>14:00</b> <b>Corporate Overview</b> <b>&amp;Scrutiny Committee</b> <b>Committee Room 2/3</b>	6
9	10 <b>14:00</b> <b>Overview &amp; Scrutiny Subject</b> <b>Committee</b> <b>2</b>	11	12	13
16 <b>16:00</b> <b>Town &amp; Community Council</b> <b>Forum</b> <b>Council Chamber</b>	17	18 <b>14:00</b> <b>Corporate Parenting Cabinet</b> <b>Committee</b> <b>Committee Rooms 2/3</b>	19	20 <b>10:00</b> <b>Licensing Sub-Committee</b> <b>(B)</b> <b>Committee Rooms 2/3</b>
23	24 <b>10:00</b> <b>Licensing Committee</b> <b>Committee Room 2/3</b>  <b>14:30</b> <b>Cabinet</b> <b>Committee Room 1/2/3</b>	25 <b>14:00</b> <b>Overview &amp; Scrutiny Subject</b> <b>Committee</b> <b>3</b>	26 <b>14:00 – 16:00</b> <b>Dementia Awareness</b> <b>Training</b> <b>Council Chamber</b>	27
30	31			



**NOVEMBER 2017**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
		1 <b>15:00</b> <b>Council</b> <b>Council Chamber</b>	2	3
6 <b>14:00</b> <b>Overview &amp; Scrutiny Subject Committee 1</b>	7	8	9 <b>14:00</b> <b>Development Control Committee</b> <b>Council Chamber</b>	10 <b>Timings To be confirmed</b> <b>WLGA Regional Training Swansea</b>
13	14	15 <b>14:00</b> <b>Corporate Overview &amp; Scrutiny Committee</b>	16 <b>10:00</b> <b>Audit Committee</b> <b>Committee Room 2/3</b>	17 <b>Timings To be confirmed</b> <b>WLGA Regional Training Cardiff</b> <b>10:00</b> <b>Licensing Sub-Committee (A)</b> <b>Committee Rooms 2/3</b>
20	21 <b>10:00</b> <b>Licensing Committee</b> <b>Committee Room 2/3</b>	22	23 <b>10:00</b> <b>Cabinet Committee – Equalities</b> <b>Committee Room 2/3</b>	24
27	28 <b>14:30</b> <b>Cabinet</b> <b>Committee Room 1/2/3</b>	29 <b>15:00</b> <b>Council</b> <b>Council Chamber</b>	30 <b>14:00</b> <b>Standards Committee</b> <b>Committee Room 2/3</b>	

## DECEMBER 2017

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	Monday	Tuesday	Wednesday	Thursday	Friday
					1
4	<b>14:00</b>  <b>Corporate Overview &amp;Scrutiny Committee</b>	<b>14:00</b>  <b>Overview &amp; Scrutiny Subject Committee 2</b>	<b>14:00</b>  <b>Overview &amp; Scrutiny Subject Committee 1</b>	7	8
11		12	13	<b>14:00</b>  <b>Overview &amp; Scrutiny Subject Committee 3</b>	<b>10:00</b>  <b>Licensing Sub-Committee (B)  Committee Rooms 2/3</b>
18		<b>10:00</b> <b>Licensing Committee</b> Committee Room 2/3  <b>14:30</b> <b>Cabinet</b> Committee Room 1/2/3	<b>15:00</b>  <b>Council</b>  <b>Council Chamber</b>	<b>14:00</b> <b>Development Control Committee</b> Council Chamber	22
	25	26	27	28	29

# BCBC Councillor's Annual Report ~ Sample

This is the report by the Councillor below regarding their key activities over the year ending 30th April 2017. It is provided for the information of all constituents and for no other purpose.

*Completion instructions.*

*Councillors are free to include as much or as little information as they wish in each section, however the report is to be kept to this 2 page (maximum) format.*

**Councillor:** A N Other

**Party:** Central Party

**Ward:** Southtown

## **Section 1: Role & Responsibilities**

I sit on the following committees:

Town & Community Council Forum	Attendance X/X*
Community Safety & Governance Overview & Scrutiny Committee	Attendance X/X*
Health & Wellbeing Overview & Scrutiny Committee	Attendance X/X*
Corporate Resources & Improvement Overview & Scrutiny Committee	Attendance X/X*

I sit on the following external committees

Bridgend Town Hall Trust	Attendance X/X†
Local Service Board Scrutiny Panel	Attendance X/X†
Southtown Comprehensive School Governing Body	Attendance X/X†
Westview Community Council	Attendance X/X†
Southtown Community College Management Committee	Attendance X/X†
Southtown Litter Management Group	Attendance X/X†
Bridgend Citizens Advice Bureau Steering Group	Attendance X/X†

† figures supplied by Councillor

\* figures supplied by BCBC

## **Section 2: Constituency Activity**

I hold weekly constituency surgeries on Friday Lunchtimes between 1pm and 3pm in the Westview Community Centre

Attendance at the local PACT meetings regularly and am able to address any complaints or queries in a timely manner.

I compile and deliver a quarterly newsletter to each address in my constituency - this is based on the topics which I believe my constituents would like information on.

I support individuals who contact me on a wide range of issues and have acted as an advocate in Planning matters, Neighbourhood disputes involving the Police and Bridgend Council, the Environment Agency, Highway matters and Social Services requests.

I receive a considerable number of telephone calls from residents seeking advice and assistance on a range of personal issues and I am always prepared to listen to their concerns and offer appropriate support.

I have given a talk at the Southtown Town & Community Council meeting on 'My role as a Councillor' and have taken part in 'What's your Opinion' as a member of a panel.

## **Section 3: Initiatives and Special Activities**

Through communications with the Vale of Glamorgan Transportation Committee I have been successful in generating a new bus service between Corporation Street in Southtown and the Central Bus Station in Bridgend. The service runs 4 times each weekday morning affording residents public transport into Bridgend and the same frequency in the early evening.

I was requested to organise a survey regarding the potential introduction of a one-way system for Cardiff Road and Town Square in Southtown. The response to the survey was not large in terms of numbers in favour of the proposal which has subsequently been shelved. I wrote personally to each of the residents who responded to the survey conveying my thanks for their efforts and outlining the results.

With the help of local youngsters and BCBC's Leisure Department I have supported the development of the new skateboarding zone within Southtown Park, between May and September each year.

I have also supported the renovation of the outdoor Bowling Green at Southtown Community Centre which now has more than 120 regular members of Southtown Bowling Club. The club is aiming to open a junior section during the summer months of this year - so constituents should keep an eye open for more news on this subject in the local press and publications.

#### **Section 4: Learning & Development**

I have attended the following Learning & Development initiatives during the past year:

Corporate Parenting Training

Risk Assessment for Children's Directorate Training

Night-time Economy Training

ICT - Internet & Intranet Training

Project & Programme Management Training

Media Awareness Training

Budget Analysis & Interpretation Training

I have attended the following pre-Council Briefings:

Rota Visits for Residential Care Establishments

Bridgend Care & Repair

Reserve Forces and Cadets Association

#### **Section 5: Other Activities and Issues**

There are serious concerns amongst the residents of Southtown that the land adjoining Southtown Park will be developed as a Retail Park. I have supported local residents in protest against any such development as I believe it would fundamentally alter the characteristics of the local community and cause considerable impact on the existing traffic problems in the area. I have attended both appeal enquiries and will continue resisting any such plans for development along these lines.

I am a strong supporter of the 'Keep our Playing Fields' action group and have gone on record in opposing the recent sale of part of the Southtown School Playing Fields for a new Residential Estate. Whilst the sale will result in a small number of affordable housing opportunities I believe other local sites would have been a better option and could have afforded the opportunity to develop brown-field land.

I plan to support the Southtown Community Council in its efforts on fund raising for new festive lights in the town this Christmas. I will be approaching local businesses for modest contributions to this worthy cause in the next few months which provides a welcoming sight on cold winter nights.

**Signature of Councillor:**

**Date:**

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO DEMOCRATIC SERVICES COMMITTEE

13 JULY 2017

#### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### ACHIEVING THE WELSH LOCAL GOVERNMENT ASSOCIATION (WLGA) CHARTER FOR MEMBER SUPPORT & DEVELOPMENT

##### **1. Purpose of Report.**

- 1.1 To consider proposals for this Authority to achieve the WLGA Charter for Member Support & Development.

##### **2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

- 2.1 The support provided by the authority to Elected Members assists in the achievement of all Corporate Priorities.

##### **3. Background.**

###### **3.1 What is the Charter?**

- 3.1.1 Elected Members today face increasing challenges. Under the modernisation agenda, there are heightened expectations on them to undertake a diversity of roles ranging from that of community leader to their special responsibilities within the Council. Throughout Wales, authorities are striving to provide the best possible support for their members to enable them to meet these challenges. This takes the form of skill and knowledge development, support facilities, and support services.

- 3.1.2 The Welsh Local Government Association has a long history of working with authorities to help them develop these activities. To provide structure to the national programme of support, the Wales Charter for Member Support and Development was developed collaboratively by the Association, members representing each of the political groups and member support officers from each authority.

- 3.2 The Charter aims to provide a broad framework for local planning, self-assessment, action and review together with networking and comparison amongst authorities and the sharing of good and innovative practice. Its wide adoption has raised the overall amount and standard of support given to members in Wales.

- 3.2.1 There are 3 levels of award with each level normally requiring to be achieved before progressing to the next level:

1. (Standard) Charter Award
2. Advanced Charter Award

- 3.2.2 The following local authorities currently hold the Charter and Advanced Charter awards:

(Standard) Charter Level

1. Pembrokeshire Coast National Park Authority
2. Snowdonia National Park Authority
3. Blaenau Gwent County Borough Council
4. Caerphilly County Borough Council (Renewed)
5. Mid and West Wales Fire and Rescue Authority (Renewed)
6. Caerphilly County Borough Council
7. Powys County Council

Advanced Charter Level

8. Rhondda Cynon Taf County Borough Council
9. Brecon Beacons National Park Authority

3.2.3 The Charter is awarded for a period of three years after which an authority is able to relinquish, maintain or improve its charter status. There is no requirement to wait the full 3 year period between achieving the (Standard) Charter Award before progressing to the Advanced Charter Level.

3.3 The Good Practice and Innovation Award for Member Support and Development is an award which seeks to recognise and share excellent or innovative practice in member support and development. The award aims to recognise activities that have demonstrably improved practice in Wales. The following Authorities achieved the Good Practice and Innovation Award:

- Caerphilly County Borough Council - 2016
- Bridgend County Borough Council - 2013
- Rhondda Cynon Taf County Borough Council - 2013

3.4 The Local Government (Wales) Measure 2011 introduced legislative requirements for corporate governance and member support and development. Therefore, the Charter criteria were further developed to enhance and enable these legal requirements.

3.4.1 The assessment for each award has been updated as follows:

3.4.2 The (Standard) **Charter Award** is a self assessment undertaken by the Authority, documented and submitted to the WLGA, who will review the submission and determine whether to make the award. The (Standard) Charter Award is designed to establish that an essential range of support and development arrangements are in place, monitored and recorded.

3.4.3 The **Advanced Charter** is a further self assessment, documented and submitted to the WLGA in the same way as the (Standard) Charter Award submission. It is further underpinned by a peer assessment including a site visit undertaken by officers, and member peers from Wales and England. The Advanced Charter is designed to recognise that the arrangements required for the Charter are working effectively.

#### 4. Current situation / proposal.

4.1 Bridgend County Borough Council was awarded the WLGA (Standard) Charter Award in 2010. The Authority's charter status was not renewed in 2013 but following the Local Government Elections it is considered relevant to request the views on renewal from the new administration. There are a number of factors which should be considered when determining which option is most appropriate for this Authority to undertake in respect of the WLGA Charter for Member Support and Development.

#### 4.2 Newly Elected Members




4.2.1 At the Local Government Elections in 2017, 29 new councillors were elected to Bridgend County Borough Council. This is a significant number of new members (approximately 54%) who initially may have had a very limited knowledge of the local authority or their role as a councillor.

#### 4.3 Introduction of the Local Government (Wales) 2011 Measure

4.3.1 Since Bridgend's successful achievement of the (Standard) Charter Award the Local Government (Wales) Measure has been introduced which further enhanced the support and development of Elected Members. This was then reflected in the criteria for the achievement of the WLGA Charter. For example, the Measure requires Personal Development Reviews to be provided to members on request. The Charter requires members to be provided with role descriptions which support the Personal Development Reviews.

#### 4.4 Meeting the Requirements

4.4.1 The full criteria for the achievement of the WLGA Charter for Member Support and Development is at Standard and Advanced level shown at **Appendix 1**. An assessment has been undertaken for each of the main criteria that form the award and have been categorised as follows:

Green		-	Few or minimal changes to established processes
Amber		-	Some changes with an element of significant change to existing processes and activities
Red		-	Significant change to existing processes and activities or the introduction of new processes or activities

4.4.2 The following table shows the initial assessment of the implications of achieving the Charter at Standard level:

	Topic	Standard	Clarification	Status
A1	<b>Members are supported with role descriptions.</b>	Role descriptions are adopted for the: <ul style="list-style-type: none"> <li>• Leader</li> <li>• Deputy Leader</li> <li>• Cabinet Members</li> <li>• Scrutiny members</li> <li>• Scrutiny Chairs</li> <li>• Scrutiny Co-optees</li> </ul>	<b>What does adopted mean?</b> Role descriptions exist and have been formally adopted for all the roles listed.  There is no need at this level for	Amber

	Topic	Standard	Clarification	Status
		<ul style="list-style-type: none"> <li>• Chairs of statutory committees</li> <li>• Chairs of area committees</li> <li>• Chair of the Audit Committee</li> <li>• Members of Audit Committee</li> <li>• Chair of Democratic Services</li> <li>• Member of Democratic Services</li> <li>• Ward Member, including community leadership and case work</li> <li>• Chair of Standards committee</li> <li>• Member of Standards Committee</li> <li>• Leader of the Opposition</li> <li>• Member Champion</li> </ul> <p>Guidance is provided to members on their role on outside bodies.</p>	<p>members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> <li>▪ the WLGA model role descriptions for Welsh Authorities and</li> <li>▪ the WLGA document <i>The Role of Councillors in Collaboration and</i></li> <li>▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011</li> </ul> <p><b>Outside Bodies</b> Where members are responsible for formally representing the Authority or making decisions that could impact on the Authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of</p>	



	Topic	Standard	Clarification	Status
			reference from outside bodies.	
A2	<b>Members are supported in undertaking their duties according to high standards of conduct.</b>	All members are provided with training and development in the detail of the Members Code of conduct, taking into account any changes in the model or local codes as they emerge.	<b>What can be interpreted as training and development?</b> Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.	Green
A3	<b>Members are supported in understanding their roles and responsibilities as set out in the Constitution.</b>	All members have received training on and understand the contents of the Constitution, including: <ul style="list-style-type: none"> <li>• the roles, responsibilities and limits to the roles of committees</li> <li>• the role of individual members and officers</li> <li>• Member/officer protocols</li> <li>• meeting practice</li> <li>• standing orders</li> <li>• rules of debate</li> </ul>	Training has been made available to all members and take up of this has been high.  The Constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the Constitution or as a separate document but should be formally adopted and valued.	Amber
B1	<b>A member learning and development strategy has been adopted.</b>	A local member development strategy is in place. The strategy sets out the approach that the Authority and the Democratic Services Committee takes to member development. It includes: <ul style="list-style-type: none"> <li>• a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</li> <li>• a commitment to and methodology for developing members</li> </ul>		Amber

	Topic	Standard	Clarification	Status
		<p>according to the needs of the organisation.</p> <ul style="list-style-type: none"> <li>• a commitment to and methodology for creating personal development plans for all members.</li> <li>• a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs.</li> </ul>		
B2	<p><b>Arrangements are in place for <u>all</u> members to be offered a PDR.</b></p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> <li>• based on role descriptions</li> <li>• contribute to personal development plans</li> <li>• are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance</li> <li>• are made available for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary.</li> </ul> <p><b>Note.</b> although the Measure does not require the Leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p><b>What is a PDR?</b> An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p> <p>This <b>should</b> include some examination of current duties as set out in the role descriptions listed above and <b>may</b> include some self or supported reflection on current performance as a starting point. The outcomes of the discussion <b>should</b> feed into a personal development plan held by the member with the required development activities and also be recorded by the Authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area.</p>	Red

	Topic	Standard	Clarification	Status
			Anyone conducting reviews should have received training in their purpose and methodology.	
B3	<p><b>A development programme for councillors is in place with a mechanism for its annual review.</b></p> <p><b>All councillors are made aware of, guided to and are able to access the development activities equally.</b></p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> <li>• The annual development programme is planned and publicised in advance.</li> <li>• Members are made aware of development opportunities provided in response to their needs.</li> </ul> <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs.</p> <p>The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads.</p> <p>The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of</p>	Green

	Topic	Standard	Clarification	Status
			opportunities to attend.	
B4	<b>Prospective candidates, candidates and new members are informed of their role and responsibilities.</b>	<ul style="list-style-type: none"> <li>▪ The Council uses the national guidance and support materials available for candidates and prospective candidates.</li> <li>▪ All new or returning members are provided with a programme of induction.</li> </ul>	<p><b>What is the national Guidance?</b> This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p><b>What constitutes an induction programme?</b> This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	Green
B5	<b>Development activities are relevant and of high quality.</b>	Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The Authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.	<p><b>What are appropriate styles and settings?</b> A mix of for example formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with</p>	Green

	Topic	Standard	Clarification	Status
			<p>the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	
B6	<b>There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</b>	The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.	This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.	Green
B7	<b>Resources are identified and provided for member development.</b>	<p>Dedicated resources are identified and provided for member development activities.</p> <p>The Authority provides the “reasonable level” of development required by the Measure.</p>	<p><b>How dedicated is dedicated?</b> Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared</p>	Green

	Topic	Standard	Clarification	Status
			where possible between authorities.	
B8	<b>Members are offered the opportunity to be mentored by member peers.</b>	The Authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The Authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies" The Authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.	Red
C1	<b>Officer support is provided for member development, support and scrutiny.</b>	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and Scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members</p>	Green

	Topic	Standard	Clarification	Status
			when they are undertaking their legitimate scrutiny role.	
C2	<b>Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances</b>	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>	<p>Green</p> <p>Red</p>
C3	<b>Contact management and communication</b>	Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.	These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.	Green
C4	<b>Annual reports</b>	The Authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.	Amber

	Topic	Standard	Clarification	Status
C5	<b>Personal support for members</b>	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	Green
D1	<b>D1. All members are provided with adequate access to ICT.</b>	<ul style="list-style-type: none"> <li>▪ Members are provided with the equipment, or connectivity required to undertake their role.</li> <li>▪ Basic training is provided in its use and help desk facilities are available.</li> <li>▪ Members are able to communicate with the council and the public electronically.</li> </ul>	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p>	Green
		<ul style="list-style-type: none"> <li>▪ Members are supported in remote working through the use of remote access codes and Skype etc.</li> <li>▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure).</li> </ul>	<p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>	Amber
D2	<b>Information resources are provided</b>	A central collection of information dedicated to member needs is provided as part of the information and research support available to members.	An up to date and regularly revised collection of information resources is available specifically for members.	Green



	Topic	Standard	Clarification	Status
			<p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>	
D3	<b>D3. Facilities for members to work in the Council are available.</b>	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> <li>▪ Shared areas for example for each political group.</li> <li>▪ Private rooms for meetings.</li> <li>▪ Offices for senior office holders.</li> </ul>	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	Green

4.4.3 The following options and implications regarding the WLGA Charter for Member Support & Development have been considered:

- Option 1     **Do nothing**  
The Authority currently follows a number of the processes and procedures needed to meet Charter requirements. However the do nothing would prevent any additional commitment in terms of financial or other resources in respect of Elected Members and Democratic Services.
- Option 2     **Re-apply for Standard Level Charter Status in 2018 and remaining at that level**  
This option would provide the opportunity to make the required changes in the processes and culture in Bridgend to regain Charter Status. It would allow the new members to be fully involved in all the activities required to achieve the (Standard) Charter Award
- Option 3     **Re-apply for Standard Level Charter Status in 2018 followed by Advanced Level Charter in due course.** This option would provide the opportunity to make the required changes in the processes and culture in Bridgend to regain Charter Status. It would allow the new members to be fully involved in all the activities required to achieve the (Standard) Charter Award and provide time to consider the implications of the requirements for an Advanced Charter submission at a later date.

4.4.4 There is also a significant commitment in time and resources for all political groups, senior salary holders, individual members and officers of the Authority. The Democratic Services Team can provide some support, guidance and basic assistance but already has a significant workload. The achievement of the Charter

will be predominantly the responsibility of each and every Elected Member of the Authority.

4.4.5 It is anticipated that the Democratic Services Committee will have a significant role to play in the development and monitoring of all aspects of member development and support and particularly in respect of achieving any Charter Award.

4.4.6 The Democratic Services Committee is requested to consider the options shown at paragraph 4.4.3 with the intention that:

- a report with appropriate recommendations be made to Council in respect of the achievement of the WLGA Charter for Member Support and Development.
- the Elected Member Learning and Development Strategy be drafted in accordance with the determination of the Committee.

## **5. Effect upon Policy Framework & Procedure Rules**

5.1 There is no effect on the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

6.1 There are no equalities implications in respect of this report.

## **7. Financial Implications**

7.1 There is a financial implication in the achievement of the WLGA Charter for Member Support and Development. The cost of translation for the publication of Annual Reports is estimated to be approximately £2000 per year based on 54 Annual Report with 500 words in each report which could be met from existing budgets.

7.2 Additional cost are likely to arise but with consideration of the available budget later this year may result in there being insufficient funding in forthcoming years to achieve the Charter.

## **8. Recommendation.**

It is requested that the Democratic Services Committee:

8.1 considers the content of the report and recommends the most appropriate option regarding the achievement of the WLGA Charter for Member Support and Development

8.2 approves that the Democratic Services Committee submits a report to Council requesting endorsement of the recommendation made at paragraph 8.1

8.3 Note that the draft Elected Member Learning and Development Strategy will be presented to the Committee at a subsequent meeting before being submitted to Council for endorsement.

**GP JONES**  
**Head of Democratic Services**  
**06 July 2017**

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**Background documents** – None

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WLGA • CLILC

# The Wales Charter for member Support and Development

## The Criteria and Assessment Process



## What is the Charter?

Elected members today face increasing challenges. Under the modernisation agenda, there are heightened expectations on them to undertake a diversity of roles ranging from that of community leader to their special responsibilities within the Council. Throughout Wales, authorities are striving to provide the best possible support for their members to enable them to meet these challenges. This takes the form of skill and knowledge development, support facilities, and support services.

The Welsh Local Government Association has a long history of working with authorities to help them develop these activities. To provide structure to the national programme of support, the Wales Charter for Member Support and Development was developed collaboratively by the Association, members representing each of the political groups and member support officers from each authority.

The Charter aims to provide a broad framework for local planning, self-assessment, action and review together with networking and comparison amongst authorities and the sharing of good and innovative practice. Its wide adoption has raised the overall amount and standard of support given to members in Wales.

The Local Government (Wales) Measure 2011 has introduced legislative requirements for corporate governance and member support and development. Therefore in 2012 the Charter criteria were developed to enhance and enable these legal requirements. For example, the Measure requires Personal Development Reviews to be provided to members on request. The Charter requires members to be provided with role descriptions which support the Personal Development Reviews. Members and support officers have worked with the WLGA to make changes. These new criteria are the result of this work.

A list of authorities and their award status is available on the WLGA website

## The Assessment Process

Authorities should apply for the Charter followed by the Advanced Charter. These awards need to be renewed every three years.

Assessment for the **Charter** is a self-assessment undertaken by the Authority and submitted to the WLGA who review the submission and make the award. The Charter is designed to establish that an essential range of support and development arrangements are **in place**. To make a submission, authorities should complete the self assessment pro-forma at appendix 1 in this document and send this to the WLGA either electronically or hard copy, together with the supporting evidence.

Assessment for the **Advanced Charter** is a peer assessment including a site visit undertaken by officers, and member peers. The Advanced Charter is designed to recognise that the arrangements required for the Charter are **working effectively**. To make a submission, authorities should contact the WLGA to agree timescales and complete the submission pro-forma at appendix 2 in this document and send this to the WLGA either electronically or hard copy, together with the supporting evidence. The WLGA will arrange a peer assessment visit following the submission where officers and members of the authority will have an opportunity to discuss approaches and experiences with the review team.

**Reassessments** at both Charter and Advanced Charter level are assessed through written submission only.

## **The Good Practice and Innovation Award for Member Support and Development**

This award seeks to recognise and share excellent or innovative practice in member support and development to improve practice in Wales.

### **Criteria for the Award**

The award recognises excellent or innovative practice in an **aspect of** member support or development which has **demonstrably improved** the outcomes for members or the authority. This practice should be **over and above** that required for the advanced level of the Charter or outside the scope of that award. In some cases, practice will be identified through applications for Charter status, in others, through separate application.

### **Applications for the Good Practice and Innovation Award**

Should include:

- 1. A short written description** of the activity, including:
  - What is being done
  - How it is being done – including how members have been engaged in the process
  - Why it was introduced – links to personal or organisational development or the needs expressed by members for support.
  
- 2. A description of the impact on or outcomes for members** as a result of the activity. This should include quantifiable results and qualitative evidence from the authority and members.
  
- 3. Evidence for (2) above**

### **Assessment**

The Good Practice and Innovation Award will be assessed based on a review of a written submission by a WLGA peer panel.

### **Practice exchange**

On receipt of the award, the LA will be invited to make a presentation to the MSD/champions network. The submission will also be included on the WLGA website and publicised on the *Good Practice Wales* website

Self-assessment frameworks are appended to this document.

Please inform the WLGA of your intention to apply by contacting:

**Sarah Titcombe Policy and Improvement Officer (Democratic Services)**

**Email: [sarah.titcombe@wlga.gov.uk](mailto:sarah.titcombe@wlga.gov.uk) Telephone: 02920468638**

# **The Member Support & Development Charter Standard and Advanced Level Criteria**



A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p><b>1. Members are supported with role descriptions.</b></p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> <li>• Leader</li> <li>• Deputy Leader</li> <li>• Cabinet Members</li> <li>• Scrutiny members</li> <li>• Scrutiny Chairs</li> <li>• Scrutiny Co-optees</li> <li>• Chairs of statutory committees</li> <li>• Chairs of area committees</li> <li>• Chair of the Audit Committee</li> <li>• Members of Audit Committee</li> <li>• Chair of Democratic Services</li> <li>• Member of Democratic Services</li> <li>• Ward Member, including community leadership and case work</li> <li>• Chair of Standards committee</li> <li>• Member of Standards Committee</li> <li>• Leader of the Opposition</li> <li>• Member Champion</li> </ul>	<p><b>What does adopted mean?</b> Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them. What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> <li>▪ the WLGA model role descriptions for Welsh Authorities and</li> <li>▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and</li> <li>▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011</li> </ul> <p><b>Outside Bodies</b> Where members are responsible for formally representing the authority or making decisions that could impact on the</p>	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process</p>	<p><b>Every</b> member has a role description which matches what they do. Including guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p> <p>All members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>

	Guidance is provided to members on their role on outside bodies.	authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.		
<b>2. Members are supported in undertaking their duties according to high standards of conduct.</b>	All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.	<b>What can be interpreted as training and development?</b> Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.	Training is updated and delivered regularly. Potential breaches are addressed internally, as set out in the Ombudsman's report concerning local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the code.	
<b>3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.</b>	All members have received training on and understand the contents of the constitution, including: <ul style="list-style-type: none"> <li>• the roles, responsibilities and limits to the roles of committees</li> <li>• the role of individual members and officers</li> <li>• Member/officer protocols</li> </ul>	Training has been made available to all members and take up of this has been high.  The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate	The Constitution and related documents listed at level one change in line with requirements.	Changes include governance arrangements due to the introduction of structures to support collaborative services.

	<ul style="list-style-type: none"> <li>• meeting practice</li> <li>• standing orders</li> <li>• rules of debate</li> </ul>	document but should be formally adopted and valued.		
<b>B. Member Development</b>				
<b>B1. A member learning and development strategy has been adopted.</b>	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> <li>• a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</li> <li>• a commitment to and methodology for developing members according to the needs of the organisation.</li> <li>• a commitment to and methodology for creating personal development <u>plans</u> for all members.</li> </ul>		All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.	

	<ul style="list-style-type: none"> <li>a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs.</li> </ul>			
<p><b>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</b></p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> <li>based on role descriptions</li> <li>contribute to personal development plans</li> <li>are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance</li> <li>are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary.</li> </ul> <p><b>Note,</b> although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p><b>What is a PDR?</b> An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p> <p>This <b>should</b> include some examination of current duties as set out in the role descriptions listed above and <b>may</b> include some self or supported reflection on current performance as a starting point. The outcomes of the discussion <b>should</b> feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area.</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out in the first level. The PDR provides opportunities for members to identify the level at which development is required.</p>	<p>The outcomes effectively and regularly inform the member development strategy and programme. Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>

		<p>Anyone conducting reviews should have received training in their purpose and methodology.</p>		
<p><b>B3. A development programme for councillors is in place with a mechanism for its annual review.</b></p> <p><b>All councillors are made aware of, guided to and are able to access the development activities equally.</b></p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> <li>• The annual development programme is planned and publicised in advance.</li> <li>• Members are made aware of development opportunities provided in response to their needs.</li> </ul> <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p>	<p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with member needs and the MD strategy. The content of the programme is made available to suit the needs of members with different skills and experience. i.e there is some <u>levelling</u> to development activities.</p>	

		The programme is designed to offer choice or variety of opportunities to attend.		
<b>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</b>	<ul style="list-style-type: none"> <li>▪ The Council uses the national guidance and support materials available for candidates and prospective candidates.</li> <li>▪ All new or returning members are provided with a programme of induction.</li> </ul>	<p><b>What is the national Guidance?</b> This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p><b>What constitutes an induction programme?</b> This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>Use is/planned or made of the national questionnaire to inform the development of candidates information for the next elections</p> <ul style="list-style-type: none"> <li>• The candidates profile is measured in the national questionnaire and steps are taken or planned to inform groups or individuals who are not standing in the next elections.</li> <li>• Local information is provided to candidates in addition to that available nationally.</li> </ul> <p><b>Every</b> member moving to a new role has received an induction for that role.</p>	Notable practice might include road shows, media/social media campaigns. Website/printed promotional material.
<b>B5. Development activities are relevant and of high quality.</b>	Learning activities are provided in appropriate styles and settings based on the learning needs and styles of	<p><b>What are appropriate styles and settings?</b> A mix of for example formal/informal group/individual,</p>	Training and development is provided to a consistently high standard, commissioning	

	<p>individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	<p>and evaluation is effective and systematic.</p> <p>The authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>	
<p><b>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</b></p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.</p>	<p>This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.</p>	<p>These arrangements are mature and effective in representing the views of all members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes. Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.</p>	
<p><b>B7. Resources are identified and</b></p>	<p>Dedicated resources are identified and provided for</p>	<p><b>How dedicated is dedicated?</b></p>	<p>Resources, whether people or money, are</p>	

<b>provided for member development.</b>	<p>member development activities.</p> <p>The authority provides the "reasonable level" of development required by the Measure.</p>	<p>Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>	<p>allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs.</p> <p>Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.</p>	
<b>B8. Members are offered the opportunity to be mentored by member peers.</b>	<p>The authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.</p>	<p>The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies"</p> <p>The authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.</p>	<p>The authority has a mentoring strategy to support the needs of members who have requested mentors.</p>	
<b>C. Member Support</b>				
<b>C1. Officer support is provided for member development, support and scrutiny.</b>	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community</p>	<p>Members are satisfied with the level of support provided.</p>	



	<p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.</p>		
<p><b>C2. Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances</b></p>	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions</p>	<p>The authority can demonstrate that it knows the requirements of its current members and has met them.</p> <p>i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who</p>	

		placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.	have special access requirements.  Arrangements for remote attendance should be in place. <u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.	
<b>C3. Contact management and communication</b>	Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.	These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.	The systems required for level one are working effectively. Members can effectively access officers regarding service delivery and individuals and communities can access members.	
<b>C4. Annual reports</b>	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.	Members in receipt of a Senior/Civic Salary publish annual reports.	
<b>C5. Personal support for members</b>	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities,	Members report that this information and advice is adequate.	

		data protection and freedom of information.		
<b>D. Member Facilities</b>				
<b>D1. All members are provided with adequate access to ICT.</b>	<ul style="list-style-type: none"> <li>▪ Members are provided with the equipment, or connectivity required to undertake their role.</li> <li>▪ Basic training is provided in its use and help desk facilities are available.</li> <li>▪ Members are supported in remote working through the use of remote access codes and Skype etc.</li> <li>▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure).</li> <li>▪ Members are able to communicate with the council and the public electronically.</li> </ul>	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>	Members are routinely using the provisions required for level one and report that this is sufficient.	

<p><b>D2. Information resources are provided</b></p>	<p>A central collection of information dedicated to member needs is provided as part of the information and research support available to members.</p>	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>	<p>Members routinely use the provisions required for level one and report that this is sufficient.</p>	<p>Good practice might include an interactive portal dedicated to members.</p>
<p><b>D3. Facilities for members to work in the Council are available.</b></p>	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> <li>▪ Shared areas for example for each political group.</li> <li>▪ Private rooms for meetings.</li> <li>▪ Offices for senior office holders.</li> </ul>	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	<p>Members report that facilities are sufficient and that their needs are regularly reviewed.</p>	

# **A Self Assessment Pro-forma for the Standard Level Charter**

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Description of authority approach and actions	References to supporting evidence enclosed
<p><b>1. Members are supported with role descriptions.</b></p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> <li>• Leader</li> <li>• Deputy Leader</li> <li>• Cabinet Members</li> <li>• Scrutiny members</li> <li>• Scrutiny Chairs</li> <li>• Scrutiny Co-optees</li> <li>• Chairs of statutory committees</li> <li>• Chairs of area committees</li> <li>• Chair of the Audit Committee</li> <li>• Members of Audit Committee</li> <li>• Chair of Democratic Services</li> <li>• Member of Democratic Services</li> <li>• Ward Member, including community leadership and case work</li> <li>• Chair of Standards committee</li> <li>• Member of Standards Committee</li> <li>• Leader of the Opposition</li> <li>• Member Champion</li> </ul>	<p><b>What does adopted mean?</b> Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them. What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> <li>▪ the WLGA model role descriptions for Welsh Authorities and</li> <li>▪ the WLGA document <i>The Role of Members in Collaboration</i> and</li> <li>▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011</li> </ul> <p><b>Outside Bodies</b></p>	<p><i>Example Entry:</i></p> <p><i>Role descriptions have been adopted for all the listed roles.</i></p> <p><i>These were adopted by full council on 27.07.12 having been developed by the MDWG from the WLGA framework.</i></p> <p><i>Every member agreed and signed their role descriptions in September 2012.</i></p>	<p><i>Example Evidence References:</i></p> <p><i>Full set of signed role descriptions evidence ref a.1.1</i></p> <p><i>council minutes 27.07.12 evidence ref a.1.2</i></p> <p><i>MDWG minutes 15.06.12 and 01.07.12 evidence ref a.1.3</i></p> <p><i>Terms of reference for outside bodies with emails to members evidence ref a.1.4</i></p> <p><i>E mail to members 27.09.12 evidence ref a.1.5</i></p>

	Guidance is provided to members on their role on outside bodies.	Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.		
<b>2. Members are supported in undertaking their duties according to high standards of conduct.</b>	All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.	<b>What can be interpreted as training and development?</b> Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.		
<b>3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.</b>	All members have received training on and understand the contents of the constitution, including: <ul style="list-style-type: none"> <li>• the roles, responsibilities and limits to the roles of committees</li> <li>• the role of individual members and officers</li> </ul>	Training has been made available to all members and take up of this has been high.  The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants.		

	<ul style="list-style-type: none"> <li>• Member/officer protocols</li> <li>• meeting practice</li> <li>• standing orders</li> <li>• rules of debate</li> </ul>	Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.		
<b>B. Member Development</b>				
<b>B1. A member learning and development strategy has been adopted.</b>	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> <li>• a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</li> <li>• a commitment to and methodology for developing members according to the needs of the organisation.</li> <li>• a commitment to and methodology for creating personal</li> </ul>			



	<p>development <u>plans</u> for all members.</p> <ul style="list-style-type: none"> <li>• a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs.</li> </ul>			
<p><b>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</b></p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> <li>• based on role descriptions</li> <li>• contribute to personal development plans</li> <li>• are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance</li> <li>• are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary.</li> </ul> <p><b>Note</b>, although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p><b>What is a PDR?</b></p> <p>An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p> <p>This <b>should</b> include some examination of current duties as set out in the role descriptions listed above and <b>may</b> include some self or supported reflection on current performance as a starting point. The outcomes of the discussion <b>should</b> feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p>		

		<p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>		
<p><b>B3. A development programme for councillors is in place with a mechanism for its annual review.</b></p> <p><b>All councillors are made aware of, guided to and are able to access the development activities equally.</b></p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> <li>• The annual development programme is planned and publicised in advance.</li> <li>• Members are made aware of development opportunities provided in response to their needs.</li> </ul> <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p>		

		<p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>		
<p><b>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</b></p>	<ul style="list-style-type: none"> <li>▪ The Council uses the national guidance and support materials available for candidates and prospective candidates.</li> <li>▪ All new or returning members are provided with a programme of induction.</li> </ul>	<p><b>What is the national Guidance?</b> This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p><b>What constitutes an induction programme?</b> This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and</p>		

		<p>outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>		
<b>B5. Development activities are relevant and of high quality.</b>	<p>Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p><b>What are appropriate styles and settings?</b> A mix of for example formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>		
<b>B6. There is a clear responsibility for leading the programme, driving</b>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for</p>	<p>This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as</p>		

<p><b>the strategy and monitoring the outcomes.</b></p>	<p>member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.</p>	<p>a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.</p>		
<p><b>B7. Resources are identified and provided for member development.</b></p>	<p>Dedicated resources are identified and provided for member development activities.</p> <p>The authority provides the "reasonable level" of development required by the Measure.</p>	<p><b>How dedicated is dedicated?</b> Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>		
<p><b>B8. Members are offered the opportunity to be mentored by member peers.</b></p>	<p>The authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.</p>	<p>The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies" The authority should be exploring the need to provide</p>		

		Leadership mentoring for the Leader and Cabinet if requested.		
<b>C. Member Support</b>				
<b>C1. Officer support is provided for member development, support and scrutiny.</b>	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.</p>		
<b>C2. Arrangements made for the business of the</b>	A review of the arrangements for council business has taken	Authorities should have undertaken a review in line		

<p><b>Council are flexible and enable members to participate fully regardless of personal circumstances</b></p>	<p>place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>		
<p><b>C3. Contact management and communication</b></p>	<p>Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.</p>	<p>These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.</p>		
<p><b>C4. Annual reports</b></p>	<p>The authority makes arrangements for all members to be able to publish annual</p>	<p>Members are provided with support and guidance on using the authority's systems.</p>		

	reports, according to the guidance in the measure.			
<b>C5. Personal support for members</b>	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.		
<b>D. Member Facilities</b>				
<b>D1. All members are provided with adequate access to ICT.</b>	<ul style="list-style-type: none"> <li>▪ Members are provided with the equipment, or connectivity required to undertake their role.</li> <li>▪ Basic training is provided in its use and help desk facilities are available.</li> <li>▪ Members are supported in remote working through the use of remote access codes and Skype etc.</li> <li>▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in</li> </ul>	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p>		



	<p>the standing orders (when implemented through the Measure).</p> <ul style="list-style-type: none"> <li>▪ Members are able to communicate with the council and the public electronically.</li> </ul>	All council agendas and meeting papers are provided electronically.		
<b>D2. Information resources are provided</b>	<p>A central collection of information dedicated to member needs is provided as part of the information and research support available to members.</p>	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>		
<b>D3. Facilities for members to work in the Council are available.</b>	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> <li>▪ Shared areas for example for each political group.</li> <li>▪ Private rooms for meetings.</li> <li>▪ Offices for senior office holders.</li> </ul>	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>		



# **A Submission Pro-forma for the Advanced Level Charter**

## Appendix 2 – Submission Pro- forma Advanced Level

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Description of authority approach and actions	References to supporting evidence enclosed
<p><b>1. Members are supported with role descriptions.</b></p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> <li>• Leader</li> <li>• Deputy Leader</li> <li>• Cabinet Members</li> <li>• Scrutiny members</li> <li>• Scrutiny Chairs</li> <li>• Scrutiny Co-optees</li> <li>• Chairs of statutory committees</li> <li>• Chairs of area committees</li> <li>• Chair of the Audit Committee</li> <li>• Members of Audit Committee</li> <li>• Chair of Democratic Services</li> <li>• Member of Democratic Services</li> </ul>	<p><b>What does adopted mean?</b></p> <p>Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> <li>▪ the WLGA model role descriptions for Welsh Authorities and</li> <li>▪ the WLGA document <i>The Role of</i></li> </ul>	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process.</p> <p><b>Every</b> member has a role description which matches what they do. Including guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p>	<p><i>Example entry:</i></p> <p><i>Role descriptions for all members were developed by the D.S Committee in consultation with all members and agreed by Full Council in September 2012.</i></p> <p><i>Each RD outlines all aspects of that member's role.</i></p> <p><i>Each member has also been supplied with guidance covering their role on task and finish groups.</i></p> <p><i>Members agreed that the contents of their own RDs were a reflection of the work they undertake and signed them accordingly.</i></p>	<p><i>Example evidence references:</i></p> <p><i>Full set of signed role descriptions evidence ref a1.1</i></p> <p><i>D.S Committee minutes 19.07.12 and 28.08 12 evidence ref a1.2</i></p> <p><i>email to Members regarding task and finish terms of reference and member responsibilities evidence ref a1.3</i></p> <p><i>council minutes 29.11.12 evidence ref a1.4</i></p> <p><i>emails to individual members regarding rd content evidence ref a1.5</i></p>

	<ul style="list-style-type: none"> <li>• Ward Member, including community leadership and case work</li> <li>• Chair of Standards committee</li> <li>• Member of Standards Committee</li> <li>• Leader of the Opposition</li> <li>• Member Champion</li> </ul> <p>Guidance is provided to members on their role on outside bodies.</p>	<p><i>Members in Collaboration and</i></p> <ul style="list-style-type: none"> <li>▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011</li> </ul> <p><b>Outside Bodies</b> Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.</p>	<p>All members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>	<p><i>The role descriptions are provided to members conducting PDRs and used with the authority's member development framework as the basis for PDR discussions.</i></p>	<p><i>PDR Guidance evidence ref B2.2</i></p> <p><i>Members confirmation that roles are undertaken to be discussed at site visit.</i></p>
<p><b>2. Members are supported in</b></p>	<p>All members are provided with training</p>	<p><b>What can be interpreted as</b></p>	<p>Training is updated and delivered</p>		

<p><b>undertaking their duties according to high standards of conduct.</b></p>	<p>and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.</p>	<p><b>training and development?</b> Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&amp;A sessions.</p>	<p>regularly. Potential breaches are addressed internally, as set out in the Ombudsman’s report concerning local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the code.</p>		
<p><b>3. Members are supported in understanding their roles and responsibilities as set out in the Constitution.</b></p>	<p>All members have received training on and understand the contents of the constitution, including:</p> <ul style="list-style-type: none"> <li>• the roles, responsibilities and limits to the roles of committees</li> <li>• the role of individual members and officers</li> <li>• Member/office r protocols</li> <li>• meeting practice</li> <li>• standing orders</li> <li>• rules of debate</li> </ul>	<p>Training has been made available to all members and take up of this has been high.</p> <p>The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>	<p>The Constitution and related documents listed at level one change in line with requirements.</p> <p>Changes include governance arrangements due to the introduction of structures to support collaborative services.</p>		

B. Member Development					
<p><b>B1. A member learning and development strategy has been adopted.</b></p>	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> <li>• a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members.</li> </ul>		<p>All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.</p>		

	<ul style="list-style-type: none"> <li>• a commitment to and methodology for developing members according to the needs of the organisation.</li> <li>• a commitment to and methodology for creating personal development <u>plans</u> for all members.</li> <li>• a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs.</li> </ul>				
<p><b>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</b></p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> <li>• based on role descriptions</li> </ul>	<p><b>What is a PDR?</b> An opportunity for a member to discuss with any senior member or other suitably qualified</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out</p>		



	<ul style="list-style-type: none"> <li>• contribute to personal development plans</li> <li>• are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance</li> <li>• are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary.</li> </ul> <p><b>Note</b>, although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is voluntary but for all members.</p>	<p>person their own requirements for training and development.</p> <p>This <b>should</b> include some examination of current duties as set out in the role descriptions listed above and <b>may</b> include some self or supported reflection on current performance as a starting point. The outcomes of the discussion <b>should</b> feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews</p>	<p>in the first level. The PDR provides opportunities for members to identify the level at which development is required.</p> <p>The outcomes effectively and regularly inform the member development strategy and programme.</p> <p>Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>		
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		<p>for Member' provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have received training in their purpose and methodology.</p>			
<p><b>B3. A development programme for councillors is in place with a mechanism for its annual review.</b></p> <p><b>All councillors are made aware of, guided to and are able to access the development activities equally.</b></p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> <li>• The annual development programme is planned and publicised in advance.</li> <li>• Members are made aware of development opportunities provided in response to their needs.</li> </ul> <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads.</p>	<p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with member needs and the MD strategy. The content of the programme is made available to suit the needs of members with different skills and experience. i.e there is some <u>levelling</u> to development activities.</p>		

	have child care responsibilities.	<p>The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p> <p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>			
<b>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</b>	<ul style="list-style-type: none"> <li>▪ The Council uses the national guidance and support materials available for candidates and prospective candidates.</li> </ul>	<p><b>What is the national Guidance?</b></p> <p>This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to</p>	<p>Use is/planned or made of the national questionnaire to inform the development of candidates information for the next elections</p> <ul style="list-style-type: none"> <li>• The candidates profile is</li> </ul>		

	<ul style="list-style-type: none"> <li>All new or returning members are provided with a programme of induction.</li> </ul>	<p>stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p><b>What constitutes an induction programme?</b> This will vary between authorities but should at the base level be any activity that introduces new members to their roles both within and outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>measured in the national questionnaire and steps are taken or planned to inform groups or individuals who are not standing in the next elections.</p> <ul style="list-style-type: none"> <li>Local information is provided to candidates in addition to that available nationally.</li> </ul> <p><b>Every</b> member moving to a new role has received an induction for that role.</p> <p>Notable practice might include road shows, media/social media campaigns. Website/printed promotional material.</p>		
<p><b>B5. Development activities are relevant and of high quality.</b></p>	<p>Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals</p>	<p><b>What are appropriate styles and settings?</b> A mix of for example formal/informal group/individual,</p>	<p>Training and development is provided to a consistently high standard, commissioning and</p>		

	<p>and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>interactive/passive working environment/away day  The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	<p>evaluation is effective and systematic.</p> <p>The authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>		
<p><b>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</b></p>	<p>The Authority has clearly defined the arrangements for developing, implementing and monitoring its strategy for member support and development.</p>	<p>This role should be undertaken by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development</p>	<p>These arrangements are mature and effective in representing the views of all members and the needs of the organisation in sponsoring and</p>		

	Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.	working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.	developing the strategy and monitoring the training programme and outcomes. Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.		
<b>B7. Resources are identified and provided for member development.</b>	Dedicated resources are identified and provided for member development activities.  The authority provides the "reasonable level" of development required by the Measure.	<b>How dedicated is dedicated?</b> Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.	Resources, whether people or money, are allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs.  Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.		
<b>B8. Members are offered the</b>	The authority is exploring the needs of	The authority is speaking to members	The authority has a mentoring strategy to		

<p><b>opportunity to be mentored by member peers.</b></p>	<p>members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.</p>	<p>about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies" The authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.</p>	<p>support the needs of members who have requested mentors.</p>		
<p><b>C. Member Support</b></p>					
<p><b>C1. Officer support is provided for member development, support and scrutiny.</b></p>	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p>	<p>Members are satisfied with the level of support provided.</p>		

		<p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.</p>			
<p><b>C2. Arrangements made for the business of the Council are flexible and enable members to participate fully regardless of personal circumstances</b></p>	<p>A review of the arrangements for council business has taken place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when</p>	<p>Authorities should have undertaken a review in line with Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be</p>	<p>The authority can demonstrate that it knows the requirements of its current members and has met them.</p> <p>i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who have</p>		



	required by the Measure.	able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.	special access requirements.  Arrangements for remote attendance should be in place. <u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.		
<b>C3. Contact management and communication</b>	Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact stakeholders.	These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and casework relating to any service delivered by or on behalf of the council.	The systems required for level one are working effectively. Members can effectively access officers regarding service delivery and individuals and communities can access members.		
<b>C4. Annual reports</b>	The authority makes arrangements for all members to be able to	Members are provided with support and	Members in receipt of a Senior/Civic Salary publish annual reports.		

	publish annual reports, according to the guidance in the measure.	guidance on using the authority's systems.			
<b>C5. Personal support for members</b>	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	Members report that this information and advice is adequate.		
<b>D. Member Facilities</b>					
<b>D1. All members are provided with adequate access to ICT.</b>	<ul style="list-style-type: none"> <li>▪ Members are provided with the equipment, or connectivity required to undertake their role.</li> <li>▪ Basic training is provided in its use and help desk</li> </ul>	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems</p>	Members are routinely using the provisions required for level one and report that this is sufficient.		

	<p>facilities are available.</p> <ul style="list-style-type: none"> <li>▪ Members are supported in remote working through the use of remote access codes and Skype etc.</li> <li>▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure).</li> <li>▪ Members are able to communicate with the council and the public electronically.</li> </ul>	<p>with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>			
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<p><b>D2. Information resources are provided</b></p>	<p>A central collection of information dedicated to member needs is provided as part of the information and research support available to members.</p>	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>	<p>Members routinely use the provisions required for level one and report that this is sufficient.</p> <p>Good practice might include an interactive portal dedicated to members.</p>		
<p><b>D3. Facilities for members to work in the Council are available.</b></p>	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> <li>▪ Shared areas for example for each political group.</li> <li>▪ Private rooms for meetings.</li> <li>▪ Offices for senior office holders.</li> </ul>	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	<p>Members report that facilities are sufficient and that their needs are regularly reviewed.</p>		

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

13 JULY 2017

#### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### FORWARD WORK PROGRAMME

#### 1. Purpose of Report

- 1.1 The purpose of this report is to inform the Democratic Services Committee of the proposed items that will be considered at its subsequent meetings.

#### 2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 The support provided to Elected Members assists in the achievement of all the Corporate Priorities.

1. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
2. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
3. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

#### 3. Background

- 3.1 In order for the Democratic Services Committee to prioritise the work carried out by the Democratic Services Team it is necessary to develop a work programme that meets with the requirements of the Local Government (Wales) Measure 2011, other legislation, the requirements of the Authority and the needs of the Elected Members.

#### 4. Current situation / proposal

- 4.1 The proposed items for inclusion at the subsequent meetings of the Democratic Services Committee are shown at **Appendix 1**.

- 4.2 It is anticipated that the following officers will regularly be in attendance at Democratic Services Committee meetings:

- Head of Democratic Services
- Support and Digital Office Manager

- 4.3 Other officers can be invited to meetings to present reports relating to specific topics within their service area as requested by the Committee.
- 4.4 The Committee is requested to consider their work programme and advise the Head of Democratic Services of any changes required to the programme. The Committee is also requested to advise of any invitees that they wish to attend its meetings to support the items identified.
- 4.5 It is considered that although the next meeting is scheduled for March 2018 there is a significant volume of work needed to be undertaken before then. It is proposed that an additional meeting be scheduled for 2 November 2017 as shown in **Appendix 1**.

## **5. Effect upon Policy Framework& Procedure Rules**

- 5.1 There is no effect on the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

- 6.1 There are no equalities implications in respect of this report.

## **7. Financial Implications**

- 7.1 All activities described in this report will be met from existing budget provisions.

## **8. Recommendation**

- 8.1 It is recommended that the Democratic Services Committee
- considers the proposed Work Programme appended to this report
  - approves an additional meeting of the Democratic Services Committee to be held on 2 November 2017

**GP JONES**  
**Head of Democratic Services**  
**06 July 2017**

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**Background documents** – None

PROPOSED WORK PROGRAMME

Meeting date	Item	Aim	Provided by	Additional Invitees
02 Nov 17	The Member Learning Development Strategy	To seek approval of the draft member development strategy	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
02 Nov 17	A review of the Role Descriptions	To undertake a review of the role description in use with the authority	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
02 Nov 17	Service and Performance Updates	<p>To receive a report on the performance of the services provided to elected members including:</p> <ul style="list-style-type: none"> <li>• ICT</li> <li>• Member Referrals</li> <li>• Member Development Programme and</li> <li>• to receive an update on the actions identified at the previous meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
02 Nov 17	Forward Work Programme	To identify topics to consider at the next meeting of the Committee	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	

Meeting date	Item	Aim	Provided by	Additional Invitees
20 Mar 18	Review of the Member Referrals System	To receive a report on the outcome of the Member Referral review	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
20 Mar 18	Outcomes from the Review of ICT provision for Elected Members	To receive a report on the outcome of the Review of ICT provision for Elected Members to ensure the effectiveness of the equipment and the provision of training	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> <li>• Support and Digital Office Manager</li> </ul>	
20 Mar 18	Service Performance and Updates	<p>To receive a report on the performance of the services provided to elected members including:</p> <ul style="list-style-type: none"> <li>• ICT</li> <li>• Member Referrals</li> <li>• Member Development Programme</li> <li>• Annual Reports update and</li> </ul> <p>to receive an update on the actions identified at the previous meeting</p>	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
20 Mar 18	Forward Work Programme	To identify topics to consider at the next meeting of the Committee	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	