

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

23 JANUARY 2014

REPORT OF THE ASSISTANT CHIEF EXECUTIVE – LEGAL & REGULATORY SERVICES

SERVICE AND PERFORMANCE UPDATES

1. Purpose of Report

1.1 The purpose of this report is to update the Democratic Services Committee of the performance and updates in relation to the services provided to Elected Members.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The support provided by the Democratic Services team to Elected Members at all levels assists in the achievement of all Corporate Priorities.

3. Background

3.1 At the previous meeting of the Democratic Services Committee a number of queries were raised regarding the provision of support to Elected Members. These queries were passed to the relevant departments and organisations for clarification and provision of information.

4. Current situation / proposal

4.1 Member Referrals

4.1.1 Service Performance – Member Referrals

4.1.2 The following table details the number of Member Referrals made to Directorates/Departments between 1 October and 31 December 2013. It shows the:

- number of referrals that were received,
- the percentage of referrals that each Directorate or Department received,
- The number and percentage of referrals that were completed, and
- the current overall completion levels for each directorate for the referrals raised during the period.

Name	Referred	% of Referrals	Completed	Ongoing	% completed
Chief Executive	2	0.34%	2	0	100.00%
Children's	43	7.21%	41	2	95.35%
Communities	18	70.47%	14	4	77.78%
Regeneration & Development	41		37	4	90.24%
Streetscene	361		321	40	88.92%

Name	Referred	% of Referrals	Completed	Ongoing	% completed
External	4	9.06%	4	0	100.00%
External::Others	7		7	0	100.00%
External::SW Police	7		7	0	100.00%
External::V2C Maintenance	27		20	7	74.07%
External::V2C Management	6		5	1	83.33%
External::Wales & West Housing	2		2	0	100.00%
Huw Irranca-Davies MP	1		1	0	100.00%
LARS::Legal	1	3.85%	1	0	100.00%
LARS::Public Protection	22		19	3	86.36%
Resources	1	4.97%	1	0	100.00%
Resources - ICT & Property	13		11	2	84.61%
Resources:: Customer Services	4		4	0	100.00%
Resources:: HR & OD	1		1	0	100.00%
Resources::Finance & Performance	10		10	0	100.00%
Wellbeing	25	4.10%	24	1	96.00%
Totals:	596	100.00%	532	64	89.26%

4.1.3 The following table shows the completion times of Member Referrals raised between 01 October – 31 December 2013.

	Less Than 5 Days	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	More Than 20 Days	Total
October	55	69	35.38%	148	75.90%	47	195
November	56	87	41.04%	169	79.72%	43	212
December	48	66	52.80%	98	78.40%	27	125
Total	159	222	43.07%	415	78.01%	117	532

4.1.4 The following table shows the overall completion statistics for referrals between 01 May to 31 December 13.

Month	Referred	Completed	Ongoing (Including Pending)	%
May	255	252	3	98.82
June	297	288	9	96.97
July	288	285	3	98.96
August	244	237	7	97.13
September	256	241	15	94.14
October	191	182	9	95.29
November	225	206	19	91.56
December	169	112	57	66.27
Totals	1925	1803	122	93.66

4.1.5 Consultation with Departments has begun with the Communities Directorate

to determine how the Member Referrals system can be improved. Improvements may mitigate the impact of budget and resource reductions and ensure that the response times for referrals are maintained.

4.1.6 These discussion will continue with other departments and it is anticipated that suggested changes to the referrals system will be presented back to the Democratic Services Committee at a future meeting.

4.2 **Member Development Programme**

4.2.1 As identified in the Elected Member Learning and Development Strategy the topics for inclusion in the member development programme are anticipated to include regional or national topics.

4.2.2 Pre council Briefings

4.2.3 The following Pre Council briefings have been arranged:

- 05 Feb 14 Agile Working Programme
- 05 Mar 14 Digital Office
- 02 Apr 14 Mental Health
- 30 Apr 14 Tbc
- 28 May 14 Tbc

4.2.4 The following topics have been requested to be considered as potential pre-council Briefings and could be scheduled accordingly:

- SEWCED project and future economic opportunities for social enterprises in Bridgend
- OTED (the Community Transport provider for Bridgend) to raise awareness of their existing services and provide advice in respect of their plans for future development etc.
- Delivery of convergence projects in Maesteg, Bridgend and Maesteg. This event is best suited to be delivered in September 2014

4.2.6 Member Development Activities

4.2.7 The following Member Development events have been scheduled:

- 23 January 14 (10.00 – 13.00) School Performance
- 29 January 14 (14.00 – 17.00) School Performance

4.2.8 The following member development activities are planned to be scheduled:

- Understanding Equalities and Diversity
- Supporting People Programme (April)
- Risk Management /Performance Management (March)
- A round-robin event to deliver information on:
 - Ward profiles
 - PACT and SARA problem solving model
 - Data Protection

Note:

No Member development activities have been planned for February due to the high level of budget and other meetings and to avoid the schools half term holiday.

4.2.9 The following topics have been identified for possible inclusion in the member development programme:

- Media Training for Members
- Dementia Awareness Training
- Public Engagement (possible regional event)

4.2.10 The Democratic Services Committee is requested to determine a priority for the member development events listed in Paragraph 4.2.9 in order for them to be scheduled between February and April 2014.

4.3 Development Control Training Sessions

4.3.1 The following training sessions for the Development Control Committee have been confirmed. These sessions are primarily for members of the Development Control Committee but there is an open invitation for all members if they wish to attend.

Topic	Facilitator	Date	Time
"Wales Planning Bill"	David Llewellyn - Group Manager Development	6 Feb 14	12.45pm
"Conservation and listed buildings"	Claire Hamm - BCBC Regeneration Team	TBC	TBC

4.4 Scrutiny Updates

4.4.1 Wales Audit Office.

4.4.2 A number of representatives from the Authority attended a Spotlight on Scrutiny event held in Cardiff on 28 November 13. This was an extremely useful event that provided workshops, briefings and examples of best practice on key aspects of scrutiny. At the event the WAO advised that their report regarding the "Characteristics of Good Scrutiny" was anticipated to be published in May.

4.4.3 Scrutiny Development Fund (SDF)

4.4.4 There have been no further developments in respect of the draft SDF bid for the Joint Overview and Scrutiny Education Committee (JOSEC) that was submitted by CfPS to Welsh Government (WG) on behalf of the constituent Authorities.

4.4.5 A draft bid has been developed by Swansea regarding "Community Resilience in response to Welfare Reform". Officers are assessing the bid to ensure that it does not duplicate any work currently being undertaken by the Authority. Further updates will be provided in due course.

4.5 ICT Update

4.5.1 The second meeting of the Elected Members ICT Forum was held on 5 December

where the following topics were considered:

- a. Improving referrals
- b. Use of Citrix/Tablet/Smartphones
- c. Social media policy update
- d. Netconsent update regarding ICT Code of conduct (6 Simple Rules)
- e. ICT Training
- f. Digital Office Update
- g. T&CC Websites

4.5.2 As a result of the Members ICT Forum a pre-council briefing has been set up for all Members to receive a briefing in the plans for the digital office (paragraph 4.2.3 refers)

4.5.3 Meetings of the Members ICT Forum have been scheduled as follows:

- 21 Mar 14
- 12 Jun 14
- 11 Sep 14
- 11 Dec 14

Members are requested to raise any ICT concerns with their group representative for discussion at these meetings

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 requested to note the contents of the report and to:

- identify the priority of topics that should be scheduled for pre-Council briefings
- determine a priority for the member development events listed in paragraph 4.2.9 in order for them to be scheduled between February and April 2014.

P A Jolley
Assistant Chief Executive – Legal & Regulatory Services
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Contact Officer: Gary Jones
Telephone: (01656) 643385

E-mail: Gary.Jones@Bridgend.gov.uk

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

Background documents – None