

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

13 MARCH 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 01 January 2014 and 28 February 2014. 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	0.38	2	0	100%
Children's	23	4.47	19	4	82.61%
Communities	21	72.60	18	3	85.71%
Regeneration & Development	31		18	13	58.06%
Streetscene	321		255	66	79.44%

Name	Referred	% of Referrals	Completed	Ongoing	% completed
Member Referrals	2	0.38	2	0	100%
External	5	7.00	3	2	60.00%
External::Others	4		2	2	50.00%
External::SW Police	2		2	0	100%
External::V2C Maintenance	13		7	6	53.85%
External::V2C Management	10		7	3	70%
External::Network Rail	1		1	0	100%
External: Environmental Agency	1		1	0	100%
LARS	2		6.80	2	0
LARS::Legal	7	5		2	71.43%
LARS::Public Protection	26	18		8	69.23%
Resources	1	5.07	1	0	100%
Resources - ICT & Property	10		7	3	70%
Resources:: Customer Services	1		0	1	0.00%
Resources:: HR & OD	3		3	0	100%
Resources::Finance & Performance	10		10	0	100%
Resources: Electoral	1		1	0	100%
Wellbeing	17	3.30	12	5	70.59%
Totals:	514	100	396	118	

4.1.3 The following table shows the completion times of Member Referrals raised between 01 January 2014 and 28 February 2014.

	Less Than 5 Days	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	More Than 20 Days	Total
January	72	89	36.33	206	84.08	39	245
February*	70	102	67.55	147	97.35	4	151
Total	142	191	48.23	353	89.14	43	396

4.1.4 The following table shows the overall completion statistics for referrals between 01 May 2013 to 28 February 2014.

Month	Referred	Completed	Ongoing (Including Pending)	%
May	255	254	1	99.61
June	297	292	5	98.32
July	288	286	2	99.31
August	244	242	2	99.18
September	256	248	8	96.88
October	191	187	4	97.91
November	224	222	2	99.11
December	169	159	10	94.08
January	265	245	20	92.45
February*	249	151	98	59.67
Totals	2438	2286	152	93.76

* Denotes that the figures relate to referrals completed before 4 March 14 and not to a full 10 day period.

4.1.5 Initial proposals from the Communities Directorate for possible developments to the referrals system are being progressed with the ICT department. The requested proposals would require significant changes to be made the referrals recording and reporting processes. The Democratic Services and ICT departments are working to determine if a workable solution is achievable before presenting the proposals to the Democratic Services Committee.

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:

- 02 Apr 14 Mental Health Matters
- 30 Apr 14 Development of Social Enterprises in Bridgend
- 28 May 14 Community Transport
- 25 Jun 14 To be confirmed
- 23 Jul 14 To be confirmed
- 17 Sep 14 Convergence Project Update

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

- Superfast Cymru
Broadband around the county borough is being upgraded so that homes and businesses will have high speed access to the internet thanks to fibre optic broadband. This presentation is hoped to raise awareness of the progress being made in local communities.
- B-Leaf
The project provides opportunities for adults who have a learning disability to work in a semi-commercial setting. They produce a range of horticultural produce and undertake grounds maintenance/landscaping services on a contractual basis.

4.2.6 Member Development Activities

4.2.7 The following Member Development events have been scheduled:

- 20 Mar 10:00 – 12:00 Supporting People Programme (1)
- 25 Mar 14:00 – 16:00 Supporting People Programme (2)
- 03 Apr TBC Understanding School Performance – The Basics
- 07 Apr 14:00 – 16:00 Risk Management (1)

- 09 Apr TBC Understanding School Performance – The Bridgend context
- 16 Apr 10:00 – 12:00 Risk Management (2)
- 08 May 10:00 – 12:00 A round-robin event covering:
 - Ward profiles
 - PACT and SARA problem solving model
 - Data Protection

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

- Understanding Equalities and Diversity
- Performance Management
- Social Media for Elected Members (This will be a one-off session)
- Community engagement, advocacy and leadership for the Elected Members

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

- Media Training for Members
- Public Engagement (possible regional event)
- Personal Development Reviews (PDRs) Refresher

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 May and September 2014.

4.3 Development Control Training Sessions

4.3.1 The following training session 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
"Conservation and listed buildings"	Claire Hamm - BCBC Regeneration Team	TBC	TBC

4.4 ICT Update

4.4.1 The next meeting of the Elected Members ICT Forum is to be held on 20 March 2014. Members are advised to raise any ICT concerns with their group representative for discussion at these meetings.

4.4.2 The Modern.gov committee administration system has been installed and initial training has been undertaken by the Democratic Services Team. Work will now begin on the configuration and implementation of the system. The system provides a significant increase in the automation and functionality of the Democratic Services processes. It is hoped to provide a update report to the Democratic Services Committee in due course.

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 May and September 2014.

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Background documents – None