

# 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.*

*We welcome correspondence in Welsh. Please  
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#### **Gwasanaethau Gweithredol a Phartneriaethol / Operational and Partnership Services**

Deialu uniongyrchol / Direct line /: 01656 643148 /  
643147

Gofynnwch am / Ask for: Michael Pitman

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Wednesday, 14 March 2018

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 **Tuesday, 20 March 2018 at 16:00.**

#### **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 - 8  
To receive for approval, the minutes of the 17/01/2018
4. Service and Performance Updates 9 - 16
5. Review of the functionality of Modern.gov 17 - 20
6. Democratic Services Committee Forward Work Programme 21 - 24
7. 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**

Corporate Director Operational and Partnership Services

Councillors:

Councillors

Councillors

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S Aspey  
RM Granville  
DG Howells  
RM James

B Sedgebeer  
SG Smith  
G Thomas  
E Venables

SR Vidal  
KJ Watts  
CA Webster

# Agenda Item 3

DEMOCRATIC SERVICES COMMITTEE - WEDNESDAY, 17 JANUARY 2018

MINUTES OF A MEETING OF THE DEMOCRATIC SERVICES COMMITTEE HELD IN COMMITTEE ROOMS 2/3 - CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON WEDNESDAY, 17 JANUARY 2018 AT 16:00

## Present

Councillor RM James – Chairperson

S Aspey  
G Thomas

DG Howells  
SR Vidal

B Sedgebeer  
KJ Watts

SG Smith  
CA Webster

## Apologies for Absence

E Venables

## Officers:

Mark Galvin  
Gary Jones

Senior Democratic Services Officer - Committees  
Head of Democratic Services

## 123. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor E Venables.

## 124. DECLARATIONS OF INTEREST

None

## 125. APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting dated 2 November 2017 be approved as a true and accurate record.

## 126. REVIEW OF ELECTED MEMBER ANNUAL REPORTS PROCESS

The Head of Democratic Services Committee presented a report, requesting that the Committee:

- Considers proposals to update the Annual Reports for Elected Members and the associated reporting process;
- Determines that the agreed process be submitted to Council for approval; and
- Approves the designation of training for Annual Reports as 'Recommended for all Members.'

He explained that the Local Government (Wales) Measure 2011, requires every local authority in Wales to make arrangements for all of their Elected Members to make and publish an Annual Report about their activities.

He further explained that Bridgend was the leading Authority in Wales regarding the development and introduction of Annual Reports.

The Head of Democratic Services then advised, that the existing process regarding the above, had been reviewed to reflect changes to the Elected Member information currently available on the BCBC website, the implementation of the Welsh Language

Standards, and to minimise the resources necessary to create, administer and publish Elected Member Annual reports bilingually.

He proceeded by advising that Democratic Services section would provide the report template as a word document (Appendix 1 to the report referred), to each Elected Member in April each year.

He further confirmed that those Elected Members who wished to provide an Annual Report, can then complete the initial draft of their report for the period 1 May of the previous year, until 30 April of the current year. He added that Elected Members could use the revised guidance (at Appendix 2 of the report), and the sample report (Appendix 3) to complete their reports. Any completed draft reports would be requested to be returned to Democratic Services by 31 May each year.

Any approved reports would be translated, and both the English and Welsh versions would be linked on the Elected Members profile page on the BCBC website by 1 September each year.

The Head of Democratic Services stressed that it was optional for Members to complete an Annual Report, as opposed to being mandatory. He added however, that details of the number of Elected Members publishing their Annual Reports would be provided to the Independent Remuneration Panel for Wales.

The Head of Democratic Services concluded by outlining training issues regarding the Annual Report submission process, and the report's financial implications.

A Member asked what the information included in an Annual Report was used for.

The Head of Democratic Services advised that the purpose of completing an Annual Report, assisted the public in understanding better the role of a Councillor and what this entailed. Completion of these also gave increased support to the WLGA Charter for Member Support and Development.

A Member suggested that the Committee receives feedback in May coming, as to how many Members had completed Annual Reports, and Committee agreed with this suggestion.

**RESOLVED:**            That the Committee:

- (1) Considered the amendments to the Annual Report process and the proposed schedule of publication for Annual Reports for 2017/18.
- (2) Noted that the Annual Report process would be submitted for approval to Council on 28 March 2018.

127. **REVIEW OF THE PERSONAL DEVELOPMENT REVIEW (PDR) PROCESS**

The Head of Democratic Services submitted a report, in order to present the Committee with proposals for:

- (1) A Personal Development Review (PDR) process that will be made available to all Elected Members;
- (2) The Personal Development Review process to be recommended to Council for approval at its meeting on 28 March 2018.

He reminded Members of the wide range of roles and responsibilities which they were expected to undertake, adding the PDR process would assist Elected Members to identify any support that may be required to fulfil their role effectively. Attaining an appropriate level of knowledge, skills and experience identified as part of the PDR process, would enable them to support also each of the Corporate Priorities of the Council, as detailed in paragraph 2 of the report.

The report then provided some background information, confirming that at its meeting on 6 September 2017, Council approved that a submission be made to the WLGA for the Charter for Member Support and Development. This report identified that one of the criteria for achieving the Charter, was the need to provide a PDR process which could be offered to all Members, and which must be undertaken by all Senior Salary holders. It was optional however, for other Members.

In terms of PDR documents, 3 PDR interview template options were considered during the last administration, and subsequently reviewed and updated accordingly. These were a Comprehensive PDR Document (Appendix 1 to the report); an Intermediate PDR Document (Appendix 2), and a basic PDR Document (Appendix 3).

The report gave further details as to what extent of information was required to be inserted in each of these documents. It outlined in the process that would be required to be undertaken in order to produce PDR's. Appropriate training would also be required in order for Members, and in particular new Members, prior to them completing PDR's.

It was also proposed that reviewers of PDR's be determined by each political group that comprises the Council.

The report concluded by confirming the timescales that were required, in order to meet the deadlines for the submission for the WLGA Charter; the approval of the PDR process, its implementation, and the successful completion of PDR's by Senior Salary holders (i.e. which was mandatory).

The Head of Democratic Services asked Members which of the 3 PDR interview template options they preferred to put forward as an agreed template.

Members felt that as it was a new term of office, and due to the fact that there were a number of new Members, the best option of the PDR template options, may be the most basic one to complete. This process could then be reviewed in 12 months.

**RESOLVED:** That the Committee:

- (1) Selected the standard Personal Development Review Document attached at Appendix 3 to the report, as a vehicle for progressing the PDR process in BCBC.
- (2) Approved the proposed activities and timescale as shown at paragraph 4.5.1 of the report.
- (3) Agree that a review of the suitability of standard Personal Development Review Document be taken following the completion of the process in 2018.

128. THE MEMBER MENTORING PROCESS

The Head of Democratic Services presented a report, the purpose of which, was to inform the Committee of the Member Mentoring process, and the progress that has been made to identify and train Member Mentors.

By way of background, the Head of Democratic Services advised that mentoring was a voluntary and confidential, one to one relationship, in which an individual uses a more experienced or more senior person as a sounding board for guidance.

He added that prior to the 2012 Local Government Elections, the Authority established a Member Mentoring process, whereby approximately 20 Member Mentors were trained in advance of these Elections.

Following the 2017 Local Government Elections, Council determined to agree to submit an application to the WLGA for the Charter for Member Support and Development. Part of the criteria for achieving the Charter, included the need to provide a Member Mentoring process, which could be offered to all Members.

The above resulted in a review of the process and role of Member Mentors, in order to ensure this was fit for purpose. This was carried out, and the role description for a Member Mentor (Appendix 1 to the report), was approved by Council on 20 December 2017.

The next section of the report explained more about the process regarding Member Mentoring, which if successfully carried out, would allow mentees to “grow” in their role in further development of their skills, knowledge, understanding and behaviour.

The report identified those Councillors who had shown an interest in being a Member Mentor on a political group by group basis. It was noted at the meeting that Councillors Voisey and Giffard, even though they were omitted from this list, should also be included in the table, and this was acknowledged by the Head of Democratic Services.

The Head of Democratic Services concluded his report, by confirming that training would be provided by the WLGA on 1 February 2018 at 4.00pm, and this would be based on the WLGA Guidance for Member Mentors, as detailed at Appendix 2 to the report.

Finally, he advised that he hoped more Members would come forward in due course, to carry out the role of member Mentoring.

RESOLVED: That Members noted the planned process for the use of Member Mentors.

129. DEMOCRATIC SERVICES COMMITTEE FORWARD WORK PROGRAMME

The Head of Democratic Services submitted a report, which informed the Committee of the proposed items to be considered at its subsequent meetings as part of a rolling Forward Work Programme (FWP), attached at Appendix 1 to the report.

Members felt that a more in-depth report be awaited with regard to a possible new system being put in place to deal with Member Referrals, but agreed that this could be considered as part of the regular report entitled Service Updates. Members at a recent Overview and Scrutiny Committee, had asked for more data analysis to be provided in future from the Member Referral System, and the current system did not have sufficient facility to provide this analysis. The Head of Democratic Services confirmed that whilst this could be considered, he was not confident in there being introduced within the

immediate future such a new system, due to the fact that there was little budget available to accommodate this request, ie through developing the appropriate software for this purpose. He would however look into this request he added, and provide cost implications to Members on the possibility of the introduction of a more expansive and developed system as part of the Service Update report to the next scheduled meeting.

The remainder of the items listed on the FWP would be prioritised for submission to future meetings, at the March meeting it was concluded.

The item entitled Update on Annual Reports and PDR would now be taken off the FWP, due to what had been agreed by Members earlier as part of today's agenda.

RESOLVED: That Committee considered the proposed Forward Work Programme, subject to the changes as outlined above.

130. URGENT ITEMS

None.

The meeting closed at 17:10

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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

20 MARCH 2018

#### 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.
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 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 an agreed deadline.

4.1.2 The following table shows the number of referrals made between 1 October 2017 and 28 February 2018.

Directorate	Total Referred	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	23	12	54.4%	16	83.3%	19	86.9%
Communities	1062	536	57.3%	688	73.1%	906	82.7%
Education and Family Support	40	18	51.4%	29	82.9%	35	87.5%
Operational and Partnership Services	92	40	47.2%	60	70.4%	78	80.3%
Wellbeing	43	16	62.1%	30	93.9%	34	82.7%
External	56	27	47.9%	35	57.9%	49	79.8%
Totals	1316	649	53.4%	858	76.9%	1121	83.3%

4.1.3 The Corporate Overview and Scrutiny Committee Scrutiny requested that the following queries and recommendations be referred to the Democratic Services Committee for consideration:

1. Responses to referrals differ between Directorates, some respond much quicker than others and also provide a written response outlining a timeframe for resolution.
  - (a) What Directorates are compliant with timelines?
  - (b) Are Member Referrals monitored for dissatisfaction?
  - (c) How do other LAs deal with Member Referrals?
  - (d) recommends that all referrals are allocated a resolution timeline, detailing what action will be taken and that this be fed back to Members on completion.
2. It is further recommended that an annual report be provided to Members detailing an analysis of the themes originating from Member Referrals to improve their knowledge and daily understanding of the needs and priorities of the public including future budget setting needs.

4.1.4 The last review of the Member Referral system was reported to the Democratic Services Committee at its meeting on 6 November 2013. The review identified that approximately 45% of referrals were completed within the 10 day target period with the overall percentage of completed referrals averaging between 90 - 95% at the end of a three month period. Monitoring of these statistics has continued and these figures have been used as a benchmark for the subsequent completion times of

referrals. The completion data has remained consistent as identified in the 2013 review.

- 4.1.5 As reported on 13 July 2017 the number of referrals made between 8 May 2017 and 30 June 2017 was 961 which compares to 258 for the same period in 2016 and to 518 in the last post-election period in 2012. The annual rate of member referrals is as follows:

<b>Year</b>	<b>Number of referrals</b>
<b>2012-13</b>	3138
<b>2013-14</b>	3012
<b>2014-15</b>	2158
<b>2015-16</b>	2052
<b>2016-17</b>	2293
<b>2017-18</b>	3885
<b>Average</b>	<b>2756.33</b>

The figures for 2017-18 are as logged on 12 March 2018. The data indicates that there is a 40% increase in the referrals made in 2017-18 compared to the average number of referrals received each year.

- 4.1.6 Following the receipt of these Scrutiny recommendations and the concerns previously expressed by the Democratic Services Committee a review of the Member Referral system is planned to be undertaken and will consider the following matters:

- Appropriate subjects for consideration as a Member Referral
- The timelines for responses to referrals to be made
- The escalation process when responses are not received with the agreed timescales
- How do other Local Authorities manage their Member Referrals
- Provision of training to Elected Members in the use of Member Referrals and Open-source Ticket Request System (OTRS.)
- Difficulties and barriers for officers dealing with Member Referrals
- Undertaking analysis of Member Referrals to identify trends or key topics
- Is OTRS the most suitable software package for Member Referrals?
- Is a Member Referrals system needed?
- Providing a suitable response to the scrutiny queries and recommendations

- 4.1.7 The Democratic Services Committee is requested to identify any additional concerns in order to ensure that the full scope of the review is identified before being progressed.

## 4.2 Member Development Programme

- 4.2.1 The following member induction activities have been held since the since October 2017:

Topic	Date	Total attendance	Percentage attendance
<b>Budget Workshop</b>	26 Oct 17 09 Nov 17	35	62.96%
<b>Dementia Awareness</b>	09 Oct 17	11	20.37%
<b>Community Action Fund</b>	09 Oct 17 12 Oct 17 01 Nov 17 31 Jan 18	54	100%
<b>Appeals Panel (Highways)</b>	26 Oct 17	7	58.33%
<b>Regional Induction</b>	10 Nov 17	14	44.83%
<b>Scrutiny of Performance Reports</b>	14 Nov 17	10(4)	50.00%
<b>Wellbeing of Future generations</b>	27 Nov 17	19	35.19%
<b>Social Media</b>	18 Dec 17 09 Jan 18	17	31.48%
<b>Boundary Commission Briefing</b>	09 Jan 18	32	59.26%
<b>LGBT Awareness</b>	29 Jan 18 06 Feb 18	27	50.00%
<b>Member Mentors</b>	01 Feb 18	7	46.15%

Note: The figures in brackets denote the number of other Elected Members who attended the training in addition to those who were required to attend.

4.2.2 The following Pre-Council briefings have been held since the Election:

Topic	Date	Total attendance	Percentage attendance
<b>Digital Transformation</b>	20 Dec 17	25	46.30%
<b>Implementation of Universal Credit</b>	31 Jan 18	43	79.63%
<b>Local Development Plan</b>	28 Feb 18	21	38.88%

4.2.3 The following e-learning modules have been completed by Elected Members:

Topic	Number Completed	Percentage Completed
<b>Corporate Induction</b>	3	5.56%
<b>Data Protection</b>	27	50.00%
<b>Fire Safety Awareness</b>	2	3.70%
<b>ICT Code of Conduct</b>	6	11.11%
<b>Safeguarding Children and Adults</b>	9	16.67%

4.2.4 The following training has been undertaken by the Development Control Committee:

Topic	Date	Total attendance	Percentage attendance
<b>Trees and development</b>	09-Nov-17	10	55.56%
<b>LDP review info workshop</b>	21-Dec-17	10	55.56%
<b>Advertisement control</b>	01-Feb-18	13	72.22%

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

- Annual Reports (April 2018)
- Personal Development Reviews (May 2018)
- Autism Awareness/ALN/NASC (June 2018)

4.2.6 The following Member Development topics are being provided to the Development Control Committee:

<b>Date</b>	<b>Topic</b>
<b>26 April 2018</b>	Community Transport
<b>24 May 2018</b>	Section 106 legal agreements – basics and limitations
<b>04 July 2018</b>	Cenin Renewables at Stormy Down Member training site visit at Cenin Renewables to view wind turbine, solar panels, cement labs, anaerobic digestion plant, battery bank.

4.2.7 The following are the list of topics for possible consideration for inclusion in the Member Development programme:

- Highways & Depot Rationalisation
- Procurement Portal
- Anti-slavery & Human trafficking
- Update on Gypsy / Travellers
- Elective Home Education
- Ty Elis Counselling Service - Cabinet Member
- Housing and engagement with the RSL - Cabinet Member
- Pupil Referral Unit - School Improvement Group
- Domestic Violence Update - Democratic Services Committee
- Dark Skies - Cllr E Venables
- Community Health Council - Chief Executive
- Carers Update - SS and Wellbeing Act
- Web-based Planning Facilities - Development Control Officers
- PSB Scrutiny Training - Head of Democratic Services

4.2.8 The Democratic Services Committee is requested to identify any additional topics for delivery as a Member Development sessions and to prioritise the activities accordingly.

4.2.9 The Democratic Services Committee is requested to confirm that the following E-learning topics be completed by all Elected Members before 01 Jun 2018:

- 1) Data Protection Act
- 2) Safeguarding Children and Adults
- 3) Social Services and Well-being (Wales) Act 2014
- 4) Equalities & Diversity Training

4.2.10 A series of drop in sessions will be provided to support Elected Member to log into

the Learning and Development website and the learning topics identified.

4.2.11 The following topics are being planned for Pre-Council briefings:

- 28 Mar 18 V2C (Provisional)
- 25 April18 The Central South Consortium (Provisional)
- 13 Jun 18 The Bryncethin Campus (Provisional)
- 11 Jul 18 Young Carers (Provisional)

4.2.12 The Committee is requested to identify any additional topics other than those listed in paragraph 4.2.11 to be delivered as Pre-Council briefings and to prioritise those topics accordingly.

### 4.3 Webcasting

4.3.1 The following webcasting statistics have been compiled as at 08 March 2018:

Ser	Meeting	Date	Live Views	On Demand	Total
1	DCC	13-Apr-17	0	83	83
2	Licensing Sub-Committee A	14-Sep-17	21	60	81
3	SOSC 3	22-Nov-17	80	124	204
4	Corporate Parenting	24-Jan-18	7	43	50
5	Cabinet	30-Jan-18	19	27	46
6	SOSC 2	07-Feb-18	18	61	79
7	SOSC 3	12-Feb-18	16	44	60
8	Cabinet	13-Feb-18	11	40	51
9	Cabinet	27-Feb-18	14	18	32
10	Council	28-Feb-18	41	53	94
		Totals	227	553	780
		Average	22.7	55.3	78

4.3.2 The following meetings are planned to be webcast:

Committee	Date	Topic
Development Control	15-Mar-18	Tondu Development
SOSC 3	21-Mar-18	Empty Properties
Cabinet	27-Mar-18	Various

### 4.4 Members ICT Forum

4.4.1 At its meeting on 2 November 2017 the Democratic Services Committee appointed the following three members to form part of the Members ICT Forum:

- Cllr G Thomas Labour
- Cllr B Sedgebeer Labour
- Cllr S Vidal Conservative

4.4.2 The Head of Democratic Services was requested to identify three members to complete the formation of the Members ICT Forum and to ensure that it had an suitable level of cross party representation. The following members volunteered for the Members ICT Forum:

- Cllr J Radcliffe                      Plaid Cymru
- Cllr E Venables                      Independent Alliance
- Cllr J Williams                      Independent

4.4.2 The first meeting is being planned for early April. Councillors will be advised to contact one of their representatives on the Members ICT Forum or the Head of Democratic Services to raise any ICT issue they may have. The Democratic Services Committee will be advised of any updates from the Members ICT Forum as necessary.

#### 4.5 Member Support Officer (MSO) Network

4.5.1 The Head of Democratic Services will be attending the MSO Network on 15 March 2018. The meeting is facilitated by the Welsh Local Government Association (WLGA) and is attended by the Heads of Democratic services and Member Support Officers from across Wales.

4.5.2 The agenda is planned to include:

- An update from the Welsh Government on the Local Government (Wales) Bill.
- Guidance for councillors prepared by the WLGA on online abuse and personal safety
- The General Data Protection Regulation, the network is invited to share any plans for guidance for members on the new legislation
- Discussion with members of the Independent Review Panel considering the role of community and town councils
- Member Support and development consultants and trainers
- Diversity in Democracy update.

4.5.3 The Head of Democratic Services will provide a verbal update to the committee of the outcomes of the MSO Network.

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

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

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

6.1 There are no equality 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. Identify any additional e-learning topics for inclusion in the Member Development programme and prioritise them accordingly.

**GP JONES**  
**HEAD OF DEMOCRATIC SERVICES**  
**14 MARCH 2018**

**Contact Officer:** Gary Jones Head of Democratic Services  
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Angel Street  
Bridgend  
CF31 4WB

**Background documents** – None

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO DEMOCRATIC SERVICES COMMITTEE

20 MARCH 2018

### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### REVIEW OF THE FUNCTIONALITY OF MODERN.GOV

##### 1. Purpose of Report.

- 1.1 The purpose of this report is to advise the Democratic Services Committee of some of the functionality of the Modern.Gov system and propose potential lines of development which would provide appropriate support and benefits to Elected Members.

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

- 2.1 The development of the Modern.gov system will enhance the ability to deliver on all of the following 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.

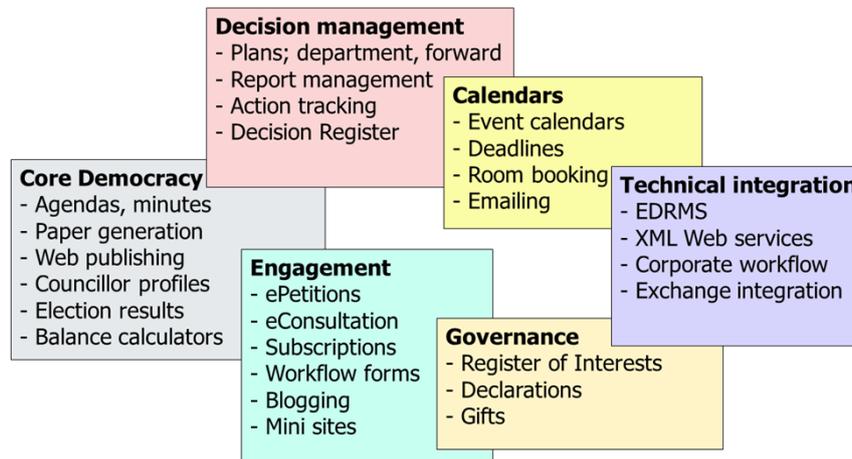
##### 3. Background.

- 3.1 Bridgend County Borough Council is one of the 19 Local Authorities in Wales currently using the Modern.Gov system. The Democratic Services Team has been developing the use of the system since its introduction in 2014.

- 3.2 Recent developments have included the production of Forward Work Programmes and the publication of agendas and minutes in Welsh.

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

- 4.1 The facilities offered by Modern.gov cover the full spectrum of democratic activities and includes:



4.2 Not all of this functionality is currently being used but can be utilised as necessary. The following provides an overview of what is available but which may take some time to develop effectively:

4.2.1 **Subscribe to updates**

Members of the public, officers and members are able to subscribe to a list of topics, committees and wards that they are interested in. Overnight Modern.gov compares all of the subscribers interests with the new items published that day and sends each subscriber a personalised email with details of the items they may be interested in.

4.2.2 **Online Consultations**

Modern.gov enables online questionnaires to be created very quickly via a web browser. These can then be published on the websites (associated with a plan item if required), allowing the public to express their views on the matter. All items submitted by the public are held in the Modern.gov database, so that they can be reviewed and analysed.

4.2.3 **Online Petitions**

The system provides a highly configurable solution which allows the public, officers and members to submit an ePetition which is published to the website after an officer approval process. The petition can then be signed by website visitors and the current results displayed. Paper petition results can be included in e-Petitions or displayed on their own.

4.3.4 **Members**

The facilities for members and the Authority could be enhanced with information held within the database including, Election results, Call-in history, voting records and “My own webpage” for councillors.

4.3.5 **Voting Record**

Recorded votes can be legislatively required or requested by Councillors. The system allows recorded votes to be included in the appropriate location in the minutes and individual voting records can be displayed on the members profile page.

4.4 The Modern.gov functionality is continually being upgraded and all upgrades are provided at no extra cost.

**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 equality implications in respect of this report.

**7. Financial Implications.**

7.1 All activities described in this report are being met from existing budget provisions.

**8. Recommendation.**

8.1 That Democratic Services Committee:

(a) notes the content of the report

(b) receives a demonstration of some of the available functionality of the Modern.gov system

(c) Identify potential improvements and developments which could be made to the Modern.gov system to improve the support provided to Elected Members.

**GP JONES  
HEAD OF DEMOCRATIC SERVICES  
14 MARCH 2018**

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Head of Democratic Services

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**Background documents:** None

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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

20 MARCH 2018

#### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### DEMOCRATIC SERVICES COMMITTEE 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 officer will regularly be in attendance at Democratic Services Committee meetings:

- Head of Democratic Services

- 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.

## **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 and identifies any additional topics for consideration at future meetings of the committee.

**GP JONES**  
**Head of Democratic Services**  
**14 March 2018**

**Contact Officer:** Gary Jones  
Head of Democratic Services

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CF31 4WB

**Background documents** – None

PROPOSED WORK PROGRAMME

Meeting date	Item	Aim	Provided by	Additional Invitees
21 Jun 18 TBC	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>	
21 Jun 18 TBC	Progress of Charter Submission	To receive a report to confirm that the Authority is on track for the achievement of the WLGA Charter for Member Support and Development	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
21 Jun 18 TBC	Service 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</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
21 Jun 18 TBC	Forward Work Programme		<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	

Meeting date	Item	Aim	Provided by	Additional Invitees
25 Oct 18 TBC	TBC	TBC	TBC	TBC
25 Oct 18 TBC	Service 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</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	
25 Oct 18 TBC	Forward Work Programme		<ul style="list-style-type: none"> <li>• Head of Democratic Services</li> </ul>	