BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

17 NOVEMBER 2016

REPORT OF THE CORPORATE DIRECTOR OPERATIONAL AND PARTNERSHIP 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   At previous meetings of the Democratic Services Committee queries have been raised regarding the provision of support to Elected Members. These queries have been 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 and the completion times for referrals created between 01 April 2016 and 30 September 2016.

Directorate	Total Referred	% In 10 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	7	85.71%	85.71%	6	85.71%
Education & Family Support	22	33.33%	55.56%	18	81.82%
Communities	810	51.31%	67.89%	695	85.78%
Operational & Partnerships	92	51.23%	73.91%	87	94.57%
Social Services & Wellbeing	58	48.21%	71.43%	56	96.55%
External	81	47.51%	66.09%	69	90.76%
Totals:	1070	52.89%	70.10%	931	89.20%

4.1.3 The following table shows the overall monthly completion statistics for referrals between 01 April 2016 and 30 Sep 2016.

Month	Referred	Completed	Ongoing	Percentage
April	166	153	13	92.17
May	137	120	17	87.59
June	160	147	13	91.88
July	221	203	18	91.86
August	204	163	41	79.90
September	182	145	37	79.67
Average:	178	155	23	87.18

4.1.4 The following table shows the percentage of referrals by Directorate over the period 01 April 2016 and 30 Sep 2016.

Directorate	Total Referred	% of all referrals in period
Chief Executive	7	0.65
Education & Family Support	22	2.06
Communities	810	75.70
Operational & Partnerships	92	8.60
Social Services & Wellbeing	58	5.42
External	81	7.57
Totals:	1070	100

4.1.5 Provisional plans to update the referrals system have now been deferred to enable effective ongoing recording and reporting. It is proposed that the referrals system be updated in April/May 2017 to coincide with the Local Government Elections. This will enable Democratic Services to update the structures and reporting tools without losing historical data.

4.2 Member Development Programme

4.2.1 The following member development activities have been held since the last meeting of the committee:

Pre Council Briefings			
Topic	**Date**	**Total attendance**	**Percentage attendance**
Anti Bullying in Schools	08-Jun-16	32	59.3%
Central South Consortium	08-Jul-16	29	53.7%
Anti Slavery and Human Trafficking	27-Jul-16	37	68.5%
Tackling Poverty	05-Oct-16	34	62.7%
		Average	**61.05%**

Member Development Sessions			
Topic	**Dates(s)**	**Total attendance**	**Percentage attendance**
Carbon Reduction Training	7/24 Apr 16	15	27.8%
Safeguarding and Child Sexual Exploitation (CSE) Refresher Training	18 Oct 16 (08 Nov 16 & 13 Dec 16)*	5	9.3%

* Not yet held

4.2.2 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.

4.2.3 <u>Pre-Council Briefings</u>

4.2.4 The following Pre Council briefings are being planned:

- 30 Nov 16   Corporate Parenting Update
- 11 Jan 17   Dementia Friendly Communities – to be confirmed
- 01 Feb 17   Sustrans – to be confirmed
- 01 Mar 17
- 29 Mar 17

4.2.5 The following Pre-Council briefings have been identified for delivery in due course:

a) Update on the Cultural Trust   -   (Democratic Services Committee)
b) Domestic Violence Update   -   (Democratic Services Committee)
c) National Autistic Society Cymru   -   (Cabinet Member Resources)
d) Ty Elis Counselling Service   -   (Cabinet Member Resources)
e) Dark Skies   -   (Cllr E Venables)
f) Lessons from Fukushima   -   (Cllr EP Foley)
g) Community Health Council   -   (Chief Executive)
h) Carers Update   -   (Social Services and Wellbeing Act)
i) The Councils web based planning facilities   (Development Control Officers)

4.2.6 The Committee is requested to identify any additional topics other than those listed in paragraph 4.2.5 to be delivered as Pre-Council briefings and to prioritise those topics accordingly.

4.2.8 <u>Member Development Activities</u>

4.2.9 The following Member Development topics have been identified:

a) Wellbeing and Future Generations Act
b) Elective Home Education,
c) Highways & Depot Rationalisation
d) Equalities Data
e) Equalities and Diversity
f) Data Protection
g) Procurement Portal
h) Libraries Update
i) Anti-slavery & Human trafficking
j) Update on Gypsy Travellers
k) Carers Update

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

4.2.11 Development Control Committee
The following training sessions have been held by the Development Control Department in support of the Committee

Date	Topic	No Attending	%
23-May-16	Historic Environment (Wales) Act 2016	6	33.33%
09-Jun-16	Secured By Design	7	38.89%
07-Jul-16	Developments of National Significance	13	72.22%
03-Aug-16	LDP Review training	11	61.11%
01-Sep-16	Changing Places (MENCAP)	10	55.56%
29-Sep-16	Parking Guidelines	11	61.11%
27-Oct-16	Review of Appeal Decisions	10	55.56%
	Average:	9.71	53.97%

4.3   Annual Reports

4.3.1 The Committee is reminded 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%

4.4   Town & Community Council (TCC) Website Grants

4.4.1 Democratic Services is currently facilitating the administration of a Welsh Government Grant to provide £500 to each TCC within the County Borough to develop their web presence.

4.4.2 To date, 17 of the 20 TCCs have completed the grant agreement and have submitted claims which have been paid.

4.4.3 The closing date for applications for this grant was 31 March 2015 but the Welsh Government has agreed that the deadline can be extended and all efforts are being made to encourage Town and Community Councils to submit appropriate grant applications.

4.5   Webcasting

4.5.1 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 as at 31 October 2016.

Meeting Date	Committee	29-Apr-16		Date		31-Oct-16			
		Report		Report		Increase			
		Total	Unique	Total	Unique	Total	Unique	Total %	Unique %
07-Jan	DC Committee	851	486	891	525	40	39	4.7	8.0
14-Jan	P&G OSC	471	300	514	338	43	38	9.1	12.7
21-Jan	CYP OSC	415	318	431	334	16	16	3.9	5.0
27-Jan	CEL OSC	344	233	354	240	10	7	2.9	3.0
28-Jan	Audit Committee	376	261	412	291	36	30	9.6	11.5
09-Feb	CRI OSC	340	181	378	201	38	20	11.2	11.1
11-Feb	ASC OSC	242	179	263	199	21	20	8.7	11.2
18-Feb	DC Committee	261	153	280	171	19	18	7.3	11.8
01-Mar	Cabinet	285	208	324	240	39	32	13.7	15.4
10-Mar	Council	397	229	440	266	43	37	10.8	16.2
31-Mar	DC Committee	139	83	209	135	70	52	50.4	62.7
04-May	DC Committee			131	115				
12-May	DC Committee			257	125				
09-Jun	DC Committee			217	138				
04-Aug	DC Committee			29	26				
01-Sep	DC Committee			105	61				
29-Sep	DC Committee			100	63				
05-Oct	Council			303	227				
27-Oct	DC Committee			59	41				

4.5.3 The following table shows the total views and the average number of views of each meeting which has been webcast:

| 29-Apr-16 | | 31-Oct-16 | |
| Total | Unique | Total | Unique |

Totals	4,121	2,631	5,697	3,736
Average per meeting	375	239	300	197

4.5.4   It has previously been agreed that every Development Control Committee meeting will be webcast. The following meetings are expected to be webcast during this financial year:

Date	Meeting	Topics
21-Nov-16	P&G OSC	• Substance Misuse • Child Sexual Exploitation
24-Nov-16	Development Control	
06-Dec-16	P&G OSC	• City Deal
22-Dec-16	Development Control	
19-Jan-17	Development Control	
02-Feb-17	CYP OSC	• Annual School Performance • Schools Strategic Review
08-Feb-17	CRI OSC	• Digital Transformation Programme • Business Plans 2016/17
16-Feb-17	Development Control	
19-Jan-17	Development Control	
21-Mar-17	ASC OSC	• New Extra Care Housing Schemes • Bryn Y Cae

4.6   Members ICT Forum

4.6.1   At its last meeting the Members ICT Forum considered the Members ICT survey which requested Members views on how they used ICT equipment and what facilities and functionality would be beneficial to be provided after the 2017 Local Government Elections. The Group Manager ICT is now looking at possible options to meet the identified requirements and to prepare for a pilot of the proposed options.

4.7   Town & Community Council Charter

4.7.1   The Town and Community Council Charter was signed by BCBC and all 20 Town and Community Councils on 18 July 2016. The BCBC website has been updated to reflect the revision of the Charter.

4.7.2   The first quarterly meeting of officers with the Town and Community Clerks was held in August which was very useful and attendees welcomed the potential benefits that these meetings could bring.

4.8   I-Call

4.8.1   I-Call is a check call management system designed to monitor and provide reassurance to people working alone. This has been previously discussed but due to the costs of the system and the need to use BCBC provided mobile telephone this facility has not been offered to Elected Members.

4.8.2 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.

4.8.3 One member volunteer has already agreed to participate in the trail and it is hoped that a further 2 members would be willing to become involved. 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.

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:

- Identify any additional topics and prioritise all pre-Council briefings;
- Identify any additional member development topics for inclusion in the Member Development programme and prioritise them accordingly.

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Background documents – None