

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE DEMOCRATIC SERVICES COMMITTEE**  
**02 NOVEMBER 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.
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 a deadline.

4.1.2 The following table shows the number of referrals made between 1 July 2017 and 30 September 2017.

Directorate	Total Referred	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	13	8	70.83	11	100.00	11	81.94
Communities	883	477	66.97	606	85.09	739	76.40
Education & Family Support	20	10	58.82	14	82.35	17	85.00
Operational and Partnership Services	36	22	73.40	25	79.61%	32	93.47
Social Services & Wellbeing	11	8	72.73	11	100.00	11	100.00
External	99	42	49.94	57	63.71	73	75.74
<b>Totals:</b>	<b>1062</b>	<b>567</b>	<b>65.45</b>	<b>724</b>	<b>85.13</b>	<b>883</b>	<b>85.42</b>

## 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 including Code of Conduct for TCCs	15 May 17 18 May 17 12 Sep 17 13 Oct 17	48	88.89%
Licensing/Act 2003 Committee Training	19 May 17 12 Jun 17	14(8)	100.00%
Development Control Committee Training	22 May 17 14 Jun 17 03 Jul 17	18 (4)	100.00%
Appeals Panel Training - Personnel	8 Jun 17 05 Jul 17	11(1)	91.67%
Appeals Panel Training - Highways	26 Oct 17	7	58.33%
Corporate Parenting Training	12 Jun 17 19 Jun 17	25	48.15%
Rights of Way Sub-Committee Training	14 Jun 17	6(2)	100.00%
Treasury Management Training	26 Jun 17	7(6)	58.33%
Audit Committee Training	26 Jun 17	7(6)	58.55%

Induction Training			
Topic	Date	Total attendance	Percentage attendance
Education and Family Support Service Briefing	04 Jul 17	18	33.33%
Corporate Service Briefing	12-Jul-17	13	24.74%
Communities Service Briefing	17-Jul-17	18	33.33%
Performance Management	12-Jul-17	13	24.07%
Social Services and Wellbeing Service Briefing	20-Jul-17	18	29.63%
Committee Chairing Skills	24-Jul-17	2(5)	66.67%
Scrutiny Chairing Skills	24-Jul-17	2(1)	18.18%
Rota Visiting	25-Jul-17 31-Jul-17	3 16	35.19%
Scrutiny Questioning Skills	11-Sep-17 21-Sep-17	17 7(1)	44.44%
Risk Management	19-Sep-17	8(2)	75.00%
Safeguarding	19 Sep-17 25-Sep-17	26	48.15%
Community Action Fund	09-Oct-17 12-Oct-17	25	46.30%
Dementia Awareness	26-Oct-17	11	20.37%

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 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%
Budget Workshop	26-Oct-17 09-Nov-17	23 -	42.59% -

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%
Rules of procedure	26-Jul-17	34	62.96%
Effective Navigation of Electronic documents	06-Sep-17	38	70.37%
Awen Trust	04-Oct-17	44	81.48%

4.2.4 Individual ICT training has been provided to those members who requested it.

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

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

- Wellbeing of Future Generations (Wales) Act (Provisional: 27 Nov 17)
- Risk Management (Repeat before end Dec 17)
- Social Media Training (Proposed January 2018)
- Annual Reports (Proposed February 2018)
- Personal Development Reviews (Proposed March 2018)
- Member Mentoring Training (Proposed April 2018)

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

- Development Control Training for Members
- Highways & Depot Rationalisation
- Procurement Portal
- Anti-slavery & Human trafficking
- Update on Gypsy / Travellers
- Elective Home Education
- Autism Awareness
- National Autistic Society Cymru - Cabinet Member
- Additional Learning Needs – Autism - School Improvement Group
- 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

4.2.8 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.

4.2.9 The following E-learning topics are requested to be considered for inclusion on the Member development Programme

- Data Protection Act (Proposed November 2017)
- Safeguarding Children and Adults (Proposed December 2018)
- Social Services and Well-being (Wales) Act (Proposed January 2018)
- Equalities & Diversity Training (proposed February 2018)

4.2.10 The Democratic Services Committee is requested to identify and schedule suitable e-learning topics from those available on the Learning and Development or AWA website.

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

- 29 Nov 17 Halo (Provisional)
- 20 Dec 17 Digital Inclusion (Provisional)
- 31 Jan 18 Local Development Plan (LDP) (Provisional)
- 28 Feb 18 Universal Credit (Provisional)

- 28 Mar 18 TBC
- 25 April18 TBC

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.

#### 4.2.13 Development Control Committee

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

- Community transport 21 Dec 17
- Advertisement control TBC
- Trees and development TBC

### 4.3 Webcasting

4.3.1 In the period since the 01 July 2017 there has only been one webcast meeting and the viewing statistics are awaited:

Ser	Date	Meeting
28	14 Sep 17	Licensing Sub-Committee

4.3.2 The following meetings are planned to be webcast:

SOSC 3	-	22 Nov 17	Waste
SOSC 3	-	12 Feb 18	Town Centre Regeneration
SOSC 2		07 Feb 18	Economic Prosperity in the County Borough

It is hoped that 6 further meetings will be webcast before the end of this financial year

### 4.4 I-Call

4.4.1 Three Elected Members from the Democratic Services Committee were identified to participate in a trial of the I-Call system. This has not been progressed and will be re-considered following receipt of the Annual report from the Independent Remuneration Panel For Wales (IRWP)

### 4.5 Internal Audit – New Member Support

4.5.1 An Internal Audit has been undertaken of the initial support provided to newly Elected Members. The Team achieved a Substantial Assurance rating from the audit.

## 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. Identify any additional e-learning topics for inclusion in the Member Development programme and prioritise them accordingly.

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**27 October 2017**

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**Background documents** – None