

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE DEMOCRATIC SERVICES COMMITTEE
21 JUNE 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 01 March 2018 and 31 May 2018. The benchmark set in Nov 2013 identified that approximately 45% of referrals were completed within the 10 day target period.

Directorate	Total Referred	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	9	5	55.56%	7	77.78%	8	88.89%
Communities	564	265	46.99%	326	57.80%	388	68.79%
Education and Family Support	16	4	25.00%	6	75.00%	8	50.00%
Operational & Partnership Services	55	28	50.91%	31	56.36%	36	65.45%
Social Services and Wellbeing	27	12	44.44%	18	66.67%	23	85.19%
External	79	43	54.43%	48	60.76%	58	73.42%
Totals:	750	357	68.52%	436	83.69%	521	69.47%

4.1.3 The following table shows the number of completed referrals made between 01 June 2017 and 31 May 2018. The benchmark set in Nov 2013 identified that the overall percentage of completed referrals averaged between 90 - 95% at the end of a three month period.

Month	Referred	Completed	Ongoing	Percentage
June	718	686	32	95.54
July	350	331	19	94.57
August	396	366	30	92.42
September	351	328	23	93.45
October	253	230	23	90.91
November	254	232	22	91.34
December	187	171	16	91.44
January	347	309	38	89.05
February	295	267	28	90.51
March	204	159	45	77.94
April	277	213	64	76.90
May	269	149	120	55.39
Totals:	3901	3441	460	

4.2 Member Development Programme

4.2.1 The following member development activities have been held since the meeting in March 2018:

Topic	Date	Total attendance	Percentage attendance
Annual Reports	30 Apr 18 10 May 18	24	42.59%
Personal Development Plans	30 Apr 18 10 May 18	24	42.59%
GDPR 1	11 Jun 18 -	12	22.22%

4.2.2 The following topics have been scheduled on the Member Development Programme:

(a) General Data Protection Regulations (GDPR)

11 June at 15:00 and repeated on 27 June 2018 at 09:00 (up to 3 hours)

The law on Data Protection changed on 25th May 2018 to the General Data Protection Regulation (GDPR) which is a new, Europe-wide law that replaces the Data Protection Act 1998 in the UK. GDPR sets out requirements for how organisations will need to handle personal data from 25 May 2018. In addition to other changes, it will enhance the rights of people whose data is held (known as data subjects in the Data Protection Act) and give them more control over what happens to their data.

It also allows for financial penalties to be imposed on any organisation that breaches those rights or does not comply with the ‘accountability principle’ – which basically means that data controllers and data processors i.e. organisations and certain individuals – including councils, need to put technical and organisational measures in place to protect the data they hold from loss, unauthorised access etc and to ensure the rights of data subjects are protected.

Elected Members are data controllers and this training has been designated as **ESSENTIAL** for all members to attend one of these sessions

(b) Dementia Awareness/Friends

11 July at 09:00 and repeated on 31 July at 16:00 (approx. 1 hour)

Dementia Friends is a social action movement, led by Alzheimer’s society to raise awareness of dementia and to help people living with dementia to feel part of their community. This is achieved by holding and taking part in Dementia Friends sessions to improve the understanding of dementia, busting the myths associated and to enable societal change in the way people think, speak and act towards all aspects of dementia. A good example of this it to change the language used from “suffering” dementia to “living with” dementia, by using positive language to take away negativity normally used when talking about dementia.

Dementia Friends sessions take less than an hour. They give the opportunity to learn more about dementia including the five things everyone should know about dementia. Following the session, people can sign up to become a Dementia Friend, or even decide to become a Dementia Champion. They will receive their

own Dementia Friends badge, in the shape of a forget-me-not, which is the logo for Dementia Friends.

This training has been designated as **RECOMMENDED** for all members to attend one of these sessions

(c) Additional Learning needs (ALN and Autism Awareness

September 2018 Dates to be confirmed

[Autism](#) is a lifelong, developmental disability that affects how a person communicates with and relates to other people, and how they experience the world around them. Autistic people see, hear and feel the world differently to other people. If you are autistic, you are autistic for life; autism is not an illness or disease and cannot be 'cured'. Often people feel being autistic is a fundamental aspect of their identity.

Autism is a spectrum condition. All autistic people share certain difficulties, but being autistic will affect them in different ways. Some autistic people also have [learning disabilities](#), [mental health issues](#) or [other conditions](#), meaning people need different levels of support. All people on the autism spectrum learn and develop. With the right sort of support, all can be helped to live a more fulfilling life of their own choosing.

The Western Bay population assessment estimated that there are a total of 14,264 people in the region who have a learning disability. In Bridgend it is estimated that 3,860 people (1,210 aged 0-17 and 2, 650 aged 18+) have a learning disability.

This training has been designated as **RECOMMENDED** for all members to attend one of these sessions

4.2.3 The following topics have been identified for inclusion on the Member Development Programme:

- | | | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------------|
| a. | Highways & Depot Rationalisation | - | |
| b. | Procurement Portal | - | |
| c. | Anti-slavery & Human trafficking | - | |
| d. | Update on Gypsy / Travellers | - | |
| e. | Elective Home Education | - | |
| f. | Ty Elis Counselling Service | - | Cabinet Member |
| g. | Housing and engagement with the RSL | - | Cabinet Member |
| h. | Pupil Referral Unit | - | School Improvement Group |
| i. | Domestic Violence Update | - | Democratic Services Committee |
| j. | Dark Skies | - | Cllr E Venables |
| k. | Community Health Council | - | Chief Executive |
| l. | Web-based Planning Facilities | - | Development Control Officers |
| m. | PSB Scrutiny Training | - | Head of Democratic Services |
| n. | How to use Bridge Maps | - | SOSC 3 |
| o. | Process of Children coming in to Care:
What happens from when a referral is
received right through until they are
taken into care. | - | SOSC 3 |

4.2.4 The following Pre-Council briefings have been held since the previous meeting of the committee:

Topic	Date	Total attendance	Percentage attendance
Central South Consortium	25 Apr 18	49	90.74%
Traffic Regulations/Orders	20 Jun 18		

4.2.5 The following topics have been scheduled for future Pre-Council Briefings:

Topic	Date
Bryntirion Campus	18 Jul 18
Carers / Young Carers	19 Sep 18
To be confirmed	24 Oct 18
To be confirmed	21 Nov 18

4.2.6 The following topics have been requested for delivery as a Pre-Council Briefing:

- Rural Development Plan
RDP investments are taking place across a majority of our 21 rural wards and are delivering economic and wellbeing benefits to residents. The programme builds community engagement and participation and, as well as providing direct project support, is producing a range of practical resources for communities to use such as the Community Asset Transfer Toolkit.

The programme also includes a strategic regional project which BCBC is leading on behalf of 11 local authorities supporting new start-ups in the land-based goods sector to get a foothold in new markets for local food, drink and craft across the region.

A presentation to Pre-council will provide a more detailed overview of what is being achieved across the county borough and what potential there is to deliver even more. It will outline the themes covered by the programme and how communities can unlock further revenue and capital funding.

It is proposed that the Rural Development Plan be presented to the session on 24 October 2018.

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

Topic	Number Completed	Increase since last meeting	Percentage Completed
Corporate Induction	4	1	5.56%

Topic	Number Completed	Increase since last meeting	Percentage Completed
Display Screen Equipment (DSE)	1	1	1.85%
Fire Safety Awareness	2	0	3.70%
ICT Code of Conduct	6	0	11.1%
Safeguarding Children and Adults	10	1	18.5%
Violence Against Women, Domestic Abuse And Sexual Violence (VAWDASV)	2	2	3.70%
General Data Protection Regulations (GDPR)	0	-	0.00%
Data Protection (superseded by GDPR)	27	0	50.00%

4.2.8 There has been minimal use by elected Members of the Councils e-learning facilities. The views of the Committee are requested of how Elected Members could be encouraged to make greater use the available e-learning facilities.

4.2.9 The following training has been undertaken by the Development Control Committee since the last meeting of this Committee:

Topic	Date	Total attendance	Percentage attendance
Traffic Orders and Regulations	26 Apr 18	10	55.56%
Community Transport	07 Jun 18		

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

Topic	Date
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.	18 Jul 18
Section 106 legal agreements – basics and limitations	19 Jul 18

4.2.11 The Democratic Services Committee is requested to identify any additional topics for delivery as a Member Development sessions, Pre Council Briefings and to prioritise the member development activities accordingly.

4.3 Webcasting

4.3.1 The following webcasting statistics have been identified as at 5 April 2018:

Ser	Date	Meeting Name	Live Views	On Demand Views	Total Views
1	13-Apr-17	Development Control Committee	0	83	83
2	14-Sep-17	Licensing Sub-Committee A	21	60	81
3	22-Nov-17	SOSC 3	80	125	205
4	24-Jan-18	Cabinet Committee Corporate Parenting	7	50	57
5	30-Jan-18	Cabinet Meeting	19	30	49
6	07-Feb-18	SOSC 2 + SOSC 2 Part 2	18	69	87
7	12-Feb-18	SOSC 3 + SOSC 3 Part 2	16	47	63
8	13-Feb-18	Cabinet	11	43	54
9	27-Feb-18	Cabinet	14	20	34
10	28-Feb-18	Council	41	75	116
11	15-Mar-18	Development Control Committee	52	131	183
12	21-Mar-18	SOSC 3	5	43	48
Totals			284	776	1060

4.3.2 This equates to the following average viewing figures for each of the meetings held in the last 12 month period:

	Live Views	On Demand Views	Total Views
Total Views	284	776	1060
Average	23.67	64.67	88.33

4.3.3 The cost of providing this service for the year equated to approximately 32p per webcast view.

4.3.4 Dual Language webcasting facilities has been procured for the next year with the intention of providing 10 webcast meetings in this financial year. Arrangements will be made for each committee to identify meetings whose content is likely to generate significant public interest and therefore should be webcast as necessary. The Head of Democratic Services will work with Committee Chairpersons to prioritise which meeting will be webcast.

4.4 Members ICT

4.4.1 The first meeting of the Members ICT Forum was held on 23 April 2018. Some of the information and outcomes from the meeting included:

- The cost of printing committee agenda packs and associated documents in 2017-18 had been reduced and that a total saving of £15,400 had been made from Elected Members printing costs.
- Members explained the difficulties that they had experienced with the devices which included:

- Logging on
- Power in meeting rooms
- Automatic Updates
- Members queried whether Google Chrome and other software could be installed on their devices. They were informed that the use of other software and apps would be investigated.
- That the procurement of the Restricted Modern.gov app had been agreed and an implementation plan would be developed.
- It was agreed that a members survey would be undertaken to seek members views of the ICT provision and what can be done to ensure that members were supported effectively in their role.

4.4.2 It is intended that the Restricted Modern.gov App and Chrome for Business and other updates will be made to Councillors ICT equipment following the Council meeting on 20 June 2018.

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. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how public services should work to deliver for people. The following is a summary to show how the 5 ways of working to achieve the well-being goals have been used to formulate the recommendations within this report:

- Long-term - The Democratic Services Committee was established to ensure that the long term needs of councillors were identified and met. The intention to undertake Elected Member surveys further supports the long term provision of ICT support for Elected Members.
- Prevention - The Democratic Services Committee has been requested to prioritise its learning and development opportunities to ensure that any training provided is timely and will ensure that Elected Members are made aware of key issues before they become difficult.
- Integration - The effective use of the Community Action Fund supports all of the wellbeing objectives.
- Collaboration - The development of the Member Development programme is collated following discussion and requests from a variety of Elected members and Officers in accordance with the Elected member Learning and Development Strategy.
- Involvement - Encouraging Elected Members to participate in learning

opportunities assist in the personal and professional development and ensure that they are able to meet the requirements of their role.

8. Financial implications

8.1 All financial implication contained within this report will be met from existing budgets

9. Recommendation

9.1 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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11 JUNE 2018

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Background documents – None