

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE DEMOCRATIC SERVICES COMMITTEE

25 OCTOBER 2018

REPORT OF DEMOCRATIC SERVICES

MEMBER REFERRAL PROCESS

1. Purpose of Report

1.1 The purpose of this report is to update the Democratic Services Committee on the proposed review of the Council's Member Referrals Process. The report also provides an update for the Committee on Member Referrals Performance for Q1 and Q2 for individual Directorates and the Council as a whole.

2. Connection to Corporate Improvement Objectives.

2.1 The support provided to Councillors via the Member Referrals Process assists in the achievement of each of the Council's agreed corporate priorities.

- **Supporting a successful economy -**
 - **Helping people to be more self-reliant Smarter use of resources**

3. Background.

3.1 The Democratic Services Committee has the following functions and is supported by the Head of Democratic Services as necessary:

- i. Review the adequacy of provision by the Authority of staff, accommodation and other resources to discharge Democratic Services functions, and
- ii. Make reports and recommendations to the authority in relation to such provision.

4. Current situation / proposal.

4.1 Review of the Council's Member Referrals Process

4.1.1 An officer working group has been established to take forward a review of the Council's Member Referrals Process. The working group is chaired by the Corporate Director of Communities.

4.1.2 The aim of the review of is to consider whether the current system is fit for purpose and to explore any opportunities to improve the system.

4.1.3 It is proposed that Democratic Services Committee nominate a three Councillors to provide the officer working group with their input in shaping the future Member Referrals Process. It is anticipated that this will be achieved through holding specific focus groups or inviting Councillors to relevant officer working group meetings.

4.1.4 Any recommendation from the working group will be presented to Democratic Services for their views prior to changes being implemented.

4.2 Member Referral Performance for Q1 and Q2

4.2.1 A referral is a complaint, request or query that a Councillor has received from their constituent that Democratic Services forward to the relevant department or external organisation for response. 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.

4.2.2 The following table shows the number of referrals made and Directorate/Council performance in Quarter 1 (1st April to 30th June 2018).

Directorate	Referrals	Completed	Ongoing	Performance
Chief Executive	80	75	5	93.75%
Communities	605	563	42	93.05%
Education and Family Support	20	18	2	90.00%
Social Services and Wellbeing	33	33	0	100.00%
External	54	51	3	94.44%
Total	792	740	52	93.43%

4.2.3 The following table shows the number of referrals made and Directorate/Council performance in Quarter 2 (1st July to 30th September 2018).

Directorate	Referrals	Completed	Ongoing	Performance
Chief Executive	54	39	15	72.22%
Communities	450	326	124	72.44%
Education and Family Support	39	27	12	69.23%
Social Services and Wellbeing	19	13	6	68.42%
External	58	40	18	68.96%
Total	620	445	175	71.77%

4.2.4 The following table shows the number of referrals made and Directorate/Council performance in Quarters 1 and 2 (1st April to 30th September 2018).

Directorate	Referrals	Completed	Ongoing	Performance
Chief Executive	134	114	20	85.07%
Communities	1055	889	166	84.26%
Education and Family Support	59	45	14	76.27%
Social Services and Wellbeing	52	46	6	88.46%
External	112	91	21	81.25%
Total	1412	1185	227	83.92%

5. Effect upon Policy Framework and 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 arising from this report.

7. Wellbeing of Future Generations (Wales) Act 2015 Implications

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there is no significant or unacceptable impact upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications.

8.1 There are no financial implications arising from this report.

9. Recommendation.

9.1 That Democratic Services Committee:

- i. Nominate three Councillors to provide the officer working group with their input in shaping the Member Referrals process as detailed in section 4.1.3 of the report.
- ii. Note Directorate and Council Performance on Member Referrals for Quarters 1 and 2 as detailed in section 4.2 of the report.

Mark Galvin – Senior Democratic Services Officer

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Contact Officer: Mark Galvin
Senior Democratic Services Officer
Telephone: (01656) 643148
Email: mark.galvin@bridgend.gov.uk

Postal address: Democratic Services
Legal and Regulatory Services
Civic Offices
Angel Street
Bridgend
CF31 4WB

Background documents: None