

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE DEMOCRATIC SERVICES COMMITTEE**

**12 MARCH 2020**

**REPORT OF THE HEAD OF DEMOCRATIC SERVICES**

**MEMBER REFERRALS**

**1. Purpose of Report**

1.1 The purpose of this report is to update the Democratic Services Committee on the performance of Member Referrals.

**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 A referral is a complaint / request / query which a Councillor has received from their constituent which the Democratic Services Team 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 March 2019 and 29 February 2020 per Directorate. The table also shows the totals and percentages of referrals completed within 10 and 20 days timescales.

Directorate	Total Referred	Total 10 Days	% In 10 Days	Total 20 Days	% In 20 Days	Total Completed	Total Percentage Completed
Chief Executive	545	316	57.98%	365	66.97%	164	30.09%
Communities	1869	792	42.38%	1009	53.99%	1613	86.30%
Education and Family Support	152	48	31.58%	79	51.97%	138	90.79%
Social Services and Wellbeing	83	27	32.53%	47	56.63%	71	85.54%
External	140	33	23.57%	39	27.86%	78	55.71%
<b>Totals:</b>	<b>2789</b>	<b>1216</b>	<b>43.14%</b>	<b>1539</b>	<b>54.70%</b>	<b>2064</b>	<b>86.31%</b>

4.1.3 The following table shows the number of referrals made per month between 1 March 2019 and 29 February 2020.

Month	Referred	Completed	Ongoing	Percentage
March	268	264	4	98.51
April	241	234	7	97.10
May	278	269	9	96.76
June	198	184	14	92.93
July	306	284	22	92.81
August	235	212	23	90.21
September	212	190	22	89.62
October	247	218	29	88.26
November	179	146	33	81.56
December	180	136	44	75.56
January	246	178	68	72.36
February	220	109	120	49.55
<b>Totals:</b>	<b>2810</b>	<b>2424</b>	<b>395</b>	

4.2 A Member Referrals Project Board has been established to consider whether the current system is fit for purpose and to explore any opportunities to improve the system. In pursuance of this, an online referral form is in the process of being developed by ICT and once ready will be trialled with the members of the Democratic Services Committee and the Project Board and

amongst the Democratic Services Team, prior to its implementation as a method of making referrals. A revised Member Referrals Protocol has been drafted and this will be sent to all Members. Additionally, in order to support Members in making referrals, training slides will be put together and made available electronically.

## **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 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 in respect of this report.

## **9. Recommendations**

9.1 The Democratic Services Committee is recommended to note the contents of the report.

## **Head of Democratic Services**

### **Contact Officer:**

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**28 February 2020**

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**Background documents: None**