

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

**15 MAY 2014**

**REPORT OF THE ASSISTANT CHIEF EXECUTIVE – LEGAL & REGULATORY SERVICES**

**SERVICE AND PERFORMANCE UPDATES**

**1. Purpose of Report**

1.1 The purpose of this report is to update the Democratic Services Committee of the performance and updates in relation to the services provided to Elected Members.

**2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

2.1 The support provided by the Democratic Services team to Elected Members at all levels assists in the achievement of all Corporate Priorities.

**3. Background**

3.1 At the previous meeting of the Democratic Services Committee a number of queries were raised regarding the provision of support to Elected Members. These queries were 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 between 01 May 2013 and 30 April 2014. It shows the:

- number of referrals that were received,
- the percentage of referrals that each Directorate or Department received,
- The number and percentage of referrals that were completed, and
- the current overall completion levels for each directorate for the referrals raised during the period.

| Name                                    | Referred | %     | Completed | Ongoing |       |
|---|----------|-------|-----------|---------|-------|
| Chief Executive                         | 8        | 0.28  | 8         | 0       | 100   |
| LARS                                    | 5        | 5.68  | 5         | 0       | 93.94 |
| LARS::Legal                             | 18       |       | 17        | 1       |       |
| LARS::Public Protection                 | 142      |       | 133       | 9       |       |
| Children's                              | 179      | 6.16  | 175       | 4       | 97.77 |
| Communities                             | 105      | 68.87 | 104       | 1       | 96.55 |
| Communities::Regeneration & Development | 207      |       | 194       | 13      |       |
| Communities::Street scene               | 1688     |       | 1633      | 55      |       |

| Name                             | Referred    | %             | Completed   | Ongoing    |       |
|----------------------------------|-------------|---------------|-------------|------------|-------|
| Resources                        | 14          | 5.17          | 13          | 1          | 86.67 |
| Resources::ICT & Property        | 70          |               | 65          | 5          |       |
| Resources::Customer Services     | 12          |               | 12          | 0          |       |
| Resources::HR & OD               | 14          |               | 13          | 1          |       |
| Resources::Electoral Services    | 2           |               | 2           | 0          |       |
| Resources::Finance & Performance | 38          |               | 38          | 0          |       |
| Wellbeing                        | 111         | 3.82          | 109         | 2          | 98.20 |
| External                         | 25          | 10.02         | 25          | 0          | 93.45 |
| External::Care & Repair          | 1           |               | 1           | 0          |       |
| External::Environment Agency     | 5           |               | 5           | 0          |       |
| External::Groundwork             | 1           |               | 1           | 0          |       |
| External::Network Rail           | 2           |               | 2           | 0          |       |
| External::Others                 | 37          |               | 33          | 4          |       |
| External::SW Police              | 24          |               | 22          | 2          |       |
| External::V2C Maintenance        | 127         |               | 121         | 6          |       |
| External::V2C Management         | 56          |               | 52          | 4          |       |
| External::Wales & West Housing   | 4           |               | 4           | 0          |       |
| External::Western Power          | 1           |               | 1           | 0          |       |
| Huw Irranca-Davies MP            | 3           |               | 2           | 1          |       |
| Madeleine Moon MP                | 2           |               | 1           | 1          |       |
| Janice Gregory AM                | 2           |               | 1           | 1          |       |
| Carwyn Jones AM                  | 1           | 0             | 1           |            |       |
| <b>Totals:</b>                   | <b>2904</b> | <b>100.00</b> | <b>2792</b> | <b>112</b> |       |

4.1.3 The following table shows the overall completion statistics for referrals between 01 May 2013 to 30 April 2014.

| Month          | Referred    | Completed   | Ongoing    | Percentage   |
|----------------|-------------|-------------|------------|--------------|
| May            | 262         | 261         | 1          | 99.62        |
| June           | 300         | 294         | 6          | 98.00        |
| July           | 310         | 307         | 3          | 99.03        |
| August         | 246         | 245         | 1          | 99.59        |
| September      | 273         | 267         | 6          | 97.80        |
| October        | 202         | 201         | 1          | 99.50        |
| November       | 224         | 223         | 1          | 99.55        |
| December       | 173         | 171         | 2          | 98.84        |
| January        | 271         | 265         | 6          | 97.79        |
| February       | 245         | 231         | 14         | 94.29        |
| March          | 218         | 198         | 20         | 90.83        |
| April*         | 180         | 129         | 51         | 71.67        |
| <b>Totals:</b> | <b>2904</b> | <b>2792</b> | <b>112</b> | <b>96.14</b> |

\* Denotes that the figures relate to referrals completed before 7 May 2014 and not to a full 10 day period following 30 April 14.

4.1.4 The following table shows the completion times of Member Referrals raised between 01 May 2013 and 30 April 2014.

| Directorate                             | Total 10 Days | % In 10 Days | Total 20 Days | % In 20 Days | Total Completed | Total Referred | Total Percentage Completed |
|---|---------------|--------------|---------------|--------------|-----------------|----------------|----------------------------|
| Chief Executive                         | 7             | 87.50%       | 7             | 87.50%       | 8               | 8              | 100.00%                    |
| LARS                                    | 5             | 100.00%      | 5             | 100.00%      | 5               | 5              | 100.00%                    |
| LARS::Legal                             | 12            | 70.59%       | 16            | 94.12%       | 17              | 18             | 94.44%                     |
| LARS::Public Protection                 | 64            | 48.12%       | 94            | 70.68%       | 133             | 142            | 93.66%                     |
| Children's                              | 88            | 50.29%       | 128           | 73.14%       | 175             | 179            | 97.77%                     |
| Communities                             | 55            | 52.88%       | 71            | 68.27%       | 104             | 105            | 99.05%                     |
| Communities::Regeneration & Development | 95            | 48.97%       | 140           | 72.16%       | 194             | 207            | 93.72%                     |
| Communities::Street scene               | 565           | 34.60%       | 1194          | 73.12%       | 1633            | 1688           | 96.74%                     |
| Resources                               | 10            | 76.92%       | 13            | 100.00%      | 13              | 14             | 92.86%                     |
| Resources::ICT & Property               | 28            | 43.08%       | 45            | 69.23%       | 65              | 70             | 92.86%                     |
| Resources::Customer Services            | 9             | 75.00%       | 10            | 83.33%       | 12              | 12             | 100.00%                    |
| Resources::HR & OD                      | 9             | 69.23%       | 11            | 84.62%       | 13              | 14             | 92.86%                     |
| Resources::Electoral Services           | 2             | 100.00%      | 2             | 100.00%      | 2               | 2              | 100.00%                    |
| Resources::Finance & Performance        | 31            | 81.58%       | 34            | 89.47%       | 38              | 38             | 100.00%                    |
| Wellbeing                               | 48            | 44.04%       | 86            | 78.90%       | 109             | 111            | 98.20%                     |
| External                                | 17            | 68.00%       | 19            | 76.00%       | 25              | 25             | 100.00%                    |
| External::Care & Repair                 | 1             | 100.00%      | 1             | 100.00%      | 1               | 1              | 100.00%                    |
| External::Environment Agency            | 1             | 20.00%       | 3             | 60.00%       | 5               | 5              | 100.00%                    |
| External::Groundwork                    | 0             | 0.00%        | 0             | 0.00%        | 1               | 1              | 100.00%                    |
| External::Network Rail                  | 0             | 0.00%        | 0             | 0.00%        | 2               | 2              | 100.00%                    |
| External::Others                        | 13            | 39.39%       | 20            | 60.61%       | 33              | 37             | 89.19%                     |
| External::SW Police                     | 7             | 31.82%       | 16            | 72.73%       | 22              | 24             | 91.67%                     |
| External::V2C Maintenance               | 50            | 41.32%       | 81            | 66.94%       | 121             | 127            | 95.28%                     |
| External::V2C Management                | 26            | 50.00%       | 37            | 71.15%       | 52              | 56             | 92.86%                     |
| External::Wales & West Housing          | 1             | 25.00%       | 1             | 25.00%       | 4               | 4              | 100.00%                    |
| External::Western Power                 | 0             | 0.00%        | 1             | 100.00%      | 1               | 1              | 100.00%                    |
| Huw Irranca-Davies MP                   | 0             | 0.00%        | 1             | 50.00%       | 2               | 3              | 66.67%                     |
| Janice Gregory AM                       | 0             | 0.00%        | 0             | 0.00%        | 1               | 2              | 50.00%                     |
| Madeleine Moon MP                       | 1             | 100.00%      | 1             | 100.00%      | 1               | 2              | 50.00%                     |
| Carwyn Jones AM                         | 0             | 0.00%        | 0             | 0.00%        | 0               | 1              | 0.00%                      |
| Totals:                                 | 1145          | 41.01%       | 2037          | 72.96%       | 2792            | 2904           |                            |

## 4.2 **Member Development Programme**

4.2.1 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.

### 4.2.2 **Pre council Briefings**

4.2.3 The following Pre Council briefings have been arranged:

- 11 Jun 14                      Community Transport
- 16 Jul 14                      Support for Transgender People in Bridgend
- 17 Sep 14                      Convergence Project Update

4.2.4 The following topics have been proposed as Pre-Council briefings:

- Individual Electoral Registration (IER)
- Out of Hours Call outs and Emergency Planning
- Dementia
- Public Protection and the Food Hygiene Rating Scheme
- Wood B

4.2.5 The following topics have been requested to be provided as Pre-Council Briefings:

- Superfast Cymru
- B-Leaf
- Highways Issues including potholes;
- Young Carers in the Borough;

4.2.6 The Committee is requested to prioritise the topics shown in Paragraphs 4.2.4 and 4.2.5 to be provisionally scheduled for the following Council meetings:

|   | Council Date | Topic  |
|---|--------------|--|
| 1 | 15-Oct-14    | Medium Term Financial Strategy (MTFS) update |
| 2 | 12-Nov-14    |  |
| 3 | 10-Dec-14    |  |
| 4 | 21-Jan-15    |  |
| 5 | 18-Mar-15    |  |
| 6 | 08-Apr-15    |  |

4.2.7 With the reduction in the number of Council meetings in the forthcoming year, it is considered appropriate for “round-robin” events as held on 8<sup>th</sup> May 2014 to be an alternative option to ensuring Elected Members are provided with appropriate information.

### 4.2.8 **Member Development Activities**

4.2.9 The following Member Development events have been scheduled:

- School Performance - Outcomes for Learners in Bridgend Schools

|                           |               |         |
|---------------------------|---------------|---------|
| Wed 4 <sup>th</sup> June  | 15.00 – 17.00 | Chamber |
| Mon 23 <sup>rd</sup> June | 14.00 – 16.00 | Chamber |

- Social Media Training (One Off event)

|                          |               |         |
|--------------------------|---------------|---------|
| Mon 7 <sup>th</sup> July | 14:00 – 17:00 | Chamber |
|--------------------------|---------------|---------|

- Webcasting Training

|                          |               |         |                              |
|--------------------------|---------------|---------|------------------------------|
| Wed 2 <sup>nd</sup> July | 10:00 – 12:30 | Chamber | “Backbenchers”               |
|                          | 14:00 – 17:00 | Chamber | Chairs/Cabinet/Lead Officers |

|                          |               |         |                              |
|--------------------------|---------------|---------|------------------------------|
| Wed 9 <sup>th</sup> July | 10:00 – 12:30 | Chamber | Chairs/Cabinet/Lead Officers |
|                          | 14:00 – 17:00 | Chamber | “Backbenchers”               |

4.2.10 The following member development activities are planned to be scheduled:

- June/July - Completion of School Performance Data Sessions
- September - Community engagement, advocacy and leadership for the Elected Members
- October - Public Engagement
- November - Budget Workshop (TBC)

4.2.11 The Committee is requested to identify additional topics for possible inclusion in the member development programme.

#### 4.3 Other Member Development activities

4.3.1 As part of Academi Wales, the Welsh Government and Welsh Local Government Association (WLGA) are working in partnership to deliver a revised and updated Leadership Programme for Elected Members. The programme is recognised by the ILM (Institute of Leadership & Management), the UK’s leading awarding body for leadership and management. Leadership Programme graduates will receive an accredited certificate.

4.3.2 An opportunity has arisen for Elected Members from Bridgend to undertake this Leadership Programme in Bridgend. Group Leaders have identified 18 members who are interested in participating in this series of modules.

4.3.3 The programme comprises the following three modules

- **Module one:** Focuses on personal leadership, political relationships and managing change. The aim of this module is to encourage councillors to look at what kind of leader they are, and how this affects the way they work with others, make decisions, delegate responsibility and empower their colleagues.

- **Module two:** Looks at leading innovation and change, exploring the consequences of the financial challenges and the options available to political leaders in an era of austerity.
- **Module three:** Focuses on leading communities, providing members with a greater ability to communicate with and provide leadership to their communities and within partnerships.

4.3.4 The three modules are planned to be held between September and November 2014. Dates are being sought and a briefing is being planned for possible delegates in June.

4.3.5 The Democratic Services Committee will be provided with an update in due course.

#### 4.4 Annual Reports and Personal Development Reviews (PDRs)

4.4.1 Following the Annual Meeting of Council it is planned that the Democratic Services Team will support the completion of Elected Members Annual Reports for the period covering May 2013 – May 2014.

4.4.2 The Team will compile the relevant information in the appropriate formats and provide them to Elected Members. The Team will assist individual Members to complete their Annual Reports in a timely manner.

4.4.3 Members will also be circulated the templates for the PDRs which it is hoped will be completed as part of a peer review process.

4.4.4 It is hoped that all PDRs and Annual Reports will be completed by 30 September 2014.

#### 4.5 TCC Website Grants

4.5.1 Democratic Services is currently facilitating the administration of a Welsh Government Grant of £500 to each Town and Community Council (TCC) within the County Borough to develop their web presence.

4.5.2 Each TCC has been provided with a grant agreement drafted by Legal Services for completion. Once signed and returned the funding can be claimed for expenditure incurred for the creation, development and operation of their website.

4.5.3 To date three TCC have completed the grant agreement and 2 have submitted claims which are in the process of being paid.

4.5.4 All TCCs will be encouraged to make appropriate claims for the available funding before the deadline of 31 March 2015.

#### 4.6 Armed Forces Day (AFD)/Armed Forces Community Covenant (AFCC) Event – 28 June 2014

4.6.1 On 27 November 2013 the Democratic Services Team co-ordinated the signing of the Bridgend County Borough Armed Forces Community Covenant by military personnel and representatives from a number of organisations including BCBC. The

Community Covenant provides a commitment that signatory organisations will work together at a local level to use their specialist knowledge, experience and expertise to provide members of the armed forces community with appropriate help, support and advice.

4.6.2 The Democratic Services Team have a key role in facilitating the development of the covenant which includes the co-ordination of a submission for grant funding from the AFCC grant scheme. It is hoped that the grant will assist to fund a public event to supplement the existing AFD event being held on 28 June 2014. The event intends to raise awareness of the covenant and the support that can be provided to the veterans and their families of the County Borough of Bridgend.

4.6.3 The event is being supported by BCBC, Bridgend Town Council and Bridgend Veterans Association and will involve:

- a public signing of the Covenant by the Mayors/Chairs of all 20 Town and Community Councils
- Military display stands and activities in the Town Centre
- Stalls for veteran support organisations to promote their services
- A Veterans parade and Ceremony
- A Veterans Concert in the Bowls Hall

4.6.4 Further details will be provided to Elected 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:

- Prioritise the delivery of topics for pre-Council briefings;
- Identify any additional member development topics for inclusion in the Member Development programme
- approve the planned member development events shown in paragraphs 4.2.8 and 4.2.9.

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**07 May 2014**

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**Background documents** – None