

County Hall
Rhadyr
Usk
NP15 1GA

14th November 2014

Notice of Meeting:

Democratic Services Committee

Monday 24th November 2014 at 2.00pm
Council Chamber, County Hall, Usk

AGENDA

1.	Apologies for absence.
2.	Public Open Forum.
3.	Declarations of Interest.
4.	To confirm and sign the minutes of the Democratic Services Committee dated 13 th October 2014 (copy attached).
5.	To consider the Member Support and Development Charter (copy attached).
6.	To receive updates on issues outstanding from previous meetings.
7.	To note the date and time of the next meeting as: <ul style="list-style-type: none">• Monday 5th January 2015 at 2.00pm.

Paul Matthews

Chief Executive

Democratic Services Committee Membership

Councillors: D. Blakebrough
P. R. Clarke
D. L. Edwards
D. Evans
R.G. Harris
A. Easson
S.G.M. Howarth
P. Jones
S. Jones
J.L. Prosser
V.E. Smith
S. White

Sustainable and Resilient Communities

Outcomes we are working towards

Nobody Is Left Behind

- Older people are able to live their good life
- People have access to appropriate and affordable housing
- People have good access and mobility

People Are Confident, Capable and Involved

- People's lives are not affected by alcohol and drug misuse
- Families are supported
- People feel safe

Our County Thrives

- Business and enterprise
- People have access to practical and flexible learning
- People protect and enhance the environment

Our priorities

- Schools
- Protection of vulnerable people
- Supporting Business and Job Creation

Our Values

- **Openness:** we aspire to be open and honest to develop trusting relationships.
- **Fairness:** we aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- **Flexibility:** we aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- **Teamwork:** we aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

MONMOUTHSHIRE COUNTY COUNCIL

Minutes of the meeting of the Democratic Services Committee held at County Hall, Usk on 13th October 2014 at 2.00 p.m.

PRESENT: County Councillor D. Blakebrough (Chairman)

County Councillors: D. Evans, D.L. Edwards, R.G. Harris, P. Jones, S.G.M. Howarth and V.E. Smith.

OFFICERS IN ATTENDANCE:

Mr P. Matthews - Chief Executive
Miss H. Illet - Scrutiny Manager
Mrs S. King - Senior Democratic Services Officer

ALSO IN ATTENDANCE:

Ms S. Titcombe - WLGA

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from County Councillors P. Clarke, A. Easson and R. Harris.

We welcomed Sarah Titcombe, Organisational and Personal Development Manager, invited to facilitate discussion on member support.

2. PUBLIC OPEN FORUM

There were no members of the public present.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. CONFIRMATION OF MINUTES

We resolved that the minutes of the meeting of the Committee held on 1st September 2014.

We noted that actions would be discussed within an item at the end of the meeting.

5. FACILITATED DISCUSSION WITH WLGA

The WLGA Organisational and Personal Development Manager greeted members and we discussed priorities and support for members.

**Minutes of the Democratic Services Committee
Dated 13th October 2014 - continued**

There were several areas of support identified as:

- Committee Administration
Agendas, minutes.
Work programming
- Cabinet Support
Plus additional research, diary research
- Scrutiny support
Plus research information finding and briefing – functioning independently from what’s being provided from executive
- General administration
Letters
Online assistance
HR – salaries/expenses
Annual reports
- Case and community work
Democratic services enabling to link up with internal people to help with case work.
Providing case work management system e.g. systems such as modern.gov
- General Research and briefings info
New policy
New guidance
To committee or individual
Library for members – electronic or hard copy
General research as and when needed
- Personal development
Ongoing development as member
Learning development training
Opportunity for personal development review
Areas for development
Competency framework
Online development and e-learning, if necessary
Webcasting training
- ICT social media equipment
Hardware – laptops/phones (if appropriate)
Social media policies
Member portal
Anything else needed to engage with communities

**Minutes of the Democratic Services Committee
Dated 13th October 2014 - continued**

During discussion we noted the following points:

Live streaming

Due to the fast pace of changing technology and legislation, there was a need for officers and members to keep well-informed of ongoing developments.

The Scrutiny Manager advised that training could be provided in relation to behaviour and conduct whilst live streaming in meetings. Some media training, in relation to conduct in live meetings, had been provided.

It was suggested that refresher training could be provided in accordance with presentation at meetings and code of conduct.

Cabinet Support

Discussions were required with Cabinet members to ascertain their needs.

Scrutiny support

Concerns were expressed that there was only one scrutiny officer (Scrutiny Manager) within the authority and that continuity of Democratic Services Officers would be ideal for each meeting.

We were advised that the Scrutiny Manager worked closely with Democratic Services and Select Chairs and scrutiny members had sufficient capability to prepare and operate independently, when required.

Training will be held on 27th and 28th October to highlight the role of scrutiny, as it had been recognised it was an area for development.

It was highlighted that efficient chairs would assist in the role of effective scrutiny and officers were also required to have knowledge of scrutiny.

It was recognised that progress had moved significantly, scrutiny meetings were longer in duration. Resources had decreased but demand had increased. Concerns were expressed regarding the scrutiny workload, at the end of 2014 and early 2015.

The Cabinet Planner was frequently updated and scrutiny members were informed of issues that were coming forward to committees. The number of call-ins had reduced.

The Scrutiny Manager advised that the Cabinet/Council planner was integral and should be updated as far as possible in advance, however, there was a need for some items to be prioritised for scrutiny.

Some concerns were expressed regarding demand on Scrutiny and Democratic Services staff, due to the increased number of meetings. However, it was noted that there needed to be effective scrutiny.

Discussions were held regarding scrutiny meetings being held in the community to encourage assistance of residents, however, it was noted that this method had been attempted with no significant difference in attendance and there was a need to

Minutes of the Democratic Services Committee
Dated 13th October 2014 - continued

promote scrutiny through the public and get them involved within the Council chamber.

The Chairman invited members to suggest other areas which required support for members, during discussion we noted:

- Members felt that Democratic Services did not have capacity to undertake research and felt reluctant in asking for assistance. However, members were reminded that Democratic Services/Scrutiny were the dedicated support, but that any officer within the authority would be able to undertake research and assist on issues.
- Concerns were expressed regarding support if a member of staff was on sick leave.
- It was recognised that other authorities had dedicated officers undertaking research and this was not the case in Monmouthshire. In contrast some members felt that reports provided to some scrutiny meetings were so detailed that research was not required.
- Members commended the Scrutiny Officer and Democratic Services team.
- The number of task and finish groups had reduced, as the work undertaken had taken too long and the preferred method was for committee meetings to be dedicated to a specific issue.
- Concerns were expressed regarding communication and the response from officers, following queries made by members.
- It was suggested that there could be a role for monthly member bulletin, displayed on the notice board each month. There was also a view that members were responsible as individuals to find out information and this could be reciprocated by members to officers, at a ground level.

Role of Democratic Services

Support could be identified as general administration, support in writing annual reports i.e. provision of statistics.

A member suggested that it would be beneficial to have 7 day ICT support.

Support

A member highlighted the importance of continuity of support for clerking meetings, it was noted that there was still one full time vacancy.

Scrutiny training had been arranged by the Scrutiny Manager and it was highlighted that the team were available for members to contact.

Member learning/development strategies could be informed by the personal development review.

A member requested a paper copy of a phone book and officer contact details and this had been discussed with officers, as there was a requirement to include all recent reorganisations.

**Minutes of the Democratic Services Committee
Dated 13th October 2014 - continued**

Case and community work

Signposting to agencies to help with casework, people in council who can help.

We were informed that there were some data base systems in place which could assist with casework management.

Discussions were held regarding a lack of space (e.g. Member Lounge) for members to network and communicate. It was noted that there were other facilities within the sites that could be used i.e. canteen.

A query was raised regarding the provision of a members library in authorities. It was recognised that the majority of councils have a space for members, however, some were moving towards online areas, a member intranet space.

It was suggested that a weekly list of meetings could be displayed outside the Council chamber.

Following discussion, the Chief Executive observed a number of points, as follows:

- There were wise, inquisitive elected members in Monmouthshire. There was a need for members, as part of learning and development, to recognise their core role.
- In terms of webcasting, it was anticipated that within 3 months the authority would have capability and capacity to live stream every meeting in chamber at free cost.
- Importance of Cabinet/council planning in terms of decision making.
- Members had focused on the Democracy team for research capacity, however, other officers including principal officers could be first point of contact, with specialist knowledge of issues.
- A new Head of Communications would be appointed and the department would deal with timely engagement issues.
- Space within the building was open to all members and officers, there were no designated spaces. This could include the possibility of group offices used as meeting rooms, when free.
- The committee administration system was out of date and the team were in the process of looking at new developments, to assist in trail of democratic management.
- There was a requirement to access ICT and officers frequently.

In summary, the WLGA Organisational and Personal Development Manager, observed that the committee had identified aspirations however, issues had not been prioritised and there was a requirement for members to identify what was important in their role.

6. ACTION SHEET 1ST SEPTEMBER 2014

We noted updates on actions from the last meeting, as follows:

**Minutes of the Democratic Services Committee
Dated 13th October 2014 - continued**

- Update required on website and member pro-forma.
- Charter to be colour coded and circulated.
- Letters to be resent to secondary schools and reinforced through discussions with the Chair.
- Issues relating to seating in full Council, to be discussed at Political Leadership Group.
- Results of survey and issues relating to the Chamber, progress information to be provided.
- Updates required regarding locks on group office doors, lockers, telephone directory and taxable mileage.
- Work programme to be updated.

7. DATE AND TIME OF NEXT MEETING

It was noted that the next meeting of the Committee would be held at County Hall, Usk on **Monday 24th November 2014 at 2.00pm.**

We thanked Sarah Titcombe for taking time to attend and contribute to the meeting.

The meeting ended at 4.45 p.m.

Agenda Item:

**Democratic Services Actions
13th October 2014**

Minute Item:	Subject	Officer	Outcome
6. Action Sheet	• Website completion update	J. Pearson/S. King	Item for next agenda
	• Update on pro-forma for members to complete to populate their own pages	T. Harry	Item for next agenda
	• Colour coded charter to be circulated	T. Harry/S. King	Item for next agenda
	• Seating arrangements in full council to be discussed and agreed at Political Leadership Group	S. King/T. Harry	Referral for item to PLG agenda
	• Letter to go to comprehensive schools	J. Pearson/ D. Blakebrough	Follow up contact with four Comprehensive schools required
	• Update on issues within the council chamber and results from survey	M. Long	To provide information to members in relation to lights, lockers, heating, door locks
	• Progress on telephone directory	J. Pearson	Update to members
	• Update regarding taxable mileage	T. Harry/D. Binning	Update to members
	• Work programme to be populated and updated	T. Harry/ D. Blakebrough	Item for next agenda

The Member Support & Development Charter Standard and Advanced Level Criteria 2012

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>1. Members are supported with role descriptions.</p>	<p>Role descriptions are adopted for the:</p> <ul style="list-style-type: none"> • Leader • Deputy Leader • Cabinet Members • Scrutiny Members • Scrutiny Chairs • Scrutiny Co-optees • Chairs of statutory committees • Chairs of area committees • Chair of the Audit Committee • Members of Audit Committee • Chair of Democratic Services • Member of Democratic Services • Ward Member, including community leadership and case work • Chair of Standards committee • Member of Standards 	<p>What does adopted mean? Role descriptions exist and have been formally adopted for all the roles listed.</p> <p>There is no need at this level for members to evidence that they perform the roles outlined in the descriptions but they should understand what their role is and what is expected of them. What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role descriptions for Welsh Authorities and ▪ the WLGA document <i>The Role of Councillors in Collaboration</i> and ▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011 	<p>Role descriptions are available for all members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process</p>	<p>Every member has a role description which matches what they do. Including guidance for members of a working or task and finish group – not a role description as such but some information to help members understand what is expected of them.</p> <p>All members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p>

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
	<p>Committee</p> <ul style="list-style-type: none"> • Leader of the Opposition • Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>Outside Bodies</p> <p>Where members are responsible for formally representing the authority or making decisions that could impact on the authority or have legal obligations as - for example trustees of an organisation, they should be provided with a role description. In all instances members should be provided with guidance on their role on the outside body. Officers should secure (where available) terms of reference from outside bodies.</p>		
<p>2. Members are supported in undertaking their duties according to high standards of conduct.</p>	<p>All members are provided with training and development in the detail of the local code of conduct, taking into account any changes in the model or local codes as they emerge.</p>	<p>What can be interpreted as training and development?</p> <p>Any activities which help members understand what the code is and how they need to work within it. This could include written guidance, induction sessions, workshops, Q&A sessions.</p>	<p>Training is updated and delivered regularly. Potential breaches are addressed internally, as set out in the Ombudsman’s report concerning local resolution. There are few justifiable referrals to the Ombudsman because members do not understand the code.</p>	
<p>3. Members are supported in understanding their roles and</p>	<p>All members have received training on and understand the contents of the constitution, including:</p>	<p>Training has been made available to all members and take up of this has been high.</p>	<p>The Constitution and related documents listed at level one change in line with requirements.</p>	<p>Changes include governance arrangements due to the introduction of structures to support collaborative</p>

A. Member Roles and Responsibilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
responsibilities as set out in the Constitution.	<ul style="list-style-type: none"> • the roles, responsibilities and limits to the roles of committees • the role of individual members and officers • Member/officer protocols • meeting practice • standing orders • rules of debate 	<p>The constitution sets out the roles and responsibilities of every committee and broadly the role of the key players at each committee, for example chairs, support officers and regular/key participants. Role descriptions may be in the constitution or as a separate document but should be formally adopted and valued.</p>		services.

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>B1. A member learning and development strategy has been adopted.</p>	<p>A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to member development. It includes:</p> <ul style="list-style-type: none"> • a commitment to and methodology for undertaking development needs analyses through a PDR scheme or TNA for those members not requesting a PDR, which identifies the local and national, collective and individual development needs of all members. • a commitment to and methodology for developing members according to the needs of the organisation. • a commitment to and methodology for creating personal development <u>plans</u> for all members. 		<p>All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.</p>	

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
	<ul style="list-style-type: none"> a methodology for responding to the development needs of members identified in their personal support and development reviews or TNAs. 			
<p>B2. Arrangements are in place for <u>all</u> members to be offered a PDR.</p>	<p>Personal support and development reviews which are:</p> <ul style="list-style-type: none"> based on role descriptions contribute to personal development plans are conducted by senior members or other deemed suitably qualified as set out in the Measure guidance are <u>made available</u> for all members and <u>must</u> be undertaken by members in a receipt of a senior/civic salary. <p>Note, although the measure does not require the leader to undertake a review, the Charter does. The Charter requires that all members in receipt of a senior salary undertake this. The Measure is</p>	<p>What is a PDR? An opportunity for a member to discuss with any senior member or other suitably qualified person their own requirements for training and development.</p> <p>This should include some examination of current duties as set out in the role descriptions listed above and may include some self or supported reflection on current performance as a starting point. The outcomes of the discussion should feed into a personal development plan held by the member with the required development activities and also be recorded by the authority so that development activities can be arranged to support every members needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to</p>	<p>The majority of members undertake PDRs regularly and at least annually according to the requirements set out in the first level. The PDR provides opportunities for members to identify the level at which development is required.</p>	<p>The outcomes effectively and regularly inform the member development strategy and programme. Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
	voluntary but for all members.	Implement Personal Development Reviews for Member' provides guidance in this area. <u>Anyone</u> conducting reviews should have received training in their purpose and methodology.		
<p>B3. A development programme for councillors is in place with a mechanism for its annual review.</p> <p>All councillors are made aware of, guided to and are able to access the development activities equally.</p>	<p>An annual development programme informed by the member development strategy is in place</p> <ul style="list-style-type: none"> • The annual development programme is planned and publicised in advance. • Members are made aware of development opportunities provided in response to their needs. <p>The timings and settings of activities are varied to enable equal access by all, including those members who are working, are carers or have child care responsibilities.</p>	<p>There is an annual programme of events and learning opportunities for members both collectively and individually. This programme is informed by the organisational priorities set out in the strategy and in any requirements identified in the personal development plans which emerge from PDRs and TNAs. The programme should be developed by relevant officers and members for example the DSC/MDWG/ MD Champion, DS/HR officers and directors/service heads. The programme includes 'specialist' areas of development reflecting the needs of members in developing skills and understanding in both corporate governance and thematic or service areas.</p>	<p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with member needs and the MD strategy. The content of the programme is made available to suit the needs of members with different skills and experience. i.e there is some <u>levelling</u> to development activities.</p>	

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
		<p>The programme is provided to members giving sufficient notice for attendance.</p> <p>Members are notified of specific events in which they have expressed an interest.</p> <p>The programme is designed to offer choice or variety of opportunities to attend.</p>		
<p>B4. Prospective candidates, candidates and new members are informed of their role and responsibilities.</p>	<ul style="list-style-type: none"> ▪ The Council uses the national guidance and support materials available for candidates and prospective candidates. ▪ All new or returning members are provided with a programme of induction. 	<p>What is the national Guidance? This refers to the materials provided by the Association and others, to people in the community (not just those who have decided to stand) to encourage them to stand for office and to those who have already declared their intention to stand. These will be different for each election and at different times in the political calendar. The Association will have an overview of what is available.</p> <p>What constitutes an induction programme? This will vary between authorities but should at the base level be any activity that</p>	<p>Use is/planned or made of the national questionnaire to inform the development of candidates information for the next elections</p> <ul style="list-style-type: none"> • The candidates profile is measured in the national questionnaire and steps are taken or planned to inform groups or individuals who are not standing in the next elections. • Local information is provided to candidates in addition to that 	<p>Notable practice might include road shows, media/social media campaigns. Website/printed promotional material.</p>

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
		<p>introduces new members to their roles both within and outside the council and the work of the authority generally.</p> <p>Use is made of the national induction materials provided by the WLGA.</p>	<p>available nationally.</p> <p>Every member moving to a new role has received an induction for that role.</p>	
<p>B5. Development activities are relevant and of high quality.</p>	<p>Learning activities are provided in appropriate styles and settings based on the learning needs and styles of individuals and committees. The authority has a systematic and effective approach to commissioning, developing, providing and evaluating its training and development activities. This could include internal, external and collaborative arrangements.</p>	<p>What are appropriate styles and settings? A mix of for example formal/informal group/individual, interactive/passive working environment/away day The authority would need to demonstrate an effective selection process for commissioning training. This might include working with the WLGA and should include working collaboratively where appropriate with other authorities to share intelligence or undertake joint procurement.</p> <p>Internal training, (rather than briefing) should be designed and provided with the support of training/OD professionals in addition to member support or policy/service officers.</p>	<p>Training and development is provided to a consistently high standard, commissioning and evaluation is effective and systematic.</p> <p>The authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p>	
<p>B6. There is a clear</p>	<p>The Authority has clearly</p>	<p>This role should be undertaken</p>	<p>These arrangements are</p>	

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>defined the arrangements for developing, implementing and monitoring its strategy for member support and development. Individual members and officers have clear roles in leading and championing this area. The needs of all political groups and independent members are taken into account regardless of political affiliation.</p>	<p>by the Democratic Services Committee and its chair or other appropriate fora such as a member support and development working group. Individual member(s) and officer(s) have clear overall responsibility for developing, implementing and monitoring the strategy and progress of the programme.</p>	<p>mature and effective in representing the views of all members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes. Attendance, satisfaction and outcomes for members are monitored and low levels of attendance addressed.</p>	
<p>B7. Resources are identified and provided for member development.</p>	<p>Dedicated resources are identified and provided for member development activities.</p> <p>The authority provides the "reasonable level" of development required by the Measure.</p>	<p>How dedicated is dedicated? Resources are specifically put aside and used for member development. The development activity can be very widely interpreted but should not be the usual business of the council. It could include traditional briefing, workshops or seminars handbooks, e. learning, induction activities. Resources should also include staff time, shared where possible between authorities.</p>	<p>Resources, whether people or money, are allocated according to the priorities in the strategy arising from organisational needs or those expressed by members in their PDRs and TNAs.</p> <p>Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.</p>	

B. Member Development	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
B8. Members are offered the opportunity to be mentored by member peers.	The authority is exploring the needs of members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	The authority is speaking to members about the concept and benefits of mentoring to gauge interest. Mentoring might include member to member or working with member or officer "buddies" The authority should be exploring the need to provide Leadership mentoring for the Leader and Cabinet if requested.	The authority has a mentoring strategy to support the needs of members who have requested mentors.	

C. Member Support	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>C1. Officer support is provided for member development, support and scrutiny.</p>	<p>Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work.</p> <p>Overview and scrutiny committees have dedicated support from officers who can provide impartial research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>Officer support should be provided for every council meeting and committee.</p> <p>Systems should be in place to support members in non Party Political case and community work whether from member support or other service areas. Support for collaborative governance arrangements such as joint committees and commissioning boards should also be evidenced.</p> <p>There needs to be a resource (dedicated or otherwise) in the authority who can provide members with advice in relation to the discharge of the authority's scrutiny function, and support for scrutiny members or committees by impartially researching information. This should be in direct response to the needs of members when they are undertaking their legitimate scrutiny role.</p>	<p>Members are satisfied with the level of support provided.</p>	
<p>C2. Arrangements made for the</p>	<p>A review of the arrangements for council business has taken</p>	<p>Authorities should have undertaken a review in line with</p>	<p>The authority can demonstrate that it</p>	

C. Member Support	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>business of the Council are flexible and enable members to participate fully regardless of personal circumstances</p>	<p>place and as a result, meeting times, arrangements and venues reflect the needs of members as closely as possible.</p> <p>Members have been involved in developing the approaches to remote attendance as set out in the standing orders as/when required by the Measure.</p>	<p>Measure guidance i.e at least once every term, preferably shortly after the new council is elected which at least measures whether daytime or evenings are preferred and if particular times cause problems for individual members. Individual committees should be able to define what is convenient for members of that committee. What should be demonstrated is an awareness of the restrictions placed on members by holding council meetings at certain times and some evidence of flexibility in meeting arrangements as a result.</p>	<p>knows the requirements of its current members and has met them.</p> <p>i.e meetings are arranged to suit the convenience of the majority of members expected to attend the meeting. Special arrangements are made for those members who have special access requirements.</p> <p>Arrangements for remote attendance should be in place. <u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.</p>	
<p>C3. Contact management and communication</p>	<p>Systems are in place to enable members to liaise with council officers regarding services provided both within and outside the authority. Community groups and individuals are also assisted in contacting local members. Members are able to contact</p>	<p>These systems should include agreed standards for response times, complaints procedures and processes to support community and casework. Members should be provided with information regarding which officers to contact regarding complaints and</p>	<p>The systems required for level one are working effectively. Members can effectively access officers regarding service delivery and individuals and communities can access members.</p>	

C. Member Support	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
	stakeholders.	casework relating to any service delivered by or on behalf of the council.		
C4. Annual reports	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the measure.	Members are provided with support and guidance on using the authority's systems.	Members in receipt of a Senior/Civic Salary publish annual reports.	
C5. Personal support for members	Members are provided with access to guidance on their rights and benefits as members.	Members are provided with general advice on what might be described as 'employment' rights and benefits relating to their role as councillors. This includes member salaries, family absence, allowances, tax and benefits, pensions, indemnities, data protection and freedom of information.	Members report that this information and advice is adequate.	

D. Member Facilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
<p>D1. All members are provided with adequate access to ICT.</p>	<ul style="list-style-type: none"> ▪ Members are provided with the equipment, or connectivity required to undertake their role. ▪ Basic training is provided in its use and help desk facilities are available. ▪ Members are supported in remote working through the use of remote access codes and Skype etc. ▪ Members are provided with support to enable them to remotely attend meetings according to the standards set out in the standing orders (when implemented through the Measure). ▪ Members are able to communicate with the council and the public electronically. 	<p>Members are provided with equipment for their individual use to undertake council business.</p> <p>They are shown how to use the equipment and packages.</p> <p>They are able to have assistance if they are experiencing problems with using the equipment or it is faulty.</p> <p>Members are advised on the use of mobile communications and digital and social media and have access to relevant social media sites, discussion fora and communities of practice such as is required to undertake their role.</p> <p>All council agendas and meeting papers are provided electronically.</p>	<p>Members are routinely using the provisions required for level one and report that this is sufficient.</p>	

D. Member Facilities	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Advanced Charter Expansion and Clarification
D2. Information resources are provided	A central collection of information dedicated to member needs is provided as part of the information and research support available to members.	<p>An up to date and regularly revised collection of information resources is available specifically for members.</p> <p>This contains agendas, minutes, training opportunities, links to web resources and access to performance data.</p> <p>Members are informed about the information that is available.</p>	Members routinely use the provisions required for level one and report that this is sufficient.	Good practice might include an interactive portal dedicated to members.
D3. Facilities for members to work in the Council are available.	<p>Member needs have been reviewed and where required the following are provided:</p> <ul style="list-style-type: none"> ▪ Shared areas for example for each political group. ▪ Private rooms for meetings. ▪ Offices for senior office holders. 	<p>The needs of members must have been assessed.</p> <p>Rooms must be available but not necessarily permanently dedicated.</p>	Members report that facilities are sufficient and that their needs are regularly reviewed.	