Notice of Meeting:

Democratic Services Committee

Monday 11th May 2015 at 2.00pm
Council Chamber, County Hall, Rhadyr, 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 16th March 2015 (copy attached).
5.	Action Plan feedback (copy attached).
6.	To receive a report by the Digital and Technology Manager entitled Operational ICT (copy attached).
7.	To receive a report by the Scrutiny Manager regarding Scrutiny - End of Year Reflections (copy attached).

Paul Matthews

Chief Executive

Democratic Services Committee Membership

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

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
- Maintaining locally accessible services

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
Council Chamber, County Hall, Usk on 16th March 2015 at 2.00 p.m.**

PRESENT: County Councillor D. Blakebrough (Chairman)

County Councillors: D.L. Edwards, J. Higginson, P.Jones, J.L. Prosser, V.E. Smith and A. Webb.

OFFICERS IN ATTENDANCE:

Mrs T. Harry   -   Head of Democracy and Regulatory Services
Mrs S. King   -   Senior Democratic Services Officer

1.   APOLOGIES FOR ABSENCE

Apologies for absence were received from County Councillors R. Harris, S.G.M. Howarth and S. Jones.

2.   PUBLIC OPEN FORUM

There were no questions raised during the public open forum.

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 9th February 2015 be confirmed and signed as an accurate record.

During discussion of the minutes we noted action points as follows:

- Cabinet support – ongoing discussions were held with members
- SRS Support – survey circulated to all staff and meeting held with the Organisational Development Lead, issues raised by members were similar to those being raised by staff. A small report would be compiled with checklist which would identify issues and possible resolutions. We agreed that the officer would be invited to attend the next meeting with summary of issues and check list of how these could be resolved.
- We requested that a technical officer could also be invited to attend the next meeting.
- Members highlighted that the Democratic Services Committee needed to ensure that members were able to access systems when required and that solutions were quick and effectively dealt with.

- An item would be included on the next agenda, the Organisational Development Lead and technical officers would be invited to attend. Information would be provided regarding detail of associated costs for 24/7 support.
- Casework manager – we agreed that a demonstration of a casework management system would be arranged for a future meeting.
- Meeting information – following a committee request, meeting information was displayed on a board in Usk reception. Some members welcomed the information whereas some others preferred details to be displayed via a television screen. Cost options would be considered and alternatives would be investigated.
- The committee were informed that meeting information was static and the TV screen in reception was utilised for promoting the message of Monmouthshire.
- Building and chamber issues – we noted that these were ongoing and would be monitored.
- Telephone directory – a small phone directory was being progressed. We noted that detailed contact information was available via the Hub.
- Promoting local democracy – a number of councillors had visited towns with the events trailer to promote democracy.
- Training The Hub – a number of drop in sessions had been arranged which would provide members with an opportunity to attend training.
- Communications – the Communication and Engagement Manager had attended the previous meeting. Members were advised that considerable work had been undertaken on the website and members were encouraged to contact Democratic Services with any additional details that were required on web pages.

5. WLGA PROFFESSIONAL DEVELOPMENT

We received the WLGA Continuing Professional Development for Councillors 2015, the competency framework described the range of skills and knowledge required by elected members and a set of associated effective behaviours.

We discussed the document and noted the following points:

- We noted that there was still opportunity for a response to be submitted.
- Members agreed that the competency framework was clear and concise.
- The committee recognised that the document provided guidance and framework for the ideal councillor and role.
- Council had endorsed the annual review and development for members, it provided an opportunity for assessment of training and development needs.
- General refresher training was provided for members in relation to performance, scrutiny, health and safety. This was supplemented with briefings and seminars on specific issues.

6. DISCUSSIONS ON TIME CHANGE OF FULL COUNCIL TO 5PM INSTEAD OF 2PM

We discussed the effects of changing the start time of Council meetings from 2pm to 5pm. This followed a proposal agreed at full Council meeting on 26ᵗʰ February 2015.

We noted that the purpose was for times to be considered, in order for increased diversity and accessibility for public and residents.

A survey had been distributed to members, which consisted of the following questions:

> ➢ **Do you support changing the start time of Council from 2pm to 5pm?**
> ➢ **What do you believe are the benefits of changing the start time to 5pm?**
> ➢ **What do you believe are the benefits of retaining a 2pm start?**
> ➢ **Would a 5pm start clash with existing commitments?**
> ➢ **Would you want a trial period and for how many meetings?**

In general, responses highlighted that most members preferred meetings to remain at 2pm and that 5pm meetings would clash with existing commitments. Members welcomed a trial period and additional comments were included.

Information was provided in relation to meeting times of other authorities and there appeared to be no conclusive evidence between increased diversity and meetings being held later in the day.

During discussion we noted:

- The committee highlighted that there were positive and negative aspects to time changes.
- We discussed the possibility of a trial of one meeting with alternative time.
- A member noted that some employers provided time off for elected members to undertake council duties. We noted that this was guidance.
- The Head of Democracy and Regulatory services advised that officers worked on an agile basis and would be flexible in meeting requirements. The time of meetings would need to be decided by members.
- We thanked officers for evidence and comparisons against other authorities that had been provided. The information informed the committee and were minded to remain at 2pm start times. However, we considered whether further work was required.
- We agreed that there was no conclusive evidence to show that a change of times affected increased diversity.
- Some members were totally opposed to the change of time and some members supported the proposal.
- We recognised that 5pm meeting times may clash with some school governor meetings.
- The committee agreed that a recommendation would be submitted to Council for debate.

We recommended that on the evidence presented, the Committee could not find any substantial reason to change the time at this stage but open to further debate as and when.

We resolved to agree the recommendation and that it would be presented to full Council on 26th March 2015.

7. INDEPENDENT REMUNERATION PANEL WALES REPORT

We received the Independent Remuneration Panel Wales, seventh annual report since it was established in 2008 and the fourth annual report since the approval of the Local Government (Wales) Measure 2011.

We discussed the care and child care allowance payments that were available to members, however, the committee were concerned that many members do not claim because of the requirements to make the payment known publically.

The committee requested that this issue should be considered by the panel, and members should be encouraged to claim the allowance.

We noted that the type of information to be published was prescribed, however, the authority could write to the panel to explain that there was a perceived stigma to this type of claim and there seemed to be a reluctance to claim amongst members.

We resolved that a letter would be sent to the panel, outlining concerns raised and highlighting that members should be encouraged to claim for care and childcare allowance.

We received and noted the report.

8. ANY OTHER BUSINESS

Engagement with Welsh Government

At the last meeting an issue had been raised regarding being proactive and further engagement with the Welsh Assembly, in influence and communication on future bills.

We agreed that this issue would be discussed at the coordinating board, so that member input from could be maximised.

Members were frustrated that that Welsh Government had arranged events without local members being consulted. Concerns were expressed that consultation was not being undertaking regarding events which affected local wards.

The issue would be considered on a future agenda.

Youth engagement

The Democratic Services Committee Chair highlighted that a youth forum existed in Monmouthshire and suggested that communication and engagement was developed with them.

We noted that the Chairman's cadet was introduced for the term of office and this contributed to engagement. It would be useful to look at what process was operated by other authorities.

We agreed that engagement with youth representatives and examples of best practice would be included on a future agenda.

The committee would be presented with a report which identified achievements throughout the year.

9.   DATE AND TIME OF NEXT MEETING

We noted that the next meeting would be held on Monday 11th May 2015 at 2.00pm.
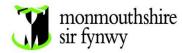
The meeting ended at 3.20pm

Democratic Services Actions
March 2015

Minute Item:	Subject	Officer	Outcome
4. Minutes	• Ascertain support required for Cabinet members	T. Harry	**Meeting with Cabinet members (ongoing)**
	• Discussion to be held with Management regarding 7 day support from SRS	D. Blakebrough	**Item for next agenda (issues raised and costs relating to 7 day support)**
	• Investigate database management software for members	T. Harry	**Demo required at future meeting**
	• Meeting display board in Usk Reception. Investigate costing options for alternative methods to display information	T. Harry	**Ongoing**
	• Building and chamber issues.	M. Long	**Committee to continually monitor**
	• Councillor web pages.	Committee / members	**Elected members to contact Democratic Services with any updated information**
6. IRPW Report	• Concerns to be conveyed regarding reluctance of members to claim for care and child allowance payments.	T. Harry	**Letter sent to IRPW**

8. Additional items	• Engagement with Welsh Government	Democratic Services / Chair	**To be discussed on future agenda.**
	• Youth Engagement		**To be discussed on future agenda.**

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SUBJECT: Operational ICT
MEETING: Democratic Services Committee
DATE: 11th May 2015
DIVISION/WARDS AFFECTED: ALL

1   PURPOSE:

1.1   To update the Democratic Services Committee on operational ICT issues with Members and Employees.

2.   RECOMMENDATIONS:

2.1   That Members receive the information gathered on the most frequently occurring ICT issues and review the FAQ checklist.

3.   KEY ISSUES:

ICT is a hot topic, with general feedback suggesting that the ICT provision in MCC is failing and that we don't have sufficient helpdesk resources to solve the day-to-day ICT problems that occur for users of the service.

3.1   Who provides the ICT service?

The ICT core service is provided by the SRS (Shared Resource Service), and we have an 'account management' function within MCC to ensure that MCC drives the SRS direction and not the other way around. The core service delivery list is shown in Appendix 1, most of which users of the service will never need to know about, but are crucial to running the engine house that enables you to access and use ICT. You may notice that mobile telephony isn't on the list, and that's because the SRS aren't responsible for this service. It's run by our office services section – the same people who provide the switchboard, mail and reception.

3.3   **What are the common problems?**

We have listened to feedback from the Helpdesk, ICT events and ICT surveys we have gathered evidence relating to the specific concerns and complaints about ICT. The most common calls to the helpdesk are-

- I can't logon to my laptop in work.
- My phone/tablet isn't working.
- Help! My laptop is updating and I need to leave the office….
- I can't send or receive e-mails because my mailbox is full
- I'm trying to logon at home but I can't.
- I need 24/7 helpdesk as I often work outside of normal office hours
- My laptop is too locked down and I can't download games onto it
- My laptop is broken and I need a new one

3.4   **Why are people having problems?**

From the evidence we have collected we know that problems fall into 4 camps
- There is a problem with the engine room and a large number of people are having problems
- There is a minor issue with individual equipment but it stops people working effectively so it's a major event for them
- People simply don't have the skills to use the equipment/systems so are frustrated
- People simply don't know how to request a service or help when it comes to ICT

3.5   **So what are we doing about it?**
- We have created a simple 'first aid responder' checklist for you to keep with your computer or phone
- We have created a page on The Hub for you to look for answers to your problem
- We have started a network of Digital Champions – real people to help you with simple problems. There should be several of these in the Democratic Services Team as a first point of contact for Members.
- We will let people know where to go to get help and how to escalate a problem
- We will endeavour to give a 'be more human' campaign wherever possible to provide a person to help you rather than rely on self-help – but resources won't enable us to do this all of the time

- We hold regular events for Members and Staff where they can receive IT support. These events are well publicised but poorly attended leading us to think the problems aren't as prolific as they first seem.
- We have numerous guidance and self-help documents, including tips and techniques on the best way to communicate with people electronically.

3.6   **Helpdesk Cover**

The main point of contact for ICT problems is via the helpdesk. This is staffed by a small team that also serves Gwent Police and Torfaen CBC and is manned during normal office hours. There is an 'on call' service for 'life or death' critical services e.g. if the police control room software were to break down. This is for ICT engineers to be able to respond to a breakdown and is not for general enquiries.

Members have requested that a 24/7 helpdesk service be provided, and this will cost £25,000 for on-call and overtime for existing employees. However, the existing employees are not contractually obliged to work outside their normal hours, and if they are unable to provide the service the SRS will have to employ two people to cover at a cost of £55,000 including on-costs. This is a lot of money, and hopefully if most of the common ICT problems can be solved by self-help we can avoid having to spend it at all. There will always be isolated occasions when help is needed but it may be better to contact an informed colleague than have a service that costs a lot but is little used.

4.   REASONS:

4.1   There has been a lot of negative feedback on ICT services yet the performance statistics are showing us that things are good. What we have learned is the majority of complaints are about very simple things, and often because people don't know where to go for help or simply need a gentle reminder to prompt them to e.g. change their passwords.

5.   RESOURCE IMPLICATIONS:

5.1   The resource implications range from £0 to £55,000 depending on the options being considered for out of hours help desk support.

6.   SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

6.1   There are no sustainability issues arising from this report

7.   CONSULTEES:

7.1   SLT, Democratic Services

8.   **BACKGROUND PAPERS:**
       SRS Core Service Delivery List

       The Hub PCtips
       how do I communicate
       IT checklist

9.   **AUTHOR:**

       Sian Hayward, Digital and Technology Manager

10.   **CONTACT DETAILS:**
       079714893998 / 01633644309
       sianhayward@monmouthshire.gov.uk

Appendix 1

SRS Core Service Delivery List

Core service delivery consists of many aspects which the end user of SRS services doesn't see, but without which they would not be able to use ICT services. This is the main list of core services provided by the SRS, and under these main headings there are numerous sub-categories.

- Oversight (Thought Leadership)
- Planning – Turning a vision into reality
- Strategy – Aligning the 3 strategies into one
- Back Office Procurement – For equipment and
- Service Desk – Help via the phone or self-service
- Desktop – the services seen on your laptop
- Repairs – Equipment, networks and servers
- Education and schools ICT provision
- Infrastructure (Core) – Wires and equipment
- Infrastructure (Project) – New initiatives
- Application Development (Core) – Keeping existing systems going
- Application Development (Project) – Commissioning new systems
- SIMS – The core education system
- GIS – The provision and management of the core spatial system
- Reform and Collaboration – Joint services and systems
- R&D (innovation) – For new applications and processes
- Automation and streamlining existing processes
- Quality – Testing and control of the services and infrastructure
- Financial – Managing budgets
- Project Management – For applications
- Relationship Management / Account / Stakeholder – Managing expectations and performance with MCC
- Business Solutions – Providing electronic solutions to business problems
- Training – ICT training for employees
- Value for Money Assessment – Ensuring services add value
- Security – Preventing cyber attacks
- Data Protection – Keeping data safe
- Disaster Recovery – Backup of data and services
- Mobile Device Management – Enabling us to use mobile equipment
- Contract management – Managing the many ICT contracts

Another future function is to bring both primary and secondary schools under the core service provision of the SRS, providing a common ICT platform and standard and ensuring futureproofed ICT services in education. Schools will enter into new SLA's for this revised service.

The "Equality Initial Challenge"

Name: Sian Hayward Service area: Digital and Technology Date completed:27/04/15		Please give a **brief description** of what you are aiming to do. I am reporting to members on the support provided for ICT knowledge and expertise	
Protected characteristic	Potential **Negative** impact Please give details	Potential **Neutral** impact Please give details	Potential **Positive** Impact Please give details
Age		No impact on protected characteristics	
Disability		No impact on protected characteristics	
Marriage + Civil Partnership		No impact on protected characteristics	
Pregnancy and maternity		No impact on protected characteristics	
Race		No impact on protected characteristics	
Religion or Belief		No impact on protected characteristics	
Sex (was Gender)		No impact on protected characteristics	
Sexual Orientation		No impact on protected characteristics	
Transgender		No impact on protected characteristics	
Welsh Language		No impact on protected characteristics	

Version - March 2014

Please give details about any potential **negative Impacts.**	How do you propose to **MITIGATE** these **negative impacts**
➢	➢
➢	➢
➢	➢
➢	➢

Signed   Sian Hayward   Designation   Digital and Technology Manager
Dated 27/04/15

EQUALITY IMPACT ASSESSMENT FORM

What are you impact assessing	Service area
The setting up of a capital replacement fund	Digital and Technology
Policy author / service lead	**Name of assessor and date**
Sian Hayward	Sian Hayward

1. What are you proposing to do?

Inform Members of the ICT common problems and the support available to them when they experience them.

2. Are your proposals going to affect any people or groups of people with protected characteristics in a **negative** way?   If **YES** please tick appropriate boxes below.

Age	N	Race	N
Disability	N	Religion or Belief	N
Gender reassignment	N	Sex	N
Marriage or civil partnership	N	Sexual Orientation	N
Pregnancy and maternity	N	Welsh Language	**N**

3.   Please give details of the negative impact

4.   Did you take any actions to mitigate your proposal? Please give details below including any consultation or engagement.

5. Please list the data that has been used to develop this proposal? e.g. Household survey data, Welsh Govt data, ONS data, MCC service user data, Staff personnel data etc...

There are no requirements for data to support this as it's internal information and support only.

Signed………Sian Hayward……………………………**Designation…Digital and Technology Manager……………………………………Dated**…27/04/15….

The "Sustainability Challenge"

| **Name of the Officer** completing "the Sustainability challenge" **Sian Hayward** | Please give a **brief description** of the **aims** proposed policy or service reconfiguration

Set up a capital replacement fund from the existing ICT reserve in order to replace essential infrastructure and network equipment |
|---|---|
| **Name** of the Division or service area

Digital and Technology | **Date** "Challenge" form completed 27/04/15 |

| Aspect of sustainability affected | **Negative impact**

Please give details | Neutral impact

Please give details | **Positive Impact**

Please give details |
|---|---|---|---|
| **PEOPLE** | | | |
| Ensure that more people have access to healthy food | | There is a neutral impact as a result of this proposal as it's information only. | |
| Improve housing quality and provision | | There is a neutral impact as a result of this proposal as it's information only. | |
| Reduce ill health and improve healthcare provision | | There is a neutral impact as a result of this proposal as it's information only. | |
| Promote independence | | There is a neutral impact as a result of this proposal as it's information only. | |
| Encourage community participation/action and | | There is a neutral impact as a result of this proposal as it's information only. | |

Version - March 2014

voluntary work			
Targets socially excluded		There is a neutral impact as a result of this proposal as it's information only.	
Help reduce crime and fear of crime		There is a neutral impact as a result of this proposal as it's information only.	
Improve access to education and training		There is a neutral impact as a result of this proposal as it's information only.	
Have a positive impact on people and places in other countries		There is a neutral impact as a result of this proposal as it's information only.	
PLANET			
Reduce, reuse and recycle waste and water		There is a neutral impact as a result of this proposal as it's information only.	
Reduce carbon dioxide emissions		There is a neutral impact as a result of this proposal as it's information only.	
Prevent or reduce pollution of the air, land and water		There is a neutral impact as a result of this proposal as it's information only.	
Protect or enhance wildlife habitats (e.g. trees, hedgerows, open spaces)		There is a neutral impact as a result of this proposal as it's information only.	
Protect or enhance visual appearance of environment		There is a neutral impact as a result of this proposal as it's information only.	
PROFIT			

Protect local shops and services		There is a neutral impact as a result of this proposal as it's information only.	
Link local production with local consumption		There is a neutral impact as a result of this proposal as it's information only.	
Improve environmental awareness of local businesses		There is a neutral impact as a result of this proposal as it's information only.	
Increase employment for local people		There is a neutral impact as a result of this proposal as it's information only.	
Preserve and enhance local identity and culture		There is a neutral impact as a result of this proposal as it's information only.	
Consider ethical purchasing issues, such as Fairtrade, sustainable timber (FSC logo) etc.		There is a neutral impact as a result of this proposal as it's information only.	
Increase and improve access to leisure, recreation or cultural facilities		There is a neutral impact as a result of this proposal as it's information only.	

What are the potential negative Impacts	Ideas as to how we can look to **MITIGATE** the **negative impacts** (include any reasonable adjustments)
➢	➢
➢	➢

➢	➢
➢	➢

The next steps

- If you have assessed the proposal/s as having a **positive impact please give full details** below

- If you have assessed the proposal/s as having a **Negative Impact** could you please provide us with details of what you propose to do to mitigate the negative impact:

Signed   Sian Hayward   Dated 27/04/2015

Agenda item 7

January to May 2014 ~ Improvements made to our governance/scrutiny arrangements:

- ✓ **Ensured all Forward work programmes are publicly accessible on MCC website**. Every ordinary select committee agenda tables the work programmes of Select Committees, Cabinet and Council, also considered at Coordinating Board. Cabinet Forward Planner now emailed regularly to all Members.

- ✓ **Reduced agenda size for Select Committees** – reduced number of items per scrutiny meeting to ensure there is sufficient opportunity for in-depth scrutiny, agendas comprising typically a policy review, a performance report, pre-decision scrutiny or statutory report.

- ✓ **Expanded the use of Special meetings** - to manage workload. These provide flexibility and ensure that scrutiny is undertaken at the optimum point – early enough to shape direction, not too late to make an impact.

- ✓ **Introduced Pre-meetings** for all Select Committees – these have proven highly effective in agreeing a focus and ensuring outcomes and has evidenced more constructive challenge across all the committees.

- ✓ **Improved the quality, timeliness, relevance of information** being brought to scrutiny to ensure a consistent picture of performance.

- ✓ **Introduced a more focussed scrutiny approach** - policy development work undertaken through task and finish group delivered high quality reports, but the timeliness of the activity meant scrutiny sometimes missed the boat in terms of impact. We now conduct shorter and sharper pieces of work as a full committee, which is proving effective as follows:

  → Scrutiny activity is aligned to delivering the corporate priorities in line with the Medium Term Financial plan
  → We have increased our levels of challenge and our ability to hold to account
  → We have a better balance of scrutiny activity - testing decisions through pre-decision scrutiny and holding cabinet and officers to account for performance.
  → Additional Select Committee meetings enable public attendance and participation in scrutiny work.

April/May 2014 ~ submitted a "Good Scrutiny Award" to the Centre for Public Scrutiny based on the work of the Economy and Development Select Committee's impact on the Council's final budget.

Agenda item 7

May 2014 ~ delivered a "Scrutiny Handbook" to provide a useful reference guide for Members, officers and the public on the role and value of scrutiny.

June 2014 ~ delivered the "Gwent Scrutiny Challenge Conference" which brought key regulators together to agree to develop a set of Scrutiny Characteristics to form a framework upon which to evaluate scrutiny across Wales.

July 2014 ~ delivered a comprehensive half day scrutiny training session for Members (repeated)

→ The Scrutiny Challenge - Raising the Bar
→ Performance Management - The Jigsaw – the strategic alignment of priorities
→ Financial Scrutiny and Performance Management

September 2014 ~ delivered a training session for CYP Members on "Financial Scrutiny of Education"

October 2014 ~ agreed a strategic approach for the scrutiny of partnerships ~ the priorities to be divided amongst the 4 Select Committees and the future establishment of an LSB Scrutiny Panel to hold the LSB/evolving Public Service Board to account for its performance.

October 2014 ~ established an EAS Joint Audit Committee ~ to hold the company to account for governance, delivery of objectives and financial management. The CYP Select Committee holds officers and the EAS to account for performance on the delivery of local outcomes.

October 2014 ~ delivered 2 separate half day Member training sessions through an external trainer on Questioning and Listening and Chairing Scrutiny meetings

October/November 2014 ~ introduced Live Streaming via YouTube for Cabinet, Council, Select Committees, Planning and Licensing Committees

Agenda item 7

January 2015 ~ Scrutiny Chairs Liaison Group ensured corporate consideration of 'safeguarding' by recommending amendments to the Council's report template (subsequently agreed by Council).

January 2015 ~ launched the Scrutiny Webpages ~ www.monmouthshire.gov.uk/scrutiny

January 2015 ~ undertook scrutiny training took place with senior management on how best to support scrutiny activity (Members agreed).

January 2015 ~ delivered training through an external trainer to Members on "Presentation and Challenge in a modern Council Environment"

January 2015 ~ Scrutiny Members added value to the Council's self-evaluation, performance management and improvement arrangements, making recommendations in relation to the Strategic Risk Assessment process, re-drafting and re-prioritising key risks.

March 2015 ~ delivered a "Toolkit for practitioners on Collaborative Scrutiny" in conjunction with Caerphilly and Blaenau Gwent Councils and launched the guide at a scrutiny conference attended by all Welsh Authorities, regulators and partners.