

MONMOUTHSHIRE COUNTY COUNCIL REPORT

SUBJECT:	Member Online Support
MEETING:	Democratic Services Committee
DATE:	14 July 2025
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- 1.1 To provide the committee with an update on the changes being made to the intranet where members can access information and the introduction of E-forms for specific tasks.

2. RECOMMENDATIONS:

- 2.1 That the committee consider the changes and propose changes to improve its use and effectiveness.

3. REASONS:

- 3.1 The resources available to Councillors on the intranet has been built upon since the elections in May 2022. It is now a rich repository of information containing guidance documents, topic specific information, officer contact details and structures as well as recordings and slides from members seminars and induction sessions. It has however been difficult to navigate and for members to find the information they are looking for.
- 3.2 To that end the look and feel of the support pages for councillors has been redesigned to significantly improve navigation and the ability to find pertinent information. Members of the committee can access the pages on the intranet here: [Democratic Services Homepage](#).
- 3.3 These pages are not yet live but are ready to switch over when considered appropriate. Members will access the pages from the homepage of the hub, scrolling down and selecting the democratic services tab.
- 3.4 Incorporated at the top of each page are quick links to common things councillors ask us for such as the forward planner and declaration of interest forms. The changes to the new pages have allowed us to consider how other things are submitted such as questions and motions for full council and call in requests.
- 3.5 With questions and motions members are relied upon to email a specific officer who, if absent, may miss receiving those details and potentially miss it off the agenda. With that in mind, E-forms have been introduced for questions, motions and call in's and are available on these pages. The form requests you to input all the information relevant to each action and will

email members of the democratic services team with the information automatically so that it can be extracted and included on the agenda. As a back up, all submissions will be saved to a table on sharepoint, as well as in office365 so there are multiple back ups to ensure nothing is lost. Councillors will also be emailed confirmation, including the details of the submission, as confirmation of its successful submission.

- 3.6 The support pages for officers have also been significantly improved including new guidance on the decision making process, e-forms for requesting members seminars as well as a new design of the forward work programme.

4. RESOURCE IMPLICATIONS:

- 4.1 Not applicable

5. CONSULTATION:

Political Group Leaders

6. BACKGROUND PAPERS:

Current support pages - [Democratic Services - Home](#)

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