

# Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr  
Chief Officer (Governance)  
Prif Swyddog (Llywodraethu)



To: Cllr Robin Guest (Chair)

CS/NG

Councillors: Alex Aldridge, Glyn Banks,  
Haydn Bateman, Chris Bithell, Clive Carver,  
David Cox, Glenys Diskin, Ian Dunbar,  
Veronica Gay, George Hardcastle, Dave Mackie,  
Tim Newhouse, Neville Phillips, Paul Shotton,  
Ian Smith, Nigel Steele-Mortimer, Owen Thomas,  
David Williams, David Wisinger and  
Arnold Woolley

22 January 2015

Maureen Potter 01352 702322  
maureen.potter@flintshire.gov.uk

Dear Sir / Madam

A meeting of the **DEMOCRATIC SERVICES COMMITTEE** will be held in the **DELYN COMMITTEE ROOM** on **WEDNESDAY, 28TH JANUARY, 2015** at **3.30 PM** to consider the following items.

**Please note that the meeting will commence at 3.30pm or on the rising of the Constitution Committee, whichever is the latest.**

Yours faithfully

Democracy & Governance Manager

## **A G E N D A**

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

---

County Hall, Mold. CH7 6NA  
Tel. 01352 702400 DX 708591 Mold 4  
[www.flintshire.gov.uk](http://www.flintshire.gov.uk)  
Neuadd y Sir, Yr Wyddgrug. CH7 6NR  
Ffôn 01352 702400 DX 708591 Mold 4  
[www.siryfflint.gov.uk](http://www.siryfflint.gov.uk)

The Council welcomes correspondence in Welsh or English  
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

3 **MINUTES** (Pages 1 - 2)

To confirm as a correct record the minutes of the last meeting.

4 **SURVEY OF RESPONSES TO MEMBER COMMUNICATIONS** (Pages 3 - 8)

Report of Chief Officer (Governance)

5 **FEEDBACK ON MEMBER DEVELOPMENT EVENTS** (Pages 9 - 14)

Report of Democracy and Governance Manager

## **DEMOCRATIC SERVICES COMMITTEE** **15 OCTOBER 2014**

Minutes of the meeting of the Democratic Services Committee of Flintshire County Council held in County Hall, Mold on Wednesday, 15 October 2014

**PRESENT: Councillor Robin Guest (Chairman)**

Councillors: Alex Aldridge, Glyn Banks, Haydn Bateman, Chris Bithell, Clive Carver, Veronica Gay, George Hardcastle, Dave Mackie, Owen Thomas, David Williams, David Wisinger, and Arnold Woolley

**APOLOGIES:** Councillors David Cox, Ian Dunbar, Tim Newhouse, Neville Phillips, Paul Shotton, and Nigel Steele-Mortimer

**IN ATTENDANCE:**

Chief Officer (Governance), Democracy and Governance Manager, Member Engagement Manager, and Committee Officer

**9. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**10. MINUTES**

The minutes of the meeting of the Committee held on 9 July 2014, were submitted.

**RESOLVED:**

That the minutes be received, approved and signed by the Chairman as a correct record.

**11. NATIONAL MEMBER DEVELOPMENT STRATEGY 2014-17**

The Member Engagement Manager introduced a report on the Welsh Local Government Association (WLGA) National Member Development Strategy for 2014-17. He provided background information and advised that the WLGA draft Member Development Strategy and the WLGA first draft of their Continuing Professional Development for Councillors competency framework was appended to the report. The Member Engagement Manager explained that the WLGA had asked that Authorities bring both documents to the attention of their Democratic Services Committees as feedback was vital to ensure the appropriate focus was retained.

During consideration of the documents it was agreed that the following change be made to the draft Continuing Professional Development for Councillors: that the heading in Section 1, 'Meeting Participation' be amended to read 'Meeting Preparation and Participation'.

**RESOLVED:**

- (a) That the draft National Member Development Strategy for 2014-17 be noted; and
- (b) That in response to consultation on the draft Continuing Professional Development for Councillors it be indicated to the WLGA that the heading in Section 1, 'Meeting Participation' be amended to read 'Meeting Preparation and Participation'.

**CHAIRMAN'S ANNOUNCEMENT**

The Chairman advised that following a request from a Member, a questionnaire would be circulated to all Members concerning response times to their enquiries. Feedback on the responses to the questionnaire would be reported to the next meeting of the Committee on 28 January 2015.

**12. PRESS IN ATTENDANCE**

There were no members of the press or public in attendance.

(The meeting commenced at 3.55 pm and finished at 4.10 pm)

.....  
Chairman

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **DEMOCRATIC SERVICES COMMITTEE**

**DATE:** **WEDNESDAY, 28 JANUARY 2015**

**REPORT BY:** **CHIEF OFFICER GOVERNANCE**

**SUBJECT:** **SURVEY OF RESPONSES TO MEMBER COMMUNICATIONS**

### **1.00 PURPOSE OF REPORT**

1.01 To report to committee the results of a survey of members on whether their communications are being dealt with in accordance with corporate service standards.

### **2.00 BACKGROUND**

2.01 At the last meeting of the committee the Chair indicated he had received representations from Councillor Carver about response times from parts of the Council to his communications. The Chair indicated that he had asked for a survey to be conducted of members to ascertain the extent of any such failure to comply with corporate response times for communications.

### **3.00 CONSIDERATIONS**

3.01 Attached as Appendix 1 is the Questionnaire that was sent to all Members. Nineteen Members responded with eleven indicating they were satisfied the customer care charter was being followed, two abstaining and six indicating that it was not being followed. All six identified the Planning Service as not complying. The only other service area identified by one Member was Community Services. The examples given by Members were referred to the appropriate Chief Officer and attached as Appendix 2 is the response of the Chief Officer Planning & Environment.

3.02 It is considered that generally the customer care standard is being met for response times to Member communications.

### **4.00 RECOMMENDATIONS**

4.01 For Members to note the result of the Member Survey.

### **5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 None as a result of this report.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None as a result of this report.

**12.00 APPENDICES**

12.01 Appendix 1 - Questionnaire  
Appendix 2 - Response of the Chief Officer Planning & Environment.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

**Contact Officer: Peter J Evans**  
**Telephone: 01352 702304**  
**Email: peter.j.evans@flintshire.gov.uk**

# QUESTIONNAIRE

In line with the Customer Care Charter, Officers should aim to respond to Member's letters, faxes, and e-mails within 10 working days of receipt.

Is the Customer Care Charter being followed in your experience? YES / NO

If not, please give examples for the period January to October 2014.

Please print your name and return to the Members Services Team by Friday, 14 November 2014.

Name: \_\_\_\_\_

**Examples:**

This page is intentionally left blank



## APPENDIX 2

From: Andrew Farrow/Environment/Flintshire/GB  
To: Peter J Evans/CorporateServices/Flintshire/GB@Flintshire,  
Date: 14/01/2015 13:21  
Subject: Re: Fw: Member Survey

Peter

From a personal perspective, it is disappointing that the Members who responded were only able to identify examples of poor practice within two portfolios of which one was Planning and Environment. However, I would urge some form of proportion is brought to bear as the Portfolio is particularly public and Member facing dealing with issues and decisions which invariably result in competing views being made and eliciting significant amounts of correspondence from the public and Members alike.

That said, since receipt of the information I have attempted to gain answers to the outstanding points raised by Cllr Peers, though I aware that in some cases the issue is nearly 1 2 months old. We will attempt to resolve all non-responded to cases.

It is difficult to comment on Cllr McGuill's comments unless she can provide particular examples. If she can, I would happily address those matters that have not received a response.

I am aware of Cllr Hinds view on the service provided by Rhys Davies and this is under investigation but at present I have not been able to find any evidence that calls or letters from her have gone unanswered.

Finally, staff have been reminded of the Customer Charter and the timescales therein. We have also undertaken a customer survey to establish how the broader customer survey that we provide is evaluated by agents, applicants and the public. That is additional study, which we will report to Planning Strategy Group in time.

**Andrew Farrow**

---

—  
**Chief Officer (Planning and Environment) | Prif Swyddog (Cynllunio a'r Amgylchedd)**  
**Flintshire County Council | Cyngor Sir y Fflint**

---

—  
**Tel | Ffôn | 01352 703201**  
**Email | Ebst | [andrew.farrow@flintshire.gov.uk](mailto:andrew.farrow@flintshire.gov.uk)**

---

—  
**<http://www.flintshire.gov.uk> | <http://www.sirffflint.gov.uk>**  
**<http://www.twitter.com/flintshirecc> | <http://www.twitter.com/csyffflint>**

This page is intentionally left blank

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **DEMOCRATIC SERVICES COMMITTEE**  
**DATE:** **WEDNESDAY, 28 JANUARY 2015**  
**REPORT BY:** **DEMOCRACY & GOVERNANCE MANAGER**  
**SUBJECT:** **FEEDBACK ON MEMBER DEVELOPMENT EVENTS**

### **1.00 PURPOSE OF REPORT**

1.01 To provide the committee with feedback on Member development events held since these were last reported to committee.

### **2.00 BACKGROUND**

2.01 At all member development events the Members present are asked to complete an evaluation form giving their feedback on it. It is the practice to provide an analysis of this feedback to meetings of this Committee on a regular basis.

2.02 Since feedback was last reported to the Committee there have been the following member development events:-

2<sup>nd</sup> & 8<sup>th</sup> July – Planning for Waste National & Local Policy Context & Technologies

19<sup>th</sup> & 27<sup>th</sup> November – Consultation on Planning (Wales) Bill

2.03 The graphs showing feedback received for each of the above are attached as Appendix 1 to this report.

### **3.00 CONSIDERATIONS**

3.01 It is considered important to receive Member feedback on development events to monitor the quality of them and to identify any issues that can be improved for future member development events.

3.02 In addition to the analysis in Appendix 1, which is generally positive, Members may wish to make observations on their experience of any events they attended or make suggestions for improvements for future member development events.

### **4.00 RECOMMENDATIONS**

4.01 That Members consider the feedback in the appendix so as to inform arrangements for future Member development events.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 None as a result of this report.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None as a result of this report.

**12.00 APPENDICES**

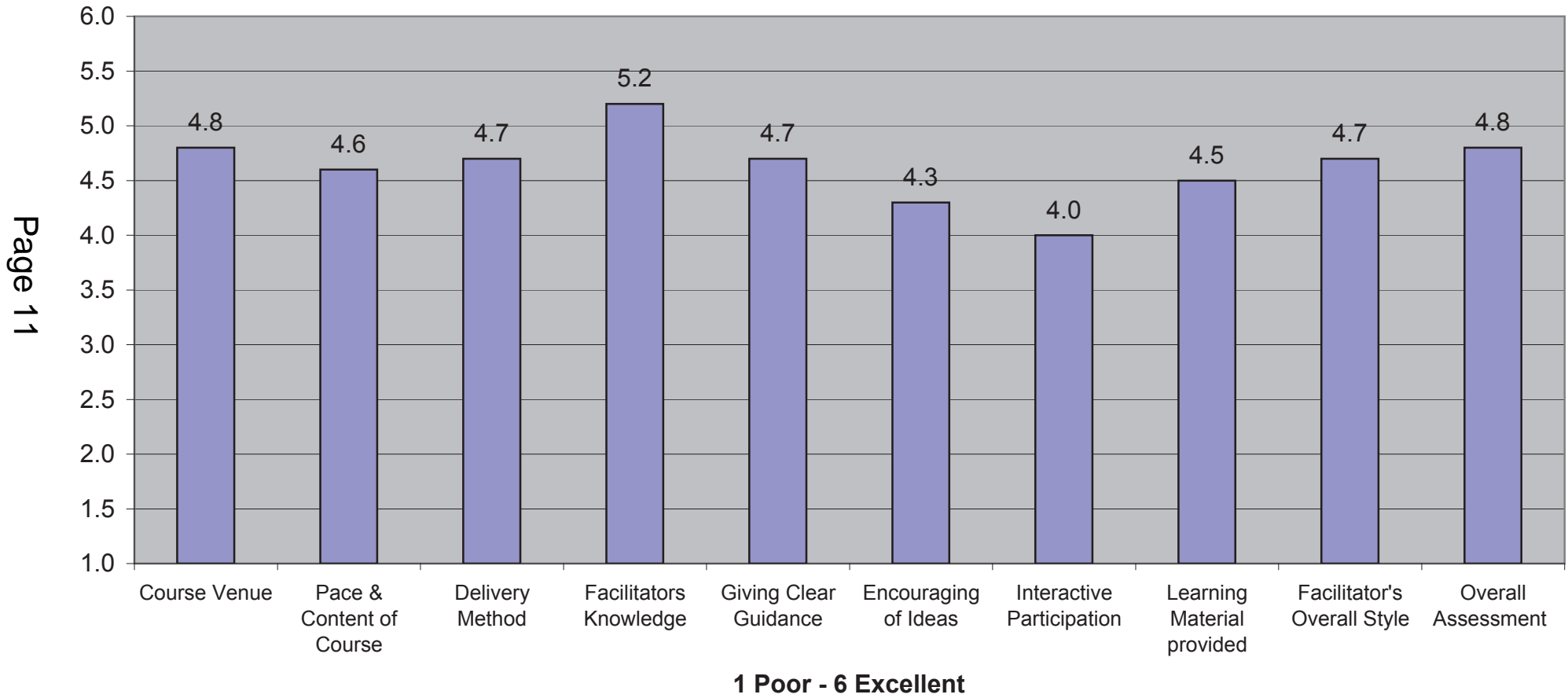
12.01 Appendix 1 – Feedback received for each training session.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

None

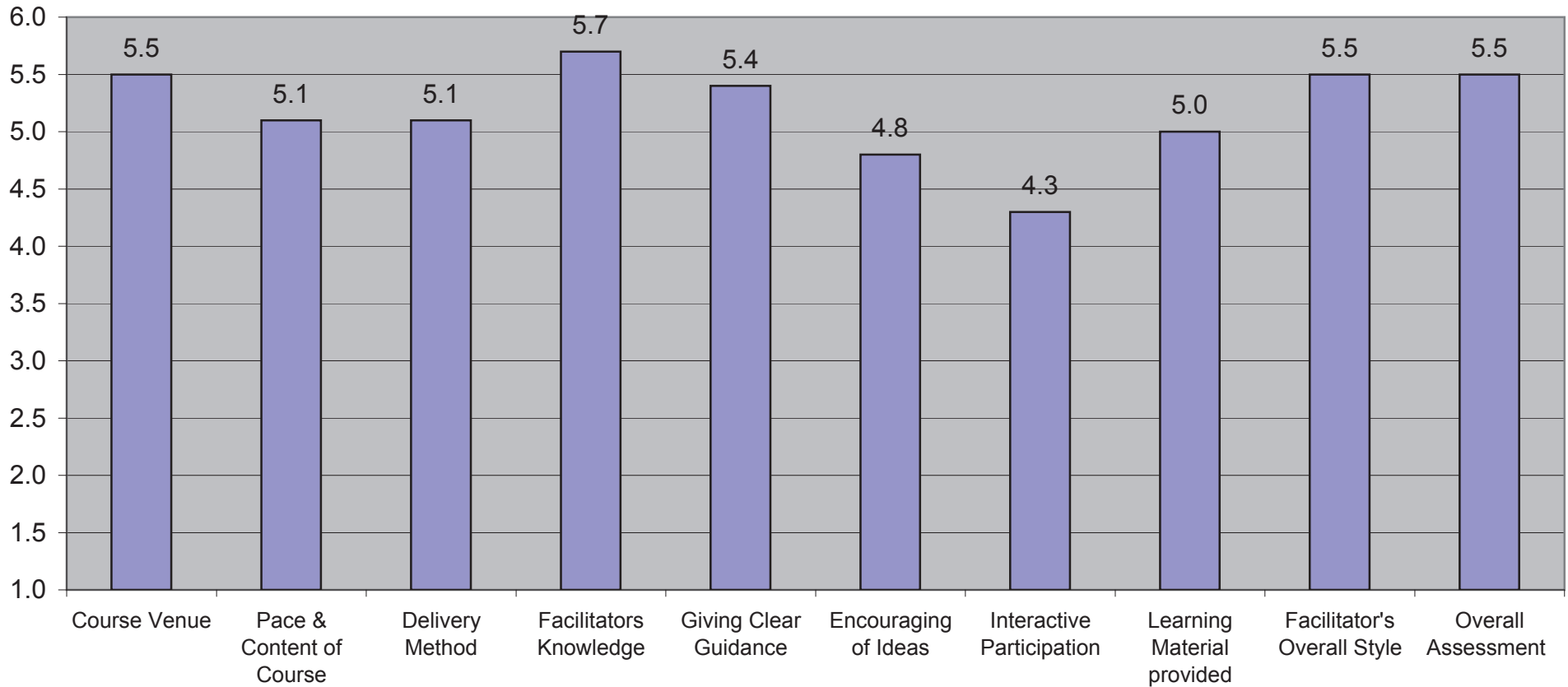
**Contact Officer:** Peter Evans  
**Telephone:** 01352 702304  
**Email:** peter.j.evans@flintshire.gov.uk

**Member Training - Planning for Waste National & Local Policy Context & Technologies**  
**2nd July 2014, 2.00pm - 5.00 pm - Delyn Room**  
**Lead Officer: Martha Savage - 14 Attendees**



**Member Training - Planning for Waste National & Local Policy Context & Technologies**  
**8th July 2014, 10.00am - 1.00 pm - Alyn & Deeside Room**  
**Lead Officer: Martha Savage - 14 Attendees**

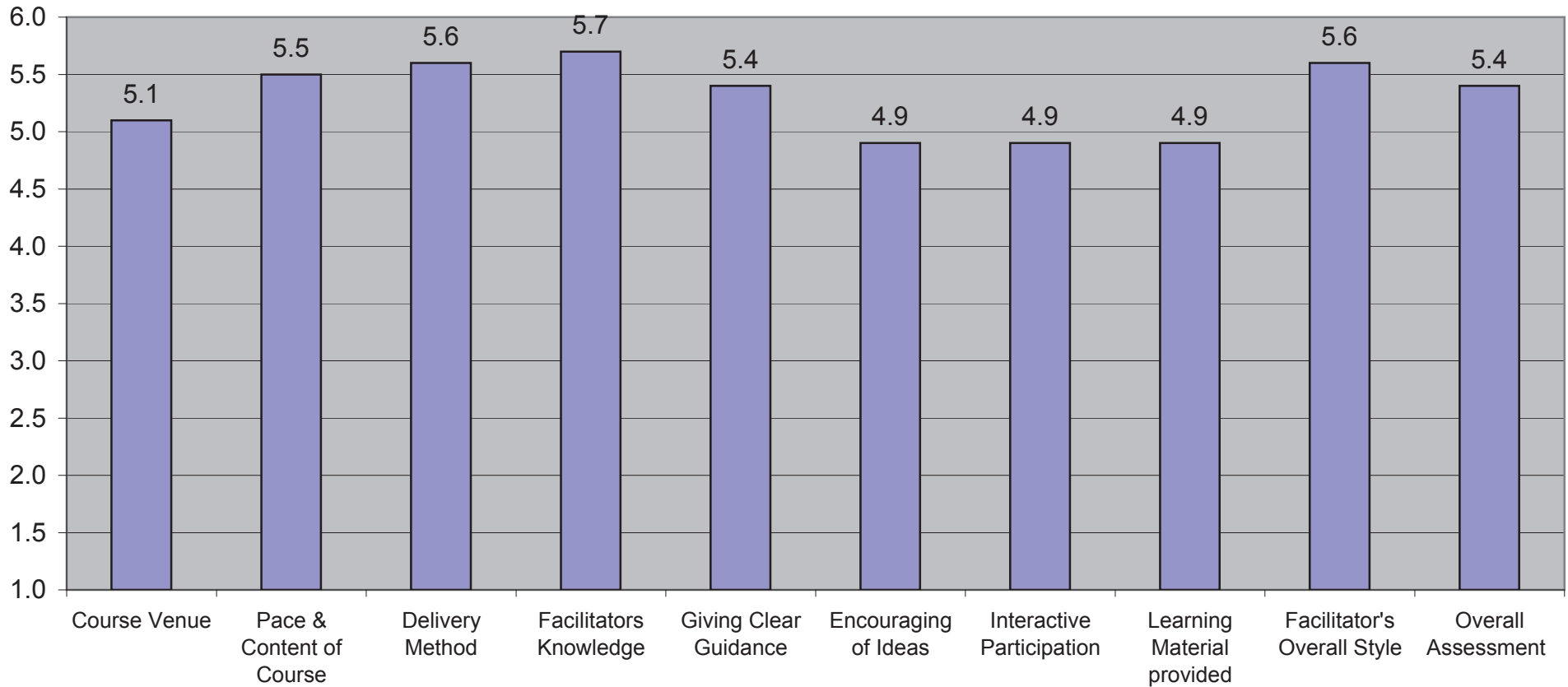
Page 12



**1 Poor - 6 Excellent**

**Member Training - Consultation on Planning ( Wales) Bill**  
**19th November 2014, 10.00am - 1.00 pm - Alyn & Deeside Room**  
**Lead Officer: Andy Farrow - 22 Attendees**

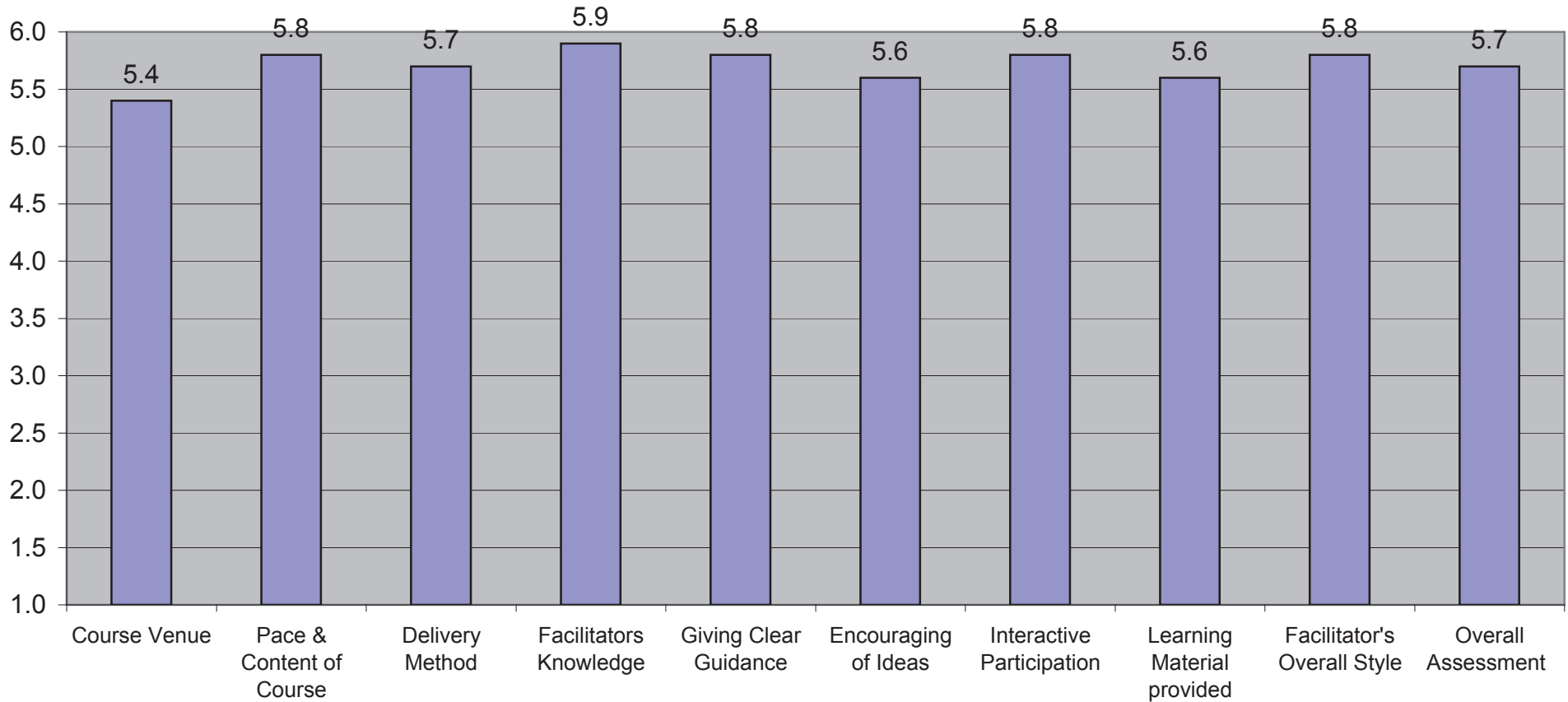
Page 13



**1 Poor - 6 Excellent**

**Member Training - Consultation on Planning (Wales) Bill**  
**Thursday 27th November 2014, 2.00pm - 5.00 pm - Alyn & Deeside Room**  
**Lead Officer: Andrew Farrow - 13 Attendees**

Page 14



**1 Poor - 6 Excellent**