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# PUBLIC PARTICIPATION STRATEGY

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RHONDDA CYNON TAF





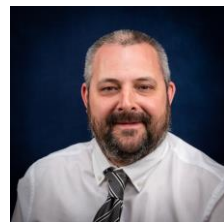
## FOREWORD

We value the contribution that local people can make to develop and evaluate Council services that will work well for us all. Our Public Participation Strategy and accompanying action plan sets out how we will talk and listen with all of those who live in Rhondda Cynon Taf. This means engaging and consulting about the way we do things, promoting awareness of how people can become a member of the Council and making sure that local people can easily give us their views about a decision before, and after, it is made.

This Democratic Public Participation Strategy details how the Council aims to promote:

- awareness among local people of the council's functions;
- awareness among local people of how to become a member of the principal council, and what membership entails;
- ways of facilitating access for local people to information about decisions made, or to be made, by the principal council;
- ways of promoting and facilitating processes by which local people may make representations to the principal council about a decision before, and after, it is made;
- arrangements made, or to be made, for the purpose of the council's duty in bringing views of the public to attention of overview and scrutiny committees
- ways of promoting awareness among members of the principal council of the benefits of using social media to communicate with local people

We will continue to adopt new and emerging best practice, for example by developing digital engagement platforms and working on engagement with our partners on the Public Services Board. This Public Participation Strategy seeks to make it easier for everybody in Rhondda Cynon Taf to have a voice in our decision-making process, in-line with the requirements of the Local Government & Elections (Wales) Act 2021. As part of fulfilling these statutory requirements we want to build and maintain relationships with our communities, and we want to ensure that all engagement undertaken by the Council is effective, efficient and consistent. There are difficult times ahead, and a key focus of our approach will be to ensure the broadest understanding of these challenges and the necessary decisions required by the Council, to make best use of the resources available to us.

				
<i>Cllr Andrew Morgan</i> Leader & Chair of the Cabinet	<i>Cllr Gareth Hughes</i> Presiding Member of the Council	<i>Cllr Julie Edwards</i> Chair of the Overview & Scrutiny Committee	<i>Cllr S Rees</i> Chair of the Planning & Development Committee	<i>Cllr A Fox</i> Chair of the Licensing Committee

## SUMMARY

The Council comprises seventy-five elected Councillors representing Electoral Wards. The Council normally meets on a monthly basis and has a list of functions that include; adopting and changing the Constitution, approving and adopting the Budget and Policy Framework, appointing the Leader, determining and agreeing Committees and their terms of reference. Up to ten of the Council's members make up the Cabinet (the Executive), including the Leader of the Council. The Cabinet is responsible for carrying out all the local authority functions which are not the responsibility of the Council. Cabinet Members are responsible for decision making within specific areas of interest, known as portfolios. Scrutiny Committees act as a 'critical friend' to the Cabinet and other decision makers in order to promote better services, policies and decisions. Working in a similar way to parliamentary select committees, scrutiny involves councillors who are not in the cabinet. The Planning Committee, Licensing Committees and Governance & Audit Committee make the Council's regulatory decisions. Planning Committee determines planning applications, Licensing Committee determines licences to drive a hackney carriage or a private hire vehicle (taxis), public entertainment licences for premises amongst others, and Governance & Audit Committee reviews and scrutinises the Council's financial affairs. Democratic Services Committee reviews the adequacy of provision by the Authority to discharge the democratic services function and finally there is also a Standards Committee to promote high standards of conduct and support Councillors to comply with the Code of Conduct.

## WHAT IS INCLUDED IN THIS DOCUMENT.

Section 1 - How will the Council comply with the requirements of the Local Government & Elections Wales Act 2021?

Section 2 – Reference to the following documents to assist the public with participation with the Council

- *The Council's Involvement & Engagement Framework 2020-24*
- *Council Participation Guide for Residents*
- *Scrutiny Participation Guide for Residents*
- *Cabinet Participation Guide for Residents*
- *Regulatory Committees Participation Guide for residents*

Section 3 - How we will measure success?

**(N.B.** All documents hyperlinked within this strategy are available in paper copy upon request by contacting the Council Business Unit in any of the following ways:

By writing to: Council Business Unit, The Pavilions, Cambrian Park, Clydach Vale, CF40 2 XX

By telephone: 07385 401845

By email: [Councilbusiness@rctcbc.gov.uk](mailto:Councilbusiness@rctcbc.gov.uk))

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## **Section 1**

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### **How will the Council comply with the requirements of the Local Government & Elections (Wales) Act 2021**

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Section 40 of the Local Government & Elections (Wales) Act 2021 places a duty on each Principal Council to prepare and publish a Public Participation Strategy.

The Public Participation Strategy will complement the Council's Consultation & Engagement Strategy. The Strategy is required to promote:

- A. The Principal Council's functions.
- B. How to become a Member (Councillor) of the Principal Council, and what membership (Being a Councillor) entails.
- C. Accessing information about decisions made, or to be made, by the Principal Council.
- D. Making representations to the Principal Council about a decision before, and after, it is made.
- E. Arrangements made, or to be made, for the purpose of the Council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees).
- F. Benefits of Councillors using social media to communicate with local people.

**Duty 1. The Principal Council's Functions** - *Promoting awareness of the functions the council carries out to local residents, businesses and visitors*

#### **How the Council Operates**

All 75 Councillors meet as the Council of Rhondda Cynon Taf. All meetings of the Council are open to the public, but occasionally the Council will resolve to go into private session if confidential or exempt business is to be transacted, as outlined on the Committee agenda. Private sessions of Council are rare.

At Council meetings Councillors decide the Council's overall policies and set the budget each year (these are termed as Non-Executive Functions). The Council has a Cabinet which is responsible in turn for implementing policies agreed by the Council and taking executive decisions on matters which are not the responsibility of the Council or its Committees (these are termed as Executive Functions).

## How the Council Works?

The Council comprises 75 Councillors representing 46 Electoral Wards. Further information may be found [here](#).

The Council normally meets monthly and has a list of functions including adopting and changing the Constitution, approving and adopting the Budget and Policy Framework, appointing the Leader of Council, determining and agreeing Committees and their terms of reference. The Council has a fluid work programme identifying the business to be addressed at each Committee, which is available [here](#)

Several Councillors (this can include Job Share Cabinet Members) make up the [Cabinet](#) (the Executive). The Leader of the Council is the Chair of Cabinet. The Cabinet is responsible for carrying out all the Local Authority functions which are not the responsibility of the Council. The Cabinet take forward 'Key Decisions.' Cabinet Members are responsible for decision making within specific areas, known as Cabinet Portfolios.

It is at the discretion and decision of the Leader of the Council as to how Executive functions are discharged. At the Annual Meeting of the Council, the Leader will present a document for inclusion in the Scheme of Delegation containing the following information about Executive functions for the ensuing municipal year:

- the extent of any authority delegated to Cabinet Members individually, including details of any limitation on their authority;
- the terms of reference and constitution of such Cabinet Committees are determined by the Leader

A copy of the Leader's Scheme of Delegation can be found [here](#).

Senior Officers within the Council's [Senior Leadership Team](#) are able to take forward decisions on behalf of the Council, which are termed as 'Officer Delegated Decisions'. A record of delegated decisions can be found [here](#). The nature and extent of any delegation to Officers, with details of any limitation on that delegation, and the title of the Officer to whom the delegation is made is also contained within the Leader's Scheme of Delegation.

Scrutiny Committees act as a 'critical friend' to the Cabinet and other decision makers to promote better services, policies, and decisions. Working in a similar way to Parliamentary Select Committees, scrutiny involves Councillors who are not in the Cabinet.

The Planning Committee, Licensing Committees and Governance & Audit Committee make the Council's regulatory decisions.

- i) Planning Committee determines planning applications.
- ii) Statutory Licensing Committee determines public entertainment licences for premises amongst others.
- iii) General Licensing Committee determines licences to drive a hackney carriage or a private hire vehicle (taxis).
- iv) Governance & Audit Committee reviews and scrutinises the Council's financial affairs.

The Council's Governance Committees carry out certain roles within the Local Authority in ensuring high standards of conduct are adhered to.

- v) Democratic Services Committee reviews the adequacy of provision by the Authority to discharge the democratic services function.
- vi) Standards Committee seeks to promote high standards of conduct and support Councillors to comply with the Code of Conduct.

## **The Council's Decision-Making Structure**

### **Council**

All 75 Councillors, normally meet monthly and are responsible for agreeing the budget and the corporate policy framework.. A link to the Council's Corporate Plan can be found [here](#).

Council determines the political management framework of the Authority and appoints a Leader of the Council and specific committee chairs, such as scrutiny Chairs. Council is also responsible for appointing its Chief Executive & Directors.

### **Cabinet**

The Leader has comprised his Cabinet of eight voting Councillors including the Leader of the Council (from a maximum of 10) . Job Share Cabinet Members are permitted. The Cabinet is appointed by the Leader of the Council and each Cabinet Member is assigned a thematic Cabinet Portfolio.

The Cabinet proposes the budget strategy to the Council and is responsible for taking decisions upon Council policies under the political guidance of the Leader of the Council.

The Leader agrees his scheme of delegation and provides delegated authority for executive decisions to Cabinet Members and senior Officers, in accordance with Council policy and budget.

## Scrutiny

There are 4 Scrutiny Committees, including co-ordination of scrutiny activity by the Overview & Scrutiny Committee. Scrutiny Working Groups undertake detailed consideration on specific matters of concern.

Scrutiny holds the Cabinet (Executive) to account, including responsibility for pre-decision scrutiny and call-in of decisions. Ultimately it is the role of scrutiny to monitor and challenge the effectiveness of service delivery, policies and performance and improvement.

A full list of the Council's scrutiny committees and their respective terms of reference can be found [here](#).

## Other Committees

Further information relating to Committees may be viewed [here](#).

**Duty 2 . How to become a Member (Councillor) of the Principal Council, and what membership (Being a Councillor) entails - *Sharing information about how to go about becoming an elected member – or councillor – and what the role of councillor involves***

## How to become a Councillor

The next Local Government Elections will be held in May 2027. This section provides you with information on how to stand for election and what is expected of you should you be elected as a Councillor for Rhondda Cynon Taf.

The Welsh Local Government Association (WLGA) has produced the “Be a Councillor. Be the Change” website. This is a useful guide for prospective candidates. This may be viewed at [www.beaCouncillor.wales](http://www.beaCouncillor.wales)

Rhondda Cynon Taf Council has a useful “Becoming a Councillor” website, including useful ‘questions and answer’ section and video footage of comments from current and past Members about their experiences as a Councillor. This may be viewed [here](#)



## **How much time does it take up to do a Councillors role?**

If you are in employment and intend to stand as a candidate you may wish to ask your employer what provisions they may have in place to allow you to attend to Council business. It is estimated that on average, Councillors spend the equivalent of three to four days a week on Council business. Obviously, there are some Councillors who spend more time than this, and some less.

## **Standing as a Candidate**

A candidate for election must complete a set of nomination papers that must be signed by the candidate in the presence of a witness who must attest the signature. You then need to win a majority of the votes cast at the ballot box (if there is a contest for the seat). Some electoral wards have up to three Councillors, therefore the top three would be elected.

Nomination packs will be available early in 2027. If you would like to register your interest, please contact [electoralservices@rctcbc.gov.uk](mailto:electoralservices@rctcbc.gov.uk)

Further useful information may be viewed [here](#)

If you are thinking of standing as a candidate for a particular political party, then you should first contact that party's local organisation. If you plan to stand for election as an independent Councillor, contact us and we will be pleased to give you more information.

Councillors receive a salary which is determined annually by the Independent Remuneration Panel for Wales (IRPW) and can also claim travel and subsistence costs (subsistence is paid for 'out of county' meals and accommodation only) when undertaking official duties. Councillors can also claim towards the costs of care and personal assistance for them to carry out their approved duties.

Further information on Councillor Salaries & allowances may be viewed at <https://gov.wales/independent-remuneration-panel-wales>

## **Support for Disabled Candidates Seeking Election**

The Welsh Government has approved funding for a pilot scheme to fund reasonable adjustments and support for disabled candidates seeking election to the Local Government elections. Further information may be viewed at <https://www.disabilitywales.org/projects/access-to-elected-office-fund-wales/>

## **What being a Councillor entails?**

Councillors are elected every five years. Councillors are democratically accountable to residents of their electoral ward. The overriding duty of Councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

Once elected, Councillors are expected to attend various training and development sessions during their term of office. A Councillor Induction programme is provided for all new and returning Councillors during the first 12 months in office with further training provided on an ongoing basis through member development events. Councillors should set aside time during the first 3 months after the election for the Councillor Induction Programme.

Councillors are expected to attend meetings and committees and must observe the provisions of the Councillor's Code of Conduct. Further information may be viewed [here](#)

The Council fully support hybrid meetings, where Councillors can physically or remotely attend Council, Cabinet, and the majority of Committee Meetings. These are called hybrid / Multi-Location Meetings (MLM). They can be useful for people with responsibilities such as work, caring etc., by allowing them to participate from a location convenient to them.

As local representatives, Councillors have responsibilities towards their constituents and local organisations. These responsibilities and duties often depend on what the Councillor wants to achieve and how much time is available and may include: attending governing body meetings of schools within their ward, attending meetings of local organisations such as tenants' associations, bodies affecting the wider community, raising issues on behalf of members of the public, holding surgeries for residents to raise issues and meeting with individual residents in their own homes.

Councillors are entitled to a basic salary (£17,600 per annum in 2023-2024). Senior Salaries and other allowances / expenses are paid dependent on the roles and responsibilities the Councillor may have after the election.

## **Councillor Facilities & Support**

The Council Business Unit, often know as Democratic Services, is responsible for Supporting and arranging meetings of the Council, Cabinet, Committees etc., and provides a dedicated support service to all Elected Members, providing advice on the practice of meetings to Councillors, Officers, and the public. The service also help

Councillors with queries and admin related requests as well as supporting Councillors' health and wellbeing.

The Head of Democratic Services whose role is to support Members in non-executive roles will offer all Members the opportunity to undertake a Personal Development Review at least once a year, to provide in confidence an opportunity for all Members to discuss their role, training opportunities and other areas of support if required. A dedicated training programme is developed following the review process.

Digital devices, broadband provision and ICT support are essential to enable Councillors to carry out their responsibilities effectively and securely. All Councillors have been provided with suitable digital devices and telephony provision following the Member Induction Programme following the 2022 Local Government Election.

**Duty 3. Accessing Information about Decisions made, or to be made, by the Principal Council** - *Providing greater access to information about decisions that have been made, or that will be made by the council*

### **Notices of Meeting**

The Council will give five clear working days' notice for any formal meeting of the Council by posting details electronically on the Council's web site (in some circumstances it may be necessary to publish committee papers no-later than three clear working days).

However, an exception will arise where the Council has received an application from the Police under section 53A of the Licensing Act 2003 for the summary review of a premises licence (The Council being required to decide on whether to take any preliminary measures within 48 hours of receiving the application), the Council may give less than 3 clear days' notice of the meeting of the Licensing Committee meeting called to consider the application.

### **Access to Agenda & Reports Before the Meeting**

Copies of the agenda and reports open to the public shall be available for inspection [here](#)

If an urgent item is added to the agenda following its original publication, the Head of Democratic Services will publish the amended agenda and report to the website once available. The period of public inspection will be from the time the item was added to the agenda.

## **Access to Minutes etc., After the Meeting**

The Council will make available copies of the following on its website for a period of six years after a meeting:

- i) Minutes of formal Council, Cabinet & Committee meetings or record of decisions taken by the Cabinet.
- ii) The agenda for the meeting.

From May 2023, the Council will introduce Decision Notices to assist the public in understanding the outcome of reports relating to items when the meeting was open to the public. A decision note will detail, attendance, any interests declared, and decisions will be published on the Authority's website within 7 days of the meeting.

## **Access to View Meetings**

The Council will ensure members of the public can attend or view meetings that are open to the public either:

- i) In person
- ii) Through the Council's online meeting platform (zoom) if making representations /asking questions.
- iii) By watching a meeting live via our webcast page or in archive (the webcast will be available to view for 6 months). Requests for copies of archived webcasts beyond 6 months can be made through Democratic Services.

**Note:** This does not apply when exempt or confidential information is being discussed.

**Duty 4. Making representations to the Principal Council about a decision before, and after, it is made - *Providing and promoting opportunities for residents to provide feedback to the Council, including comments, complaints and other types of representations***

As part of this public participation strategy, the Council has created useful engagement guides to enable the public to understand how to submit a question or address a Committee. [These guides can be found under the links in section 2 of the strategy.](#)

As a Council we value all customer feedback good or bad and use this information to both improve and develop services to meet the needs of both customers and local communities. The Council's Comments, compliments and complaints [policy](#) outlines

the Council's process for dealing with complaints and other customer feedback such as compliments and comments and explains what we do with the feedback we receive.

If a Member of the Public wished to submit a comment or complaint about a service received by the Council the following options are available:

- Contacting local County Councillor
- Contacting the member of Cabinet responsible for the service area
- Contacting the responsible officer at the Council or their line manager
- Using the Council's Comments, Compliments and Complaints [procedure](#)
- Contacting the Public Services Ombudsman for Wales at 1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ. Telephone: 0845 601 0987 or via the website [www.ombudsmanwales.org.uk](http://www.ombudsmanwales.org.uk).

Comments or complaints regarding the conduct of a councillor should be directed to the Council's Monitoring Officer ( [director.legal@rctcbc.gov.uk](mailto:director.legal@rctcbc.gov.uk)) or the Public Services Ombudsman for Wales.

#### **Duty 5. Arrangements made, or to be made, for the purpose of the Council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees)**

##### **How can I become Involved in Scrutiny?**

Scrutiny provides an opportunity for the public (residents, community organisations, partners, etc.), to become involved in Council activities. If you are a resident you may ask questions at Scrutiny meetings. Further information is included in the Scrutiny Participation guide.

Getting involved in scrutiny is one of the best ways to influence decision making at the Council, as Councillors will hear your experiences first hand. There are several ways you can get involved in the work of scrutiny at the Council:

- i) Attending a Scrutiny meeting.
- ii) Contribute views / evidence on issues being examined by scrutiny.
- iii) Keeping up to date with what's happening in scrutiny.

All scrutiny meetings are open to the public except where exempt information must be discussed. A list of meeting dates and agenda items can be found [here](#). If you would like to attend a meeting (physically or remotely) simply follow the instructions on the agenda.

Going forward, we will look to utilise the service user voice following public consultations to engage in work programme planning for the appropriate scrutiny committee.

We will also further strengthen the existing arrangements we have in place to evaluate the impact the Council's work has had on service users and the achievement of outcomes, and incorporate this into our performance management processes.

**Duty 6. Benefits of Councillors using social media to communicate with local people - Promoting awareness of the benefits of using social media to communicate with residents to councillors**

Social media is a powerful tool for Councillors, helping them to engage with communities, raise awareness of community issues, events, or Council initiatives and to seek views and receive feedback.

Social media has changed how politics works, it makes politicians and public institutions more accessible, allows individuals to have their voices heard and helps share ideas or promote campaigns.

By using social media you can:

- i) Learn about local issues, and concerns within your ward.
- ii) Find the latest news and publications from Rhondda Cynon Taf Council, other Local Authorities, the Welsh Government, and organisations such as the Welsh Local Government Association.
- iii) Promote your role and what you do on a day-to-day basis.
- iv) Share information quickly and gain opinions of your constituents.

Many Councillors already use social media; however, Councillors must remember that they are bound by the Code of Conduct as it equally applies to online and social media content. Councillors are personally responsible for the content they publish and must abide by the Code of Conduct when posting information.

Councillors have been provided with social media training opportunities to help with the managing of their Council social media accounts. Councillors are strongly advised to take forward a separate Councillor account and refrain from sharing any personal information on this account with their own personal social media platforms. A social Media policy is also available.

Infographics to assist Councillors with online civility have been promoted by the Council Business Unit, for Councillors to utilise.

Councillors' social media accounts are listed under each Councillors profile on the Council website to assist with constituents being able to access Councillors.

Other resources for Councillors to use in respect of personal safety and online abuse are listed below:

The Welsh Local Government Association has provided free guidance for Councillors along with tips and advice in terms of handling on-line abuse.

[www.wlga.wales/social-media-and-online-abuse](http://www.wlga.wales/social-media-and-online-abuse)

<https://protect-eu.mimecast.com/s/-L9yCMQA3H5Ep2qfWt8Tz>

[Online abuse.png \(1920x960\) \(local.gov.uk\)](#)

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## Section 2

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### Reference to the following documents to assist the public with participation with the Council

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- The Council's Involvement & Engagement Framework 2020-2024– can be found [here](#)
- Council Participation Guide for Residents – can be found [here](#)
- Scrutiny Participation Guide for Residents – can be found [here](#)
- Cabinet Participation Guide for Residents – can be found [here](#)
- Regulatory Committees Participation Guide for residents – can be found [here](#)

**(N.B.** Where Members of the public are not able to access the hyperlinks referenced above hard copies of the documents can be made available.)



## Section 3

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### How will we measure success?

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The Local Government and Elections (Wales) Act 2021 places a number of duties on local authorities regarding participation, listed below:

- Promote awareness of the functions the council carries out to local residents, businesses and visitors
- Share information about how to go about becoming an elected member – or councillor – and what the role of councillor involves
- Provide greater access to information about decisions that have been made, or that will be made by the council
- Provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations
- Arrangements made to bring the views of the public to the attention of Overview & Scrutiny Committees
- Promote awareness of the benefits of using social media to communicate with residents to councillors

Specifically in relation to the Local Government and Elections (Wales) Act 2021, we will:

Aim	Existing	Actions to Improve	Measures
<b>Promote awareness of the functions the council carries out to local residents, businesses and visitors:</b>	Council Website, where people can access agendas, minutes and decisions – <a href="#">Committees</a>	Reviewing the Council webpages to ensure they are engaging and are updated as and when necessary. Utilising the promotional banner to display information regarding special meetings of Council that may be of general interest. i.e Leader’s Debate / Large Planning applications	Website views
	Corporate Plan and associated strategies that are publicly available	New Corporate Plan for 2024, will be informed by residents and stakeholder priorities	Publish Corporate Plan 2024
	Public Services Board	Better visibility of the work of the PSB through links on the	Website views

		website – <i>this is subject to the work needed to be undertaken with the merger of the PSBs to the Cwm Taf Morgannwg Footprint.</i>	
	Live streaming of <a href="#">Council meetings</a>	Taking forward live streaming of Hybrid meetings that are conducted within the Council	No. of views/attendance
	Widescale <a href="#">Budget Consultation</a> undertaken annually to inform the Council's Budget Strategy	Continue to build on the stakeholders involved, including hard to reach and digitally excluded	No. engaged in the process
	<a href="#">Let's Talk RCT Engagement website</a> provides an online platform to engage with the public on key projects	Evaluate the site annually and continue to build and promote the use of the site for digital engagement	No. of projects and engagement levels
	Social media engagement	Regularly evaluate communication campaigns to understand success/improvements	Social media engagement analytics
	'Ask the Leader' online events	To take forward further 'Ask the Leader' events as previously undertaken – either via recorded live twitter / social media	No. of engagements in the event
	Scrutiny webpages	To review and update where necessary the scrutiny pages to ensure they are engaging to the public and promote engagement	Scrutiny webpages reviews

Aim	Existing	Actions to Improve	Measures
<b>Share information about how to go about becoming an elected member – or councillor – and what the role of councillor involves</b>	Local Democracy Week – The role of the councillor promoted through the Council’s social media platforms	Take forward a further campaign during Local Democracy Week	No. of views / reaches
	Dedicated ‘Becoming a Councillor’ section on the Council Website	To review the website to ensure accuracy of information – utilising the ideas of Newly Elected Members as to what additional information would be helpful	No. of views / reaches
	Videos on ‘Role of Councillor Facts’ & ‘Role of Councillor Experiences’	To take forward further videos with newly elected Members surrounding their experiences	No. of views / reaches
	Face-to-face and online engagement sessions for prospective candidates with key Council Officers	To allow a better lead up time for the sessions, so that full awareness raising of the sessions can be taken forward	No. of attendees or enquiries
	Councillors’ Remuneration & Allowances	To ensure the Council website promotes the Remuneration and Allowances available to Members	No. of views / reaches
	Adoption of the RCT Diversity Pledge	To review the pledge taken forward by the Council to ensure that all aspects are complied with	
	Promotion of training and support provision to equip Councillors to undertake their role	To promote the provisions of support on the Council’s website	No. of views / reaches
	Bilingual provisions	To continue to provide bilingual opportunities and support arrangements for all Elected Members including provisions of materials / translation facilities / training opportunities	Survey of Members

	Member Role Descriptions	To ensure all Members are confident with the role required for them to undertake as an Elected Member and for the Role Descriptions to be displayed on the Council website	Survey of Members
	Role of a Councillor to be promoted at Council Job Fairs.	To work with colleagues in Human Resources to attend Council Run job fairs to promote the role of a Councillor	Engagement at Job Fairs
	Signposting to further information		

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Aim	Existing	Actions to Improve	Measures
<b>Provide greater access to information about decisions that have been made, or that will be made by the council</b>	Council Website – Decision Notices / Minutes / Key Delegated Decisions / Cabinet Member Decisions / Leaders Debate.	Ensuring the website is easily navigated to in respect of the decision-making arrangements within the Authority	Take forward meeting Decision Notices following every Committee of the Council.
	Council Call In Provision	Ensuring all Members are aware of the process and that Members of the Public are aware of how the provision is used	Survey of Members / any measures on public understanding?
	Live streaming of <a href="#">Council meetings</a>	Taking forward live streaming of Hybrid meetings that are conducted within the Council	No. of views/attendance
	Forward Work Programmes	Ensuring Forward Work Programmes add value to the scrutiny process and are outcomes based focussed.	No. of items taken on the work programme versus the no. of items actually considered.
	Annual Reports	Ensuring Annual reports are provided for some of the main Committees of the Council to provide context and information about the work undertaken	Publication of Reports
	Let's Talk RCT Engagement website provides feedback on the consultation reports and decisions notices, once projects are closed.	Continue to post decision notices and reports once projects are completed and develop a You Said We Did approach	
	Promote decisions via social media/press	Continue to promote decisions via social media and through engagement with media contacts	Social media engagement analytics / media inclusion
	Ongoing Consultations/face to face events allow us to provide information and ask people for their views	Continue to assist services across the Council to consult and engage with a range of stakeholders	Participation rates

	A number of forums exist that we link in to provide information and to ask for views on proposals, before decisions are made, including; Older Person Forums / Disability Forum and community groups	Continue to engage and build on the work undertaken with the Forums	
	Youth Engagement - The Youth Engagement & Participation Service (YEPs) is committed to developing a culture of young person's participation by engaging and listening to young people. The aim is to use young people's feedback to inform internal services and external partners' developments.	Continue to ensure that the views of young people are taken into account in decision making	
	Community and Town Councils	Reviewing the Charter to ensure it is fit for purpose and reviewing the arrangements with the Community Liaison Committee to aid better engagement between the Council and Community Council representatives	Adoption of the Charter
	Welsh language Groups	Engaged in decisions as part of key stakeholders	
	Trade Unions (via the Joint Consultative Committee)	To regularise the JCC meetings taken forward with the creation of a work programme	Number of meetings taken forward

Aim	Existing	Actions to Improve	Measures
<b>Provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations</b>	Consultation – The Council consults on all service change and policy development and promotes the process, with the aim of obtaining a wide range of feedback from a wide range of stakeholders	Continue the approach, ensuring the hard to reach and digitally excluded groups are included.	No. of consultations, engagement figures
	Citizens' Panel – The Council has a database of residents who are contacted to take part in main consultations	Refresh the Citizens' Panel	Response rate from the panel
	Council Website gives people the opportunity to provide feedback	Increase prominence/ease of access to feedback portal	No. of comments, complaints, compliments
	Comments and Complaints Policy	<p>Strengthening the arrangements of reporting comments and complaints received through Members Services.</p> <p>In addition, continue the regular reporting of the corporate complaints procedure through the Overview &amp; Scrutiny Committee, including pre-scrutiny opportunities</p>	
	Petition Scheme	The Council are looking to review their current petitions scheme to promote the tool of engagement and ensure accountability and transparency	Increased engagement in the scheme
	Attending and speaking at a Committee meeting – Cabinet / Council / Planning	Webcast of Meetings showing Public engagement at meetings	Number of residents attending and engaging at Committee meetings.

		Taking forward an area on the Council webpages for 'involvement'	
	Digital forms		

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Aim	Existing	Actions to Improve	Measures
<b>Arrangements made to bring the views of the public to the attention of Overview &amp; Scrutiny Committees</b>	Attending and speaking at a Scrutiny Committee	Continue to promote the availability of this opportunity through the publication of the <a href="#">Scrutiny Participation Guide for Residents</a>	Number of residents attending and engaging with the scrutiny process
	Suggest a topic for scrutiny to consider on its <a href="#">forward work programmes</a> via the dedicated scrutiny mailbox	Continue the current approach of publishing/updating the scrutiny work programmes to provide transparency and forward planning	Public engagement with the forward work programmes
	Use of Social Media platforms to share information about Scrutiny Committees and encourage participation	Continue to use social media to promote and share information. Investigate the best avenues to facilitate engagement with the public	Interaction/comments from the public
	Provision of clear and concise <a href="#">Terms of Reference</a> for each Scrutiny Committee	Maintain a clear and easy to read terms of reference which reflects any changes to the make-up of each Scrutiny Committee	Contributes to public understanding of and engagement with the Council's Scrutiny process
	Correspond directly with questions and queries to the scrutiny mailbox	Maintain the correspondence response times and continue to promote the scrutiny inbox email address on all scrutiny agendas	Number of emails from residents and engagement as a result.
	Follow the calendar of scrutiny meetings, agendas and minutes through the <a href="#">council webpages</a>		Number of views on the Council's Committees & Meetings webpages
	View the live streaming of <a href="#">scrutiny committees</a>	Continue to publish the link to the council webcasting pages on the scrutiny committee agendas	Number of views on the council webcasting pages

	Receive updates via the <a href="#">Scrutiny Chair's Blogs</a>	Quarterly publication of the Scrutiny Chair's Blogs	Through the number of views on the webpages
	Access the <a href="#">Overview &amp; Scrutiny Annual Report</a>	Continue to ensure these are published in a timely manner and accessible via the Scrutiny webpages	Participation rates and queries via the Scrutiny mailbox
	Keep in touch with scrutiny activity through the dedicated Council <a href="#">Scrutiny webpages</a>	Evaluate the Scrutiny webpages regularly to ensure they are current and accessible	Through the number of views on the webpages

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Aim	Existing	Actions to Improve	Measures
<b>Promote awareness of the benefits of using social media to communicate with residents to councillors</b>	Comprehensive Member Induction programme/training (and ongoing training)	Taking forward refresher training to Elected Members	No. of Members engaging in training.
	Availability of Infographics to assist Members with communication	Surveying Members on the infographics needed	No. of Members engaging with the provision
	Memorandum of Understanding	Taking forward the Memorandum of Understanding on a Member one to one basis	MOU added to each Members profile on the website
	Members Personal Development Reviews (PDR's)	Asking Members specifically about Social media usage and training opportunities at PDR reviews	No. of PDRs undertaken
	Maintain the Advanced level of the Wales Charter for Member support and Development	Once the criteria for WCM has been reviewed to undertake the necessary submission work	Achieving the charter
	Provision of a Council device in order for Members to undertake their role and communicate with residents	Ensuring the devices provided are fit for purpose	Members Survey
	The Members' Portal enables Members to track casework queries and view news and updates relating to their ward	Still in development work	Members usage of Portal
	Daily Members updates on news items via the Council website and social media accounts	To review the formatting of updates to ensure they provide succinct and relevant information	Member Survey

	Engagement with research facility provided and supported by Democratic Services	To take forward a Research protocol for Members to utilise in respect of research and to provide research requests through the Members Portal	No of requests received
	Social media contact details e.g. Twitter promoted on each Member's profile page on the council website	Survey Members for Useful contact details including social media accounts	Increased promotion of engagement details

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