

REPORT OF ADMINISTRATION & DEMOCRATIC SERVICES MANAGER

SUBJECT: THE WALES CHARTER FOR MEMBER SUPPORT AND DEVELOPMENT

Purpose of report

1. To seek Members' approval of a Buddying Scheme for new Members, and
2. To update Members of progress made on the Advanced Charter criteria.

Buddying/Mentoring Scheme

One of the criteria for Advanced Charter status is that Members are offered the opportunity to be mentored by Member peers. It was suggested at the last meeting that a less formal 'buddying' scheme might be more appropriate than a formal mentoring programme and attached at Appendix A is a draft document for Members' consideration. I would like to thank Mrs Julie James for her help and support in drafting the document.

Joining a new organisation can sometimes be a daunting experience, irrespective of the new Member's professional/career background. Buddying/Mentoring provides the ideal opportunity to help new Members settle in and find their feet quickly. It is hoped that a number of the more established Members will volunteer to help in this regard, so that a cohort of enthusiastic and committed people will be available and willing to be matched up with new Members as they join the Authority.

Both parties would, of course, have to be happy with their 'partner' and the partnership will last for as long as both parties find it useful. The partnership can be reviewed at regular intervals and can be dissolved at any time. Subject to Members' approval and/or any comments raised at the meeting, it is intended to pilot the scheme with the recently appointed Welsh Government Members.

A review will be undertaken within 6 months of the pilot scheme commencing and, if successful, can be rolled out for elected Members following the local government elections in 2022 (subject to any amendments deemed necessary).

Criteria for Advanced Charter status

The criteria has been reviewed and the document attached at Appendix B sets out the work already undertaken by the Authority, and also identifies what needs to be accomplished if we were to make a submission for the Advanced Charter.

Risk considerations

The Local Government (Wales) Measure 2011 places increased requirements on all local authorities in Wales in relation to corporate governance and Member support

and development. By putting in place processes to ensure that the Authority can attain – and retain – Charter status, we ensure that the Authority continues to have informed Members who can make decisions based on understanding, skills and experience.

Compliance

The Authority has developed a strong ethos of Member development, which has been endorsed by the award of the Charter Level in 2010 and again in 2014. A re-assessment of this level or, indeed, a submission for the Advanced Charter, will build on the good work carried out to date and re-emphasise the fact that the Authority works to a high standard of governance.

RECOMMENDATIONS:

That Members:

- (a) adopt the Buddying Scheme and use it as a pilot arrangement with the newly appointed Welsh Government Members;**
- (b) note the attached criteria document and determine what additional steps need to be taken to make a submission to the Welsh Local Government Association for Advanced Charter status.**

Background papers:

The Wales Charter for Member Support and Development: the new criteria and assessment process 2012 – National Park Authorities

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APPENDIX A

PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY



MEMBERS' BUDDYING / MENTORING SCHEME

July 2019

WHAT IS BUDDYING?

Buddying is a voluntary, confidential, peer to peer relationship between a new and more experienced Member. It is a light-touch approach aimed at enabling new Members to “grow” into their role in terms of skills, knowledge, understanding and behaviour. It helps new Members settle and orientate themselves within the Authority, and signposts them towards relevant officers and/or other sources for the information they need to do the role required of them.

While not part of the Authority’s Member induction or training process, the scheme will run alongside the Authority’s current training programme.

HOW DOES IT WORK?

An experienced Member takes on the role of supporting and, if appropriate in the longer term, mentoring a new Member. They are paired up with one another to help guide and support the newly appointed Member in their new role. Those involved will maintain independence and impartiality at all times and the relationship can last for as long as both parties agree that it is helpful.

The Buddy uses their knowledge and skills to facilitate the development and understanding of the new Member. Initially, they will focus on offering information and guidance and, as the relationship develops – and the new Member gains confidence – the Buddy may act in more of a facilitating role.

This means helping the new Member to become self-directed, confident and competent. It definitely isn’t a question of building up a relationship of dependency, nor is it about telling someone what to do! It’s about helping with “how we do things around here”; signposting to relevant officers and/or information and about learning who does what, how and where.

THE BENEFITS OF BUDDYING

- ✓ New Members feel welcomed into the Authority over a sustained period of time, and know they have somebody to whom they can turn;
- ✓ New Members gain a deeper understanding of their role and have an opportunity to develop into the role in a way that suits them and the needs of the Authority;
- ✓ It helps new Members operate more effectively, use their Buddy to air and work through any problems/difficulties they may encounter, and provide them with a sounding board for ideas;
- ✓ The Buddy role itself offers new challenges and interest for existing Members and can help them develop their own skills, and update their ideas and techniques;

- ✓ Acting as a Buddy can be personally extremely fulfilling as the Buddy witnesses a colleague gain in confidence and flourish in their new environment

WHY DO WE NEED BUDDYING AT THE NATIONAL PARK AUTHORITY?

A buddying scheme would provide new or existing Members with the opportunity to improve their skills and knowledge of specific areas within the Authority. It would help Members better understand how things work which would, consequently, help make more informed decisions on how best to utilise the Authority's resources. It should enhance personal learning in relation to self-awareness, attitude and self-confidence when supporting the community and dealing with other Members.

It is envisaged that, as Members gain further experience, responsibilities and roles, they may wish to progress and participate in a mentoring scheme.

HOW DOES BUDDYING DIFFER FROM MENTORING?

Whereas buddying has a more light-touch, signposting and orientation approach, mentoring is a deeper relationship with a more structured framework, with the agenda and goals being set by the Mentee. The process is supported by a framework (or contract) that both parties sign up to and work through, which sets out the Mentee's goals/aspirations and the way forward to achieving them.

WHAT DOES IT TAKE TO BE A BUDDY?

A Buddy must be:

- ✓ Enthusiastic
- ✓ Committed
- ✓ Willing
- ✓ Approachable
- ✓ Experienced
- ✓ Non-judgemental
- ✓ An active listener
- ✓ Able and willing to provide critical, but positive, feedback

A Buddy must also have:

- ✓ Respect for their new 'partner'
- ✓ Empathy with their partner's new position
- ✓ The ability to help their partner reach their own decision
- ✓ A commitment to confidentiality
- ✓ The ability to inspire

HOW DO I GET INVOLVED?

By volunteering!

Guidance and training can be provided to all Members interested in becoming involved.

Joining a new organisation can sometimes be a daunting experience, irrespective of the new Member's professional/career background. Buddying provides the ideal opportunity to help new Members settle in and find their feet quickly. The partnership can last for as long as both parties agree that it is helpful and either party has the ability to dissolve it if the pair is not compatible or productive, or when the partnership has run its natural course.

APPENDIX B

Criterion	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Description of authority approach and actions	Additional work required to achieve this criterion
A. Member Roles and Responsibilities					
<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 	<p>What does adopted mean?</p> <p>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.</p> <p>What can be defined as a role description?</p> <p>See</p> <ul style="list-style-type: none"> ▪ the WLGA model role 	<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</p>	<p>Draft suite of role descriptions (RD) agreed by Member Support and Development Committee (MSDC) on 08 May 2019.</p> <p>Each RD outlines all aspects of that Member’s role.</p> <p>Principles of Task & Finish Groups agreed by NPA in March 2015.</p>	<p>Suite of role descriptions being recommended to National Park Authority (NPA) on 25 July 2019 for adoption.</p> <p>Need to expand on Task & Finish Group principles.</p>

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	<p>Democratic Services</p> <ul style="list-style-type: none"> • Member of Democratic Services • Ward Member, including community leadership and case work • Chair of Standards committee • Member of Standards Committee • Leader of the Opposition • Member Champion <p>Guidance is provided to members on their role on outside bodies.</p>	<p>descriptions for Welsh Authorities and the WLGA document <i>The Role of Members in Collaboration</i> and</p> <ul style="list-style-type: none"> ▪ The Model Role description for a Scrutiny Co optee Appendix A local Government (Wales) Measure 2011 <p>Outside Bodies 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</p>	<p>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>		

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		<p>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? 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>No Code of Conduct training session was undertaken in 2018 due to change in Monitoring Officer and subsequent sickness</p>	<p>Need to arrange Code of Conduct training session as soon as possible, following appointment of new Monitoring Officer</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</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</p>	<p>This is covered in the main during induction.</p>	<p>Need to develop a session for all Members on an annual basis. Could</p>

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responsibilities as set out in the Constitution.	constitution, including: <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 	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.	requirements. Changes include governance arrangements due to the introduction of structures to support collaborative services.		this be included in the Code of Conduct session with the Monitoring Officer?
B. Member Development					
B1. A member learning and development strategy has been adopted.	A local member development strategy is in place. The strategy sets out the approach that the authority and the Democratic Services Committee takes to		All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the	Revised Member Development Strategy agreed by MSDC on 08 May 2019. Training Plan developed and agreed by MDSWG in	Strategy being recommended to NPA on 25 July 2019 for adoption

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	<p>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 		strategy over time.	September 2018 following receipt of Self-assessment forms	

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	<p>personal development <u>plans</u> for all members.</p> <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 • conducted by senior members or other deemed suitably qualified as set out in the Measure guidance • <u>made available</u> for all members and <u>must</u> be undertaken by 	<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</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</p>	<p>In recent years, Members have been asked to self-assess their skills and to identify any development needs.</p> <p>A training needs analysis and training plan was agreed by the MDSWG on 05 September 2019.</p> <p>Chair of Authority undertook an appraisal with Deputy Director of Land, Nature and Forestry prior to re-</p>	<p>Need to encourage all Members to undertake a PDR.</p> <p>Guidance to be developed to support Members in the process.</p>

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	<p>members in receipt of a senior/civic salary.</p> <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 voluntary but for all members.</p>	<p>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 member's needs.</p> <p>The WLGA document 'Guidance for Authorities Planning to Implement Personal Development Reviews for Member' provides guidance in this area.</p> <p><u>Anyone</u> conducting reviews should have</p>	<p>strategy and programme.</p> <p>Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p>	<p>appointment in 2017.</p>	

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		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</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</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>	<p>A variety of training opportunities is provided for all Members and they are advised of these in advance. However, these are not set out in an annual development programme.</p> <p>A training needs analysis and training plan was agreed by the MDSWG on 05 September 2019.</p>	<p>Annual development programme to be agreed.</p>

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	members who are working, are carers or have child care responsibilities.	<p>heads.</p> <p>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 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>			
B4. Prospective candidates,	<ul style="list-style-type: none"> ▪ The Council uses the national 	What is the national Guidance?	Use is/planned or made of the national	A document "Information for	Information document can be

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<p>candidates and new members are informed of their role and responsibilities.</p>	<p>guidance and support materials available for candidates and prospective candidates.</p> <ul style="list-style-type: none"> ▪ All new or returning members are provided with a programme of induction. 	<p>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 introduces new members to their roles</p>	<p>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 available nationally. <p>Every member moving to a new role has received an induction for that role.</p>	<p>prospective Members 2017” was distributed to all County Councillors following the local government elections in 2017.</p> <p>Induction training provided for all new Members and also offered to returning Members.</p> <p>Chairs’ training held on 15 January 2018 with Brecon Beacons NPA.</p> <p>All new Members are encouraged to attend a National Parks UK induction programme. Three Members attended the New Forest session in September 2018 and three attended the Brecon Beacons</p>	<p>revised and updated in preparation for next local government elections in 2022.</p>

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		<p>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>Notable practice might include road shows, media/social media campaigns.</p> <p>Website/printed promotional material.</p>	<p>session in March 2019.</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?</p> <p>A mix of for example formal/informal group/individual, interactive/passive working environment/away day</p> <p>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</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>Joint training held regularly, e.g. Chairs' training with Brecon, also relevant planning matters jointly with Pembrokeshire County Council.</p> <p>Joint Member/officer training sessions held regularly.</p>	<p>Better evaluation of training needed.</p> <p>Any external trainers would be taken from WLGA list if possible.</p>

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		<p>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>B6. There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes.</p>	<p>The Authority has clearly 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</p>	<p>This role should be undertaken 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</p>	<p>These arrangements are 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</p>	<p>MDSWG established in 2008. Member Support and Development Committee established in January 2019.</p> <p>Member attendance presented quarterly to Audit and Corporate Services Review Committee and Operational Review Committee.</p>	<p>We do not have a Member Development Champion per se – the Chair of the MDSWG tends to act in the Champion capacity.</p> <p>Forward calendar of meetings agreed by NPA.</p> <p>Attendance levels to be monitored</p>

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	are taken into account regardless of political affiliation.	monitoring the strategy and progress of the programme.	outcomes for members are monitored and low levels of attendance addressed.		annually by the MSDC.
B7. Resources are identified and provided for member development.	<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?</p> <p>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>	Any expenditure on Member development is taken from various budget streams – there is no ‘dedicated’ budget heading.	Do we need a ‘dedicated’ budget heading?
B8. Members are offered the	The authority is exploring the needs of	The authority is speaking to members	The authority has a mentoring strategy to	Draft Buddying Scheme being presented to	

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opportunity to be mentored by member peers.	members to be mentored. Any member who has requested a mentor is provided with one. Mentors are trained in mentoring skills.	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.	support the needs of members who have requested mentors.	MSDC on 31 July 2019.	
C. Member Support					
C1. Officer support is provided for member development, support and scrutiny.	Every member committee, panel, forum etc. has officer support provided. Members are also supported in their case work. Overview and scrutiny committees have dedicated support from officers who can provide impartial	Officer support should be provided for every council meeting and committee. 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	Members are satisfied with the level of support provided.	Officer support already provided. Members regularly ask for assistance with minor matters. Member workshop held in June 2018 to gauge whether or not Members needed any further support.	None.

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	<p>research, support and advice.</p> <p>The nature of the support has been clearly articulated to members</p>	<p>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>			
C2. Arrangements made for the	A review of the arrangements for	Authorities should have undertaken a	The authority can demonstrate that it	Member survey undertaken in 2013.	Need to undertake a further review of

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<p>business of the Council are flexible and enable members to participate fully regardless of personal circumstances</p>	<p>council business has taken 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>review in line with 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.</p> <p><u>Note</u> The criteria for remote attendance should only be applied when the Measure has been enacted.</p>	<p>Member workshop held in June 2018 to gauge whether or not Members needed any further support.</p> <p>Wheelchair accessible minibus hired for site inspections and study tour day.</p> <p>Review of Committees undertaken.</p>	<p>arrangements for Authority meeting times, etc.</p>

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C3. Contact management and communication	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 stakeholders.	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 casework relating to any service delivered by or on behalf of the council.	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>Members are provided with contact information for key officers when they join the Authority.</p> <p>All Members are provided with an Authority email address, which is available on the Authority's website.</p> <p>The Authority's Service Standards leaflet is available on the Authority's website, and includes Members' contact details. The leaflet sets out the Authority's complaints process.</p>	None.
C4. Annual reports	The authority makes arrangements for all members to be able to publish annual reports, according to the guidance in the	Members are provided with support and guidance on using the authority's systems.	Members in receipt of a Senior/Civic Salary publish annual reports.	This does not apply to National Park Authorities.	Do Members think this should apply?

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	measure.				
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.	Members are informed of their benefits at induction.	Details to be reviewed/updated for forthcoming intake of new Members.
D. Member Facilities					
D1. All members are provided with adequate access to ICT.	<ul style="list-style-type: none"> ▪ Members are provided with the equipment, or connectivity required to undertake their role. ▪ Basic training is 	<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>	Members are routinely using the provisions required for level one and report that this is sufficient.	<p>IT support is available on request.</p> <p>All Members are offered electronic papers, although some still prefer hard copy.</p> <p>There is a good</p>	Social media training to be arranged.

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	<p>provided in its use and help desk facilities are available.</p> <ul style="list-style-type: none"> ▪ 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 	<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>internet connection in the Meeting Room for those who receive electronic agendas.</p> <p>Most Members use their own equipment although support is available should Members need to purchase new equipment.</p> <p>Telephone conferencing and Skype facilities available to Members on request.</p> <p>All Members have an official email address, which forwards emails to their home address on request. Some access their email via OWA.</p>	

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	and the public electronically.				
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>	<p>Members routinely use the provisions required for level one and report that this is sufficient.</p> <p>Good practice might include an interactive portal dedicated to members.</p>	<p>Members' Handbook supplied on CD when they join the Authority.</p> <p>Performance data reported quarterly to Members.</p>	Need to progress Parcnet (intranet) portal for Members and provide training on use.
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. 	<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.	<p>Member workshop held in June 2018 to gauge whether or not Members needed any further support.</p> <p>Yellow Room designated as Members' Room on meeting days.</p>	None

Criterion	Charter Requirement	Charter Expansion and Clarification	Advanced Charter Requirements	Description of authority approach and actions	Additional work required to achieve this criterion
	<ul style="list-style-type: none"> ▪ Private rooms for meetings. ▪ Offices for senior office holders. 			Private rooms can be set aside on request.	