

MEETING	Democratic Services Committee
DATE	17 February 2022
SUBJECT	The Democracy Services Team's Performance Report
PURPOSE	To update the Committee on the Team's performance.
RECOMMENDATION	The Democratic Services Committee is asked to note the observations and accept the report.
AUTHOR	Annes Sion Democracy Team Leader

1. The team is eager to develop and ensure that the service available to Councillors is of the best standard. To do this, we look at performance and continually reflect on that.
2. We report on performance to the Cabinet Member as part of the Corporate Support department's performance challenge arrangements. However, we are of the opinion that this Committee has a role to receive an update on performance and have an opportunity to voice their opinion on the Teams's work.
3. One of the team's most important performance measures is to receive your feedback, which has been measured via a Satisfaction Questionnaire. I reported on the results and main themes arising from the last questionnaire at the October 2021 meeting. Usually, further questionnaires will be sent to all Members during September and March.
4. In addition to the opportunity to express your opinion by filling in a questionnaire twice a year, in October we noted out intention to adapt our arrangements and to talk to a selection of Councillors every month. We are of the opinion that open discussions such as these will provide us more information about the support available to you as Councillors.
5. We have started this some weeks ago, and the main themes that have been raised to date are as follows. Two Councillors were contacted specifically regarding their attendance and to remind them of the 6 months rule to ensure that they did not lose their seat inadvertently. The team was thanked for contacting them and one member noted that they had not realised that the 6-month rule was still relevant whilst meetings were still being held virtually.
6. Another theme which has come to the fore is the arrangements for saving e-mails about ward matters should a member be unsuccessful at the May 2022 election. This is an important matter and we have therefore started to create a simple guide for all members regarding this matter - in co-operation with the Research and Information team.

7. The team has been proactive regarding the situation of specific members, making arrangements for Councillors with poor internet connection to be able to go to rooms within the Council offices in order to be able to attend Committee meetings without problems. In addition, two councillors were contacted to make different Information Technology arrangements for them as they had mentioned that they were having problems.
8. As has happened regularly since we started holding virtual meetings, team members are available for members who have been having connection problems when joining virtual meetings.
9. It must be remembered that we serve the public also, and we have received some comments, as follows:
 - “Thanks both, much appreciated”
 - “So great to have these meetings livestreamed and available as recordings. great benefit to local democracy and holding our elected members to account. thank you”
10. Another important measure we have is the percentage of Decision Notices that have been published within 5 working days of a committee meeting. Publishing the Decision Notices enables the residents of Gwynedd to have written confirmation of the decisions quickly and is an improvement on the old system of waiting for the full minutes to be published in due course. Over the past three months, 28 decision notices were published, with a day's slippage in the timetable for 5 of these.
11. NEXT STEPS
The team will continue to implement the new arrangements of having a conversation with Councillors to ask them for their observations, as well as sharing the questionnaire with all members. We will report regularly to the Democratic Services Committee.

12. DECISION SOUGHT

The Democratic Services Committee is asked to note the observations and accept the report.