

CYNGOR GWYNEDD

Report to a meeting of the Democracy Services Committee

Date of Meeting	3 November 2026
Title of Item	Update on Members' Concerns and Enquiries work programme
Contact Officer	Heledd Jones, Senior Executive officer

1. DECISION

- 1.1 The Democracy Services Committee is requested to consider the contents of this report and the associated appendix.

2. WHAT IS THE BACKGROUND AND RELEVANT CONSIDERATIONS?

Background

- 2.1 Following concerns raised in 2022 about failings and delays in responding to enquiries from Members, a number of amendments were implemented across the Council to strengthen response arrangements and to support Members more effectively. These improvements included the implementation of the Hybrid Working Policy, the Digital Plan, the Customer Care Plan, and changes to the Self-service portal.
- 2.2 Between September 2025 and February 2026, a further review was undertaken, which included engaging with Members, town and community councils, heads of service and officers. While the findings of the review were generally positive, a number of areas were identified where further consistency and improvement was needed. Specifically, the need to:
- standardising arrangements across services;
 - ensure that enquiries are promptly acknowledged and receive a punctual response;
 - provide regular updates on the progress of enquiries; and
 - support members when contacting Services on a wide range of matters
- 2.3 Furthermore, Members expressed a desire for greater clarity regarding the channels and procedures that should be followed when raising different types of concerns, enquiries and complaints, particularly in relation to whistleblowing matters, safeguarding issues, and concerns raised on behalf of constituents.

Members Enquiries Work Programme

- 2.4 Following the review, a Members' Enquiries Work Programme was jointly developed jointly by the Members' Task Group and the Cross-Departmental Task Group, with the aim of strengthening the support provided to Elected Members. The Cross-

Departmental Task Group has led and coordinated the implementation of the actions identified within the work programme.

2.5 Several elements of the work programme have already been implemented or are currently being developed, including:

- **Members' Enquiries Portal** – A dedicated portal has been developed to enable Members to submit and record enquiries in a single central location. The portal is currently being piloted by the Members' Task Group. Subject to an evaluation of the pilot arrangements, the intention is to roll out access to all Elected Members, enabling them to submit enquiries and monitor their progress.
- **Members' Confidential Reporting ("Whistleblowing") Policy** – The Policy was introduced following work to establish a specific procedure for Elected Members to raise concerns in confidence. The Policy was approved by a meeting of the Full Council on 2 July 2026.
- **Reporting Pathways** – An infographic has been produced to provide Members with a clear overview of the most appropriate route to follow when raising a concern, complaint or enquiry. A copy of the infographic is attached in Appendix 1. It is intended that these infographics will, in due course, be made available in an accessible location on the Members' intranet.

Next steps

2.6 Work will continue over the coming months, with the aim of ensuring that robust, consistent and effective arrangements are in place ahead of the 2027 local government elections. This will help ensure that Elected Members receive appropriate support in carrying out their role, while also supporting the preparation for the induction of the new Council following the elections in May 2027.

2.7 The main work streams will include:

- updating the Members' induction package, including clear information on roles, democratic arrangements and the support available;
- co-ordinate Members' training programme, reviewing existing provision and ensuring a structured programme that responds to Members' needs;
- carry out an evaluation of the Members' Enquiry Portal following the pilot phase, to ensure a consistent and effective procedure for the submission and tracking of enquiries; a
- updating the Members' Intranet, to ensure that relevant information, policies, guidance and contact details are readily available.

2.8 Through this work, the aim is to ensure clear, consistent and effective support arrangements for Members, improving access to necessary information and training.

2.9 As the main tasks associated with the work programme have now been completed, and the remaining actions are underway, responsibility for monitoring and completing the outstanding actions will transfer to the usual operational arrangements. Where further

Member input is required, those matters will be considered by the Members' Group:
Preparing for the 2027 Election.

Appendix:

Appendix 1: Infographic – Members reporting and reporting pathway