



#plymcouncil

**Democratic and Member Support**

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## **CITY COUNCIL – DEMOCRATIC AND COMMUNITY ENGAGEMENT / ORDER OF PROCEEDINGS**

Monday 29 January 2018  
2 pm  
Council House, Plymouth

**Members:**

Councillor Mrs Foster, Chair

Councillor Kelly, Vice Chair

Councillors Mrs Aspinall, Ball, Mrs Beer, Bowie, Bowyer, Mrs Bowyer, Mrs Bridgeman, Carson, Churchill, Coker, Cook, Dann, Darcy, Philippa Davey, Sam Davey, Deacon, Downie, Drean, Evans, Fletcher, K Foster, Fry, Hendy, James, Jordan, Martin Leaves, Michael Leaves, Sam Leaves, Loveridge, Lowry, Dr Mahony, Mavin, McDonald, Morris, Murphy, Nicholson, Parker-Delaz-Ajete, Penberthy, Mrs Pengelly, Rennie, Ricketts, Riley, Singh, Smith, Sparling, Stevens, Storer, Jon Taylor, Kate Taylor, Tuffin, Tuohy, Vincent, Wheeler, Wigen and Winter.

Members are invited to attend the above meeting to consider the items of business overleaf.

This meeting will be webcast and available on-line after the meeting. By entering the Council Chamber, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

The Council is a data controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with authority's published policy.

For further information on attending Council meetings and how to engage in the democratic process please follow this link - <http://www.plymouth.gov.uk/accesstomeetings>

**Tracey Lee**

Chief Executive

# **City Council**

## **Order of proceedings**

### **8. Democratic and Community Engagement**

**(Pages 5 - 18)**

# CITY COUNCIL MEETING ORDER OF PROCEEDINGS

29 January 2018



**MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE LIST SITUATED AT THE REAR OF THE CHAMBER.**

The Head of Legal Services will draw the attention of councillors and the public to the following including the fire and emergency procedures as printed below -

## **FIRE, EMERGENCY AND OTHER PROCEDURES**

Would you please note that –

- Plymouth City Council believes in openness and transparency. Anyone who wishes to report on our public meeting is welcome and the meeting may be filmed, recorded or photographed, provided that doing so does not disturb the good order or conduct of the meeting.
- The meeting is being webcast, and your image may be captured by the cameras and broadcast. A recording will be available on-line immediately following the meeting. If you do not wish to be filmed please inform a council officer before the start of the meeting.
- In the event of a fire alarm, please use the nearest available exit and gather at the front of the Council House on the other side of the car park. For those in public gallery please make your way through the exit at the back (the door through which you entered). For those in the Council Chamber the exit is through the doors at the back of the Chamber and down the stairs to the front of the Council House.
- There are two sets of toilets in the Council House; on the lower ground floor and on the first floor. There is a disabled toilet on the ground floor.
- During the meeting, please ensure any mobile phones are switched to silent mode or turned off.

### **1 Apologies**

### **2 Minutes**

The Lord Mayor will move that the minutes of the meeting of the City Council held on the 20 November 2017 are approved.

### **3 Declarations of Interest**

Mr Street will invite councillors to make any declarations of interest relevant to today's meeting.

Councillors are reminded that an interest may be a disclosable pecuniary interest or a private interest in accordance with the Localism Act 2011 and the Council's Code of Conduct.

In declaring a disclosable pecuniary interest or a private interest, councillors are advised that they must also declare the nature of that interest.

**4 Announcements**

- (a) Lord Mayor
- (b) Leader, Cabinet members and committee chairs

**5 Questions by the Public**

To receive questions from and provide answers to the public in relation to matters which, in the opinion of the Lord Mayor, are relevant to the business of the meeting in accordance with paragraph 10 of the constitution.

**6 Torbay Children's Services Contractual Arrangement**

The City Council will be asked to approve the recommendations regarding the Torbay Children's Services Contractual Arrangement

**7. Council Tax Base Setting 2018/19**

The City Council will be asked to approve the recommendations regarding the Council Tax Base Setting 2018/19

**8. Democratic and Community Engagement**

The Lord Mayor will invite Councillor Riley to present the report on Democratic and Community Engagement.

**9 Remuneration of the Independent Remuneration Panel Members**

The Lord Mayor will invite Councillor Riley to present the report on the Remuneration of the Independent Remuneration Panel Members.

**10 Pay Policy Statement 2018/19**

The Lord Mayor will invite Councillor Riley to introduce the Chief Executive's report on the Pay Policy Statement 2018/19

**11 Organisational Design**

The Lord Mayor will invite Councillor Bowyer to introduce the Chief Executive's report on the Pay Policy Statement 2018/19

**12 Motions on Notice****12a NHS and Adult Social Care Crisis**

The Lord Mayor will invite the City Council to vote on the Motion on Notice proposed by Cllr Tuffin and seconded by Cllr Mrs Aspinall.

**I2b Access to NHS Dentists**

The Lord Mayor will invite the City Council to vote on the Motion on Notice proposed by Cllr McDonald and seconded by Cllr Stevens.

**I2c Plastic Free Plymouth**

The Lord Mayor will invite the City Council to vote on the Motion on Notice proposed by Cllr Winter and seconded by Cllr Evans.

**I3 Questions by Councillors**

Questions to the Leader, Cabinet Members and Committee Chairs covering aspects for their areas of responsibility or concern by councillors in accordance with Part B, paragraph 12 of the Constitution, on the basis of one minute for the question and two minutes for the reply. The same for supplementary questions.

*(Note: There is a 45 minute time limit on this item)*

**I4 EXEMPT BUSINESS**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

**NIL**

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# Councillor-led Democratic and Community Engagement



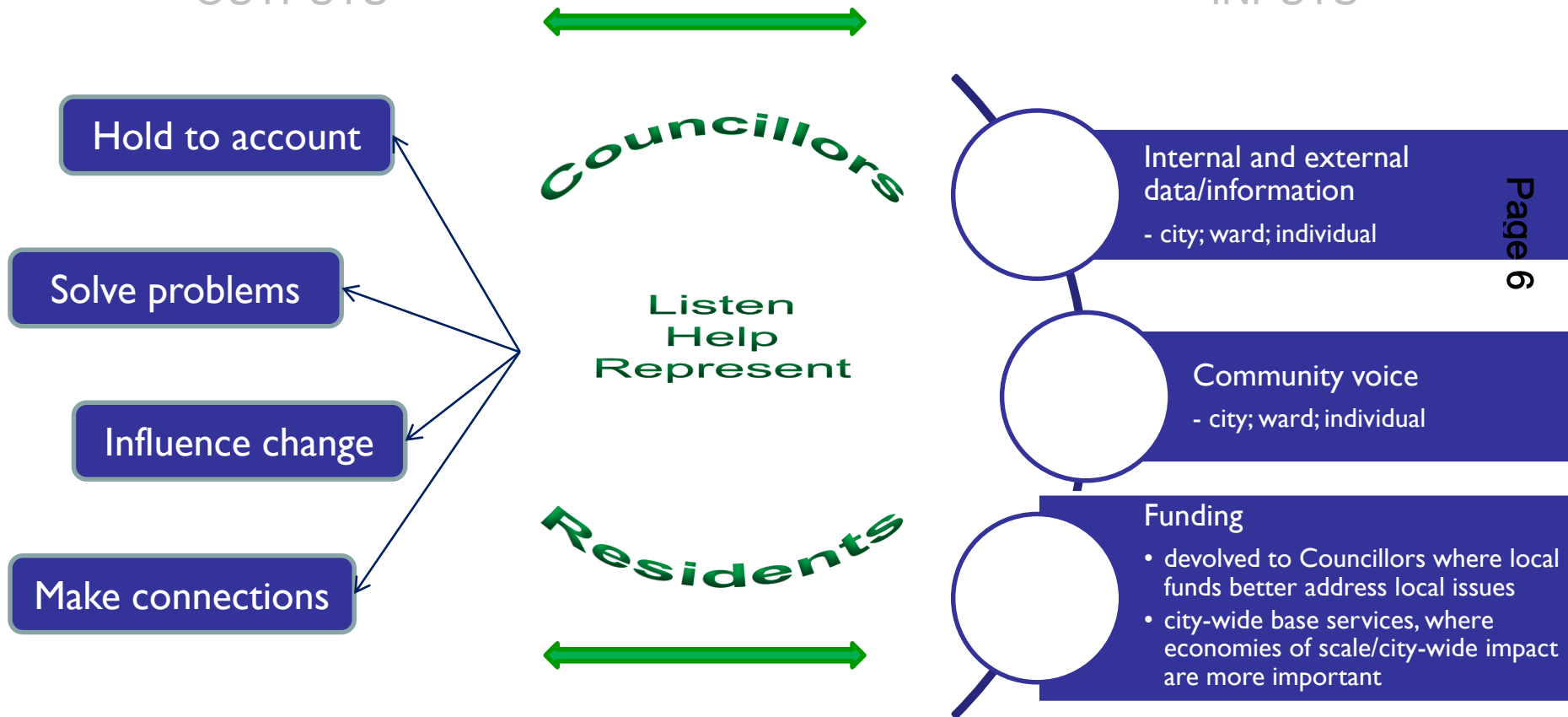
- This slide pack is presented to Council on 29 January 2018 by the Constitutional Review Group.
- It sets out a vision, guiding values and priorities for democratic and community engagement from the perspective of the front-line councillor.

# Vision – Councillor-led Democratic and Community Engagement



OUTPUTS

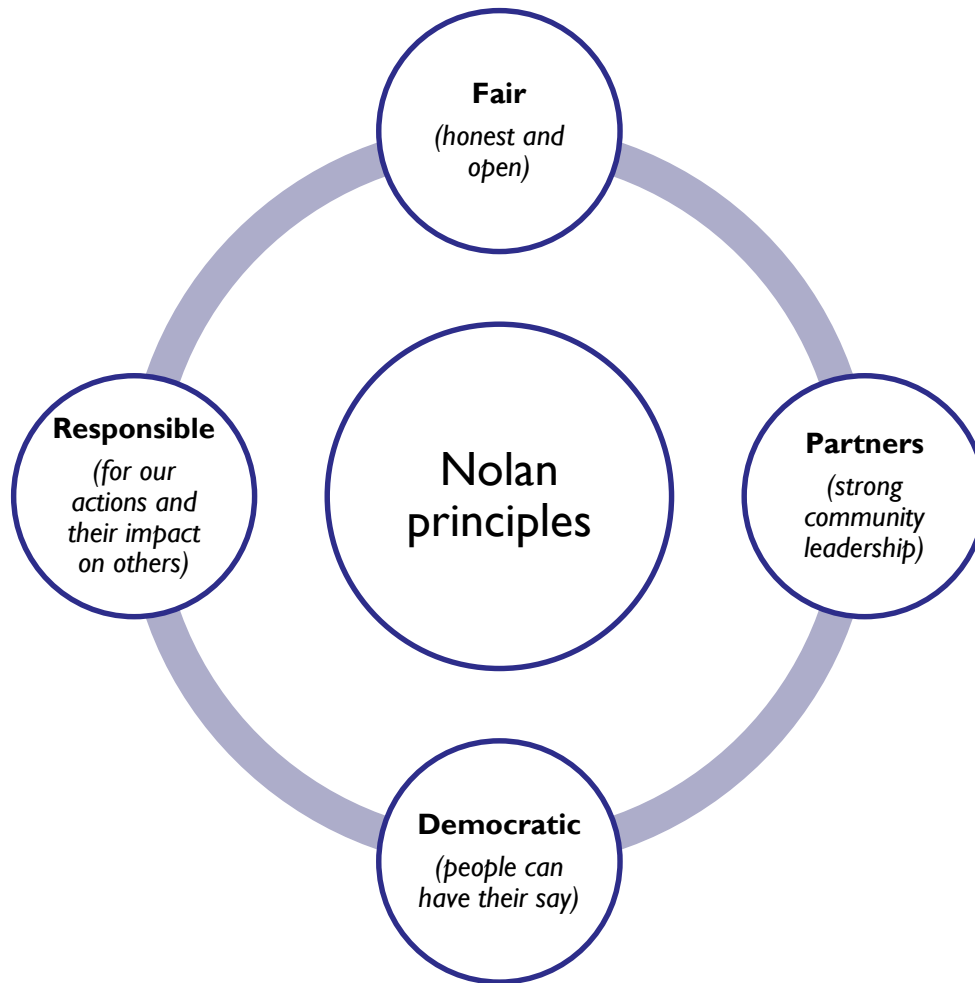
INPUTS



*Bringing the work of the Council and Councillors closer to communities*



# Guiding values



*Common values guide consistency in how Councillors choose to engage with their communities.*

*These are our corporate values as adopted by the Corporate Plan, which are anchored by the seven Nolan principles of Public Life which anchor our values.*

# Approach – from the ‘front-line’ Councillor’s perspective



- What is it that Councillors need to undertake their roles well?
  1. A solid **induction** and good opportunities for follow-up training and **development**
  2. **Information and data** about their wards/the city
  3. Ways to hear the **residents voice** and respond to their concerns
  4. An understanding of how to **connect back** to the Council through officers and democratic/governance processes
  5. **Responsiveness** from Council employees to questions raised, including a high quality **casework** service
  6. **Resources** (funds) to direct to ward priorities
  7. Good **networks** and an understanding of the work of key Council partners to help **solve problems collaboratively**
  8. To be **visible** and **accessible** to residents

# I. Induction, training and development



**Aim:** provide a solid induction and good opportunities for follow-up training and development (*also training and development for staff to help better understand, and therefore support, the role of Councillors*)

## **Actions:**

- 'Managing in a political environment' e-learning in development for staff (Feb/March 2018)
- Active engagement with LGiU and LGA about training and briefings offer, including to be a host location for such events
- Redevelopment of new Councillor induction – plan to CRG, Feb 2018
- Refresh of Council/Councillors webpages and Member Toolkit area (by end Feb 2018)
- Development of Councillor 'Roundup' newsletter (Feb 2018)
- Identify and sustain a Councillors training and development budget (Jan 2018)

## 2. Information and data – ward and city



**Aim:** provide Councillors with key statistics and information about their wards and the city as a whole on regular basis to help inform priorities/issues for discussion with residents

### **Actions:**

- Produce annual ‘ward data basics’ profiles (complete; annual refresh)
- Establish a new ‘Ward Knowledge Share’ mechanism for Councillors and Officers to share with each other, in a holistic way, knowledge about things happening within wards – based on a locality model (linking to neighbourhood problem-solving)
- Councillor ‘Roundup’ newsletter to include updates on key stats about the city (Feb 2018)
- Ensure Councillors are informed at an early stage of local consultations and/or policy changes in their ward (and the outcomes of those)

# 3. Hearing residents voice (I)



- Casework
- Direct approach
- Local consultations

***Social Media***



- **Councillor led:** e.g. Tea and Toast; Ward Surgery; Have your Say; Issue-specific meetings
- **Community-led:** community events; governorship
- **Officer facilitated:** WardWalks

***Face to Face***



- Consultations
- Surveys
- Collaborative problem-solving

***Email***

***Phone***

# 3. Hearing residents voice (2)



**Aim:** enable Councillors to engage with their residents through a variety of means

**Actions:**

- Review with ward Councillors engagement mechanisms currently used, effectiveness of those and consider alternatives/additions
- Deliver awareness sessions for use of social media as a means to engage with residents (first sessions delivered Nov 2017)
- Propose resourcing of community engagement activities funding through existing Councillor devolved budgets which could be directed to administering such activities or, if self-administer, to their wards. e.g. could enable better connections to Voluntary and Community Sector organisations
- Clarify existing democratic mechanisms to feed-back from wards (e.g. through Portfolio Holders; to service leads; through questions at Council; by Call for Action; through casework) – see next slide...

# 4. Connecting back



**Aim:** ensure Councillors understand how to connect back to the Council through officers and democratic/governance processes

- 'Ward Knowledge Share' (new proposed)
- Raise as casework
- Raise through Portfolio Holder
- Use the Council's formal complaints procedure (if the issue is a complaint)

## **Democratic processes from the Constitution:**

- Questions to Cabinet Members at Council or to relevant Committee
- Part B, 14.1 - Motions on Notice to full Council
- D9.2 – Any Councillor may propose to Committee Chair any local government matter (other than excluded matters) which is relevant to the functions of the Committee
- Part G 'Councillor Call for Action' – Councillors identify concerns in their communities and try to resolve them by talking to the Council and other service providers. If they can't resolve a particular issue they can make a 'Councillor Call for Action' which asks for the matter to be referred to the Overview and Scrutiny for further investigation

# 5. Responsiveness to enquiries and casework



**Aim:** enable Councillors to serve their residents well by providing timely resolution and informative responses to enquiries and casework

## **Actions:**

- Clarified response standards to enquiries/casework from Councillors agreed and issued to all staff (Sept 2017)
- Improve central casework provision and develop digital solution to better record, handle and respond to Councillor casework and questions (successful pilot in Dec 2017; full roll-out from Jan 2018)
- Council-wide discussions on what constitutes good customer service to help set/clarify expectations



# 6. Resources (devolved funds)



**Aim:** provide Councillors with access to funds which they can direct to priority needs within their wards

- Existing devolved funds total **£379,500** (£100k more than in 2016/17)

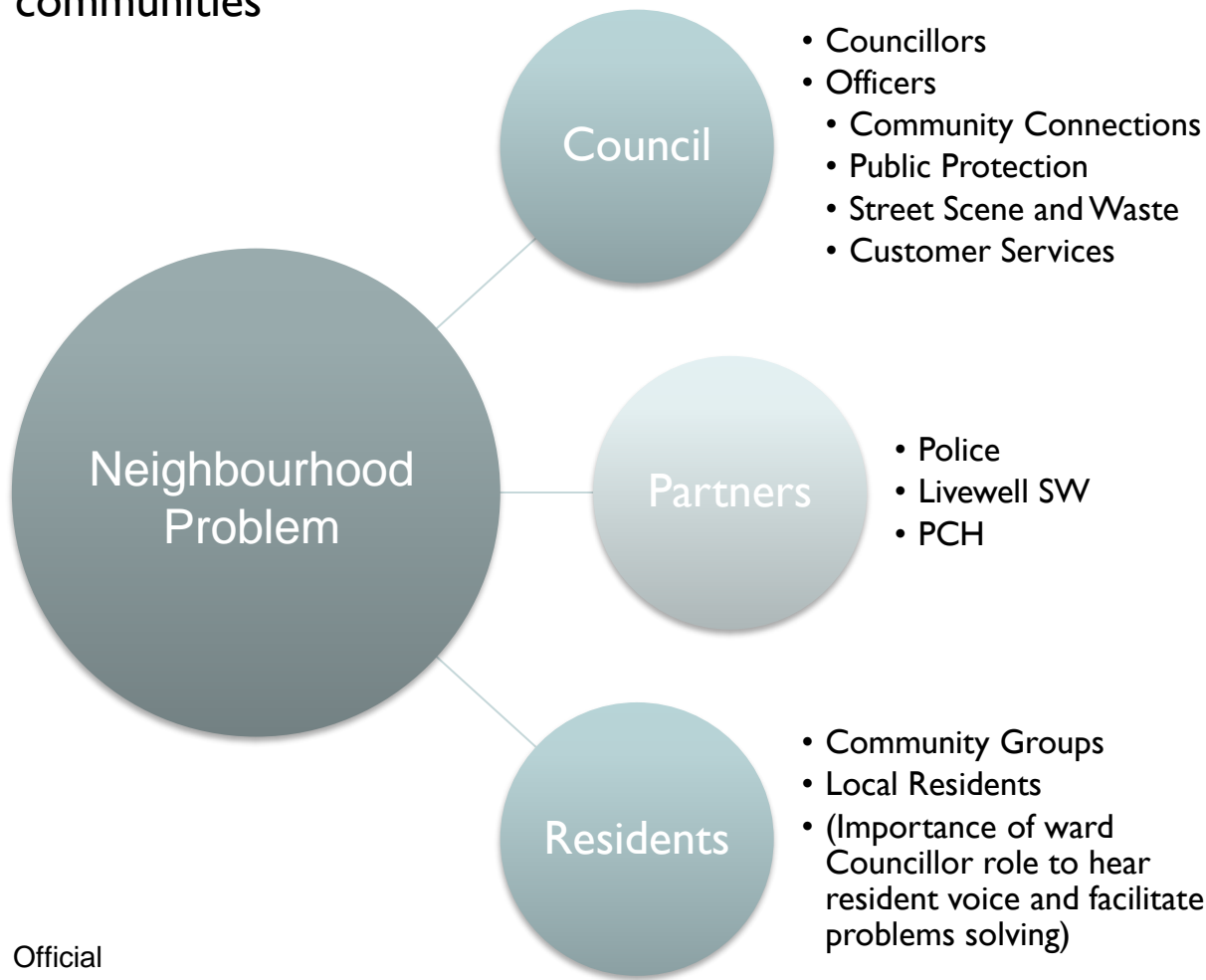
## **Actions:**

- Streamline and simplify administration of Community Grants and Living Streets funds and better connect to Crowd-Fund Plymouth opportunities (by end Feb 2018)
- Publish spend details against **all** devolved funds on the Council's website (from Jan 2018)
- Clarify what Councillors can expect in terms of 'baseline' service for their wards to better inform priorities for spend (undertaken by each service-area)
- Proposal for ruling administration to determine use of Neighbourhood Initiative Fund (NIF) in Feb/March prior to each municipal year through the regular budget-setting process

# 7. Networks and collaborative problem-solving



**Aim:** put in place long-term solutions with partners, to problems experienced in communities



- Problems that require a long-term solution via a multi-agency collaborative response
- Short term interventions
- Leading to long term change
- Employing techniques to deal with problems in a collaborative and supportive way
- Involving officers, Councillor's, partners (including voluntary, community) and residents.

## 8. Accessible and visible



**Aim:** promote the visibility and accessibility of Councillors to residents

### **Actions:**

- Refresh the Councillors webpages and Member Toolkit area (by end Feb 2018)
- Deliver awareness sessions for use of social media as a means to engage with residents (first sessions delivered Nov 2017)

# Summary



- Through the values of **fair, democratic, partners** and **responsible**, Council's request of CRG will be met by:
  1. Providing a solid induction and good opportunities for follow-up training and development
  2. Improving information and data flow about wards/the city
  3. Engaging residents in different ways and responding to their concerns
  4. Clarifying ways to connect back to the Council through officers and democratic/governance processes
  5. Improving responsiveness from Council employees to questions and casework raised by Councillors
  6. Appropriately devolved funds that are directed to ward priorities and complement the baseline service
  7. Better utilising our networks to help solve problems collaboratively
  8. Ensuring Councillors are visible and accessible to residents