



# Complete Agenda

**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

**DEMOCRATIC SERVICES COMMITTEE**

Date and Time

**10.30 am, TUESDAY, 26TH JUNE, 2018**

Location

**Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH**

Contact Point

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(DISTRIBUTED 18/06/18)

# **DEMOCRATIC SERVICES COMMITTEE**

## **MEMBERSHIP (15)**

### **Plaid Cymru (8)**

Councillors

Annwen Daniels  
Charles Wyn Jones  
Olaf Cai Larsen  
Judith Mary Humphreys

Annwen Hughes  
Linda Ann Jones  
Catrin Elen Wager  
Vacant Seat

### **Independent (5)**

Councillors

Dylan Bullard  
Anne Lloyd Jones  
Hefin Underwood

John Brynmor Hughes  
Dewi Wyn Roberts

### **Llais Gwynedd (1)**

Councillor Anwen J. Davies

### **Gwynedd United Independents (1)**

Councillor Dewi Owen

### **Ex-officio Members**

Chair and Vice-Chair of the Council

# **A G E N D A**

**1. ELECTION OF VICE-CHAIRMAN**

To elect a Vice-Chairman for this committee for 2018-19.

**2. APOLOGIES**

To receive any apologies for absence.

**3. DECLARATIONS OF PERSONAL INTEREST**

Receive and declaration of Personal Interest

**4. URGENT MATTERS**

To note any items that are a matter of urgency in the view of the Chairman for consideration.

**5. MINUTES**

4 - 7

The Chairman shall propose that the minutes of the last meeting of this committee held on 12 April 2018, be signed as a true record.

**6. INFORMATION TECHNOLOGY ISSUES**

8

An update on the provision for O365 for Elected Members.

**7. WOMEN IN DEMOCRACY**

9 - 10

Report by the Cllr. Catrin Wager on the lessons learnt from a Conference Promoting the Role of Women in Democracy.

**8. PERSONAL SAFETY OF ELECTED MEMBERS**

11

Raise the Elected Members awareness of the resources available to advise Members about their personal safety.

**9. GENERAL DATA PROTECTION REGULATIONS**

12 - 13

Raise awareness of the requirements of the new regulations along with the training available for Elected Members.

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## DEMOCRATIC SERVICES COMMITTEE 12/4/18

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**Present:** Councillor Dewi Wyn Roberts (Chair).

**Councillors:** Annwen Daniels, Anwen Davies, Annwen Hughes, John Brynmor Hughes, Nia Jeffreys, Anne Lloyd Jones, Charles Wyn Jones, Cai Larsen, Dewi Owen and Catrin Wager.

**Officers:** Geraint Owen (Head of Democratic Services), Carey Cartwright (Learning and Development Service Manager), Vera Jones (Democratic Services Manager), Huw Ynyr (Senior Information Technology and Transformation Manager) and Siôn Owen (Member Support Officer).

**Apologies:** Councillors Dylan Bullard and Linda Ann Jones.

### 1. DECLARATION OF PERSONAL INTEREST

Councillor Annwen Daniels declared a personal interest in item 10: 'Members' Remuneration' as she was the Chair of the Council.

The Chair declared an interest that was not prejudicial on behalf of the members of the committee on item 10: 'Members' Remuneration'.

### 2. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 26 October 2017 as a true record.

### 3. TECHNICAL PROVISION

#### Members' Portal

Councillor Annwen Hughes presented the sub-group's work on the Members' Portal. She noted that restructuring work had been carried out to improve the accessibility of the information that was there. She added that efforts to increase the use would continue, in addition to efforts to gather information that would be useful to members.

#### Office 365

A short presentation was given by Councillor Annwen Hughes, who was a member of the Sub-group of this Committee which was formed to discuss elected members' IT issues. She noted that some members had trialled a provision via the Office 365 system with a cloud provision. The provision had solved a number of technical problems that hindered the work of members, and this was reiterated by other members who were part of the sub-group.

The Senior IT Manager noted that there was an additional cost of approximately £9 per head for the system if it was to be distributed to all members. In response to a question about data protection, he noted that the Council held accreditations from the PSN and the CSG for government data protection, and that the Council would never compromise on data protection.

Whilst discussing distributing the new provision to Council members, it was noted that it needed to be ensured that effective support would be available to members who were not confident in using the new provision. In response, the Senior IT Manager noted that the service would provide the necessary technical support for all users, in addition to assisting with the set-up of the new system and sharing useful information.

In response to a suggestion that the system should be provided to all members immediately, the Democratic Services Manager noted that discretion should be exercised, although the IT service was willing to do so. She added that lessons had been learnt from attempting to act too quickly in the past.

It was proposed and seconded to extend the Office 365 provision to the rest of the members of this Committee initially.

#### **RESOLVED -**

- 1. To offer Office 365 provision to Members of the Democratic Services Committee**
- 2. That the Information Technology Service manage the roll-out of the provision further, depending on solving any problems arising**
- 3. That any useful lessons and information gathered when setting up the provision is shared with the Members in moving forward.**

#### **5. MEMBERS' ENQUIRIES**

Submitted – the report of the Head of Democratic Services. He noted that he had made enquiries following observations made at the meeting of the Council on 14/12/17 about the lack of response from officers to messages from elected members. He received 13 responses that were varied in nature.

Observations arising from the discussion:

- The contact details on the Members' Portal were often on a level that was too high for the nature of the enquiry.
- Other organisations such as CCG used one contact point for members.
- Using Galw Gwynedd could be tiresome, especially when attempting to communicate with some specific Services.
- The protocol noted that a response should be provided within five days. Whilst that was useful, it did not differentiate between urgent matters and other matters.
- Acknowledgement of receiving the e-mail would be useful, as it would give assurance that the enquiry had been received.

The Head of Democratic Services thanked everyone for their observations.

#### **6. MEMBER-OFFICER PROTOCOL**

Submitted - the report of the Monitoring Officer, noting that the Protocol had been established for some time, defining the role and expectations as members contacted officers. He noted that it was timely to review the Protocol to ensure that it continued to fulfil its purpose and to promote it. The protocol would also be submitted to the Standards Committee before it would go to the full Council to be adopted as a change to the constitution. The main changes were to better convey the principle that was behind clause 29.9.4 (familiarity) and to reflect the staff guidelines in clause 21.10.

In response to a question about familiarity and its relevance to 'friends' on websites such as Facebook, the Monitoring Officer noted that the nature of 'friends' on such websites was different to relationships and familiarity in the real world. He also reminded the Members of the social media guidelines that had been distributed. He also noted, in response to a question, that in cases of familiarity before the election of a Member, the matter should be dealt with like any other declaration of personal interest.

It was asked how strong the protocol was, and what was its status. In response, the Monitoring Officer noted that the Protocol defined the internal process, and whilst it was possible for cases to go before the Standards Committee, it did not have a statutory basis.

Other observations arising from the discussion:

- That local members were often unaware of what the Council was doing in their wards, and that it caused concerns that Members were receiving information from their electors.
- What steps should a Member follow if they received a complaint of bullying.

In response, the Monitoring Officer noted that the Protocol referred to cases of officers being bullied by Members. The Head of Democratic Services added that the internal bullying policy existed in order to address such matters.

**RESOLVED to accept the report and to send the Committee's observations to the Standards Committee**

## **7. MEMBERS' TRAINING**

Submitted - the report of the Learning and Development Manager, noting that 35 learning and development opportunities had been offered across 87 events. The service had also worked to develop a learning and development provision, looking into and using different methods of provision. He emphasised that the learning and development programme was a live programme, and that feedback and suggestions were welcomed.

Observations arising from the discussion:

- The programme was useful to members. Would it be possible to make some types of training compulsory?
- It would be useful to offer training on Unconscious Bias for Members and staff.
- Whilst the numbers who attended some events were disappointing, it was not possible for all members to be present for different reasons.
- Continuing to develop alternative methods of providing training was important.
- Was it raising awareness or training that was most important in some cases?

The Learning and Development Manager thanked the Committee for the observations and suggestions, emphasising that the service needed to be flexible, and offer a number of opportunities and different methods for members to receive learning and development opportunities.

**RESOLVED to accept the report.**

## **8. THE ANNUAL REPORT OF THE HEAD OF DEMOCRATIC SERVICES**

Submitted - the report of the Head of Democratic Services, outlining the support for Members that had been delivered over the term of this Council and the elements that were being developed for them.

Comments arising from the discussion:

- That it was beneficial to see the terms of reference of different committees. It may be beneficial to add a contact name to the report.
- Encourage the development of using technology, such as Skype.

**RESOLVED: To approve issuing the report to the Full Council.**

## **9. FINANCIAL REMUNERATION FOR ELECTED MEMBERS**

Submitted - the report of the Democratic Services Manager. He noted that the Council had been successful in influencing the Independent Remuneration Panel for Wales, and the Council's observations had been reflected in the report of the Panel. He emphasised that the Council had no choice but to accept the recommendations of the panel, apart from the salary

of the Chair of the Council. Members were free to accept or refuse any proportion of the remuneration that was offered to them.

Observations arising from the discussion:

- Concerns that Elected Members were receiving an increase in difficult financial circumstances.
- The fact that there was one higher salary level now was welcomed.
- The Chair of the Council should receive the highest civic salary rate to reflect the status and the commitments of the role of the Chair.

It was proposed and seconded to recommend that the Council should set the civic salary for the Chair of the Council at Level 1 (£24,200), and the Vice-chair of the Council at level 2 (£16,300).

**RESOLVED:**

- **To accept the report.**
- **To recommend setting the civic salary for the Chair of the Council at Level 1 (£24,200), and the Vice-chair of the Council at level 2 (£16,300) to the Council.**
- **To share the Committee's observations with the Council.**

**10. ELECTED MEMBERS' ANNUAL REPORTS**

Submitted - the report of the Democratic Services Manager, outlining that the purpose of the reports was to give Members an opportunity to communicate their activities to their electors. Guidelines on what should be included would be circulated, with a template that had been submitted to Committee members. He noted that annual reports were not published for 2016/17 due to the election, but that the opportunity was being offered to Council Members again for 2017/18.

Comments arising from the discussion:

- More emphasis on the electoral work of members was needed on the template
- It was useful for Members to keep a diary in order to make the process of producing an end of year report easier.
- The opportunity to note why a Member was unable to be present at meetings or events was appreciated
- Would there be any further promoting apart from publishing the reports on the Council's website?

In response, the Democratic Services Manager noted that there was a statutory duty in place to enable Members to publish the reports. There was no obligation for Members to produce annual reports. He added that the exemplary template could be adapted to coincide with individual Members' content, and that there would be no further promoting.

The meeting commenced at 10:00am and concluded at 12:45pm.

**CHAIR**

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# Agenda Item 6

<b>COMMITTEE</b>	Democratic Services Committee
<b>DATE</b>	June 26th, 2018
<b>SUBJECT</b>	An update on the provision of O365 for Elected Members
<b>AUTHORS</b>	Huw Ynyr & Bryn Goodman Jones

1. An update was provided on the pilot to use Microsoft’s O365 cloud offering to provision Member e-mail Services during the committee’s last meeting.
2. It was noted that the pilot’s participants were happy with the new provision, however some noted that they had experienced some initial problems but were eager extend the provision further, starting with members from the Democratic Services Committee.
3. We now have 22 Members using the new provision. Contact was made with all members of this committee, with the majority migrating to the new provision. Only a small number remain on the original e-mail provision with the remaining to be migrated when the Members complete arrangements with the IT Service.
4. A few problems were noted during the pilot:
  - a. A technical issue with some internet service providers where remedial work needed to be done to change settings (technical reason –DNS hijack)
  - b. The Welsh language pack for Microsoft Office wasn’t working, however this was resolved with the assistance of Microsoft
  - c. Gwynedd Council Officer were unable to open Members calendars (technical solution – setting officers UPN to their e-mail address rather than their pay number)
5. Nine Members have configured their personal devices to provision access to their e-mail, five on their iPhone, two on iPad and the other two with their Android mobile phones.
6. Other than the initial teething problems, there isn’t a disadvantage to using the new Service, however there are some notable advantages:
  - a. The use of Outlook instead of Mail to send/receive e-mails
  - b. Cysgeir has been integrated into Outlook to enable spelling and grammar checking and correction for Welsh
  - c. No restrictions to use e-mail on personal devices
  - d. The ability to share calendars with external users
  - e. Backup provision of personal files
7. We are seeking reassurances if this new provision is now suitable to be introduced for all remaining Members.
8. During this journey of supporting the Members to get the service up and running we noticed varying degrees of confidence and experience in the use of the technology and that some Members would benefit from additional support. We suggest that the Information Technology Service collaborate with the Corporate Support Service and members from the Democratic Services Committee to work on training provision.



# Agenda Item 7

MEETING	Democratic Services Committee
DATE	26 June 2018
SUBJECT	Women in Democracy
PURPOSE	Report on the lessons learnt from a conference promoting the role of women in Democracy, and identify the next actions.
AUTHOR	Vera Jones, Democratic Services Manager

1. At the meeting of the Democratic Services Committee on 26 October 2017, discussions were held on continuing to attempt to promote diversity in democracy. It was reported that considerable work had been done by a sub-group of the committee before the May 2017 elections in an attempt to encourage more diversity, especially in the following fields:
  - Young people
  - Women
  - Disabled people
2. The Committee decided that this work was essential and that there was scope to build on what had already been achieved, and therefore a new sub-group was formed.
3. As reported at the previous meeting of this committee, there is much to be learnt from attending courses or seminars on behalf of the Council and, if that happens, it is essential that Members report on what they have learnt.
4. Councillor Catrin Wager attended the 'Women in Democracy' conference as a member of this committee. A verbal report will be given by the Councillor during the meeting.
5. We are aware that the discussions at the seminar was based on the findings of the Fawcett Society. They published a detailed report in July 2017 - "Does Local Government work for Women?" based on thorough research.
6. The report proposes a number of recommendations to encourage more women to stand as candidates in local government elections, and presents recommendations on how to improve circumstances within local government, focussing on ensuring that procedures are fair to women.

7. The recommendations by the Fawcett Society vary, and include the recommendations below amongst others:
  - collecting and publishing data about the profile and salaries by gender in local government
  - changing culture,
  - role of political groups,
  - contacting women who are active in their communities to encourage them to stand at local government elections
  - role of local government to support Members
  - specific policies to support elected members, such as maternity leave etc
  - maximum 4 term role for members
  - support women to undertake leadership roles within local government
  - mentoring forums for female elected members in order to provide support for each other.
  
8. The Commission's report is available on their website.
  
9. The Committee is requested to consider the messages Councillor Catrin Wager is presenting, and identify the way forward with the work of promoting democracy in local government.

# Agenda Item 8

MEETING	Democratic Services Committee
DATE	26 June 2018
SUBJECT	Personal safety of elected members.
PURPOSE	Raise the elected members' awareness of the resources available to advise Members about their personal safety.
AUTHOR	Vera Jones, Democratic Services Manager

1. Elected Members have a prominent role as public figures. In any public role, Members are open to contact with the community at any time. This contact can be very positive but, unfortunately, at times, it can also be negative.
2. Unfortunately, it could mean that elected members are open to verbal, written or on-line abuse, or they could be stalked or harassed in general. The potential danger to elected members came to the forefront of everyone's minds following the tragic death of the Member of Parliament, Jo Cox in June 2016.
3. However, there are specific steps that could be taken to ensure your own safety. The Welsh Local Government Association has created guidelines for members to deal with on-line abuse. In addition, they have created a specific page about Elected Members' personal safety on their website (link below) in order to assist members. The resources available on the website include links to resources on other useful websites, e.g. the Susie Lamplugh Trust.

<http://wlga.cymru/personal-safety-for-members>

4. To date, in Gwynedd, we are not aware that specific matters have arisen about the safety of Elected Members. So far, the matter has not been discussed at the committee, although it has been raised by a few members as part of other items.
5. Therefore, Members of the Democratic Services Committee are requested to consider the requirements of the members in terms of guidance on safety; are the guidelines by WLGA useful and adequate? Members are also requested to consider the best way to raise awareness of all members to these useful guidelines.

# Agenda Item 9

MEETING	Democratic Services Committee
DATE	26 <sup>th</sup> June, 2018
SUBJECT	General Data Protection Regulation
PURPOSE	Raise awareness of the requirements of the new regulations along with the training available for Elected Members
AUTHOR	Helen Mary Parry, Statutory Data Protection Officer

1. As you are probably aware, new regulations, the General Data Protection Regulation (GDPR) came into being on the 25th May 2018.
2. In your role as a Councillor you probably handel information about people as part of your work. Therefore YOU are responsible for all the information that you use and record about people. This may be names, addresses, date of birth but also more sensitive information such as health or criminal records.
3. You will already be aware that you should be handing this ifnrmation securely, and taking care when disclosing to others. Data protection rules must be followed.
4. However, the new regulations will impose new requirements on you:
  - to keep a record or register of the information you hold
  - To tell people how you use their personal information
  - To inform people of their rights
  - To report any significant data breaches within 72 hours
5. It is important to note that help is available for you as Elected Members. A number of training courses have been organised – you can register on the data protection courses by contacting the Training and Development Unit. In addition, a short video has been produced to give an overview of the requirements of the regulations . It is available on the ‘Porth Aelodau’ for you to view at a time which is convenient for you.
6. The data protection courses organised to date are as follows:

Date	Time	Location	Medium
Wednesday, 11 July	10:00 – 11:30	Enlli Learning Room, The Learning Centre, Caernarfon	Bilingual
Thursday, 6 September	10:00 – 11:30	Deudraeth Room, Penrhyndeudraeth	Bilingual
Thursday, 20 September	1:30 – 3:00	Enlli Learning Room, The Learning Centre, Caernarfon	Bilingual

Friday, 5 October	10:00 – 11:30	Enlli Learning Room, The Learning Centre, Caernarfon	Bilingual
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