

# Councillors' Handbook



# Councillor Handbook

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## Introduction

This Handbook is intended to provide all Councillors, particularly those of you who are newly elected, with information and assistance which is likely to help you:

- ❖ In discharging your duties as a Councillor
- ❖ In finding your way around the various council offices locations for meetings etc; and meeting remotely
- ❖ By providing important information by way of a general introduction to the work of the County Council.

The Handbook focuses on key aspects of the Council's work, but it cannot, of course, answer all the questions or provide all the information that Councillors will require.

It will be supplemented by a comprehensive induction and member development programme including assistance with Information Technology (IT). Officers from all departments of the Council will be involved and this will take the form of presentations, focus groups, seminars, role play and other learning media. This document and all others referred to in it are accessible on the Council's Intranet, together with a vast amount of information which will help you in your role as a County Councillor.

<http://intranet/our-people/democracy/members-induction-programme/>

The following officers in my department will be pleased to help you with any enquiries you may have and are a ready source of advice and assistance:

Linda Rees-Jones – Head of Administration & Law and Monitoring Officer  
(Telephone Direct Line 01267 224010) e-mail: [LRJones@carmarthenshire.gov.uk](mailto:LRJones@carmarthenshire.gov.uk)

Gaynor Morgan, Head of Democratic Services  
(Telephone Direct Line 01267 224026) e-mail: [GMorgan@carmarthenshire.gov.uk](mailto:GMorgan@carmarthenshire.gov.uk)

Eira Evans, Principal Democratic Services Officer (Civic & Member Support)  
(Telephone Direct Line 01267 224060) e-mail: [HEEvans@carmarthenshire.gov.uk](mailto:HEEvans@carmarthenshire.gov.uk)

Michelle Evans Thomas, Principal Democratic Services Officer (Committee Support)  
(Telephone Direct Line 01267 224470) e-mail: [MEEvansThomas@carmarthenshire.gov.uk](mailto:MEEvansThomas@carmarthenshire.gov.uk)

**Wendy Walters**

Chief Executive

## **OUT OF HOURS CONTACT**

Outside normal office hours Delta Wellbeing provides an emergency service on 0300 333 2222. This phone number is for emergencies and is available after 6.00 pm and up until 8.30 am on weekdays, and on Saturdays, Sundays, and Bank Holidays.

You can contact Delta Wellbeing in the following ways:

- By telephone: 0300 333 2222
- E-mail: [info@deltawellbeing.org.uk](mailto:info@deltawellbeing.org.uk)
- Other forms of contact are shown on their website:  
<https://www.deltawellbeing.org.uk/contact-us/>

## **ELECTED MEMBERS GUIDANCE - EMERGENCY PLANNING & RESPONSE**

Elected Members have an important role to play before, during and after an emergency. Many people in the community rely on the skills, resources and knowledge of their Elected Members. Elected Members awareness of civil protection, emergency preparedness and response arrangements will contribute to the successful outcomes of an emergency and ultimately the effective return to normality for their communities.

It is therefore important that you are aware of the responsibilities of the Council under the Civil Contingencies Act 2004 (CCA) and that you have a good understanding of your role in preparing for, responding to and recovering from emergencies.

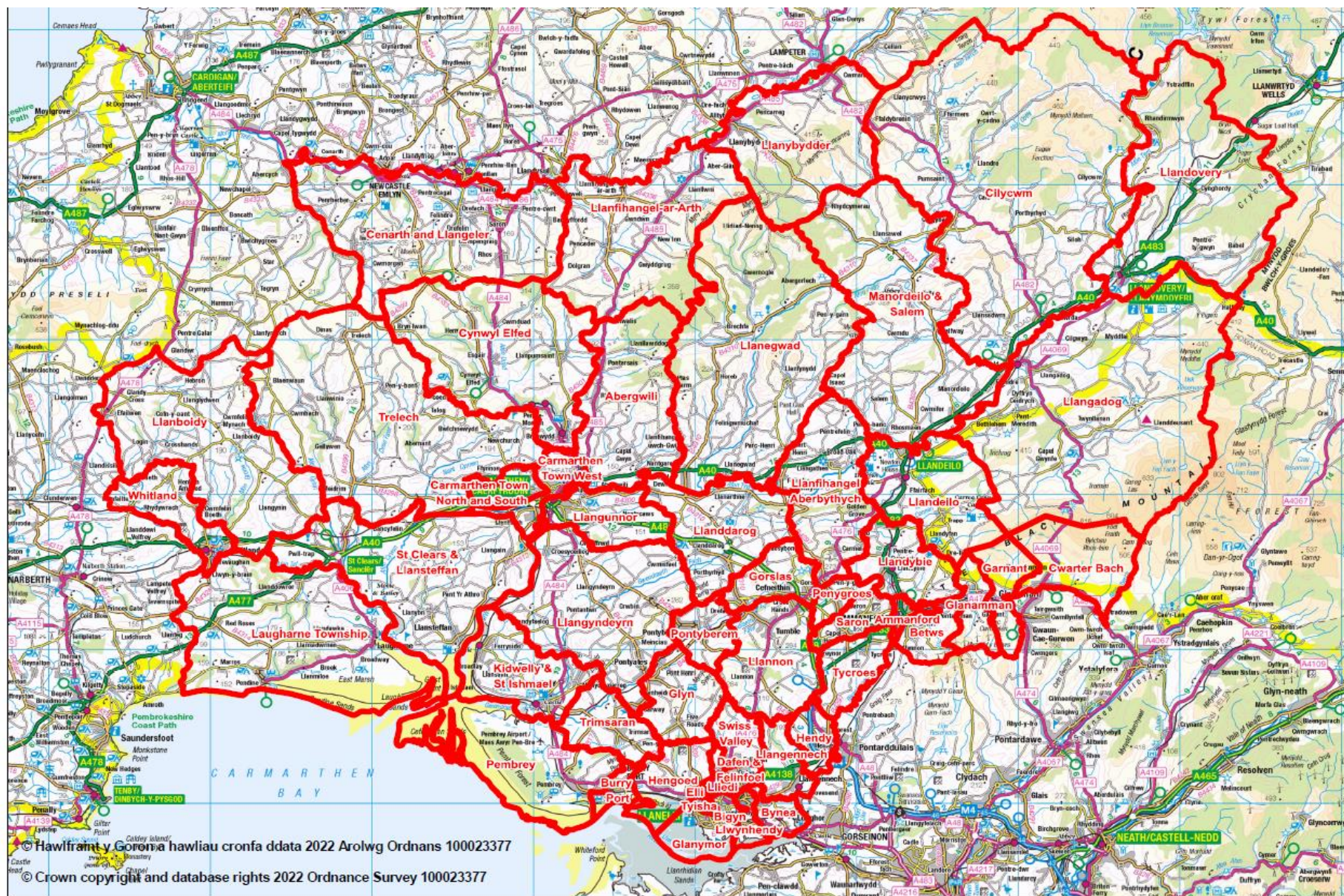
The aim of this guidance is to provide you with an understanding of civil contingency arrangements in the Authority's area and detail how you can assist. The guide will provide Elected Members with a clear overview of:

- How emergencies are managed in the County and in the Dyfed Powys area
- The responsibilities of Local Authorities under the Civil Contingencies Act 2004
- The role Elected Members can play before, during and after an emergency

You can access the full document via the following link:

[Download the Emergency Planning Guidance \(pdf\)](#)







## **Chief Executive and Directors' Functions**

The County Council's Chief Executive and Directors' key responsibilities are as follows:

**WENDY WALTERS**  
**CHIEF EXECUTIVE**



- Corporate Management
- Corporate Strategy
- Democratic Services
- Legal Services
- People Management and Performance
- Information Technology
  
- Corporate Policy & Partnership
- Electoral & Registration Services
- Performance Management
- Marketing & Media
- Departmental Business Support
- Regeneration & Property

The Chief Executive has statutory responsibilities to ensure overall managerial responsibility for the discharge of the Authority's functions. She has an important pivotal role in ensuring that officers understand, and are sensitive to, the political aspirations of Councillors and in ensuring that Councillors recognise and do not encroach on the day-to-day management responsibilities of officers. She convenes and chairs regular meetings of the Corporate Management Team, which is essentially a meeting of all Chief Officers to discuss current issues, policy formulation and implementation and performance management.

The Chief Executive will have a special responsibility to the ruling Group of the Council but at the same time she will help and advise the other Political Groups. Ultimately however, decisions will be made by the Council, the Cabinet or Committees.

**JAKE MORGAN**  
**DIRECTOR OF COMMUNITY**  
**SERVICES**



- Housing Services
- Older People and Physical Disability Services
- Mental Health and Learning Disability Services
- Public Protection
- Adult Safeguarding
- Service Improvement

**CHRIS MOORE**  
**DIRECTOR OF CORPORATE**  
**SERVICES**



Key Responsibilities

- Accountancy and Financial Management
- Treasury Management & Pension Investments
- Pensions Administration
- Payroll Control
- Creditor Payments
- Revenue Services
- Internal Audit
- Corporate Procurement
- Risk Management
- Business Development

Section 151 Officer for:

- The County Council
- Dyfed Pension Fund
- SWW Corporate Joint Committee
- Wales Pension Partnership
- Swansea Bay City Deal

**GARETH MORGANS**  
**DIRECTOR OF EDUCATION &**  
**CHILDREN**



- Safeguarding
- Children and Young People
- School Performance and Learner Outcomes
- Curriculum Design and Support
- Learning Transformation
- Inclusion
- Additional Learning Needs
- Behaviour Support Services
- School Organisation and Modernisation
- Catering Services
- School Admissions
- School Governance & Governor Development
- Welsh in Education Strategic Plan
- Music Service
- Youth Support Services
- Adult & Community Learning
- Complex Needs and Transition
- Fostering and Adoption
- Early Years
- Family Support and Prevention
- Children and Young People
- Engagement & Participation
- Corporate Parenting and Child Welfare
- Education Psychology Service
- Education Data and Support Systems

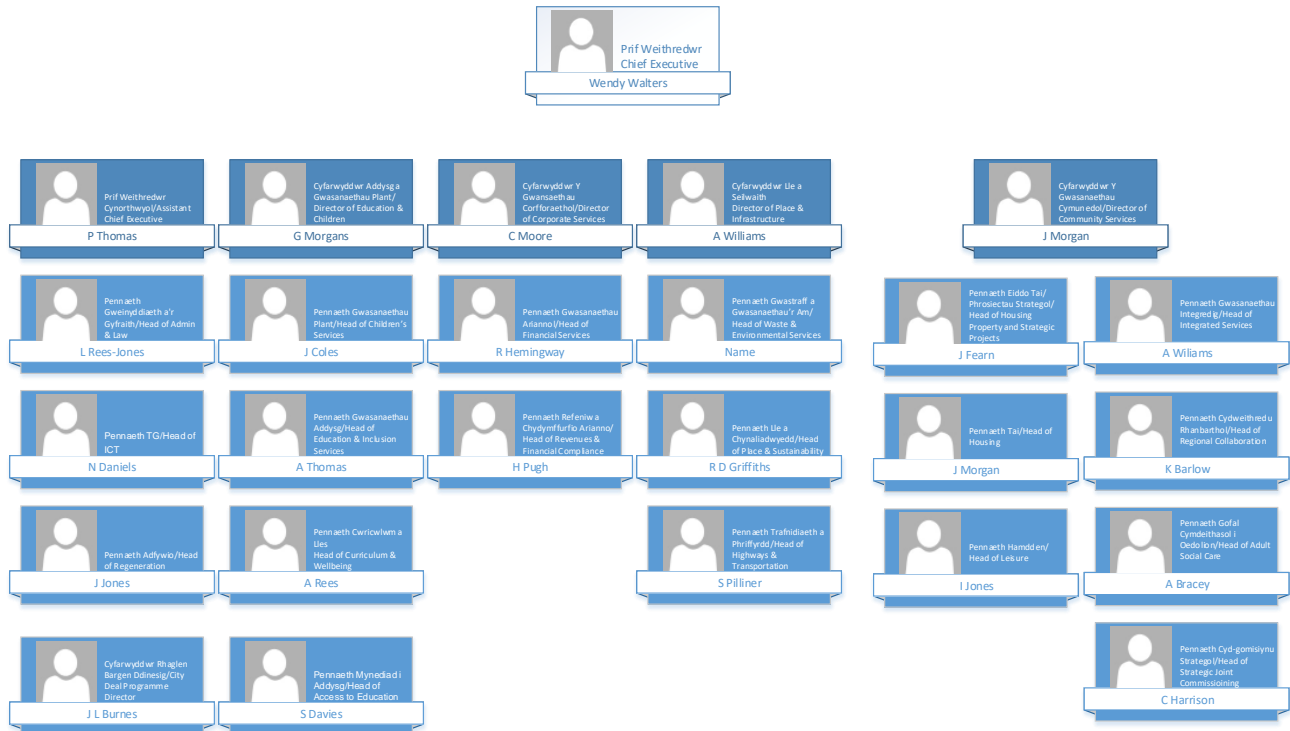


**AINSLEY WILLIAMS**  
**DIRECTOR OF PLACE &**  
**INFRASTRUCTURE**



- Countryside Access
- Engineering Design
- Fleet Services
- Highways Asset Management
- Highway Maintenance
- Parking Services
- Passenger Transport
- Strategic Planning & Infrastructure Development
- Street Lighting
- Street Works & Highway Adoptions
- Traffic Management & Road Safety
- Waste Management
- Environmental Enforcement
- Street Cleansing & Litter Management
- Grounds Maintenance
- Municipal Services
- Flood Risk Management
- Coastal Adaption
- Civil Contingency & Emergency Planning Functions
- Development Management & Built Heritage
- Building Control
- Rural Conservation
- Forward Planning
- Minerals & Waste
- Sustainable Development
- Information Management
- Compliance
- Maintenance
- Minor Works
- Contracts & Performance
- Cleaning Services
- Management Information & Planning
- Fleet & Transport
- Property
- Highways & Waste
- Operational Training
- Systems Development
- Management Support

## Directors and Heads of Service



## Who's Who! Directors and Heads of Service

### Chief Executive's Department

#### Chief Executive

Wendy Walters  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224110  
Email: [WSWalters@carmarthenshire.gov.uk](mailto:WSWalters@carmarthenshire.gov.uk)



#### Key Functions:

##### Electoral & Registration Services

<ul style="list-style-type: none"><li>• Elections</li></ul>	<ul style="list-style-type: none"><li>• Coroner</li></ul>
<ul style="list-style-type: none"><li>• Deaths, Marriages &amp; Civil Partnerships</li></ul>	<ul style="list-style-type: none"><li>• Certificates &amp; Family History</li></ul>
<ul style="list-style-type: none"><li>• Approves Venues Licensing</li></ul>	<ul style="list-style-type: none"><li>• Citizenship</li></ul>

##### Marketing & Media

<ul style="list-style-type: none"><li>• Marketing</li></ul>	<ul style="list-style-type: none"><li>• Media</li></ul>
<ul style="list-style-type: none"><li>• Customer Care</li></ul>	<ul style="list-style-type: none"><li>• Translation</li></ul>
<ul style="list-style-type: none"><li>• Graphics &amp; Print</li></ul>	<ul style="list-style-type: none"><li>• Tourism</li></ul>
<ul style="list-style-type: none"><li>• Digital Marketing including Social Media</li></ul>	<ul style="list-style-type: none"><li>• Corporate Website</li></ul>

##### Departmental Business Support

<ul style="list-style-type: none"><li>• Cabinet Support</li></ul>	<ul style="list-style-type: none"><li>• Leader Support</li></ul>
<ul style="list-style-type: none"><li>• Lord Lieutenancy</li></ul>	<ul style="list-style-type: none"><li>• Chief Executive Support</li></ul>

## People Management & Performance



### Assistant Chief Executive (People Management & Performance)

Paul Thomas  
St David's Park  
Job's Well Road  
Carmarthen  
SA31 3HB  
Tel: 01267 246123  
Email: [PRThomas@carmarthenshire.gov.uk](mailto:PRThomas@carmarthenshire.gov.uk)

#### Key Functions:

• HR Strategy & Advice	• Recruitment
• Social Care Workforce Development Programme	• DBS
• Pay & Reward	• Pay Policy
• Occupational Health	• Employment Relations
• Health & Safety Strategy & Advice	• Attendance Management (including Schools)
• Employee Wellbeing	• Occupational Health Services
• Service Transformations (TIC)	• Organisational Design & Interventions
• Payroll	• Working Safely Training
• Employee Services	• HR Systems & Development
• Internal Communications	• Workforce Planning
• Workforce Learning & Development	• Employee Data
• Employer Pensions	• Employee Relations

## Administration and Law



### Head of Administration and Law

Linda Rees Jones  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224010  
Email: [LRJones@carmarthenshire.gov.uk](mailto:LRJones@carmarthenshire.gov.uk)

#### Key Functions:

• Monitoring Officer	Democratic Advice & Support
• Legal Services	Land Charges & Searches
• Ombudsman Complaints	Freedom of Information Appeals
• Pension Appeals	



## Regeneration, Policy & Digital



### Head of Regeneration, Policy & Digital

Jason Jones  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 242336  
Email: [JaJones@carmarthenshire.gov.uk](mailto:JaJones@carmarthenshire.gov.uk)

## Key Functions:

### Economic Development

• 10 Towns Initiative	• Covid-19 Economic Recovery
• 100% Sir Gâr	• Physical Regeneration
• ARFOR Programme	• Rural Growth
• Business Grants & Support	• Supporting Business
• Communities First	• The Bureau
• Communities for Work	• UK Government's Levelling Up Funds, e.g. Shared Prosperity Fund
• Community Regeneration	• Workways+
• LEADER Programme (until June 2023)	• Regional Learning & Skills Partnership
• Digital Infrastructure & Connectivity	

### Property & Regeneration

• Land Asset Management	• Property Acquisition & Disposals
• Property Valuations	• Markets
• Major Project Delivery	• Livestock Marts
• Rural Estate (County Farms)	• Property Records
• Geographic Information System (GIS)	

## Digital

<ul style="list-style-type: none"> <li>• Deliver the Digital Transformation Strategy to improve the Council's services</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver the Digital Technology Strategy to underpin the digital infrastructure and future direction of the Authority</li> </ul>
<ul style="list-style-type: none"> <li>• Provide Schools operational ICT Support and the delivery of the Digital Schools Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Applications Development and Digital Transformation</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure end user devices (e.g. laptops and smartphones) are fit for purpose</li> </ul>	<ul style="list-style-type: none"> <li>• Provide an efficient ICT Support service for Council staff, Elected Members and County Schools</li> </ul>
<ul style="list-style-type: none"> <li>• Provide Information Governance assurance to ensure the Council complies with its statutory requirements in relation to Cyber Security and Information Governance</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure robust ICT Security &amp; Operational Business Continuity and Disaster Recovery</li> </ul>
<ul style="list-style-type: none"> <li>• Operational day to day management of the ICT infrastructure including the Data Centres and Telecommunications network</li> </ul>	

## Policy

<ul style="list-style-type: none"> <li>• Corporate Policy requirements relating to Equalities, Welsh Language, Well-being of Future Generations, Armed Forces and Tackling Poverty</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Management and monitoring through the implementation of the Council's Performance Management Framework</li> </ul>
<ul style="list-style-type: none"> <li>• Data Insight focus on making the best use of information and intelligence to support service planning</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership working between public sector organisations in the County, through the Public Services Board (PSB) including community safety</li> </ul>

## Department for Education & Children



### **Director of Education & Children's Services (Chief Education Officer)**

Gareth Morgans  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 246450  
Email: [EDGMorgans@carmarthenshire.gov.uk](mailto:EDGMorgans@carmarthenshire.gov.uk)



### **Head of Access to Education**

Simon Davies  
St David's Park  
Jobswell Road  
Carmarthen  
SA31 3HB  
Tel: 01267 246471  
Email: [SiDavies@carmarthenshire.gov.uk](mailto:SiDavies@carmarthenshire.gov.uk)

### **Key Functions:**

<ul style="list-style-type: none"><li>• Statutory School Organisation &amp; Federation Proposals</li></ul>	<ul style="list-style-type: none"><li>• Programme &amp; Project Governance</li></ul>
<ul style="list-style-type: none"><li>• Development &amp; Delivery of the Modernising Education Programme (MEP)</li></ul>	<ul style="list-style-type: none"><li>• Departmental Link for Risk, Emergency Planning &amp; School Transport</li></ul>
<ul style="list-style-type: none"><li>• Planning School Places</li></ul>	<ul style="list-style-type: none"><li>• Capital Investment Programme</li></ul>
<ul style="list-style-type: none"><li>• Schools Estate Management</li></ul>	<ul style="list-style-type: none"><li>• School Catering &amp; Breakfast Club Service</li></ul>
<ul style="list-style-type: none"><li>• School Admissions</li></ul>	<ul style="list-style-type: none"><li>• Transformation &amp; Change (TIC Schools)</li></ul>
<ul style="list-style-type: none"><li>• Strategic Management of School Attendance</li></ul>	



### **Head of Curriculum & Wellbeing**

Aeron Rees  
St David's Park  
Jobswell Road  
Carmarthen  
SA31 3HB  
Tel: 01267 246532  
Email: [JARees@carmarthenshire.gov.uk](mailto:JARees@carmarthenshire.gov.uk)

#### **Key Functions:**

<ul style="list-style-type: none"> <li>• School Management Information Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Alternative Education (EOTAS, EHE, NEETS)</li> </ul>
<ul style="list-style-type: none"> <li>• National &amp; Local Curriculum and 14-19 Learning Pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Adult &amp; Community Education</li> </ul>
<ul style="list-style-type: none"> <li>• Welsh Medium Education</li> </ul>	<ul style="list-style-type: none"> <li>• Youth Support Services</li> </ul>
<ul style="list-style-type: none"> <li>• Behaviour Management</li> </ul>	<ul style="list-style-type: none"> <li>• Participation &amp; Children's Rights</li> </ul>
<ul style="list-style-type: none"> <li>• Music Service</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Schools</li> </ul>



### **Head of Education & Inclusion Services**

Aneirin Thomas  
St David's Park  
Jobswell Road  
Carmarthen  
SA31 3HB  
Tel: 01267 246645?  
Email: [ARThomas@carmarthenshire.gov.uk](mailto:ARThomas@carmarthenshire.gov.uk)

#### **Key Functions:**

<ul style="list-style-type: none"> <li>• Interventions in Schools Causing Concern</li> </ul>	<ul style="list-style-type: none"> <li>• School Governance &amp; Governor Development</li> </ul>
<ul style="list-style-type: none"> <li>• School Leadership &amp; Reorganisation Issues</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion</li> </ul>
<ul style="list-style-type: none"> <li>• School Funding</li> </ul>	<ul style="list-style-type: none"> <li>• Additional Learning Needs</li> </ul>
<ul style="list-style-type: none"> <li>• Business Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Education Systems Support</li> </ul>
<ul style="list-style-type: none"> <li>• School Attendance</li> </ul>	





### Head of Children & Families

Jan Coles  
 St David's Park  
 Jobswell Road  
 Carmarthen  
 SA31 3HB  
 Tel: 07812 475396  
 Email: [JColes@carmarthenshire.gov.uk](mailto:JColes@carmarthenshire.gov.uk)

#### Key Functions:

<ul style="list-style-type: none"> <li>• Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• Complex Needs &amp; Transition</li> </ul>
<ul style="list-style-type: none"> <li>• Fostering</li> </ul>	<ul style="list-style-type: none"> <li>• Adoption</li> </ul>
<ul style="list-style-type: none"> <li>• Family Support Services: including Early Years Childcare; Family Information Service; Families First; Flying Start; IFST; Edge of Care; FIT; TAF (inc. TAF in Schools)</li> </ul>	<ul style="list-style-type: none"> <li>• Residential &amp; Acute Services</li> </ul>
<ul style="list-style-type: none"> <li>• Looked After Children &amp; Care Leavers</li> </ul>	<ul style="list-style-type: none"> <li>• Out of Hours Service</li> </ul>
<ul style="list-style-type: none"> <li>• Education &amp; Child Psychology and Emotional Health Team</li> </ul>	<ul style="list-style-type: none"> <li>• Schools Safeguarding &amp; Non-Attendance</li> </ul>



### Head of School Effectiveness

Elin Forsyth  
 St David's Park  
 Job's Well Road  
 Carmarthen  
 SA31 3HB  
 Tel: 07584 004000  
 Email: [EMForsyth@carmarthenshire.gov.uk](mailto:EMForsyth@carmarthenshire.gov.uk)

#### Key Functions:

<ul style="list-style-type: none"> <li>• School Effectiveness</li> </ul>	Interventions in Schools Causing Concern
<ul style="list-style-type: none"> <li>• Service Improvement</li> </ul>	ESTYN School Inspections
<ul style="list-style-type: none"> <li>• Regional School Improvement Services</li> </ul>	

## Place and Infrastructure Department



### **Director of Place & Infrastructure**

Ainsley Williams  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224500  
Email:  
[AiWilliams@carmarthenshire.gov.uk](mailto:AiWilliams@carmarthenshire.gov.uk)



### **Head of Place and Sustainability**

Rhodri Griffiths  
3 Spilman Street  
Carmarthen  
SA31 1JY  
Tel: 07815 470094  
Email: [RDGriffiths@carmarthenshire.gov.uk](mailto:RDGriffiths@carmarthenshire.gov.uk)

### **Key Functions:**

• Planning & Related Applications	• Planning Enforcement
• Planning Enforcement Appeals	• Planning Policies & Information, including the Local Development Plan
• Building Regulations & Related Applications	• Dangerous Structures
• Minerals & Waste	• Conservation Areas
• Listed Buildings	• Tywi Centre
• Biodiversity	• Tree Preservation Orders
• High Hedges & Hedgerows	• Common Land
• Coed Cymru	• Street Naming & Numbering
• NET Zero Carbon	• Climate Change Mitigation & Adaption



## Head of Highways & Transport

Stephen Pilliner  
 Parc Myrddin  
 Richmond Terrace  
 Carmarthen  
 SA31 1HQ  
 Tel: 01267 228150  
 Email: [SGPilliner@carmarthenshire.gov.uk](mailto:SGPilliner@carmarthenshire.gov.uk)

### Key Functions:

• Public Transport	• School Transport
• Community Transport	• Transport Strategy & Policy (Local Transport Plan)
• Highway Planning Liaison & Searches	• Highway Infrastructure Development & Improvement
• Public Rights of Way	• Traffic Management – Orders, Accident Analysis, Signs, Lines & Calming
• Parking	• Road Safety
• Fleet Management, Maintenance & Compliance	• Engineering Design
• Bridge Improvement, Strengthening & Maintenance	• Abnormal Loads
• Highway Asset & Network Management	• Highway Maintenance
• Highway Verge Cutting & Maintenance	• Winter Maintenance
• Street Lighting	• Street Works, Public Utilities
• Highway Adoptions	• Regional Construction Frameworks
• Property Design & Construction	



### Head of Environmental Infrastructure

Daniel W John  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224500  
Email: [dwjohn@carmarthenshire.gov.uk](mailto:dwjohn@carmarthenshire.gov.uk)

#### Key Functions:

<ul style="list-style-type: none"> <li>• Grounds &amp; Parks Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Litter Management / Removal</li> </ul>
<ul style="list-style-type: none"> <li>• Environmental Enforcement – enforcement activities relating to litter and fly-tipping incidents, abandoned vehicles, dog fouling issues (including Public Space Protection Orders), waste recycling/disposal scheme compliance, waste disposal offences and waste carrier offences</li> </ul>	<ul style="list-style-type: none"> <li>• Waste Management Strategy – recycling, treatment and disposal of municipal waste</li> </ul>
<ul style="list-style-type: none"> <li>• Household Waste Recycling Centres and Community Recycling Sites</li> </ul>	<ul style="list-style-type: none"> <li>• Flood Mitigation &amp; Management</li> </ul>
<ul style="list-style-type: none"> <li>• Shoreline Management / Coastal Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Departmental Health &amp; Safety</li> </ul>
<ul style="list-style-type: none"> <li>• Ammanford Cemetery Management</li> </ul>	<ul style="list-style-type: none"> <li>• Domestic Refuse and Recycling Collection Service</li> </ul>



### Property Maintenance Manager

Jason G Jones  
Cillefwr Depot  
Alltynap Road  
Johnstown  
Carmarthen  
Tel: 07880 504117  
Email: [JGJones@carmarthenshire.gov.uk](mailto:JGJones@carmarthenshire.gov.uk)

#### Key Functions:

<ul style="list-style-type: none"> <li>• Building Repair &amp; Maintenance (Housing &amp; Non-Housing)</li> </ul>	<ul style="list-style-type: none"> <li>• Contracts and Performance</li> </ul>
<ul style="list-style-type: none"> <li>• Property Health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Capital Programmes</li> </ul>
<ul style="list-style-type: none"> <li>• Minor Works</li> </ul>	



## Service Development, Support and Cleaning Services



### **Business Improvement Manager**

Jackie M Edwards

County Hall

Carmarthen

SA31 1JP

Tel:

Email: [JMEdwards@carmarthenshire.gov.uk](mailto:JMEdwards@carmarthenshire.gov.uk)

### **Key Functions:**

<ul style="list-style-type: none"><li>• Business Support</li></ul>	<ul style="list-style-type: none"><li>• Operational Training</li></ul>
<ul style="list-style-type: none"><li>• Democratic Support</li></ul>	<ul style="list-style-type: none"><li>• Planning Hwb</li></ul>
<ul style="list-style-type: none"><li>• Exchequer Services</li></ul>	<ul style="list-style-type: none"><li>• Communications &amp; Engagement</li></ul>
<ul style="list-style-type: none"><li>• Customer Care &amp; Complaints</li></ul>	<ul style="list-style-type: none"><li>• Wales Programme for Improvement</li></ul>
<ul style="list-style-type: none"><li>• Performance Management</li></ul>	<ul style="list-style-type: none"><li>• Management Information Systems</li></ul>
<ul style="list-style-type: none"><li>• PPE Stores</li></ul>	<ul style="list-style-type: none"><li>• Departmental Co-ordination on Corporate Initiatives</li></ul>
<ul style="list-style-type: none"><li>• TOTAL Systems Administration and Development</li></ul>	<ul style="list-style-type: none"><li>• Building Cleaning</li></ul>

## Corporate Services Department



### Director of Corporate Services

Chris Moore  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224121  
Fax: 01267 224122  
Email: [CMoore@carmarthenshire.gov.uk](mailto:CMoore@carmarthenshire.gov.uk)

### Corporate Services Department consists of:

- Revenues & Financial Compliance
- Financial Services
- Strategic Finance



### Head of Revenues & Financial Compliance

Helen Pugh  
Building 8  
St David's Park  
Job's Well Road  
Carmarthen  
SA31 3HB  
Tel: 01267 246223  
Email: [HLPugh@carmarthenshire.gov.uk](mailto:HLPugh@carmarthenshire.gov.uk)

### Revenues & Financial Compliance includes 5 distinct areas:

- **Revenue Services** - responsible for the administration, billing and recovery of Council Tax and Non-Domestic Rates. This service also undertakes the billing, collection and recovery of miscellaneous income as well as having the responsibility for operating the Councils three full time cash offices, and other income processing functions. In addition, Revenue Services is responsible for the administration of Council Tax Reduction and Housing Benefit Schemes which help low-income households meet their rent and/or Council Tax
- **Internal Audit** - Internal Audit provides an ongoing review of the Authority's systems and operations to minimise risk of loss from error, fraud, waste, or extravagance.
- **Risk Management** - ensures that strategic and operational risks are fully identified and managed by the Authority and aims to minimise overall losses to the Authority.

- **Corporate Procurement** - monitors and supports the delivery of strategic procurement issues across the Authority. The procurement function balances value for money factors with community and political preferences, resource and investment needs, equality, employment, workforce, environmental and sustainability considerations in line with the Welsh Governments Wales Procurement Policy Statement.
- **Business Development** - promotes and supports a culture of performance management and provides business support to Corporate Services.



**Head of Financial Services**

Randal Hemingway

County Hall

Carmarthen

SA31 1JP

Tel: (01267) 224886

Email: [RHemingway@carmarthenshire.gov.uk](mailto:RHemingway@carmarthenshire.gov.uk)

**Financial Services consists of 3 distinct areas:**

- **Accountancy** - we provide a decentralised accounting and financial management service covering Technical Accounting (Preparation of final accounts, corporate accounting, and taxation), Management Accounting (Month end close, maintenance of financial records and budgeting) and Strategic Finance functions (projects, planning and financial advice to members).
- **Pensions Administration, Systems, Accounts Payable & Administration** – Carmarthenshire County Council is the statutorily administering authority for the Dyfed Pension Fund. It also acts as the administrator for the unfunded Police and Fire pension schemes for Dyfed Powys Police Authority, Mid and West Wales Fire and Rescue Service and North Wales Fire and Rescue Service respectively. The systems function ensures the integrity of the comprehensive corporate financial system for both the Authority and several external clients. The corporate payments service provides a range of payment solutions that support both internal and external clients in the settlement of supplier invoices relating to the receipt of goods and services.
- **Treasury Management & Pension Investments** – the unit manages the strategic direction and operation of the Dyfed Pension Fund Investments and Dyfed Welsh Church Fund, as well as the host authority function of the Wales Pension Partnership. The Unit also manages the Treasury Management and Banking Service areas. The Technical Section is responsible for financial, grant compliance advice and accounting support for specific grant funded projects and the research, interpretation, and consultation responses on local government finance matters.



**Strategic Financial Advisor**

Owen Bowen

3 Spilman Street

Carmarthen

SA31 1HB

Tel: 01267 224886

Email: [OBowen@carmarthenshire.gov.uk](mailto:OBowen@carmarthenshire.gov.uk)

- **Strategic Finance (Corporate Projects)** - undertakes all the necessary financial activities for meeting the funding requirement for projects being undertaken by the Authority, including projects already won as well as those under bidding/development. Working with the Corporate Management Team the key responsibilities include liaising with all relevant key partners, banks, financial institutions, agencies, and other stakeholders in the financial community to ensure timely availability of financing for projects at the most competitive terms.





### Director of Community Services

Jake Morgan  
County Hall  
Carmarthen  
SA31 1JP  
Tel: 01267 224697  
Email: [JakeMorgan@carmarthenshire.gov.uk](mailto:JakeMorgan@carmarthenshire.gov.uk)

**For a Carmarthenshire that enables people to live healthier and fulfilled lives by working together to build strong, bilingual and sustainable Communities**

Please see the following Divisions for further information:

- Services for Older People and for People with Physical or Sensory Disabilities
- Adult Social Care
- Strategic Joint Commissioning
- Housing, Public Protection and Care and Support Services
- Leisure Services



### Head of Integrated Services

Alex Williams  
3 Spilman Street  
Carmarthen  
SA31 1LE  
Tel: 01267 228900  
Email: [AlexWilliams@carmarthenshire.gov.uk](mailto:AlexWilliams@carmarthenshire.gov.uk)

### Key Functions:

<ul style="list-style-type: none"><li>• Information and advice for older people, people with physical disabilities/sensory impairment and Carers</li></ul>	<ul style="list-style-type: none"><li>• Social work assessment for older people and people with physical disabilities/sensory impairment</li></ul>
<ul style="list-style-type: none"><li>• Occupational Therapy for older people/people with physical disabilities/sensory impairment</li></ul>	<ul style="list-style-type: none"><li>• Short and long-term services for older people/people with physical disabilities/sensory impairment to support people in the community, avoid admission to hospital and support discharge from hospital</li></ul>
<ul style="list-style-type: none"><li>• CICES, our joint equipment store with the Health Board</li></ul>	<ul style="list-style-type: none"><li>• Community Nursing and the Acute Response Team (Health responsibility)</li></ul>
<ul style="list-style-type: none"><li>• Amman Valley Hospital and Llandovery Cottage Hospital (Health responsibility)</li></ul>	<ul style="list-style-type: none"><li>• Palliative care and bereavement services (Health Responsibility)</li></ul>

## Adult Social Care



### Head of Adult Social Care

Avril Bracey  
3 Spilman Street  
Carmarthen  
SA31 1LE  
Tel: 01267 228849  
Email: [ABracey@carmarthenshire.gov.uk](mailto:ABracey@carmarthenshire.gov.uk)

### Key Functions:

• Adults with Mental Health Needs	• Adults with Learning Disabilities
• Adult Safeguarding	• Substance Misuse Services
• Adult Placement	• Day Opportunities
• Transition Services	• Supported Training & Employment
• Independent Living Fund	• Short Break / Respite Service
• Deprivation of Liberty Safeguards	• Complaints
• Home Care Service	•

## Strategic Joint Commissioning



### Head of Strategic Joint Commissioning

Chris Harrison  
3 Spilman Street  
Carmarthen  
SA31 1LE  
Tel: 01267 228849  
Email: [Chris.harrison@pembrokeshire.gov.uk](mailto:Chris.harrison@pembrokeshire.gov.uk)

Joint appointed Head of Strategic Joint Commissioning who covers Carmarthenshire and Pembrokeshire.

### Key Functions:

- Development for Services to Carers
- Supporting People Team which commissions services with a range of service user groups i.e, children, young people, disabled adults, offenders, travellers and victims of domestic abuse
- Commission support for Adults
- Undertake comprehensive contract monitoring of the Care Home Sector

## Homes and Safer Communities



### **Head of Homes and Public Protection**

Jonathan Morgan

3 Spilman Street

Carmarthen

SA31 1LE

Tel: 01267 228960

Email: [JMorgan@carmarthenshire.gov.uk](mailto:JMorgan@carmarthenshire.gov.uk)

### **Key Functions:**

- Providing housing advice and options at first point of contact, including refugee resettlement, managing the Housing Choice Register, pre-accommodation advice and community engagement
- Tenancy and Estate Management of over 9,000 council homes
- Future standards and investment in our current stock
- Delivering a prevention of homelessness and temporary accommodation service
- Managing standards in the private rented and owner occupation sectors, including empty private homes
- Future investment programme in developing new affordable homes, including new Council homes and supported living accommodation
- Managing the Council's Residential Care Homes and Sheltered Housing Schemes
- Managing the Council's Social Care and Health Protection including the Test, Track and Trace (TTP) service as well as on-going COVID surveillance, outbreaks in specific settings and for vulnerable groups, and linking in with Health Board in terms of vaccination programmes
- Managing Environmental Protection Services including food standards and hygiene, health and safety at events, air quality, noise nuisance, pollution, land contamination and anti-social behaviour
- Managing Consumer and Business Affairs services including licensing, animal health, trading standards and Proceeds of Crime (POCA)

## Housing Property and Strategic Projects



### Head of Housing Property and Strategic Projects

Jonathan Fearn

Parc Myrddin

Richmond Terrace

Carmarthen

SA31 1HQ

Tel: 01267 246244

Email: [jfearn@carmarthenshire.gov.uk](mailto:jfearn@carmarthenshire.gov.uk)

The Housing Property & Strategic Projects Division was created on 1<sup>st</sup> October 2021 from elements of the former Property Division and Homes & Safer Communities Division to bring together and focus on a range of housing property-related services.

Our housing portfolio is spread out over 922 square miles and comprises:

- 792 Sites (Streets / Estates) and associated land
- 9,200 Homes, 506 of which are in sheltered accommodation
- 24 complexes
- 401 Blocks
- 566 Garages
- 512 Parking Bays

### Key Functions

- Housing Repairs & Maintenance
- The Home Improvement Team
- Transforming Tyisha Team
- The New Homes Team (Voids)
- Housing Stock Condition & Verification Team

We also work with a range of Services in the Environment Department, including:

- Framework and Contract Management
- Delivery of the Carmarthenshire Homes Standard, including kitchens and bathrooms, external insulation, re-roofing etc
- Housing Health & Safety and Risk Management/Reduction
- Housing Minor Works
- Boiler Servicing and replacement programmes

During the coming year we will further review how these services are provided with a view to possible further disaggregation into the Housing Property & Strategic Projects Division.

## Leisure Services



### Head of Leisure Services

Ian Jones  
3 Spilman Street  
Carmarthen  
SA31 1LE  
Tel: 01267 228309  
Email: [IJones@carmarthenshire.gov.uk](mailto:IJones@carmarthenshire.gov.uk)

### Key Functions:

#### Sport and Leisure

<ul style="list-style-type: none"><li>Leisure Centres</li></ul>	<ul style="list-style-type: none"><li>Health &amp; Fitness, including the National Exercise Referral Scheme (NERS)</li></ul>
<ul style="list-style-type: none"><li>Sports Development</li></ul>	<ul style="list-style-type: none"><li>Swimming</li></ul>

#### Outdoor Recreation

<ul style="list-style-type: none"><li>Pembrey Country Park</li></ul>	<ul style="list-style-type: none"><li>Millennium Coastal Park</li></ul>
<ul style="list-style-type: none"><li>Llyn Llech Owain</li></ul>	<ul style="list-style-type: none"><li>Mynydd Mawr Woodland Park</li></ul>
<ul style="list-style-type: none"><li>Burry Port Harbour</li></ul>	<ul style="list-style-type: none"><li>Pendine Outdoor Education Centre</li></ul>

#### Culture Services

<ul style="list-style-type: none"><li>Libraries</li></ul>	<ul style="list-style-type: none"><li>Museums</li></ul>
<ul style="list-style-type: none"><li>Archives</li></ul>	<ul style="list-style-type: none"><li>Theatres</li></ul>
<ul style="list-style-type: none"><li>Arts &amp; Galleries (Arts Development; Oriel Myrddin; Dylan Thomas Boathouse)</li></ul>	

## Revenue and Capital Budgets

### 1. Revenue Budget 2022/23.

The Council's total budgeted net revenue expenditure for 2022/23 is £416m, made up as follows:

	<b>2022/23</b>
	Approved
	Budget
	£'000
Chief Executive's	18,942
Education & Children's Services	187,598
Corporate Services	32,798
Communities	119,270
Environment Services	65,908
<b>Departmental Expenditure</b>	<b>424,516</b>
Capital Charges/Asset Management Acc	-19,755
<u>Levies and Contributions</u>	
Mid & West Wales Fire Authority	11,170
Brecon Beacons National Park	154
<b>Net Expenditure</b>	<b>416,085</b>
Contribution from Balances	0
Contribution from Earmarked Reserves	-200
<b>NET BUDGET</b>	<b>415,885</b>
<b>TO BE FINANCED FROM:</b>	
Revenue Support Grant	-243,380
Non Domestic Rates	-68,223
<b>CALL ON TAXPAYERS</b>	<b>104,282</b>

The Band D Council Tax for 2022/23 is £1,396.04.

The Council also manages its own Housing Stock and the average rent set for 2022/23 is £94.26.

The Housing Revenue Account has a budgeted turnover of £49.697m.



## 2. Capital Budget 2022-23 – 2024/25

The Council has agreed a Capital Investment Programme for the next 5 years of £275m.

A summary of the programme and the funding is detailed below:

CAPITAL PROGRAMME SUMMARY						
	2022/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	Total £'000
<b><u>Expenditure</u></b>						
Community Services	2,970	3,042	2,300	2,000	2,500	12,812
Environment	22,563	22,782	7,610	7,481	6,364	66,800
Education & Children	50,361	17,435	3,366	1476	500	73,138
Chief Executive	1,755	465	1,657	200	200	4,277
Regeneration	68,595	38,533	4,500	6,294	201	118,123
<b>Total Expenditure</b>	<b>146,244</b>	<b>82,257</b>	<b>19,433</b>	<b>17,451</b>	<b>9,765</b>	<b>275,150</b>
<b><u>Grants and Contributions</u></b>						
External Funding	88,508	36,557	5,035	4,000	0	134,100
<b>Net Expenditure Funded by CCC</b>	<b>57,736</b>	<b>45,700</b>	<b>14,398</b>	<b>13,451</b>	<b>9,765</b>	<b>141,050</b>
<b><u>CCC Funding</u></b>						
Non-hypothecated Supported Borrowing	5,942	5,942	5,942	5,942	5,942	29,710
Unsupported Borrowing	11,135	15,920	-500	-1,947	-4,607	20,000
Prudential Borrowing - Fleet	1,980	7,250	1,000	1,000	0	11,230
General Capital Grant	4,095	6,102	6,102	6,102	6,102	28,503
Decarbonisation General Capital Grant	0	1,338	1,338	1,338	1,338	5,352
Capital Reserves	32,386	3,133	0	500	500	36,519
Joint Venture Funding	0	3,500	0	0	0	3,500
Llanelli Leisure Centre						
Direct Revenue Funding	2,198	2,516	516	516	490	6,236
<b>Overall Net Position: Surplus + / Deficit (-)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

In addition, the County Council administers the Dyfed Pension Fund with assets of over £3 billion and more than 50,000 members, including more than 14,000 pensioners.

## **Background Information**

## **Arrangements for Meetings and Useful Facts**

**Employees:** Carmarthenshire is one of the largest unitary authorities in Wales, and the largest local employer. The County Council provides hundreds of services to over 185,000 residents.

### **Meetings**

We currently hold our meetings on a multi-location or virtual basis, this means that meetings generally take place from the Chamber at County Hall, Carmarthen; one of our other meeting rooms or you can join remotely using Zoom. All Members receive a Zoom joining link automatically once each agenda has been published.

If attending in person, refreshments are also available in these locations as well as in the Members' Room at County Hall, Carmarthen.

### **Arrangements for meetings of the County Council**

Councillors' co-operation in observing the following protocol at meetings of the County Council will be very much appreciated.

#### **1. Apologies for absence**

Apologies for absence should be advised to the relevant Democratic Services Officer who is identified on the front page of the agenda at least 30 minutes prior to the commencement of the meeting. If this can be done via political Group Leaders it will assist in the identification of all absent Members.

#### **2. Councillors to assemble before the start of the meeting**

Councillors are requested to take their seats in the Chamber at least five minutes before the meeting is due to start. If attending remotely Councillors are asked to log on to the joining link 15 minutes before the meeting is due to start. This will allow sufficient time for all Members to be seated prior to the Chair and Vice Chair of Council entering the Chamber and formally commencing the meeting, or for any technical issues to be resolved.

#### **3. Attendance at Meetings**

Councillors must sign the Attendance Register to ensure that their presence is recorded, otherwise they will be deemed not to have attended. If attending remotely, the Democratic Services Officer will make a note of your attendance.

#### **4. Councillors to remain standing until the Chair leaves the meeting**

When the Chair declares the meeting closed, or in the event of an adjournment, Members are requested to stand and remain standing if physically attending or to stay online if attending remotely, until the Chair and Vice Chair leave the Chamber.

#### **5. Use of Substitutes at Meetings of Committees**

Substitute Members may attend meetings in that capacity only:

- (a) to take the place of the ordinary Member for whom they are substituting;
- (b) after the absent Member or political Group Leader has notified the Chief Executive or his/her representative before the commencement of the meeting of the intended substitution;
- (c) if he/she takes his/her place by the commencement of the meeting.

- (The only exception being meetings of the Licensing Sub-Committee where substitutes will be drawn from other Members of the Licensing Committee. Substitutes are not permitted for Appeals, full Licensing and Planning Committees).

## **6. Mobile Telephones**

Mobile telephones should be switched off for the duration of all meetings.

## **7. Translation Equipment**

The simultaneous translation systems in the Chamber at County Hall and the Chamber in the Council's Offices, 3 Spilman Street are checked regularly. Any faults that Councillors discover during the course of a meeting should be reported to the Democratic Services Officer present at the meeting who will rectify the problem or log the fault. Make sure that the headphone jack is pushed all the way into the microphone unit to ensure unhindered transmission.

- **Chamber, County Hall**  
It would be helpful if Members collected the headsets at the rear of the Chamber prior to taking their places in the Chamber.
- **Chamber, 3 Spilman Street**  
Earpieces are located in the drawer at each individual seat.

A portable translation system is provided for meetings at other venues.

Members attending remotely will be able to access translation facilities via the 'Interpretation' button on the Zoom tool bar.

## **8. Attendance at Meetings**

Councillors should normally be in attendance for the duration of a meeting. If you need to leave prior to the end of the meeting it would be helpful if you would explain your circumstances to the Chair or the relevant Democratic Services Officer prior to the commencement of the meeting.

Any visitors invited by Councillors to observe meetings must be seated in the public gallery or alongside the press benches if they have a disability, or watch the webcast. They should not be seated in seats alongside Members.

## **9. Webcasting**

The Council currently webcasts all its formal meetings. These meetings are webcast live over the web and archived thereafter and will be a permanent record of what is said and done at meetings.

Members should participate in meetings which are webcast, as they would in meetings which are not being webcast, with due regard to the constitutional requirements of the Authority and the Law.

Members should pay particular attention to the law in respect of defamation, equalities, human rights and also to the possible disclosure of any personal information in respect of other people (Data Protection Act).

For those attending physically, members will be allocated dedicated seats within the Chamber. These seats will be labelled and tailored to meet each Councillors' individual profile.

***Remember, once you have spoken it cannot be undone!***

## 10. Car Parking

- **County Hall, Carmarthen**

The Authority promotes hybrid meetings for various reasons, including accommodating members' circumstances and helping the decarbonisation objectives. For those members intending to attend meetings physically on occasion car parking will be available on a first come first served basis. We are unable to guarantee parking spaces at County Hall presently due to the presence of contractors on site and the reduced number of parking spaces currently available. To assist the gatekeeper in identifying you, you will be issued with a car parking disc that should be placed on the windscreen of your car. If you are unable to obtain a parking space at County Hall, any costs incurred for parking at one of the nearby public car parks can be reimbursed on proof of receipt. Parking arrangements will be reviewed as part of our commitment to better ways of working.

**Please note that car parking charges are in operation at County Hall on Saturdays and Sundays.**

- **Town Hall, Llanelli**

Car parking is also available at the Town Hall, Llanelli when attending meetings in the building. However a parking permit must be obtained from staff at reception to display on your car otherwise you will be clamped and fined.

## 11. Accommodation

The following accommodation is available for Elected Members. All accommodation includes telephone and IT equipment to assist Members with their duties:

- Members' Lounge – Carmarthen & Llanelli
- Chair's Room – Carmarthen & Llanelli
- Leader's Office – Carmarthen, Llanelli, Ammanford
- Cabinet Member accommodation x 5 - Carmarthen
- Opposition Group Leader's Office – Carmarthen
- Opposition Group Room – Llanelli
- A small meeting room is also available within County Hall for Elected Members to use by appointment.

Council in March 2022 agreed *"That elected members (as is the case for officers) be permitted to book meeting spaces at both buildings owned by the Authority and at partner agency buildings. This would allow members to hold meetings with their constituents/hold surgeries in an office environment,"* and a list of rooms and buildings which can be booked in Carmarthenshire and other venues will be coming on-line, hopefully in the next few months as part of the new ways of working project.

Below is a link to meeting rooms which are available to book and a step by step guide for booking via the Microsoft Outlook system.

### Meeting rooms available:

<https://ourpeople.carmarthenshire.gov.wales/our-people/meeting-rooms/>

### Meeting Rooms available in Llanelli area:

<https://ourpeople.carmarthenshire.gov.wales/our-people/meeting-rooms/llanelli/>

### How to book a room:

<http://intranet/our-people/meeting-rooms/step-by-step-guide/>

## **Support Services for Councillors**

### **Democratic Services Unit**

The role of the Unit is to promote, develop, efficiently manage and lead support services for the Council's democratic decision-making process together with providing support for the Chair of the Council and Elected Members.

#### **Unit staff:**

Gaynor Morgan, Democratic Services Manager (Head of Democratic Services)

Michelle Evans Thomas, Principal Democratic Services Officer (Committee Support)

Emma Bryer, Democratic Services Officer

Martin Davies, Democratic Services Officer

Janine Owen, Democratic Services Officer

Julie Owens, Democratic Services Officer

Kevin Thomas, Democratic Services Officer

Kelly Evans, Assistant Democratic Services Officer

Eira Evans, Principal Democratic Services Officer (Civic & Member Support)

Rachel Morris, Member Support Officer

Martin Runeckles, Member Support Officer

Vacancy

Jeff Jones, Part-Time Official Car Driver

Relief Drivers as and when required

### **Councillors' support services**

The Unit provides support services for the Chair of Council, main Opposition Group Leader, and Elected Members to undertake official Council duties as part of the department's democratic services support role and these include:

- Acting as a central contact point for Councillors for their general enquiries for Departments by processing Councillor Enquiry Forms and obtaining written responses within the target date of 7 working days.
- Assistance and advice in the completion of expenses claims on-line via Resource Link, and checking claims prior to submission for payment.
- Making arrangements for attendance at conferences and meetings outside the County (including rail travel and accommodation).
- General administrative support including assistance with writing letters and researching previous decisions of Council.
- Notification and preparation of notices for Councillors' surgeries.
- Provision of business cards, if required.

- Assistance with basic IT training, e.g. use of email, document management, finding your way around the Council's intranet and internet website.
- Advice on declaring receipts of gifts and hospitality.

## **Democratic decision-making process**

The Democratic team is responsible for the Council's political management and decision-making process and supporting the work of the Authority's scrutiny structure. It oversees and controls the procedural and administrative arrangements for meetings of the Council, Cabinet and Committees.

The Unit:

- Acts as the Council's contact point for providing advice and assistance to Elected Members, officers and the public on the business of the Council and its Committees, procedural issues relating to the democratic process of the Council and matters arising from meetings.
- Compiles and produces the County Council's Diary of Meetings.
- Co-ordinates the forward planning of agenda.
- Ensures delivery and publication of agendas and minutes to all Members a minimum of 3 working days prior to meetings.
- Produces the record of decisions made at meetings.
- Ensures that the Council's Constitution, registers of Elected Members' interests, and hospitality and gifts are maintained and kept up to date.
- Undertakes independent research and project work in respect of specific requests by a scrutiny, and to support scrutiny reviews.
- Co-ordinates Task and Finish Group Reviews.
- Assists Chairs and Vice-Chairs in the development of Forward Work Programmes and assisting in the production of Annual Reports.



## **People Management in support of Councillors' Learning & Development Programme**

To support new Councillors, and to act as a refresher for re-elected Members, a comprehensive induction programme is planned to follow the May 2022 elections, which includes attendance at seminars and workshops which will be delivered both remotely and face-to-face as well as providing a range of on-line learning resources. The programme can be viewed via the following link:

<http://intranet/our-people/democracy/members-induction-programme/>

The People Management Team and the Democratic Services Unit of the Chief Executive's Department are committed to support all Councillors to develop the skills, knowledge and behaviour they need to fulfil their roles effectively, ensuring the Council meets the needs of the community.

Working together to promote learning and development opportunities, the Teams support Councillors in continuously developing their roles, both as part of the Council's decision-making processes and in the communities they serve.

## **Information Communication Technology Support**

Following the Council elections the Council will provide all Elected Members with a Communications Allowance of £20.00 per month which will allow you to source your own broadband and contribute towards any official work related telephone calls.

We will also provide you with an IT device - normally a standard laptop and i-Pad for paperless working.

As an Elected Member you will also be provided with a @carmarthenshire.gov.uk email address to be used for all electronic communication in relation to Council business as no communication will be accepted via a personal email address.

Staff from the IT division will arrange for you to collect your kit, providing you with the necessary training as and when the device(s) are collected. We will also show you how to access Council services online and this will be backed up by the Democratic Services Unit as required.

In addition Members will also be able to use the IT facilities that are available in the Members' rooms at County Hall, Carmarthen, Town Hall, Ammanford and Town Hall, Llanelli.

Members will need to sign for the equipment they receive and ensure that their home contents insurance is amended to include the equipment provided. All Elected Members will be required to enrol in the Council's Multi-Factor Authentication (MFA) as part of the Microsoft login account to the Council's systems. A mobile phone number must be provided for this, so that Microsoft authentication can be set up, or a secure PIN number can be sent when logging on for the first time or to new/additional devices. Multi Factor Authentication is more secure than just a password because it relies on two forms of authentication: 'Something you know – your password' and 'Something you have - a mobile phone'.

An ICT Support Service is available during normal office hours - 08:45 to 17:00 Monday to Thursday; 08:45 to 16:30 on Friday, excluding public holidays. Please click on the following link to log a call:

<https://ictselfservice.carmarthenshire.gov.wales/production/Portal.aspx>

The ICT Support Service aims to resolve all technical problems within a normal working day and also, if there is a requirement to provide support after 6 p.m. (where practical), provided a service desk call has been made that day.

### **IT Support and Guides**

The ICT Service is responsible for providing ICT support. Information regarding ICT support can be accessed via this link: <http://intranet/our-people/it-support/>

### **IT POLICIES**

All Members must ensure that they read the Council's ICT Policies particularly in respect of Information Security, Internet Access, Email Usage, and the portable device policy and the use of the equipment provided which are available to view on the authority's Intranet: <http://intranet/our-people/it-support/it-security/>

The Policies contain information on the ICT "Do's and Don'ts". For example, DO make constructive use of email for communication and DO NOT share your password with anyone else.

### **FREQUENTLY ASKED QUESTIONS (FAQ'S)**

#### ***Why is the Council providing me with a laptop / iPad - why can't I use my own equipment?***

To ensure the security and integrity of systems within the Authority all Members are provided with Council owned equipment. It will also be easier for the ICT Service to support standardised equipment.

The Council does have a BYOD (Bring your own device) policy which allows you basic access to email and your calendar from your personal smartphone. BYOD allows you to access work data securely from your personal mobile device (Apple or Android). If you would like this setup in addition to your Council provided devices, please contact the IT Helpdesk.

#### ***Can I have a wireless (Wi-Fi) connection?***

All new ICT devices provided will have Wi-Fi enabled and you will be able to connect to any Wi-Fi signal anywhere within the Country. Whether you're at home, at a Council office or at any location with a free wi-fi connection you will be able to connect and access Council services.

#### ***Will I be paying for the equipment and Broadband line and claiming the cost back from the Council?***

All Elected Members will receive a £20 per month allowance towards your home broadband and business-related telephone costs. The Authority does not provide broadband lines for Councillors but can offer advice on options on request.

***What software will be on the device?***

The laptop will have security software installed, such as device encryption software, and anti-virus Microsoft software such as Word and Excel and Microsoft Outlook Email, and Teams will also be provided.

***Are printers provided?***

Printers are not provided as Elected Members have full access to printing facilities within the main administrative Council buildings using their ID Badge. All Members will be encouraged to work digitally where possible.

***Is training provided after I receive my laptop?***

Yes, once you receive the equipment you will be given a Training Needs Questionnaire for you to complete. This Questionnaire will then be forwarded to the Learning and Development Manager to assess training needs and arrange appropriate training, normally on a one-to-one basis.

***How often do I need to change my Password?***

You will be asked to setup a secured 12-character password and enroll in MFA when you first login to your account. You will not be required to change your password again unless you feel there is the potential that your account may be compromised (someone knows your password). Two Factor Authentication (Password and MFA) provides enhanced security and control over your account logon. If you have any concerns over your account security, please contact the IT Helpdesk or DSU immediately.

***If I need assistance with any of the IT equipment or software who do I contact?***

Contact the ICT Service via the following link: <http://intranet/our-people/it-support/>

## **Constitution**

### **Summary and Brief Explanation**

A copy of the Council's Constitution appears on the Council's website or Intranet and is a key document:

<http://www.carmarthenshire.gov.wales/home/council-democracy/the-council/councils-constitution/#.WMkxP02dGUk>

The Constitution sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people. Some of these processes are required by the law, while others are a matter for the Council to choose.

The Constitution is divided into 15 articles which set out the basic rules governing the Council's business. More detailed procedures and codes of practice are provided in separate rules and protocols at the end of the document.

The agreed Council Procedure Rules can be accessed via the following link – Part 4 – Rules of Procedure – 4.1 Council Procedure Rules

<https://www.carmarthenshire.gov.wales/home/council-democracy/the-council/councils-constitution/>

## **Political Decision Making Structure**

The Council's functions derive from legislation and there are numerous Acts of Parliament and Regulations which the Council must observe. Legislation places various responsibilities on "the council of the county". Plainly the whole Council could not cope with the workload; it would need to sit in almost permanent session! The arrangements are therefore to reserve a limited number of functions to the Council e.g. setting the budget; but to delegate other functions to the Cabinet, discrete Committees, Cabinet Members and Chief Officers.

This is referred to in detail within Part Three (Functions/Delegation) of the Council's Constitution.

## **Allocation of Seats on Committees**

The allocation of seats on the various committees takes place at the Council's Annual Meeting. Much will depend on the outcome of the election as to how many seats will be allocated to Members and those Members who are members of a Political Group.

In order to become a member of a Political Group of the Council a Councillor has to formally declare his/her intention to do so by completing the appropriate form which also has to be countersigned by the Leader of that particular Political Group and submitted to the Chief Executive.

By law, membership of committees has to be "politically balanced" by reference to the overall political complexion of the Council. A schedule showing what the allocations will be for the new Council will be available shortly after the result of the election. It will be for the Political Groups to decide how the seats are allocated to Councillors on the various Committees. Councillors will have an opportunity to make their preferences known to the Group Leaders and these will be taken into account by the Political Groups in making allocations within the Group.

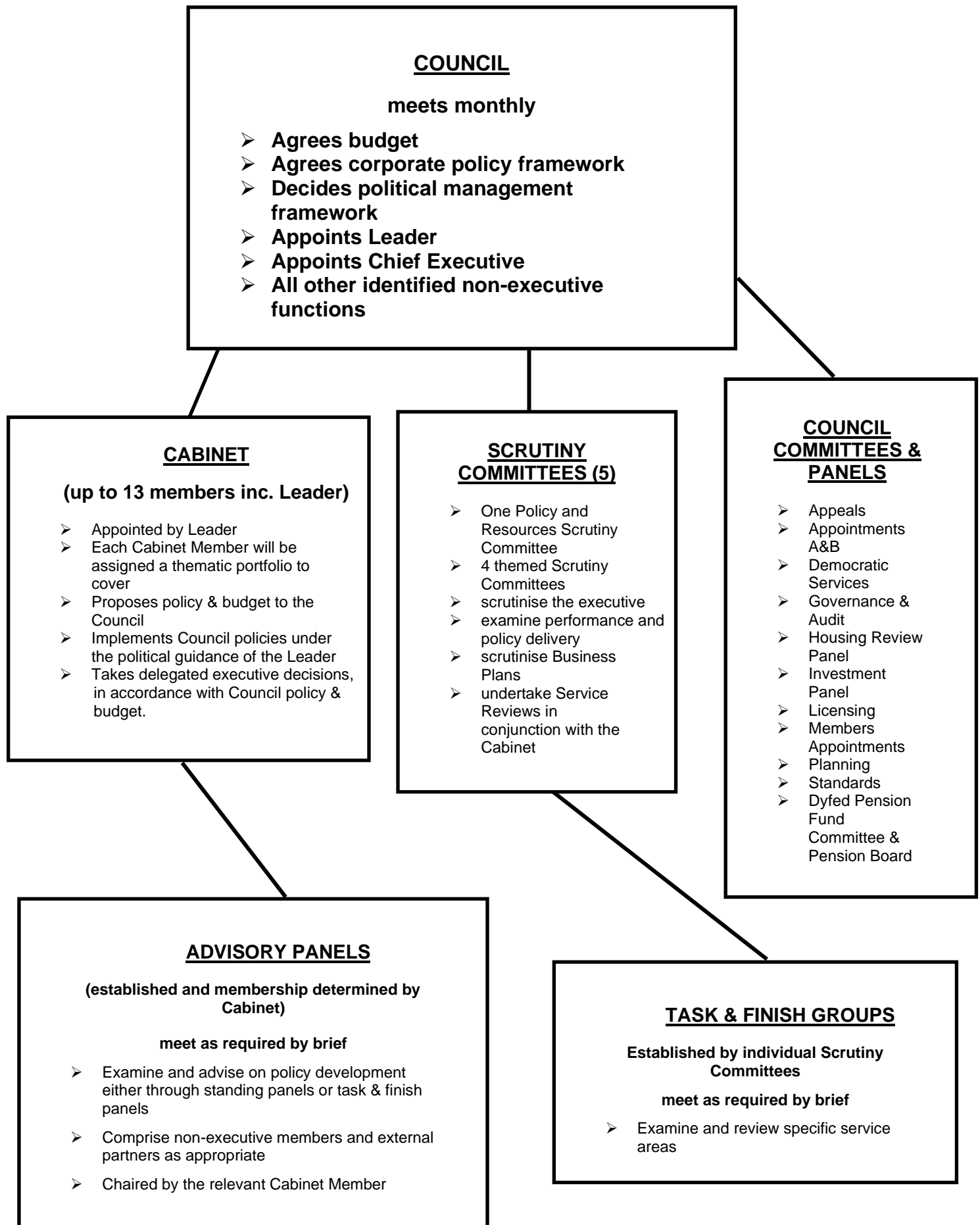
## **Committee Agenda**

Councillors will receive via an email message, notice of agenda of all other meetings. The message will include a click on address (hyperlink) and this will take you to that particular agenda on the Council's Intranet system. Councillors will also be able to view the agenda on their tablet device via the Modern.gov app. The Council operates a paperless meeting environment.

The Modern.gov app on your tablet device allows you to access all the latest meeting papers including the full agenda pack. The App allow you to highlight sections of the pack and make annotations just as you would with a paper copy. Councillors who have a physical or mental impairment and have an evidenced need to receive paper copies or require an alternative form of support are asked to provide a copy of a letter from their optician / doctor / consultant as soon as possible, so appropriate arrangements can be put in place.

We recommend that Committee paperwork is read on your iPad, and if attending remotely that you join the meeting using your laptop.

# **POLITICAL DECISION-MAKING STRUCTURE**





## **Job Profile and Person Specification for the Role of County Councillor**

### **1.1 ACCOUNTABILITY**

- To the full Council
- To the electorate of their ward

### **1.2 ROLE, PURPOSE AND ACTIVITY**

#### **Representing and supporting communities**

- To effectively represent the interests of the electoral division and their individual constituents.
- Where appropriate to refer a local crime and disorder matter (as defined by Section 19 of the Police and Justice Act 2006) to the Social Justice, Crime and Disorder Scrutiny Committee as an agenda item for discussion at a meeting of the Committee.
- To be an advocate for the Council in the ward and the communities they serve.
- To contribute to the good governance of the area and actively encourage community participation and citizen involvement in decision making by the Council and its partnerships.
- To be a channel of communication to the community on Council strategies, policies, services and procedures.
- To represent individual constituents and local organisations at the Council and undertake casework on their behalf, serving all fairly.
- To liaise with Cabinet Members, other Council members, Council officers and partner organisations to ensure that the needs of the local communities are identified, understood and supported.
- To promote tolerance and cohesion in their local communities.
- To forward service performance or policy issues raised at meetings of Community Networks to the appropriate Cabinet Member.
- To maintain the highest standards of conduct and ethics.

#### **Making decisions and overseeing Council performance**

- Participating in the governance and management of the Council by contributing to the decision-making process at meetings of the Council and its committees and securing informed and balanced decisions.
- Collectively, to be the ultimate policy makers and carry out a number of strategic and corporate management functions, including overseeing performance.
- To adhere to the principles of democracy and collective responsibility in decision making.
- To promote and ensure efficiency and effectiveness in the provision of Council and other public services.

#### **Representing the Council**

- To represent and be an advocate for the Council on local outside bodies.
- To represent and be an advocate for the Council on local partnership bodies, promoting common interest and co-operation for mutual gain.
- To represent and be an advocate for the Council on national bodies and at national events.

## **Internal governance, ethical standards and relationships**

Members must observe the Council's Code of Conduct whenever they:

- (a) conduct the business of the authority;
- (b) undertake the role of member to which they were elected or appointed; or
- (c) act as representatives of the authority.

Thereby:

- Promoting and supporting good governance of the Council and its affairs.
- Providing community leadership and promoting active citizenship.
- Promoting and supporting open and transparent government.
- Supporting and adhering to respectful, appropriate and effective relationships with employees of the Council.
- Adhering to the Member's Code of Conduct, the Protocol on Member/Officer relations and maintaining the highest standards of conduct and ethics in public office.

## **Personal and role development**

- To participate in opportunities for development provided for members by the Council.

## **Values**

- To be committed to the values of the Council and the following values in public office:
  - Openness and transparency
  - Honesty and integrity
  - Tolerance and respect
  - Equality and fairness
  - Appreciation of cultural difference
  - Sustainability
- By applying human rights principles as a framework for resolving differences between social groups and reforming service delivery.
- By promoting policies that encourage contact on equal terms between disabled and non-disabled people: at work, in school and through training, and by setting a personal example by identifying opportunities to do the same.
- By ensuring that social care policy increases choice and control and is not diluted by being risk averse.
- By ensuring participation of all members of the community in shaping decisions.
- By being open about personal experiences of impairment of long-term health conditions and providing positive role models to encourage others and help tackle low expectations.
- By supporting mentoring schemes to help disabled people attain leadership positions.
- By understanding and promoting the value of good quality early years education for disabled children and the need for continuing learning opportunities throughout life.

### **1.3 PERSON SPECIFICATION COUNCILLOR**

To fulfil his or her role as laid out in the job profile, an effective member requires the following:

#### **a) Representing and supporting communities**

- Good advocacy skills.
- Interpersonal skills.
- Integrity and the ability to set aside own views and act impartially.
- The ability to present relevant and well-reasoned arguments.
- Good communication skills.

#### **b) Making decisions and overseeing Council performance**

- Knowledge and understanding of the Council's constitution, rules and conventions.
- An understanding of strategic, policy and service contexts for decisions.
- The ability to challenge ideas and contribute positively to policy development.

#### **c) Representing the Council**

- Good public speaking skills.
- Good presentation skills.
- The ability to persuade others and act with integrity.

#### **d) Internal governance, ethical standards and relationships**

- An understanding of the roles of officers, members and different agencies.
- Respect for, and desire to work with, different groups and individuals.
- Have knowledge and understanding of the Council's Constitution, Code of Conduct and Member/Officer Protocol.
- A knowledge and commitment to the values of the Council.

#### **e) Personal and role development**

- An ability to assess personal and role development needs.
- Desire and skills to participate in development.

The Job Descriptions for other roles are available on our website via the following link:

<https://www.carmarthenshire.gov.wales/media/1227965/part-61-appendix-a-job-profiles.pdf>

**CARMARTHENSHIRE COUNTY COUNCIL**  
**CODE OF CONDUCT FOR MEMBERS AND CO-OPTED MEMBERS**

**PART 1**  
**INTERPRETATION**

**1.—(1) In this code —**

“co-opted member” in relation to a relevant authority, means a person who is not a member of the authority but who —

- (a) is a member of any committee or sub-committee of the authority, or
- (b) is a member of, and represents the authority on, any joint committee or joint sub-committee of the authority, and who is entitled to vote on any question which falls to be decided at any meeting of that committee or sub-committee;

“meeting” means any meeting —

- (a) of the relevant authority,
- (b) of any executive or board of the relevant authority,
- (c) of any committee, sub-committee, joint committee or joint sub-committee of the relevant authority or of any such committee, sub-committee, joint committee or joint sub-committee of any executive or board of the authority, or
- (d) where members or officers of the relevant authority are present other than a meeting of a political group constituted in accordance with regulation 8 of the Local Government (Committees and Political Groups) Regulations 1990, and includes circumstances in which a member of an executive or board or an officer acting alone exercises a function of an authority;

“member” includes, unless the context requires otherwise, a co-opted member;

“registered society” means a society, other than a society registered as a credit union, which is:-

- (a) a registered society within the meaning given by section 1(1) of the Co-operative and Community benefit Societies Act 2014; or
- (b) a society registered or deemed to be registered under the Industrial and provident Societies Act (Northern Ireland) 1969;

“register of members’ interests” (“cofrestr o fuddiannau’r aelodau”) means the register established and maintained under section 81 of the Local Government Act 2000;

“relevant authority” means—

- (a) a county council,
- (b) a county borough council,
- (c) a community council,
- (d) a fire and rescue authority constituted by a scheme under section 2 of the Fire and Rescue Services Act 2004 or a scheme to which section 4 of that Act applies,
- (e) a National Park authority established under section 63 of the Environment Act 1995;

“you” (“*chi*”) means you as a member or co-opted member of a relevant authority; and

“your authority” means the relevant authority of which you are a member or co-opted member.

(2) In relation to a community council—

(a) “proper officer” (“*swyddog priodol*”) means an officer of that council within the meaning of section 270(3) of the Local Government Act 1972; and

(b) “standards committee” (“*pwylgor safonau*”) means the standards committee of the county or county borough council which has functions in relation to the community council for which it is responsible under section 56(1) and (2) of the Local Government Act 2000.

## **PART 2**

### **GENERAL PROVISIONS**

**2.—**(1) Save where paragraph 3(a) applies, you must observe this code of conduct —

- (a) whenever you conduct the business, or are present at a meeting, of your authority;
- (b) whenever you act, claim to act or give the impression you are acting in the role of member to which you were elected or appointed;
- (c) whenever you act, claim to act or give the impression you are acting as a representative of your authority; or
- (d) at all times and in any capacity, in respect of conduct identified in paragraphs 6(1)(a) and 7.

(2) You should read this code together with the general principles prescribed under section 49(2) of the Local Government Act 2000 in relation to Wales.

**3.**Where you are elected, appointed or nominated by your authority to serve —

- (a) on another relevant authority, or any other body, which includes a Local Health Board you must, when acting for that other authority or body, comply with the code of conduct of that other authority or body; or
- (b) on any other body which does not have a code relating to the conduct of its members, you must, when acting for that other body, comply with this code of conduct, except and insofar as it conflicts with any other lawful obligations to which that other body may be subject.

**4.** You must —

- (a) carry out your duties and responsibilities with due regard to the principle that there should be equality of opportunity for all people, regardless of their gender, race, disability, sexual orientation, age or religion;
- (b) show respect and consideration for others;
- (c) not use bullying behaviour or harass any person; and
- (d) not do anything which compromises, or which is likely to compromise, the impartiality of those who work for, or on behalf of, your authority.

**5.** You must not —

- (a) disclose confidential information or information which should reasonably be regarded as being of a confidential nature, without the express consent of a person authorised to give such consent, or unless required by law to do so;

- (b) prevent any person from gaining access to information to which that person is entitled by law.

**6.—(1) You must —**

- (a) not conduct yourself in a manner which could reasonably be regarded as bringing your office or authority into disrepute;
- (b) report, whether through your authority's confidential reporting procedure or direct to the proper authority, any conduct by another member or anyone who works for, or on behalf of, your authority which you reasonably believe involves or is likely to involve criminal behaviour (which for the purposes of this paragraph does not include offences or behaviour capable of punishment by way of a fixed penalty);
- (c) report to your authority's monitoring officer any conduct by another member which you reasonably believe breaches this code of conduct;
- (d) not make vexatious, malicious or frivolous complaints against other members or anyone who works for, or on behalf of, your authority.

(2) You must comply with any request of your authority's monitoring officer, or the Public Services Ombudsman for Wales, in connection with an investigation conducted in accordance with their respective statutory powers.

**7. You must not —**

- (a) in your official capacity or otherwise, use or attempt to use your position improperly to confer on or secure for yourself, or any other person, an advantage or create or avoid for yourself, or any other person, a disadvantage;
- (b) use, or authorise others to use, the resources of your authority —
  - (i) imprudently;
  - (ii) in breach of your authority's requirements;
  - (iii) unlawfully;
  - (iv) other than in a manner which is calculated to facilitate, or to be conducive to, the discharge of the functions of the authority or of the office to which you have been elected or appointed;
  - (v) improperly for political purposes; or
  - (vi) improperly for private purposes.



**8. You must —**

- (a) when participating in meetings or reaching decisions regarding the business of your authority, do so on the basis of the merits of the circumstances involved and in the public interest having regard to any relevant advice provided by your authority's officers, in particular by —
  - (i) the authority's head of paid service;
  - (ii) the authority's chief finance officer;
  - (iii) the authority's monitoring officer;
  - (iv) the authority's chief legal officer (who should be consulted when there is any doubt as to the authority's power to act, as to whether the action proposed lies within the policy framework agreed by the authority or where the legal consequences of action or failure to act by the authority might have important repercussions);
- (b) give reasons for all decisions in accordance with any statutory requirements and any reasonable additional requirements imposed by your authority.

**9. You must —**

- (a) observe the law and your authority's rules governing the claiming of expenses and allowances in connection with your duties as a member;
- (b) avoid accepting from anyone gifts, hospitality (other than official hospitality, such as a civic reception or a working lunch duly authorised by your authority), material benefits or services for yourself or any person which might place you, or reasonably appear to place you, under an improper obligation.

**PART 3  
INTERESTS  
Personal Interests**

- 10.—**(1) You must in all matters consider whether you have a personal interest, and whether this code of conduct requires you to disclose that interest.
- (2) You must regard yourself as having a personal interest in any business of your authority if —
- (a) it relates to, or is likely to affect —
    - (i) any employment or business carried on by you;
    - (ii) any person who employs or has appointed you, any firm in which you are a partner or any company for which you are a remunerated director;
    - (iii) any person, other than your authority, who has made a payment to you in respect of your election or any expenses incurred by you in carrying out your duties as a member;

- (iv) any corporate body which has a place of business or land in your authority's area, and in which you have a beneficial interest in a class of securities of that body that exceeds the nominal value of £25,000 or one hundredth of the total issued share capital of that body;
  - (v) any contract for goods, services or works made between your authority and you or a firm in which you are a partner, a company of which you are a remunerated director, or a body of the description specified in sub-paragraph (iv) above;
  - (vi) any land in which you have a beneficial interest and which is in the area of your authority;
  - (vii) any land where the landlord is your authority and the tenant is a firm in which you are a partner, a company of which you are a remunerated director, or a body of the description specified in sub-paragraph (iv) above;
  - (viii) any body to which you have been elected, appointed or nominated by your authority;
  - (ix) any —
    - (aa) public authority or body exercising functions of a public nature;
    - (bb) company, industrial and provident society, charity, or body directed to charitable purposes;
    - (cc) body whose principal purposes include the influence of public opinion or policy;
    - (dd) trade union or professional association; or
    - (ee) private club, society or association operating within your authority's area in which you have membership or hold a position of general control or management;
  - (x) any land in your authority's area in which you have a licence (alone or jointly with others) to occupy for 28 days or longer;
- (b) a decision upon it might reasonably be regarded as affecting —
- (i) your well-being or financial position, or that of a person with whom you live, or any person with whom you have a close personal association;
  - (ii) any employment or business carried on by persons as described in 10(2)(c)(i);
  - (iii) any person who employs or has appointed such persons described in 10(2)(c)(i), any firm in which they are a partner, or any company of which they are directors;

- (iv) any corporate body in which persons as described in 10(2)(c)(i) have a beneficial interest in a class of securities exceeding the nominal value of £5,000; or
- (v) any body listed in paragraphs 10(2)(a)(ix)(aa) to (ee) in which persons described in 10(2)(c)(i) hold a position of general control or management, to a greater extent than the majority of—
  - (aa) in the case of an authority with electoral divisions or wards, other council tax payers, rate payers or inhabitants of the electoral division or ward, as the case may be, affected by the decision; or
  - (bb) in all other cases, other council tax payers, ratepayers or inhabitants of the authority's area.

### **Disclosure of personal interests**

**11.—**(1) Where you have a personal interest in any business of your authority and you attend a meeting at which that business is considered, you must disclose orally to that meeting the existence and nature of that interest before or at the commencement of that consideration, or when the interest becomes apparent.

(2) Where you have a personal interest in any business of your authority and you make —

- (a) written representations (whether by letter, facsimile or some other form of electronic communication) to a member or officer of your authority regarding that business, you should include details of that interest in the written communication; or
- (b) oral representations (whether in person or some form of electronic communication) to a member or officer of your authority you should disclose the interest at the commencement of such representations, or when it becomes apparent to you that you have such an interest, and confirm the representation and interest in writing within 14 days of the representation.

(3) Subject to paragraph 14(1)(b) below, where you have a personal interest in any business of your authority and you have made a decision in exercising a function of an executive or board, you must in relation to that business ensure that any written statement of that decision records the existence and nature of your interest.

(4) You must, in respect of a personal interest not previously disclosed, before or immediately after the close of a meeting where the disclosure is made pursuant to sub-paragraph 11(1), give written notification to your authority in accordance with any requirements identified by your authority's monitoring officer or in relation to a Community Council, your Authority's proper officer from time to time but, as a minimum containing —

- (a) details of the personal interest;
- (b) details of the business to which the personal interest relates; and
- (c) your signature.

- (5) Where you have agreement from your monitoring officer that the information relating to your personal interest is sensitive information, pursuant to paragraph 16(1), your obligations under this paragraph 11 to disclose such information, whether orally or in writing, are to be replaced with an obligation to disclose the existence of a personal interest and to confirm that your monitoring officer has agreed that the nature of such personal interest is sensitive information.
- (6) For the purposes of sub-paragraph (4), a personal interest will only be deemed to have been previously disclosed if written notification has been provided in accordance with this code since the last date on which you were elected, appointed or nominated as a member of your authority.
- (7) For the purposes of sub-paragraph (3), where no written notice is provided in accordance with that paragraph you will be deemed as not to have declared a personal interest in accordance with this code.

### **Prejudicial interests**

- 12.—**(1) Subject to sub-paragraph (2) below, where you have a personal interest in any business of your authority you also have a prejudicial interest in that business if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.
- (2) Subject to sub-paragraph (3), you will not be regarded as having a prejudicial interest in any business where that business—
- (a) relates to —
    - (i) another relevant authority of which you are also a member;
    - (ii) another public authority or body exercising functions of a public nature in which you hold a position of general control or management;
    - (iii) a body to which you have been elected, appointed or nominated by your authority;
    - (iv) your role as a school governor (where not appointed or nominated by your authority) unless it relates particularly to the school of which you are a governor;
    - (v) your role as a member of a Local Health Board where you have not been appointed or nominated by your authority;
  - (b) relates to —
    - (i) the housing functions of your authority where you hold a tenancy or lease with your authority, provided that you do not have arrears of rent with your authority of more than two months, and provided that those functions do not relate particularly to your tenancy or lease;
    - (ii) the functions of your authority in respect of school meals, transport and travelling expenses, where you are a guardian, parent, grandparent or have parental responsibility (as defined in section 3 of the Children Act 1989) of a child in full time education, unless it relates particularly to the school which that child attends;
    - (iii) the functions of your authority in respect of statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992, where you

are in receipt of, or are entitled to the receipt of such pay from your authority;

- (iv) the functions of your authority in respect of an allowance or payment made in accordance with the provisions of Part 8 of the Local Government (Wales) Measure 2011 or an allowance or pension provided under section 18 of the Local Government and Housing Act 1989.
- (c) your role as a community councillor in relation to a grant, loan or other form of financial assistance made by your community council to community or voluntary organisations up to a maximum of £500.

(3) The exemptions in subparagraph (2)(a) do not apply where the business relates to the determination of any approval, consent, licence, permission or registration.

### **Overview and scrutiny committees**

**13.** You also have a prejudicial interest in any business before an overview and scrutiny committee of your authority (or of a sub-committee of such a committee) where—

- (a) that business relates to a decision made (whether implemented or not) or action taken by your authority's executive, board or another of your authority's committees, sub-committees, joint committees or joint sub-committees; and
- (b) at the time the decision was made or action was taken, you were a member of the executive, board, committee, sub-committee, joint-committee or joint sub-committee mentioned in sub-paragraph (a) and you were present when that decision was made or action was taken.

### **Participation in Relation to Disclosed Interests**

**14.—**(1) Subject to sub-paragraphs (2), (2A), (3) and (4), where you have a prejudicial interest in any business of your authority you must, unless you have obtained a dispensation from your authority's standards committee —

- (a) withdraw from the room, chamber or place where a meeting considering the business is being held—
  - (i) where sub-paragraph (2) applies, immediately after the period for making representations, answering questions or giving evidence relating to the business has ended and in any event before further consideration of the business begins, whether or not the public are allowed to remain in attendance for such consideration; or
  - (ii) in any other case, whenever it becomes apparent that that business is being considered at that meeting;
- (b) not exercise executive or board functions in relation to that business;
- (c) not seek to influence a decision about that business;
- (d) not make any written representations (whether by letter, facsimile or some other form of electronic communication) in relation to that business; and
- (e) not make any oral representations (whether in person or some form of electronic communication) in respect of that business or immediately cease to make such oral representations when the prejudicial interest becomes apparent.

(2) Where you have a prejudicial interest in any business of your authority you may attend a meeting but only for the purpose of making representations, answering questions or giving evidence relating to the business, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

(2A) Where you have a prejudicial interest in any business of your authority you may submit written representations to a meeting relating to that business, provided that the public are allowed to attend the meeting for the purpose of making representations, answering questions or giving evidence relating to the business, whether under a statutory right or otherwise

(2B) When submitting written representations under sub-paragraph (2A) you must comply with any procedure that your authority may adopt for the submission of such representations.

(3) Sub-paragraph (1) does not prevent you attending and participating in a meeting if —

(a) you are required to attend a meeting of an overview or scrutiny committee, by such committee exercising its statutory powers; or

(b) you have the benefit of a dispensation provided that you —

(i) state at the meeting that you are relying on the dispensation; and

(ii) before or immediately after the close of the meeting give written notification to your authority containing —

(aa) details of the prejudicial interest;

(bb) details of the business to which the prejudicial interest relates;

(cc) details of, and the date on which, the dispensation was granted; and

(dd) your signature.

(4) Where you have a prejudicial interest and are making written or oral representations to your authority in reliance upon a dispensation, you must provide details of the dispensation within any such written or oral representation and, in the latter case, provide written notification to your authority within 14 days of making the representation.

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## **PART 4**

### **THE REGISTER OF MEMBERS' INTERESTS**

#### *Registration of Personal Interests*

**15.** (1) Subject to sub-paragraph (4), you must, within 28 days of —

(a) your authority's code of conduct being adopted or the mandatory provisions of this model code being applied to your authority; or

(b) your election or appointment to office (if that is later),

Register your personal interests, where they fall within a category mentioned in paragraph 10(2)(a), in your authority's register of members' interests by providing written notification to your authority's monitoring officer.

- (2) Subject to sub-paragraph (4), you must, within 28 days of becoming aware of any new personal interest falling within a category mentioned in paragraph 10(2)(a), register that new personal interest in your authority's register of members' interests by providing written notification to your authority's monitoring officer.
- (3) Subject to sub-paragraph (4), you must, within 28 days of becoming aware of any change to a registered personal interest falling within a category mentioned in paragraph 10(2)(a), register that change in your authority's register of members' interests by providing written notification to your authority's monitoring officer, or in the case of a community council to your authority's proper officer.
- (4) Sub-paragraphs (1), (2) and (3) do not apply to sensitive information determined in accordance with paragraph 16(1)
- (5) Sub-paragraphs (1) and (2) do not apply if you are a member of a relevant authority which is a community council when you act in your capacity as a member of such an authority.
- (6) You must, when disclosing a personal interest in accordance with paragraph 11 for the first time, register that personal interest in your authority's register of members' interests by providing written notification to your authority's monitoring officer, or in the case of a community council to your authority's proper officer

### **Sensitive information**

- 16.** (1) Where you consider that the information relating to any of your personal interests is sensitive information, and your authority's monitoring officer agrees, you need not include that information when registering that interest, or, as the case may be, a change to the interest under paragraph 15.  
(2) You must, within 28 days of becoming aware of any change of circumstances which means that information excluded under sub-paragraph (1) is no longer sensitive information, notify your authority's monitoring officer or in relation to a community council, your authority's proper officer asking that the information be included in your authority's register of members' interests asking that the information be included in your authority's register of members' interests.  
(3) In this code, "sensitive information" means information whose availability for inspection by the public creates, or is likely to create, a serious risk that you or a person who lives with you may be subjected to violence or intimidation.

### **Registration of Gifts and Hospitality**

- 17.** You must, within 28 days of receiving any gift, hospitality, material benefit or advantage above a value of £25, provide written notification to your authority's Monitoring Officer or in relation to a community council, to your authority's proper officer of the existence and nature of that gift, hospitality, material benefit or advantage.

## Part 5.5 - Protocol on Member/Officer Relations

### 1. INTRODUCTION

- 1.1 This protocol reflects the recommendations of the Committee on Standards in Public Life in relation to standards of conduct in Local Government. In particular, the Committee recommend the adoption, by all local Authorities, of a written code of conduct for members and for officers. The Council has adopted separate codes of conduct for members and officers which embody the mandatory provisions contained in regulations made by the National Assembly for Wales.
- 1.2 This protocol should be read and applied in conjunction with those codes of conduct. The principles and procedures set out in this protocol are already, to a large extent, established and form the basis of the Council's working arrangements. The purpose of this protocol is to provide guidance on member/officer working arrangements, particularly in any case of doubt or difficulty.
- 1.3 In particular, this protocol aims to support the enhancement of local democracy by:
  - 1.3.1 Facilitating the participation of members and officers in the Council's democratic processes;
  - 1.3.2 Assisting members, and those officers who support them, in their role as representatives of the community, within the Council and externally; an
  - 1.3.3 Clarifying arrangements for the provision of information and support for members and their party groups.
- 1.4 This protocol is also intended to assist members and officers in maintaining the highest standards of integrity and propriety, and ensuring that all that they do is seen by others to be done properly, fairly and, where possible, openly.
- 1.5 The following extracts from the respective codes of conduct for members and officers are relevant:
  - 1.5.1 Members must not do anything which compromises, or which is likely to compromise the impartiality of the authority's employees.
  - 1.5.2 Mutual respect between employees and members is essential to good local government, and working relationships should be kept on a professional basis.
  - 1.5.3 Employees should deal with the public, members and other employees sympathetically, efficiently, and without bias.
- 1.6 In line with the reference in the code to "mutual respect", it is important that any dealings between Members and Officers should observe reasonable standards of mutual courtesy and respect, and that neither should seek to take unfair advantage of their position in any circumstances.



## **2. MEMBER/OFFICER COMMUNICATION**

- 2.1 Members should communicate with officers regarding policy and strategic matters at the appropriate level, which will normally involve the appropriate Director or Head of Service or other Senior Manager.

Members are encouraged to refer enquiries regarding electoral ward matters to the democratic services unit who will usually obtain a written response within a couple of days and within a maximum of 7 working days. This will ensure that issues are referred directly to the appropriate officer thus resulting in a saving of resources and time for the elected member in not having to personally chase up a response. This is an internal process for Carmarthenshire County Council Elected Members only, and Councillors will be expected to convey any responses to their constituents. Any public email addresses will not be included in the email trail.

- 2.2 In communicating with members, officers should have regard to the requirements of this protocol, and any instructions issued by their departmental management.

## **3. OFFICER ADVICE TO PARTY GROUPS**

- 3.1 There is statutory recognition for party groups and it is common practice for such groups to give preliminary consideration to matters of Council business in advance of such matters being considered by the Council, the Cabinet or the relevant Committee. Officers may properly be called upon to support and contribute to such deliberations by party groups (provided that only the Authority's Councillors are present at the meeting).

- 3.2 The support provided by officers can take many forms, ranging from a briefing meeting with a Chair or Spokesperson prior to a Council, Cabinet, or Committee meeting, to a presentation to a full party group meeting. Whilst in practice such officer support is likely to be in most demand from whichever party group or groups is for the time being in control of the Council, such support is available to all party groups.

- 3.3 Certain points must however be clearly understood by all those participating in this type of process, members and officers alike. In particular:

3.3.1 Officer support in these circumstances must not extend beyond providing information and advice in relation to matters of Council business. Officers must not be involved in advising on matters of party business. The observance of this distinction will be assisted if officers are not expected to be present at meetings, or parts of meetings, when matters of party business are to be discussed.

3.3.2 Party group meetings, whilst they form part of the preliminaries to Council decision making, are not empowered to make decisions on behalf of the Council. Conclusions reached at such meetings do not therefore rank as Council decisions and it is essential that they are not communicated (inside or outside the organisation), interpreted or acted upon as though they have that official status.

3.3.3 Similarly, where officers provide information and advice to a party group meeting in relation to a matter of Council business, this cannot act as a substitute for providing all necessary information and advice to the Cabinet or relevant Committee or Council when the matter in question is considered.

- 3.3.4 Officers will not provide information and advice to a party group meeting which includes persons who are not members of the Council. Such persons are not bound by the members' code of conduct (in particular, the provisions concerning the declaration of interests and restrictions on disclosure of confidential information) and for this and other reasons officers would not be able to provide the same level of information and advice as they would to a meeting of members only.
- 3.3.5 Officers must respect the confidentiality of any party group discussions at which they are present and should not, in particular, relay the content of any such discussion to another party group.
- 3.3.6 Any request by or for an officer to attend a meeting arranged by a party or party group, for the purpose of presenting information to the meeting (e.g. in relation to an issue or proposal affecting or involving the Council) must be made through the Chief Executive via the Leader of the relevant party group. Any officer who so attends will do so in his/her official capacity, will be politically neutral, and attendance will not signify support for any particular political view, proposal or response. Such attendance will generally be avoided during the period between the announcement and conclusion of any local or parliamentary election affecting the area involved.
- 3.3.7 At any public meeting organised by any party group, or by any individual Member (rather than by the Council), officers will attend only to provide information which is publicly available. Officer attendance at such a meeting will generally be avoided during any "pre-election" period (between the announcement and conclusion of any local or parliamentary election affecting the locality). Any particular difficulty or uncertainty concerning officer advice to party groups should be raised with the Chief Executive or with the Monitoring Officer who will, where appropriate, discuss with the relevant Group Leader(s).

#### **4. SUPPORT SERVICES AND FACILITIES FOR MEMBERS AND PARTY GROUPS**

The only basis on which the Council can lawfully provide support services and facilities (e.g. Computer equipment, stationery, typing, printing, photocopying, meeting rooms, transport and accommodation arrangements etc.) to Members is to assist them in discharging their role as Members of the Council. Except as may be provided in other agreed Council policies, such support services and facilities must therefore only be used on Council business.

They should never be used in connection with party political, campaigning activity, in support of local or other organisations, individuals or, for private purposes.

#### **5. MEMBERS' ACCESS TO INFORMATION AND TO COUNCIL DOCUMENTS**

- 5.1 Members are free to request any department to provide them with such information, explanation and advice about that department's function as they may reasonably need in order to assist them in discharging their role as members of the Council. This can range from a request for general information about some aspect of a department's activities to a request for specific information on behalf of a constituent. *Members are encouraged to direct such approaches to the democratic services unit who will usually*

*obtain a written response within a couple of days and within a maximum of 7 working days. This will ensure that issues are referred directly to the appropriate officer thus resulting in a saving of resources and time for the elected member in not having to personally chase up a response.*

- 5.2 The legal rights of members to inspect Council documents arise partly from statute and partly from the common law (judicial decisions).
- 5.3 right does not however apply to documents relating to certain items that appear as exempt items on the agenda for any meeting. These contain information which is (by statute) exempt from publication because, for example, it relates or refers to employees, occupiers of Council property, applicants for grants or other services, the care of children, the proposed terms of a contract or contractual negotiations or other commercially-sensitive information, industrial relations negotiations, legal advice or legal proceedings.
- 5.4 The common law right of members is much broader and based on the principle that any member has a prima facie right to inspect Council documents, so far as his/her access to the documents is reasonably necessary to enable the member properly to perform his/her duties as a member of the Council. This principle is commonly referred to as the “need to know” principle.
- 5.5 Whether a member is, in any particular case, entitled to exercise this common law right depends therefore upon the member’s ability to demonstrate that he/she has the necessary “need to know”. In this respect, a member has no right to a “roving commission” to examine documents of the Council. Mere curiosity is not sufficient. The crucial question is the determination of the “need to know” for a purpose necessary to enable the member to carry out his or her public duties. This question must initially be determined by the Director whose department holds the document in question (with advice from the Monitoring Officer). In the event of a dispute, the question may be referred for determination by the Cabinet Member(s) and Director responsible for the function or purpose for which the document is held, again with legal advice from the Monitoring Officer.
- 5.6 In some circumstances e.g. a committee member wishing to inspect documents relating to the functions of that committee a member’s “need to know” will normally be presumed. In other circumstances (e.g. a member wishing to inspect documents which contain personal information about third parties) a member will normally be expected to justify the request in specific terms.
- 5.7 Whilst the term “Council document” is very broad and includes, for example, any document produced by whatever means with Council resources, it is accepted by convention that a member of one party group will not have a “need to know”, and therefore no right to inspect, a document which forms part of the internal working of another party group.
- 5.8 Further and more detailed advice regarding members’ rights to inspect Council documents may be obtained from the Monitoring Officer.
- 5.9 Finally, Council information provided to a member must only be used by the member for the purpose for which it was provided; that is, only to enable the proper performance of the member’s duties as a Councillor. This point is emphasised in the members’ code of conduct in the following terms:

“Members:

- (a) must not disclose information given in confidence, without the express consent of a person authorised to give such consent, or unless required by law to do so;
- (b) must not prevent any person from gaining access to information to which that person is entitled by law.”

## **6. OFFICER/CHAIR/CABINET MEMBER RELATIONSHIPS**

- (a) It is clearly important that there should be a close working relationship between Cabinet Members, Chairs of Committees and the Directors, Heads of Service and other senior officers of any department which reports to decision making meetings. However, such relationships should never be allowed to become so close, or appear to be so close, as to bring into question the officer’s ability to deal impartially with other members and other party groups, or with any other individual or organisation.
- (b) Whilst a Cabinet Member or a Chair may routinely be consulted as part of the process of drawing up the agenda for a forthcoming meeting, it must be recognised that in some circumstances the proper conduct of business may require a particular matter to be included on an agenda. Directors will always be fully responsible for the contents of any report submitted in their name. Any issue concerning the inclusion of any item on an agenda, or the submission of any particular report, that cannot be agreed between an Cabinet Member or a Chair and a Director should be referred to the Monitoring Officer. There may also be circumstances in which the Chief Executive or the Director of Resources (as statutory Finance Officer), or Monitoring Officer, will be under a duty to submit a report.
- (c) It must be remembered that officers within a department are accountable to their Director and that whilst officers should always seek to assist a Cabinet Member/Chair (or indeed any Member), they must not, in so doing, go beyond the bounds of whatever authority they have been given by their Director. It should also be noted that the Chief Executive has statutory responsibility, as Head of Paid Service, for ensuring the proper organisation and management of the Council’s staff and has therefore an overall responsibility for the direction and management of all officers.

## **7. MEMBERS AND OFFICERS GIVING ACCOUNT**

- (a) With regards to scrutinising and reviewing decisions made, as well as reviewing documentation, in fulfilling the scrutiny role a Scrutiny Committee may require any member of the Cabinet, the Head of Paid Service and/or any Chief Officer or Head of Service to attend before it to explain in relation to matters within their remit:
  - i. any particular decision or series of decisions;
  - ii. the extent to which the actions taken implement Council policy; and/or
  - iii. the performance of their duties.

and it is the duty of those persons to attend if so required.

- (b) Where any officer is required to attend a meeting of a Scrutiny Committee under this specific provision, the Chair of that committee will inform the Chief Executive who will inform the member or officer in writing giving at least fifteen working days notice of the meeting at which they are required to attend. The notice will state the nature of the item on which they are required to attend to give account and whether any papers are required to be produced for the Committee. Where the account to be given to the Committee will require the production of a report, then the officer concerned will be given sufficient notice to allow for preparation of that documentation i.e. an additional 15 working days.
- (c) Where, in exceptional circumstances, the member or officer is unable to attend on the required date, then the Scrutiny Committee shall in consultation with the member or officer arrange an appropriate alternative date for attendance. In setting the dates the Chief Executive will take into account exceptional circumstances, for example illness or planned holidays.
- (d) It should be noted that it is not the role of a Scrutiny Committee to either:
  - i. Act as a disciplinary hearing in relation to the actions of Officers - this is the Chief Executive's function alone in relation to staff; or
  - ii To act as a quasi 'court of appeal' against decisions, or to pursue complaints by individuals (Councillors, Officers or members of the public) – as other procedures exist for this – these are internal e.g. Corporate Complaints Procedure, and external/statutory e.g. Local Government Ombudsman or appeal to the Courts.

## **8. CORRESPONDENCE**

- 8.1 Correspondence including e-mails between an individual member and an officer should not normally be copied (by the officer) to any other member, except at the discretion of the departmental Director, or with the agreement of the members concerned, where necessary for the proper conduct of business. Where exceptionally it is necessary to copy the correspondence to another member, this should be made clear to the original member. In other words, "blind" copies of such correspondence should not be circulated.
- 8.2 Official letters on behalf of the Council should normally be sent out in the name of the appropriate officer rather than in the name of a member. It may be appropriate in certain exceptional circumstances (e.g. representations to a government minister or correspondence with the Leader of another local authority) for a letter to be issued in the name of the Leader of the Council. Letters which, for example, create obligations, confirm or deny the acceptance of any liability, or give instructions on behalf of the Council should always be sent out in the name of the Chief Executive or the appropriate Director or Head of Service or other senior officer.

## **9. PUBLICITY AND THE MEDIA**

- 9.1 Contact with the media on issues related to the Council, or to Council business, including the issue of press releases, will be handled through the Press Manager of the Communications Unit of the Chief Executive's Department.
- 9.2 If a member speaks to the media without having first consulted with the Leader or relevant Cabinet Councillor or Committee Chair and/or Press Manager then it will be deemed to be the member's own personal view.

## **10. PERSONAL RELATIONSHIPS**

- 10.1 No member or officer should allow any personal connection or relationship with any other member or officer to affect the performance of his or her official responsibilities, or the taking of any action or decision by or on behalf of the Council. This includes, for example, any family relationship, membership of the same household, or any business connection. Members and officers should always consider how such a relationship or connection would be likely to be regarded by anyone outside the Council, or by any other member or officer, and avoid creating any impression of bias or unfairness.
- 10.2 An officer who is personally connected or related to any member should notify his or her Chief Officer in writing.
- 10.3 Members should take into account any personal relationship or connection with any other member or officer, in considering the need to register or declare a pecuniary or non-pecuniary interest whenever appropriate.

## **11. INVOLVEMENT OF WARD COUNCILLORS**

Whenever a public meeting is organised by the Council to consider a local issue, all the local members representing the County Council Divisions affected should, as a matter of course, be invited to attend the meeting. Similarly, whenever the Council undertakes any form of consultative exercise on a local issue, the local members should be notified at the outset of the exercise.

## **12. FURTHER GUIDANCE**

Any member of the Council who needs further guidance on any of the matters referred to in this protocol, or on any similar or related issue, is advised to contact the Chief Executive or the Monitoring Officer. Any officer needing such guidance should refer initially to their Line Manager, who will consult senior management and obtain advice as necessary.

## **PART 5.6 - PROTOCOL FOR COMMUNICATIONS WITH ELECTED MEMBERS**

### **INTRODUCTION**

This Protocol explains how communication will take place with Members of the Council. It encompasses communication between Members themselves and between Members and officers of the Council.

It is intended to state clearly, to Members and officers:

- What information will be provided?
- What support will be provided?
- How it will be provided?
- Who is responsible for providing information and support?

The Protocol identifies three key areas:

- Information provision
- Consultation
- Support Services

All Members also have access to information through their respective Group Meetings, the monthly Shadow Executive Board Meeting and by contacting Executive Board Members direct.

Staff and members are provided with Authority e-mail addresses for conducting Council business and personal addresses should not be used. Based on this, electronic communication to elected members will be via @carmarthenshire / @sirgar addresses and not personal e-mail, in accordance with the Authority's E-mail Usage Policy.

### **1.INFORMATION PROVISION**

Members are looking for information within the following broad categories:

- Council, Executive and Committee Decisions
- Ward Information
- Contact Information
- Access to Information (private & confidential)

#### **1.1 COUNCIL, EXECUTIVE AND COMMITTEE DECISIONS**

Members want access to information about the decisions being made by the Council, Committees, Executive Board and Executive Board Members.

Under political arrangements Executive Board Members make decisions in two forums:

- 1) Executive Board Meetings, and
- 2) Executive Board Member Decision-Making Meetings.

### 1.1.1 Agenda and Reports

The Council will:

- Publish agendas at least three working days in advance of meetings
- Publish copies of all agenda and reports on the Council Intranet and Internet
- Send e-mails to all Members, informing them that the agendas are available to view on the Intranet (an electronic link to the agenda will also be included in the message)
- Provide a hard copy of agenda and reports to view and inspect in the Members' Lounge at County Hall.

**Council, Executive Board and Committee Meetings** are held in public and members can attend as observers.

Members are entitled to have access to public committee papers and background information identified in a public report to Council, Executive Board or any committee. Exempt reports are only made available to the Members of the Committee considering that report. (See also Appendix 1 of this protocol regarding access to exempt /confidential information).

The Chair of Council Leader and Deputy Leader of the Opposition Group and the Chairs of Scrutiny Committees will be allowed to remain at Executive Board meetings when exempt reports are considered and will be given a copy of the exempt report at the meeting.

A protocol for non-executive members' attendance at formal Executive Board meetings is available to view via the Democracy tab on the internet.

**Executive Board Member Decision Meetings** are not open to the public and press to attend but non-executive members can attend as observers.

**The Democratic Services Unit is responsible for the publication of all Agendae and accompanying reports. Contact: Democratic Services 01267 224028 Int. Ext No. 4028**

### 1.1.2 Minutes and Decision Notices

The Democratic Services Unit also produce and publish all Council and Committee Meeting Minutes and Executive Board and Executive Board Member Decision Notices.

The Council will:

- Send copies of the Decision Notices of Executive Board Meetings to all Members by email, within three working days of the meeting and publish them on the Council's intranet and website.
- Members of the relevant Scrutiny Committee then have an opportunity to "Call in" any decision within a further 5 working days where there are genuine and serious grounds for doing so, before the decision can be actioned. (The procedures for call in are set out in Article 6.6 of Part 2 of this Constitution).
- Copies of the minutes of Council and Committee Meetings are published on the Council Intranet and Internet normally within 10 working days of the meeting.



**The Democratic Services Unit is responsible for publication of all Council & Committee Meeting Minutes and Executive Board / Executive Board Member Decision Notices.**

**Contact: Democratic Services 01267 224028 Int Ext No. 4028**

### **1.1.3 Press Releases**

The Council will:

Publish Press Releases, relating to Agenda items and Decision Notices, in advance of, and after, the respective meeting.

- All press releases will be published in accordance with the Protocol for Dealing with the Press & Media
- All press releases will be published daily on the Council's Intranet and Internet sites

**The Marketing and Media Section is responsible for publishing all press releases.**

**Contact: Press Office 01267 224037, Int Ext No. 4037**

## **1.2 WARD INFORMATION**

Members want to be kept informed about what is happening in their area.

The Council will inform local Members, by email, about:

- Planning Applications – the Council has a statutory responsibility to inform Members about applications
- New capital schemes – e.g. highway schemes, new developments or buildings
- Major work on Council property or facilities – e.g. housing repair schemes, school extensions
- Service developments/launch of new services or initiatives – e.g. grant schemes, environmental initiatives, road safety projects, extension to schools
- Closure of facilities or suspension of services – e.g. closure of a leisure centre, school or care facility
- Changes or disruption to service delivery – e.g. road closure, refuse collection

**Heads of Service are responsible for ensuring that Members are kept informed of new developments within their electoral wards.**

## **1.3 Contact Information**

Members want an effective system for dealing with their enquiries/complaints and they want up to date contact information for key officers.

The Council will:

Publish a contact list of key officers, within each Department. This information will be published in hard copy and will also be available on the Council Intranet.

Operate a Members Enquiry Service. Enquiries will be taken directly by the Democratic Services unit from members in person, via telephone, E mail or via the Enquiry Forms available on the Intranet.

Heads of Service are asked to respond to Members enquiries within a maximum of 7 working days but invariably will do so much sooner than this.

**The Democratic Services Unit is responsible for Member Support and the Members' Enquiry Service. Contact: Democratic Services 01267 224028 Int Ext No.4028**

## **1.4 Access to Information**

The Council's Constitution clearly states what information Members have a right to access.

Under the Data Protection Act there are restrictions on accessing personal information. For further details please see Appendix One of this protocol and Part 4.2 of the Council's Constitution which contains the Access to Information Procedure Rules.

## **2. CONSULTATION**

Members want to be consulted on matters affecting their ward.

The Council will:

- Consult Members on issues, concerning their ward, before the matter goes before Executive Board/Council/Committee for decision
- Consult Members, by email or in exceptional circumstances by post allowing at least five working days for that Member to respond
  - The consultation document will include a brief overview/letter detailing the purpose of the consultation, an executive summary of any relevant documentation and details of where further information is available
  - Where consultation meetings are being arranged for Members they will be sent a notice at least three working days in advance of the meeting
  - A summary of the response from Members will be included on the report cover sheet distributed with the Agenda
- Consult Members through the following forums:
  - Scrutiny Committees – have a role in policy development and will be used to consult Members on policy developments and decisions being considered by the Executive Board/Council
  - Advisory Panels – are forums established by the Executive Board to review existing policies and to develop new ones, they involve non-executive members as part of these groups.

**Heads of Service are responsible for ensuring that Local Members are consulted on matters going before the Executive Board / Executive Board Members / Council and Committees for decision.**

### **3. MEMBER SUPPORT**

- IT Support
- Postal Service
- Council Diary

#### **3.1 Information Technology Support**

Members require support in using IT and all Members are expected to use the IT Equipment provided by the Council as the initial point for accessing information.

#### **IT Services are responsible for IT support**

**Contact IT Services Help Desk 01267 246789 Int Ext No. 6789**

Informal one to one IT training and advice is provided by IT Staff.

Formal IT Training for all Members, will be arranged by the People Management & Performance Division.

Following each County Council Election there will be a comprehensive induction programme for all members over a range of subjects including IT which will be complimented by an ongoing programme of development and seminars.

**People Management and Performance is responsible for supporting Member Development. Contact 01267 246172 Int Ext No. 6172.**

#### **3.2 Postal Service**

Members want to minimise the amount of information sent, to them, in the post.

The Council will:

Use email as the main method of communication with Members including sending notices of meetings and decisions.

Provide each Member with a pigeon hole in the Democratic Services Unit at County Hall where non urgent mail can be collected in person. Any mail placed in the pigeon holes will not be posted.

#### **3.3 Council Diary of Meetings**

Members want the Council Diary to be managed to minimise instances where meetings clash.

The Council will:

Ensure that all meetings involving Members are included in the Council Diary

Publish the Council Diary on the Internet and Intranet

Avoid arranging any meetings on the same day as County Council, to allow for Council meetings extending into the afternoon (The exception being All Member Development Seminars / Consultation events)

**The Democratic Services Unit is responsible for managing the Council Diary of meetings.**

**Contact: Democratic Services on 01267 224028 Int Ext No. 4028**

## **Appendix 1 - Restrictions on access to information**

The Council's Constitution clearly states what information Members have a right to access:

“Members have a right to inspect Council documents, so far as their access to the documents is reasonably necessary to enable them to properly perform their duties as members of the Council. This principle is commonly referred to as the “need to know” principle...but a member has no right to a “roving commission” to examine documents of the Council. Mere curiosity is not sufficient”.

The decision on whether there is a “need to know” basis for a member to access that information must initially be made by the relevant Director and Monitoring Officer. In the event of a dispute, the matter may be referred to the relevant Executive Board Member(s) and Director, with legal advice from the Monitoring Officer.

### **Access to personal or confidential information relating to a resident or business**

Access by members to personal information held by the Council relating to a third party is a complex area of law and members are therefore advised to apply to the Council's Monitoring Officer for the release of such information setting out their reasons for doing so. The Monitoring Officer will then consider each case on its merits and advise the member on how such information can be used and if it should be released by them to the public.

Members should also be aware that individuals are protected by the Data Protection Act. Severe penalties (£100k and more) have been imposed by the Information Commissioner on Council's that have been found to be in breach of the provisions of the Act.

**More detailed advice regarding Members' rights to inspect Council documents can be obtained from the Monitoring Officer, Linda Rees Jones on 01267 224010 ext 4010.**

## Code of Conduct for Councillors in Planning Matters (5.2 of the Constitution)

### 1. INTRODUCTION

- 1.1 This Code of Practice is intended to guide the procedures by which Councillors ('Members') and officers of the Council deal with planning matters and to set standards of probity and conduct which the people of Carmarthenshire can expect of them.
- 1.2 As Planning affects peoples' lives and private interests, it can be very contentious. It is, therefore, important that the people of Carmarthenshire understand the system and have confidence in its integrity and transparency, and that Members and officers, involved in the 'planning' process, avoid impropriety or even the suspicion of impropriety. This approach is endorsed by the Committee on Standards in Public Life (the Nolan Committee), the Wales Audit Office and the Welsh Local Government Local Government Association.
- 1.3 Members must follow the *Code of Conduct for Members of Carmarthenshire County Council* (Part 3 of which covers such matters as declarations of interests, gifts and hospitality) and the *Protocol for Member, Officer Relations*. When dealing with planning matters they must also act in accordance with this Planning Code of Practice.
- 1.4 A breach of this code, while not usually amounting to a breach of criminal law, may adversely affect the standing of the Council and the reputation of an individual member. It could result in a decision being judicially reviewed or in a complaint of maladministration, or an allegation of a breach of the Code of Conduct being made to the Local Government Ombudsman.
- 1.5 If Members or officers are in doubt about the application of the 'Code of Conduct for Members of Carmarthenshire County Council' or of this Planning Code of Practice they should seek advice from the Council's Monitoring Officer.

The Code of Conduct for Councillors and Officers in Planning Matters can be accessed via the following link:

<https://www.carmarthenshire.gov.wales/media/1228198/part-52-code-cllrs-officers-in-planning-april-2022.pdf>

## **Compliments / Complaints**

Complaints and compliments from members of the public are an invaluable source of feedback about the services the Council provides. They are a positive means of promoting customer satisfaction and a way of identifying opportunities to improve service delivery. They help us to learn about our customers' needs and expectations.

Councillors will be approached by members of the public within their wards on a range of issues. It is important, however, to distinguish between matters which fall within the scope of the Council's Complaints Procedure, and those which can be dealt with via the Democratic Services Unit.

### **A complaint is:**

- an expression of dissatisfaction or concern, about a public service provider's action or lack of action, or about the standard of service provided and which requires a response;
- about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

### **A complaint is not:**

- an initial request for a service, such as reporting a faulty street light;
- an appeal against a properly made decision by a public body;
- a means to seek change to legislation or a properly made policy decision;
- a means for lobbying groups/organisations to seek to promote a cause.

### **Compliments are:**

- expressions of satisfaction, where the Council has exceeded expectations.

Complaints and compliments can be submitted on our [website](#).

Complaints can be received in any part of the Council and our customers may raise issues without actually using the word 'complaint'.

Complaints must be forwarded to the Complaints Team as soon as possible after they are received.

If you receive a complaint, or a compliment, or need any advice please contact the Complaints and Compliments Team on 01267 224631 / 224630 or by e-mailing:

- Complaints: [complaints@carmarthenshire.gov.uk](mailto:complaints@carmarthenshire.gov.uk)
- Compliments: [compliments@carmarthenshire.gov.uk](mailto:compliments@carmarthenshire.gov.uk)

## **Notification of Personal Interests Form**

Councillors must in all matters consider whether they have a personal interest. A Councillor has a personal interest in a matter if he/she anticipates that a decision upon it might reasonably be regarded as likely to benefit or disadvantage:

- The Councillor, one of the Councillor's family or a friend, or any person with whom the Councillor has a close personal association with, or
- A body which employs those persons, or for which those persons have any degree of ownership, control or management, to a greater extent than other Council tax payers, ratepayers or inhabitants of the Authority's area.

Further details of issues that Councillors should consider themselves as having a personal interest are included under Part III of the Councillors' Code of Conduct – see page 47.

A copy of the form *Notification by a Member of a Local Authority of Personal Interests* can be viewed via the following link:

<..\..\..\Final PUBLIC Reports\Handbook\Form - Notification of Personal Interests.pdf>

This form will need to be completed and returned to the Democratic Services Manager, Chief Executive's Department as soon possible after a Councillor has completed his/her Declaration of Acceptance of Office.

Councillors are also required to inform the Democratic Services Unit immediately there is a change in their financial or other interests. To assist Councillors in this respect notification of changes forms will be issued by the Democratic Services Unit annually.

Democratic Services Unit - 01267 224028.

E-mail: [DemocraticServices@carmarthenshire.gov.uk](mailto:DemocraticServices@carmarthenshire.gov.uk)

## **Notification of Receipt of Gifts, Hospitality, Material Benefit or Advantage**

A Councillor must notify the Authority's Monitoring Officer of the existence and nature of any offer or receipt of gifts, hospitality, material benefits or advantage received by him/her, or to his/her knowledge any person with whom he/she is living, from any company, organisation or person and relating to or arising out of their position as a Councillor, where the value of the item or benefit exceeds the sum of twenty-five pounds (£25).

Any gift accepted by a Councillor on behalf of that Councillor's relevant Authority need not be notified to the Monitoring Officer.

A copy of the form *Notification by a Member of a Local Authority of Receipt of Gift, Hospitality, Material Benefit or Advantage* can be viewed via the following link:

[..\..\..\Final PUBLIC Reports\Handbook\Form - Notification of Gift or Hospitality.pdf](#)

This form will need to be completed and returned to the Democratic Services Unit, Chief Executive's Department as soon possible after a Councillor has been offered or received a gift, hospitality etc over the value of £25.00.



### **Dispensation to speak or vote on a matter(s) which a Councillor may have an interest**

A Councillor may apply to the Council's Monitoring Officer for the grant of a dispensation under the provisions of the Standards Committees (Grants of Dispensation) (Wales) Regulations 2001 to speak and vote at meetings of County Council on matters in which he/she may have a personal interest e.g.

- matters relating to Modernising Education Provision in the County as a Governor of a CP or Secondary School or because family members were employed by the Education & Children's Services Department in Schools in the County;
- matters relating to the review of the Council's Licensing Policy as family members are involved in the licensing trade;
- matters relating to Sub Post Offices and the future of the Post Office network as family members were proprietors of a business that had a contract with the Post Office to provide a Post Office service.

The Monitoring Officer may be able to deal with a matter under powers delegated to him/ her by the Council's Standards Committee or will need to refer the matter to the Standards Committee for consideration.

The application form for a dispensation under Section 2 of the Standards Committee (grant of Dispensations) (Wales) Regulations 2001 can be accessed via the following link:

<http://intranet/our-people/democracy/members-code-of-conduct/>

If you wish to apply for a dispensation to speak and vote in connection with any matter in which you consider that you have a personal interest then please contact the Democratic Services Unit. Dispensation Forms are available via the Democracy Tab on the Council's intranet site.

# Councillor Enquiry Forms

## Background

The Democratic Services Unit operates a Councillor Enquiry service which seeks to obtain written responses from various departments of the Council as soon as possible and within a target of 7 working days. You can use the Councillor Enquiry service to request a service i.e report a faulty streetlight, report issues within your ward, seek information on services or to make initial referrals to other divisions/departments on behalf of a constituent or local organisation.

This allows all enquiries by Councillors to be dealt with via the Democratic Services Unit (DSU) in a structured manner with one point of contact.

To submit an enquiry:

- Complete the [Councillor enquiry form](#)
- Email us at [DemocraticServices@carmarthenshire.gov.uk](mailto:DemocraticServices@carmarthenshire.gov.uk)
- Or phone us on 01267 224028

To view the status of an enquiry click on the following link and choose 'Assigned to me'

[View the status of any enquiries](#)

On receipt of an enquiry the Democratic Services Unit will forward it the same day to the appropriate Head of Service for attention with a copy also going to the appropriate Cabinet Member for information. The Head of Service **must** then ensure that a response is returned to the Unit as soon as possible and within a maximum of 7 working days.

Councillors are actively encouraged to use the Councillor Enquiry System through DSU staff rather than telephoning various Officers within departments (who may not always be the right person to deal with your enquiry). Please ensure that as much detail as possible is included in your enquiry. Training will be provided on our Geo Discover system which will help you to locate properties and land so that land enquiries can be quickly and correctly dealt with. This will allow officers to investigate the matter immediately, without the need to generate any further correspondence or telephone calls and missed opportunities to contact you in respect of obtaining further details that are missing, before they can proceed.

You will appreciate that officers deal with enquiries from all 75 members of the Council and the Councillor Enquiry system has specifically been put in place to enable you to obtain responses to all of your enquiries with comprehensive written responses.

**By channeling all your enquiries through the Unit it will ensure that the minimum number of officers will be involved in dealing with your enquiry and by using the system it will also allow for effective monitoring of responses on a systematic basis. The performance of services involved in responding to Members within the deadlines is closely monitored and drawn to the attention of the Chief Executive, appropriate Director and Cabinet Member(s).**

The Councillor Enquiry service should not be used to make complaints, as all complaints should follow the Authority's complaints policy and be channelled through the Corporate Complaints procedure – see page 71.

There are some multi Member wards within Carmarthenshire. Due to data protection regulations, unless the Democratic Services Unit is advised otherwise by Member(s) in the dual wards, enquiries will not automatically be copied to all Ward Member(s).

***Please note that the Councillor Enquiry system is not to be used by Members for their own personal enquiries e.g. land in your ownership or services provided to you or family members.***

## Councillors' Allowances

A new Members' Allowances Scheme will be adopted by the Council at its Annual Meeting each year.

Members complete their expenses using the Resource Link Self Service system.

An electronic reminder will be sent to Members reminding you of the claim deadline.

### **No subsistence is paid for meetings held within the County.**

The scheme states that allowance claims for travel by private car will normally be paid from the Councillor's permanent place of residence and must be via the shortest route.

As all claims must be verified by DSU Staff, the Unit uses an internet autorouter to verify all claims and to establish the distances between home and regular venues for meetings in the County.

***All claims for travelling must also be accompanied by a relevant VAT receipt for fuel purchased BEFORE a journey is undertaken. Elected Members should retain any receipts safely – in the event of any checks made by HMRC.***

Any fares, fees or subsistence claimed will only be paid against the actual expenses incurred and must be accompanied by the appropriate dated receipt.

The day subsistence rate (for travel out of County) is up to a maximum of £28 and covers a 24 hour period and can be claimed for any meal if relevant provided such a claim is supported by receipts.

Re-imbursement of alcoholic drinks is not permitted.

The claim should then be submitted as soon as possible or at the latest by the 1<sup>st</sup> of each month (or nearest working day) via Resource Link. DSU staff will then verify your claim against relevant attendance registers, seek confirmation by outside bodies of your attendance at their meetings, check the mileage claimed against a route planner and the arithmetic of the amounts claimed before processing the claim for payment.

It should be noted that when travelling "out of County" Councillors must travel by the most cost effective means to the Council, taking into account the cost of travel and time involved in a journey. This is usually by rail and where rail facilities exist the rate for travel by a Councillor's own car is Standard Day Return rail fare in lieu.

However, where the Chief Executive or the Democratic Services Manager agrees prior to the journey being made that travel by rail is inappropriate because of meeting start time or inappropriate rail services, the Councillor concerned will be authorised to travel using one of the Council's leased cars or, if unavailable, by private car at the travelling allowances outlined in the Members' Allowances Scheme.

It is important to note that you will not be able to claim travelling and subsistence allowances for attending official openings, other similar functions, meetings of Town/Community Councils, School Governing Bodies and political group meetings. It is considered that under the Members' Allowances Scheme attendance at these types of events are covered by the Councillors' Basic Allowance.

**PLEASE NOTE: Members who use a personal vehicle to attend meetings and for approved duties will be required to declare this to their motor insurers and ensure they obtain Business Use.**

Training on the use of the Resource Link system will be provided.

Please contact the DSU at County Hall, Carmarthen (Telephone 01267 224028) for advice and assistance on completing claim forms.

## **MEMBERS' ALLOWANCES SCHEME**

Payments of Salaries will be made at the levels prescribed by the Independent Remuneration Panel for Wales (IRPW).

### **Basic Salary**

Basic salary is payable at the same rate to all Councillors (other than those appointed to the Cabinet). It is paid in recognition of the time devoted by Councillors to their work including incidental expenses, such inevitable calls on their time as meetings with constituents, political Group meetings, attendance at meetings of Town and Community Councils, including the undertaking of approved duties, as shown below. This will be payable from the 4<sup>th</sup> day after the election to the Council subject to the member having signed their declaration of acceptance of office in accordance with Section 83(1) of the Local Government Act 1972. Basic Salary also covers other incidental costs such as the use of their homes.

Members who are only in receipt of a basic salary are not precluded from receiving a second salary as a member of a Fire & Rescue or National Park Authority.

### **Senior Salaries**

A Senior Salary is paid to Councillors appointed by the Council or Leader of the Council to specific positions i.e. Cabinet Members and Chairs of Committees. Senior salaries will be payable from the date of the Council's Annual meeting.

### **Civic Salaries**

A Civic Salary is paid to the Chair and Vice Chair appointed by the Council and will be payable from the date of the Council's Annual meeting. The Chair and Vice Chair of the Council receive Civic Salaries under Sections 22 and 24 of the Local Government Act, 1972 to assist them with the expenses of their office.

### **Approved Duties**

- attendance at a meeting of the Authority or of any committee of the Authority or of any body to which the Authority makes appointments or nominations or of any committee of such a body;
- attendance at a meeting of any association of authorities of which the Authority is a member;
- attendance at any other meeting the holding of which is authorised by the Authority or by a committee of the Authority or by a joint committee of the Authority and one or more other Authorities;
- a duty undertaken for the purpose of or in connection with the discharge of the functions of Executive;
- a duty undertaken in pursuance of a standing order which requires a Member or Members to be present when tender documents are opened;
- a duty undertaken in connection with the discharge of any function of the Authority which empowers or requires the Authority to inspect or authorise the inspection of premises;

- attendance at any training or developmental event approved by the Authority or its Cabinet;
- the following duties which have been approved by Council:
  - a) Attendance at a meeting of the Authority or of any committee of the Authority or of any body to which the Authority makes appointments or nominations or of any committee of such a body;
  - b) Attendance at a meeting of any association of authorities of which the Authority is a member;
  - c) Attendance at any other meeting the holding of which is authorised by the Authority or by a committee of the Authority or by a joint committee of the Authority and one or more other Authorities;
  - d) A duty undertaken for the purpose of or in connection with the discharge of the functions of an executive where the Authority is operating executive arrangements within the meaning of Part II of the 2000 Act;
  - e) A duty undertaken in connection with the discharge of any function of the Authority to inspect or authorise the inspection of premises;
  - f) Attendance at any training or developmental event approved by the Cabinet.  
(All applications for attendance at Conferences / Seminars / Training Courses will be considered by the Cabinet following presentation of a report prepared by the Chief Executive which will include:
    - a) conference / seminar / training course details;
    - b) the comments of the relevant Director as to the necessity to attend;
    - c) the total costs associated with attendance i.e. conference / seminar / training fees, transport, subsistence and accommodation;

Should the majority of Cabinet Members be in favour of the application then the Leader has delegated authority to approve the application for attendance).

- g) Any other duty approved by the Authority, or any other duty of a class so approved, undertaken for the purpose of, or in connection with, the discharge of the functions of the Authority or of any of its committees;
- h) Attendance by a Councillor at a meeting involving the Chief Officer or his/her representative at a local government office or site within the Authority's area, called at the prior request of the Chief Officer or his/her representative, in connection with the functions of the Council;
- i) Site Meetings convened by the Chief Executive as a consequence of a decision by the Council, the Cabinet or a Committee of the Council;
- j) Meetings of Joint Liaison Committees;
- k) Where a Councillor is formally authorised in accordance with the Authority's decision making procedures for the purpose of and in connection with the discharge of the functions of the Council, to attend a conference, take part in a visit, join a deputation or attend a course not on the approved list as the official representative of the Council, then that decision in sending the Councillor shall automatically designate the duty undertaken as an "approved duty";
- l) Attendance at meetings of the Shadow Cabinet\* convened by the Chief Executive;
- m) Attendance by a Councillor at meetings of outside bodies to which the Councillor has been formally appointed or nominated by the Council;
- n) Attendance by the Chair of Council, Leader and Deputy Leader of the Opposition and the relevant Scrutiny Committee Chair at meetings of the Cabinet;
- o) Attendance by a Councillor at meetings or events to which the Councillor has been formally appointed or nominated by the Council in a Champion or Ambassador role;

- p) Inclusion on the list of approved duties does not necessarily preclude payment for attendance by other bodies (other than for the Leader, Deputy Leader or a Cabinet Member who is in receipt of a Senior Salary) and nominated Councillors eligible under schemes operated by such bodies may claim in accordance with any such schemes.

**(Claims for travelling and subsistence allowances should not be made to outside bodies and the Council for the same duties).**

### **Cabinet Members Approved Duties**

The following duties are also “approved duties” for the Leader and Cabinet Members:

- Attendance at Meetings of the Council, the Cabinet, Committees and Advisory Panels;
- Attendance at Meetings of Cabinet Members convened for the purpose of taking executive decisions and formally convened by the Chief Executive;
- Activities in connection with the exercise of duties as a Cabinet Member;
- Attendance by members of the Cabinet at any local, regional or national event where the Leader has, prior to the event, informed the Chief Executive that he/she has nominated them to attend in his/her place as a representative of the Council.

### **Official openings, public launch events of the Council’s new buildings/services/facilities within the County**

Attendance at public launch events/official openings of new Council buildings/services/facilities will not be an approved duty unless a formal invitation is received from the Chief Executive to attend.

The attendance of the Leader and relevant Cabinet Members at such events would form part of their duties as a member of the Council’s Executive.

*The attendance of the Chair and Vice Chair of Council at such events would form part of their civic duties.*



## **Contribution towards Costs of Care and Personal Assistance (CPA)**

The Independent Remuneration Panel for Wales provides arrangements for contributions towards costs of care and personal allowance to enable people who have personal support needs and or caring responsibilities to carry out their duties effectively as a member of an authority.

The Panel believes that additional costs of care required to carry out approved duties should not deter any individual from becoming and remaining a member of an authority or limit their ability to carry out the role.

As payments are taxable under the current HMRC rules, full reimbursement is not possible so for clarity this is retitled to “contribution towards the costs of care and personal assistance”. It will still require receipts to accompany claims.

- Claims can be made in respect of a dependant under 16 years of age, or a minor or adult who normally lives with you as part of your family and who cannot be left unsupervised.
- Reimbursement may be claimed for your own care or support needs where the support and/or cost of any additional needs are not available or are not met directly by the authority such as Access to Work, Personal Independence Payments, insurance. These could arise when the needs are recent and or temporary.
- You are entitled to claim towards the costs of care and personal assistance, for activities that the council has designated official business or an approved duty which might include appropriate and reasonable preparation and travelling time.

There is no monthly limit on the amount you can claim, payments will be made as follows:

- Formal (registered with Care Inspectorate Wales) care costs to be paid as evidenced.
- Informal (unregistered) care costs to be paid up to a maximum rate equivalent to hourly rates as defined by the Living Wage Foundation at the time the costs are incurred.

For clarification, care costs cannot be paid to someone who is part of your household.

**Further information on this can be found in on the IRPW website:**

**<https://gov.wales/independent-remuneration-panel-wales>**

## **Sickness Absence for Senior Salary Holders**

The Family Absence Regulations apply to elected members in cases of maternity, new-born, adoption and parental absences from official business. Further information can be obtained from Democratic Services.

## Other Useful Information

**Members can access various information via the Democracy tab – please click on link:**

<http://intranet/our-people/democracy/>

This includes:

- The Diary of Council and Committee Meetings, including meetings not open to the public
- Link to the webcasting library
- Members' document library

## Annual Reports

Section 5 of Part 1 of the Local Government (Wales) Measure 2011, requires County Councils to make arrangements for Elected Members to make an annual report about his/her activities as a Member of the Authority during the year to which the report relates. *(Members of the Cabinet are also required to make an annual report about his/her activities as a member of the Cabinet during the same period).* The Authority is then required to publish all such annual reports.

The main purpose of annual reports is to provide your constituents with details of your key activities over the past year.

Whilst the local Authority has a responsibility to provide the mechanism for annual reports to be published, the content is the responsibility of individual Councillors. Therefore, the content should:

- be factual and non-political;
- be written in the past tense;
- adhere to the requirements of the Freedom of Information Act, the Data Protection Act and the Members' Code of Conduct;
- not name individuals, or enable individuals to be identified;
- not be interpreted as being critical of another Member;

It is entirely the Elected Member's decision to produce a report, however Democratic Services will email all members with a template and guidance should you wish to complete.

Completed reports should be returned to the Democratic Services Unit (DSU) for proofing/checking. If there are any concerns regarding the content of the report, you will be contacted to discuss this. Once translated the reports will be placed on the Authority's website.

- **List of Councillors and Wards**

Link to Website:

<http://democracy.carmarthenshire.gov.wales/mgMemberIndex.aspx?bcr=1>

- **Clerks of Town and Community Councils in the County**

Link to Website: [http://www.carmarthenshire.gov.wales/home/council-](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/town-community-councillors/#.WMqyyk2dGUk)

[democracy/councillors-ams-mps-meps/town-community-councillors/#.WMqyyk2dGUk](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/town-community-councillors/#.WMqyyk2dGUk)

- **Members of The Welsh Parliament**

Link to Website: [http://www.carmarthenshire.gov.wales/home/council-](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/welsh-assembly-members/#.WMqzYU2dGUk)

[democracy/councillors-ams-mps-meps/welsh-assembly-members/#.WMqzYU2dGUk](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/welsh-assembly-members/#.WMqzYU2dGUk)

- **Members of Parliament**

Link to Website: [http://www.carmarthenshire.gov.wales/home/council-](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/members-of-parliament/#.WMqzjU2dGUk)

[democracy/councillors-ams-mps-meps/members-of-parliament/#.WMqzjU2dGUk](http://www.carmarthenshire.gov.wales/home/council-democracy/councillors-ams-mps-meps/members-of-parliament/#.WMqzjU2dGUk)

## **The Welsh Local Government Association**

The Welsh Local Government Association (WLGA) represents the interests of local government and promotes local democracy in Wales. Its primary purposes are to promote better local government, to promote its reputation and to support authorities in the development of policies and priorities which will improve public services and democracy.

The WLGA is a politically led cross party organisation that seeks to give local government a strong voice at a national level. The Association is a membership organisation that represents all 22 local authorities in Wales, the 3 fire and rescue authorities and the 3 national park authorities are associate members.

The address for the Welsh Local Government Association is:

Local Government House  
One Canal Parade  
Dumballs Road  
Cardiff  
CF10 5BF

Tel: 029 2046 8600

E-mail: [enquiries@WLGA.GOV/UK](mailto:enquiries@WLGA.GOV/UK)

Website: <https://www.wlga.wales/>

## Other Public Service Providers

You will also appreciate that Local authorities are not the sole providers of public services. Below is a list of some other organisations who provide such services, together with a link to their individual websites:

- Welsh Government:  
<https://gov.wales/?lang=en>
- The Senedd:  
<https://senedd.wales>
- Dyfed Powys Police:  
<https://www.dyfed-powys.police.uk/en/>
- Mid & West Wales Fire & Rescue Service:  
<https://www.mawwfire.gov.uk/>
- Hywel Dda Community Health Council:  
<http://www.wales.nhs.uk/sitesplus/904/home>
- Hywel Dda University Health Board:  
<http://www.wales.nhs.uk/sitesplus/862/home>
- Brecon Beacons National Park Authority:  
<http://www.beacons-npa.gov.uk/>
- Carmarthenshire Association of Voluntary Services:  
<https://cavs.org.uk/>
- Citizens Advice Bureaux, Carmarthenshire:  
<http://www.carmarthenshire-ca.org.uk/>
- Natural Resources Wales:  
<https://naturalresources.wales/?lang=en>

## **Location plans of the Council's Main Administrative Buildings**

Please click on the link(s) below for a location plan of the relevant administrative building:

- County Hall and Council Offices, 3 Spilman Street, Carmarthen

<..\..\..\Final PUBLIC Reports\Maps for Handbook\Caerfyrddin - Carmarthen.pdf>

- Municipal Offices, Llandeilo

<..\..\..\Final PUBLIC Reports\Maps for Handbook\Llandeilo.pdf>

- Town Hall & Ty Elwyn, Llanelli

<..\..\..\Final PUBLIC Reports\Maps for Handbook\Llanelli.pdf>

- Town Hall, Ammanford

<..\..\..\Final PUBLIC Reports\Maps for Handbook\Rhydaman - Ammanford.pdf>