

Democratic Services Benchmarking Club 2016

IMPORTANT GENERAL GUIDANCE

Guidance and definitions for this questionnaire can be found on the "Guidance" sheet. Please read this before completing the questionnaire.

Throughout the questionnaire, you can link to the associated definitions and guidance by clicking on the white '?' in the top right corner of each section. To return to the questionnaire, please click on the 'Questionnaire' tab at the bottom of the window.

In order to try and reduce the problem we have of identifying zeros from missing KEY data, this year we have entered '..' in MOST data entry cells and you will notice that formulae e.g. totals and carry-forwards all show '..' before any data is entered. Only by overwriting all of the '..' in a table will the total be generated so please do not leave any '..' cells as they are. If the genuine figure is zero then please replace '..' with 0. If the figure is not known/not available, please replace the '..' with na.

Please do not enter any comments or data outside the cells provided or within the return email, as these are processed automatically and your comment will not be seen. If you wish to make any comments, please enter these in the boxes below. Change of contact details should be e-mailed separately to Benchmarking@cipfa.org.

COMMENTS

Please include here thoughts regarding difficulties completing the questionnaire or other general points about your service that you feel would be of interest to other members. Please **do not** use these cells to update contact information. Email any such amendments to us at benchmarking@cipfa.org.

Example Questionnaire

1. SERVICE DELIVERY

Service Structure

[Go to Guidance -->](#)

Please read the guidance notes on this section.

To what extent was your Democratic Services function outsourced during the period being benchmarked and what percentage of the function was delivered by each method?

(a) **IN-HOUSE delivery** % Delivered

(b) **OUTSOURCED to a Shared Service Arrangement (SSA)** % Delivered

(with other LA's and/or with other public sector organisations)

Name(s) of SSA partner(s)?

1	
2	
3	
4	
5	

(c) **OUTSOURCED to an External Contractor** % Delivered

(inc. legal entities partly/wholly owned by your organisation)

Name(s) of External Contractor(s)?

1	
2	
3	

Total % Delivered should equal 100% % Delivered

(d) **Comments regarding your service delivery**

..

2. GENERAL INFORMATION

Contextual Information About Your Authority [Go to Guidance -->](#)

Number of Council seats	Number	<input type="text" value=".."/>
Of which:	Currently	
Conservative		<input type="text" value=".."/>
Labour		<input type="text" value=".."/>
Liberal Democrat		<input type="text" value=".."/>
UKIP		<input type="text" value=".."/>
Green		<input type="text" value=".."/>
All other grouped		<input type="text" value=".."/>
All other non-grouped (including independents)		<input type="text" value=".."/>

Does your authority have an elected mayor?

What kind of mayor does your authority have?
(Please complete even if you have answered 'yes' for having an elected mayor)

Does your authority have any members of staff that:

Are members of the National Association of Civic Officers?	<input type="text" value="-- Please Select --"/>
Are members of the Association of Democratic Services Officers?	<input type="text" value="-- Please Select --"/>

3. COSTS and INCOME

Costs and Income Overview

If you use the staffing sheet, the staff FTE and cost figures will carry through to this table, otherwise, you can overwrite the formulae in the staff FTE/cost columns.

The "Other Running Costs" column will auto-complete once you have filled in cost figures for each service throughout the questionnaire, or you can overwrite the formulae and input a figure directly.

2016/17 Estimates

	Staff FTE	DIRECT COSTS			INCOME	NET COSTS
		Staff Cost	Other Running Costs	Outsourced Costs	External Income	
Committee Support	0.2	4.8 k
Schools Appeals	0.3	6.5 k
Member Support	0.4	9.0 k
Civic Mayor's Office	0.2	4.0 k
Overview/Scrutiny	0.3	8.0 k
Total	1.2	32.3 k	..	0 k	0 k	..

Please describe your main sources of external income

4. COMMITTEE SUPPORT

(a) Costs

[Go to Guidance -->](#)

	2015/16 actuals £'000	2016/17 estimates £'000
Staff cost	<input type="text" value=".."/>	<input type="text" value="4.8 k"/>
Other running costs:		
Staff travel to meetings	<input type="text" value=".."/>	<input type="text" value=".."/>
Staff training and development	<input type="text" value=".."/>	<input type="text" value=".."/>
Printing	<input type="text" value=".."/>	<input type="text" value=".."/>
Meetings - Refreshments	<input type="text" value=".."/>	<input type="text" value=".."/>
Meetings - Accommodation & other facilities	<input type="text" value=".."/>	<input type="text" value=".."/>
Meetings - Broadcasting (TV, Radio, Web, etc.)	<input type="text" value=".."/>	<input type="text" value=".."/>
IT	<input type="text" value=".."/>	<input type="text" value=".."/>
Other (please specify*)	<input type="text" value=".."/>	<input type="text" value=".."/>
Total other running costs	<input type="text" value=".."/>	<input type="text" value=".."/>
<i>CROSS-CHECK: Total other running costs from Section 3, Costs and Income</i>		<input type="text" value=".."/>
Total direct costs	<input type="text" value=".."/>	<input type="text" value=".."/>
FTE Staff	<input type="text" value=".."/>	<input type="text" value="0.2"/>

*Details of other

Do your non-staff costs listed above include scrutiny costs?

Example Questionnaire

	Number of meetings		Total duration (hours p.a.)	Number of meetings: of which webcast	Estimated Public Attendance at meetings
	before 5pm	after 5pm			
Full Council
Executive/Cabinet
Regulatory
Quasi-judicial
Scrutiny
Area Committees/Forums
Other formal committees
Schools appeals
Shared Services Mgt Board
Police & Crime Panel
Health & Wellbeing Board
Informal Member (minuted)
Corporate Mgt/Directors Board
Other please specify*
TOTAL

*Details of other

Memo: Area Committee Forums/Meetings

Total such meetings (from above)	..
Of which, number of meetings held outside Authority's main meeting venue	..

(c) Services Provided

Please indicate what services you provide to meetings

	Preparation of reports	Attend pre-meeting	Produce agendas	Give procedural advice	Manage public	Attending meetings		Undertake post-meeting follow-up
						Present reports for others	Take minutes	
Full Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Executive/Cabinet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quasi-judicial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scrutiny	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Area Committees/Forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other formal committees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools appeals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared Services Mgt Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police & Crime Panel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & Wellbeing Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Mgt/Directors Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other please specify*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Details of other

What is the turn-around time for minutes?	- Draft	Working days	..
	- Publicly available		..

(d) Committee Management System

If you use a committee management system please specify which, and show the annual cost

	Annual Cost £'000	Version
Committee Management System used:	-- Please Select --	..

(e) Distribution of Papers

Please indicate how papers are distributed to members

	Hand Delivered	Post	Email	Secure Network	Applications	Other*
Notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full agenda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please select your main distribution method:

Notifications	-- Please Select --
Full agenda	-- Please Select --

*Please describe other

Please indicate the average number of agenda despatches per meeting including late papers

Number	..
--------	----

How many subscribers do you have for email updates?

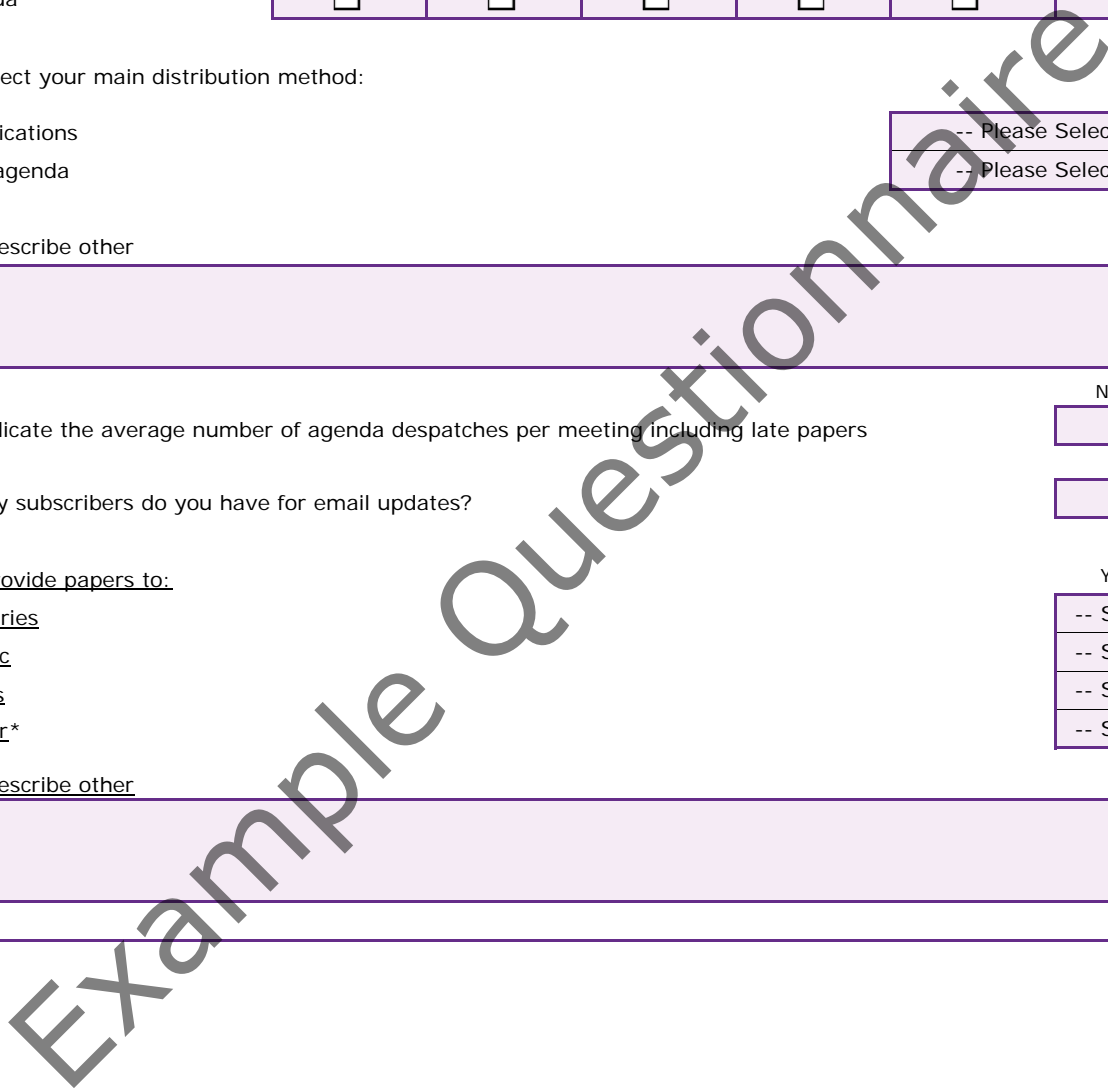
..

Do you provide papers to:

<u>Libraries</u>	Yes/No
<u>Public</u>	-- Select --
<u>Press</u>	-- Select --
<u>Other*</u>	-- Select --

*Please describe other

..



(f) Communication

Do you use webcasting/audio recording facilities? Yes/No
-- Please Select --

Who facilitates the webcasting? -- Please Select --

What is the company/system you use?

Average viewers during live webcasts .. Average viewers of recorded webcasts ..

Do you offer webcasts which are:

Live	Yes/No
Recorded	-- Select --
Streamed elsewhere on site	-- Select --
	-- Select --

Which types of social media do you use?

	Yes/No	Total number of likes / followers / views
Facebook	-- Select --	..
Twitter	-- Select --	..
LinkedIn	-- Select --	..
YouTube	-- Select --	..

If you use any other social media, please describe below:

(g) Individual Decisions

Number of individual decisions by executive members or officers reported during 2015/16 municipal year

	Member	Officer
Key decisions
Non-key decisions

Please describe how a key decision is defined in your authority:

How are these decisions reported?

(h) Petitions

Number of petitions received during 2015/16

Paper

Electronic/Web

Number

..

..

Yes/No

-- Select --

Do you operate/have you kept a petition scheme?

Do you have a method of recording petition numbers?

(i) Staff Compensation

How are staff compensated for extra hours worked attending evening meetings?

Overtime

Time off in lieu

Flexitime

Other*

Yes/No

-- Select --

-- Select --

-- Select --

-- Select --

*Please describe other

(j) Printing

[Go to Guidance -->](#)

The current cost of a standard printing job*

* please refer to guidance sheet for definition of a standard job

£

..

Printing of agendas is normally performed:

-- Please Select --

Example Questionnaire

5. SCHOOLS APPEALS

(a) Costs & FTE

Direct Costs	2015/16 actuals	2016/17 estimates
	£'000	£'000
Staff cost	..	6.5 k
Other running costs:		
Travel to meetings
Training and development
Printing
Meetings - Refreshments, <u>Accommodation & other facilities</u>
Other (please specify*)
Total other running costs
<i>CROSS-CHECK: Total other running costs from Section 3, Costs and Income</i>		..
Total direct costs
FTE staff	..	0.3
*Details of other		

(b) Appeals Workload

	2015/16 actuals
Selection Criteria reviews (grammar schools, Academies etc)	..
Other admission appeals	..
Exclusions	..
<u>Transport Appeals</u>	..
Total number received	..
of which:	
Number allowed	..
Number refused	..
Number otherwise settled e.g. withdrawn	..
Number of hours of hearings (pulled through from Section 4b)	..

6. MEMBER SUPPORT

(a) Costs

	2015/16 actuals	2016/17 estimates
	£'000	£'000
Staff cost	..	9.0 k
Other running costs:		
Member training and development
Training and development of staff to support Members
IT support (Detailed in section 6c)
Member travel and subsistence
Other (please specify*)
Total other running costs
<i>CROSS-CHECK: Total other running costs from Section 3, Costs and Income</i>		..
Total direct costs
FTE staff		0.4
*Details of other		
Memorandum: Do you provide dedicated political support?		Yes/No -- Select --
<small>(Note: Dedicated political support costs (e.g. party political advisors) should NOT be included in the above)</small>		

(b) Members' Allowances

	2015/16	2016/17		
Total cost of basic allowances (£'000)		
SRAs in detail				
	2015/16 actuals		2016/17 estimates	
	Total amount paid £'000	Number receiving	Total amount paid £'000	Number receiving
Civic Mayor
Leader/Elected Mayor
Deputy leader
Cabinet members
Committee chairs
Scrutiny chairs
Leader of opposition
All others
Total cost of SRA

Is IT Support included in your basic allowances? Yes/No
-- Please Select --

Please indicate your IT costs in:

	£'000
Consumables	..
Software	..
Hardware	..
Broadband/Internet	..
Member Allowances (IT element only)	..
Total	..

Please describe what IT hardware/software and support you provide to members:

Do you provide:

	Yes/No
Laptops	-- Select --
Tablets (incl. iPads etc.)	-- Select --
Desktops	-- Select --
Smartphones (incl. BlackBerrys)	-- Select --
Other (please specify*)	-- Select --

*Please describe other

Example Questionnaire

(d) Support Provided to Members

Please indicate below what services democratic services staff currently provide to Members:

	Elected Mayor / Council Leader	Civic Mayor / Chairman	Opposition Leader	Executive / Cabinet	Back-benchers	Scrutiny
Case-work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diary management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling press	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech-writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning & Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify*)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Details of other

Please describe what office accommodation & facilities are provided to members (individuals and groups)

(e) Member Training

[Go to Guidance -->](#)

Number of annual training sessions provided for members

Provided in house

2015/16

Provided externally

Yes/No

Is there any mandatory training?

If yes, which training is mandatory:

Planning

Licensing

Appeals

Other*

*Please describe other

How often are members required to attend?

How often is training renewed?

What is the consequence of non-attendance?

(f) Memorandum

Do you hold a member development charter?

If yes, at what level?

What was the date of your last assessment (mm/yyyy)

When was your members' code of conduct last reviewed?

7. STANDARDS COMPLAINTS

(a) Structure

What is the name of the body (Panel/Board/Committee etc.) responsible for dealing with standards complaints regarding members of your authority?

..

Where/to whom does this body report to?

..

How are the members of the standards body made up?

..

How is the chairperson selected/appointed?

..

Which section in your authority processes and monitors standards complaints received?

..

(b) Standards complaints received

Please record number of standards complaints received

Number brought forward

Received in year

Withdrawn

Rejected - not investigated

Rejected - after investigation

Referred to Police for further investigation

Upheld - after investigation

Number carried forward

..
..
..
..
..
..
..
..
..

8. CIVIC MAYOR'S (OR EQUIVALENT) OFFICE

(a) Costs

[Go to Guidance -->](#)

Please complete this section for your authorities civic mayor or equivalent

	2015/16 actuals £'000	2016/17 estimates £'000
Staff cost	..	4.0 k
Other running costs:		
Mayor's budget (see guidance sheet)
Deputy mayor's budget (see guidance sheet)
Civic events
Mayor's car
Other (please specify*)
Total other running costs
<i>CROSS-CHECK: Total other running costs from Section 3, Costs and Income</i>		..
Total direct costs
FTE staff	..	0.2

*Details of other

(b) Other Mayor's Office Information

Number of engagements during 2015/16 municipal year

Mayor

Number

Deputy mayor

..
..

Please detail the extent of secretariat support provided to the Mayor (e.g. Minutes, fundraising, diary management)

..

9. OVERVIEW & SCRUTINY

(a) Organisation

Is the majority of scrutiny work performed within Democratic Services?

Yes/No

-- Please Select --

Is there a dedicated scrutiny team?

Yes/No

-- Please Select --

Please select the option which best describes how your scrutiny function is structured.

-- Please Select --

*If you have selected Other above, please give details

..

How is the Chairman of Scrutiny appointed/selected?

..

Example Questionnaire

Staff FTE and Cost

	2015/16 actuals		2016/17 estimates	
	FTE	£'000	FTE	£'000
Dedicated scrutiny officer
Other scrutiny staff
Total scrutiny staff	0.3	8.0 k

Other running costs:

	£'000	£'000
Staff training & development
<u>Staff</u> Travel & subsistence
Research
Meeting costs
Publicity
Other (please specify*)
Total other running costs

CROSS-CHECK: Total other running costs from Section 3, Costs and Income

Total direct costs

..	..
----	----

*Details of other

Please roughly estimate the allocation of your total scrutiny staff FTE time (2015/16) to the activities below:

	%
Research	..
Work programme/project management	..
Main standing/statutory/public Scrutiny committee meetings	..
Other Member meetings (e.g. in-depth review/task-group meetings etc.)	..
Public consultation & consultation events	..
Scrutiny training (i.e. provided for Members and/or officers)	..
Other meetings (e.g. officer, partner meetings)	..
Drafting review reports	..
Publicity (website, articles, bulletins, Annual Scrutiny Report)	..
Other please specify*	..
Total (should be 100%)	..

*Details of other

(c) Workload Information 2015/16

Please indicate below the sources of support to the Scrutiny function

	%
Scrutiny Officers	..
Committee Support Officers	..
Departmental Officers	..
Other Officers	..
Elected Members	..
Total (should be 100%)	..

Please roughly estimate the percentage of your Council's Scrutiny function time and effort that is attributable to the following activities:

	%
Call-ins	..
Councillor calls for action	..
Policy development	..
Pre-decision scrutiny	..
Performance reviews	..
Service reviews	..
Annual reports	..
Work programme	..
Community engagement	..
Other activities please specify*	..
Total (should be 100%)	..

*Details of other activities

(d) Composition of Scrutiny Programme/Workload 2015/16

How many of the following types of report did you have in the Scrutiny work programme completed during the 2015/16 municipal year?

	Number
Councillor calls for action	..
Reports requested/generated by Scrutiny Committee/Scrutiny Chairman	..
Reports requested/generated by Cabinet	..
Reports requested/generated by Council department	..
Items suggested by members of the public & external organisations	..
<u>Response to statutory consultations</u>	..
Other please specify*	..
Total	..

*Details of other

Number of in-depth reviews undertaken	Number
	<input type="text" value=".."/>
% recommendations accepted	%
	<input type="text" value=".."/>
To what extent, and by what methods do you track/measure whether recommendations have been accepted and implemented?	
<input style="width: 100%; height: 40px;" type="text"/>	

(f) Call-Ins & Other Information 2015/16

Number of call-ins	Number
	<input type="text" value=".."/>
Number of these referred back to the decision-maker	<input type="text" value=".."/>
Number of those referred back that were amended	<input type="text" value=".."/>
Please describe your threshold for call-ins.	
<input style="width: 100%; height: 40px;" type="text"/>	

Apart from statutory co-optees, do you co-opt non-councillors to your scrutiny committees? If yes, please give details.

By what methods/mechanisms do you try to engage the public and others outside of the Council?

	Members of the public	Other groups/ organisations
Co-option	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Focus groups	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Web pages	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Social media	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Articles in Council media, local press, other publications	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Consultation on the Scrutiny work programme	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Invitation to give evidence	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>
Other methods*	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>

*Details of other

10. LOCAL PERFORMANCE INDICATORS

Performance Indicators, Targets and Achievements

	Performance Indicator	Target	Achieved
1	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
2	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
3	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
4	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
5	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>

11. SCRAPBOOK QUESTIONS

(a) Localism Act

[Go to Guidance -->](#)

What activity has there been in your authority as a result of the localism act e.g. community right to bids?

(b) Change in system?

Have you recently moved or are considering moving from an executive to a committee system (or vice versa)?

(c) Schools Appeals

How has the move from LA Schools to Academies impacted on your schools appeals:

i) Process?

ii) Workload?

(d) Engagement

What engagement to Democratic Services participate in beyond meetings?