

To: Chair & Members of the Standards
Committee

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Friday, 18th September 2020

Dear Councillor

STANDARDS COMMITTEE

You are hereby summoned to attend a meeting of the Standards Committee of the Bolsover District Council **to be held as a Virtual Meeting** on Monday, 28th September, 2020 at 14:00 hours.

Members will be sent the details on how to access the Virtual Meeting by email.

Virtual Attendance and Hybrid Meetings

I have provided the Leader and Deputy Leader with advice on the holding of “hybrid” meetings outlining the risks including to employees dealing with the Chamber and to Members. Hybrid meetings are those where some attendance is in person in the Council Chamber and some is virtual.

I would encourage you all to attend virtually.

Accordingly if you attend in person you will be deemed to have accepted the following disclaimer (overleaf) as applying.



We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001

Both documents have been emailed to Members and are available on the Modern.Gov App library.

The same advice is given to officers who are also encouraged to participate in the meeting remotely.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised from page 3 onwards.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steuberg". The signature is written in a cursive, flowing style.

Solicitor to the Council & Monitoring Officer

**STANDARDS COMMITTEE
AGENDA**

Monday, 28th September 2020 at 14:00 hours taking place as a Virtual Meeting

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	
	To consider the minutes of the last meeting held on 6 th July 2020.	5 - 10
5.	Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20 (1st October 2019 to 31st March 2020 and Annual Summary).	11 - 24
6.	Annual Letter from the Local Government & Social Care Ombudsman 2019/20.	25 - 33
7.	Consultation response Letter to Local Government Association.	34 - 35
8.	Circulation of Delegated Decisions Notices.	36 - 38
9.	Gifts and Hospitality Review 2019/20.	39 - 49
10.	Review of Website Content for Standards Committee and the Code of Conduct.	50 - 57
11.	Future arrangements for Coopted Members of the Standards Committee.	58 - 60
12.	Publishing of complaints against Members.	To Follow

13. Review of the Council's Constitution Part 2;

- a) Discharge of Executive Decisions (Planning/Local Development Orders)
- b) Motion from Council regarding amendment to the Members Allowance Scheme
- c) Homeloss Payments – Delegated Decisions
- d) Revised Cabinet Member Portfolios

14. Complaints Update

Verbal update on statistics of complaints received by the Council against District and Parish Councillors

Verbal Report

15. Work Programme 2020/2021

To consider the Standards Committee Work Programme for the remainder of the 20/21 municipal year.

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STANDARDS COMMITTEE

Minutes of a meeting of the Standards Committee of the Bolsover District Council held as a Virtual Meeting by Video Conference and Live Streamed on the Council's website on Monday 6th July 2020 at 2pm.

PRESENT:-

Ruth Jaffray (independent Member) in the Chair

Members:- Councillors Patricia Clough, Andrew Joesbury, Clive Moesby, Deborah Watson and James Watson.

Officers:- Sarah Sternberg (Monitoring Officer), Victoria Dawson (Deputy Monitoring Officer), Nicola Calver (Governance Manager) and Alison Bluff (Governance Officer).

STA1-20/21. APOLOGY

An apology was received on behalf of Councillor David Downes.

STA2-20/21. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

STA3-20/21. DECLARATIONS OF INTEREST

Member	Minute No.	Level of Interest
Councillor James Watson	STA6-20/21	Other Interest –Committee Member on BDC High Hedges Committee

STA4-20/21. MINUTES – 24TH FEBRUARY 2020

Moved by Councillor Andrew Joesbury and seconded by Councillor Deborah Watson
RESOLVED that the Minutes of a Standards Committee meeting held on 24th February 2020 be approved as a correct record.

RECORDED VOTE - Councillor James Watson abstained from voting and requested that his abstention be recorded.

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STA5-20/21. LOCAL GOVERNMENT ASSOCIATION MODEL CODE OF CONDUCT CONSULTATION

Committee considered a report in relation to the Local Government Association's (LGA) draft model member code of conduct which had been published for consultation. As recommended by the Committee on Standards in Public Life's report into Local Government Ethical Standards, the LGA had committed to reviewing the current model member code of conduct.

Members' comments were now sought on the draft code to be put forward as part of the consultation, which would run from Monday 8th June to Monday 17th August 2020.

A comparison between this Council's member code of conduct and the consultation model member code of conduct was attached as an appendix to the report for Members' information.

A Member raised his concern that the LGAs draft model code omitted an objective standard with regard to code of conduct and standards complaints. He felt the introduction of an objective test with clear instructions was needed as a large degree of interpretation was required in the code which he felt was a weakness. In respect of openness and transparency, he felt that decisions in relation to complaints should be published so the public could see how complaints had been progressed and handled. He added that some authorities such as Devon and Cornwall already carried this out. The Member requested that his concerns be submitted as part of the Council's response to the LGAs consultation.

The Monitoring Officer agreed that part of the current code was perceived as weak as it only applied to the Council when someone was acting as a councillor. The draft model code was extending beyond the current model code to encompass someone who was *giving the impression* that they were acting as a councillor and this was particularly pertinent in relation to the use of social media. She added that although there was nothing in the draft code to propose a change to sanctions, lobbying of Government was taking place to bring back pre 2011 sanctions to suspend a councillor for 3 months.

Members noted that complaints in relation to social media could be difficult to police and there was also the issue of someone being able to create a fake profile of a councillor. The Monitoring Officer agreed but noted that it was often found that parish or district councillors used their councillor address for social media - with the changes proposed in the new code, it was likely that this would be clarified.

Members agreed that more clarity and consistency was needed in the code. For example, there was a wide range of actions that could be classed as bullying. The Monitoring Officer noted that there was a lot of evidence in the employment context with regard to what was classed as bullying and this could be relied on. However, when the final version of the code was published, which was expected to be in the autumn, it would be important for supporting guidance to be provided to Members on what the code actually meant.

A Member raised his concern with regard to the publishing of complaints. He felt that as some complaints could be frivolous and some complainants wished to remain anonymous, these could make a complaint appear one sided. The Monitoring Officer

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suggested that Committee looked at the detail of Devon and Cornwall Council's publishing of Member complaints at the next meeting.

Members were advised that they could provide any further comments outside of this meeting to the Monitoring Officer via email. All comments would be collated in a letter and forwarded to Members for consideration before being submitted to the LGAs consultation response.

Moved by Councillor James Watson and seconded by Councillor Tricia Clough
RESOLVED that (1) the following comments be included as part of a consultation response to the Local Government Association in relation to the draft model member code of conduct;

- a) *with regard to code of conduct and standards complaints, an objective test with clear instructions should be included in the code,*
- b) *in respect of openness and transparency, decisions in relation to complaints should be published so the public could see how complaints had been progressed and handled.*

(2) Members to provide any further comments to the Monitoring Officer, via email,

(3) the Monitoring Officer to collate all comments in a letter and forward these to Members for consideration before being submitted to the LGAs consultation response,

(4) the detail of Devon and Cornwall Council's publishing of Member complaints be presented to the next meeting of Standards for consideration,

(5) the outcome of the consultation and the final version of the model member code of conduct be submitted to a future meeting of Standards Committee.

(Monitoring Officer/Governance Manager)

STA6-20/21. REVIEW OF THE COUNCIL'S CONSTITUTION

Committee considered a report in relation to areas for review within the Council's Constitution prior to submission to Council for adoption.

The following 5 areas had been identified for review at this meeting.

Contract Procedure Rules – Update

The Contract Procedure Rules had been reviewed and updated.

Councillor James Watson raised that where a contract had been awarded via delegated decision, the procurement process which had been carried out and the relevant documents should be published along with the delegated decision notice and this be included as part of the Contract Procedure Rules.

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The Monitoring Officer requested that the exact wording and methodology for this change be left to her, so that it achieved the Member's wishes but also fitted in with the existing rules.

Moved by Councillor James Watson and seconded by Councillor Deborah Watson
RESOLVED that (1) the update to the Contract Procedure Rules be agreed,

(2) where a contract is awarded via delegated decision, the procurement process carried out and the results of the procurement be published along with the delegated decision notice and this be included in the Contract Procedure Rules,

(3) the Monitoring Officer arrange the exact wording and methodology for this change to ensure it fitted in with the existing rules.

(Monitoring Officer)

Councillor James Watson reaffirmed his interest as a Member on the High Hedges Committee.

Disestablishment of High Hedges Committee

Part 8 of the Anti-Social Behaviour Act 2003, gave the Council authority to deal with complaints and remedial action in respect of high hedges. It set the procedure which must be followed and was a strictly regulated process.

There was little discretion in the assessment as calculations and formulas were used to assess whether a hedge was too high (as it had an adverse effect on a neighbour's enjoyment of their home and/or its garden or yard) and the remedial action required.

The Council's High Hedges Committee had been delegated this function.

The Committee had met once recently in January 2020 and prior to this, the last meeting was in 2010 when a concessionary fee was considered. The last complaint was heard in 2009.

At the recent meeting of the Committee, it was highlighted that the calling of a committee for this purpose was not the most efficient procedure due to the highly regulated nature of the decisions to be made. Following the meeting, the Chair requested that officers looked in to alternative methods of dealing with high hedges complaints.

It was therefore proposed that the Committee be disestablished and that the functions, as set out below, be delegated to the Director of Environment and Enforcement:

- i) The handling of complaints and remedial action in respect of high hedges under Part 8 of the Anti-Social Behaviour Act 2003, regulations and orders made under that Act, in accordance with procedures approved by the Council.
- ii) Procedures, fees and resource allocation in respect of the implementation of Part 8 of the Anti-Social Behaviour Act 2003.

Moved by Councillor Tricia Clough and seconded by Councillor Andrew Joesbury

STANDARDS COMMITTEE

RESOLVED that (1) the High Hedges Committee be removed from Part 3 of the Functions Scheme in the Council's Constitution,

(2) specific delegation be given to the Director of Environment and Enforcement in the Officer Delegation Scheme that;

- i) The handling of complaints and remedial action in respect of high hedges under Part 8 of the Anti-Social Behaviour Act 2003, regulations and orders made under that Act, in accordance with procedures approved by the Council.
- ii) procedures, fees and resource allocation in respect of the implementation of Part 8 of the Anti-Social Behaviour Act 2003.

Safety Committee

Minor housekeeping amendments had been made to the Safety Committee Terms of Reference to make reference to the HR Manager and remove reference to the Chief Executive Officer as this post had been disestablished.

Council Procedure Rules

The Council Procedure Rules had been updated to include virtual meetings in view of the current Covid 19 Pandemic.

Delegation Scheme

The delegation scheme had been updated further to the disestablishment of the Chief Executive Officer post.

Moved by Councillor James Watson and seconded by Councillor Andrew Joesbury
RESOLVED that the updates be agreed and recommended to Council for approval.

(Governance Manager)

STA7-20/21. COMPLAINTS UPDATE

Committee considered a verbal update provided by the Monitoring Officer in relation to complaints received against Members.

Ten complaints had been received so far in 2020. Three had been concluded with no further action be taken. Five were in relation to one parish council.

A Member reiterated his previous comments from earlier in the meeting where he felt that details regarding how complaints had progressed and been handled should be published. The Monitoring Officer replied that investigations into complaints which were ongoing were not reported to Members as they could be requested to be part of a Hearing regarding a complaint. In relation to publishing the conclusion of complaints, an annual report could be produced giving some detail. However, data protection would need to be taken into consideration. The Monitoring Officer referred to a discussion earlier in the meeting where Members had agreed that the Committee look at the detail of Devon and Cornwall Council's published complaints.

STANDARDS COMMITTEE

Moved by Councillor James Watson and seconded by Councillor Andrew Joesbury
RESOLVED that the verbal update in relation to complaints against Members be noted.

STA8-20/21. WORK PROGRAMME 2020/2021

Committee considered their work programme for 2020/21.

Members were reminded that the work programme was a live document and could be added to or amended by Members at any time.

A Member referred to previous discussions regarding future arrangements for co-opted Members of the Standards Committee from parish and town councils and also Member Champions, which had been put on hold but had since been further impacted on by the current Covid 19 pandemic. The Member requested that these two items be included on the work programme to be considered at the September meeting of the Committee.

The Monitoring Officer requested that future arrangements for co-opted Members of the Standards Committee from parish and town councils be considered later in the year with a view to being presented to Annual Council in 2021. This was due to the virtual meetings of committees taking place until May 2021 and also so as not to disenfranchise any parish or town council Member who may not be able to take part virtually.

Moved by Councillor Andrew Joesbury and seconded by Councillor Deborah Watson
RESOLVED that the work programme 2020/21 be noted.

The meeting concluded at 1425 hours.

Bolsover District Council

Standards

28th September 2020

Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20

1st October 2019 to 31st March 2020 and Annual Summary

Report of the Head of Corporate Governance

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st October 2019 to 31st March 2020
- To provide an Annual Summary on the above.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st October 2019 and 31st March 2020 by quarterly period. The report identifies 98% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments narrowly missing the key customer service standard of 93% for these periods were:

- Housing and Community Safety 92% in Q3
- Planning 92% in Q3.

Cumulatively performance is 98% over 2019/20.

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

Contact Centres achieved 80% and 76% for quarters 3 & 4 respectively (78% cumulatively).

Cumulatively performance is 78% over 2019/20, which falls just short of the target of 80%.

Revenues & Benefits

Target - 60% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 81% and 81% for quarters 3 & 4 respectively (81% cumulatively).

Cumulatively performance is 77% over 2019/20, which exceeds the target of 60%.

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st October 2019 to 31st March 2020:

- 6,488 email enquiries (3,388 in Q3 and 3,100 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

There were more e-mails compared to the same period (4,798) in 2018/19 and this remains a popular method of contact.

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

Waiting times were monitored during one week (w/c 15th July 2019) in 2019/20 due to the Contact Centre being closed because of the Covid-19 pandemic. Of the 813 customers who called into the Contact Centres, 812 (99.9%) waited less than 20 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

During the same period, 199 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during the monitoring period to **1012**.

Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 218 written compliments were received. Compliments were received from customers who appreciated excellent service. These included 44 for Leisure, 35 for Streetscene Services, 35 for Revenues & Benefits and 26 for Housing.

As there are some compliments which cross cut departments, the number does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 39) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 110 complaints were received during this period, 92% of which were responded to within our customer service standard of 15 working days. This does not meet the target of 97%, however the contingency plans put in place for dealing with Covid-19 pandemic impacted on the availability of Officers and, consequently, response times.

As some complaints cross cut departments, the number does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 13 stage three complaints were received, 77% (10) of which were responded to within the standard of 20 working days. Again, this does not meet the target of 100%, due to the Covid-19 pandemic impact on the availability of Officers and, consequently, response times.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2019/20 as at the end of March 2020. During this period three cases were received, one decision was 'Not upheld: no maladministration', one was commuted to the Internal Review stage as the complainant had not fully completed the complaints process and the Council is awaiting the decision in respect of the third.

Summary for 2019/20

The following tables provide a summary of performance for compliments, comments and complaints for 2019/20, with comparative data from previous years.

Volume and Performance

Volume by type	2019/20 Total	2018/19 Total	2017/18 Total	2016/17 Total
Compliments	273	258	266	264
Comments	55	69	58	70
Formal Investigation Complaints (S2)	208	193	179	176
Internal Review Complaints (S3)	41	33	46	35
Total	577	553	549	545
Stage 1 Complaints	205	252	213	224
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	96%	99%	98%	99%
Average response in days (target 15 working days)	13	11	10	10
% Stage 3 responded to within standard (target 100%)	88%	97%	98%	100%
Average response in days	19	16	14	14

When comparing 2019/20 to the previous year of 2018/19, the following is noted:

- There were more written compliments
- We have received fewer comments
- We have received fewer frontline resolution complaints
- Received more formal investigation complaints
- Received more internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and Housing Ombudsman.

When looking at Ombudsman complaints decisions for this financial year, it is satisfying to note the Ombudsman has closed 8 of the 17 after making initial enquiries. Five complaints were 'Not upheld: no maladministration' or to 'Close the case' (Housing Ombudsman), 2 were commuted to Internal Review stage as the complainants had not fully completed the complaints process, one was 'Upheld: maladministration and injustice' and we are awaiting a decision in the remaining one.

As reported to the Standards Committee previously, the 'upheld' complaint was a complex one.

Complaints Feedback

Whilst there were no real trends leading to service improvements during this financial year we have identified some issues around the New Bolsover regeneration project, which is currently the subject of a Scrutiny Review.

Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

6 Recommendations

That the Standards Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1 2 3	<p>Customer Service Standards monitoring Telephony performance Compliments, Comments and Complaints:</p> <p>A. Compliments by department 1/10/19 – 31/3/20 B. Comments by department 1/10/19 – 31/3/20 C. Frontline resolution complaints by department 1/10/19 – 31/3/20 D. Formal Investigation complaints by department 1/10/19 – 31/3/20 E. Internal Review complaints by department 1/10/19 – 31/3/20 F. Ombudsman complaints summary for 2019/20</p>
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Report Author</p>	
<p>Contact Number</p>	
Customer Standards and Complaints Officer	Ext: 2353

Key Customer Service Standards - Performance Monitoring - 2019/20												
Period	Telephone Standards					E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%	60%		100%	100%		99%		97%
April to June	4104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	74%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	73%	7,459	100%	99%	813	100%	98	99%
October to December	3,807	98%	17,131	80%	81%	3,388	100%	99%			54	96%
Quarter 3 Cumulative	11,776	98%	55,491	78%	76%	10,847	100%	99%			152	98%
January to March	3,899	98%	19,755	76%	81%	3,100	100%	98%	No monitoring undertaken due to Covid-19 pandemic (CC closed)		56	88%
Quarter 4 Cumulative	15,675	98%	75,246	78%	77%	13,947	100%	99%			208	96%

Appendix 2

Appendix 2 - Telephony Figures 1/10/19 – 31/3/20

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Partnerships & Transformation	106	106	100%	101	95	94%
Customer Services	44	43	98%	44	42	95%
ICT	973	971	100%	1343	1334	99%
Leisure	65	65	100%	72	71	99%
Legal, Governance, Scrutiny & Elections	562	557	99%	528	522	99%
HR, Payroll & Health & Safety	528	527	100%	500	498	100%
Performance	85	84	99%	84	84	100%
Finance	153	153	100%	153	153	100%
Revenues & Benefits	102	100	98%	18	18	100%
Streetscene Services	649	605	93%	563	534	95%
Housing & Community Safety	198	183	92%	149	141	95%
Property & Commercial Services	262	252	96%	263	256	97%
Planning	62	57	92%	71	67	94%
Economic Development	18	18	100%	10	10	100%
Total	3807	3721	98%	3899	3825	98%
<p>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds</p>						
<p>Does not meet target <input type="checkbox"/></p>						

Appendix 3

Appendix 3

A- Compliments 1/10/19 - 31/3/20		Number
People	Partnerships	6
	Customer Services	15
	Leisure	44
	Communications	6
	Revenues & Benefits	35
	Streetscene Services	35
	Legal, Governance & Elections	2
		143
Place	Housing	26
	Environmental Health	7
	Property & Commercial Services	4
	Planning	5
		42
Total		185

Compliments included:

Regarding Bolsover TV and Arc Angels walking netball - It's brilliant. Thank you. Hopefully a bit uplifting for people, roll on when we can get back.	Communications Leisure
Resident would like to thank the Partnership Team and Streetscene Services for their response about the proposed work to the tree at Albine Road. You make living in our district a joy and a pleasure.	Streetscene Services Partnership Team
I just wanted to reiterate our thanks from Ashgate Hospice for your review of mandatory relief on our accounts and for the adjustment of retail relief. Thanks for your quick and helpful response.	Revenues & Benefits
Resident rang to say that she had had pest control service and that he was a very pleasant gentleman and wanted to pass on her thanks	Environmental Health
Resident would like to say a big thank you for helping her resolve problems with her previous landlord. They were sleeping four to a room downstairs because the property was in bad disrepair. This was reported to EH and they were helped to apply for housing. They have now received a housing association property.	Customer Services Partnership Strategy Housing Environmental Health
Tenant would like to thank the Benefits Section as she had received her payment into her account and she was grateful. It has helped her greatly	Revenues & Benefits
7 compliments received from feedback in relation to Safeguarding and Protecting Children course delivered by Leisure Officer: Lovely tutor very understanding Great tutor and excellent delivery of material It was informative and makes you aware off everything you need to be with regards to safeguarding. Was informative and relevant. I have received training from my school in relation to safeguarding and this course was similar but more relevant in a coaching capacity Tutor was friendly and welcoming. She made me feel comfortable within the group. She was very knowledgeable and supportive. Very good, good group interaction and an excellent facilitator The course was very interactive and gave me quite a lot of knowledge	Leisure
Resident wanted to say thank you for all the help after her husband had died. She had no food or money not even to bury her husband. All her benefits was sorted her tenancy is now in her name and with the help of Environmental Health the funeral was taken care of.	Housing Customer Services Environmental Health

B - Comments 1/10/19 - 31/3/20		Number
People	Leisure	1
	Customer Services	1
	Legal, Governance & Elections	7
	ICT	1
	Revenues & Benefits	4
	Streetscene Services	3
		17
Place	Housing	11
	Environmental Health	13
	Planning	6
		30
Total		47

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/19 - 31/3/20		Number	Out of timescale (3 working days)
People	Leisure	2	
	Customer Services	2	1
	Revenues & Benefits	3	
	Streetscene Services (Grounds Maintenance)	25	1
	Streetscene Services (Refuse)	126	2
		158	4
Place	Housing	13	14
	Property & Commercial Services	6	
	Environmental Health	8	2
		27	16
Total		185 (90%)	20 (10%)

D – Number of Formal Investigation (Stage 2) complaints 1/10/19 - 31/3/20		Number	Within timescale of 15 working days	Out of timescale
People	Customer Services	5	5	
	Leisure	28	28	
	Legal, Governance & Elections	4	4	
	Finance	1	1	
	Revenues & Benefits	18	18	
	Streetscene Services	39	37	2
		95	93	2
Place	Housing	49	46	3
	Environmental Health	22	18	4
	Property & Commercial Services	22	20	2
	Planning	13	12	1
		106	96	10
Total		201	189	12

E – Number of Internal Review (S3) complaints 1/10/19 - 31/3/20		Number	Within timescale of 20 working days	Out of timescale
People	Leisure	1	1	
	Streetscene Services	3	3	
	Revenues & Benefits	3	2	1
		7	6	1
Place	Housing	5	4	1
	Environmental Health	2	0	2
	Property & Commercial Services	1	1	0
		8	5	3
Total		15	11	4

Appendix 3

F - Summary of Ombudsman Complaints 2019/20				
Date Received	Summary of Complaint	Departments Involved	Date Decision Letter Rec'd	Ombudsman's Decision
03/12/18 13/02/19 04/03/19	LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation Complainant unhappy with noise nuisance outcome	Environmental Health	21/05/2019 12/06/19	Not upheld: no maladministration. There was no fault by the Council in the way it investigated complaints of a nuisance caused by her neighbour.
05/03/19 16/04/19	LGSCO (intention to investigate) Ms C Fox on behalf of son, wants an adapted Council property LGSCO Investigation Complainant unhappy with welfare adaptations	Housing	03/07/2019 17/9/19	Upheld: maladministration and injustice.
20/03/19	LGSCO Initial enquiries - wants an investigation into why a Parish Council meeting was made exempt	Legal	03/04/19	Closed after initial enquiries - no further action' . Complainant is not caused a significant, personal injustice from his complaint.
10/04/19	LGSCO Initial enquiries - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault in the way the Council considered the complaint about a Councillor's conduct; and the matter does not cause the complainant a significant personal injustice which would warrant an Ombudsman investigation.
12/04/19	LGSCO Initial enquiries - Unhappy about the Council's decision not to enforce the license agreement in relation to a wildflower area near to his property	Streetscene Services Leisure	07/05/19	Closed after initial enquiries - not to investigate this complaint. This is because there is insufficient evidence of fault which has caused injustice.

08/05/19	LGSCO decision - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault by the Council in the way it decided the councillor had not breached the Code of Conduct.
16/05/19	THO investigation	Housing	29/07/19	Close the case - there was no maladministration by the Council in respect of the information it provided to the complainant regarding her son's possible succession to her tenancy
19/06/19	LGSCO Initial enquiries about why the complainant was excluded from the Housing Waiting list	Housing	11/07/19	Closed after initial enquiries - no further action. This is because there is insufficient evidence of fault by the Council.
02/07/19	LGSCO Initial enquiries about a planning decision	Planning	Committed to Internal Review as complainant has not fully completed the complaints process	
08/07/19	LGSCO Initial enquiries about a company handling benefit reconsiderations	Revenues & Benefits	25/07/19	Closed after initial enquiries – no further action. This is because there is no injustice to the complainant or the housing provider he represents.
19/08/19	THO investigation review	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/08/19	LGSCO (intention to investigate)	Legal	28/02/20	Not upheld: no maladministration. This is because they have not found the Council at fault in the way it looked into his environmental health reports or the way it responded to his complaints.
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Planning	10/09/19	Closed after initial enquiries - out of jurisdiction
16/09/19	LGSCO Initial enquiries complaint about development near property	Planning	16/09/19	Closed after initial enquiries - no further action. This is because there is no evidence of fault by the Council.

07/10/19	LGSCO (intention to investigate)	Planning	11/02/20	Not upheld: no maladministration. The Ombudsman has decided the Council was not at fault in how it dealt with the planning application and they cannot investigate complaints about the provision or management of social housing as the new property is social housing which was built by the Council in its role as a social landlord.
05/11/19	LGSCO Initial enquiries	Housing	Committed to Internal Review as complainant has not fully completed the complaints process	
20/01/20	LGSCO Initial enquiries	Property & Commercial Services		CFWD

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LGSCO* Local Government Ombudsman
THO* The Housing Ombudsman

Bolsover District Council

Standards Committee

28th September 2020

Annual Letter from the Local Government & Social Care Ombudsman 2019/20

Report of the Head of Corporate Governance and Monitoring Officer

This report is public

Purpose of the Report

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2019/20.

1 Report Details

The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2020. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.

The Annual Letter 2020 has been appended (Appendix 1) and supporting information Excel workbook (Appendix 2) including 'Complaints Received', 'Complaints Decided', and Compliance for your information.

Key points from the information provided, specifically in relation to Bolsover District Council:

- The LGSCO received 11 enquiries and complaints during 2019/20, four of which were subject to a detailed investigation.
- The LGSCO decided 16 complaints, of which 2 were incomplete or invalid, 8 were closed after initial enquiries, 2 were referred back to the Council and 3 were 'no maladministration'. The remaining one was decided as 'Maladministration and injustice'. This was a particularly complex case and fault was found in the delays which occurred.

Benchmarking information - CIPFA Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints (average for similar authorities - 45%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	4	1 (25%)	100%	0
Bassetlaw District Council	4	2 (50%)	100%	0
Bolsover District Council	4	1 (25%)	100%	0
Chesterfield District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Erewash District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Mansfield District Council	2	1 (50%)	100%	0
NE Derbyshire District Council	2	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period

One complaint was upheld against this Council (25%). Whilst 25% may appear to be high, it needs to be borne in mind that this is based on a small number on detailed investigations (4 in this period). By way of background information, the LGSCO upheld 61% of complaints submitted to them in 2019/20 (up from 58% in 2018/19) with the average being 45% for similar authorities.

Although this report is regarding complaints directed to the LGSCO, the Council received one complaint via the Housing Ombudsman (HO) for the same period, which was also reviewed by them. In both cases the decision was to 'close the case - there was no maladministration'.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding LGSCO/ HO complaints.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding LGSCO/ HO complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government & Social Care Ombudsman or the Housing Ombudsman.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. There are no Data Protection implications.

5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

6 Recommendation

That the Standards Committee receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2019/20.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service. Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2019/20
2:	Excel workbook: Complaints Received Complaints Decided Compliance
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353



Appendix 1

Local Government & Social Care

OMBUDSMAN

22 July 2020

By email

Mr Hickin
Director of Corporate Resources
Bolsover District Council

Dear Mr Hickin

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

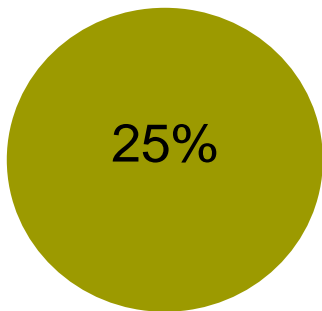
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



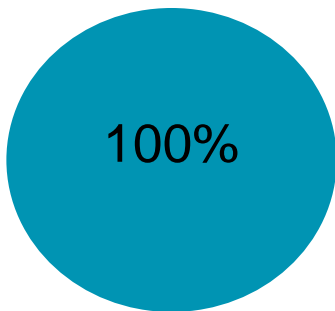
25% of complaints we investigated were upheld.

This compares to an average of **45%** in similar authorities.

1
upheld decision

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



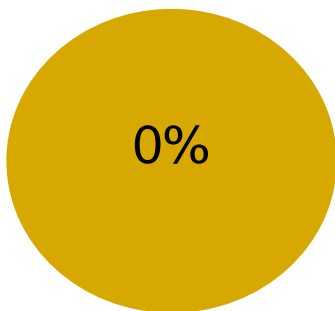
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Statistics are based on a total of 1 compliance outcome for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority



In **0%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **20%** in similar authorities.

0
satisfactory remedy decisions

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

Appendix 2

Reference	Authority
18007307	Bolsover District Council
19000488	Bolsover District Council
19001599	Bolsover District Council
19003062	Bolsover District Council
19004718	Bolsover District Council
19004972	Bolsover District Council
19006429	Bolsover District Council
19009143	Bolsover District Council
19009839	Bolsover District Council
19011357	Bolsover District Council
19014229	Bolsover District Council

Category	Received
Planning & Development	19 Aug 2019
Null	09 Apr 2019
Housing	16 May 2019
Benefits & Tax	28 May 2019
Planning & Development	16 Jul 2019
Corporate & Other Services	30 Aug 2019
Planning & Development	17 Jul 2019
Benefits & Tax	02 Sep 2019
Housing	12 Sep 2019
Benefits & Tax	07 Oct 2019
Housing	20 Nov 2019

Please Ask For: Nicola Calver
Direct Line: 01246 217753
Email: nicola.calver@ne-derbyshire.gov.uk
Date: 5th August 2020

The Arc
High Street
Clowne
S43 4JY

The Local Government Association
18 Smith Square,
Westminster,
London
SW1P 3HZ

Dear Local Government Association

BOLSOVER DISTRICT COUNCIL STANDARDS COMMITTEE – RESPONSE TO THE LGAs CONSULTATION ON A DRAFT MODEL MEMBER CODE OF CONDUCT

At its virtual meeting held on 6th July 2020, the Bolsover District Council Standards Committee considered the LGAs consultation on a draft Model Member Code of Conduct and the following motion was resolved;

Moved by Councillor James Watson and seconded by Councillor Tricia Clough
RESOLVED that (1) the following comments be included as part of a consultation response to the Local Government Association in relation to the draft model member code of conduct;

- a) *with regard to code of conduct and standards complaints, an objective test with clear instructions should be included in the code,*
- b) *in respect of openness and transparency, decisions in relation to complaints should be published so the public could see how complaints had been progressed and handled.*

Yours sincerely



Nicola Calver
Governance Manager



We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

Bolsover District Council

Standards

28th September 2020

Circulation of Delegated Decision Notices
--

Report of the Joint Head of Corporate Governance and Monitoring Officer

This report is public

Purpose of the Report

- To set out the current arrangements for the circulation of Delegated Decision notices for the Committee's review.

1 Report Details

- 1.1 A review of the Access to Information Rules in the Constitution was undertaken by the Standards Committee in 2016/17. Part of this review considered Delegated Decisions and best practice arrangements.
- 1.2 As part of this review it was agreed at Annual Council that Delegated Decisions no longer be circulated to Members. The majority of Delegated Decision records have been minor contract extensions, street naming, and staffing contract extensions.
- 1.3 As a result of the coronavirus lockdown, delegated powers granted to officers were extended. As a result, there were more key decisions being made by Delegated Decision. As a consequence, a new procedure was put in place Key Decisions made by officers:
 - 28 days advanced notice (or urgency notice procedure if necessary) in line with decisions by Executive
 - Circulation of a report to all members setting out the proposed decision a week in advance, as consultation
 - Circulation of the Delegated Decision notice with call in details
- 1.4 The emergency powers are in place until 30th November 2020, although there are other circumstances in which Key Decisions may be made by officers and the same process will be followed.
- 1.5 Non-Key Delegated Decisions are not currently circulated to all Members
- 1.6 All Delegated Decisions are published on the Council's website.
- 1.7 Before all Delegated Decisions are made, the Leader, Deputy Leader or the relevant Portfolio Holder are consulted. In some instances, consultation with relevant committee chairs is also required.

2 Conclusions and Reasons for Recommendation

2.1 The current arrangements for the circulation of Delegated Decision notices to Members are set out for Members’ review.

3 Consultation and Equality Impact

3.1 Standards Committee are consulted by way of this report.

3.2 An equality impact assessment has not been required for this report, however the website and documentation that is published are under review to ensure compliance with accessibility standards.

4 Alternative Options and Reasons for Rejection

4.1 The Standards Committee may propose changes to the arrangements for Delegated Decisions.

5 Implications

5.1 Finance and Risk Implications

5.1.1 There are no finance and risk implications arising from this report.

5.2 Legal Implications including Data Protection

5.2.1 The Council is required to publish records of executive decisions, including those taken by officers, as soon as reasonably practicable.

5.3 Human Resources Implications

5.3.1 There are no staffing implications arising from this report.

6 Recommendations

6.1 That the Committee review arrangements for the circulation of Delegated Decision notices to Members.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i></p> <p><input checked="" type="checkbox"/> Please indicate which threshold applies</p>	<p>No</p>
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>No</p>

Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	None directly
Links to Corporate Plan priorities or Policy Framework	

8 Document Information

Appendix No	Title
None	
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None	
Report Author	Contact Number
Donna Cairns, Senior Governance Officer	01246 242529

Bolsover District Council

Standards Committee

28th September 2020

Annual Review of Gifts and Hospitality 2019
--

Report of the Head of Corporate Governance and Monitoring Officer

This report is public

Purpose of the Report

- Once a year the Gifts and Hospitality Register for the Council is checked by the Monitoring Officer to ensure that it is being used correctly.
- This is the sixth Calendar Year that the annual report has been compiled using the figures presented on the central Gifts and Hospitality register which the Legal Support Officer maintains for the entire Council. The results of the review are contained on the attached spreadsheet.

1 Report Details

- 1.1 The review shows that all of the offers were accepted with the exception of 1 gift that was refused. The register is attached to this report as **Appendix A** and is summarised below.
- 1.2 A copy of the provisions of the Constitution in respect of gifts and hospitality are attached as **Appendix B** to this report.
- 1.3 Most of the gifts are relatively small in value with a maximum value of £10 not being exceeded. As per the Gifts & Hospitalities procedure the Monitoring Officer would have been immediately alerted if any gifts exceeded the value of £100.
- 1.4 All the gifts declared throughout the 2019 period mainly relate to small confectionary gifts of biscuits, chocolates, bottles of wine, gift sets or flowers with an exception to a couple of the entries as outlined on the document Appendix A.
- 1.5 The following departments showed declarations of a gift or hospitality: Members, Joint Strategic Directors, Revenues, Housing, Leisure, Human Resources and Clowne Contact Centre. No other department declared a gift or hospitality during 2019 as can be seen in Appendix A.
- 1.6 During the year an issue was identified that related to a department retaining their own register for gifts and hospitality (as per the old departmental procedure that was used prior to the Corporate Register being implemented). This was rectified

after the Monitoring Officer spoke to this department and the Corporate Register is now being used by this department. (Leisure).

- 1.7 In 2018 members agreed that the register would be published on the Councils website going forward. Members may recall last year when this report was presented we were looking at various providers of committee management software and it was agreed we would wait for the new system to commence publication. Members are aware we have secured the modern.gov system but due to the Covid 19 Pandemic there has been a delay on the implementation of some aspects of the system. It is anticipated that the ability to use the online Gifts and Hospitality facility will be fully functional by the end of 2020 and once it is we will publish the register via modern.gov

2 Conclusions and Reasons for Recommendation

- 2.1 The outcome of the annual review as shown on the spreadsheet attached.
- 2.2 It is good governance to check this register once a year to ensure it is being used and that entries are appropriate. It is an appropriate time for the review.

3 Consultation and Equality Impact

- 3.1 No consultation required and no Equality Impact Statement needed.

4 Alternative Options and Reasons for Rejection

- 4.1 None

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None

5.2 Legal Implications including Data Protection

- 5.2.1 As in the report.

5.3 Human Resources Implications

- 5.3.1 None

6 Recommendations

- 6.1 That the review of the Gifts and Hospitality Register be noted.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	None
<p>Links to Corporate Plan priorities or Policy Framework</p>	This is a matter of good governance

8 Document Information

Appendix No	Title
A	Corporate Register 2019
B	Extract from the Council's Constitution: Codes and Protocols 5.1 Members' Code of Conduct Appendix 1. Gifts and Hospitality Guidance.
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Report Author</p>	
<p>Contact Number</p>	
Rebecca Rowley	2428

Report Reference –

Gifts & Hospitality Inspection - January 2019 to December 2019

Department	Total amount of declared gifts	Description of gifts/hospitalities	Electronic Declarations - Total	Paper Declarations - total
Members	2	Free meal at "Just Good Friends" Event; Free meal at "Just Good Friends" Event (REFUSED);	2	2
GROWTH DIRECTORATE				
CEO	0		0	0
Joint Strategic Directors	1	Refreshments - coffee and lunch (max £20);	1	1
CEPT	0		0	0
Economic Growth	0		0	0
Planning & Env. Health	0		0	0
Legal & Governance	0		0	0
OPERATIONS				
Finance	0		0	0
Revenues	3	1 Bottle of Wine (Approx £5); Bottle of Prosecco; Box of Chocolates;	3	2 - (2 gifts declared on one form).
Street Scene	0		0	0

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		Tin of Quality Street (£5); Bag of Cricket Umpiring equipment (coat, bails, cards, gauges and counters) ; Box of Chocolates (x3); Flowers (approx £10) ; Bottle of Schnapps (£7); Small box of Maltesers & Heroes chocolates (approx £10) ; Home baked cake; Bath Gift set (Less than £10) ; Box of Family Circle Biscuits; Tin of Biscuits (£4) ; Box (small) Lindor Lindt Chocolates (£3); Plant - Less than £10 & 1 box of chocolates less than £10 ; 4 boxes of biscuits and 1 box of celebration chocolates (all less than £10); 21 boxes of biscuits and 14 boxes of chocolates and two bottles of wine ; 1 bottle of brandy (under £10); 5x chocolates (£5 each) ; toiletrie gift set (£5); Ornament (£8) ; Scarf (£8); Prosecco (£8) ; Schnapps (£6); Dove gift set (£5) ; Perfume (£5); Prosecco (£8) ; Biscuits (£3); Chocolates (£5) ; Perfume (£5); Biscuits (£5) ; Dairy Milk (x5 = £8); Biscuits (x5 = £8) ; Biscuits (x15 = £5); Gift sets of perfume (x5 = £5 each)		
Housing	106		106	18 forms (multiple gifts declared within 1 form)
Community Safety	0		0	0
Estates & Properties	0		0	
TRANSFORMATION				
ICT	0		0	0
Health & Wellbeing	0		0	0
Leisure	4	Box of Quality Street (£5); Box of Celebrations (£5) ; Box of Hero's (£5); Box of Celebrations (£5) ;	4	4
Human Resources	9	3 Umbrellas and 6 Powerbanks all bearing ESS Logos;	9	1 (All 9 gifts declared on 1 form)

Shirebrook Contact Centre	0		0	0
Bolsover Contact Centre	0		0	0
Clowne Contact Centre	1	Box of Shortbread biscuits & Christmas card (Approx £5);	1	
South Normanton Contact Centre	0		0	0
Customer Service & Improvement	0		0	0

APPENDIX 1

GIFTS/HOSPITALITY GUIDANCE

- (1) In many areas of the commercial world it is common practice to offer and accept gifts, hospitality and other benefits. This practice is frequently used to influence a decision when one company is seeking business with another and it is perfectly legal to do so – but it can be quite the contrary in public service.
- (2) The acceptance of gifts, hospitality or other benefits, even on a modest scale, may arouse suspicion of impropriety and extreme caution and discretion should be exercised in accepting either. In principle you should refuse any personal gift offered to you or your family by any person or company who has or seeks dealings of any kind with the Council.
- (3) The only reasonable exceptions to the guidance given in (2) above are:-
 - (a) Small gifts of a purely token value given by way of trade advertisements (e.g., calendars, diaries, articles for general use in the office).
 - (b) Small articles, again purely of a token value given at the conclusion of courtesy visits (e.g. to a factory).
 - (c) A small gift offered without warning and where refusal would give particular offence.
- (4) Should you receive an unexpected gift, which falls outside the categories (see 3 above) you should consult your Director or Head of Service, as appropriate, who will decide the course of action. This may include:-
 - (a) returning the gift, ensuring that the donor is told in a polite way why this has been necessary;
 - (b) passing the gift on to some charitable cause if it is appropriate to do so;
 - (c) agree that the gift may be kept by the recipient.
- (5) Details of all gifts covered by the above categories must be recorded in a book kept for this purpose by the Head of Corporate Governance and Monitoring Officer.
- (6) Hospitality is sometimes offered to employees and it is not always possible or desirable to reject offers of a moderate nature. Examples of acceptable hospitality include a working lunch of a modest standard, provided to allow business discussion to continue.

- (7) Some offers of hospitality are clearly unacceptable and these would include offers of holiday accommodation, individual offer of theatre tickets for yourself or your family and individual invitation to dinner.
- (8) You should be particularly cautious when any form of hospitality is offered by an individual or organisation seeking to do business with, or a decision from, the Council as acceptance might affect your relations with the party offering it and how this might be viewed. If in any doubt at all you should consult with your Director or Head of Service as appropriate before acceptance. Directors/Head of Service must consult with Monitoring Officer or Chief Financial Officer.
- (9) Acceptance of offers of hospitality must be recorded in the book kept for the purpose.
- (10) These guidelines are intended as a general overview on the acceptance of gifts and hospitality but cannot cover every eventuality. If you are in any doubt you should consult your Director or Head of Service, as appropriate.
- (11) **The procedure for registering offers of gifts and hospitality to officers will be as follows:**
 - When a gift/hospitality arises it is the responsibility of the recipient to use the Gifts and Hospitality Declaration form which can be located on the intranet.
 - There will be two versions of the Declaration form –
 - **Gifts and Hospitality Corporate Declaration form** – to be completed by all Bolsover District Council Employees
 - **Gifts and Hospitality Members Declaration form** – to be completed by any District Councillor.
 - Note for officers only: Complete the relevant form and get the Authorising Officer to sign the document (if the gift or hospitality is being accepted).

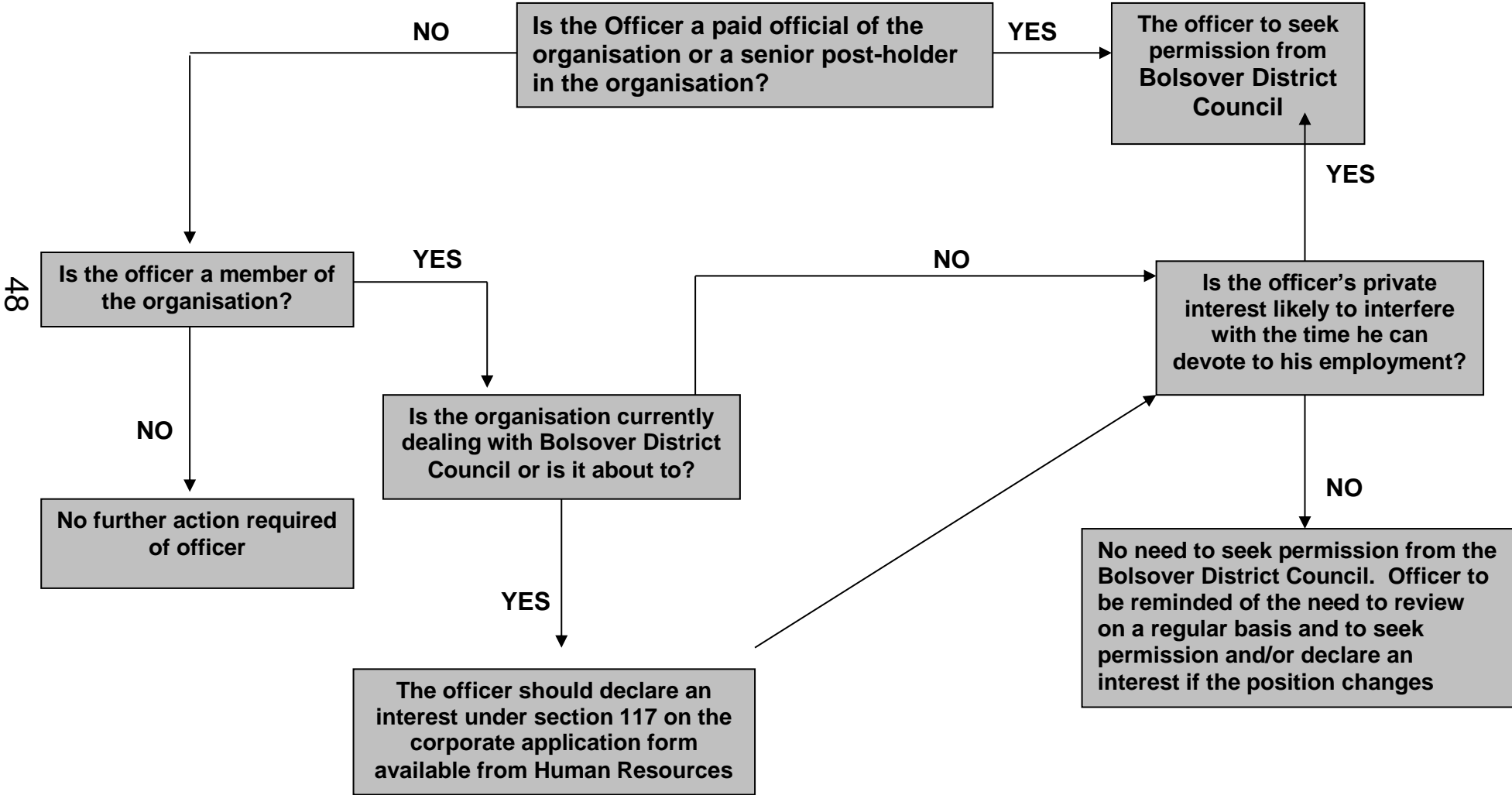
REMEMBER

- The entry needs to be made within a reasonable period of time from the offer of the gift or hospitality. **Members have 28 days to do this.**
- Members are required to declare any gift or hospitality that is above the value of **£100**. However, there is nothing to stop you from declaring any gift or hospitality that is below the stated value if you prefer to have this on record.

- The entry needs to be made within a reasonable period of time from the offer of the gift or hospitality.
- Give an approximate value of the offer. You can say “*de minimis*” or “*less than £10*” if the gift is small.
- Name the donor, including where the Authority provides hospitality.
- It must be clear from the entry whether the offer is accepted or refused.
- The name and extension number of the individual who received the offer must be provided on the form.
- A reason for acceptance must be given and the Line Manager’s authorisation (signature) obtained.
- Line Managers should not authorise their own acceptance of gifts and hospitality. A Director or Head of Service should be asked to authorise.
- Scan the signed and completed document and email the form to the Monitoring Officer.
- The register will be checked annually by the Monitoring Officer, on behalf of the Standards Committee, to ensure that the system is being used and to monitor the frequency of any gifts and hospitalities during the calendar year.

APPENDIX 2

GUIDANCE FOR MANAGERS AND OFFICERS' OUTSIDE INTERESTS AND THE NEED FOR THE COUNCIL'S APPROVAL



Bolsover District Council

Standards

28th September 2020

Review of Website Content for Standards Committee and the Code of Conduct.

Report of the Joint Head of Corporate Governance and Monitoring Officer

This report is public

Purpose of the Report

- To set out the content of the Council's website in relation to Standards Committee and the Code of Conduct for Members' review.

1 Report Details

1.1 Customer Service and Transformation Scrutiny Committee conducted a review of the Standards Committee and processes in 2018/19. One of the recommendations from the review was as follows:

That the website is reviewed to ensure information in relation to the Standards Committee is both more accessible and user-friendly, including:

- *Publication of the Standards Annual Report as a document in its own right (rather than embedded in Committee papers)*

1.2 Over the last year the Council's new committee management software has been implemented. This has included a feature to publish webpages and documents within the Committees section of the website, so that it links to the Members pages as well.

1.3 Each Committee has a page that provides a brief description of its functions, as well as setting out its membership and links to the agendas and papers for its meetings.

1.4 The Standards Committee page is attached at Appendix 1.

1.5 The current Councillor Code of Conduct section of the website is attached at Appendix 2.

1.6 Various documents are attached to this page which include:

- [Code of Conduct](#)
- [Complaints Form](#)
- [Summary of Complaints Process](#)
- [Detailed Complaints Process](#)
- [Standards Annual Reports](#)

- 1.7 The last of the above list delivers the specific recommendation of the Scrutiny Review on the publication of Standards Annual Reports in their own right.
- 1.8 This page also links to Member's profiles where their Registers of Interests can be found and to Parish/Town Council details where their individual Codes of Conduct can be downloaded and Register of Interests for each Parish/Town Councillor.
- 1.9 Currently the Register of Interests are published as a scanned version of the paper copy completed and signed by Members. It is intended in the second phase of the Modern.Gov project that the registers be digitised – i.e. typed up – so that the information is easier to view online and complies with accessibility requirements.
- 1.10 As part of this process, Members can be given an online form to update their Register of Interests which will directly update their profiles.

2 Conclusions and Reasons for Recommendation

- 2.1 The new content of the Committees pages following the implementation of Modern.Gov provides a lot more information on the Standards Committee and also links to the Code of Conduct section of the website than previously.
- 2.2. The Standards Committee Annual Reports have also been published as standalone documents, which fulfils the recommendation of the Scrutiny Review.

3 Consultation and Equality Impact

- 3.1 Standards Committee are consulted by way of this report.
- 3.2 An equality impact assessment has not been required for this report, however the website and documentation that is published are under review to ensure compliance with accessibility standards.

4 Alternative Options and Reasons for Rejection

- 4.1 The Standards Committee may propose changes and other content to the website as appropriate.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 There are no finance and risk implications arising from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 There are no legal implications arising from this report.

5.3 Human Resources Implications

- 5.3.1 There are no staffing implications arising from this report.

6 Recommendations

- 6.1 That the Committee review the content of the Council's website on the Standards Committee and Code of Conduct information.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	None directly
<p>Links to Corporate Plan priorities or Policy Framework</p>	

8 Document Information

Appendix No	Title
1	Committee Details – Standards Committee
2	Code of Conduct Webpage
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
None	
Report Author	Contact Number
Donna Cairns, Senior Governance Officer	01246 242529

Appendix 1 Committee Details – Standards Committee

<https://committees.bolsover.gov.uk/mgCommitteeDetails.aspx?ID=1168>

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You are here: [Committees](#) > Committee details

- Calendar
- Committees
- Councillors
- Councillors Code of Conduct
- Decisions
- Forthcoming Decisions
- Forward plans
- Library
- Meetings
- Outside bodies
- Parish Councils
- Scrutiny
- Search documents
- Subscribe to updates
- MPs
- What's New

Committee details

Standards Committee

- [Browse meetings and agendas for this committee](#)
- [View contact details for the members of this committee](#)
- [View attendance statistics](#)
- [View declarations of interest](#)
- [Subscribe to RSS feed](#) 

Purpose of committee

The Standards Committee is a politically balanced Committee of the Council responsible for promoting and maintaining high standards of conduct by members and co-opted Members of the District Council and of the Town and Parish Councils within the District. The Committee is Chaired by a Co-opted Member who is independent of the Council.

Two Independent Persons are also appointed by the Council to provide advice on the handling of complaints of breaches of the Code of Conduct.

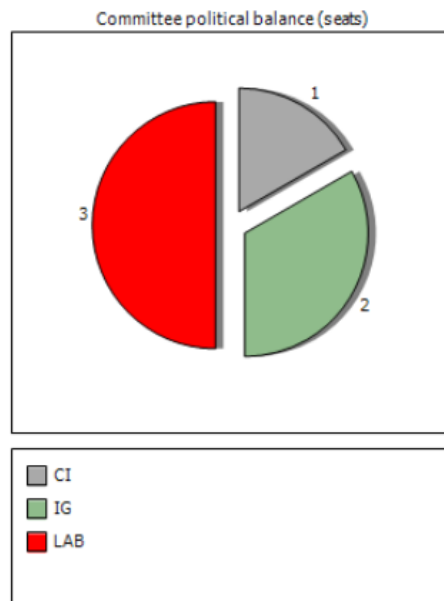
Further information on the Code of Conduct, Complaints Procedures and the Standards Committee Annual Reports is available [here](#).

The Committee also conducts the annual review of the Council's Constitution and Code of Conduct.

More information on the terms of reference and responsibilities of the Standards Committee can be found in [Part 3 of the Council's Constitution](#).

Membership

- Ruth Jaffray (Chair) Co-Opted Member
- Councillor Tricia Clough
- Councillor David Downes
- Councillor Andrew Joesbury
- Councillor Clive Moesby
- Councillor Deborah Watson
- Councillor James Watson
- Ian Kirk (Independent Person)
- Stephen Wainwright (Independent Person)



Contact information

Support officer: Nicola Calver, Governance Manager

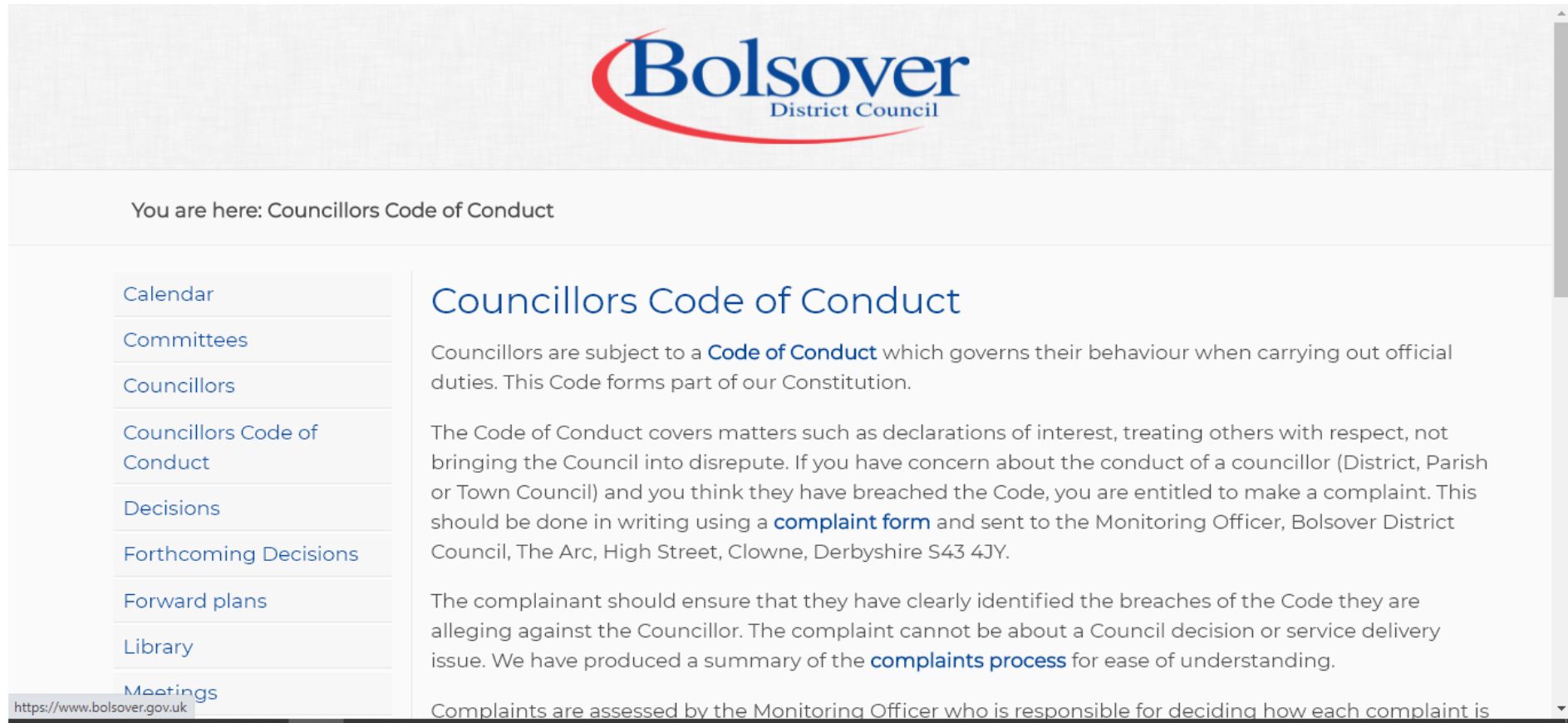
Phone: 01246 217753

Email: nicola.calver@ne-derbyshire.gov.uk

Appendix 2 Councillor Code of Conduct

<https://committees.bolsover.gov.uk/mgGeneric.aspx?MD=councillorscodeofconduct&bcr=1>

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The screenshot shows the Bolsover District Council website. At the top is the council's logo, which consists of the word "Bolsover" in a blue serif font with a red swoosh underneath, and "District Council" in a smaller blue sans-serif font below it. Below the logo is a breadcrumb trail: "You are here: Councillors Code of Conduct". On the left side, there is a vertical navigation menu with the following items: "Calendar", "Committees", "Councillors", "Councillors Code of Conduct" (which is highlighted in blue), "Decisions", "Forthcoming Decisions", "Forward plans", "Library", and "Meetings". The main content area has the title "Councillors Code of Conduct" in a large blue font. Below the title, there are three paragraphs of text. The first paragraph states that councillors are subject to a Code of Conduct which governs their behaviour. The second paragraph explains that the code covers matters like declarations of interest and provides information on how to make a complaint. The third paragraph discusses the requirements for a complainant. At the bottom of the page, a URL is visible: "https://www.bolsover.gov.uk".

Bolsover
District Council

You are here: Councillors Code of Conduct

Calendar
Committees
Councillors
Councillors Code of Conduct
Decisions
Forthcoming Decisions
Forward plans
Library
Meetings

Councillors Code of Conduct

Councillors are subject to a **Code of Conduct** which governs their behaviour when carrying out official duties. This Code forms part of our Constitution.

The Code of Conduct covers matters such as declarations of interest, treating others with respect, not bringing the Council into disrepute. If you have concern about the conduct of a councillor (District, Parish or Town Council) and you think they have breached the Code, you are entitled to make a complaint. This should be done in writing using a **complaint form** and sent to the Monitoring Officer, Bolsover District Council, The Arc, High Street, Clowne, Derbyshire S43 4JY.

The complainant should ensure that they have clearly identified the breaches of the Code they are alleging against the Councillor. The complaint cannot be about a Council decision or service delivery issue. We have produced a summary of the **complaints process** for ease of understanding.

Complaints are assessed by the Monitoring Officer who is responsible for deciding how each complaint is

<https://www.bolsover.gov.uk>

[Meetings](#)[Outside bodies](#)[Parish Councils](#)[Scrutiny](#)[Search documents](#)[Subscribe to updates](#)[MPs](#)[What's New](#)

Complaints are assessed by the Monitoring Officer who is responsible for deciding how each complaint is dealt with. The Monitoring Officer will decide, following consultation with an independent person, if the complaint is within the jurisdiction of the Code and if there should be an investigation, or if other action should be taken to address the complaint or the conduct of the Member, or if no further action is to be taken.

If a complaint is investigated it may lead to a Standards Committee Hearing and a sanction against the councillor concerned.

Detailed guidance on the complaints procedure is also available [here](#).

The register of interests form submitted by each Councillor can be found on their individual information pages [here](#).

Parish Councils can adopt their own Codes of Conduct. Details of the Parish Councils within Bolsover District can be found [here](#).

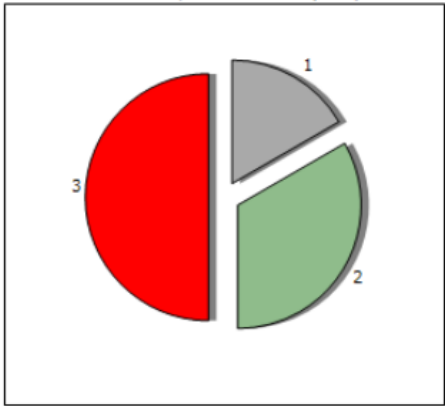
The Standards Committee produces an Annual Report covering its work on the promotion of the Code of Conduct and Ethical Standards. These are available here:

[Standards Annual Report 2018-19](#)

[Standards Annual Report 2017-18](#)

[Standards Annual Report 2016-17](#)

Committee political balance (seats)



Bolsover District Council

Standards

28th September 2020

Future Arrangements for Co-opted Members of the Standards Committee
--

Report of the Joint Head of Corporate Governance and Monitoring Officer

This report is public

Purpose of the Report

To decide the future arrangements for Co-opted Members of the Standards Committee following agreement at Council.

1 Report Details

- 1.1 In considering their terms of reference the Standards Committee agreed changes to appoint two non-voting co-opted Members to represent Parish and Town Councils on the Standards Council. This was a local decision aimed to secure representation for the Parishes over which the District Council has jurisdiction on ethical standards matters, and to give them a voice.
- 1.2 The changes to the Terms of Reference are subject to approval by Council however, in the essence of expediency this report brings forward proposals for Standards Committee to consider to establish an elections process for these positions.
- 1.3 It was suggested that the two non-voting co-opted Members be elected in May 2021, and their term of office terminate in 2 years' time - in line with the District Council elections.
- 1.4 It is proposed that elections be organised by this Authority and in indicative timetable is set out below.

Actions	Timescales
Letter to Parish's requesting candidates	1 st February 2020
Deadline for nominations	19 th March 2021
If more than one candidate, write to all Parish's with ballot paper	22 nd March 2021
Deadline for ballots	7 th May 2020
Result announced	10 th May 2021

2 Conclusions and Reasons for Recommendation

- 2.1 To decide the arrangements for the co-opted Members of the Standards Committee

3 Consultation and Equality Impact

- 3.1 Standards Committee are consulted by way of this report, the recommendations suggested within this report will be submitted to Council for approval.
- 3.2 There are no equality issues identified arising from this report.

4 Alternative Options and Reasons for Rejection

- 4.1 The Standards Committee are recommending to Council to co-opt two Members to represent Parish Councils on their Committee. A process needs to be in place to undertake that recruitment that will enable the representatives to be appointed at the Annual Meeting in May 2021.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 The financial implications for co-opting two Parish Council representatives to the Standards Committee would be in accordance with the Members Allowance Scheme.
- 5.1.2 In addition, travel expenses for meetings of the Standards Committee would be applicable and it is estimated that this would be in the region of £100 per annum.
- 5.1.3 The Members Allowance Scheme states that an annual allowance of £500 should be paid to Co-opted Members for their duties on the Standards Committee. Therefore the cost of having two Co-opted Members would be approximately £1000.

5.2 Legal Implications including Data Protection

- 5.2.1 There are no legal implications arising from this report.

5.3 Human Resources Implications

- 5.3.1 There are no staffing implications arising from this report.

6 Recommendations

- 6.1 That the Standards Committee recommend to Council the recruitment of two Co-opted Members to represent Parish Councils on the Standards Committee.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	No wards affected
Links to Corporate Plan priorities or Policy Framework	Transparency agenda

8 Document Information

Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None	
Report Author	Contact Number
Nicola Calver (Governance Manager)	Ext: 7753

**BDC STANDARDS COMMITTEE WORK PROGRAMME
2020/2021**

Meeting date	Item	Comments
6 th July 2020	<p><i>Local Government Association Model Code of Conduct Consultation</i></p> <p>Review of Constitution – Part 1;</p> <ul style="list-style-type: none"> <i>a) Contract Procedure Rules</i> <i>b) Review of High Hedges Committee</i> <i>c) Safety Committee Terms of Reference</i> <p><i>Complaints Update</i></p> <p><i>Work Programme 2020/2021</i></p>	
28 th September 2020	<p><i>CCC/ CSS report & annual summary and LGSCO annual letter and report</i></p> <p><i>Consultation response Letter to Local Government Association on draft Model Member Code of Conduct</i></p> <p><i>Circulation of all Delegated Decision Notices</i></p> <p><i>Gifts & Hospitality Review 2019/20</i></p> <p><i>Review of the Content of the Council’s Website on Standards</i></p> <p><i>Future arrangements for co-opted Members of the Standards Committee (from parish and town councils)</i></p> <p><i>Publishing of Complaints against members</i></p>	

	<p><i>Review of the Constitution Part 2;</i></p> <ul style="list-style-type: none"> • Discharge of Executive Decisions (Planning)/Local Development Orders • Motion from Council re amendment to the Members Allowance Scheme • Homeloss Payments – DDs • Revised cabinet member portfolios <p><i>Complaints Update</i></p> <p><i>Work Programme 2020/2021</i></p>	
30 th November 2020	<p><i>Outcome of LGA Consultation on draft Model Member Code of Conduct</i></p> <p><i>RIPA Policy Annual Review</i></p> <p><i>Independent Persons Term of Office</i></p> <p><i>Member Champions</i></p> <p><i>Review of the Constitution Part 3;</i></p> <ol style="list-style-type: none"> a) Licensing TOR b) Employee Code of Conduct / Employment Rules c) UECC TOR d) Budget / Capital Programme Increases <p><i>Complaints Update</i></p> <p><i>Work Programme 2020/2021</i></p>	