



To: Chair & Members of the Standards Committee

The Arc  
High Street  
Clowne  
S43 4JY

Contact: Nicola Calver  
Telephone: 01246 217753  
Email: [nicola.calver@ne-derbyshire.gov.uk](mailto:nicola.calver@ne-derbyshire.gov.uk)

Friday, 29 October 2021

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 Council Chamber, The Arc, Clowne on Monday, 8th November, 2021 at 14:00 hours.

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 2 onwards.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steenberg".

Solicitor to the Council & Monitoring Officer

The logo for Bolsover District Council, featuring the word "Bolsover" in a large, blue, serif font, with "District Council" in a smaller, blue, sans-serif font below it, all under a red swoosh.

**We speak your language**

Polish **Mówimy Twoim językiem**

Slovak **Rozprávame Vaším jazykom**

Chinese **我们会说你的语言**

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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.

**STANDARDS COMMITTEE  
AGENDA**

***Monday, 8 November 2021 at 14:00 hours taking place as a Council Chamber, The Arc,  
Clowne***

<b>Item No.</b>	<b>PART 1 – OPEN ITEMS</b>	<b>Page No.(s)</b>
<b>1.</b>	<b>Apologies For Absence</b>	
<b>2.</b>	<b>Urgent Items of Business</b>  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.	
<b>3.</b>	<b>Declarations of Interest</b>  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.	
<b>4.</b>	<b>Minutes</b>  To consider the minutes of the last meeting held on 20 September 2021.	<b>4 - 6</b>
<b>5.</b>	<b>Customer Service Standards / Compliments, Comments and Complaints 2020/21</b>  Report of the Monitoring Officer.	<b>7 - 25</b>
<b>6.</b>	<b>Local Government and Social Care Ombudsman Annual Letter 2020/21</b>  Report of the Monitoring Officer.	<b>26 - 37</b>
<b>7.</b>	<b>Update on the Delegation Scheme</b>  Report of the Monitoring Officer.	<b>38 - 49</b>
<b>8.</b>	<b>Member Training Attendance</b>  Update on attendance at training sessions.	<b>50 - 57</b>

<b>9.</b>	<b>Review of the Council's Constitution</b>	<b>58 - 66</b>
	Report of the Monitoring Officer.	
<b>10.</b>	<b>Complaints Update</b>	<b>67</b>
	Update on statistics of complaints received by the Council against District and Parish Councillors.	
<b>11.</b>	<b>Work Programme 2021/2022</b>	<b>68 - 69</b>
	To consider the Standards Committee Work Programme for the remainder of the 21/22 municipal year.	

## STANDARDS COMMITTEE

Minutes of a meeting of the Standards Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 20 September 2021 at 14:00 hours.

### **PRESENT:-**

Members:-

R. Jaffray in the Chair

Councillors Tricia Clough, David Dixon, David Downes and Graham Parkin.

Officers:- Sarah Sternberg (Solicitor to the Council & Monitoring Officer), Kevin Shillitto (Solicitor & Deputy Monitoring Officer), Nicola Calver (Governance Manager), Jo Wilson (Scrutiny and Elections Officer) and Amy Bryan (Senior Governance Officer).

### **STA9-21/22      APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Clive Moesby and Deborah Watson.

### **STA10-21/22      URGENT ITEMS OF BUSINESS**

There was no urgent business to be considered at the meeting.

### **STA11-21/22      DECLARATIONS OF INTEREST**

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

There were no declarations made at the meeting.

### **STA12-21/22      MINUTES**

Moved by Councillor David Dixon and seconded by Councillor David Downes

**RESOLVED** that the minutes of a meeting of the Standards Committee held on 5 July 2021 be approved as a true and correct record.

### **STA13-21/22      REVIEW OF THE COUNCIL'S CONSTITUTION**

Committee considered a report in relation to areas for review within the Council's constitution.

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

## STANDARDS COMMITTEE

### a) Scrutiny Procedure Rules

An update to the scrutiny procedure rules had been drafted following changes to the scrutiny structure in May 2021. An updated Part 4.5 of the Constitution was attached to the report at Appendix 2.

### b) Call-in Procedure

It was proposed to add further details and clarity to the process of Call-in. An updated version of the Call-in Procedure was attached to the report at Appendix 3.

### c) Budget and Policy Framework

It was proposed to amend section 4.3.8 of the Budget and Policy Framework (Call-in of decision outside the budget and policy framework) so it reflected the changes that were being proposed to the Call-in Procedure. An updated Part 4.3 of the Constitution was circulated at the meeting.

### d) Council Procedure Rules

It was proposed to add the following as an extra Council Procedure Rule to permit substitutes for Licensing Committees, Planning Committee and the four Scrutiny Committees:

*26.1 Members who are unable to attend a meeting may send another Member in their place to act as a substitute. They substitute will have the same rights as a Member of the Committee they are substituting for. This only applies for Planning Committee, Licensing Committees and the four Scrutiny Committees. Before sitting as a substitute the Member should have received appropriate training for that Committee.*

*26.2 Members should notify the Governance Manager in advance of the meeting if they will not be present and the name of the Member who will be substituting in their place.*

*(In line with scrutiny membership rules Executive Members may not act as a substitute on scrutiny committees).*

It was noted that there was an intention to appoint named substitutes to both Licensing and Planning Committees at the next Annual Council meeting.

Moved by Councillor David Dixon and seconded by Councillor David Downes

**RESOLVED** – that the Committee support the submission of proposals a) to d) to Council as part of the next Constitution Review

### e) Independent Persons Terms of Office

The Committee on Standards in Public Life had recommended that The Localism Act 2011 should be amended to require that Independent Persons were appointed for a fixed term of two years, renewable once. No change had been made to the legislation following the recommendation. The Committee was being made aware of the recommendation but no change was proposed.

The Council had been appointing its Independent Persons for a period of four years.

## STANDARDS COMMITTEE

Given the time and expense in recruiting suitable qualified persons it was not proposed to change the current practice at this time.

Moved by Councillor David Downes and seconded by Councillor Tricia Clough

**RESOLVED** – that the Committee support no change being made to the current arrangements for appointment and terms of office of Independent Persons.

The following changes had been made under delegated authority by the Monitoring Officer and were for the Committee's information.

### f) Planning Committee Procedure

A change had been made to clarify that Planning Applications made by all Councillors and Council employees are required to go before Planning Committee.

### g) Licensing Committee Terms of Reference

A change had been made to amend the size of Licensing Sub Committee's to be 3 Members (rather than 10), drawn from the membership of the full Committee. This brought the terms of reference into line with licensing legislation.

Moved by Councillor David Downes and seconded by Councillor Tricia Clough

**RESOLVED** – that the Committee note the changes that had been made to the Constitution under delegated authority.

## **STA14-21/22 COMPLAINTS UPDATE**

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

There were currently eight ongoing complaints; seven regarding Parish Councillors and one regarding a District Councillor.

**RESOLVED** – that the update be noted.

## **STA15-21/22 WORK PROGRAMME 2021/2022**

Committee considered its work programme for the remainder of the 2021/22 municipal year.

**RESOLVED** – that the work programme be noted.

The meeting concluded at 14:26 hours.

**Bolsover District Council**

**Standards Committee**

**8 November 2021**

**CUSTOMER SERVICE STANDARDS / COMPLIMENTS, COMMENTS AND  
COMPLAINTS REPORT 2020/21  
1 OCTOBER 2020 TO 31 MARCH 2021 AND ANNUAL SUMMARY**

**Report of the Monitoring Officer**

**Classification:** This report is public

**Report By:** Assistant Director of Corporate Governance

**Contact Officer:** Ann Bedford – Customer Standards and Complaints Officer  
[ann.bedford@bolsover.gov.uk](mailto:ann.bedford@bolsover.gov.uk) / 01246 242353

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**PURPOSE / SUMMARY**

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 1<sup>st</sup> October 2020 to 31<sup>st</sup> March 2021.

To provide an Annual Summary on the above.

To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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**REPORT DETAILS**

**1 Background** *(reasons for bringing the report)*

1.1 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.

**2. Details of Proposal or Information**

**2.1 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 2020 and 31st March 2021 by quarterly period. The report identifies 99% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. All departments achieved and exceeded the corporate target of 93%, except the Leader's Executive Team where only three calls were answered out of time, and because the total number of calls received was small, achieved 75% in Q3.

Cumulatively performance is 99% over 2020/21.

### Contact Centres

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

Contact Centres achieved 94% and 99% for quarters 3 & 4 respectively (96.5% cumulatively).

Cumulatively performance is 97% over 2020/21 which exceeds the target of 80%.

### Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 79% and 78% for quarters 3 & 4 respectively (78.5% cumulatively).

Cumulatively performance is 76% over 2020/21, 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, 1<sup>st</sup> October 2020 to 31st March 2021:

- 8,510 email enquiries (3,356 in Q3 and 5,154 in Q4) from the public were received through [enquiries@bolsover.gov.uk](mailto: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 (6,488) in 2020/21 and this remains a popular method of contact, particularly because other



contact channels were not available for some of the period of monitoring (e.g. face to face and webchat).

#### Face to face monitoring

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

No monitoring undertaken due to ongoing Covid-19 pandemic arrangements.

## **2.2 Compliments, Comments and Complaints**

#### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 105 written compliments were received. Compliments were received from customers who appreciated excellent service.

#### 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. 123 complaints were received during this period, 97% of which were responded to within our customer service standard of 15 working days. Covid-19 restrictions did have an impact on performance during the earlier part of 2020/21 where staff were either unavailable due to sickness or redeployed to other duties. However, this appears to have improved.

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 17 stage

three complaints were received, all of which were responded to within the standard of 20 working days.

### Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2020/21 as at 19<sup>th</sup> August 2021. During this reporting period three cases were received. One decision was received of the 'Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector', with the remainder awaiting a decision.

### **Summary for 2020/21**

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

<b>Volume by type</b>	<b>2020/21 Total</b>	<b>2019/20 Total</b>	<b>2018/19 Total</b>	<b>2017/18 Total</b>
Compliments	<b>228</b>	<b>273</b>	258	266
Comments	<b>97</b>	<b>55</b>	69	58
M.P. enquiries	<b>28</b>	Data not recorded for these periods		
Formal Investigation Complaints (S2)	<b>175</b>	<b>208</b>	193	179
Internal Review Complaints (S3)	<b>35</b>	<b>41</b>	33	46
<b>Total</b>	<b>563</b>	<b>577</b>	<b>553</b>	<b>549</b>
Stage 1 Complaints	<b>217</b>	<b>205</b>	<b>252</b>	<b>213</b>
<b>% Comments acknowledged within standard (target 3 working days)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>% Stage 2 responded to within standard (target 97%)</b>	<b>94%</b>	<b>96%</b>	<b>99%</b>	<b>98%</b>
Average response in days (target 15 working days)	<b>10</b>	<b>13</b>	<b>11</b>	<b>10</b>
<b>% Stage 3 responded to within standard (target 100%)</b>	<b>94%</b>	<b>88%</b>	<b>97%</b>	<b>98%</b>
Average response in days	<b>16</b>	<b>19</b>	<b>16</b>	<b>14</b>

When comparing 2020/21 to the previous year of 2019/20, the following is noted:

- There were slightly fewer written compliments
- We have received more comments
- We have received slightly more frontline resolution complaints

- Received a similar amount of formal investigation complaints/ M.P. enquiries
- Received slightly fewer 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 the Housing Ombudsman Service.

A separate report is submitted for Local Government & Social Care Ombudsman and the Housing Ombudsman Service complaints.

### Complaints Feedback

Whilst there were no real trends leading to service improvements during this financial year we have identified some issues around the contracted out services, which have been implemented.

## **3 Reasons for Recommendation**

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 None.

## **RECOMMENDATIONS**

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

Approved by the Portfolio Holder - Cllr Duncan McGregor, Executive Member for Corporate Governance

## **IMPLICATIONS**

**Finance and Risk:**                      Yes ☐                      No ☒

**Details:**

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.

On Behalf of the Section 151 Officer

**Legal (including Data Protection):**                      Yes ☐                      No ☒

**Details:**

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.

On Behalf of the Solicitor to the Council

**Staffing:** Yes ☐ No ☒

**Details:**

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

On behalf of the Head of Paid Service

## DECISION INFORMATION

Decision Information	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <b>NEDDC:</b> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes  Details:

**Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.**

Increasing customer satisfaction with our services  
 Improving customer contact and removing barriers to accessing information  
 Actively engaging with partners to benefit our customers  
 Promoting equality and diversity and supporting vulnerable and disadvantaged people

**DOCUMENT INFORMATION**

Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints:  A. Compliments by department 1/10/20 – 31/3/21  B. Comments by department 1/10/20 – 31/3/21  C. Frontline resolution complaints by department 1/10/20 – 31/3/21  D. Formal Investigation complaints by department 1/10/20 – 31/3/21  E. Internal Review complaints by department 1/10/20 – 31/3/21  F. Ombudsman complaints summary for 2020/21
<b>Background Papers</b> (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	

Key Customer Service Standards - Performance Monitoring - 2020/21												
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	727	98%	17,898	98%	70%	3,794	100%	99%			20	70%
Quarter 1 Cumulative	727	98%	17,898	98%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	93%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	2,439	97%	39,012	96%	73%	6,589	100%	98.5%			62	88%
October to December	1,712	98%	18,270	94%	79%	3,356	100%	99%			58	95%
Quarter 3 Cumulative	4,151	98%	57,282	95%	73%	9,945	100%	99%			120	90%
January to March	1,864	99%	21,700	99%	78%	5,154	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		55	98%
Quarter 4 Cumulative	6,015	99%	78,982	97%	76%	15,099	100%	99%			175	94%

# Appendix 2

Appendix 2 - Telephony Figures 1/10/20 – 31/3/21

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
<b>Corporate Resources</b>						
Leader's Executive Team	12	9	75%	3	3	100%
Communications	7	7	100%	5	5	100%
Customer Services	22	22	100%	16	14	94%
ICT	773	770	100%	935	927	99%
Leisure	6	6	100%	11	11	100%
Legal, Governance, Scrutiny & Elections	120	114	95%	108	107	98%
HR, Payroll & Health & Safety	219	219	100%	225	224	100%
Performance						
Finance	39	39	100%	40	38	95%
Revenues & Benefits	28	27	96%	69	66	96%
	1226	1213	99%	1412	1395	99%
<b>Development</b>						
Housing Repairs	28	28	100%	17	16	94%
Property & Commercial Services	68	68	100%	28	27	96%
Planning	24	23	96%	8	8	100%
Economic Development	3	3	100%			
	123	122	99%	53	51	96%
<b>Environment &amp; Enforcement</b>						
Streetscene Services	359	343	96%	387	379	98%
Housing & Community Safety	4	4	100%	12	12	100%
	363	347	96%	399	391	98%
<b>Total</b>	<b>1712</b>	<b>1682</b>	<b>98%</b>	<b>1864</b>	<b>1837</b>	<b>99%</b>
<b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b> <b>Answered on the original extension within 20 seconds</b> <b>Transferred to another extension on divert within 20 seconds</b> <b>Picked up by a group pick up within 20 seconds</b> <b>Which ring off within 20 seconds</b>  <b>Does not meet target</b> <input type="checkbox"/>						

# Appendix 3

## Appendix 3

A- Compliments 1/10/20 – 31/3/21		Number
	Leaders Executive Team	3
	Customer Services	19
	Leisure	2
	Communications	2
	Governance	1
	Revenues & Benefits	28
	Business Growth	2
	Housing (Repairs)	16
	Housing (Strategic Repairs)	2
	Property Services	3
	Planning	2
	Housing (Allocations)	4
	Streetscene Services	25
	Environmental Health	1
	Community Safety	4
<b>Total</b>		<b>114</b>

### Compliments:

Would like to thank Benefits for all their council tax support during lockdown	Revenues & Benefits
Wanted to thank the Revenues C/Tax Department for their help	Revenues & Benefits
Tenant wanted to thank the men who fitted her new boiler	Housing Repairs
Housing Repairs did an excellent job with external door	Housing Repairs
Housing Repairs did an excellent job fitting a new sink	Housing Repairs
Matthew and Tannert excellent service	Housing Repairs
BDC Contact Centre helped get phone line and IT service back on	Customer Services
Rangers helped get phone lines and IT service back on	Community Safety
Has discussed on the phone I now understand my partner is receiving full pay whilst off sick. So no longer need to continue with this claim. Many thanks for your help	Revenues & Benefits
Thank you for emailing me. After speaking to my husband we have decided to not apply for the discretionary payment. You have gone above and beyond in advising me and I really appreciate it. Many thanks	Revenues & Benefits
Re. Discretionary Housing Payments to see if she will qualify for any additional assistance. She said she did not know about that and thanked me for calling her to let her know. I said that there will be a telephone number on the letter that will accompany the form I will send, so she should ring us if she needs help completing the form. She said 'thank you very much for that and have a lovely weekend'.	Revenues & Benefits
Customer would like to thank the team that cleared the fly tipping of glass bottles behind the post office on Carter Lane Shirebrook. This was done promptly and efficiently.	Streetscene Services
Caller would like to say how delighted he is with his new kitchen fit. He said that he couldn't have got it done better even if he has purchased it himself. He is extremely pleased and wished to thank everyone involved.	Strategic Housing Repairs



Customer would like to thank the grounds maintenance assisted gardens team for their continued hard work, throughout current circumstances and previously, he said he appreciates the work that you do and that you have never let him down.	Streetscene Services
Customer would like to say thank you to all teams that have helped him since his move to Bolsover District. His words were 'you've all been great, spot on with everything, thank you'	Streetscene Services Customer Services
Thank you ever so much for ringing, you have been really helpful (with regard to benefit claim)	Revenues & Benefits
A six month exemption was applied from date of probate that the customer didn't realise about and was very grateful for. She thanked the department for efficiency and said it's eased her worries no end.	Revenues & Benefits
Thank you for your help and assistance (regarding application for a discretionary payment being successful).	Revenues & Benefits
Resident said she wanted to pass on her thanks and appreciation of the warden service, and to say what a good job they all do.	Housing
Thank you for all your help at this stressful time with regard to a successful application for discretionary payment.	Revenues & Benefits
Caller advises that 2 men from the repairs department attended yesterday to fit a worktop, they were brilliant so polite and friendly and really pleased with the service and they have done a cracking job.	Housing Repairs
On behalf of Pleasley PCC, I would like to thank you for all the work your team has done in St Michael's Churchyard at Pleasley. It is much appreciated that you keep it in such good order. All the repair work on the walls and the splendid replacement gate are excellent. Thank you so much. I don't know if grass cutting, tree trimming etc is your department, but if not, please pass our thanks on for the splendid work that keeps the churchyard and footpath in safe order and looking so attractive.	Streetscene Services Property Services
Customer rang to say that he wanted to say thank you for the following which he has had done this week. Bin that had been missed - men came back and emptied New WC Cistern put in this morning New Shower put in	Housing Repairs Streetscene Services
Rang to say she had just had operative the Repairs team round to fit her a new fluorescent light in the bathroom and she wanted us to know how nice and polite he had been. He respected her house and wore his overshoes and did the job really well. She said it was a pleasure to have someone nice as they are not always and can be in a rush sometimes.	Housing Repairs
Telephoned regarding the delivery of his green bin. He spoke to Customer Advisor and he said our website says he will be met with friendly and helpful staff and on the last 2 occasions (including today) that is exactly what has happened. He said thank you for being so friendly and helpful	Customer Services
Customer rang to say that she wished to pass on her thanks to the men who removed her bulky waste collection this morning. She said they did a good job and cleared it all. Some of it had got wet as it had been out for a while but she was very pleased with the way they cleared it for her.	Streetscene Services
Customer came in to thank Customer Advisor for her help with a bulky collection as there had been a mix up with charging extra to collect on the back of the property when his front door opened onto the pavement. He also brought in some chocolates and said how grateful he was for her help.	Customer Services

Daughter has attended the Holiday Club this week at the Arc Clowne for the first time and was nervous to attend. She has really enjoyed the club and has come home each day saying Leisure Officer is brilliant and also the rest of the team. - Thank you	Leisure
Really grateful to have @BolsoverDC as our local authority - a strong social house building programme, a community lottery scheme, plans to plant over 1 million trees & defending local democracy against central gov reforms.	Strategic Housing Transformation Programme Housing Strategy
I wanted to let you know that I have had some very positive feedback with regards to the home security fitted. My client advised that he was not only very professional and polite, he was extremely efficient in completing the home security. I'm sure he completes all his work in the same way and our DV cases really appreciate the home security that is fitted, but I feel it's important to pass on the positive comments to you.	Community Safety
I came into Clowne Contact Centre to find out why I was paying council tax on two properties. The Customer Advisor was lovely and very helpful. Thank you.	Customer Services
Resident would like to thank Customer Advisor and the Environmental Health Officer for dealing with the abandoned vehicle outside her property. She reported it 2 hours ago and he is already at her property dealing with the car. He has explained in length what will happen and time frames in which it will be dealt with. She is very impressed.	Environmental Health Customer Services
Called in July to request that a tree to the rear of her property be cut, she says that we have now been and carried out the work and she wanted to pass her thanks onto the grounds maintenance team. She says that they have done a fantastic job!	Streetscene Services
Customer would like to thank the 2 plumbers who have put a new radiator on for her today. She is very happy with the work and said the men were extremely nice.	Housing Repairs
She thanked me for all my help and her husband also asked to speak to me again so that he could thank me too.	Revenues & Benefits
Thanks for your email and information which is very helpful. I'm not from the area and was unaware of the history and background to the properties or the recent works that have been carried out. I love period properties and sometimes despair at the tasteless and inappropriate modifications that are often carried out and fail to maintain the integrity of the building. I haven't actually been to view any at New Bolsover yet due to the Covid restrictions but when looking at the agent's details, thought what a pretty row of lovely cottages these are. I have since watched a number of online videos on the improvements. May I congratulate you and your team on an amazing project of restoration. I'm sure the founder of the village would be thrilled to see the labour of love and preservation that have gone into it and the lovely homes that have been created.	Planning
Just watched your Vimeo, it is Brilliant, well done to all concerned,	Communications
An excellent production which I would urge all members to watch and bring to their constituents attention. Congratulations to you all.	Communications
Complimented the Officer by saying she had a very good telephone manner and had been very helpful.	Revenues & Benefits
Resident has called to say thanks for sending the street cleaner as requested	Streetscene Services
Thanks to all involved with getting the roof sorted next door	Housing Repairs

Repairs Operative who came to do some plastering did a very good job really pleased. Thank you for all the hard work.	Housing Repairs
I am very happy with this outcome. Thank you for your dealing with this very fairly, and please pass on my thanks too to the Leisure Operations Manager. I do hope that we will feel comfortable to resume our membership some time in 2021.	Corporate Governance Leisure
Almost a year on from this last email exchange and I'm delighted to tell you that we moved in a couple of weeks ago and the project should be 100% complete by tomorrow . I will email you a couple of pics and I thank you once again for working with me to get this through planning because without you, this wouldn't have happened.	Planning
Big thank you to workmen who did bricks work and cover the hole near the waste pipe.	Housing Repairs
Following her complaint about the designated bin point on a new build - Hopefully the issue will now be resolved. Thank you!	Streetscene Services
Customer was very appreciative of Benefits Officer and how quickly he got her claim sorted and asked to pass on her thanks to him as she was really worried about her benefits being suspended	Revenues & Benefits
Customer was very appreciative of Customer Advisor regarding advice she had been given for her mother on council tax, housing benefit and careline	Customer Services
Customer was very appreciative of the bathroom repairs work that had been undertaken	Housing Repairs
Customer would like to compliment Housing Needs Officer on his professionalism and empathy towards her situation when she was about to become homeless. He was understanding and helped her when she needed it.	Housing
Thank you for the fast response from Customer Advisor, could you also please pass on my thanks to the Refuse Dept for arranging a collection so quickly and a last thank you to the operative who came to do the collection and made himself known to me so that I knew the bin had been emptied	Streetscene Services Customer Services
Customer is happy of the speed that her hessian bag was delivered and wanted to thank you for this	Streetscene Services
Regarding Benefits Officer, who has been very supportive and she has been guiding him through the benefit process for his son.	Revenues & Benefits
Thank you for being helpful on the phone and understanding means a lot if you need anything else from me please get in touch. Stay safe and well	Revenues & Benefits
Regarding the councils quick response and repair to her heating system. Tenant would like to say how wonderful the workman was, he could not do enough for her and made sure she was ok before he left and if there were any more problems to let him know. She could not praise him enough	Housing Repairs
Thank you for your response I appreciate it	Revenues & Benefits
Resident said the bin men came back round and emptied her bin after missed presenting it, she wanted to say thank you to all the relevant people.	Streetscene Services
I live in Creswell Model Village and was thinking how good a job the man who keeps our village clean and tidy.He's out at all times and in all weather's always happy to have a chat. 2020 has been a very bad year so I thought it would be good to finish it off on a positive note. Hope he gets some sort of recognition for his hard work.	Streetscene Services

<p>Pinxton Parish Council would like to thank Bolsover District Council for the support given with the Grants (especially the Lets Get Going Grant) to help and support the community throughout this awful and continuing pandemic.</p> <p>It has enabled the Parish Council to help groups/organisations in the Village who have wonderfully supported our community - older or younger - keeping their spirits up, spreading happiness throughout this festive time. It has been really nice to hear so many wonderful comments from Parishioners who have been touched by the work of the groups and it is all been made possible with the grants from Bolsover District Council.</p> <p>Once again.... A very big THANK YOU.</p>	Leader's Executive Team
Very complimentary of the Revenues Department in relation to the grants for closed businesses.	Revenues & Benefits
Claimant did not know what the SEISS payments were. The Officer explained about the scheme and how to claim and she was very thankful. She was advised that if she wanted to claim for the third instalment that she only had until 31.01.21. She thanked her again and said she would get on with it today.	Revenues & Benefits
I would like to thank you for your support through these times, it has been a lifeline for us and were so grateful this is in place, hopefully it will see us through and we will be here at the end of this terrible time to continue doing what we do best	Economic Development Leader's Executive Team
<p>Your email has arrived at the end of another difficult and challenging day, and it has raised my first smile! Thank you for arranging a second grant payment and for being so proactive in supporting local businesses.</p> <p>We will certainly apply for the one-off open grant, and I will email the relevant information first thing tomorrow.</p> <p>Again, our sincere thanks for your continued financial support and the relative ease in which we have been able to obtain it. Oh, that all current matters were so straight forward</p>	Economic Development
Would like to say what a great job the litter picker is doing in Bolsover area.	Streetscene Services
Please pass on my appreciation to all those involved. Many thanks to everyone concerning the bin collections around the Christmas period. I understand the bin crews have worked extra hours/ weekends etc.	Streetscene Services
Just a quick email to say many thanks for your help, advice and guidance. We can now look forward and not worry about losing our gym.	Revenues & Benefits
We deal with 22 local councils ref Government Support Grants. @BolsoverDC are the best, fastest and organised.	Revenues & Benefits
Thank you very much. You have been very helpful. Quick, efficient and helpful	Customer Services
With regard to a benefit query, thank you once again taking your time to help and reply.	Revenues & Benefits
In relation to a Test & Trace Support Payment - Thanks for your advice. Once again thanks for your help.	Revenues & Benefits
Wanted to pass on that she is really pleased with our service regarding grants she is aware how hard we are working and really appreciates it says everyone she speaks to is patient and understanding. She says we are very much appreciated.	Revenues & Benefits
<p>I rang on Friday for advice as my dad died on Boxing Day and we are trying to sort out support for mum who is in her 80s and now alone. We are all trying to do this in the lockdown which has been very hard.</p> <p>But your benefits officers were so kind and offered helpful advice to do this.</p>	Revenues & Benefits

I would like to express my gratitude to our wonderful black and burgundy bin men who have worked tirelessly throughout lockdown. It is really appreciated please pass on my thanks	Streetscene Services
This is a message for the Customer Advisor who replied to my enquiry today, thank you so much for getting to the bottom of this for me, it has taken a few emails but now you have sorted it all out.	Customer Services
Well a quick call to a Benefits Officer who is working from home and she put my mind at rest in a friendly, professional manner. Please pass on my compliment to Jackie and her line manager, if you know her.	Revenues & Benefits
Thanks so much for all your help!	Revenues & Benefits
I recently reported dog fouling on the public pavement on Fox Road, Whitwell. I am absolutely thrilled that someone has been and cleared it all up – I have to assume that it was one of your employees. Please pass on my thanks to the relevant department.	Streetscene Services
Resident's daughter called and would like say a big thank you to our binmen, she is very happy with the assisted service. She says they are marvellous.	Streetscene Services
Resident would like to thank Domestic Violence Officer / IDVA for all her efforts and everything that she has done	Community Safety
Resident called to pass thanks to Customer Advisor for his assistance with organising an assisted collection for his bins, he also thanks the Refuse department who have facilitated this. He said if he had a computer he would have written in to BDC to pass on his thanks himself and wants to ensure Dan's efforts are recognised.	Customer Services Streetscene Services
Resident would like to say how polite and helpful Customer Advisor was whilst dealing with her enquiry about bins.	Customer Services
Please can you pass on my thanks to the Careline service who came out to help Mum, on Sunday 14th Feb. She was caring, patient, considerate. Excellent at manoeuvring Mum back on her feet. The Careline service is brilliant. Thank you.	Housing
Resident would like to say 'Thank you' to the person who attended today to fix the problem with the leaking downpipe.	Property Services
How helpful and professional Customer Advisor was dealing with her call. She really listened to the customer and she knew exactly what to do and it was an extremely pleasant interaction. It was so nice to speak to her and felt really listened too, especially during these unpleasant times with COVID.	Customer Services
Aww lovely thank you, lots and lots of bills going out and the grants are keeping me afloat, big thanks for all the help. Would not have not survived the pandemic closures without it so thank you	Revenues & Benefits
Resident of Mill Crescent Whitwell say's a great job done	Housing Repairs
I would like to wholeheartedly thank the NG20 Multicultural Advisor for professional, caring care, kind attitude, sincere empathy, warmth, understanding, nice smile, individual approach to each applicant. I am asking for appreciation and distinction.	Leader's Executive Team
Tenant rang to praise the Gas engineer who has been this morning. She says that he has done a fine job and he is a very lovely gentleman with good manner.	Housing Repairs
Customer wanted me to pass on that she was very pleased with the service she always receives when she rings us. She said all the members of staff that she has spoken to, are really nice and are trained really well.	Customer Services

I just wanted to send some feedback as he did an incredible job. He initially swept early in the morning. And later returned to do a more thorough job which he had to do by hand. And the whole street looks a lot better. Please pass on our thanks if possible.	Streetscene Services
Please pass on our thanks to Grounds Maintenance, who I saw clearing up the fly tipping on Sawpit Lane this morning. These guys are down here almost weekly and work tirelessly to keep this stretch clean.	Streetscene Services
Would like to say thank you to all who have been looking after the distribution of the grants. He said he thinks we have been very helpful and without the payments he would not have survived the lockdowns.	Revenues & Benefits
Wishes to thank the support officers who have taken good care of his 90 year old Mum on the occasions that she has fallen. He thinks it's a marvellous service we offer.	Housing
Resident wants to say what a good service we have offered over the last few years for the European Community.	Customer Services
Just wanted to say a massive THANK YOU for all your hard work and dedication during the Covid pandemic crisis. You have worked so hard to protect the most vulnerable people. WELL DONE.	Community Safety
Resident would like to say a big thank you to the Contact Centre service for the service she has received regarding problems with bin collections. She is very happy the way her query was dealt with	Customer Services
Craggs Road has been swept by the road sweeper, thank you	Streetscene Services
Would like to thank the refuse crew and the customer advisor - missed bin emptied	Streetscene Services Customer Services
Customer's neighbour has called on her behalf due to the tenant being very disabled and struggles on telephone. She would like to say thank you to the drains team and the Contact Centre service for getting this resolved swiftly. Julie was very kind and considerate.	Property Services Customer Services
Customer would like to thank the workman who visited her property recently. She said he was extremely pleasant and did a very good job	Housing Repairs
Would like to thank the department for removing the fly tipping so quickly. The customer said they reported it on the Wednesday and it was gone by the weekend. Thank you very much, much appreciated.	Streetscene Services
Would like to thank the bin crew for being lovely and kind this morning when the collection coincided with his mums funeral. They were very respectful & kind	Streetscene Services
She said thank you for going through it all with her and for taking the time to explain everything to her. She said she really appreciates what we do.	Revenues & Benefits
Thank you for this. It was wonderful to see the team at work this week and the (church) grounds are already looking so much better. The trees really were in need of attention. Thank you once again,	Streetscene Services
Customer rang wishing to thank a Customer Advisor for her help on Monday 22.3.21 regarding food bank. Customer said within 10 minutes of speaking to her the food bank rang her.	Customer Services

<b>A- Comments 1/10/20 – 31/3/21</b>		<b>Number</b>
	Customer Services	4
	Communications	4
	Legal, Governance & Elections	9
	Revenues & Benefits	3
	Housing (Allocations)	1
	Streetscene Services	11
	Environmental Health	3
	ICT	1
<b>Total</b>		<b>38</b>

<b>C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/20 – 31/3/21</b>		<b>Number</b>	<b>Out of timescale (3 working days)</b>
	Customer Services	5	
	Property Services	2	
	Housing (Allocations)	8	
	Streetscene Services	110	6
	Environmental Health	5	
	Revenues & Benefits	1	
	Leisure	1	1
	Housing Repairs	3	1
<b>Total</b>		<b>135</b>	<b>8 (4%)</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/10/20 – 31/3/21</b>		<b>Number</b>	<b>Out of timescale</b>
	Leisure	2	2
	Customer Services	6	
	Revenues & Benefits	18	
	Business Growth	4	
	Housing (Repairs)	14	
	Property Services	2	
	Planning	10	
	Housing (Allocations)	28	1
	Streetscene Services	30	
	Environmental Health	17	
	Community Safety	8	
<b>Total</b>		<b>139</b>	<b>3 (2%)</b>

<b>E – Number of Internal Review (S3) complaints 1/10/20 – 31/3/21</b>		<b>Number</b>	<b>Out of timescale</b>
	Legal, Governance & Elections	3	
	Revenues & Benefits	4	
	Housing (Repairs)	1	
	Performance	3	
	Planning	4	

	Streetscene Services	2	
	Environmental Health	2	1
	Housing (Allocations)	2	
	Finance	2	
	Leisure	3	
<b>Total</b>		<b>26</b>	<b>1 (4%)</b>



# Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
10/09/20	LGSCO planning complaint	Planning	02/10/2020	<b>Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector.</b>
11/12/20	LGSCO Initial enquiries pollution from nearby farm	Environmental Health Performance	13/01/21	<b>Invalid</b>
02/02/21 29/3/21	HO Noise complaint not investigated correctly Initial enquiries Formal Investigation	Corporate Resources	02/08/21	<b>No maladministration</b>
03/03/21	HO repairs not completed	Housing Repairs	Awaiting decision	

LGSCO\* Local Government and Social Care Ombudsman  
HO\* Housing Ombudsman

## **Bolsover District Council**

### **Standards Committee**

**8 November 2021**

## **ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2020/21**

### **Report of the Assistant Director of Corporate Governance**

**Classification:** This report is public

**Report By:** Assistant Director of Corporate Governance

**Contact Officer:** Ann Bedford – Customer Standards and Complaints Officer  
[ann.bedford@bolsover.gov.uk](mailto:ann.bedford@bolsover.gov.uk) / 01246 242353

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### **PURPOSE / SUMMARY**

To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2020/21.

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### **REPORT DETAILS**

#### **1 Background *(reasons for bringing the report)***

- 1.1 The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31<sup>st</sup> March 2021. 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 2021 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 6 enquiries and complaints during 2020/21, one of which was subject to a detailed investigation.
- The LGSCO decided 7 complaints, of which 2 were incomplete or invalid, 2 was closed after initial enquiries and in 2 cases advice was given only. The remaining one was decided as 'Maladministration and injustice'.

## 2. Details of Proposal or Information

### 2.1 Benchmarking information – (CIPFA) Nearest Neighbour

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

	Detailed investigations	Upheld complaints (average for similar authorities - 53%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	3	0 (0%)	No recommendations were due for compliance in this period	0
Bassetlaw District Council	1	1 (100%)	100%	0
<b>Bolsover District Council</b>	<b>1</b>	<b>1 (100%)</b>	No recommendations were due for compliance in this period	<b>0</b>
Chesterfield District Council	4	4 (100%)	100%	1
Erewash District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Mansfield District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
NE Derbyshire District Council	2	1 (50%)	100%	0

One complaint was upheld against this Council (100%). Whilst 100% may appear to be high, it needs to be borne in mind that this was the only detailed investigation in this period). This complaint was regarding the New Bolsover regeneration project and, following the decision, a report was submitted to the Executive on 21<sup>st</sup> June 2021 as required.

By way of background information, the LGSCO upheld 67% of complaints submitted to them in 2020/21 (up from 61% in 2019/20) with the average being 53% for similar authorities.

Although this report is regarding complaints directed to the LGSCO, the Council received three complaints via the Housing Ombudsman (HO) for the

same period, one of which was decided during that period. In that case the decision was that there was 'no maladministration'.

### **3 Reasons for Recommendation**

- 3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2020/21.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 None.

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## **RECOMMENDATIONS**

1. That the Standards Committee receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2020/21.

Approved by the Portfolio Holder - Cllr Duncan McGregor, Executive Member for Corporate Governance

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## **IMPLICATIONS**

**Finance and Risk:** Yes ☐ No ☒

**Details:**

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.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes ☐ No ☒

**Details:**

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.

On Behalf of the Solicitor to the Council

**Staffing:**    Yes ☐            No ☒

**Details:**

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

On behalf of the Head of Paid Service

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## DECISION INFORMATION

<b>Decision Information</b>	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> <b>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/> <b>NEDDC:</b> <b>Revenue - £100,000</b> <input type="checkbox"/> <b>Capital - £250,000</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Cabinet / Executive</b> <input type="checkbox"/> <b>SAMT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	Yes  Details:

<b>Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.</b>
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Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people
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## DOCUMENT INFORMATION

Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2020/21
2	Excel workbook: Complaints Received, Complaints Decided, Compliance
<b>Background Papers</b> (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	



# Appendix 1

## Local Government & Social Care OMBUDSMAN

21 July 2021

*By email*

Mr Hickin  
Director of Corporate Resources  
Bolsover District Council

Dear Mr Hickin

### **Annual Review letter 2021**

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 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

### **Complaint statistics**

This year, we continue to 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 focused statistics on 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.

**Compliance with recommendations** - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

**Satisfactory remedy provided by the authority** - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways 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.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, 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 resource 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.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

### **Supporting complaint and service improvement**

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).



We were pleased to deliver two online complaint handling courses to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the courses were useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MK', with a long horizontal stroke extending to the right.

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

Complaints upheld		
	<p><b>100%</b> of complaints we investigated were upheld.</p> <p>This compares to an average of <b>53%</b> in similar authorities.</p>	<p><b>1</b> upheld decision</p> <p>Statistics are based on a total of 1 detailed investigation for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
No recommendations were due for compliance in this period		
Satisfactory remedy provided by the authority		
	<p>In <b>0%</b> of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of <b>16%</b> in similar authorities.</p>	<p><b>0</b> satisfactory remedy decisions</p> <p>Statistics are based on a total of 1 detailed investigation for the period between 1 April 2020 to 31 March 2021</p>

**NOTE:** To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.

Reference	Authority	Category	Received
20009659	Bolsover District Council	Housing	21 Dec 2020
20000955	Bolsover District Council	Corporate & Other Services	03 Jul 2020
20004104	Bolsover District Council	Planning & Development	27 Aug 2020
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	14 Oct 2020
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	26 Nov 2020
20012560	Bolsover District Council	Housing	22 Feb 2021

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
20009659	Bolsover District Council	Housing	44186	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19014229	Bolsover District Council	Housing	44201	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Improved BinJ remedy,Provide services,Procedure or policy change/review	The Council will arrange for senior officers to review the findings from this investigation and identify what steps it could take to avoid similar faults occurring in the future. The Council will provide evidence to the Ombudsman of the review and any actions arising from it.
20000955	Bolsover District Council	Corporate & Other Services	44029	Closed after initial enquiries	Other reason not to investigate		
20004104	Bolsover District Council	Planning & Development	44106	Closed after initial enquiries	26(6)(b) appeal to Minister		
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	44118	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	44209	Advice given	Previously considered and decided		
20012560	Bolsover District Council	Housing	44249	Advice given	Signpost - go to complaint handling		



## **Bolsover District Council**

### **Standards Committee**

**8 November 2021**

## **UPDATE ON THE DELEGATION SCHEME**

### **Report of the Monitoring Officer**

**Classification:** This report is public

**Report By:** Sarah Sternberg, Monitoring Officer

**Contact Officer:** Sarah Sternberg Monitoring Officer

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### **PURPOSE / SUMMARY**

As Members are aware, there is an ongoing Senior Management Review. As a result it is necessary to consider the Delegation Scheme. This report updates members on what has been done so far with regard to the Delegation Scheme.

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### **REPORT DETAILS**

- 1 Background** *(reasons for bringing the report)*
  - 1.1 As Members are aware, the Council has approved a new Senior Management structure. There is a further report on Council's agenda for its meeting on 3<sup>rd</sup> November 2021. This proposes further changes to Senior Management.
  - 1.2 The Delegation Scheme has been revised under delegation to ensure that relevant delegations can still be legally and properly used with the changes made so far. The relevant Delegated Decision is attached for Members information. As can be seen this will be reported to Council in due course.
  - 1.3 The revised Delegation Scheme allocates existing delegations only to officers in the new structure. There are no new delegations. In addition the delegations are now shared by the 2 Strategic Directors wherever possible. This is with the exception of the Head of Paid Service role.
  - 1.4 It will be necessary to undertake a full review including consideration of what additional delegations would be required and for these to be built into the new Delegation Scheme once the Senior Management Review is complete.
  - 1.5 Accordingly I propose to bring a revised Delegation Scheme to your next meeting for your consideration, provided the review itself is complete.

## **2. Details of Proposal or Information**

- 2.1 The Delegated Decision containing the amended Delegation Scheme is attached and it is there for Members to note.

## **3 Reasons for Recommendation**

- 3.1 To keep Members informed.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 To do nothing was not an option as this would mean that decisions could be challenged on the basis that the decision maker was not as listed in the Delegation Scheme in the Constitution.

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## **RECOMMENDATIONS**

1. That the Delegated Decision aligning the Delegation Scheme to the new Senior Management structure is noted and that a new draft Delegation Scheme is brought to this Committee when the Senior Management review is complete.

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## **IMPLICATIONS**

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**Finance and Risk:**                      Yes ☐                      No ☒

**Details:**

None as a result of this report.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):**                      Yes ☒                      No ☐

**Details:**

As in the report.

On Behalf of the Solicitor to the Council

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**Staffing:**                      Yes ☐                      No ☒

**Details:**

On behalf of the Head of Paid Service

## DECISION INFORMATION

<b>Decision Information</b>	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <b>NEDDC:</b> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes  Details:

<b>Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.</b>
N/A

## DOCUMENT INFORMATION

Appendix No	Title
1	Delegated Decision of 5 <sup>th</sup> August 2021
<b>Background Papers</b> (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	



## BOLSOVER DISTRICT COUNCIL

### RECORD OF DECISION TAKEN BY THE HEAD OF CORPORATE GOVERNANCE AND MONITORING OFFICER

5<sup>TH</sup> AUGUST 2021

#### REASSIGNMENT OF DELEGATED POWERS FOLLOWING A RECENT SENIOR MANAGEMENT REVIEW

Authority for decision	Decision	Reasons	Alternative options considered and rejected	Conflicts of interest and any dispensation
<p>Delegation Scheme in the 2021 Constitution.</p> <p>Head of Corporate Governance and Monitoring Officer delegation: 13.20 To make appropriate changes to the Constitution arising from any new legislation, administrative errors or conflicts in interpretation.</p>	<p>To allocate existing Director delegations in the 2021 Constitution to the Directors in the new Senior Management Structure.</p>	<p>Council decided at its meeting on the 21<sup>st</sup> July 2021 to adopt a new management structure with 2 full time Directors. The report did not deal with the Delegation Scheme for the new posts. This was an error. This means that the Delegation Scheme needs amending to reflect the new structure.</p> <p>Although this will be dealt with by Standards Committee and Council in terms of formally approving a new Delegation Scheme, this will not happen for some time. Accordingly there is an urgent need to put in place an amended scheme allocating existing delegations to the new posts to fill the gap before this happens</p>	<p>To wait until Standards Committee (in November) and Council could formalise the new Delegation Scheme. This was rejected as delegated powers need to be clear and transparent so that they can be used legitimately.</p>	<p>None</p>

Please complete the following where relevant:

<b>Key Decision?</b>	<b>Confidential/ Exempt (if yes, please state paragraph)?</b>	<b>Do General Exception or Special Urgency Rules apply to this decision?</b>	<b>Consultation has taken place with the Section 151 &amp; Monitoring Officer?</b>	<b>The Leader, Deputy Leader or relevant Portfolio Member have been consulted?</b>
No	No	No	Yes	Yes



Authorising Signature: ..

Job title: Head of Corporate Governance and Monitoring Officer

Unique Reference Number: ...DD/055/21/SS.....

Date decision may be implemented following call in (if necessary): .....N/A.....

Circulation to:

Head of Paid Service  
Monitoring Officer  
Section 151 Officer  
Scrutiny Officer  
Internal Audit

Delegation	To
Director of Corporate Resources and Head of paid Service delegation	
(1) To act as Head of Paid Service for the Council in accordance with the duties set out in Section 4 of the Local Government Act 1989.	Executive Director of Resources
(2) To act as the Safeguarding lead.	Executive Director of Resources
(3) To guide and where appropriate direct Assistant Directors in the exercise of their delegated functions in order to achieve the overall corporate aims and objectives of the Council.	Executive Director of Resources Executive Director Strategy and Development.
(4) To express the views of the Council with regard to Local Government and the functions associated with it, within the general policy laid down from time to time by the Council or its Committees and to act thereon.	Executive Director of Resources Executive Director Strategy and Development.
(5) To take such action as they consider appropriate in an emergency following consultation with the Leader and/or Deputy Leader as they consider the circumstances will allow and where applicable, inform the relevant Portfolio Holder. Any decisions taken under this paragraph shall be reported by the Executive Director to the next meeting of Council explaining the reasons for the decision.	Executive Director of Resources Executive Director Strategy and Development.
(6) If there is an urgent need for a commercial decision, the Executive Director, following consultation with the Leader and/or Deputy Leader and the relevant Portfolio Holder shall make the decision and endorsement will be sought from the Executive or Council as appropriate.	Executive Director of Resources Executive Director Strategy and Development.
(7) To formulate and co-ordinate advice on strategic and corporate policy and value for money issues.	Executive Director of Resources Executive Director Strategy and Development.
(8) To authorise persons to collect, recover, prosecute or appear on behalf of the Council in any legal proceedings.	Monitoring Officer
(9) <del>To progress the Strategic Alliance by taking any action necessary to facilitate it including but not limited to</del>	Delete

Delegation	To
<del>redundancies which may result from implementation.</del>	
(10) To implement shared services with other local authority or public sector bodies by taking any action necessary to facilitate the arrangements including but not limited to redundancies which may result from implementation.	Executive Director of Resources
(11) To make authorisations of officers from other services at Bolsover District Council to carry out appropriate statutory powers within NEDDC.	Executive Director of Resources
<del>(12) To make authorisations of officers from other services at North East Derbyshire District Council</del>	Delete
(13) To issue/grant such authorisations as may be necessary to enable any employee to undertake with full legal force the full range of their duties subject to such authorisation remaining in force until the next ordinary meeting of the Committee having authority to issue/grant such authorisations.	Executive Director of Resources Executive Director Strategy and Development.
(14) To exercise any of the powers delegated to an Assistant Director.	Executive Director of Resources Executive Director Strategy and Development.
(15) To determine applications under the Regulation of Investigatory Powers Act 2000 and related legislation.	Executive Director of Resources Executive Director Strategy and Development.
(16)	NB this is wrongly numbered 17 in the Constitution.
(17) Following consultation with the section 151 Officer, delegation in respect of points 1,3 and 1.4 of the Local Government Pension Scheme transfers policy	Executive Director of Resources
(18) Following consultation with the section 151 Officer, if they see fit to accept transfers (in respect of an individual employee's application to transfer in pension from a previous scheme) to the local government pension scheme outside the 12 month period, in those cases where the scheme member has not been informed of the time limit.	Executive Director of Resources .
(19) Following consultation with the Leader or Deputy Leader and on	Executive Director of Resources

Delegation	To
recommendation of the Monitoring Officer, to approve expenditure in pursuance or determination of any employment related disputes including settlement agreements.	Executive Director Strategy and Development.
<p>(20) To determine all staffing matter including but not limited to:-</p> <ul style="list-style-type: none"> <li>(i) Determining matters relating to structure (additions, reductions post title changes and other changes to the establishment).</li> <li>(ii) The appointment, dismissal, suspension or discipline of staff, save that in relation to the Directors, Assistant Directors and <del>Heads of Service</del>, this does not include the appointment and in the case of the statutory officers their dismissal.</li> <li>(iii) Approving secondments and temporary appointments of any staff</li> </ul>	Head of Paid Service
<del>(21) Where the decision of the Head of Paid Service taken above will incur additional expenditure which cannot be met by approved budgets, then the matter will be referred to Executive provided that the remit of the Executive shall be limited to decisions on financial matters.</del>	Delete
(22) To make customers vexatious under the Compliments, Comments and Complaints Policy.	<p>Executive Director of Resources Executive Director Strategy and Development.</p> <p>As Monitoring Officer</p>
<p>(23) To authorise the use of earmarked reserves or Transformation Reserves.</p> <p><b>Delegate decisions relating to Transformation Reserves to be initialled by the Section 151 Officer to evidence they have seen them.</b></p>	<p>Executive Director of Resources Executive Director Strategy and Development.</p> <p>This is a change to wording to clarify this relates to all Transformation Reserves not just projects.</p>
(24) Following consultation with the Leader and Deputy Leader, to determine any matter the Council is require to make a decision on under Part 5 Chapter 3 (Assets of Community Value) of the Localism Act 2011 and the Assets of	<p>Executive Director of Resources Executive Director Strategy and Development.</p> <p>Head of Finance and Resources and Section 151 Officer.</p>

Delegation	To
Community Value (England) Regulations 2012.	
(25) To undertake and determine a review under section 92 of the Localism Act 2011 of a listing of an asset of community value, where the original decision was made by another Director.	Executive Director of Resources Executive Director Strategy and Development. Head of Finance and Resources and Section 151 Officer.
(26) To undertake and determine a review of a decision on compensation in relation to a listing of an Asset of Community Value under Regulation 16 of the Assets of Community Value (England) Regulations 2012, where the original decision was made by another Director.	Executive Director of Resources Executive Director Strategy and Development. Head of Finance and Resources and Section 151 Officer.
Director Of Environment and Enforcement	
(1) To act as emergency planning lead	Executive Director Strategy and Development.
(2) To guide where appropriate and direct Assistant Directors in the exercise of their delegated functions in order to achieve the overall corporate aims and objectives of the Council.	Executive Director of Resources Executive Director Strategy and Development.
(3) To deputise for the Head of Paid Service in their absence and exercise any powers delegated to them.	Executive Director of Strategy and Development
(4) To determine applications under the Regulation of Investigatory Powers Act 2000 and related legislation.	Executive Director of Resources Executive Director Strategy and Development.
(5) Following consultation with the Leader and the relevant Portfolio Holder, to determine the action the Council will take on a neighbourhood plan proposal following receipt of the examiner's report, in accordance with rule 18 of the Neighbourhood Planning (General) Regulations 2012, where there is insufficient time for the matter to be submitted to Executive to meet the statutory deadline.	Executive Director of Resources Executive Director Strategy and Development.
(6) Following a consultation with the Leader and the relevant Portfolio Holder, to make a neighbourhood development plan where more than half of those voting in an applicable referendum have voted in favour of the plan.	Executive Director of Resources Executive Director Strategy and Development.

Delegation	To
(7) To carry out Rights of Way functions for which the Council is responsible under Schedule 1 of the Local Authorities (Functions and Responsibilities)(England)(Regulations 2000 (as amended)).	Executive Director of Resources Executive Director Strategy and Development.
	The intervening delegations are NEDDC only
(12) To approve applications and carry out associated functions pursuant to the Housing Grants, Construction and Regeneration Act 1996, the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 and related legislation (including Disabled Facilities Grants)  <b>Exception to para 12:</b> Applications for discretionary Disabled Facilities Grants must be submitted to Executive.	Executive Director of Resources Executive Director Strategy and Development.
(13) To authorise another local authority to carry out the licensing enforcement function in respect of hackney carriage vehicles and private hire vehicles for the Council as well as the Council retaining those functions and;	Executive Director of Resources Executive Director Strategy and Development.
(14) To authorise the enforcement officers of that local authority to issue notices relating to enforcement, make decisions, or do anything required in respect of hackney carriage and private hire licensing enforcement function. To authorise the making of Public Space Protection Orders	Executive Director of Resources Executive Director Strategy and Development.
(15) To authorise the making of Public Space Protection Orders under Part 4 of the Anti-Social Behaviour, Crime and Policing Act 2014, following consultation with the Leader or Deputy Leader of the Council and relevant Ward Members, and to incur any necessary expenditure to create, manage or revoke Public Space Protection Orders Following consultation with the Licensing Section, Legal Services and the Chair of the Licensing Committee, to suspend or	Executive Director of Resources Executive Director Strategy and Development.



Delegation	To
revoke any Private Hire or Hackney Carriage Driver, Vehicle or Operator Licence in such cases where it would be inappropriate to refer the matter to Licensing Committee for consideration. Where permitted by law, this may be with immediate effect on the grounds of public safety.	
(16) 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 under that Act, in accordance with procures approved by the Council	Executive Director Strategy and Development.
(17) Following consultation with the Licensing Section, Legal Services and the Chair of the Licensing Committee to suspend or revoke any Private Hire or Hackney Carriage Driver, Vehicle or Operator Licence in such cases where it would be inappropriate to refer the matter to Licensing Committee for consideration. Where permitted by law, this may be with immediate effect on the grounds of public safety.	Executive Director of Resources
(18) Following consultation with the Leader and Deputy Leader, to determine any matter the Council is require to make a decision on under Part 5 Chapter 3 (Assets of Community Value) of the Localism Act 2011 and the Assets of Community Value (England) Regulations 2012	Executive Director of Resources Executive Director Strategy and Development. Head of Finance and Resources and Section 151 Officer.
(19) To undertake and determine a review under section 92 of the Localism Act 2011 of a listing of an asset of community value, where the original decision was made by another Director.	Executive Director of Resources Executive Director Strategy and Development. Head of Finance and Resources and Section 151 Officer.
(20) To undertake and determine a review of a decision on compensation in relation to a listing of an Asset of Community Value under Regulation 16 of the Assets of Community Value (England) Regulations 2012, where the original decision was made by another Director.	Executive Director of Resources Executive Director Strategy and Development.



Delegation	To
(21) To serve Section 215 Town and Country Planning Act 1990 notices.	Executive Director of Resources Executive Director Strategy and Development. Head of Finance and Resources and Section 151 Officer.
Director of Environment and Enforcement	
(1) To act as the Emergency Planning lead.	Executive Director Strategy and Development.
(2) To determine applications under the Regulation of Investigatory Powers Act 2000 and related legislation.	Executive Director of Resources Executive Director Strategy and Development.
(3) To guide where appropriate direct Assistant Directors in the exercise of their delegated functions in order to achieve the overall corporate aims and objectives of the Council.	Executive Director of Resources Executive Director Strategy and Development.
(4) Following consultation with the Leader and Deputy Leader to agree extended rent free periods up to 5 years where major building works are undertaken by tenants on Pleasley Vale Business Park	Executive Director Strategy and Development.
(5) (Further delegated to the Assistant Director of Planning) making Local Development Orders (section 61A TCPA) in consultation with the relevant Portfolio Holder.	Executive Director Strategy and Development.
(6) (Further delegated to the Assistant Director of Planning) Creating Simplified Planning Zones (section 82n TCPA) in consultation with the relevant Portfolio Holder	Executive Director Strategy and Development.
(7) (Further delegated to the Assistant Director of Planning) Creating Enterprise Zones (section 88 TCPA) in consultation with the relevant Portfolio Holder	Executive Director Strategy and Development.
(8) (Further delegated to the Assistant Director of Planning) discharge of Planning conditions in consultation with the relevant Portfolio Holder.	Executive Director Strategy and Development.

## **Bolsover District Council**

### **Standards Committee**

**8 November 2021**

#### **MEMBER TRAINING ATTENDANCE**

##### **Report of the Assistant Director of Corporate Governance and Solicitor of the Council & Monitoring Officer**

**Classification:** This report is public

**Report By:** Amy Bryan, Senior Governance Officer

**Contact Officer:** Amy Bryan – 01246 242529  
[amy.bryan@bolsover.gov.uk](mailto:amy.bryan@bolsover.gov.uk)

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#### **PURPOSE / SUMMARY**

This report provides information on the attendance by Councillors at recent training sessions.

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#### **REPORT DETAILS**

##### **1 Background *(reasons for bringing the report)***

1.1 Within the Terms of Reference of the Standards Committee is to:

‘Oversee Member Training, (including the attendance of Members at courses), in relation to matters affecting their conduct and probity including relevant information provided to newly elected District Councillors.

1.2 The information in this report and the appendix are set out for the Committee to monitor and oversee Member Training.

##### **2. Details of Proposal or Information**

###### **Mid-Term Induction Programme**

2.1 A Mid-Term Induction Programme was held in May and June 2021. This programme included the following sessions:

- A session for newly elected Councillors
- Councillors and their technology: a refresher – 11 May
- Corporate Priorities and understanding the Council’s financial position and transformation programme – 21 May
- Code of Conduct and Freedom of Information & Data Protection – 27 May
- Safeguarding and Procurement and Contractual Arrangements – 4 June

- Licensing Committee Training – 11 June
- Council's complaint process and Corporate Risk Management – 24 June
- Planning Committee Training – 28 June

2.2 All sessions were delivered internally by officers.

2.3 Attendance for each session was:

#### **Councillors and their technology: a refresher – 11 May**

Two sessions were held. 21 Councillors attended the morning session and 4 Councillors attended the afternoon session.

Total attendance – 25 out of 37 Councillors.

#### **Corporate Priorities and understanding the Council's financial position and transformation programme – 21 May**

Two sessions were held. 16 Councillors attended the morning session and 5 Councillors attended the afternoon session.

Total attendance – 21 out of 37 Councillors.

#### **Code of Conduct and Freedom of Information & Data Protection – 27 May**

Two sessions were held.

Total attendance – 20 out of 37 Councillors.

#### **Safeguarding and Procurement and Contractual Arrangements – 4 June**

Two sessions were held. 14 Councillors attended the morning session and 1 Councillor attended the afternoon session.

Total attendance – 15 out of 37 Councillors.

#### **Licensing Committee Training – 11 June**

Two sessions were held. 7 Councillors attended the morning session and 0 Councillors attended the evening session.

Total attendance – 7 out of 10 Councillors on Licensing Committee.

#### **Council's Complaint Process and Corporate Risk Management – 24 June**

One session was held.

Total attendance – 18 out of 37 Councillors.

#### **Planning Committee Training – 28 June**

One session was held.

Total attendance – 3 out of 8 Councillors on Planning Committee.

### Other Training

- 2.4 The Members ICT and Training Officer held ICT drop in sessions for all Members to access on 17 and 19 August 2021. These sessions were designed to be informal and open for any Member to pop in to receive training and support with anything ICT related. Take up was very low.
- 2.5 New Councillors (elected in May 2021) were offered the opportunity to attend a workshop on Overview and Scrutiny, which was held in June 2021. This was run by East Midlands Councils. 1 of the 2 new Councillors asked to be booked a place.
- 2.6 All Scrutiny Chairs and Vice Chairs for 2021 were offered the opportunity to attend a workshop on Overview and Scrutiny, which was held in June 2021. This was run by East Midlands Councils. One Chair and two Vice Chairs, asked to be booked a place.
- 2.6 Members of the Audit and Corporate Overview Scrutiny Committee were offered the opportunity to attend a free webinar run by Centre for Governance and Scrutiny, which was held in September 2021. 5 of the 8 members of the scrutiny committee were asked to be booked a place.

### **3 Reasons for Recommendation**

- 3.1 To ensure the Committee has the relevant information available in order to carry out its role in overseeing Member Training.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 No alternative options are available as this report is for information only.

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## **RECOMMENDATIONS**

1. That the Committee note the information and statistics regarding Member training.

Approved by the Portfolio Holder - Cllr McGregor, Executive Member for Corporate Governance

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## **IMPLICATIONS**

**Finance and Risk:** Yes ☒ No ☐

### **Details:**

The Member Development Budget should cover the cost of any external trainers required to deliver any training identified for the year and any sessions Members attend externally. Additional conferences that Members attend can be unexpected

costs and it is important that these be identified with the Governance Team as early as possible.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):**

Yes ☐

No ☒

**Details:**

Essential training to cover the legal obligations and responsibilities of Members and the Council is included in the member development programme as part of induction and with regular refreshers. Subjects such as data protection, safeguarding, code of conduct will be addressed bi-annually, with committee specific training on an annual basis or as needed.

On Behalf of the Solicitor to the Council

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**Staffing:**

Yes ☐

No ☒

**Details:**

Training delivered in house adds to the workloads of officers across the Council, however as much notice will be given as possible to minimise this impact.

On behalf of the Head of Paid Service

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**DECISION INFORMATION**

<b>Decision Information</b>	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <b>NEDDC:</b> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes  Details: The Member Development Working Group receives regular updates and coordinates the Member Development Programme

<b>Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.</b>
Demonstrating Good Governance

## DOCUMENT INFORMATION

Appendix No	Title
1	Attendance by each Councillor at the Mid-Term Induction training sessions
2	Information on mandatory training attendance
<b>Background Papers</b> (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	

Cllr Derek Adams  
Cllr Allan Bailey  
Cllr Rose Bowler  
Cllr Jane Bryson  
Cllr Dexter Bullock  
Cllr Tracey Cannon  
Cllr Anne Clarke  
Cllr Nick Clarke  
Cllr Jim Clifton  
Cllr Tricia Clough  
Cllr Paul Cooper  
Cllr David Dixon  
Cllr Madeline Dixon  
Cllr Mary Dooley  
Cllr David Downes  
Cllr Steve Fritchley  
Cllr Ray Heffer  
Cllr Natalie Hoy  
Cllr Andrew Joesbury  
Cllr Chris Kane  
Cllr Tom Kirkham  
Cllr Duncan McGregor  
Cllr Clive Moesby  
Cllr Tom Munro  
Cllr Evonne Parkin  
Cllr Graham Parkin  
Cllr Sandra Peake  
Cllr Peter Roberts  
Cllr Dan Salt  
Cllr Liz Smyth  
Cllr Janet Tait  
Cllr Rita Turner  
Cllr Ross Walker  
Cllr Deborah Watson  
Cllr Jen Wilson  
Cllr Stan Fox  
Cllr Donna Hales

	Tues 11 May (all Cllrs) 10am	Tues 11 May (all Cllrs) 4.30pm	Fri 21 May (all Cllrs) 10am	Fri 21 May (all Cllrs) 3.30pm	Thu 27 May (all Cllrs Joint session) 10am	Thurs 27 May (all Cllrs Joint Session) 4pm	Fri 4 June (all Cllr Joint Session) 10am	Fri 4 June (all Cllrs Joint Session) 4pm	Fri 11 June (for Licensing Committee Cllrs only Joint Session) 3pm	Fri 11 June (for Licensing Committee Cllrs only Joint Session) 7pm	Thur 24 June (all Cllrs) 3pm	Mon 28 June (for Planning Committee Cllrs only) 10am
Cllr Derek Adams	Attended		Attended		Attended		Attended					
Cllr Allan Bailey												
Cllr Rose Bowler	Attended								Attended		Attended	
Cllr Jane Bryson	Attended						Attended				Attended	
Cllr Dexter Bullock												
Cllr Tracey Cannon	Attended										Attended	
Cllr Anne Clarke	Attended		Attended		Attended		Attended				Attended	
Cllr Nick Clarke	Attended		Attended		Attended		Attended				Attended	
Cllr Jim Clifton	Attended		Attended		Attended							Attended
Cllr Tricia Clough		Attended		Attended	Attended						Attended	
Cllr Paul Cooper	Attended		Attended									Attended
Cllr David Dixon	Attended		Attended		Attended		Attended				Attended	
Cllr Madeline Dixon	Attended		Attended		Attended		Attended		Attended		Attended	
Cllr Mary Dooley	Attended											
Cllr David Downes	Attended		Attended		Attended		Attended		Attended		Attended	
Cllr Steve Fritchley	Attended			Attended								
Cllr Ray Heffer									Attended			
Cllr Natalie Hoy	Attended											
Cllr Andrew Joesbury	Attended		Attended						Attended			
Cllr Chris Kane			Attended		Attended		Attended				Attended	Attended
Cllr Tom Kirkham		Attended		Attended								
Cllr Duncan McGregor	Attended		Attended		Attended							
Cllr Clive Moesby			Attended								Attended	
Cllr Tom Munro	Attended		Attended		Attended							
Cllr Evonne Parkin	Attended		Attended		Attended		Attended				Attended	
Cllr Graham Parkin	Attended		Attended		Attended		Attended				Attended	
Cllr Sandra Peake	Attended			Attended	Attended		Attended				Attended	
Cllr Peter Roberts		Attended		Attended		Attended		Accepted			Attended	
Cllr Dan Salt												
Cllr Liz Smyth												
Cllr Janet Tait		Attended										
Cllr Rita Turner					Attended		Attended		Attended			
Cllr Ross Walker												
Cllr Deborah Watson												
Cllr Jen Wilson	Attended		Attended		Attended		Attended				Attended	
Cllr Stan Fox	-	-			Attended		Attended		Attended		Attended	
Cllr Donna Hales	-	-			Attended						Attended	
Number attended	21	4	16	5	18	5	14	1	7	0	18	3
Percentage	68%		57%		62%		41%		70%		49%	38%

<b>Attendance at Mandatory Training</b>		
<b>Training</b>	<b>Frequency</b>	<b>Current position regarding training</b>
Planning Committee	Prior to sitting on Planning Committee / minimum of every 2 years	Of the 8 Councillors who are currently members of Planning Committee - 1 Councillor hasn't attended any training since May 2019.
Licensing Committee and its Sub Committees	Prior to sitting on the Committee / Sub Committee / minimum of every 12 months	Of the 11 Councillors who are currently members of one of the Licensing Committees – 4 Councillors haven't attended any training in the past 12 months.
Joint Employment and Appeals Committee and its Sub Committees  Employee Appeals Committee	Prior to sitting on the Committee or its Sub Committee Occasional refresher training may be given	These Committees have not met for some time. Training would take place before a Committee or Sub Committee meeting.
Standards and its Sub Committees	Prior to sitting on the Committee / Sub Committee / minimum of every 4 years	No Sub Committee meetings have been called so this has not been necessary.
Code of Conduct / Ethical Governance	At the point of election and on subsequent re-election(s), or at the mid-term point	32 out of 37 Councillors have received Code of Conduct training since May 2019.
Equalities and Diversity	After each election	13 of 37 Councillors have received Equalities and Diversity training since May 2019.
Safeguarding	Every 2 years	21 out of 37 Councillors have received Safeguarding training in the last two years.
Lone Worker	After election or re-election Refresher (online) annually	8 out of 37 Councillors have received Lone Worker training since May 2019.



Fraud Awareness	After each election and bi-annually thereafter	29 out of 37 Councillor have received Fraud Awareness training in the last two years.
Chairperson (if appointed as a Chair)	Following initial appointment to position and subject to previous training or experience	5 current Chairs and 2 Vice Chairs have received Chairing Skills training since May 2019.
Audit Committee / Budget Scrutiny Committee	Prior to sitting on the Committee or its Sub-Committees Minimum of every 4 years	5 of the 8 current members of the Audit & Corporate Overview Scrutiny Committee attended a webinar run by Centre for Governance and Scrutiny 5 of the 8 current members of the Audit & Corporate Overview Scrutiny Committee attended an induction session on Council's financial position in May 2019.

## **Bolsover District Council**

### **Standards Committee**

**8 November 2021**

## **REVIEW OF THE COUNCIL'S CONSTITUTION (PART 3)**

### **Report of the Assistant Director of Corporate Governance and Solicitor of the Council & Monitoring Officer**

**Classification:** This report is public

**Report By:** Nicola Calver, Governance Manager

**Contact Officer:** Nicola Calver – 01246 217753  
[Nicola.calver@ne-derbyshire.gov.uk](mailto:Nicola.calver@ne-derbyshire.gov.uk)

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## **PURPOSE / SUMMARY**

To consider the list of areas for review within the Council's Constitution for consideration by the Standards Committee prior to submission as part of the Annual Review of the Constitution to Council for adoption.

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## **REPORT DETAILS**

### **1 Background *(reasons for bringing the report)***

- 1.1 The Constitution is the Council's 'rulebook'. It sets out how the Council operates and how it makes decisions. Council approved its latest version of the Constitution at the Annual Council meeting in June 2021.
- 1.2 One of the functions of the Standards Committee is to undertake an annual review of the Council's Constitution to ensure it is up to date and in line with legislation and current circumstances.

### **2. Details of Proposal or Information**

- 2.1 The table below sets out how these areas of review will be considered over the municipal year and where the matters need to be considered by other Committees for consultation, these have been identified.

<b>Area for Review</b>	<b>Lead Officer</b>	<b>Dates for Consideration</b>
Questions by Members – scope and withdrawal	Governance Manager	July 2021
Delegations Scheme Amendments	Governance Manager	July 2021
Housing Allocations Review Panel (HARP) TOR	Monitoring Officer / Head of Housing Management and Enforcement	July 2021
Deadlines	Monitoring Officer / Governance Manager	July 2021
Scrutiny Procedure Rules	Monitoring Officer, Governance Manager and Scrutiny and Elections Officer	September 2021
Call-in Procedure	Monitoring Officer, Governance Manager and Scrutiny and Elections Officer	September 2021
Budget and Policy Framework	Monitoring Officer, Governance Manager and Scrutiny and Elections Officer	September 2021
Council Procedure Rules – Substitutes	Governance Manager	September 2021
Independent Persons – Terms of Office	Governance Manager	September 2021
Licensing TOR	Governance Manager	September 2021
Planning Committee Procedure	Governance Manager	September 2021
Councillors Mandatory Training	Governance Manager	November 2021
Review of guidance and constitutional rules on public speaking at Council	Governance Manager	November 2021
Audit and Corporate Overview Scrutiny Committee Terms of Reference	Governance Manager	November 2021
Petitions Scheme	Monitoring Officer/Governance Manager	January 2022
Minor wording changes or updating of job titles (housekeeping)	Governance Officers	<b>Once final draft version produced</b>

- 2.2 The areas for review for this meeting in the above table are detailed in the appendix to the report and set out the proposal and/or rationale and the sections of the Constitution to be amended.

### **3 Reasons for Recommendation**

- 3.1 To ensure the Council has in place a fit for purpose Constitution which complies with English law.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 Members may consider alternative options to any proposals put forward, where legally permitted.

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## **RECOMMENDATIONS**

1. That the Committee give consideration to proposals for review and support the submission of the proposals to Council as part of the Constitution Review at a future meeting.

Approved by the Portfolio Holder - Cllr McGregor, Executive Member for Corporate Governance

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## **IMPLICATIONS**

**Finance and Risk:** Yes ☒ No ☐

**Details:**

Failure to ensure the Constitution meets legal requirements can leave the Council open to challenge, as does failure to comply with the provisions of the Constitution. It is therefore essential that Constitution is regularly reviewed and given robust oversight.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes ☒ No ☐

**Details:**

The Council is required under the Localism Act 2011 to prepare and keep up-to-date a constitution that contains its standing orders, code of conduct, such other information that the Secretary of State may direct and such other information that the authority considers appropriate.

On Behalf of the Solicitor to the Council

**Staffing:**    Yes ☐            No ☒

**Details:**

There are no human resources implications arising from the proposals within this report. Some areas for review may impact on staff. These implications will be addressed in relation to the specific areas for review.

On behalf of the Head of Paid Service

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## DECISION INFORMATION

Decision Information	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> <b>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/> <b>NEDDC:</b> <b>Revenue - £100,000</b> <input type="checkbox"/> <b>Capital - £250,000</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Cabinet / Executive</b> <input type="checkbox"/> <b>SAMT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	Yes  Details: Relevant officers are consulted at various stages of the Constitution Review

<b>Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.</b>
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## DOCUMENT INFORMATION

Appendix No	Title
1	Rationale and details of changes
2	Mandatory training schedule
<b>Background Papers</b> (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	

<b><u>CHANGES FOR CONSIDERATION</u></b>		
<b>Area of Review</b>	<b>Proposal and Rationale</b>	<b>Sections of the Constitution to be revised</b>
Audit and Corporate Overview Scrutiny Committee Terms of Reference	<p>To add into the terms of reference for the Committee to evaluate the tenders for the appointment of external auditors.</p> <p>The decision to appoint auditors is for Council to make but it would be good practice for the Audit and Corporate Overview Scrutiny Committee to see the tenders first.</p>	<p>Part 3 Responsibility for Functions</p> <p>Pages 36 – 37 (of May 2021 edition)</p>
Review of the guidance and constitutional rules on public speaking at Council	<p>The guidance and rules on public speaking at Council have been reviewed.</p> <p>A revised version of the Council Procedure Rules and the guidance will be circulated before the meeting.</p>	<p>Part 4.1 Council Procedure Rules</p> <p>Pages 110 – 131 (of May 2021 edition)</p>
Training requirements for Councillors	The mandatory training schedule, as set out in the Members' Code of Conduct, is attached at Appendix 2 in order for the Committee to determine whether it wishes to make any changes.	<p>Part 5 Codes and Protocols</p> <p>5.1 Members' Code of Conduct</p> <p>Pages 201-202 (of May 2021 edition)</p>

### Mandatory Training

Training	Scope	Frequency
Planning Committee	<p>Planning legislation and case law. Local Plan policies. Procedures. Role on Planning Committee.</p> <p>Role of a Member of Local Planning Authority</p> <p>Planning Code of Good Practice Relationship to Members' Code of Conduct</p> <p>Development proposals and Interests under Members' Code of Conduct Fettering Discretion in the Planning Process</p> <p>Lobbying of and by Councillors Contact with applicants, developers and objectors</p> <p>Role of Officers</p> <p>Decision Making</p> <p>Public Speaking at Meetings Site Visits</p> <p>How to determine Planning Applications</p>	Prior to sitting on Planning Committee minimum of every two years. Refresher training may be given more frequently.
Licensing Committee and its Sub-Committees	<p>Licensing legislation, policies and procedures relevant to the remit of the Committee and its Sub-Committees.</p> <p>General Principles of each Act Role of Members Ward Member Role Licensing Objectives Determining Licensing Applications</p>	Prior to sitting on the Committee or its Sub-Committees minimum of every 12 months.



## Appendix C of Members' Code of Conduct

<p>Joint Employment and Appeals Committee and its Sub-Committees</p> <p>Employee Appeals Committee</p>	<p>Recruitment and selection.</p> <p>HR Legislation, policies and practice within the remit of the Committee and its Sub-Committee</p>	<p>Prior to sitting on the Committee or its Sub-Committee occasional refresher training may be given.</p>
<p>Standards And its Sub-Committees</p>	<p>Legislation, case law, policies and procedures relevant to the remit of the Committee and its Sub-Committees</p>	<p>Prior to sitting on the Committee or its Sub-Committees minimum of every four years.</p>
<p>Code of Conduct / Ethical Governance</p>	<p>Understanding of the Members' Code of Conduct and the governance of the Council.</p> <p>Responsibilities and role as a Councillor.</p> <p>Outline of Constitution</p> <p>Promoting and maintaining high standards of conduct by Members</p> <p>Code of Conduct (including Gifts and Hospitality)</p> <p>The Register of Interests</p> <p>Protocols</p> <p>Guidance</p> <p>Dispensations</p> <p>Political Publicity – rules</p> <p>Data Protection</p> <p>Freedom of Information</p>	<p>At the point of election and on subsequent re-election(s), or at the mid term point.</p>
<p>Equalities and Diversity</p>	<p>To tackle discrimination and social exclusion, promote equality of opportunity and foster good relations between all.</p>	<p>After each election</p>

## Appendix C of Members' Code of Conduct

Safeguarding	<p>To provide guidance and advice to elected Members on;</p> <p>Roles and responsibilities in relation to safeguarding children and vulnerable adults and How Members should raise any concerns and receive assurance about children and adults who may be at risk</p>	Every 2 years.
Lone Worker	Ensuring Members keep themselves safe	After election or re-election. Refresher (online) annually.
Fraud Awareness	To raise awareness of where fraud may occur in District Councils and what actions should be taken.	After each election and bi-annually thereafter
Chairperson (if appointed as a Chair)	To ensure that Members appointed to Chairmanships have the required knowledge, skills and attributes needed to become an effective Chairman.	Following initial appointment to position and subject to previous training or experience.
Audit & Corporate Overview Scrutiny Committee	Understanding of Local Government Finances Legislation, case law, policies and procedures relevant to the remit of the Committee and its Sub-Committees.	Prior to sitting on the Committee or its Sub-Committees minimum of every four years.

## **BDC COMPLAINTS MADE AGAINST MEMBERS – QUARTERLY UPDATE – 2021/2022**

List of Cases which do not proceed to investigation

<b>DATE OF RECEIPT</b>	<b>PART OF CODE OF CONDUCT ALLEGED TO HAVE BEEN BREACHED</b>	<b>NAME OF COUNCIL</b>	<b>WHETHER A POTENTIAL BREACH WAS FOUND</b>	<b>REASONS FOR DECISION</b>
22/02/21	Not declaring an interest	Clowne Parish Council	No	Closed given the amount of time elapsed since the alleged incident
22/02/21	Not declaring an interest	Clowne Parish Council	No	Closed given the amount of time elapsed since the alleged incident
25/05/21	Objectivity to maintain impartiality in decision making  Openness in regard to decision making  Accountability to the public for actions	Scarcliffe Parish Council	No	No evidence Code of Conduct had been breached
14/07/21	Not responding to constituents  Poor attendance at meetings	Bolsover District Council	No	No evidence Code of Conduct had been breached

**BDC STANDARDS COMMITTEE WORK PROGRAMME  
2021/2022**

Meeting date	Item	Comments
5 July 2021	<p>New Councillor Code of Conduct</p> <p><b>Review of Constitution – Part 1</b></p> <ul style="list-style-type: none"> <li>• <i>Questions by Members</i></li> <li>• <i>Delegations Scheme Amendments</i></li> <li>• <i>HARP TOR</i></li> <li>• <i>Deadlines</i></li> </ul>	
20 September 2021	<p><b>Review of the Constitution - Part 2</b></p> <ul style="list-style-type: none"> <li>• <i>Scrutiny Procedure Rules</i></li> <li>• <i>Call-in Procedure</i></li> <li>• <i>Budget and Policy Framework</i></li> <li>• <i>Independent Persons Term of Office</i></li> <li>• <i>Council Procedure Rules – substitutes</i></li> <li>• <i>Planning Committee Procedure</i></li> <li>• <i>Licensing Committee – Terms of Reference</i></li> </ul>	
8 November 2021	<p>Compliments, Comments and Complaints/Customer Service Standards Report &amp; Annual Summary</p> <p>LGSCO Annual Letter and Report</p> <p>Update on Delegations Scheme</p> <p>Members Training Attendance</p>	

	<b>Review of the Constitution - Part 3</b> <ul style="list-style-type: none"> <li>• <i>Audit and Corporate Overview Scrutiny Committee Terms of Reference</i></li> <li>• <i>Review of the guidance and constitutional rules on public speaking at Council</i></li> <li>• <i>Training requirements for Councillors (review of current list)</i></li> </ul>	
24 January 2022	<p>Customer Service Standards and Compliments, Comments and Complaints Report – April to September 2021</p> <p>Gifts and Hospitality Review 2021</p> <p>Joint Whistleblowing Policy Review 2021</p> <p>RIPA Annual Review</p> <p><b>Review of the Constitution - Part 4</b></p> <ul style="list-style-type: none"> <li>• <i>Petitions scheme</i></li> </ul>	
14 March 2022	<p>Standards Committee Report</p> <p>Members Training Attendance</p> <p><b>Review of the Constitution - Part 5</b></p> <p>Complaints Update</p>	