

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Standards Committee
(Ruth Jaffray, Councillors A Clarke, Fox, Gilbody, Moesby, Tite and Yates).

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Wednesday 1st November 2023

Dear Councillor

STANDARDS COMMITTEE

You are hereby summoned to attend a meeting of the Standards Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 13th November, 2023 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 on page 3 onwards.

Yours faithfully



Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

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- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**STANDARDS COMMITTEE
AGENDA**

***Monday, 13th November, 2023 at 14:00 hours taking place in the Council Chamber, The
Arc, Clowne***

Item No.		Page No.(s)
1.	Apologies for Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	4 - 6
	To consider the minutes of the last meeting held on 11 th September 2023.	
5.	Customer Service Compliments, Comments and Complaints Report and Annual Summary 2022/23	7 - 20
6.	Public Face of Standards Committee - InTouch Article	21 - 25
7.	Councillor Complaints Procedure	26 - 52
8.	Complaints Update	53 - 54
	Update on statistics of complaints received by the Council against District and Parish Councillors	
9.	Work Programme 2023/2024	55
	To consider the Standards Committee Work Programme for the remainder of the 23/24 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, 11th September 2023 at 14:00 hours.

PRESENT:-

Members:-

R. Jaffray in the Chair

Councillors Anne Clarke, Louise Fox, Justin Gilbody, Clive Moesby and Jane Yates.

Officers:- Jim Fieldsend (Service Director of Governance and Legal Services and Monitoring Officer) and Amy Bryan (Governance and Civic Manager).

STA9-23/24 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Catherine Tite.

STA10-23/24 URGENT ITEMS OF BUSINESS

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

STA11-23/24 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.

STA12-23/24 MINUTES

Moved by Councillor Jane Yates and seconded by Councillor Anne Clarke

RESOLVED that the minutes of a meeting of the Standards Committee held on 19th June 2023 be approved as a true and correct record.

STA13-23/24 STANDARDS COMMITTEE TERMS OF REFERENCE

The Monitoring Officer stated that the Terms of Reference for the Committee had been included with the agenda to help those Members who were new to the Council and to the work of the Standards Committee.

STA14-23/24 ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2022/23

The Committee considered a report which provided information contained within the

STANDARDS COMMITTEE

Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2022/23. The Annual Review letter 2023 was attached to the report at Appendix 1.

The LGSCO letter contained an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2023.

The LGSCO had received three enquiries and complaints during 2022/23, two of which had been closed after initial enquiries and one case had not been upheld, with no fault found.

Benchmarking information of neighbouring authority's comparative figures had been included in the report for information. The LGSCO had upheld 74% of complaints submitted to them in 2022/23 (up from 61% in 2021/22), with the average being 59% for similar authorities.

Moved by Councillor Anne Clarke and seconded by Councillor Louise Fox

RESOLVED that the Annual Letter from the Local Government & Social Care Ombudsman 2022/23, be noted.

STA15-23/24 RECRUITMENT OF INDEPENDENT PERSONS

The Service Director of Governance and Legal Services and Monitoring Officer presented a report which outlined proposals for the replacement of one of the Independent Persons.

The report explained that under the Localism Act 2011, the Council was required to appoint at least one Independent Person (IP) to advise the Council's Monitoring Officer on Member code of conduct issues. When setting up the system the Council had decided to appoint two IPs. Each Councillor who was the subject of the complaint had the right to discuss the matter with one of the IPs, and the Monitoring Officer had an obligation to consult one of the IPs on each case, therefore two IPs allowed for the two consultations to be with different IPs.

The report stated that one of the IPs had submitted their resignation and it was therefore necessary to recruit a new IP. The proposal was to recruit two new IPs, which would cover situations where they may be conflicts of interest and where there were problems with availability.

Moved by Councillor Justin Gilbody and seconded by Councillor Louise Fox

RESOLVED that the Council undertakes a recruitment process for the appointment of two additional Independent Persons.

(Monitoring Officer)

STA16-23/24 COMPLAINTS UPDATE

The Committee received a verbal update from the Monitoring Officer regarding complaints received against Members.

There were currently two outstanding complaints, both regarding Parish Councillors. One

STANDARDS COMMITTEE

complaint would be considered by the Standards Sub-Committee and the other had now been investigated and the Monitoring Officer would be assessing how to proceed with the complaint.

STA17-23/24 WORK PROGRAMME 2023/2024

The Committee considered its work programme for the remainder of the 2023/24 municipal year.

The Monitoring Officer reported that part of the Committee's Terms of Reference was a requirement to oversee the Councillor Code of Conduct and its application. As part of this work, it was proposed to publish an article in the Council's InTouch magazine.

STA18-23/24 EXCLUSION OF THE PUBLIC

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

STA19-23/24 STANDARDS COMMITTEE SUB-COMMITTEE

The Service Director of Governance and Legal Services and Monitoring Officer presented a report which informed the Committee of the need to call a Sub-Committee of the Standards Committee to deal with a member complaint hearing and the procedure that would be followed for the hearing.

A hearing was required to consider a complaint against a Parish Councillor concerning offensive comments made against another Councillor on Facebook.

It was proposed that the procedure for conducting the hearing be the same procedure as agreed by the Standards Committee in August 2022 (Minute STA10-22/23). The procedure was attached to the report at Appendix 1.

Moved by Councillor Anne Clarke and seconded by Councillor Jane Yates

RESOLVED that (1) a Sub-Committee of the Standards Committee be held to deal with the complaint referred to in the report.

(2) Members of the Sub-Committee be chosen by the Monitoring Officer.

(3) the procedure for the hearing, as set out in Appendix 1, be noted.

(Monitoring Officer)

The meeting concluded at 14:21 hours.

Bolsover District Council

Meeting of the Standards Committee on 13th November 2023

Customer Service Compliments, Comments and Complaints Report and Annual Summary 2022/23

Report of the Monitoring Officer

Classification	This report is Public
Report By	Pam Brown, Service Director for Executive, Corporate Services & Partnerships Lesley Botham, Customer Service, Complaints and Standards Manager

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2022 to 31st March 2023
- 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.

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to the effective management of complaints.

2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Compliments

In total **160** written compliments were received during 1st April 2022 to 31st March 2023. Compliments were received from customers who appreciated excellent service.

Comments

The number of written comments received for the period 1st April 2022 to 31st March 2023, **24** Comments were received and 100% 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)

The number of Frontline Resolution complaints received by the Contact Centre service, in total **311** complaints were recorded from 1st April 2022 to 31st March 2023.

84% of which were responded to within our customer standard of 3 working days.

Formal Investigation (stage two)

The number of Formal Investigation complaints and M.P. enquiries received by department, **116** formal complaints 1st April 2022 to 31st March 2023. **235** M.P. enquiries were also received during this same period.

88% Formal complaints and 91% M.P. enquiries were responded to within our customer service standard of 15 working days target 97%.

(Target has been updated for 2023/24 to 95% for both Formal Complaints & MP Enquiries).

Internal Review (stage three)

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 2022/23 **27** stage three complaints were received of which, 92% were responded to within the standard of 20 working days.

Ombudsman

The Local Govt & Social Care Ombudsman (LGSCO) received 3 enquiries and complaints during 2022/23, 2 were closed after initial enquiries and 1 case was not upheld with no fault found.

Housing Ombudsman (HO) 1 complaint was decided during this period (2022/2023) and it was determined there was service failure in the Landlords (Councils) handling of the related complaint. Recommendation - to ensure compliance with its own complaints procedures to ensure that complaint are answered within its published time limits and complaint responses contain the correct escalation.

The following tables provide a summary of performance for compliments, comments and complaints for 2022/23, with comparative data from previous years.

Appendix (1) provides a summary of performance by % of compliments, comments and complaints received for each service area and responses within timescale.

Volume and Performance

Volume by type	2022/23 Total	2021/22 Total	2020/21 Total	2019/20 Total
Compliments	160	187	228	273
Comments	24	23	97	55
M.P. enquiries	235	126	28	Data not recorded
Stage 1 Complaints (S1)	311	447	217	205
Stage 2 Formal Investigation Complaints (S2)	116	117	175	208
Stage 3 Internal Review Complaints (S3)	27	39	35	41
Total	873	938	563	782
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 1 responded to within standard (target 100%)	88%	Data not recorded	Data not recorded	Data not recorded
Average response in days (target 3 working days)	2	Data not recorded	Data not recorded	Data not recorded
% Stage 2 responded to within standard (target 97%)	88%	91%	94%	96%
Average response in days (target 15 working days)	10	11	10	13
% Stage 3 responded to within standard (target 100%)	92%	82%	94%	88%
Average response in days (target 20 working days)	18	16	16	19

When comparing 2022/23 to the previous year of 2021/22, the following is noted:

- There were slightly fewer written compliments
- We have received slightly more comments
- We have received slightly less frontline resolution (S1) complaints
- Received a similar amount of formal investigation (S2) complaints and an increase in M.P. enquiries
- Received slightly less internal review (S3) 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 agreed to deal with general enquiries from the MPs office where appropriate as opposed to escalating through the complaints process.

Due to the decline of formal investigations (S2) % response time, service areas to be reminded of the CCC Policy and response timeframes.

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

RECOMMENDATION

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

Approved by Councillor Mary Dooley Portfolio Holder for Partnerships, Health & Wellbeing

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

Environment: Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details:

Any complaints linked to environmental issues are dealt with in line with our policies.

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

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

<p>District Wards Significantly Affected</p>	<p>None</p>
<p>Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes</p> <p>Details:</p>

Links to Council Ambition: Customers, Economy and Environment.
<p>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</p>

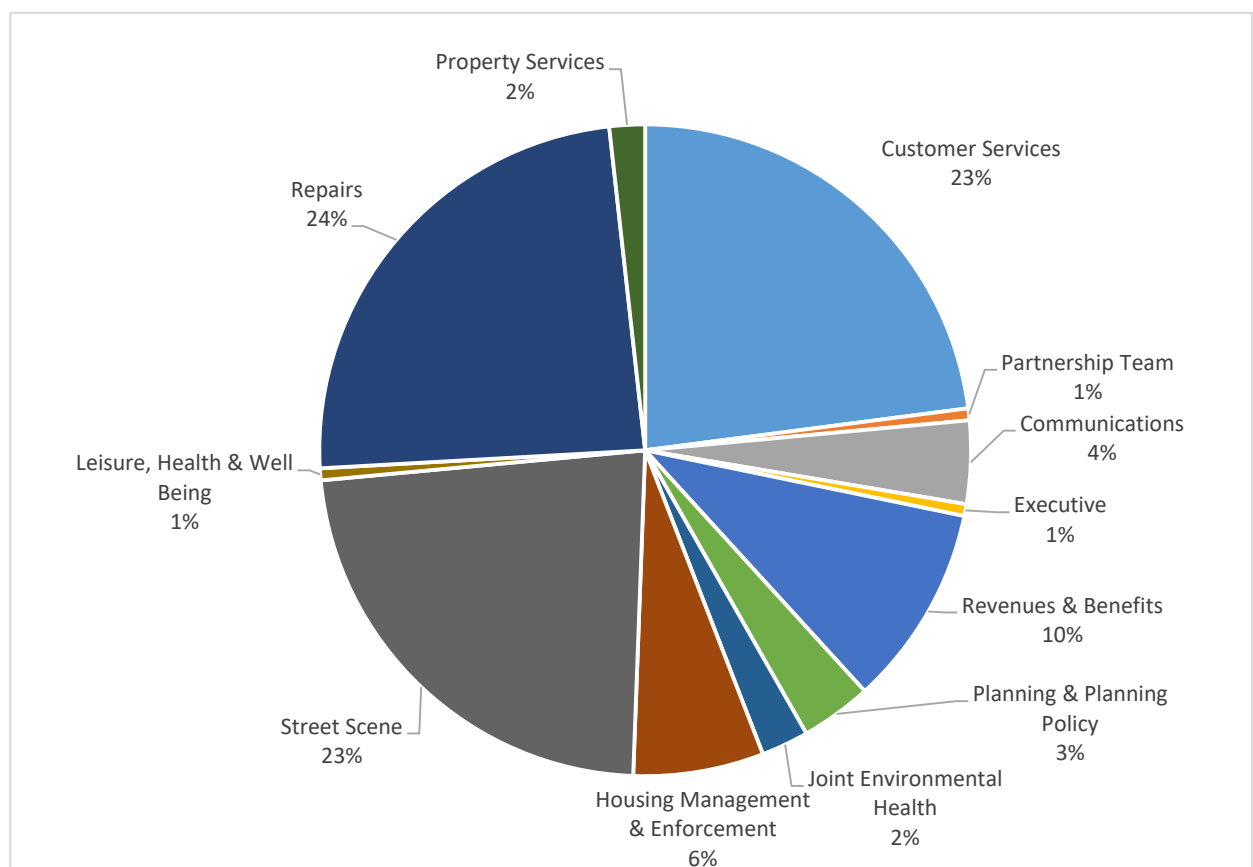
DOCUMENT INFORMATION	
Appendix No	Title
1	Compliments, Comments and Complaints:- A. Compliments by department 1/04/22 – 31/03/23 B. Comments by department 1/04/22 – 31/03/23 C. Frontline resolution complaints (S1) by department 1/04/22 – 31/03/23 D. Formal Investigation complaints (S2) by department 1/04/22 – 31/03/23 E. Internal Review complaints (S3) by department 1/04/22 – 31/03/23 F. Ombudsman complaints summary for 2022/23

Background Papers
None

Appendix (1)

A- Compliments 1/4/22 - 31/3/23		Number
Services	Customer Services	39
	Partnership Team	1
	Communications	7
	Executive	1
	Revenues & Benefits	17
Strategy	Planning & Planning Policy	6
	Joint Environmental Health	4
	Housing Management & Enforcement	11
	Street Scene	39
	Leisure, Health & Well Being	1
Dragonfly Development Ltd	Repairs	41
	Property Services	3

Percentage of Compliments by department



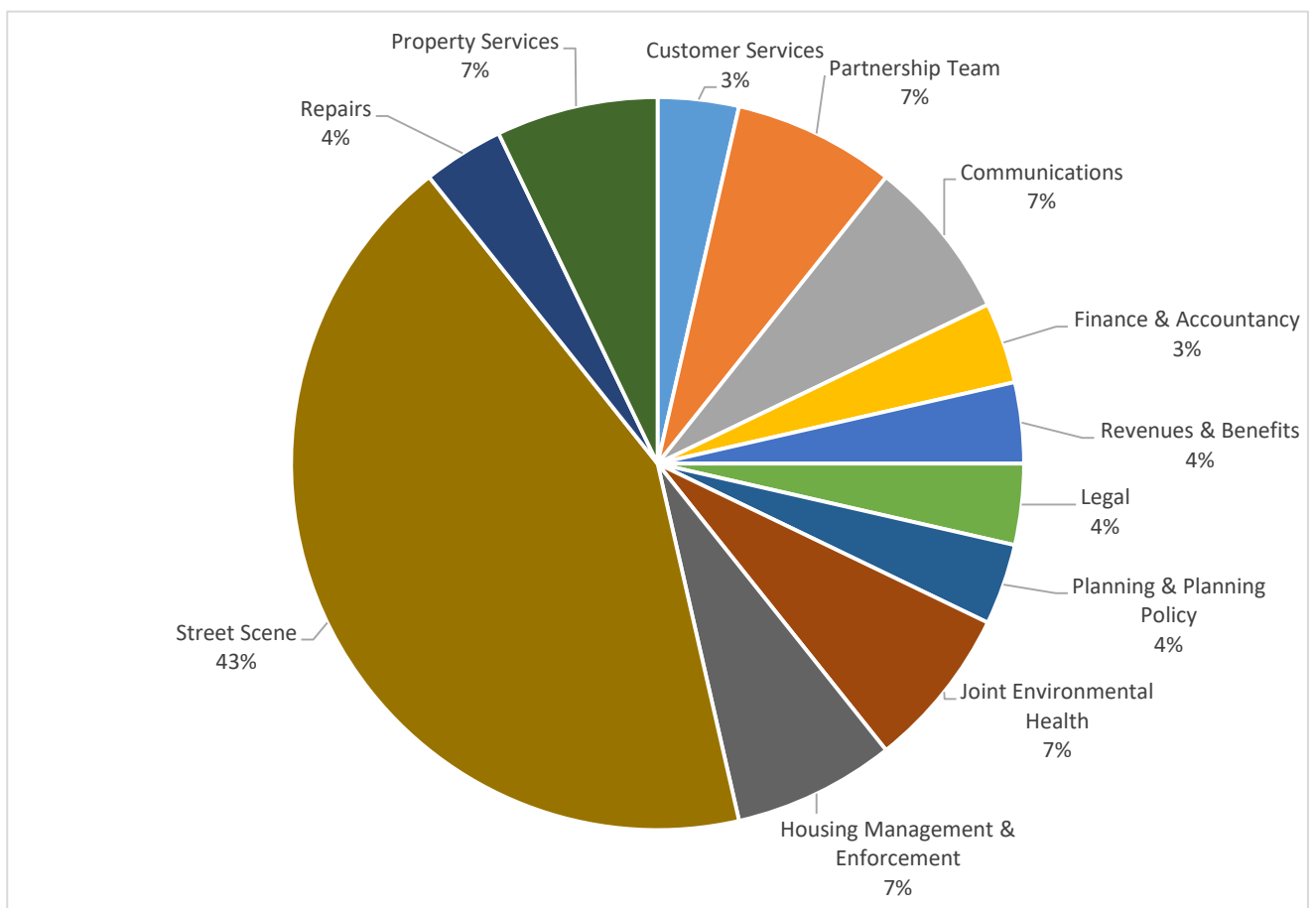
Compliments Included:

<p>Would you please pass on my thanks and gratitude to the team who cut the grass at Vale Close on Friday 29th April. They are a very courteous and pleasant team.</p>	<p>Street Scene</p>
<p>Customer was so grateful and expressed how fabulous the service was that he experienced from Shirebrook Contact Centre Reception staff.</p>	<p>Customer Services</p>
<p>On behalf of the Helping Hands Club, XXX would like to send her Thanks and gratitude to Scott Chambers and Councillor Leader Steve Fritchley, for their help and wonderful support.</p>	<p>Communications Executive</p>
<p>Customer would like to thank the drains team for all their hard work. They were very polite, and no mess was left.</p>	<p>Repairs Property & Estates</p>
<p>Customer would like to express her appreciation to the Environmental Health department especially XXX who listened to her complaint and was proactive in the advice she offered.</p>	<p>Environmental Health</p>
<p>Customer would like to thank the Revenues team how efficient their service is in answering the phone and advising information requested.</p>	<p>Revenues</p>
<p>On behalf of XXX and myself, I just wanted to drop you a line to say, "thank you". Thank you for your help, advice, patience and understanding with our application, it has been greatly appreciated by us both.</p>	<p>Planning</p>
<p>Customer praised the staff at the Council who he has come into contact with in regard to the process of applying for a Council Property; the customer expressed how everyone he has contacted has been very helpful in both Customer Services and the Housing Department.</p>	<p>Housing Customer Services</p>

Customer advised services at the gym are excellent, the receptionists, instructors and facilities are all value for money.	Leisure
Customer thanked XXX Partnership Team for his great professional selfless help	Partnership Team
Customer would like to thank Bolsover District Council employees from the Housing Repairs and Street Scene Department for undertaking repairs to their property and removing bulky items	Repairs Street Scene

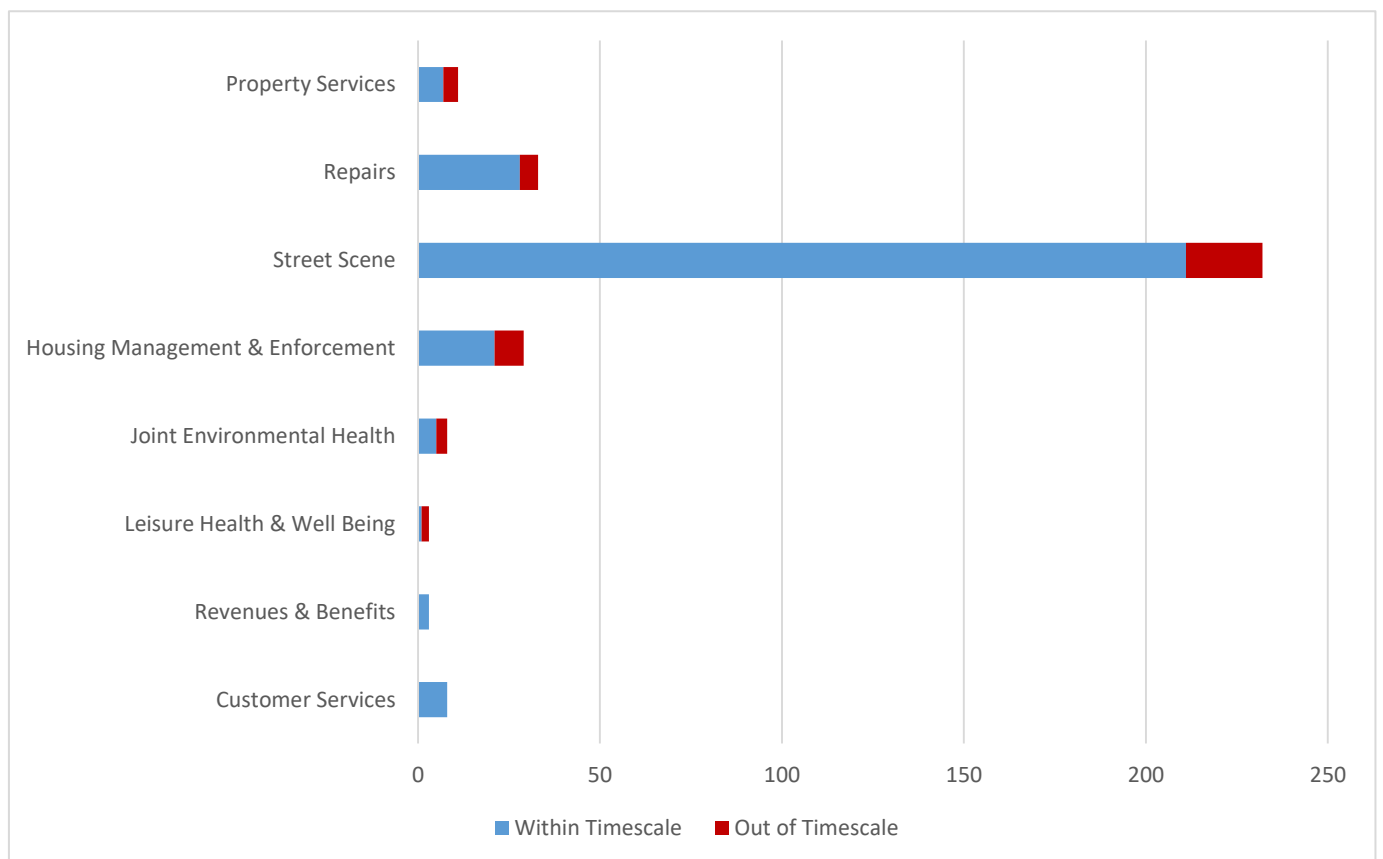
B - Comments 1/4/22 – 31/3/23		Number
Services	Customer Services	1
	Partnership Team	2
	Communications	2
	Finance & Accountancy	1
	Revenues & Benefits	1
	Legal	1
Strategy	Planning & Planning Policy	1
	Joint Environmental Health	2
	Housing Management & Enforcement	2
	Street Scene	12
Dragonfly Development Ltd	Repairs	1
	Property Services	2

Percentage of Comments by department



C - Number of Frontline Resolutions (Stage 1) complaints via Contact Centre 1/4/22 – 31/3/23		Number	Within Timescale (3 working days)	Out of Timescale
Services	Customer Services	8	8	0
	Revenues & Benefits	3	3	0
Strategy				
Strategy	Leisure Health & Well Being	3	1	2
	Joint Environmental Health	8	5	3
	Housing Management & Enforcement	29	21	8
	Street Scene	232	211	21
Dragonfly Development Ltd				
Dragonfly Development Ltd	Repairs	33	28	5
	Property Services	11	7	4

Informal complaints (Stage 1) within target (working days) by department



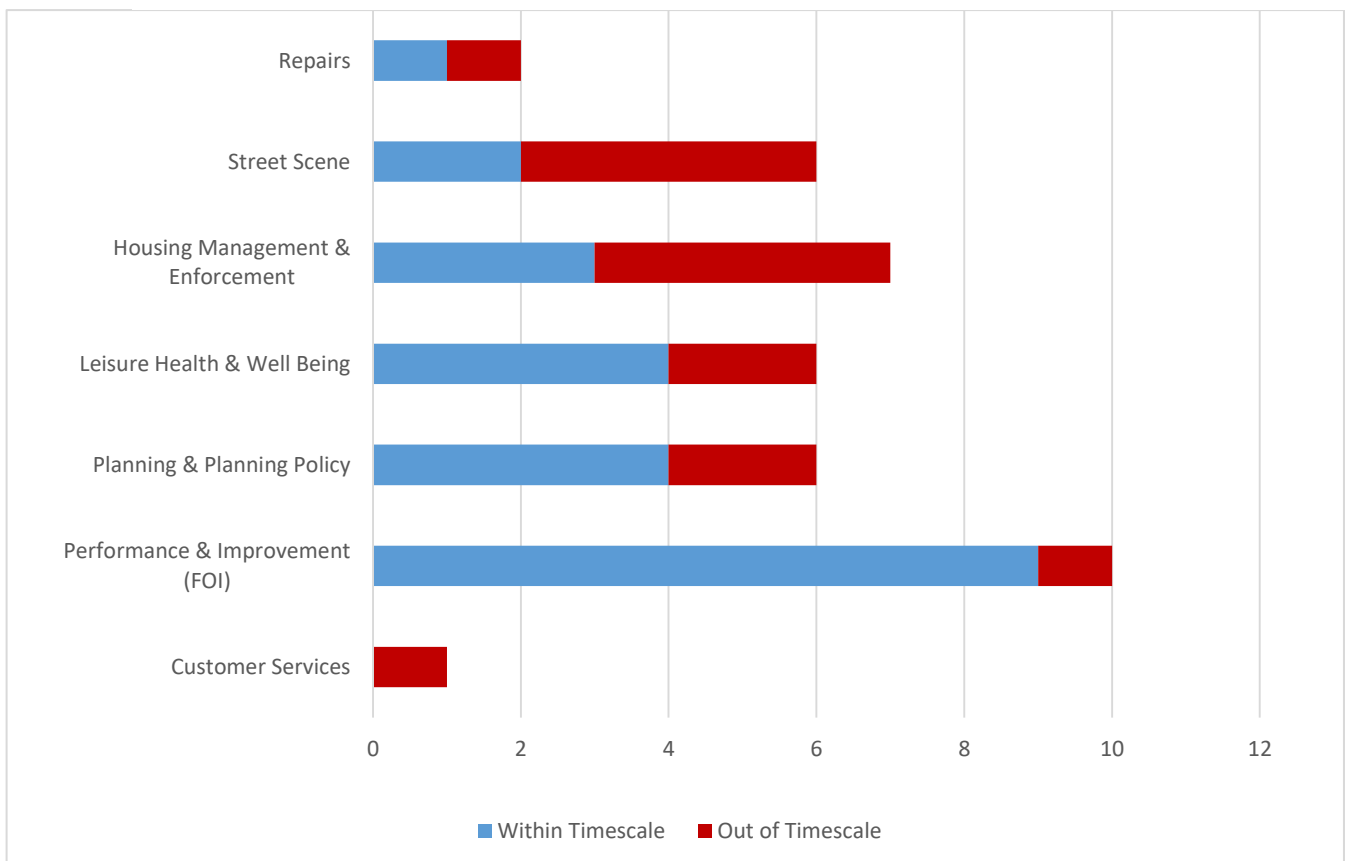
D - Number of Formal Investigations (Stage 2) complaints 1/4/22 – 31/3/23		Number	Within timescale of 15 working days	Out of Timescale
Services	Customer Services	3	2	1
	Revenues & Benefits	8	5	3
	Partnership Team	1	1	0
	Legal	3	3	0
	Performance & Improvement	1	1	0
Strategy	Planning & Planning Policy	15	13	2
	Leisure Health & Well Being	12	9	3
	Joint Environmental Health	8	5	3
	Housing Management & Enforcement	29	26	3
	Street Scene	22	20	2
	Corporate Health & Safety	1	1	0
Dragonfly Development Ltd	Repairs	18	11	7
	Property Services	3	2	1

Formal Investigations (Stage 2) within target (15 working days) by department



E - Number of Internal Reviews (Stage 3) complaints 1/4/22 – 31/3/23		Number	Within timescale of 20 working days	Out of Timescale
Services	Customer Services	1	0	1
	Performance & Improvement (FOI)	10	9	1
Strategy				
Strategy	Planning & Planning Policy	6	4	2
	Leisure Health & Well Being	6	4	2
	Housing Management & Enforcement	7	3	4
	Street Scene	6	2	4
Dragonfly Development Ltd				
Dragonfly Development Ltd	Repairs	2	1	1

Internal Reviews (Stage 3) within target (20 working days) by department



F – Ombudsman’s Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
12/4/22 20	LGSCO Complained about the Council’s investigation into concerns she raised about the actions of two other councillors and a parish council clerk. There was no fault by the Council.	Legal	12/10/22	Mrs X complained about the Council’s investigation into concerns she raised about the actions of two other councillors and a parish council clerk. There was no fault by the Council
1/11/21	HO Complaint regarding the landlords handling of the resident’s report of antisocial behaviour and the landlord’s response to the resident’s decision to install CCTV cameras and having three dogs in the property.	Housing	14/4/22	There was service failure in the landlord’s handling of the related complaint.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman



Bolsover District Council

Meeting of the Standards Committee on Monday 13th November 2023

Public Face of Standards Committee – InTouch Article

Report of the Director of Corporate and Legal Services & Monitoring Officer

Classification	This report is public
Report By	Jim Fieldsend Director of Corporate and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To consider proposed InTouch article.

REPORT DETAILS

1. Background

1.1 One of the roles of Standards Committee is to increase the public awareness of the Code of Conduct and its application. This can be achieved through use of the Council’s communication media. One such channel is the InTouch magazine which is delivered quarterly to homes and businesses across the district.

2. Details of Proposal or Information

2.1 Attached at Appendix 1 is a draft Article which explains the standards regime and summarises the code of conduct. It is proposed that the article is included within the January edition.

2.2 Whereas some residents will be aware of the need for councillors to act to a certain standard many people will not be aware of the code and when it applies. The proposed article seeks to provide a summary of the position on standards and by using the InTouch magazine it is hoped that this will reach the widest audience possible.

3. Reasons for Recommendation

3.1 To increase public awareness of the standards regime.

4 Alternative Options and Reasons for Rejection

- 4.1 Not to include an article in InTouch. This is rejected as it is part of Standards Committee's role to increase the public awareness of the standards regime.

RECOMMENDATION(S) that:

- The article described in the report is placed in the Council's InTouch magazine subject to any amendments that the Director of Corporate and Legal Services & Monitoring Officer consider necessary.

<u>IMPLICATIONS:</u>	
<u>Finance and Risk:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	On behalf of the Section 151 Officer
<u>Legal (including Data Protection):</u>	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	On behalf of the Solicitor to the Council
<u>Environment:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	There are no environment implications arising from the recommendations in this report.
<u>Staffing:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	None arising from this report. On behalf of the Head of Paid Service

DECISION INFORMATION

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

District Wards Significantly Affected	None
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/>	Details:

Links to Council Ambition: Customers, Economy and Environment.
Demonstrating good governance

DOCUMENT INFORMATION	
Appendix No	Title
1	Proposed draft article for InTouch

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>

Members of the public quite rightly expect those people they elect to represent them to behave to a decent standard. This article looks to explain the rules relating to conduct which all councillors must comply with. It will concentrate on district and parish councillors within the District of Bolsover, however similar rules will apply to all councillors across the country.

The starting point when looking at conduct standards are the Nolan Principles, known as the Seven Principles of Public Life. These are rules recommended by the Government's Committee on Public Life in 1995 as chaired by Sir Anthony Nolan. They state that everyone involved in public life should act in accordance with the following principles.

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

In addition to these rules, a council is required to adopt a code of conduct which each of its councillors must comply with. Bolsover District Council's code was adopted in 2021 and many of the local parish or town councils have adopted a code on similar lines. The code deals with a number of different conduct strands which align with the Seven Principles. These include:

- A duty to be respectful to other councillors, council employees and members of the public;
- Not to bully or harass people;
- To declare certain interests when making decisions;
- To not compromise the impartiality of council employees;
- To not use their position as councillor to further their own interests;
- To not bring the Council into disrepute.

The code only relates to things said and done whilst a councillor is acting as a councillor. Anything said or done by a councillor in a private capacity is not covered by the code, no matter how offensive that behaviour may be.

One of the areas that causes most issues is use of social media. Councillors when commenting on council business should ensure that what they are saying remains respectful and should avoid abusive or offensive language. However anything that they say on their personal media accounts that does not relate to councillor business is not subject to the code no matter how offensive that may be to other people. Councillors are nevertheless encouraged to recognise their standing in the community and to carefully consider what they say or do in their personal lives as well as in the Council arena.

So how is the behaviour of councillors policed? The body responsible for ensuring that standards are maintained is Bolsover District Council's appropriately named Standards Committee. The Committee is made up of councillors across the political spectrum and is chaired by an independent co-opted member. Its roles include promoting and maintain high standards of conduct by councillors and assisting them to observe the Members' Code of Conduct. The Committee is supported by the Council's Monitoring Officer and Deputy Monitoring Officer and two members of the public known as "Independent Person".

The Monitoring Officer and Deputy Monitoring Officer provide training on the standards required of councillors and most councillors across the District abide by the rules. Occasionally however a councillor will overstep the mark and this will require investigation. Quite often breaches of the code are relatively minor and the councillor concerned accepts they have done wrong. These breaches of the code can be resolved by for example an apology or the councillor agreeing to additional training. More serious matters may need to be dealt with by a hearing of the Standards Committee where a panel of Members will consider evidence submitted to it and decide whether there has been a breach of the code of conduct. If the Standards Committee find that there has been a breach they can recommend sanction to the relevant council. These include reprimanding the councillor at a meeting of the council, requiring the councillor to undertake training and removing the councillor from a position of responsibility. Under current legislation there is no power to suspend a councillor for breach of the code of conduct.

It is vital that you remain confident in the conduct of your elected representatives. This article has hopefully explained what is expected of councillors and the processes in place to deal with anyone who fails to meet these expectations. If anyone has any questions regarding standards they can contact the Council's Monitoring Officer - jim.fieldsend@bolsover.gov.uk.

Bolsover District Council

Meeting of the Standards Committee on Monday 13th November 2023

Councillor Complaints Procedure

Report of the Director of Corporate and Legal Services & Monitoring Officer

Classification	This report is public
Report By	Jim Fieldsend Director of Corporate and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To review the Councillor Complaints Procedure.

REPORT DETAILS

1. Background

1.1 Under Section 28(6) and (7) of the Localism Act 2011 the Council is required to have in place arrangements under which allegations of code of conduct breaches against both District and Parish Councillors are investigated. Such arrangements are contained within the Councillor Complaint Procedure set out at Appendix 1.

2. Details of Proposal or Information

2.1 There are a number of proposed minor changes set out as tracked changes throughout the document.

2.2 In addition at paragraph 7.1 there are some more substantive changes. Under the existing procedure once a complaint has been investigated a complaint can be dealt informally or by way of a local hearing. Before determining that a formal hearing is not required the Monitoring Officer is essentially required to seek approval from the complainant. This means that where the Monitoring Officer does not believe that a formal hearing is appropriate a complainant can still force a hearing to take place. This takes away the discretion of the Monitoring Officer and puts disproportionate control in the hands of the complainant.

2.3 The proposed changes addresses this imbalance and gives the Monitoring Officer the discretion to refer a complaint to a formal hearing. This is in line with guidance issued by the Local Government Association.

3. Reasons for Recommendation

- 3.1 To make it clear whose decision it is to refer a code of conduct complaint to a formal hearing.

4 Alternative Options and Reasons for Rejection

- 4.1 Not to amend the Councillor Complaints Procedure. This could result in a hearing taking place when it would be disproportionate to do so.

RECOMMENDATION(S) that;

The Councillor Complaints Procedure is amended as set out in the report.

IMPLICATIONS:

Finance and Risk: Yes No

Details:

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

Section 28 of the Localism Act 2011 requires the Council to have arrangements in place to deal with Code of Conduct Complaints

On behalf of the Solicitor to the Council

Environment: Yes No

Details: There are no environment implications arising from the recommendations in this report.

Staffing: Yes No

Details:

None arising from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

<p>District Wards Significantly Affected</p>	None
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	Details:

<p>Links to Council Ambition: Customers, Economy and Environment.</p>
<p>Demonstrating good governance</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	Councillor Complaints Procedure

<p>Background Papers</p>
<p><i>(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 Executive you must provide copies of the background papers).</i></p>

Bolsover District Council

Councillor Complaints Procedure

Arrangements for dealing with standards allegations under the Localism Act 2011

1 Introduction

These “Arrangements” set out how you may make a complaint that an elected or co-opted member of Bolsover District Council, or of a parish or town council within the District, has failed to comply with the Authority’s Code of Conduct, and sets out how the Council will deal with allegations of a failure to comply with the authority’s Code of Conduct.

Under Section 28(6) and (7) of the Localism Act 2011, the Council must have in place “arrangements” under which allegations that a member or co-opted member of the Council or parish or town council within its area has failed to comply with that Authority’s Code of Conduct can be investigated and decisions made on such allegations.

Such arrangements must provide for the Council to appoint at least one Independent Person, whose views must be sought by the Council before it takes a decision on an allegation which it has decided shall be investigated, and whose views can be sought by the authority at any other stage, or by the member against whom an allegation has been made.

2 The Code of Conduct

The Council has adopted a Code of Conduct for members, which is attached as Appendix 1 to these arrangements and is available for inspection on the Authority’s website or on request from the Monitoring Officer.

Each parish or town council is also required to adopt a Code of Conduct. If you wish to inspect a Parish Council’s Code of Conduct, you should inspect any website operated by the parish or town council and request the parish clerk to allow you to inspect the parish or town council’s Code of Conduct.

3 Making a complaint

If you wish to make a complaint, please write or email to –

The Monitoring Officer
Bolsover District Council
The Arc
High Street
Clowne
S43 4JY

Or email jim.fieldsend@bolsover.gov.uk

The Monitoring Officer is a senior officer of the Authority who has statutory responsibility for maintaining the register of members' interests and who is responsible for administering the system in respect of complaints of member misconduct.

In order to ensure that we have all the information which we need to be able to process your complaint, please complete and send us the complaint form, which can be found on the Council's website, or obtained from the Monitoring Officer. If you need help to complete the form or make a complaint, please contact a member of the Legal Services Team on 01246 242428

Please provide us with your name and a contact address or email address, so that we can acknowledge receipt of your complaint and keep you informed of its progress.

If you want to keep your name and address confidential, please indicate this in the space provided on the complaint form together with the reason why you feel your identity should not be disclosed. However, only in exceptional cases will it be possible not to disclose your identity. As a matter of fairness and natural justice, the member should be told who has complained about them. The Authority does not normally investigate anonymous complaints, unless there is a clear public interest in doing so, for example:

- a) The complainant has reasonable grounds for believing that they will be at risk of intimidation, victimisation or physical harm if their identity is disclosed;
- b) The complainant is an officer who works closely with the member and they are afraid of the consequences to their employment if their identity is disclosed;
- c) The complainant suffers from a serious health condition, which may be adversely affected if their identity is disclosed.

If the Monitoring Officer decides to refuse a request for confidentiality, ~~she~~/he will offer the complainant the option to withdraw the complaint rather than proceed with disclosure of the complainant's identity.

If the Monitoring officer considers that the disclosure of details of the complaint to the member might prejudice the investigation, the Monitoring officer can agree to delay notifying the member until consideration of the complaint has progressed sufficiently.

The Monitoring Officer will acknowledge receipt of your complaint within 10 working days of receiving it, and will keep you informed of the progress of your complaint. The Monitoring Officer will also normally inform the member who is subject of the complaint and invite their initial response at this stage.

4 Will your complaint be investigated?

The Monitoring Officer will review every complaint received and, after consultation with the Independent Person (see paragraph 11 below), take a decision as to whether it merits formal investigation. This decision will normally be taken within 20 working days of receipt of your complaint. A flowchart setting out the full procedure is set out at Appendix 2. Where the Monitoring Officer has taken a decision, ~~he~~/she will inform you of his decision and the reasons for that decision.

Before assessment of the complaint begins the Monitoring Officer must be satisfied that the complaint:

- is against one or more named members of the Authority or an authority within their jurisdiction, and
- is about a member who was in office at the time of the alleged conduct and the Code of Conduct was in force at the time,
- is about the behaviour of the councillor when the councillor is carrying out their duties as councillor (the Code of Conduct does not apply to a Councillor's private life) and
- if proven, would be a breach of the Code under which the member was operating at the time of the alleged misconduct.

If the complaint meets each of these criteria it may be assessed for investigation through the Council's standards framework. In that event the Monitoring Officer has three options:

1. Refer the matter for investigation, or
2. Resolve the complaint informally with other action, or
3. Take no further action.

When deciding whether an investigation is necessary the Monitoring Officer must have regard to the duty to promote and maintain high standards of member conduct. Relevant factors include but are not limited to:

- Whether the available evidence suggests that the member was acting in their official capacity when the alleged conduct took place.
- Whether the information provided is sufficient to justify a referral for investigation.
- Is the complaint too trivial to warrant further action?
- Is the complaint best dealt with in other ways, by for example training
- Is the complaint about something that happened so long ago that there would be little benefit in taking action now?
- Is the complaint already the subject of an investigation or other action related to either the Code of Conduct or another disciplinary process?
- Does the complaint appear to be simply malicious, politically motivated or tit-for-tat?
- Is the complaint anonymous?
- Would an investigation serve any public benefit?

Where the Monitoring Officer requires additional information in order to come to a decision, he/~~she~~ may come back to you for such information, and may request information from the member against whom your complaint is directed. Where your complaint relates to a Parish or Town Councillor, the Monitoring Officer will normally also inform the Parish Council of your complaint before deciding whether the complaint merits formal investigation.

Wherever possible, the Monitoring Officer will seek to resolve the complaint informally, without the need for a formal investigation. Such informal resolution may involve the

member accepting that his/her conduct was unacceptable and offering an apology, or other remedial action by the Authority. Where the member or the Authority make a reasonable offer of local resolution, but you are not willing to accept that offer, the Monitoring Officer will take account of this in deciding whether the complaint merits formal investigation.

It should be noted that a decision to refer a complaint for other action does not involve making any findings of fact; no conclusions are reached about what happened and no decision is made about whether the member failed to comply with the Code of Conduct. In addition, an investigation should not be viewed as something that can take place after other action has been attempted and is not to the satisfaction of one of the parties. There is a risk that other action will not be taken seriously if it is seen merely as a precursor to an investigation.

A decision to take 'other action' might also involve a member/members being asked to attend a relevant training course or engage in a process of conciliation. This form of other action is most beneficial where a complaint exposes systemic problems rather than individual ones; indeed other action does not have to be limited to the subject of the complaint. Matters that a Monitoring Officer might consider referring for "other action" include complaints that demonstrate:

- A need for a better understanding of procedures
- Lack of experience or training
- Tit-for-tat allegations between the same members
- A general breakdown of relationships, including those between members and officers, as evidenced by a pattern of allegations of minor disrespect/bullying
- Allegations that may be symptomatic of governance problems that are more significant than the allegations themselves.

If your complaint identifies criminal conduct or breach of other regulation by any person, the Monitoring Officer has the power to call in the Police and other regulatory agencies.

In some cases, at his/~~her~~ discretion, the Monitoring Officer may refer the complaint to the Standards Committee to decide whether or not it should be investigated or other action taken.

Where the Monitoring Officer has taken a decision, he/~~she~~ will inform you of his/her decision and the reasons for that decision.

5 How is the investigation conducted?

If the Monitoring Officer decides that a complaint merits formal investigation, he/she will appoint an Investigating Officer, who may be another senior officer of the Authority, an officer of another authority or an external investigator. The Investigating Officer will decide whether he/she needs to meet or speak to you to understand the nature of your complaint and so that you can explain your understanding of events and suggest what documents the Investigating Officer needs to see, and who the Investigating Officer needs to interview.

The Investigating Officer would normally write to the member against whom you have complained and provide him/her with a copy of your complaint, and ask the member to provide his/her explanation of events, and to identify what documents he needs to see and who he needs to interview. In exceptional cases, where it is appropriate to keep your identity confidential or disclosure of details of the complaint to the member might prejudice the investigation, the Monitoring Officer can delete your name and address from the papers given to the member, or delay notifying the member until the investigation has progressed sufficiently.

Where a complaint is raised by an officer regarding a member and while it is being investigated, the member must comply with any measures deemed appropriate by the Monitoring Officer in consultation with the Independent Person.

These measures may include, but are not limited to,

- Members not having contact with officer who has raised a complaint for the duration of the investigation and until an outcome is decided;
- Members contacting a nominated person if they wish to have contact with the officer who made a complaint;
- Officers not attending meetings with the member on their own;
- Members being required to copy in specified people in their email correspondence with the officer;
- Members being required to communicate with the officer in a specified form (for example, by email);
- Member's group leader being informed if one of their Members is the subject of a complaint.

At the end of his/her investigation, the Investigating Officer will produce a draft report and will send copies of that draft report, in confidence, to you and to the member concerned, to give you both an opportunity to identify any matter in that draft report which you disagree with or which you consider requires more consideration.

Having received and taken account of any comments which you may make on the draft report, the Investigating Officer will send his/her final report to the Monitoring Officer.

If the Monitoring Officer is not satisfied that the investigation has been conducted properly, he/she may ask the Investigating Officer to reconsider his/her report.

6 What happens if the Investigating Officer concludes that there is no evidence of a failure to comply with the Code of Conduct?

The Monitoring Officer will review the Investigating Officer's report and, if he/~~she~~ is satisfied that the Investigating Officer's report is sufficient, the Monitoring Officer will write to you and to the member concerned, and if appropriate to the Parish or Town Council where the complaint relates to a Parish or Town Councillor, notifying you that he/~~she~~ is satisfied that no further action is required, and giving you both a copy of the Investigating Officer's final report. If the Monitoring Officer is not satisfied that the investigation has been conducted properly, he/~~she~~ may ask the Investigating Officer to reconsider his/her report. The Monitoring Officer will consult the Independent Person before making any decision following the investigation.

7 What happens if the Investigating Officer concludes that there is evidence of a failure to comply with the Code of Conduct?

The Monitoring Officer will review the Investigating Officer's report and will then either send the matter for local hearing before a Sub-Committee of the Standards Committee) or, after consulting the Independent Person, seek local resolution.

7.1 Local Resolution

The Monitoring Officer may consider that the matter can reasonably be resolved without the need for a hearing to formally determine whether a breach had in fact been committed. In such a case, he/she will consult with the Independent Person ~~and with you as complainant~~ and ~~seek to agree what you determine what he~~ considers to be a fair resolution which also helps to ensure higher standards of conduct for the future. Such resolution may include the member accepting that his/her conduct was unacceptable and offering an apology, and/or other remedial action by the authority. If the member complies with the suggested resolution, the Monitoring Officer will report the matter to the Standards Committee, and the Parish Council where applicable, for information, but will take no further action. ~~However, if you tell the Monitoring Officer that any suggested resolution would not be adequate, the Monitoring Officer will refer the matter for a local hearing.~~

7.2 Local Hearing

If the Monitoring Officer considers that local resolution is not appropriate, or you are not satisfied by the proposed resolution, or the member concerned is not prepared to undertake any proposed remedial action, such as giving an apology, then the Monitoring Officer will report the Investigating Officer's report to the Sub-Committee which will conduct a local hearing before deciding whether the member has failed to comply with the Code of Conduct and, if so, whether to take any action in respect of the member.

The Monitoring Officer will conduct a "pre-hearing process", requiring the member to give his/her response to the Investigating Officer's report, in order to identify what is likely to be agreed and what is likely to be in contention at the hearing, and the Chairman of the Sub-Committee may explain and give guidance as to the manner in which the hearing will be conducted.

At the hearing, the Investigating Officer will present his/her report, call such witnesses as he/she considers necessary and make representations to substantiate his/her conclusion that the member has failed to comply with the Code of Conduct. For this purpose, the Investigating Officer may ask you as the complainant to attend and give evidence to the Sub-Committee. The member will then have an opportunity to give his/her evidence, to call witnesses and to make representations to the Sub-Committee as to why he/she considers that he/she did not fail to comply with the Code of Conduct.

If the Sub-Committee, with the benefit of any advice from the Independent Person, concludes that the member did not fail to comply with the Code of Conduct, it will dismiss the complaint.

If the Hearings Panel concludes that the member did fail to comply with the Code of Conduct, the Chairman will inform the member of this finding and the Sub-Committee will then consider what action, if any, it should take as a result of the member's failure to comply with the Code of Conduct. In doing this, the Sub-Committee will give the member an opportunity to make representations to the Sub-Committee and will consult the Independent Person, but will then decide what action, if any, to take in respect of the matter.

Referral to Standards Committee

In certain more serious or sensitive cases, the Monitoring officer may refer the case to the full Standards Committee rather than the Sub-Committee. The criteria for determining whether to refer the case to the full Committee are set out in Appendix 3 and such a decision shall be at the sole discretion of the Monitoring Officer based on those criteria.

8 What actions can the Standards Committee take where a member has failed to comply with the Code of Conduct?

The Council has delegated to the Standards Committee and the Sub-Committee such of its powers to take action in respect of individual members as may be necessary to promote and maintain high standards of conduct. Accordingly the Sub-Committee may –

- 8.1 Censure or reprimand its member or recommend that the council does so;
- 8.2 Publish its findings in respect of the member's conduct;
- 8.3 Report its findings to Council (or to the relevant Parish Council) for information;
- 8.4 Recommend to the member's Group Leader (or in the case of un-grouped members, recommend to Council or to Committees) that he/she be removed from any or all Committees or Sub-Committee s of the Council;
- 8.5 Recommend to the Leader of the Council that the member be removed from the Cabinet, or removed from particular Portfolio responsibilities;
- 8.6 Recommend to the Council that the member be replaced as Executive Leader;
- 8.7 Instruct the Monitoring Officer to (or recommend that the Parish or Town Council) arrange training for the member;
- 8.8 Recommend to full Council (or recommend to the Parish Council) that the member be removed) from all outside appointments to which he/she has been appointed or nominated by the Authority (or by the Parish Council);
- 8.9 Withdraw (or recommend to the Parish or Town Council that it withdraws) facilities provided to the member by the Council, such as a computer, website and/or email and Internet access; or

8.10 Exclude (or recommend that the Parish or Town Council exclude) the member from the Council's offices or other premises, with the exception of meeting rooms and public areas as necessary for attending Council, Committee and Sub-Committee meetings.

There is no power to suspend or disqualify the member or to withdraw a member's basic or special responsibility allowance.

9 What happens at the end of the hearing?

At the end of the hearing, the Chairman will state the decision of the Hearings Panel as to whether the member failed to comply with the Code of Conduct and as to any actions which the Sub-Committee resolves to take.

As soon as reasonably practicable thereafter, the Monitoring Officer shall prepare a formal decision notice in consultation with the Chairman of the Sub-Committee, and send a copy to you, to the member (and to the Parish Council where applicable), and make that decision notice available for public inspection.

10 What is the Sub-Committee?

The Sub-Committee of the Council's Standards Committee will comprise at least three members of the Council. The Sub-Committee will contain members from more than one political party depending on the political balance of the Council as a whole.

The Independent Person is invited to attend all meetings of the Standards Committee or Sub-Committee when a decision is being taken on whether the member's conduct constitutes a failure to comply with the Code of conduct or on any action to be taken following a finding of failure to comply with the Code of Conduct. His/her views will be sought and taken into consideration before any decision is taken on these matters.

The Standards Committee may also contain non-councillor or parish or town council members who may attend and participate in discussions at meetings of either the full Committee or the Sub-Committee, but they are not entitled to *vote* on any matter under discussion.

11 Who is the Independent Person?

The Independent Person is a person who has applied for the post following advertisement of a vacancy for the post, and is appointed by a positive vote from a majority of all the members of Council. There are a number of statutory restrictions on eligibility for this role to ensure that the post-holder has no close associations with the Council and is therefore truly independent. They are not a member of the Standards Committee but they must be consulted by the Monitoring Officer prior to any decisions or findings on alleged breaches of the Code and *may* be consulted at other stages of the complaints process.

The Independent Person may also be consulted by a member who is the subject of a complaint under this procedure. Any such consultation shall be arranged through the Monitoring Officer and the subject member will be advised by the Monitoring Officer as to the procedure for doing so at the relevant time.

Currently there are 2 Independent Persons

12 Revision of these arrangements

The Standards Committee may by resolution agree to amend these arrangements, and has delegated to the Chief Executive Officer the right to depart from these arrangements where he/she considers that it is expedient to do so in order to secure the effective and fair consideration of any matter.

13 Appeals

There is no right of appeal for you as complainant or for the member against a decision of the Monitoring Officer or of the Standards Committee or Sub Committee.

If you feel that the Authority has failed to deal with your complaint properly, you may make a complaint to the Local Government Ombudsman.

Appendix One - Bolsover District Council's Code of Conduct

Appendix Two – Standards Procedure Flow chart

Appendix Three - Criteria for referral of cases to the full Standards Committee

Appendix One

5.1 MEMBERS' CODE OF CONDUCT

Code of Conduct for Councillors

The role of councillor across all tiers of local government is a vital part of our country's system of democracy. It is important that as councillors we can be held accountable and all adopt the behaviours and responsibilities associated with the role. Each councillor's individual conduct affects the reputation of all councillors. We want the role of councillor to be one that people aspire to. We also want individuals from a range of backgrounds and circumstances to be putting themselves forward to become councillors.

As councillors, we represent local residents, work to develop better services and deliver local change. The public have high expectations of us and entrust us to represent our local area, taking decisions fairly, openly, and transparently. We have both an individual and collective responsibility to meet these expectations by maintaining high standards and demonstrating good conduct, and by challenging behaviour which falls below expectations.

Importantly, we should be able to undertake our role as a councillor without being intimidated, abused, bullied, or threatened by anyone, including the general public.

This Code has been designed to protect our democratic role, encourage good conduct and safeguard the public's trust in local government.

Introduction

The Local Government Association (LGA) has developed a Model Councillor Code of Conduct, in association with key partners and after extensive consultation with the sector, as part of its work on supporting all tiers of local government to continue to aspire to high standards of leadership and performance.

All councils are required to have a local Councillor Code of Conduct.

This is Bolsover's Code of Conduct for Councillors which is based on the LGA Model Councillor Code of Conduct. Bolsover District Council will be referred to as "the District Council" throughout.

Definitions

For the purposes of this Code of Conduct, a "Councillor" means a member or co-opted member of North East Derbyshire District Council. A "co-opted member" is defined in the Localism Act 2011 Section 27(4) as "a person who is not a member of the authority but who

- a) is a member of any committee or sub-committee of the authority, or;
- b) is a member of, and represents the authority on, any joint committee or joint sub-committee of the authority;

and who is entitled to vote on any question that falls to be decided at any meeting of that committee or sub-committee".

Purpose of the Code of Conduct

The purpose of this Code of Conduct is to assist you, as a Councillor, in modelling the behaviour that is expected of you, to provide a personal check and balance, and to set out the type of conduct that could lead to action being taken against you. It is also to protect you, the public, fellow Councillors, Bolsover District Council officers and the

reputation of local government. It sets out general principles of conduct expected of all Councillors and your specific obligations in relation to standards of conduct. The use of support, training and mediation from the Monitoring Officer, the LGA and elsewhere is encouraged prior to action being taken using the Code. The fundamental aim of the Code is to create and maintain public confidence in the role of Councillor and local government.

General principles of councillor conduct

Everyone in public office at all levels; all who serve the public or deliver public services, including ministers, civil servants, councillors and local authority officers should uphold the [Seven Principles of Public Life](#), also known as the Nolan Principles. These are in Appendix A to this Code. This Code should be read in conjunction with these principles.

Building on these principles, the following general principles have been developed specifically for the role of Councillor.

In accordance with the public trust placed in me, on all occasions:

- I act with integrity and honesty
- I act lawfully
- I treat all persons fairly and with respect; and
- I lead by example and act in a way that secures public confidence in the role of Councillor.

In undertaking my role:

- I impartially exercise my responsibilities in the interests of the local community
- I do not improperly seek to confer an advantage, or disadvantage, on any person
- I avoid conflicts of interest
- I exercise reasonable care and diligence; and
- I ensure that public resources are used prudently in accordance with my local authority's requirements and in the public interest.

Application of the Code of Conduct

This Code of Conduct applies to you as soon as you sign your declaration of acceptance of the office of Councillor or attend your first meeting as a co-opted member and continues to apply to you until you cease to be a Councillor.

This Code of Conduct applies to you when you are acting in your capacity as a Councillor which may include when:

- You misuse your position as a Councillor
- Your actions would give the impression to a reasonable member of the public with knowledge of all the facts that you are acting as a Councillor;

The Code applies to all forms of communication and interaction, including:

- at face-to-face meetings
- at online or telephone meetings
- in written communication
- in verbal communication
- in non-verbal communication

- in electronic and social media communication, posts, statements and comments.

You are also expected to uphold high standards of conduct and show leadership at all times when acting as a Councillor.

Your Monitoring Officer has statutory responsibility for the implementation of the Code of Conduct, and you are encouraged to seek advice from your Monitoring Officer on any matters that may relate to the Code of Conduct. Town and parish councillors are encouraged to seek advice from their Clerk, who may refer matters to the Monitoring Officer.

Standards of Councillor conduct

This section sets out your obligations, which are the minimum standards of conduct required of you as a Councillor. Should your conduct fall short of these standards, a complaint may be made to the Monitoring Officer against you. This may result in action being taken. Guidance is included to help explain the reasons for the obligations and how they should be followed.

General Conduct

1. Respect

As a Councillor:

1.1 I treat other Councillors and members of the public with respect.

1.2 I treat District Council employees, employees and representatives of partner organisations and those volunteering for the District Council with respect and respect the role they play.

Respect means politeness and courtesy in behaviour, speech, and in the written word. Debate and having different views are all part of a healthy democracy. As a Councillor, you can express, challenge, criticise and disagree with views, ideas, opinions and policies in a robust but civil manner. You should not, however, subject individuals, groups of people or organisations to personal attack.

In your contact with the public, you should treat them politely and courteously. Rude and offensive behaviour lowers the public's expectations and confidence in Councillors.

In return, you have a right to expect respectful behaviour from the public. If members of the public are being abusive, intimidatory or threatening, you are entitled to stop any conversation or interaction in person or online and report them to the District Council, the relevant social media provider or the Police. This also applies to fellow Councillors, where action could then be taken under the Councillor Code of Conduct, and District Council employees, where concerns should be raised with the District Council's Head of Paid Service in line with the District Council's Protocol for Councillor – officer relations which is in the District Council's Constitution and other employee policies.

2. Bullying, harassment and discrimination

As a Councillor:

2.1 I do not bully any person.

2.2 I do not harass any person.

2.3 I promote equalities and do not discriminate unlawfully against any person.

The Advisory, Conciliation and Arbitration Service (ACAS) characterises bullying as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying might be a regular pattern of behaviour or a one-off incident, happen face-to-face, on social media, in emails or phone calls, happen in the workplace or at work social events and may not always be obvious or noticed by others.

The Protection from Harassment Act 1997 defines harassment as conduct that causes alarm or distress or puts people in fear of violence and must involve such conduct on at least two occasions. It can include repeated attempts to impose unwanted communications and contact upon a person in a manner that could be expected to cause distress or fear in any reasonable person.

Unlawful discrimination is where someone is treated unfairly because of a protected characteristic. Protected characteristics are specific aspects of a person's identity defined by the Equality Act 2010. They are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Equality Act 2010 places specific duties on local authorities. Councillors have a central role to play in ensuring that equality issues are integral to the District Council's performance and strategic aims, and that there is a strong vision and public commitment to equality across public services.

3. Impartiality of officers of the District Council

As a Councillor:

3.1 I do not compromise, or attempt to compromise, the impartiality of anyone who works for, or on behalf of, the District Council.

Officers work for the District Council as a whole and must be politically neutral (unless they are political assistants). They should not be coerced or persuaded to act in a way that would undermine their neutrality. You can question officers in order to understand, for example, their reasons for proposing to act in a particular way, or the content of a report that they have written. However, you must not try and force them to act differently, change their advice, or alter the content of that report, if doing so would prejudice their professional integrity.

4. Confidentiality and access to information

As a Councillor:

4.1 I do not disclose information:

- a. given to me in confidence by anyone**

b. acquired by me which I believe, or ought reasonably to be aware, is of a confidential nature, unless

- i. I have received the consent of a person authorised to give it;**
- ii. I am required by law to do so;**
- iii. the disclosure is made to a third party for the purpose of obtaining professional legal advice provided that the third party agrees not to disclose the information to any other person; or**
- iv. the disclose is:**
 - 1. reasonable and in the public interest; and**
 - 2. made in good faith and in compliance with the reasonable requirements of the District Council; and**
 - 3. I have consulted the Monitoring Officer prior to its release.**

4.2 I do not improperly use knowledge gained solely as a result of my role as a Councillor for the advancement of myself, my friends, my family members, my employer or my business interests.

4.3 I do not prevent anyone from getting information that they are entitled to by law.

Local authorities including the District Council must work openly and transparently, and their proceedings and printed materials are open to the public, except in certain legally defined circumstances. Councillors should work on this basis, but there will be times when it is required by law that discussions, documents and other information relating to or held by the District Council must be treated in a confidential manner. Examples include personal data relating to individuals or information relating to ongoing negotiations.

5. Disrepute

As a Councillor:

5.1 I do not bring my role or the District Council into disrepute.

As a Councillor, you are trusted to make decisions on behalf of your community and your actions and behaviour are subject to greater scrutiny than that of ordinary members of the public. You should be aware that your actions might have an adverse impact on you, other Councillors and/or the District Council and may lower the public's confidence in your or the District Council's ability to discharge your/its functions. For example, behaviour that is considered dishonest and/or deceitful can bring the District Council into disrepute.

You are able to hold the District Council and fellow Councillors to account and are able to constructively challenge and express concern about decisions and processes undertaken by the District Council whilst continuing to adhere to other aspects of this Code of Conduct.

6. Use of position

As a Councillor:

6.1 I do not use, or attempt to use, my position improperly to the advantage or disadvantage of myself or anyone else.

Your position as a member of the District Council provides you with certain opportunities, responsibilities, and privileges, and you make choices all the time that will impact others. However, you should not take advantage of these opportunities to further your own or others' private interests or to disadvantage anyone unfairly.

7. Use of District Council's resources and facilities

As a Councillor:

7.1 I do not misuse District Council resources.

7.2 I will, when using the resources of the District Council or authorising their use by others:

- a. act in accordance with the District Council's requirements; and**
- b. ensure that such resources are not used for political purposes unless that use could reasonably be regarded as likely to facilitate, or be conducive to, the discharge of the functions of the District Council or of the office to which I have been elected or appointed.**

You may be provided with resources and facilities by the District Council to assist you in carrying out your duties as a councillor.

Examples include:

- Office support
- Laptop and/or Ipad or other technology
- Stationery
- Transport
- Access to and use of District Council buildings and rooms.

These are given to you to help you carry out your role as a Councillor more effectively and are not to be used for business or personal gain. They should be used in accordance with the purpose for which they have been provided and the District Council's own policies regarding their use.

8. Complying with the Code of Conduct

As a Councillor:

8.1 I will undertake Code of Conduct training provided by the District Council.

8.2 I cooperate with any Code of Conduct investigation and/or determination.

8.3 I do not intimidate or attempt to intimidate any person who is likely to be involved with the administration of any investigation or proceedings.

8.4 I comply with any sanction imposed on me following a finding that I have breached the Code of Conduct.

It is extremely important for you as a Councillor to demonstrate high standards, for

you to have your actions open to scrutiny and for you not to undermine public trust in the District Council or its governance. If you do not understand or are concerned about the District Council's processes in handling a complaint you should raise this with the Monitoring Officer.

Protecting your reputation and the reputation of the District Council

9. Interests

As a Councillor:

9.1 I register and disclose my interests.

Section 29 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of interests of members of the District Council.

You need to register your interests so that the public, District Council employees and fellow Councillors know which of your interests might give rise to a conflict of interest. The register is a public document that can be consulted when (or before) an issue arises. The register also protects you by allowing you to demonstrate openness and a willingness to be held accountable. You are personally responsible for deciding whether or not you should disclose an interest in a meeting, but it can be helpful for you to know early on if others think that a potential conflict might arise. It is also important that the public know about any interest that might have to be disclosed by you or other Councillors when making or taking part in decisions, so that decision making is seen by the public as open and honest. This helps to ensure that public confidence in the integrity of local governance is maintained.

You should note that failure to register or disclose a disclosable pecuniary interest (dpi) as set out in **Table 1**, is a criminal offence under the Localism Act 2011.

Appendix B sets out the detailed provisions on registering and disclosing interests. If in doubt, you should always seek advice from your Monitoring Officer.

10. Gifts and hospitality

As a Councillor:

10.1 I do not accept gifts or hospitality, irrespective of estimated value, which could give rise to real or substantive personal gain or a reasonable suspicion of influence on my part to show favour from persons seeking to acquire, develop or do business with the District Council or from persons who may apply to the District Council for any permission, licence or other significant advantage.

10.2 I register with the Monitoring Officer any gift or hospitality with an estimated value of at least £25 and where appropriate any with a value less than £25 within 28 days of its receipt.

10.3 I register with the Monitoring Officer any significant gift or hospitality that I have been offered but have refused to accept.

In order to protect your position and the reputation of the District Council, you should exercise caution in accepting any gifts or hospitality which are (or which you reasonably

believe to be) offered to you because you are a Councillor. The presumption should always be not to accept significant gifts or hospitality. However, there may be times when such a refusal may be difficult if it is seen as rudeness in which case you could accept it but must ensure it is publicly registered. However, you do not need to register gifts and hospitality which are not related to your role as a Councillor, such as Christmas gifts from your friends and family. It is also important to note that it is appropriate to accept normal expenses and hospitality associated with your duties as a Councillor. If you are unsure, contact your Monitoring Officer for guidance.

11 Training

You must attend the Mandatory training set out in **Appendix C** and any other training the Council may deem is required from time to time.

You must attend the training detailed above as soon as reasonably practicable:

- (a) after your election; and
- (b) after your re-election;
- (c) after your appointment to a relevant Committee or Sub-Committee; and
- (d) as required after changes in legislation, policy or procedure affecting the relevant Committee or Sub-Committee outlined above; and/or
- e) as frequently as set out in Appendix C

You must attend training if you are instructed to do so by a Standards Hearing Sub-Committee. If you fail to do so after 3 months or having been offered training on two occasions the fact of your failure will be reported to the Committee.

12 Dispensations

The District Council may grant you a dispensation to enable you to participate and vote on a matter in which you have a Disclosable Pecuniary Interest.

Requests for dispensation must be made, in writing to the Monitoring Officer, on one of the following grounds:

- That so many members of the decision-making body have disclosable pecuniary interests in a matter that it would impede the transaction of the business.
- That, without the dispensation, the representation of different political groups on the body transacting the business would be so upset as to alter the likely outcome of any vote on the matter.
- That the District Council considers that the dispensation is in the interests of persons living in the Authority's area;
- That, without a dispensation, no member of the Cabinet would be able to participate in the matter; or
- That the District Council considers that it is otherwise appropriate to grant dispensation.

13 Pre determination or bias

Where you have been involved in campaigning in your political role on an issue which does not impact on your personal and/or professional life you should not be prohibited from participating in a decision in your political role as Member.

However **do not** place yourself under any financial or other obligation to outside individuals or organisations that might seek to influence you in the performance of your official duties.

When making a decision, **do** consider the matter with an open mind and on the contents before the meeting at which the decision is to be taken. When reaching decisions on any matter you must have regard to any relevant advice provided to you by:

- (a) the Head of Paid Service
- (b) the Chief Finance Officer; or
- (c) the Monitoring Officer,

where that officer is acting pursuant to his or her statutory duties.

Appendix A – The Seven Principles of Public Life

The principles are:

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must disclose and resolve any interests and relationships.

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Appendix B Registering interests

Within 28 days of becoming a member or your re-election or re-appointment to office as a District Councillor you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in "The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012". You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

"Disclosable Pecuniary Interest" (DPI) means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

"Partner" means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A 'sensitive interest' is an interest which, if disclosed, could lead to the Councillor, or a person connected with the Councillor, being subject to violence or intimidation.
3. Where you have a 'sensitive interest' you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees, they will withhold the interest from the public register.

Non participation in case of Disclosable Pecuniary Interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the Chamber or room where the meeting is being held unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.
5. Where you have a Disclosable Pecuniary Interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to the financial interest or wellbeing of one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the

matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in Table 1) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

8. Where a matter arises at a meeting which **affects** –

- a. our own financial interest or well-being;
- b. a financial interest or well-being of a relative or close associate; or
- c. a financial interest or wellbeing of a body included under Other Registrable Interests as set out in **Table 2**

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied.

9. Where a matter (referred to in paragraph 8 above) **affects** the financial interest or well-being:

- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
- b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

10. Where you have an Other Registerable Interest or Non-Registerable Interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land and Property	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
Licenses	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer.

Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were.

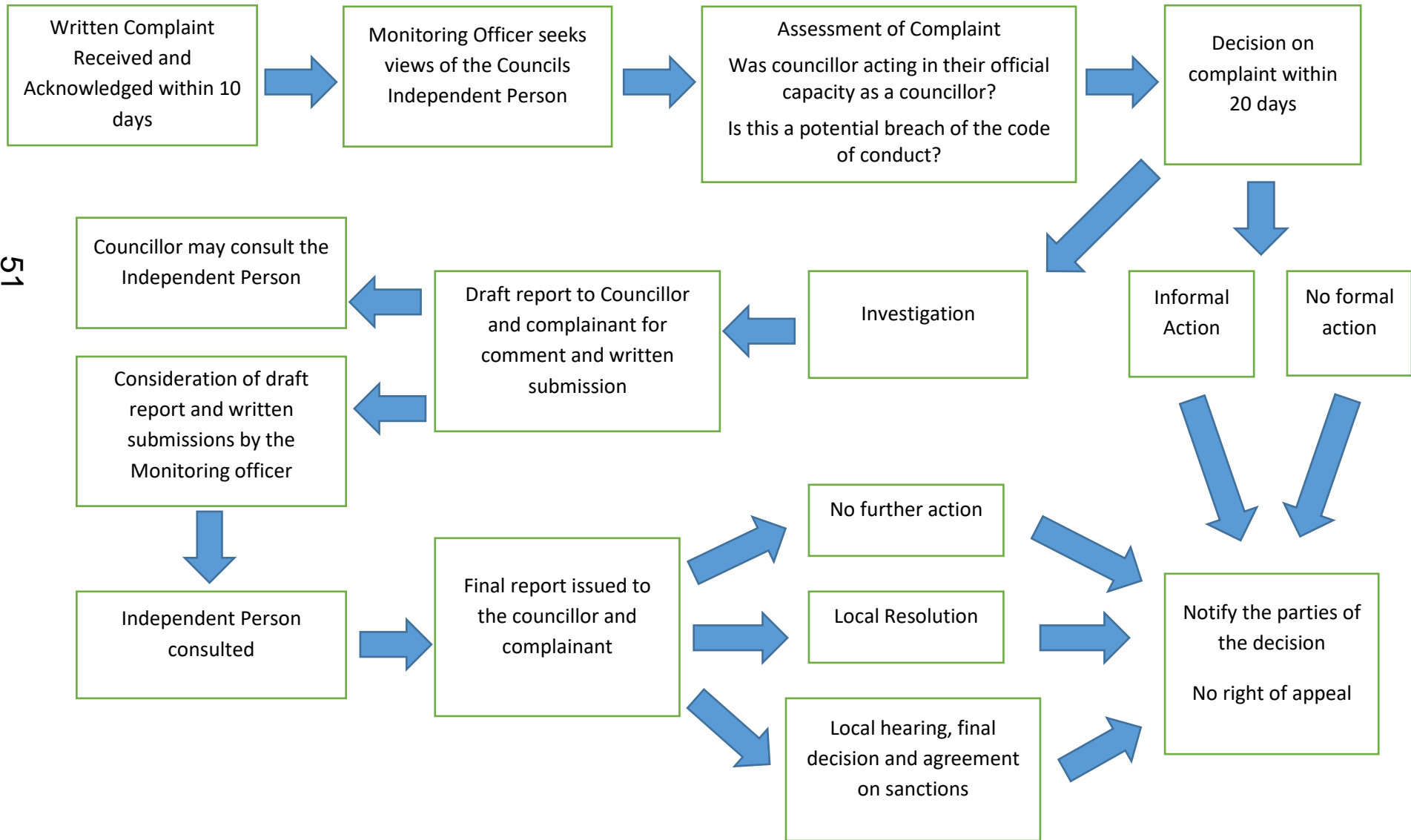
* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

<p>You must register as an Other Registerable Interest:</p> <ul style="list-style-type: none"> a) any unpaid directorships b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority c) any body <ul style="list-style-type: none"> (i) exercising functions of a public nature (ii) directed to charitable purposes or (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) <p>Of which you are a member of in a position of general control of management</p>

**Appendix Two
Standards Procedure Flow Chart**



Appendix Three

Criteria for referral of cases to Standards Committee for hearing

- Does the status of the member or members, or the number of members about whom the complaints is made, make it difficult for the Sub Committee to deal with the complaint? For example is the member a group leader, or member of the authority's Cabinet?
- Does the status of the complainant or complainants make it difficult for the Sub Committee to deal with the complaint? For example is the complainant a group leader or member of the authority's cabinet, Chief Executive, monitoring officer or other senior officer?
- Does the Sub Committee believe that there is a potential conflict of interest so many members of the Sub Committee that it could not properly consider the complaint?
- Is the case so serious or complex, or involving so many members, that it cannot be handled by the Sub Committee?
- Does the complaint relate to long term of systemic member/officer bullying and therefore should to be considered by full Standards Committee
- Might the public perceive the authority to have an interest in the outcome of the complaint and therefore it is in the public interest for the case to be heard by the full committee rather than the Sub Committee?

BDC COMPLAINTS MADE AGAINST MEMBERS Agenda Item 8
FULL UPDATE OF
COMPLAINTS RECEIVED 2023/24

List of Cases which did not proceed to investigation

DATE OF RECEIPT	PART OF CODE OF CONDUCT ALLEGED TO HAVE BEEN BREACHED	NAME OF COUNCIL	WHETHER A POTENTIAL BREACH WAS FOUND	REASONS FOR DECISION/ ACTION
15/06/23	Bringing the role of the Council into disrepute due to spreading of misinformation	Scarcliffe Parish Council	No	Evidence clearly indicated that the information was correct
22/06/23	Respect – councillor used inappropriate language on social media	Old Bolsover Town Council	No	Councillor not acting in capacity as a councillor at the time
02/10/23	Respect-	Bolsover District Council	No	Councillor not acting in capacity as a councillor at the time
03/10/23	Misuse of Council resources	Bolsover District Council	Yes	Minor breach. MO considered no further action required other than to remind Members not to ask staff to assist them with non-Council matters.

**BDC COMPLAINTS MADE AGAINST MEMBERS – FULL UPDATE OF
COMPLAINTS RECEIVED 2022/23 & 2023/24.**

List of Cases which did proceed to investigation:

DATE OF RECEIPT	PART OF CODE OF CONDUCT ALLEGED TO HAVE BEEN BREACHED	NAME OF COUNCIL	WHETHER A POTENTIAL BREACH WAS FOUND	REASONS FOR DECISION/ ACTION
21/10/22	Respect-behaviour during parish council meeting	Shirebrook Parish Council	Yes	Technical and minor breach which the Monitoring Officer considered did not require any further action.
20/02/23	Respect Social media posting	Clowne Parish Council	Yes	This matter was considered by a Standards Sub-Committee hearing on 24 th October 2023. The panel found that the Clowne Parish Councillor was in breach of the code of conduct. The panel has recommended to Clowne Parish Council that the councillor be censured at a meeting of the Council and that he receives appropriate Code of Conduct training.

Agenda Item 9

Bolsover District Council Standards Committee Work Programme.

From September 11th 2023 to 15th April 2024

Date of Committee.	Item.
11 th September 2023	<ul style="list-style-type: none"> ▪ Establishment of Sub-Committee to consider Code of Conduct matter; ▪ Appointment of Independent Person; ▪ LGSCO Annual Letter and Report; ▪ Complaints update.
13 th November 2023	<ul style="list-style-type: none"> ▪ Review of the Member complaints process; ▪ Compliments Comments and Complaints Annual Summary ▪ Review of the public face of Standards Committee ▪ Complaints update.
29 th January 2024	<ul style="list-style-type: none"> ▪ Review of Constitution (TBD); ▪ Gifts and Hospitality Review; ▪ Whistleblowing Policy Review; ▪ RIPA Review; ▪ Complaints update.
15 th April 2024	<ul style="list-style-type: none"> ▪ Review of Constitution (TBD); ▪ Members Training Attendance; ▪ Annual Standards Committee Report ▪ Complaints update.