

# Overview and Scrutiny Committee

Wed 27 May  
2009  
7.00 pm

Committee Room Three  
Town Hall  
Redditch



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

# Access to Information - Your Rights

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The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:  
**[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)**

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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact  
Jess Bayley and Helen Saunders  
Overview and Scrutiny Support Officers**

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Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

### **Chair**

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

### **Running Order**

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

**Refreshments** : tea, coffee and water are normally available at meetings - please serve yourself.

### **Decisions**

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

### **Members of the Public**

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

### **Special Arrangements**

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

### **Further Information**

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

### **Fire/ Emergency instructions**

**If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.**

**If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.**

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

**Do Not re-enter the building until told to do so.**

**The emergency Assembly Area is on the Ringway Car Park.**

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

**OR**

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
  - The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)
- and**
- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



# Overview and Scrutiny

## Committee

Wednesday, 27 May 2009

7.00 pm

Committee Room 2 Town Hall

### Agenda

#### Membership:

Cllrs: P Mould (Chair) W Norton  
D Smith (Vice-Chair) J Pearce  
K Banks D Taylor  
G Chance D Thomas  
R King

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| <b>1. Apologies and named substitutes</b>            | To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.   |
| <b>2. Declarations of interest and of Party Whip</b> | To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.   |
| <b>3. Minutes</b><br>(Pages 1 - 12)                  | To confirm the minutes of the most recent meeting of the Overview and Scrutiny Committee as a correct record.<br><br>(Minutes attached)<br><br><b>All Wards</b>  |
| <b>4. Actions List</b><br>(Pages 13 - 14)            | To note the contents of the Overview and Scrutiny Actions List.<br><br>(Report attached)<br><br><b>All Wards</b>   |
| <b>5. Call-in and Pre-Scrutiny</b>                   | To consider whether any Key Decisions of the Executive Committee's most recent meeting(s) should be subject to call-in and also to consider whether any items on the Forward Plan require pre-scrutiny.<br><br>(No separate report).<br><br><b>All Wards</b> |

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| <p><b>6. Task &amp; Finish Reviews - Draft Scoping Documents</b><br/>(Pages 15 - 16)</p> | <p>To consider any scoping documents provided for possible Overview and Scrutiny review.</p> <ul style="list-style-type: none"><li>• Communal Flats - Parking</li></ul> <p>(Report attached)</p> <p><b>All Wards</b></p>  |
| <p><b>7. Task and Finish Groups - Progress Reports</b></p>                               | <p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none"><li>1. Council Flat Communal Cleaning – Chair, Councillor P Mould;</li><li>2. Dial-A-Ride – Chair, Councillor R King;</li><li>3. National Angling Museum – Chair, Councillor P Mould; and</li><li>4. Neighbourhood Groups – Chair, Councillor K Banks.</li></ol> <p>(Oral reports)</p> <p><b>All Wards</b></p> |
| <p><b>8. Communications Task and Finish Group - Update</b></p>                           | <p>To receive an update on actions that have been taken in response to the recommendations contained in the final report from the Communications Task and Finish Group.</p> <p>(Report circulated separately and reports to follow).</p> <p><b>All Wards</b></p>  |
| <p><b>9. Councillor Calls for Action (CCfA)</b><br/>(Pages 17 - 112)</p>                 | <p>To consider Councillor Calls for Action procedures that have been introduced at other local authorities and to identify options that could potentially be utilised in a Redditch Borough Council CCfA process.</p> <p>(Reports being circulated separately).</p> <p><b>All Wards</b></p>   |

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| <b>10. Brainstorm - Questions for Worcestershire Primary Care Trust (PCT)</b> | <p>To brainstorm questions that could be addressed to Worcestershire Primary Care Trust (PCT) regarding public transport access to the Alexandra Hospital.</p> <p>(Oral report)</p> <p><b>All Wards</b></p>  |
| <b>11. Referrals</b>  | <p>To consider any referrals to the Overview &amp; Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none"><li>• The Executive Committee or full Council</li><li>• Other sources.</li></ul> <p>(No separate report).</p> <p><b>All Wards</b></p>   |
| <b>12. Work Programme</b><br>(Pages 113 - 118)                                | <p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none"><li>• The Forward Plan / Committee agendas</li><li>• External publications</li><li>• Other sources.</li></ul> <p>(Report attached)</p> <p><b>All Wards</b></p>   |
| <b>13. Exclusion of the Press and Public</b>                                  | <p>Should it be necessary, in the opinion of the Borough Director, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:</p> <p>"That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act".</p> <p><b>All Wards</b></p> |







# Overview and Scrutiny Committee

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Thursday, 30 April 2009

## MINUTES

### Present:

Councillor Phil Mould (Chair), Councillor David Smith (Vice-Chair) and Councillors K Banks, M Chalk, R King, W Norton, D Thomas.

### Non-Member:

Councillor Hunt (Substitute)

### Also Present:

Councillors M Braley, A Clayton, J Cookson, W King, C MacMillan, J Pearce, B Quinney and M Collins

### Officers:

A Baldwin, S Mullins, J Smith, J Smith and J Staniland

### Committee Services Officer:

J Bayley and H Saunders

## 209. APOLOGIES AND NAMED SUBSTITUTES

Apologies for absence were received on behalf of Councillors Brunner, Hartnett and Taylor.

## 210. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or of any party whip.

## 211. MINUTES

### RESOLVED that

the minutes of the meeting of the Committee held on Wednesday 8 April be confirmed as a correct record and signed by the Chair.

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Chair

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## 212. ACTIONS LIST

Officers reported, in relation to item 4 on the Committee's Actions List, that IT Services would attempt to purchase the website domain name for the National Angling Museum on behalf of the Council. Members agreed that Officers should, if possible, purchase the four available options for this domain name:

[www.nationalanglingmuseum.com](http://www.nationalanglingmuseum.com);

[www.nationalanglingmuseum.co.uk](http://www.nationalanglingmuseum.co.uk);

[www.nationalanglingmuseum.org](http://www.nationalanglingmuseum.org); and

[www.nationalanglingmuseum.org.uk](http://www.nationalanglingmuseum.org.uk). Officers explained that the collective cost of purchasing these domain names would be £80.00.

### RESOLVED that

1. **the four available options for a National Angling Museum website domain name be purchased by Officers; and**
2. **the Actions List be noted.**

## 213. CALL-IN AND PRE-SCRUTINY

There were no call-ins or suggestions for pre-scrutiny.

## 214. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS

There were no draft scoping documents for pre-scrutiny.

## 215. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

- a) Council Flat Communal Cleaning – Chair, Councillor P Mould

Councillor Mould explained that the Council Flat Communal Cleaning Task and Finish Group had hosted a consultation event to which leaseholder tenants had been invited. This consultation event had been poorly attended. However, those people who had attended the event had been broadly in favour of the Group's draft proposals.

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Councillor Mould informed Members that the Group would be meeting again in May. He explained that it was likely that the Group would be recommending that the terms of the cleaning contract be extended to ensure that all Council residential properties received a cleansing service in communal areas.

b) Dial-A-Ride – Chair, Councillor R King

Councillor King informed the Committee that, as agreed at the previous meeting of the Committee, he had met with relevant Officers to discuss the terms of reference for the review. As a consequence of this meeting the objectives had been altered to extend the scope of the exercise. He informed Members that every effort had been taken to ensure that this exercise would not duplicate the review of the Dial-A-Ride service that was being undertaken by Officers. The scrutiny review would focus on the Council's long-term vision for the service from 2010/11 whilst the Officer review would focus on more immediate considerations for 2009/10.

Members were informed that the other Members of the Group would be Councillors Chance, A Clayton and Norton. The review was scheduled to be completed within six months.

c) Housing Mutual Exchange – Chair, Councillor Smith

Councillor Smith reported that the Group had convened for a second meeting on Wednesday 29 April. They had concluded that the Council's Housing Mutual Exchange procedures were satisfactory and that there was therefore no need for the Task and Finish review to continue.

The Group had approved one recommendation for the consideration of the Overview and Scrutiny Committee. The Chair explained that the Group had felt that the procedures that were followed by Officers during a mutual exchange needed to be more explicitly stated in the Council's Housing Mutual Exchange Policy and Procedure documentation. Members were informed that there were no financial implications attached to this recommendation as the recommendation referred to current practice by Officers.

d) National Angling Museum – Chair, Councillor P Mould

Councillor Mould informed Members that the other Members who had been appointed to the Group were Councillors Enderby, Hopkins, Hunt and Norton. He explained that

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Councillor Quinney had expressed an interest in the review and would be attending meetings of the Group.

## **RECOMMENDED that**

**subject to suitable rewording by Officers the following details should be incorporated into the Council's Housing Mutual Exchange Policy and Procedure:**

**“The Repair and Maintenance Officers should be employed to make the initial checks on each property to establish that no unauthorised alterations have been made to the properties and whether any rechargeable works need to be undertaken.**

**Any defects should be photographed and the details placed on file together with written reports concerning both properties.**

**Electrical tests for both properties should be arranged by Repairs and Maintenance.**

**The Tenancy Officer who is responsible for the mutual exchange together with the tenants involved should be advised in writing of any works required to be undertaken by them or the Council.**

**Normal Housing Mutual Exchange and Home Swap procedures should commence after the actions listed above have been completed satisfactorily. (i.e. the Tenancy Officer responsible for the exchange should visit both properties with both tenants).”**

## **RESOLVED that**

- 1) the revised terms of reference for the Dial-A-Ride review be approved; and**
- 2) the Task and Finish Group update reports be noted.**

## **216. EMERGENCY PLANNING**

The Emergency Planning Officer from Worcestershire County Council delivered a presentation for the consideration of all Members.

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The Committee was informed that the Civil Contingencies Act 2004 provided the legislative framework for emergency planning in England and Wales. This legislation had been introduced following the fuel dispute in 2000, the flooding of 2000 and the foot and mouth outbreak in 2001. The Civil Contingencies Act 2004 comprised of two substantive parts. The first part related to roles and responsibilities for local providers, including local authorities. The second part was focused on emergency planning powers and the legislative measures that might be required from central government in such emergencies.

The Emergency Planning Officer explained that there were two categories of status for bodies that were involved in responding to emergencies. Category One responders were organisations at the core of an emergency response which included: local authorities; emergency services; the Health Protection Agency; the Environment Agency; and the local Primary Care Trust (PCT). Category Two responders were bodies that might be required to take some action in response to the emergency though they would not necessarily be involved in planning the response. Category Two responders included bodies such as utilities companies.

The Civil Contingencies Act 2004 placed a number of statutory duties on Category One responders. Organisations within this category were required to: assess local risks; develop a local risk register; and agree emergency plans. As part of this process local authorities were obliged to ensure business continuity. This included business continuity in the delivery of statutory Council services.

The Committee discussed local arrangements for responding to emergencies. They noted that the Local Resilience Forum which applied to Redditch involved Category One responders based in Herefordshire, Shropshire and Worcestershire. Members expressed concerns that operating in such a wide geographic area could create barriers to efficient emergency planning. Officers explained that Local Resilience Forum areas were organised in accordance with the areas covered by local police forces. West Mercia Police, which operated in Redditch, were based in each of these three Counties and therefore the geographical spread for this Local Resilience Forum could not be altered.

The Committee also noted that the Worcestershire Joint Scrutiny into Flooding Task and Finish Group had concluded that problems with communications had negatively impacted on responses to the floods in July 2007. Worcestershire County Council had worked to address these problems by purchasing a new generator which

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could be used by the Emergency Response Centre in the event of a power failure during an emergency. The Council had also entered into discussions with West Mercia Police concerning the possible use of police radio coverage in the event of an emergency.

Members discussed the differences between Gold, Silver and Bronze organisations during an emergency. Officers explained that Gold responders were organisations which were involved at the strategic level in co-ordinating responses to an emergency. Silver responders were organisations which were involved in planning responses at the tactical level. Finally, Bronze responders were organisations that provided front line responses to emergencies.

Officers confirmed that they were in the process of updating the Council's Emergency Plan. The contents of this document would be reported for the consideration of the Executive Committee in due course as this was the Committee which had been designated with responsibility for co-ordinating the Council's emergency planning measures.

Members discussed emergency planning arrangements and noted that a number of emergency services and utilities companies organised annual emergency planning exercises. They suggested that it might be useful to implement a similar measure at Redditch Borough Council and that this should be considered in further detail by the Executive Committee.

The Emergency Planning Officer informed Members that following the floods in 2007 Worcestershire County Council had established a number of temporary 'hublets' in areas that had been particularly badly affected. These had been attended by representatives of the police service, local insurance companies and other relevant organisations who had provided relevant advice where required to members of the public.

Members concluded by noting that a number of key lessons had been learned following the floods in 2007. These had been identified by both the Worcestershire Joint Scrutiny into Flooding Task and Finish Group and in the Pitt Review into the floods. Members expressed their hopes that many of these lessons would inform an improvement in the performance of Category One responders to future emergencies.

The Chair thanked the Emergency Planning Officer for attending the meeting.

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**RESOLVED that**

**the report be noted.**

## **217. COUNCILLOR CALLS FOR ACTION (CCFA)**

Officers explained that following recent legislation a new Councillor Calls for Action (CCfA) process had been introduced. This process had come into force on 1 April 2009. The Local Government and Public Involvement in Health Act 2007 had introduced a new power which covered the referral of CCfAs to Overview and Scrutiny Committees.

Members were informed that CCfAs would provide local Councillors with an opportunity to resolve issues at the local neighbourhood and ward levels. As part of this process Councillors would need to work closely with Council Officers, residents and representatives of partner organisations to address particular issues. Any Councillor, including Members who were not involved in the scrutiny process, could pursue a CCfA.

Officers clarified that CCfAs would not generally encompass individual complaints which had not been resolved through existing complaints processes. These complaints would continue to be referred to the Local Government Ombudsman for further consideration. There would also be other exclusions from the process, including calls for action that were considered 'vexatious'.

The CCfA was designed to act as a 'long stop' where other attempts to resolve a situation had failed. It was envisaged that a CCfA would only be referred to the Overview and Scrutiny Committee in cases where all other possible action had been exhausted. Members were informed that in some cases it would not be possible to achieve a satisfactory solution to the issue though the CCfA might be resolved.

Officers explained that the Council had the discretion to specify how CCfAs would work in the area and to set its own procedure. The Committee agreed that Members should consider and make recommendations about the appropriate procedural arrangements for CCfAs at Redditch Borough Council. To facilitate this process Members requested that further information about the CCfA processes adopted at other local authorities be made available for the further consideration of the Committee.

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Members were informed that both Birmingham City Council and Worcestershire County Council had introduced CCfA forms as part of their scrutiny processes. These forms would be completed by a Councillor and submitted for the consideration of their Overview and Scrutiny Committees. The contents of the forms were designed to inform scrutiny Members about whether all alternative forms of action had been exhausted before the matter was referred for the consideration of the Committee. Officers suggested that it might be useful to introduce a similar form for Redditch Borough Council to ensure that an interim measure could be put in place to respond to CCfAs until a final process had been approved by Members.

## **RESOLVED that**

- 1) Officers provide details about Councillor Calls for Action processes adopted at other local authorities at a following meeting of the Committee;**
- 2) Officers produce a form for Councillor Calls for Action in consultation with the Chair and Vice-Chair of the Committee; and**
- 3) subject to the comments above the report be noted.**

## **218. REDDITCH ECONOMIC DEVELOPMENT STRATEGY**

The Portfolio Holder for the Local Environment, Planning and Transport, Councillor MacMillan, introduced the item. He explained that the Council's Economic Development Strategy was in a draft format. During the course of developing the strategy it had become clear that the Council would need to work closely with partner organisations to ensure that economic development of the Borough was achieved effectively.

Councillor MacMillan cautioned that the Council also had to be realistic about what could be achieved in terms of encouraging economic development within the Borough. The Council had limited access to resources and was operating in a difficult economic climate. Under these circumstances the Economic Development Strategy had been designed to focus on the Council's potential to facilitate long-term developments.

Officers explained that the draft Economic Development Strategy had been divided into four separate sections. Each section had been subdivided into priorities. The Strategy provided a justification



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for each of these priorities. The Strategy also contained an action plan outlining how the Council intended to achieve those priorities.

Members were informed that the purpose of the Economic Development Strategy was to encourage diversification in the local economy. The Economic Advisory Panel had considered various options including potential developments in the green collar industry, which would involve the delivery of environmentally friendly services and products. The Panel was also reviewing options for raising the wages available to people working in Redditch.

Councillor MacMillan explained that there had been two meetings between representatives of Redditch Borough Council and the Regional Development Agency Advantage West Midlands. Unfortunately, many of the actions proposed by Redditch for implementation within the Borough were already being addressed at other locations situated within the Midlands. However, these meetings had raised the profile of Redditch and Officers had obtained relevant contact details for personnel working at the Regional Development Agency who might be able to help the Council to develop some of the long-term plans detailed within the Strategy.

Members also discussed the business units that were located in the Greenlands Business Centre; the Hemming Road Business Centre and in the Rubicon Centre. They noted that the Council had originally intended to make these units available to businesses that had just been set up, though they questioned whether this intention continued to shape current practice. Officers explained that the Economic Advisory Panel was scheduled to undertake a review of the business centres. As part of this review the Panel would assess whether the business units were being utilised to their full potential. Members requested further details about the return on the number of businesses utilising these units and a copy of the report on the subject of the business units which had been considered at a recent meeting of the Economic Advisory Panel.

Members discussed the proportion of dwellings in each Council Tax band that were situated in Redditch, as detailed on page 81 of the draft Economic Development Strategy. They noted that there were fewer Band F, G and H properties in Redditch than in other parts of Worcestershire. This had implications for the level of revenue that the Council could expect to receive from Council Tax. Under these circumstances, Members suggested that there might be a need to ensure that a proportion of the new homes that would need to be built in the Borough over forthcoming years were Band F, G and H

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properties. However, Members noted that a balance needed to be achieved to ensure that more affordable homes and good quality accommodation in the rental market could be made available to people.

The Committee also referred specifically to the section of the strategy which focused on people (pages 27-32 of the draft report). Members commented favourably on the inclusion of references to young people in the document and noted that many of the points that had been highlighted within the report had also been identified by Councillors when undertaking the Jobs, Employment and Economy scrutiny review in 2005. Officers explained that they had consulted with representatives of the Redditch Student Council to identify young people's views about their career prospects within Redditch. Their responses had helped to inform the draft strategy.

The work experience opportunities that were available to young people living in Redditch were discussed by Members. They noted that placements needed to be made available which were suitable to the needs of each young person. Members suggested that this situation could be improved if the Council worked with other local authorities to develop a pool of work experience opportunities for young people.

The Committee commented that they had a number of concerns about the town which needed to be addressed. They expressed the view that the town needed to attract more highly skilled workers into Redditch. Members suggested that this could be achieved through further development of locations such as Ravensbank Business Park.

There were also a number of concerns about the number of redundancies that had been announced in recent months and the impact that this would have on local people and the local economy. Officers suggested that these more immediate concerns would be difficult for the Council to address. However, there were local organisations which could help people who had been made redundant, including Jobcentre Plus. There were also agencies that could work with people who were already employed to help them to further develop their skills.

Members praised the Planning Assistant and other Officers who had been working on economic development issues at the Council and thanked them for their excellent work.

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## **RESOLVED that**

- 1) Officers provide further information about the return on the number of businesses utilising the business units at the Greenlands Business Centre; Hemming Road Business Centre and the Rubicon Centre;**
- 2) Officers circulate copies of the report on the subject of the business centres that was considered at a recent meeting of the Economic Advisory Panel;**
- 3) Officers circulate information about the actions which the Council is proposing to take to tackle both perceived and real problems with career opportunities for young people in Redditch;**
- 4) Officers consider the Committee's suggestion that the Council work with other local authorities to develop a pool of work experience opportunities for young people; and**
- 5) subject to the comments above the report be noted.**

## **219. REFERRALS**

There were no referrals.

## **220. WORK PROGRAMME**

Officers informed Members that a request had been made to present information about the Worcestershire Land Drainage Partnership before the Overview and Scrutiny Committee on 17 June. The Committee were being invited to pre-scrutinise the contents of a draft report into this subject before consideration of the item by the Executive Committee.

Members noted that numerous items were scheduled for consideration at the meeting of the Committee on 17 June. They agreed that the brainstorming session for proposing questions that could be addressed to the Worcestershire Primary Care Trust (PCT) regarding public transport access to the Alexandra Hospital should be rescheduled for consideration at a meeting of the Committee on 27 May.

The Committee also discussed the proposed discussion of the budget strategy and budget deficit which were due to be considered

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at the 17 June meeting. Copies of the documentation that had been provided when the budget strategy had been considered at a meeting of full Council on 6 April could be made available for this item. Members requested that these details be circulated for the consideration of Members of the Committee prior to the meeting on 17 June. Members would request further details about the budget strategy and deficit based on analysis of the contents of this documentation.

## **RESOLVED that**

- 1) Officers circulate copies of reports on the subject of the budget strategy and budget deficit that were considered at a meeting of full Council on 6 April;**
- 2) the Work Programme be noted.**

The Meeting commenced at 7.00 pm  
and closed at 8.50 pm

**Actions requested by the Overview and Scrutiny Committee**

| <b>Date Action Requested</b> | <b>Action to be Taken</b>  | <b>Response</b>   |
|------------------------------|--|---|
| 14/01/09<br><br><b>1</b>     | The Portfolio Holder for Leisure and Tourism proposed an item for scrutiny.  | The OSSOs have consulted with the Portfolio Holder for Leisure and Tourism regarding this proposal. He has suggested that he would be prepared to postpone submitting a completed scoping document for this item until June 2009 for Member capacity reasons. He also explained that Officers are currently doing some work to address this issue and that it might therefore be prudent to postpone further consideration of this item until Officers have completed this piece of work. (TO BE DONE) Lead Member, Councillor Anderson, estimated completion date, 17/06/09. |
| 04/02/09<br><br><b>2</b>     | Members received a presentation on the Shared Services Board and Joint Working and requested that Overview and Scrutiny be involved throughout the shared services process.  | Relevant Officers to report before the Overview and Scrutiny Committee as part of the shared services process where appropriate. (TO BE DONE) – ONGOING.  |
| 30/04/09<br><br><b>3</b>     | Members requested that Officers purchase all four versions of the website domain name for the National Angling Museum.   | Officers are acting to purchase these domain names accordingly. (WILL BE DONE SOON). Lead Officer, IT Services Manager.   |
| 30/04/09<br><br><b>4</b>     | Members requested further information about the procedural arrangements adopted at external local authorities for the councillor Calls for Action (CCfA) Process. This would inform Members' recommendations about an appropriate CCfA process for Redditch Borough Council. | Details about CCfA processes at other local authorities have been appended to this agenda pack for the consideration of Members accordingly. (DONE).  |

|                                 |   |  |
|---------------------------------|---|--|
| <p>30/04/09</p> <p><b>5</b></p> | <p>Members requested further details regarding the number of occupied units in the Greenlands Business Centre; the Hemming Road Business Centre; and the Rubicon Centre. Members also requested a copy of a report on this subject that was considered at a recent meeting of the Economic Advisory Panel.</p>  | <p>The requested information was circulated amongst Members of the Committee on Tuesday 12 May. (DONE).</p>                |
| <p>30/04/09</p> <p><b>6</b></p> | <p>Members requested that details about the proposed actions that would be undertaken to address real and perceived career opportunities for young people be circulated for the consideration of Members.</p>   | <p>The requested information was circulated for Members consideration on Tuesday 5 May. (DONE).</p>                        |
| <p>30/04/09</p> <p><b>7</b></p> | <p>Members agreed that an item should be scheduled on the Committee's Work Programme for 17 June regarding a report on the subject of the Worcestershire Land Drainage Partnership.</p>   | <p>The Committee's Work Programme has been amended accordingly. (DONE).</p>  |
| <p>30/04/09</p> <p><b>8</b></p> | <p>Members requested that copies of the reports relating to the Council's Budget Strategy and Deficit, which were considered at a meeting of full Council on 6 April, be circulated for the consideration of members of the Committee. Members agreed they would request any further details considered necessary for 17 June meeting when this item is due for further consideration, based on their assessment of this information.</p> | <p>Copies of these reports were circulated for the consideration of members of the Committee on Tuesday 5 May. (DONE).</p> |

### Glossary

|      |   |                                       |
|------|---|---------------------------------------|
| CCfA | - | Councillor Calls for Action           |
| OSSO | - | Overview and Scrutiny Support Officer |



## Overview & Scrutiny Committee

### Scrutiny Scoping Check List

When scoping a review, the Committee will need to consider the following questions:

1. Is there a clear objective for scrutinising this topic?
2. Are you likely to achieve a desired outcome?
3. What resources are available and what timetable do you need to comply with?
4. What are the potential risks?
5. Is this issue strategic and significant?
6. Is the scrutiny activity timely?
7. To what extent is this matter important for local people? For stakeholders? For the Electorate?
8. Does this issue correspond with the council's corporate priorities?
9. How long is it since this issue was last the subject of a review?
10. Is there evidence of real, perceived or imminent failure to a service or policy in this area?
11. What are likely to be the benefits to the council and its customers of this review?
12. What do other members think about this issue?
13. Is there media interest in the issue?

### Criteria to reject Items for Scrutiny

Items which have been suggested for review can be rejected if:

1. the issue was dealt with less than two years ago;
2. the issue is already being examined elsewhere in the council (e.g. by full council);
3. new legislation relevant to this issue is expected within the year;
4. there is no scope for scrutiny to add value, or to make any real difference to the service; or
5. policy that is being reviewed; and the objective(s) of the review are unlikely to be achieved in the specified timescale.





## Overview & Scrutiny

Committee

27 May 2009

### Councillor Calls for Action (CCfAs) - Procedure

---

(Report of the Head of Legal, Democratic and Property Services)

#### 1. Purpose of Report

To inform members about the Councillor Calls for Action procedures that have been introduced at other local authorities and to consider what Redditch Borough Council's CCfA procedures should be.

#### 2. Recommendations

**The Committee is asked to RECOMMEND**

**A procedure for Councillor Calls for Action (CCfA) at Redditch Borough Council; and**

**To RESOLVE that**

**The report be noted.**

#### Report

#### 3. Background and Key Issues

- 3.1 In October 2006, the Government published a white paper called "Strong and Prosperous Communities". One of the proposals in the white paper was for the introduction of a Community Call for Action covering all local government matters. The original proposals separated out community safety matters from all other matters but these have been unified under the scheme set out in the legislation and are now called "Councillor Calls for Action" (CCfAs).
- 3.2 The Overview and Scrutiny Committee received a report on the subject of CCfAs at a meeting of the Committee on Thursday 30 April. Members were informed that CCfAs had come into force on 1 April 2009. They were also provided with copies of guidance on the CCfA which had been produced by the Improvement and Development Agency (I&DeA) and the Centre for Public Scrutiny (CfPS).
- 3.3 The Guidance states that the purpose of CCfA *"is about helping councillors to resolve issues and problems on behalf of their residents"* and "should not be regarded as merely a 'scrutiny process'. The guidance specifically states that CCfA will be a means of **"last resort"** in a broad sense, with issues being raised at the Overview and Scrutiny Committee after other avenues have been exhausted. It is therefore important to ensure that the process makes

# Overview & Scrutiny

## Committee

27 May 2009

it easier to identify those issues that would benefit from scrutiny and separate out those issues which are best dealt with through other means.

- 3.4 At their meeting on 30 April the Overview and Scrutiny Committee requested further information about the CCfA policies and procedures that had been adopted at other local authorities. They agreed that this information about arrangements at other local authorities would inform their recommendations regarding a CCfA process at Redditch Borough Council. Information about the CCfA policies and procedures which have been adopted at seven local authorities are therefore provided in the appendices to this report.

#### 4. **Conclusion**

The information about CCfA policy and procedures at other local authorities should be used to inform recommendations for a suitable CCfA policy and procedure at Redditch Borough Council.

#### 5. **Background Papers**

Relevant legislation.

Councillor call for Action: Best Practice Guidance (I&DeA and CfPS Feb 2009).

Councillor Call for Action: A New Voice for Members (I&DeA and CfPS, Feb 2009).

Birmingham City Council Gateway Approach.

Councillor Call for Action – Report before the Overview and Scrutiny Committee 30 April 2009.

#### 6. **Consultation**

The Overview and Scrutiny Committee was previously consulted about CCfAs at a meeting of the Committee on Thursday 30 April.

#### 7. **Author of Report**

The author of this report is Jess Bayley (Overview and Scrutiny Support Officer), who can be contacted on extension 3268 (e-mail: [jess.bayley@redditchbc.gov.uk](mailto:jess.bayley@redditchbc.gov.uk)) for more information.

#### 8. **Appendices**

- |            |   |   |
|------------|---|---|
| Appendix A | - | ‘Councillor Call for Action: Guidance for Councillors in Cumbria’, Joint Scrutiny and Overview Group. |
| Appendix B | - | ‘Councillor Call for Action: Summary Report’, Darlington Borough Council.                             |

## **Overview & Scrutiny**

### Committee

27 May 2009

- Appendix C - 'Councillor Call for Action Protocol', Forest Heath District Council.
- Appendix D - 'A Councillor's Guide to Community Call for Action' and 'Community Call for Action: Additional Guidance for Councillors', Kirklees Council.
- Appendix E - 'Councillor Call for Action: Guidance for Members', City of Lincoln Council.
- Appendix F - 'Councillor Call for Action: Guidance for Councillors', Tunbridge Wells Borough Council.
- Appendix G - 'Overview and Scrutiny: Tuesday 21 April 2009', Wychavon District Council.





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**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX A**

**CUMBRIA**

**COUNCILLOR CALLS FOR**  
**ACTION**

(THIS PROCEDURE WAS JOINTLY DEVELOPED AND APPROVED BY ALL  
THE LOCAL AUTHORITIES BASED IN CUMBRIA).



## Cumbria Joint Scrutiny and Overview Group

### Councillor Call for Action Guidance for Councillors in Cumbria



BOROUGH OF  
BARROW IN  
FURNESS

CARLISLE  
CITY COUNCIL



www.carlisle.gov.uk

Copeland



Cumbria  
County Council

Eden  
District Council



#### Introduction

With the implementation of new legislation, a Councillor may now formally request a relevant scrutiny committee to consider an issue – formally known as a ‘Local Government matter’ – in their ward for further investigation through a ‘Councillor Call for Action’.

Many authorities already have in place mechanisms for Members to raise an issue with scrutiny within their own authority.

However, the legislation now extends the rights of Members to refer a local government matter not just to the Committees of their own Authority, but in the case of two-tier areas such as Cumbria, to the Committees of the relevant District/Borough or County scrutiny committee, irrespective of whether they are a Member of that authority.

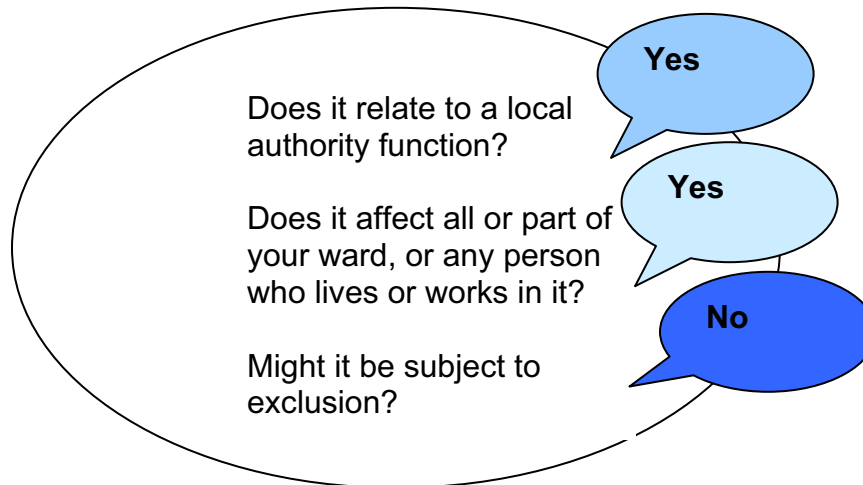
This guidance is to help Councillors decide whether they have a valid Call for Action, and provides details of how to lodge a Call for Action at any of the seven Local Authorities in Cumbria.

By monitoring the Calls for Action, our joint scrutiny committee hopes to identify common issues which it would aim to take forward as part of its scrutiny of the Local Area Agreement.

We hope by adopting a common approach to the Councillor Call for Action that we will minimise confusion for Councillors and provide a joined-up support mechanism for them, demonstrating the value of joint working.

## What is a valid Councillor Call for Action?

In very simple terms, you must be able to answer yes, yes and no to the following questions to determine whether it is a 'local government matter' and a valid Councillor Call for action:



The powers that a local authority has for the 'well-being' of its area might mean in effect that there are quite broad interpretations of a local authority function as is demonstrated by the examples given later in this guidance.

There are exclusions in statutory guidance for the Councillor Call for Action. The exclusions include:

- Vexatious or persistent requests
- Requests which could be dealt with by formal complaints or appeals' processes (unless systematic failure can be demonstrated)

The definition commonly used for determining a vexatious request is whether the request is likely to cause distress, disruption or irritation, without any proper or justified cause.

Before submitting a Councillor Call for Action, it would be expected that you will have tried to resolve the issue using existing channels open to you, such as discussions with staff and other Members; formal letters and motions at Council. The intention behind the legislation is that the Councillor Call for Action should be used as a last resort, where all other avenues have failed.

The attached form takes you through the steps you should ask yourself before making a request for a Councillor Call for Action, and you may find it helpful to discuss with the appropriate scrutiny officer the course of action you propose. Their details are also attached to this guidance.



The following examples may be helpful:

### Example 1:

Councillor Green is a Member of a District Council. At her ward surgeries, and when out and about, she receives regular comments about fly tipping in the area. A number of individual complaints have been put to the authority, but there has been no discernable improvement. Councillor Green wonders whether she can refer this matter to the relevant overview and scrutiny committee, so asks herself the following questions:

- |   |  |
|---|--|
| 1. Does it relate to the discharge of any function of the Local Authority?.   | <b>Yes.</b> Dealing with fly tipping is a local government function, and in Cumbria, is the responsibility of District/Borough Councils.                       |
| 2. Does it affect all or part of her ward, or anyone living or working in it? | <b>Yes</b>   |
| 3. Have other avenues failed to resolve the issue?                            | <b>Yes.</b> There have been several complaints which have failed to resolve the issue, which could be considered as a systematic failure to resolve the issue. |

### Example 2:

Councillor Brown is a Member of a County Council. He has been approached by a group of residents regarding the poor response of the local water company in responding to burst mains pipes, causing flooding in a local street. This issue has also received wide coverage in the local press. Councillor Brown is considering a Councillor Call for Action as a means to getting a promise of action from the water company. He asks himself the three qualifying questions.

- |  |  |
|--|--|
| 1. Does it relate to the discharge of any function of the Local Authority? | The provision and management of utility services such as water is not a function of local authorities. So initially the answer is no. However, there are other areas of local government responsibility which might be affected, for example the power to promote or improve the economic, social and environmental well-being of their area, introduced by the Local Government Act 2000. So a scrutiny committee may judge that this is a valid Call for Action, although they will not have any power to 'require' co-operation from the water company. |
|--|--|

2. does it affect all or part of his ward, or anyone living or working in it? **Yes**

3. Have other avenues failed to resolve the issue? **Possibly.** It may require further research to establish what residents have done so far to resolve the issue, and whether there are a number of areas suffering from similar levels of perceived poor service.

### **How do I submit my Call for Action?**

Appended to this guidance, and on each of the seven local authorities' websites, you will find a form through which you can raise a call for action.

This should be submitted to scrutiny at the relevant authority and will be acknowledged within five working days. You can find all the contact details appended to this guidance.

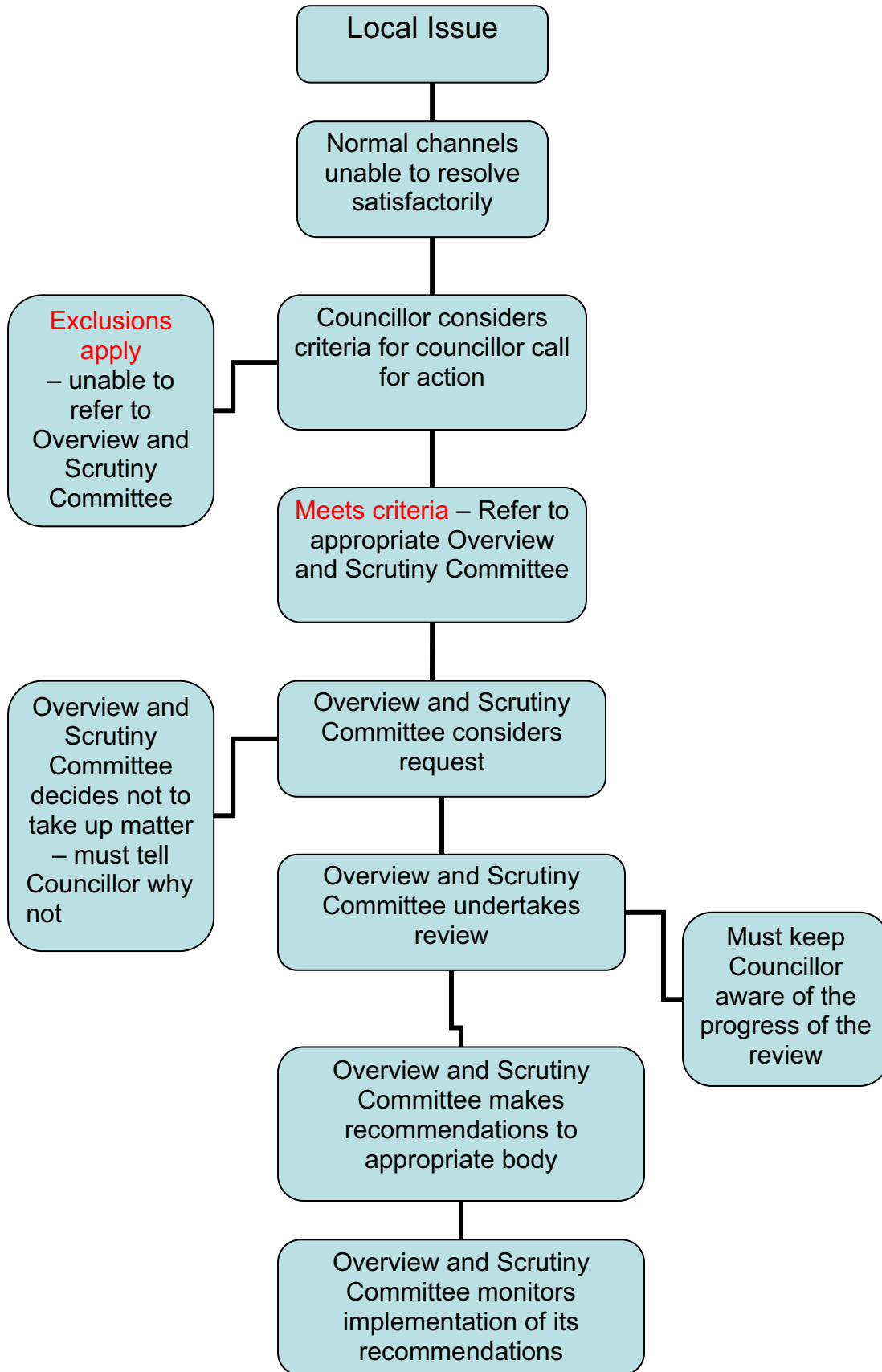
If it is agreed that it is a valid local government matter, you will then be informed of the date and time of the scrutiny committee which will consider your Call for Action, and whether the Committee wishes to hear any further representations.

### **What will happen to my Councillor Call for Action?**

The Overview and Scrutiny Committee will consider your Call for Action as it does any new item suggested for its work plan. In deciding whether to review or scrutinise decisions or actions, it will consider whether the issue affects a large number of people or a significant number of people within a smaller specialist interest group. It will consider what you have already done to resolve the matter and what representations you make as to why the Committee should take the matter up.

If the Committee decides to not to take the 'matter' further, it must explain the reasons, and if it does take the matter up, it must make sure that you have a copy of any reports or recommendations that it makes.

The following chart gives an overview of the process:







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**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX B**

**DARLINGTON BOROUGH**  
**COUNCIL**

**COUNCILLOR CALLS FOR**  
**ACTION**



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**COUNCILLOR CALL FOR ACTION**

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**Responsible Cabinet Member - Councillor Jenny Chapman,  
Communities and Engagement Portfolio**

**Responsible Director - Paul Wildsmith  
Director of Corporate Services**

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**SUMMARY REPORT**

**Purpose of the Report**

1. The purpose of this report is to seek approval for the procedure for receiving and dealing with a Councillor call for action.

**Summary**

2. The Local Government and Public Involvement in Health Act 2007 s119 introduced the power for Scrutiny Committees to consider issues raised by individual members of the public through their local Councillors. The commencement order for this provision has not yet been implemented but recent guidance issued by the Centre for Public Scrutiny and the IDeA and a statement from John Healey, Minister for Local Government, has indicated that it will be implemented from 1 April 2009. To ensure readiness for implementation, Members approval is sought for a procedure for dealing with Councillor Call for Action.

**Recommendation**

3. It is recommended that:
  - (a) Members approve the procedure for dealing with a Councillor Call for Action.
  - (b) Members approve the changes to the Constitution to give effect to the procedure. These changes will be made when the legislation comes into force.

**Reasons**

4. The recommendations are supported by the following reasons:
  - (a) To ensure compliance with new legislation.
  - (b) To enhance opportunities for Members of the public to raise issues with the Council.

**Catherine H Whitehead  
Borough Solicitor**

**Background Papers**

Best Practice Guidance Councillor Call for Action – Centre for Public Scrutiny and IDeA

**Appendices**

- 1 Procedure for Dealing with a Councillor Call for Action
- 2 Changes to the Constitution

C Whitehead : Extension 2306



|                                  |  |
|----------------------------------|--|
| S17 Crime and Disorder           | The Police and Justice Act 2006 sets out a different power for dealing with CCfA in relation to Crime and Disorder although the provisions are essentially identical.  |
| Health and Well Being            | Issues concerning Health and Well Being can be raised through the Councillor Call for Action   |
| Sustainability                   | Issues concerning Sustainability can be raised through the Councillor Call for Action  |
| Diversity                        | The procedure is designed to give all members of the public equal chance to raise issues through the Councillor Call for Action.   |
| Wards Affected                   | All wards are affected equally   |
| Groups Affected                  | All groups are affected equally  |
| Budget and Policy Framework      | This decision does not affect the budget or policy framework   |
| Key Decision                     | This is not an executive decision  |
| Urgent Decision                  | N/A  |
| One Darlington: Perfectly Placed | The Community Strategy aims to ensure through NI 4 that everyone can influence the decisions that affect them. Councillor Call for Action provides a route to enable them to do so.  |
| Efficiency                       | The procedure provides two opportunities for either the local member or Scrutiny to reject small or trivial issues which can be dealt with through other means.<br>This proposal does not include any specific proposals for efficiency. |

**MAIN REPORT**

**Information and Analysis**

5. The Government has introduced a series of white papers, bills and legislation all of which is designed to enhance the opportunities for ordinary people to become involved in decisions affecting their communities. The aim runs through the White Papers Strong and Prosperous Communities and Communities in Control. The first of these proposed a number of measures which were enacted in the Local Government and Public Involvement in Health Act 2007. The latter proposes further provisions including those relating to the power for local communities to submit petitions which is currently making its way through parliament in the Local Democracy, Economic Development and Construction Bill.
6. The Councillor Call for Action was initially intended to allow a direct request to a Scrutiny Committee from a member of the public, but on its way through Parliament it became the Councillor Call for Action which enables a member of the public to make a request to their local Councillor so that the Councillor can ask for discussions at Scrutiny Committees on issues where local problems have arisen and where other methods of resolution have been exhausted. This Authority already has a power for members of the public to make a direct request to Scrutiny Committees to put an item on the agenda and therefore implementation of the new power is unlikely to have a significant effect. Take up of the existing opportunity has been limited.
7. The legislation provides that once the request is made the Scrutiny Committee must notify the Member of any decision it makes and the reasons for it. The Committee must also provide the Member with a copy of any report or recommendations which it makes to the authority or the executive.
8. The procedure proposes that other avenues of resolution should be exhausted first, for example the Member raising the issue directly with officers concerned. If this has not happened the Scrutiny Committee may wish to reject a proposal put forward by a Member without the opportunity being given to officers to resolve the issue informally. Where the issue is personal rather than a concern for a section of the community the matter will be more suited to the Council's complaints procedure, and the Member will be expected to redirect members of the public to the appropriate channel in those cases. Only where there is ongoing dispute about a community issue which cannot be resolved, will it be necessary to employ the Councillor Call for Action procedure. Where a decision is made to conduct a review Scrutiny will use existing legislation to consider the matter and refer to the Executive.

**Partners**

9. Under Section 21A a Councillor Call for Action must relate to a 'local government matter'. This could be interpreted narrowly, to mean only those issues under the direct control of the Authority. However, to give full effect to CCfA, the interpretation of 'local government matter' should be broader to include issues relating to the Council's partners, in line with the area focus of Comprehensive Area Assessment (CAA) and the fact that Authority's duties increasingly impact on other organisations and involve partners within and outside the Local Strategic Partnership. Under the 2007 Act Scrutiny has new powers to look at partner organisations and request information from them. So in relation to CCfA it has powers to consider a particular issue; look at the performance of the partner in relation to

that issue; demand information from the partner to assist in carrying out that consideration and then make recommendations in a public report to the partner. As with internal scrutiny in relation to the Executive, Scrutiny has no power to force a partner to take any action.

### **The Procedure**

10. The proposed procedure is set out at **Appendix 1**, and involves a number of stages, which enable the member of the public to raise the issue with the member; the Member to consider whether it is appropriate for referral to Scrutiny; Monitoring and Co-ordination to decide the appropriate Scrutiny Committee; the Committee to decide whether to consider it. If it does decide to do so, the Scrutiny will conduct the review in the usual way with referral to Cabinet, in accordance with existing procedures. Information will be provided by Scrutiny to the Member who made the call for action including any report and recommendations.
11. The procedure provides that the matter will be referred to Monitoring and Co-ordination Group to refer the issue to the appropriate Scrutiny Committee. It may be that there are a range of issues within one issue which cut across a number of Scrutiny Committees, the issue may relate to one of our partners in which case the relevant Scrutiny Committee may not be immediately apparent.

### **Constitution**

12. The procedure will need to be incorporated into the Council's Constitution and it is therefore recommended that the changes attached at **Appendix 2** be made.

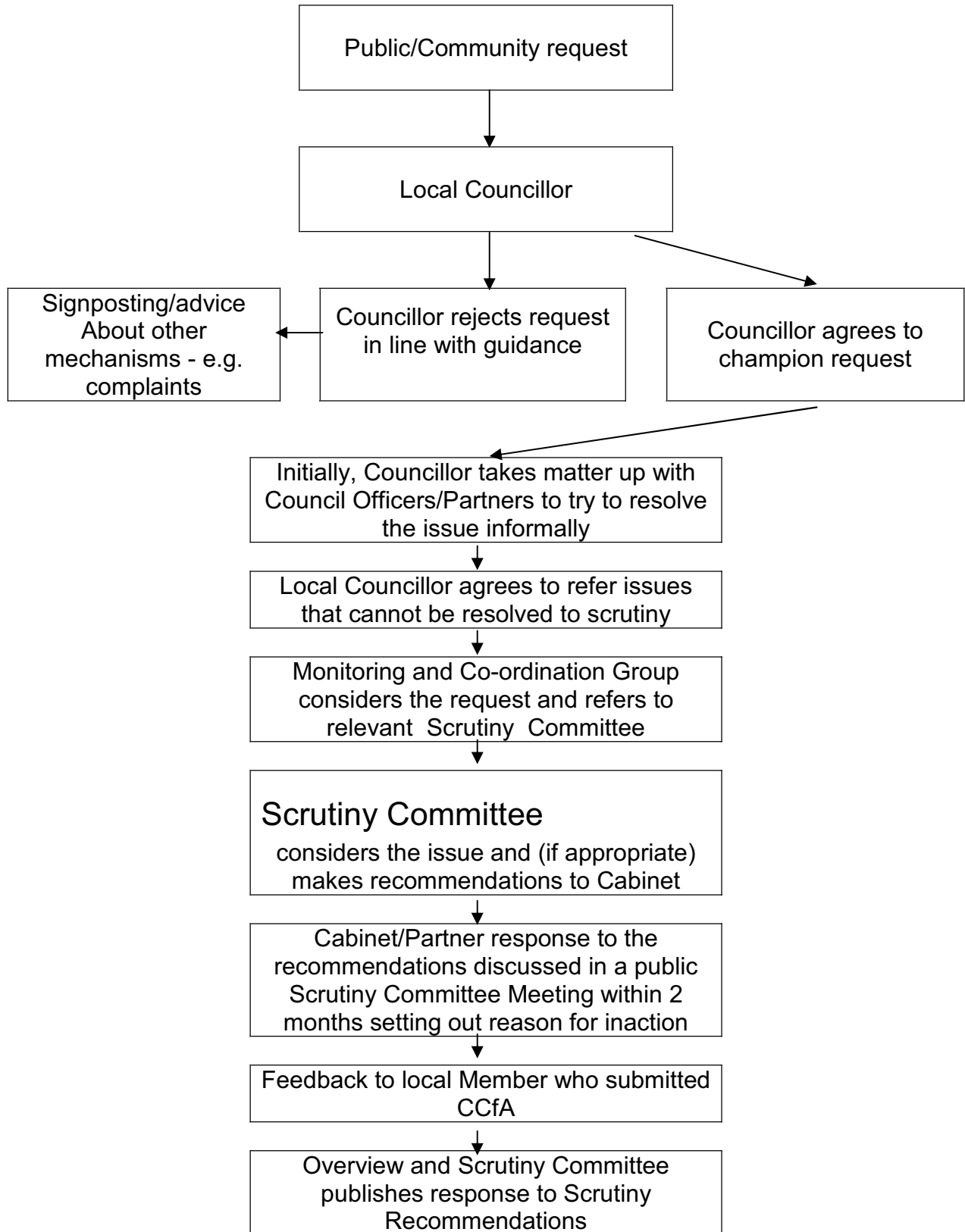
### **Implementation**

13. The Local Government and Public Involvement in Health Act 2007 contained the relevant provisions but these have not been brought into force. The implementation has long awaited guidance on how the CCfA would work in practice. Guidance has recently been issued by the Centre for Public Scrutiny and IDEa although there may be further statutory guidance. The indication from John Healey, Minister for Local Government, at the moment is that the legislation will be brought into force before April 2009 although there is no commencement order yet which will do so. Given the indications it seems appropriate to agree a procedure in readiness for implementation which can be tweaked if necessary if guidance differs greatly from indications in the guidance currently available.

### **Outcome of Consultation**

14. The guidance was issued on 13 February 2009 with an implementation date of 1 April which has afforded little opportunity for consultation. However on 2 March 2009 the proposed procedure was referred to Monitoring and Co-ordination where discussion informed some changes to the procedure and responses to questions raised by Scrutiny members have been incorporated into this report.

**PROCEDURE FOR DEALING WITH A COUNCILLOR CALL FOR ACTION**



## Changes to the Constitution

### Summary and Explanation

In the Summary and Explanation to the Constitution which is the first document which summarises the key parts of the constitution for members of the public the following should be added:-

### Overview and Scrutiny

30. Scrutiny Committees can receive requests to consider issues through local Councillors. Further details of how this works in practice are set out in the Scrutiny Procedure Rules.

### Rights and Responsibilities of the Public

Paragraph 49 (new bullet point)

- Any member of the public can ask a local Member to refer an issue to Scrutiny Committee for consideration this is called the Councillor Call for Action (details of how this operates are set out in the Scrutiny Procedure Rules).

### Scrutiny Procedure Rules

The procedure will be appended to the existing procedure rules and the following added:

A new heading Councillor Call for Action should be added after paragraph 15 with a new paragraph with the following text.

### Councillor Call for Action

16. Any member of the public can approach a Member of the Council to ask that an issue is referred to a meeting of Scrutiny. This is referred to as a Councillor Call for Action. The procedure for dealing with this is set out in the procedure at Appendix 1 to these rules.'

In addition paragraph 13 shall be replaced by the following under the heading Agenda Items

13. Any Member of a Scrutiny Committee of the Authority may refer to the committee any matter which is relevant to the functions of the Committee.

Any member of a Sub-Committee of such a Committee may refer to the Sub-Committee any matter which is relevant to the functions of the Sub-Committee and

Any member of the Authority may refer to a Scrutiny Committee of the Authority of which he is not a member any Local Government matter which is relevant to the functions of the committee.

Referral is by way of notice to the Proper Officer (the Director of Corporate Services) that an item be placed on the next available meeting of the committee. Ten working days notice (that is not counting the day of the meeting or the day of delivery) of an item shall be given to the Proper Officer (Director of Corporate Services) in writing together with sufficient information to enable the officer to advise about the nature and purpose of the item. Referral under (c) above is Councillor Call for Action and will be dealt with under the procedure set out in Appendix 1 to these rules.

These changes will be made to the Constitution when the legislation comes into force.



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**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX C**

**FOREST HEATH DISTRICT**  
**COUNCIL**

**COUNCILLOR CALLS FOR**  
**ACTION**







# Forest Heath

District Council



## Councillor Call for Action Protocol

**Approved by Council: 11 March 2009**

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## **Councillor Call for Action Protocol**

### **Introduction**

The “Councillor Call for Action” (CCfA) was introduced under Section 119 of the Local Government and Public Involvement in Health Act 2007 (the Act), and came into force on 1 April 2009. The statutory requirement to implement CCfA by 1 April 2009 applies to all councils in England (with the exception of parish councils) regardless of their Executive arrangements.

The Act enables any member of the council to refer to an overview and scrutiny committee any local government matter or any crime and disorder matter which affects their ward/division.<sup>1</sup>

The power to refer a matter is available only where the matter is of direct concern to the ward or division which the councillor represents. A councillor can refer a matter even if no citizen has asked him/her to consider it, and there is no requirement for councillors in multi-member wards to agree – any of them can refer a matter.

### **Limitations**

It is important to recognise that CCfA is not guaranteed to solve a given problem. CCfA can provide a method for discussing such problems and, through discussion, trying to overcome them.

### **Issues excluded from referral as a CCfA**

The Overview and Scrutiny (Reference by Councillors) (Excluded Matters) (England) Order 2008 excludes the following matters from referral as a CCfA:

- Individual complaints concerning personal grievances or commercial issues.
- Any matter relating to an individual or entity where there is already a statutory right to a review or appeal (other than the right to complain to the Local Government Ombudsman), for example:  
  
    Planning and licensing applications and appeals  
    Council Tax/Housing Benefits complaints and queries  
    Issues currently under dispute in a court of law
- Any matter which is vexatious, discriminatory or not reasonable to be included on the agenda for, or to be discussed at, a meeting of the overview and scrutiny committee or any of its sub-committees.<sup>2</sup>

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<sup>1</sup> For definition of a local government matter and a local crime and disorder matter please see explanatory notes pages at Appendix 3.

<sup>2</sup> For definition of vexatious and discriminatory matters please see explanatory notes pages at Appendix 3.

A referral, provided it is not an excluded matter (see above); will ensure that the matter is included on the agenda of the overview and scrutiny committee. It is then up to the members of the committee to decide whether or not to take the matter further.

A referral made to the overview and scrutiny committee is seen as being at the end of the CCfA process (**the last resort**) and not the first step.

### **Steps to be taken, prior to making a Councillor Call for Action referral**

Prior to a councillor referring a matter as a CCfA to the overview and scrutiny committee, a councillor **must** have tried to resolve the issue/problem themselves using all mechanisms and resources available to them at ward level. Councillors should:

- If a local crime and disorder matter, raise the issue through the Community Safety Partnership to find a way to resolve the issue.
- Ensure that all relevant partner organisations have been informed of the issue and given enough time to resolve the issue, for example through formal letters written on behalf of constituents, discussion at public meetings, petitions, communication with local MPs and councillors in other authorities etc.
- Ensure that all relevant internal potential routes to solution have been followed, for example informal discussions with officers and/or members, questions at committees etc.
- Ensure that this is not an issue that is currently being or should be pursued via the council's complaints procedure.
- Ascertain whether or not any other form of local scrutiny is investigating the issue, eg Suffolk County Council.

### **How to make a Councillor Call for Action referral**

If the issue/problem is still not resolved the councillor can refer it to the overview and scrutiny committee as a "Councillor Call for Action". To do this the councillor should:

- Complete a CCFA Request Form by hand or electronically, outlining what the issue is and what steps have been taken towards a resolution. The request for a CCfA should include:
  - The name of the councillor and ward they represent.
  - Title of the CCfA

- Why they think the issue should be looked at by the Overview and Scrutiny Committee?
  - A brief synopsis of what the main areas of concern are?
  - What evidence do you have in support of your CCfA?
  - Which areas or community groups are affected by the CCfA?
  - What have you done to try and resolve the issue prior to requesting a CCfA?
  - Is the CCfA currently the subject of legal action by any party (to your knowledge) or is being examined by a formal complaints' process?
  - Are there any deadlines associated with the CCfA of which the Overview and Scrutiny Committee needs to be aware?
- The Overview and Scrutiny Manager will receive the referral form either by post or electronically, log it to track its progress and assess the issue to ensure that it is not a matter excluded from referral to overview and scrutiny.
  - The Overview and Scrutiny Manager will inform the Chairman of the Overview and Scrutiny Committee that the item will be included on the committee agenda. The councillor will be informed whether or not their referral has been successful.

A successful referral will ensure that the CCfA will be placed on the next agenda of the Overview and Scrutiny Committee. It is then up to the members of the committee to decide whether or not to take the matter further.

### **Decision of the committee whether to take the matter further**

In deciding whether or not to take the matter further the committee will consider:

- Anything that the councillor has done in relation to this matter; and
- Representations made by the councillor as to why the committee should take the matter up. (Councillors have the option of either presenting their CCfA form without supporting papers or by preparing a report setting out their views. Any reports prepared by councillors would be circulated, along with the agenda and other reports for the meeting). *This information will need to take account of the disclosures of exempt information as prescribed in Part 1 of Schedule 12A of the Local Government Act 1972.*

The criteria the committee will use to decide whether or not to take the matter further include:

- Is the committee satisfied that all reasonable attempts have been made to resolve the issue by the ward councillor? And do the responses received by the referring councillor demonstrate that the matter is not being progressed?
- Has the committee considered a similar issue recently – if yes had the circumstances or evidence changed?
- Is there a similar or related issue which is the subject of a review on the current work programme? It may be more appropriate to link the new issue to an existing review, rather than hold a separate CCfA hearing. Relevant time pressures on resolving the CCfA should be taken into account.
- Have all relevant service areas or partner organisations been informed and been given enough time to resolve the issue? What response has the councillor received?
- Is this a case that is being or should be pursued via the Council's corporate complaints procedure?
- Is it relating to a "quasi-judicial" matter or decision such as planning or licensing?
- Is the issue part of an individual's own personal agenda (an issue of genuine local concern should have an impact on the local community).
- Is this an issue currently being looked at by another form of local scrutiny, e.g. Suffolk County Council?
- And, as with all scrutiny, does the matter referred have the potential for scrutiny to produce recommendations which could realistically be implemented and lead to improvements for anyone living or working in the referring member's ward?

In considering the CCfA, the Overview and Scrutiny Committee may invite the relevant Member Champion, Chief Executive, Head of Service or external organisation to discuss the issue with the Overview and Scrutiny Committee and answer any questions, if the committee considers this relevant.

If the committee decides not to accept the CCfA referral it must inform the councillor and provide reasons.

If the committee decides to accept the CCfA referral, it must decide how it intends to take the matter forward and include the CCfA in its work programme. This could include:

**Before holding a formal hearing:**

- Asking the service area(s)/partner organisation(s) to respond to the CCfA.

- Setting up a research group to undertake a more in depth review.

#### **At formal hearing**

- Asking for further evidence and/or witnesses to be brought to a future meeting then making recommendations to the relevant service committee/partner organisation.

#### **Potential outcomes**

Following a formal hearing, there are a number of potential outcomes from the committee meeting:

- The committee could determine not to make a report (perhaps because it is not considered the right time to consider a particular issue), with the ward councillor notified in writing;
- The committee could determine that it is a complex issue that requires further investigation and commission a scrutiny review of the issue;
- The committee could write a report and make recommendations on the CCfA to the relevant service committee/partner(s).

Once the committee has completed its work on the CCfA referral the member who made the CCfA referral will receive a copy of any report or recommendations made. The reply will also be printed on the Council's website [www.forest-heath.gov.uk](http://www.forest-heath.gov.uk) (unless there are reasons why the committee treats the matter as an exempt item and as a result the report cannot be made public).

#### **Timescales**

Once a CCfA has been assessed as not being a matter which is excluded from referring to overview and scrutiny, the item will be included on the next available committee agenda.

If the committee agrees to take the matter forward, the hearing will usually be held as an item on the next available agenda. In exceptional circumstances, for example where there are unavoidable time constraints, a separate meeting may be convened.

Should a CCfA hearing result in recommendations to a Service Committee being made, the Service Committee must respond to the recommendations, setting out any action it intends to take, within 28 days of the recommendations being placed on a Service Committee agenda.

Should a CCfA hearing result in recommendations to partner organisations, such organisations will also be requested to make a response to the recommendations, although they are under no legal obligation to do so.



**Forest Heath**  
District Council

**Appendix 1**

**Councillor Call for Action Request Form**

This form should be used by any Councillor at Forest Heath District Council who would like the Overview and Scrutiny Committee to consider a Councillor Call for Action in their ward.

|   |
|---|
| <b>Your contact details:</b><br>Name (print): |
| Address:                                      |
| Contact number:                               |
| Email address:                                |

|                                |
|--------------------------------|
| <b>The Ward you represent:</b> |
|--------------------------------|

|  |
|--|
| <b>Title of your Councillor Call for Action:</b> |
|--|

|                            |
|----------------------------|
| <b>Date of Submission:</b> |
|----------------------------|

|   |
|---|
| <p>Would you like the opportunity to speak to the Overview and Scrutiny Committee?</p> <p>Yes <input type="checkbox"/>      No <input type="checkbox"/></p>                   |
| <p>Have you approached the Overview and Scrutiny Committee on the same issue in the past six months?</p> <p>Yes <input type="checkbox"/>      No <input type="checkbox"/></p> |
| <p>Would you like your response by:</p> <p>Email <input type="checkbox"/>      Letter <input type="checkbox"/></p>  |



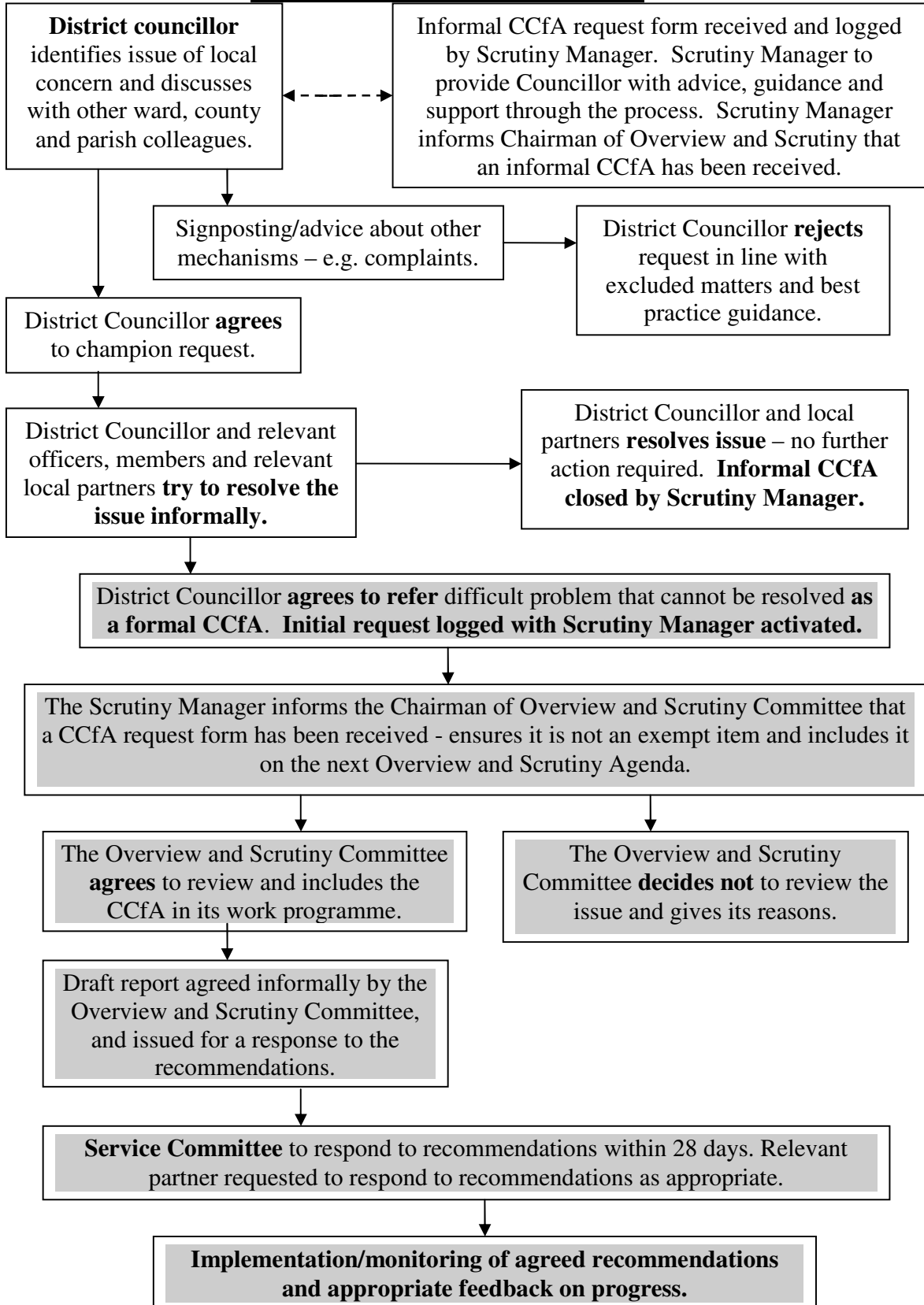
|   |
|---|
| <b>Why you think the issue should be looked at by the Overview and Scrutiny Committee:</b>  |
| <b>Please give a brief synopsis of the main areas of concern are:</b>   |
| <b>What evidence do you have in support of your CCfA:</b>   |
| <b>Which areas or community groups are affected by the CCfA:</b>  |
| <b>How have you tried to resolve the issue :</b>  |
| <b>Is the CCfA currently the subject of legal action by any party (to your knowledge) or is being examined by a formal complaints' process?</b> |
| <b>Are there any deadlines associated with the CCfA of which the Overview and Scrutiny Committee needs to be aware:</b>                         |

**Please complete and return the form to:**

Forest Heath District Council  
Christine Brain, Overview and Scrutiny Manager  
FREEPOST BN583  
College Heath Road  
Mildenhall  
BURY ST EDMUNDS  
Suffolk, IP28 7BR

**Appendix 2**

**SUMMARY OF CCfA MECHANISM**



## Appendix 3

### Explanatory Notes

#### 1. **Definition of a local government matter and a local crime and disorder matter**

##### Local government matter

For the purpose of the Act a local government matter, in relation to a member of a local authority is one which:

- relates to the discharge of any function of the authority;
- affects all or part of the electoral area for which the referring member is elected or any person who lives or works in the area (ie it must be specific to a particular locality); and
- is not an excluded matter.

##### Local crime and disorder matter

A local crime and disorder matter, in relation to a member of a local authority, has been defined to mean a matter concerning:

- (a) crime and disorder (including in particular forms of crime and disorder that involve anti-social behaviour or other behaviour adversely affecting the local environment); or
- (b) the misuse of drugs, alcohol and other substances that affects the electoral area represented by the member, or the people who live or work in that area.

#### 2. **Definitions of “vexatious” “persistent” “discriminatory” and “not reasonable”**

Statutory regulations deal with matters that can be excluded from CCfA, stating that “any matter which is vexatious, discriminatory or not reasonable to be included on the agenda for, or to be discussed at, a meeting of the overview and scrutiny committee is to be excluded”.

##### Vexatious/Persistent

Deciding whether a request is vexatious is a flexible balancing exercise, taking into account all the circumstances of the case. There is no rigid test or definition, and it will often be easy to recognise. The key question is whether the request is likely to cause distress, disruption or irritation, without any proper or justified cause.

Issues around persistency are implied by this definition. However, a persistent request may well be entirely valid – it may relate to a systematic problem that has not been effectively resolved. Similarly, a request which

some members may regard as vexatious, for political reasons, may actually be entirely reasonable.

CCfAs need to be looked at on their merits, rather than on the basis of who is bringing them, or whether somebody thinks there is an ulterior motive for them being brought.

Where a request for a CCfA is clearly vexatious, detailed reasons for coming to this decision will be given to the councillor concerned. There could, however, be instances where changes to the scope of the CCfA, or its focus, could make it more acceptable while still meeting the councillor's requirements.

#### Discriminatory

A modern interpretation of the word "discrimination" is provided at Section 45 of the Equality Act 2006, in relation to religion and belief, as follows:

*A person (A) discriminates against another (B) if on the grounds of the religion or belief of B or of any other person except A, A treats B less favourably than he treats others.* This definition can easily be amended to deal with other forms of discrimination, such as discrimination for reasons of sex and/or race. So a discriminatory CCfA might be one which implies or states that a group of people or an area receives better, or worse, services on account of that group's predominant religion, race, sex or other characteristic, as covered by discrimination legislation.

#### Not reasonable

It is suggested that, in the interests of transparency, authorities do not interpret "not reasonable" as being the same as the legal word "unreasonable". It is best to consider it as a qualifier to the word "vexatious", as a vexatious request is likely not to be reasonable and a request that is not reasonable is likely to be vexatious.

### **3. Structure of the CCfA hearing**

A CCfA hearing will be based on the Overview and Scrutiny Committees current structure for dealing with call-in hearings.



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX D**

**KIRKLEES COUNCIL**

**COUNCILLOR CALLS FOR  
ACTION**



# A Councillor's Guide to Community Call for Action

*What is it?*

*And, what will it mean for you, as a Councillor, in Kirklees?*

## What is a CCfA?

CCfA is a process which puts you as local councillors at the forefront of dealing with issues of concern in your local communities. It gives you a central role in calling to account the work of council services and other agencies at a local level. When concerns are identified (either as a result of information from individuals, community groups or your own observations), councillors should be able to trigger a response from service providers and help ensure the concerns are dealt with. **As a last resort**, when a problem cannot be solved, the CCfA can enable you to trigger a local scrutiny review.

The CCfA, alongside proposals which will require a much wider range of agencies to formally cooperate with scrutiny in the future, is intended to provide greater emphasis to the vital work undertaken by you in your communities as community advocates and champions, and to further increase the accountability of public service providers to local communities.

## Where does the idea come from?

In Kirklees, a council budget amendment provided additional resources for Scrutiny to 'review local service provision.' The Kirklees CCfA has been developed in response to this budget amendment which has enabled the introduction of a CCfA in advance of it being a legal requirement (the first Council nationally to do so)



The Police and Justice Act will introduce a CCfA in relation to community safety. Several other Government departments are also exploring proposals. It is likely to be a requirement for all councils to introduce these CCfA processes in 2008. In the Local Government White Paper, 'Strong and prosperous communities,' the Minister for Communities and Local Government said:

"Local communities are represented by their democratically elected councillors. We want to strengthen the ability of local councillors to speak up for their communities and demand an answer when things go wrong. We propose that this role should be exercised by individual councillors through a '**Community Call for Action**' or collectively by councillors through the Overview and Scrutiny Committee."

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## Update on developments at a national level

Nationally, the thinking about CCfA has shifted quite significantly over the past year, with less emphasis now on scrutiny's role and more emphasis on local ward councillors to deal with issues of concern, with scrutiny seen as a tool of last resort.

The concept and procedure for CCfA referred to in the White Paper is largely the same as in the Police and Justice Act, that is:

- **Community Call for Action (CCfA):** Local residents have concerns about persistent or serious problems in their area or want to influence policies.
- **First level of response:** Councillor takes up communities concerns. (Councillors may also initiate a CCfA and gather support from the local community.)
- **Second level of response:** Councillor asks Council Executive to take action.
- **Third level of response:** Councillor asks Overview and Scrutiny to investigate.
- **Fourth level of response:** The Overview and Scrutiny committee considers rejects or makes recommendations – which may be accepted or rejected by the council executive/local partners.



## Phase 1: First locality

The first phase of the CCfA in Kirklees will start on 13<sup>th</sup> February 2007 in the localities of Huddersfield North and Huddersfield South. Introducing the CCfA in only two localities initially will make it easier to test out the approach and to evaluate learning points in relation to each stage of the process before the CCfA is rolled out Kirklees-wide. We may need to tailor this approach in the future to take account of any developments at a national level.

## How will a Community Call for Action (CCfA) fit in with 'Scrutiny'?

In Kirklees, members of the public, ward councillors or community groups can already request the Scrutiny process to review an issue of concern.

***A large proportion of the in-depth ad hoc scrutiny reviews carried out in Kirklees have originated from public requests for scrutiny.***

One of the roles of the Overview and Scrutiny Management Committee is to consider requests for scrutiny and to prioritise issues for review. The CCfA will **not** change this.



## **What's new about the CCfA?**

What distinguishes the CCfA from a more general request for scrutiny is:

- The focus of the CCfA is on **neighbourhood** or **locality** issues and specifically the **quality** of public service provision at a locality level.
- The CCfA represents a genuine local **community** concern (based on local councillors judgements) and
- It is a **persistent** problem which the local councillor has been **unable to resolve** through local action and discussion with the cabinet or relevant services and agencies.
- When introduced as a legal requirement (expected April 2008), councillors will be under a **legal duty** to consider requests from members of the public on certain issues.
- Scrutiny reviews resulting from CCfA will be undertaken by scrutiny panels composed largely of councillors from the affected locality. There is an expectation that the **locality-based scrutiny reviews** will be 'short and sharp', focused reviews - it is important that the public see this as a responsive and un-bureaucratic process which delivers tangible outcomes.

## **What the CCfA is not**

We have always rightly emphasised that scrutiny is not appropriate for dealing with individual complaints. The council and partner agencies have well established complaints mechanisms for this purpose. In responding to public requests for CCfA, local councillors will need to make a judgement about whether the issue is a potential CCfA or should be dealt with in another way.

A new post of 'Scrutiny Assistant' has been established in the Overview and Scrutiny Team. One of the Scrutiny Assistant's roles is to provide members of the public with personal advice at an early stage in a CCfA request - in order to help people through the process or ensure they are signposted to other mechanisms if CCfA is not appropriate.

## **How will it work in practice?**

The CCfA process being adopted for the first phase of the CCfA is summarised on the following flow-chart. Some important parts of the process to consider include:

### **When does a request from a member of the public become a potential CCfA?**

Councillors deal with issues of concern on behalf of their constituents as an everyday part of their usual business. The CCfA is not intended to add additional bureaucracy to these ward councillor requests, which will continue to be dealt with in the same way as they are now. If you are uncertain about whether a request might be appropriate, the Scrutiny Assistant can provide advice and assistance to councillors and to the member of the public making the request.

### **Championing a CCfA**

It is a matter of judgement which requests you agree to champion and as a local councillor you are accountable to your local community for these judgements. Championing a request will mean taking the issue up on behalf of the resident(s) concerned and trying to resolve the problem by liaising with council services, the Cabinet and/or outside agencies.

### **Logging CCfA requests**

You may wish to inform the Scrutiny Office about a request for a potential CCfA at quite an early stage, particularly if support and advice from the Scrutiny Assistant would be helpful. Certainly at the point you agree to champion a CCfA it would be helpful to formally log this with the Scrutiny Office. Some requests will come to the Scrutiny Office directly, and in those cases we will log the request and forward the information to the appropriate ward councillors.

### **Referring CCfA's to scrutiny**

The expectation is that only the most persistent issues, which local councillors have not been able to resolve will be referred to scrutiny. In considering the referral, the Overview and Scrutiny Management Committee will want to be assured that ward councillors have made every effort to try to find a local resolution.

### **For further information contact:**

John Heneghan, Overview and Scrutiny Team Leader, Tel: 01484 221687

Email: [john.heneghan@kirklees.gov.uk](mailto:john.heneghan@kirklees.gov.uk)

Or Beth Hewitt, Scrutiny Assistant, Tel: 01484 221864

E-mail: [beth.hewitt@kirklees.gov.uk](mailto:beth.hewitt@kirklees.gov.uk)

### **Information available:**

Informal report to O&S Management Committee 18<sup>th</sup> October 2006

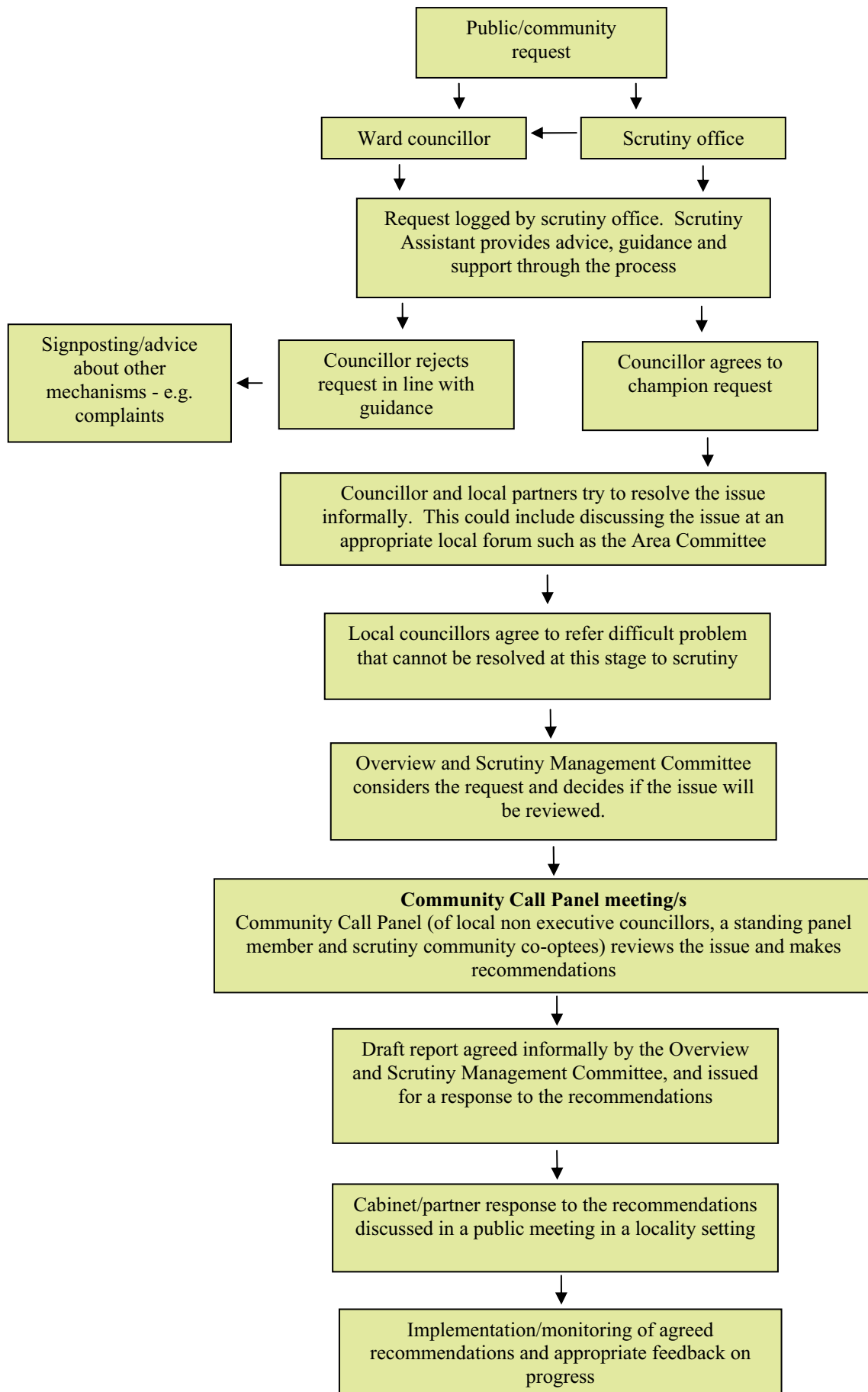
Informal report to O&S Management Committee 02<sup>nd</sup> January 2007

Report to O&S Management Committee 13<sup>th</sup> February 2007

*This Guide was produced by  
The Overview & Scrutiny Team  
In partnership with the  
Councillor Development Officer*



**SUMMARY OF THE PROPOSED CCfA MECHANISM**





## **Community Call for Action Additional Guidance for Councillors**

- What to do with an initial issue
- Assessing when something is a genuine community concern
- Agreeing to champion
- Knowing when to refer to scrutiny.

In 'A Councillors Guide to Community Call for Action', we established what was new about a community call for action and what distinguished it from a more general request for scrutiny.

The guide stated that:

- The focus of the CCfA is on neighbourhood or locality issues and specifically the quality of public service provision at a local level.
- The CCfA represents a genuine local community concern (based on the local councillors judgements.) and
- It is a persistent problem which the local councillor has been unable to resolve through local action and discussion with the cabinet or relevant services and agencies.
- When introduced as a legal requirement (expected April 2008), councillors will be under a legal duty to consider requests from members of the public on certain issues.
- Scrutiny reviews resulting from CCfA will be undertaken by scrutiny panels composed largely of councillors from the affected locality. There is an expectation that the locality-based scrutiny reviews will be 'short and sharp', focused reviews – it is important that the public see this as a responsive and un-bureaucratic process which delivers tangible outcomes.

The guide also stated what CCfA is not:

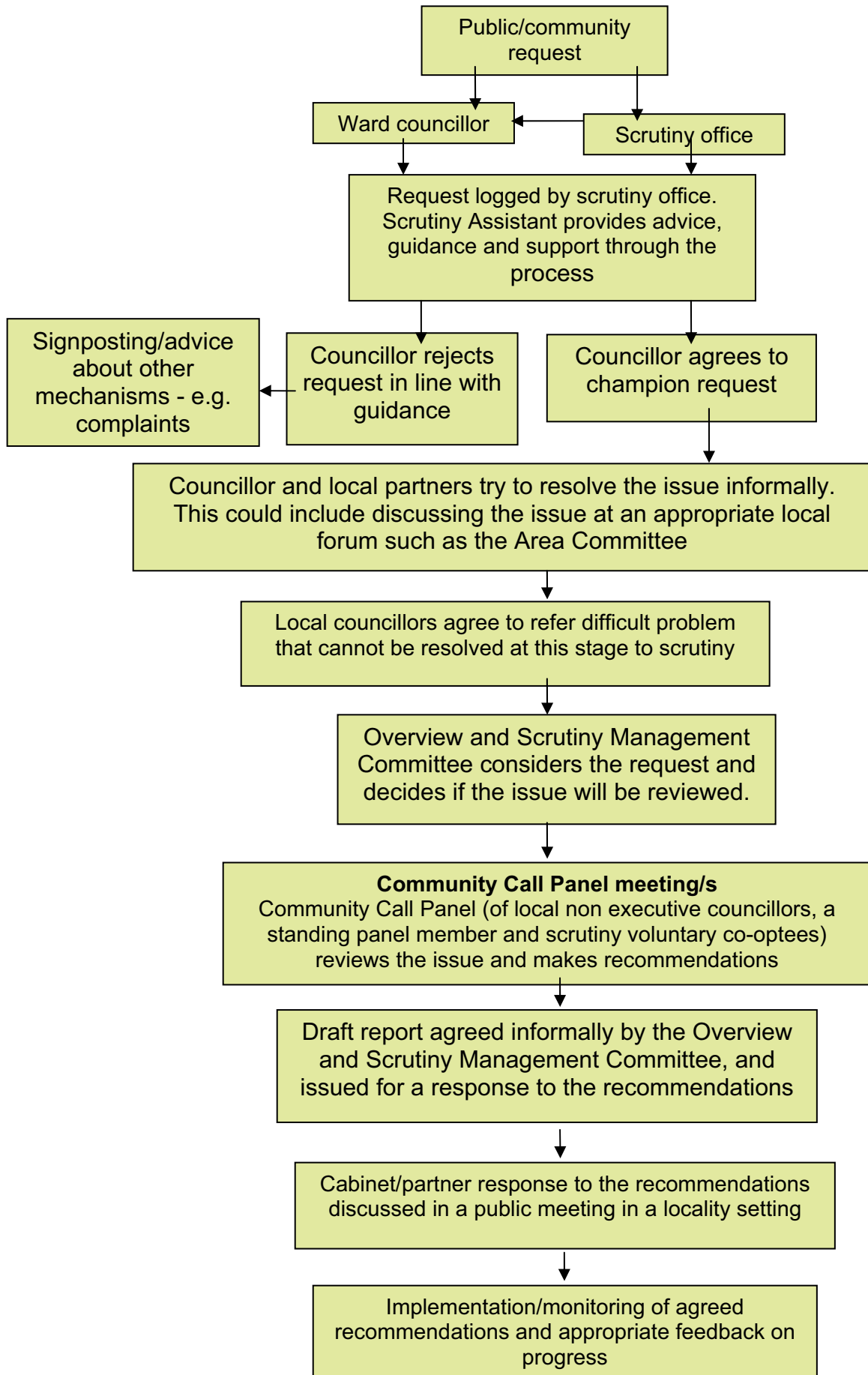
- A CCfA is not appropriate for dealing with individual complaints.
- A CCfA is not appropriate for dealing with issues that relate to individual 'quasi judicial' decisions (e.g. planning or licensing) or to council and non domestic rates as these are subject to their own statutory appeals processes.

Using case Studies and a checklist approach we can look at the different stages of the Community Call for Action in more detail.

Most importantly understanding:

1. What to do with the initial issue and signposting accordingly.
2. How to assess whether an issue is a genuine concern.
3. What happens once you agree to champion a request.
4. When to refer to scrutiny.

**Summary of proposed CCfA Mechanism**



**The Initial Issue Checklist**

**1. Are the concerns individual complaints?**

Scrutiny is not appropriate for individual complaints. If it is a complaint of this nature, advice can be given about the Kirklees Corporate Complaints procedure.

**2. Do the concerns relate to individual 'quasi judicial' decisions (e.g. planning licensing) or to council and non domestic rates?**

Scrutiny is not appropriate for dealing with these kinds of concerns as they are subject to their own statutory appeals process. However, patterns of issues may be appropriate to consider as a concern under CCfA – e.g. community concerns about the proliferation of licensed premises in a local neighbourhood.

**3. Are the concerns to do with the quality of public service provision at a local level?**

Community call for Action not only looks at issues of concern relating to council services, but also issues relating to other public services and service areas, such as: concerns about anti-social behaviour, community safety, health services and issues relating to local schools.

**The Genuine Local Community Concern Checklist**

**1. Is the focus of concern on a neighbourhood or locality issue?**

Community Call for Action focuses on neighbourhood or locality issues, where you as ward councillors can help resolve issues of concern in your wards. If the concern is of a more general nature – e.g. about policy across Kirklees – you can still make a request for scrutiny in the usual way.

**2. Is the issue a genuine local concern?**

You will want to be sure that the concerns in your ward are genuine and not just an individual 'hobby horse.' Finding out the views of other community members will help clarify this.

**The Championing a Request Checklist.**

**1. An apology, explanation or an assurance about a particular problem is not enough to satisfy a community concern.**

Research has shown that an apology, explanation or an assurance that a problem will not be repeated can help to address concerns. Some community concerns can be satisfied by public explanation and do not require service change or a scrutiny review.

**2. Resolving an issue.**

Once you have agreed to champion a CCfA you will be aware of a variety of ways in which you might seek to resolve a concern including:

- Discussing the issue with officers from relevant council service or agency.
- Facilitating an informal discussion at an appropriate local forum such as an area committee
- Raising the issue with locality based arrangements such as the Neighbourhood Management Group.
- Formally raising the issue with partnerships or partner agencies such as the Police or Primary Care Trust, Safer Communities partnership or Sports and Recreation Partnership.

**The Referring to Scrutiny Checklist.**

**1. The issue is persistent and unresolved by ward councillor(s)**

When you feel you have done everything within your power to remedy a community concern, you have exhausted all mechanisms and have tried to resolve the problem(s) with the aid of other agencies and partnerships, but have been unsuccessful in finding an adequate solution. Then you are able to refer the issues(s) to scrutiny, but this should always be a last resort.



By applying case studies to the above checklists we can begin to see how the Community Call for Action process might work in practice. The checklists and case studies have been developed to help you decide whether an issue has the potential to be a Community Call for Action. The guidance is not meant to be prescriptive and doesn't need to be followed rigidly.

Due to the unknown nature of potential community concern, the checklist should be thought of as highly flexible. When you are still unsure about a concern, you can contact the Scrutiny Assistant for further guidance.

Beth Hewitt, Scrutiny Assistant, Tel: 01484 221864

E-mail: [beth.hewitt@kirklees.gov.uk](mailto:beth.hewitt@kirklees.gov.uk)

### Case Study One Mr White – New Mill

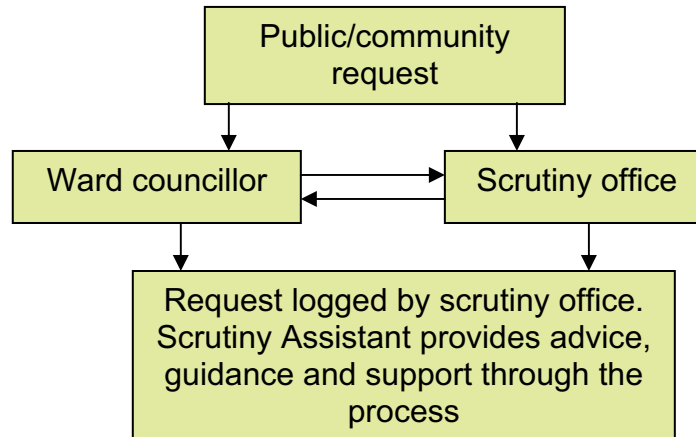
I am writing on behalf of local residents in the area who want the problems at the recreation ground to be sorted out. Local residents have made numerous petitions and complaints about this, we have raised the issue with our local councillors and the area committee who want to help but the problem is still not being solved.

The shelter at the recreation ground encourages teenage drinking, sex and drugs. I have had mud and eggs thrown at my window and recently bricks that have smashed my window and unsettled me for my safety. This behaviour seems to happen after the youths spend a night in the shelter drinking and doing drugs.

The police do not patrol this area (although they know of the problems) as they "do not have the man-power". I am a widower and pensioner and live on my own and I am finding this too much to cope with.

I would like to know what can be done about this. I know the situation is only going to get worse as the children break up from school soon.

### The Initial Issue



Mr White has written to the Scrutiny Office stating his concerns about various problems occurring in his local community. The Scrutiny Assistant would log Mr White's concerns and contact you directly regarding this matter. If Mr White had contacted you first it is important that the Scrutiny Assistant/Office is informed so that if at a later time you agree to champion the request, the scrutiny office is already aware of the concerns. If you are unsure whether a request is a potential CCfA you can contact the Scrutiny Assistant for further guidance

#### The Initial Issue Checklist

##### **1. Are the concerns of Mr White individual complaints?**

Scrutiny is not appropriate for individual complaints; however Mr White's concerns are clearly the views of the community and local residents.

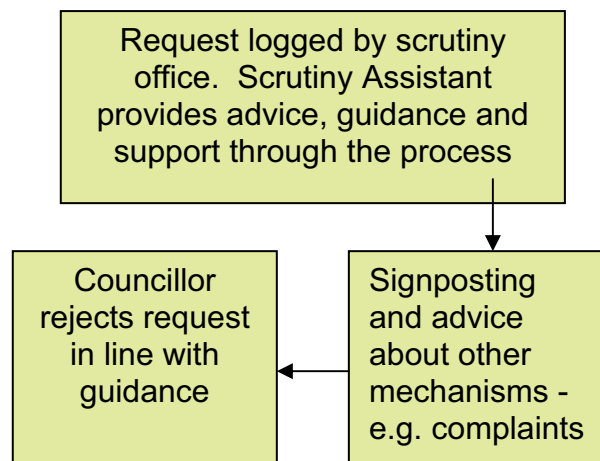
##### **2. Do the concerns of Mr White relate to 'quasi judicial' decisions (e.g. planning, licensing) or to council and non domestic rates?**

No the concerns of Mr White are not to do with 'quasi judicial' decisions or to council and non domestic rates. However if they were, Scrutiny would not be appropriate for dealing with these kinds of concerns as they are subject to their own statutory appeals process.

##### **3. Are Mr White's concerns to do with the quality of public service provision at a local level?**

Mr White has a variety of cross-cutting concerns including: problems with the use of recreational ground, anti social behaviour and the lack of police presence in the community.

### A Genuine Concern



As ward councillor, you will have to decide whether a concern raised constitutes a genuine community concern. The scrutiny assistant can offer guidance if needed. Once you have established whether it is a genuine community concern, you can either reject the request and signpost to more appropriate mechanisms for dealing with the problem, or agree to champion the request and try to resolve the issue by liaising with other council services, the cabinet and other agencies/partnerships.

By using the genuine concern checklist you can assess whether Mr White's concerns would warrant further assistance for a CCfA.

#### The Genuine Local Community Concern Checklist

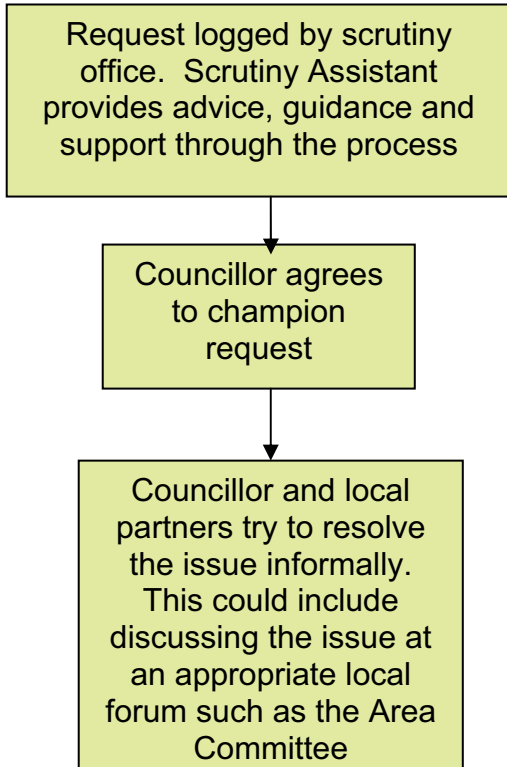
##### **1. Is the focus of the concern on a neighbourhood or locality issue?**

From the information Mr White has provided us with it is very clear that this is neighbourhood/locality issue.

##### **2. Is the issue a genuine local concern?**

The issues raised by Mr White on the surface seem like issues of genuine local concern, including underage drinking, drug taking, anti-social behaviour and the lack of police presence. However, you will need to be sure that the concerns of the ward are genuine and not just the views of an individual 'hobby horse'. Finding out the views of other community members will help clarify this.

## Agreeing to Champion



It is your judgement as to whether a request should be championed and councillors are accountable to the community for these judgements. If you decide to champion a request, you will take on the issue of you constituents and try to resolve the problem by various means, including: liaising with council services, the cabinet and other agencies and/or partnerships.

Where you feel you have done everything within your power to resolve a community concern but the issue is still unresolved, then you will be able to refer the CCfA to scrutiny.

However this should be a last resort and the overview and scrutiny management committee will need to be satisfied that you have done everything you can to try and solve the community concern.

### The Championing a Request Checklist

**1. An apology, explanation or assurance about a particular problem is not enough to satisfy community concern.** In the case of Mr White an apology, explanation or assurance would not be sufficient. Especially considering that ward councillors have known about this concern for some time.

**2. Resolving the issue.** Since the issues in Mr White's letter are varied in nature no one solution is appropriate. Mr White states that the residents have signed petitions and raised the issues with the ward councillors and area committee but the concerns are still unresolved. You might use a variety of other ways to try and resolve this concern, such as:

- Discussing the issue with officers from the relevant council services or agencies.
- Raising the issue with locality based arrangements such as Neighbourhood Management Group
- Formally raising the issue with partnerships or partner agencies such as the Police, Safer Communities Partnership or the Sports and Recreation Partnership.

**Referring to Scrutiny**

Local councillors agree to refer difficult problem that cannot be resolved at this stage to scrutiny



Overview and Scrutiny Management Committee considers the request and decides if the issue will be reviewed.



**Community Call Panel meeting/s**  
Community Call Panel (of local non executive councillors, a standing panel member and scrutiny voluntary co-optees) reviews the issue and makes recommendations



Draft report agreed informally by the Overview and Scrutiny Management Committee, and issued for a response to the recommendations



Cabinet/partner response to the recommendations discussed in a public meeting in a locality setting



Implementation/monitoring of agreed recommendations and appropriate feedback on progress

Issues passed to scrutiny should only be the most persistent issues that have been unable to be resolved by all other mechanisms.

The Overview and Scrutiny Management committee will evaluate requests for scrutiny and prioritise reviews dependant on available resources.

Once a request has been decided to be reviewed. It is important that you are involved in the scrutiny review of their local services, ensuring that there is a local perspective on the issues being scrutinised.

In order that there is a balance on the scrutiny panel the reviews will be undertaken by:

- non executive councillors
- an appropriate standing panel member
- a Scrutiny Voluntary Co-optee pool.

Panels will be supported to undertake reviews by the Overview and Scrutiny Officer.

The completed reports will be agreed informally by the OSMC, before being sent to Cabinet/Partner agencies for a response to the recommendations.

The locality based scrutiny reviews are expected to be 'short, sharp and focused' pieces of work carried out in a short timescale. It is important that the public see this process as responsive and producing tangible outcomes.

Cabinet members and or partner agencies will be expected to respond to scrutiny recommendations in the usual way, indicating the recommendations that have been accepted, how and when these recommendations will be implemented and explaining why any recommendations have not been accepted.

Implementation of the recommendations will be monitored by the relevant scrutiny lead members/panel with support from the scrutiny office.

It is important that there is feedback and engagement at a local level, especially for the originators of the Community Call for Action.

**The Referring to Scrutiny Checklist**

**1. The issue is persistent and unresolved by the ward councillor(s)**

When you feel you have done everything within your power to remedy Mr White's concern and you have exhausted all mechanisms and have tried to resolve the problems with the aid of other agencies and partnerships, but have been unsuccessful in finding an adequate solution. Then you are able to refer the issue to Scrutiny. This should always be a last resort.

**SUMMARY OF MR WHITES CONCERNS**

Mr White's concerns are not his individual complaints; they are the views of other community members. Mr White's concerns include a number of cross-cutting concerns. Such as, anti social behaviour, gang culture, the use of recreational grounds and lack of police presence.

The focus of Mr White's concerns are certainly neighbourhood/locality based issues and the information provided by Mr White suggests that the issues are a genuine local concern, with petitions, complaints, ward councillors and area committees being unable to resolve the issues. You may wish to clarify this by finding out the views of the community members or you may already have adequate knowledge of these community concerns.

As the concerns are far reaching and have been unresolved for some time, an apology, explanation or an assurance may not be enough to address the concerns. If you agree to champion the request you will need to consider the different ways to help resolve the concern, such as discussing with officers, other agencies and partnership such as the Police, Safer Communities partnership or the Sports and Recreation Partnership.

Only when all other mechanisms have been unsuccessful should the CCfA be referred to Scrutiny.

**Case Study 2 Mrs Green – Batley**

Mrs Green writes: I have just read an article about Community Call for Action. I'm writing about the Sports Centre. It provides many great activities for children, but at night, the secluded location and the lack of lighting, brings some very worrying behaviour. A few weeks ago a car was set on fire in the car-park. Can anything be done to make this less threatening for residents after dark? Just some street lights and a few CCTV cameras would be a deterrent.

**Initial Issue**

1. Are the concerns of Mrs Green individual complaints?– This may be an individual complaint, but if Mrs Greens concerns are shared by the community, then CCfA may be more appropriate than trying to resolve the issue through the formal complaints procedure.
2. Do the concerns of Mrs Green relate to ‘quasi judicial’ decisions (e.g. planning or licensing) or to council and non domestic rates? - No
3. Are the concerns to do with quality of public service provision at a local level - Possibly

**Genuine Local Concern**

1. Is the focus of the concern on a neighbourhood or locality issue? – Yes.
2. Is the issue a genuine local concern? – yes potentially a genuine local concern

**Championing a Request**

1. Has an apology, explanation or assurance been enough to satisfy a community concern?

It would seem that the outcome Mrs Green is looking for is to resolve the anti-social behaviour issues at the sports centre, so an apology is unlikely to satisfy her concerns. However, there are times when community concerns can be satisfied by public explanation – for example, the issues at the sports centre may have been recognised by the relevant public agencies but are not being addressed immediately, because other areas have higher priority.

2. Having agreed to champion Mrs Green’s concern you may use a variety of ways to try and resolve a concern, in the case of Mrs green you may wish to formally raise the issue with partnerships or partner agencies such as the Kirklees Safer Community Partnership or Ross Street Care.

**Referring to Scrutiny**

1. If all other mechanisms have been exhausted and the aid of other partnerships and agencies has been unsuccessful in finding an adequate solution, then you are able to refer the issue to Scrutiny.

**Summary of Mrs Green’s Concerns**

If Mrs Green’s concerns represent an individual complaint, this would not be appropriate for scrutiny. However you would want to be sure that the concerns are not shared by the wider community. On the face of it, Mrs Green’s concerns could be seen as a service request – for street lighting and CCTV. However the issue of concern is the problem of anti-social behaviour at the sports centre and while it may be that street lighting or CCTV could address the problem there may be other or better ways to resolve the concerns. These would need to be explored with the relevant agencies, should you agree to champion the request.

Whilst the concerns can be thought of as neighbourhood and locality issues, you will want to be sure that the concerns are genuine and not just an individual ‘hobby horse’, finding out the views of other community members will help clarify this.

An apology, explanation or an assurance may not be enough to allay Mrs Green’s concerns although she may be relieved that her concerns are being dealt with. If you agree to champion this request, this would involve exploring potential solutions to the problem, with relevant agencies. You may wish to let Mrs Green know about ROSS Street Care, where individuals can request additional street lighting via the Kirklees Website. You may also wish to discuss the issue with the community police officers or other partnerships such as the Kirklees Safer Community Partnership.

If you have exhausted all mechanisms to resolve the problem, but have been unsuccessful in finding an adequate solution, you are able to refer the issue to scrutiny, but this should always be a last resort

### **Case Study 3 Mr Blue – Almondbury**

Mr Blue has sent a letter to the scrutiny office. Mr Blue writes: I am writing regarding the bulky and garden waste collection service which, as a pensioner who doesn't own a car I find invaluable. I do want to complain though about the length of time it takes for them to take away my garden waste. It is supposed to be collected within 10 days but usually takes much, much longer and sometimes only after several phone calls to chase people up.

#### **Initial Issue**

1. Are the concerns of Mr Blue an individual complaint? – Yes, unless there are a pattern of complaints in this area.
2. Do the concerns of Mrs Green relate to 'quasi judicial' decisions (e.g. planning or licensing) or to council and non domestic rates? - No
3. Are the concerns to do with quality of public service?– Yes

#### **Genuine Local Concern**

1. Is the focus of the concern on a neighbourhood or locality issue? – Not if it is an individual complaint, but if there are a pattern of similar complaints in a particular estate or ward then it could be. In this case it could be appropriate for CCfA. It could also be an issue of more general concern, across Kirklees, in which case a traditional referral to scrutiny might be appropriate
2. Is the issue a genuine local concern – yes but again isolated to Mr Blue

#### **Championing a Request**

1. Has an apology, explanation or assurance been enough to satisfy a community concern – Mr Blue may be satisfied with an apology.
2. Resolving an Issue – If it is an individual complaint, Mr Blue should find a resolution under the councils corporate complaints procedure.

#### **Referring to Scrutiny**

1. The issue is persistent and unresolved by local councillor(s)  
Mr Blue's concern should have been resolved via the council's corporate complaints procedure and is not an issue adequate for scrutiny.

#### **Summary of Mr Blue's Concerns**

Mr Blue's concern is an individual complaint and is not appropriate for Scrutiny. Advice can be given about the Kirklees Corporate Complaints procedure. Whilst the issue is on the quality of public service at a local level, it is likely that the issue will be isolated to Mr Blue.

However, if you felt the lack of public service was affecting other residents within the community, then you may wish to gather support from your constituents.

Mr Blue may be happy with an apology, explanation or assurance that a problem has been dealt with and will not occur again. It is unlikely that you will have to liaise with other agencies and partnerships unless you believe the concern is affecting the wider community members.

It is likely that the issue will be successfully resolved by the ward councillor or Kirklees Corporate Complaints procedure and unlikely to be referred to scrutiny.



In the Government White Paper 'Strong & Prosperous Communities', there is an increased emphasis on the role of the frontline councillor. Councillors provide an invaluable link between local people, community groups & public service providers. Councillors will be expected to identify the issues of particular community concern through their correspondence & knowledge of their area & it is important that councillors best represent the views of the most vulnerable people in society as they are the least likely to make their voices heard.

The development of the councillor role empowers the local communities by providing access to an elected representative for their area. Good councillors have always acted in this way but the CCfA proposals will positively strengthen the community representative role of frontline councillors.

The councillor's role is vital for ensuring both local democracy works and that the local people believe in it. Effective representation requires a good knowledge of local area and strong relationships with individuals, local community groups and organisations. Since the emphasis will be on councillors resolving issues, it is important that they you aware of all the tools available to help resolve community concerns early on in the CCfA process.

**For further information contact:**

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Or Beth Hewitt, Scrutiny Assistant, Tel: 01484 221864

E-mail: [beth.hewitt@kirklees.gov.uk](mailto:beth.hewitt@kirklees.gov.uk)

**Information available:**

Informal report to O&S Management Committee 18<sup>th</sup> October 2006

Informal report to O&S Management Committee 02<sup>nd</sup> January 2007

Report to O&S Management Committee 13<sup>th</sup> February 20





[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX E**

**CITY OF LINCOLN COUNCIL**

**COUNCILLOR CALLS FOR  
ACTION**



## COUNCILLOR CALL FOR ACTION

### Guidance for Members

Councils must make arrangements for the CCfA in order to comply with the requirements of the Local Government and Public Involvement in Health Act 2007, and the Police and Justice Act 2006.

The Councillor Call for Action (CCfA) is a mechanism whereby individual Ward Councillors can bring forward issues of local concern relating to 'a local government matter' for consideration by overview and scrutiny. Section 21(10)b of the Act says that a local government matter is a matter which 'affects all or part of the electoral area for which the member is elected or any person who lives or works in that area'. Under the Representation of the People Act an "electoral area" is, in this context at least, a ward. So it does actually need to be the Councillor's own ward.

However, the Councillor Call for Action is seen as a last resort, and the Councillor bringing forward the action should have exhausted all other possibilities to resolve the issue, prior to bringing it to scrutiny.

At the City of Lincoln the Committee considering CCfAs will be the Policy Development Scrutiny Committee. Any City of Lincoln Council Elected Member can bring a call for action, but must first complete a checklist to be submitted to Committee Support. A copy of the checklist is attached at Appendix 1, and flow chart detailing the procedure is attached at Appendix 2. When completing the checklist Members should take into account the following points:

1. Excluded matters:
  - (a) Any matter relating to a planning or licensing decision
  - (b) All other areas where a person has an alternative avenue to resolve an issue through the Council's complaints process.
  - (c) Any matter that is vexatious, that is likely to cause distress, disruption or irritation, without any proper or justified cause. If a CCfA is considered vexatious clear reasons as to why this is the case will be provided to the Ward Councillor.
  - (d) Matters that are discriminatory, that is something that specifically excluded a particular sector the community on the grounds of age, race, gender, sexual orientation, disability, religion or belief.
  - (e) Any matter which it is not reasonable for discussion at a Scrutiny Committee. This is likely to also be vexatious.
2. No CCfAs will be considered during the election period.
3. A CCfA may not be accepted if it is already on the work programme for the next meeting of another Scrutiny Committee.

4. You will need to provide full details of what you have done already to try to resolve the issue, to demonstrate that you have exhausted all other avenues. Examples of this might be that they have engaged in discussions in the community, contacted other agencies, and discussed the matter with officers.
5. You will need to suggest how you would anticipate the matter has reached resolution. For example it may be that resolution is seen as the Scrutiny Committee referring the matter to Executive for consideration, holding the Portfolio Holder to account, or requesting an officer report.
6. The matter must be of genuine local concern within your ward. That is it “affects all or part of the electoral area for which the Member is elected or any person who lives or works in that area.”

**CHECKLIST**

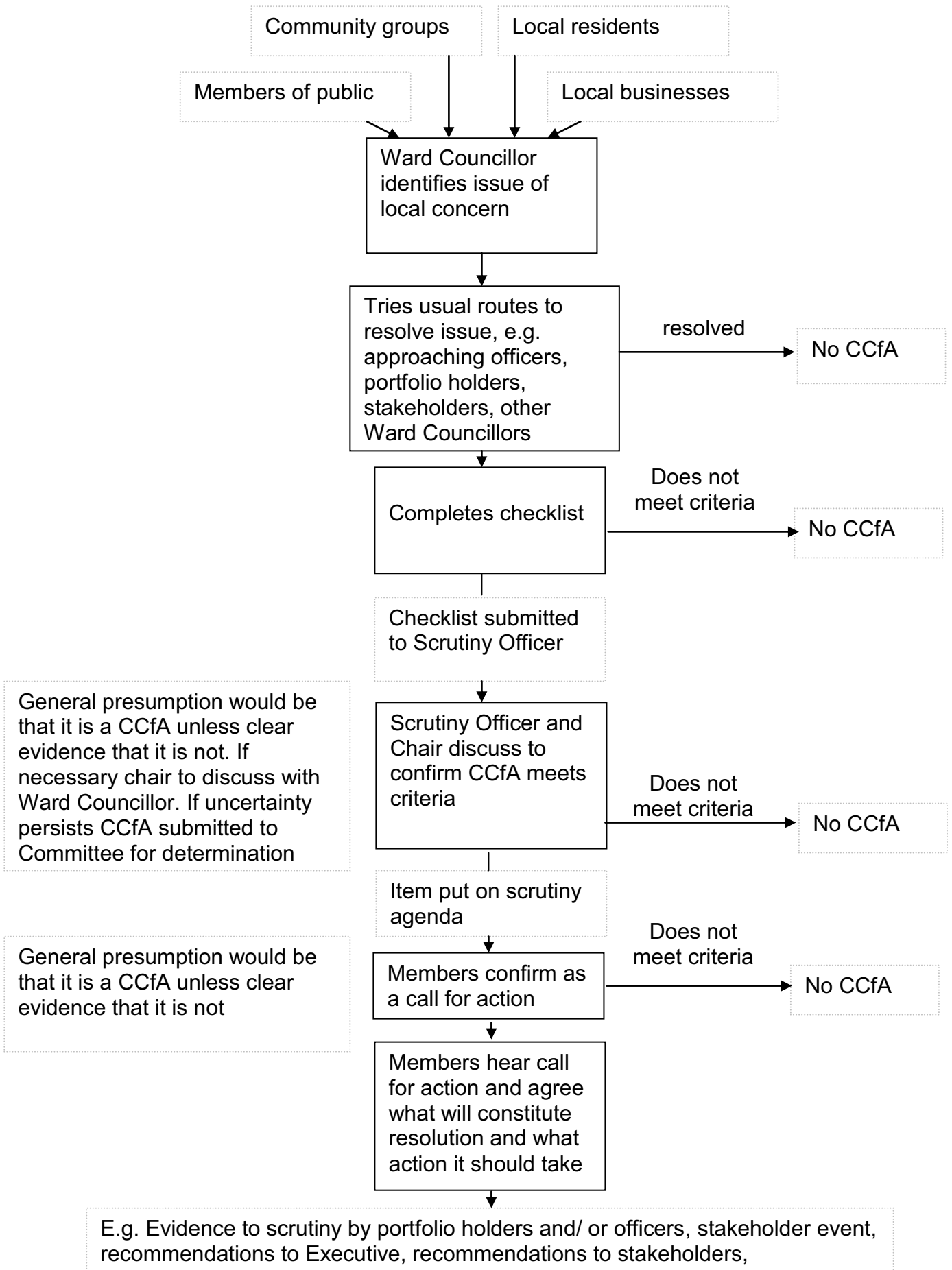
This form is to be completed by all Councillors bringing forward a Councillor Call for Action

| <b>ISSUE (Subject of Call for Action):</b>   | Yes/No |
|--|--------|
| <b>PART 1: Is the issue eligible as a CCfA?</b>  |        |
| Does the matter refer to an individual?  |        |
| Is it a quasi-judicial matter (e.g. planning or licensing)?  |        |
| Is the issue of genuine local concern (please provide details)?  |        |
| Does it refer to a matter within your electoral area   |        |
| Is the matter vexatious or discriminatory (i.e. is it likely to cause distress, disruption or irritation without proper or justified cause?) |        |
| Additional information in support of answers:  |        |
| <b>PART 2: What have you/others already done to resolve the issue?</b>   |        |
| Has the issue been discussed at ward level with all Ward Councillors?  |        |
| Has the Ward Councillor discussed the issue with the Portfolio Holder, officers, or relevant partners?                                       |        |
| Has the matter previously been discussed at another meeting of Council Members, or the LSP?  |        |
| Is the matter already on a scrutiny committee work programme or full council agenda for debate?  |        |
| Has the matter already been the subject of recent debate (within the last six months) at a Scrutiny Committee or Full Council                |        |
| Have significant new evidence/concerns been identified since the last debate if within last six months?                                      |        |
| Please provide details to support your answers:  |        |
| <b>PART 3: What do you want to get out of the CCfA/what would you consider as a resolution to the issue?</b>                                 |        |
| Profile raised through debate at scrutiny following evidence from officers or Portfolio Holder   |        |
| Scrutiny debate involving external stakeholders  |        |
| Recommendations made to Executive  |        |

|                             |  |
|-----------------------------|--|
| Other (please give details) |  |
|-----------------------------|--|



**FLOW CHART FOR COUNCILLOR CALL FOR ACTION**







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**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX F**

**TUNBRIDGE WELLS**  
**BOROUGH COUNCIL**

**COUNCILLOR CALLS FOR**  
**ACTION**





Councillor  
Call for  
Action

Guidance for Councillors



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## 1) What is a Councillor Call for Action?

Councillor Call for Action (CCfA) has been introduced by the government to strengthen the role of the ward councillor. The CCfA is a process for a councillor to act on behalf of residents to resolve a local issue of concern, acting as a last resort for people who cannot get issues resolved through any other means. Ward councillors should be looking to identify CCfAs in their community, but CCfAs can also be raised by local people directly with their ward councillors or with the Scrutiny team. It will still be up to councillors to recognise whether an issue is a CCfA and whether it is appropriate to champion that issue.

National guidance will be issued for councillors on CCfA before it commences in April 2008 when a duty will be placed on all councillors to consider requests from local residents on local issues of concern.

The decision to raise and champion a CCfA lies with you as the councillor. We are also trying to involve and encourage county councillors to work with you on CCfAs in recognition of the two-tier structure within which we operate.

## 2) Dealing with a Councillor Call for Action

### What is expected of you?

Essentially Councillor Call for Action (CCfA) is recognition of the role you undertake as a ward councillor in taking up local issues on behalf of your community. You are expected to identify issues of local concern and act with and on behalf of your community to resolve those issues. It is up to you using this guidance to decide:

- which issues you take forward as CCfAs and champion;
- when an issue should be referred to Scrutiny; and
- when to reject an issue.

You will be supported in this process by the Scrutiny team. A flow chart of the CCfA process is provided on page 6 and takes you through each step of the process.

### Checklist for a CCfA

1, **Reject if** it is any of the following:

An individual complaint (see appendix D for action); or

An issue relating to a “quasi-judicial” matter or decision such as planning or licensing; or

An individual’s own hobby horse personal agenda (an issue of genuine local concern should have an impact on your local community).

**2, Accept if it is:**

An issue of genuine local concern; and  
You believe that this is the most appropriate way to deal with it.

**If accepted, then....**

3, Discuss with other ward councillors (check they haven’t rejected it and if they can help).

4, Log the issue with the Scrutiny team and seek guidance.

5, Take steps to resolve the issue through existing mechanisms such as liaising with partners, county and parish councillors or raising with CCfA champions.

6, If the issue is then resolved, inform resident and Scrutiny team of the outcome and the steps taken, including any difficulties or learning points.

7, If unresolved, refer to Overview & Scrutiny management group to request a Select Committee to hold a community meeting to investigate the issue.

**3) Timescales for Dealing with a CCfA**

**Initial Response**

In the first instance of raising the issue with a CCfA champion within a service you should expect an initial response in accordance with the partners customer care guidelines if it is a borough council service, the guidelines are:

If you telephone TWBC they will deal with your query immediately or ensure you are called back and ensure that all messages and call backs are completed within 24 hours

If you write to TWBC they will respond to you within five working days

**Timescale for Resolution/Action**

We have asked all CCfA champions within the Council to ensure that issues are responded to within **28 days** and, where possible, resolved or an action plan put in place (for example setting up a meeting). Our external partner organisations have been asked to work within their own

“dealing with complaints guidelines” for resolving your issues these are attached at Appendix E.

### **Response to Recommendations from Scrutiny**

If the CCfA is considered a strategic issue or cannot be resolved, the Council may hold a Scrutiny meeting to consider the issue. Following such a meeting the Select Committee may make recommendations for improvement to the partner agency as they do now when looking at external organisations. Whilst there is no duty for partners to respond, partners have agreed to respond where appropriate to scrutiny recommendations within **28 days** where this will not be possible partners will inform the scrutiny team of the appropriate timescale.

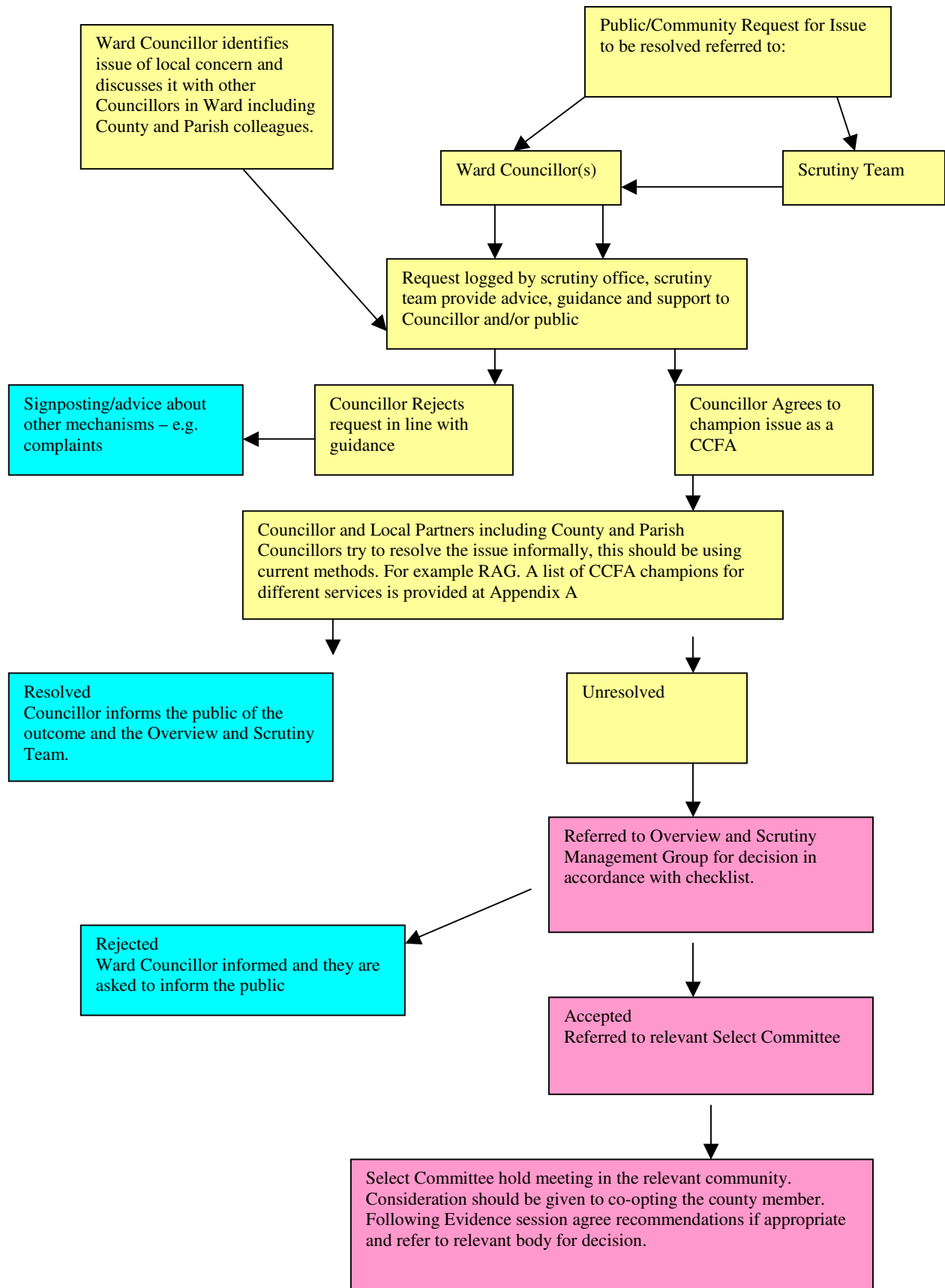
#### **4) How does CCfA fit with Scrutiny and what will the Scrutiny process for CCfAs be?**

Currently the public have the opportunity to suggest Scrutiny reviews through the Scrutiny team and any Overview & Scrutiny member can put an item on a select committee agenda. As a result of requesting items from the public for review, we received several requests that fell within the CCfA category and these issues were referred on to ward councillors to resolve as they weren't issues suitable for a full Scrutiny review. The aim of Scrutiny is to be as strategic as possible, championing issues on behalf of the community. For example, the Council's approach to social inclusion was raised as an item for a Scrutiny review. As this is a strategic issue it is suitable for Scrutiny and the Overview and Scrutiny Management Group referred it to Environment, Safer and Stronger Communities Select Committee to investigate.

Each Select Committee has the power to deal with CCfAs already included within its terms of reference. The Overview & Scrutiny Management Group will be asked to identify if a CCfA is appropriate for scrutiny and which select committee should consider it. The Overview and Scrutiny Management Group will be expected to act as gatekeepers to ensure that the issues scrutinised and reviewed are of genuine community concern. The checklist for the Overview and Scrutiny Management Group is attached at Appendix C.

The Select Committee when receiving a CCfA will convene a meeting in the community affected, where possible, and aim to meet with all partners involved, gather evidence and identify appropriate recommendations. The local county councillor should be invited as a co-optee (or a witness) on to the committee if it is a county issue. An example of a CCfA occurring already would be the review of the Customer Care of Housing Associations resulting from issues in Brenchley. The Overview and Scrutiny Committee in effect championed an issue of local concern and made recommendations for improvement.

5) Councillor Call for Action Flow Chart



List of Service Providers and CCfA ChampionsKCC SOCIAL SERVICES

Jane Grogan [jane.grogan@kent.gov.uk](mailto:jane.grogan@kent.gov.uk)  
 District Manager  
 Social Services  
 Montague House  
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KCC EDUCATION

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 01474 544529                      07740 184521

KCC Chief Executive's Directorate

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KCC Communities Directorate

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KCC Children, Families and Education

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Sessions House, Maidstone ME14 1XQ  
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KCC Kent Adult Social Services

Christine (Chris) Cogdell; District Manager, KASS,  
Montague House, 9 Hanover Road,  
Tunbridge Wells Kent TN11EZ  
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[christine.cogdell@kent.gov.uk](mailto:christine.cogdell@kent.gov.uk)

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01580 212920                      07899 792050

Tunbridge Wells Borough Council

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Audit and Risk Management  
Ian Cumberworth – Head of Internal Audit and Risk Management  
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Environmental Services, Waste Management and Street Scene  
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### **Town and Country Housing Group**

All helpdesk advisors aware the following two people have been nominated as lead advisors:

Nick Gent and Sarah O'Reilly - available on 01892 501776 (helpdesk number).

### **West Kent Primary Care Trust**

Julia Ross - Director of Civic Engagement  
Tel: 01732 375276  
E: [Julia.Ross@westkentpct.nhs.uk](mailto:Julia.Ross@westkentpct.nhs.uk)

### **Kent Highways**

The champion for this is the KCC Environment and Regeneration Champion

### **Scrutiny Team Contact Details**

Angela Woodhouse, Overview and Scrutiny Partnership Manager  
Tel: 01892 554105  
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### Illustrative Examples of Local Issues

**Issue:** A local resident contacts you to report vandalism in their street; the street sign at the end of their road is being continually vandalised and they feel it is bringing down the area and is an indication of there not being enough for young people to do locally.

**Action:** This would be a CCfA. Report the vandalism to the police, as it is criminal damage. Unless evidence can be provided as to who is doing it, there will be little the police can do, so contact their local police officer/Police Community Support Officer (PCSO)/Community Warden. This person may be able to assist in identifying the culprit(s) and be able to take informal action to deal with the matter - e.g. speaking with the young people and their families.

With regard to activities for young people, firstly find out what there actually is for young people to do as sometimes people are not aware of how much there is. Contact some or all of the following: KCC Youth Services, the parish/town council, local churches, Leisure Services and Community Development (Youth). If there is, in fact, more than was thought, the PCSO or Warden might be asked to try to encourage the young people to get involved with some of the activities. If you believe there is inadequate provision for young people, a good starting point for trying to increase this would be KCC Youth Service. If nothing comes of this, referring the matter to the Community Safety Manager at TWBC would be a way of getting the CSP involved in putting pressure on services, if the level of ASB merits it.

**Issue:** As a ward councillor you have heard complaints from people that there is a lack of available NHS dentists in your area.

**Action:** Contact the Primary Care Trust's CCFA Champion to find out if there really is an issue. Contact the other councillors in your ward and in other parts of the borough to see if this is an issue across the borough. If it is refer it to the Overview and Scrutiny Management Group via the Scrutiny team as this is a strategic issue affecting the whole borough. This is a CCfA.

**Issue:** A member of the public complains that their street is not cleaned regularly and there is a growing litter problem.

**Action:** Signpost them to the Council's Client Services team.

**Issue:** A resident complains that their neighbour is noisy and acting in an anti-social fashion.

**Action:** This is not a CCfA. First, establish if the person being complained about is a housing association tenant – if so, the initial contact should be with the housing association. I would also suggest the councillor asks if the local policeman/PCSO/Warden has been contacted – if not, the complainant should be advised to do this. The ASB Co-ordinator does not have the capacity to

deal with initial complaints across the borough – he gets involved when residents have tried officers 'on the ground' but failed to get a satisfactory response.

**Issue:** A controversial planning decision has been taken in your local area, residents are unhappy about the decision to build more flats and raise this with you as their ward councillor.

**Action:** As this is a planning issue, it is not appropriate to champion as a CCfA. Planning has its own procedures to deal with appeals and complaints and residents should be signposted to these.

**Issue:** There is no green space available for your community; residents have stated they want an area for young people and the community.

**Action:** This would be a CCfA, similar to the Oak Road Doorstep Green community project. The residents formed Oak Road Community Action (ORCA) with the aim of transforming the space and using it to bring the community together. In partnership with Tunbridge Wells Borough Council, ORCA undertook extensive and sometimes difficult consultation within the community. Through the physical regeneration of the space into a Doorstep Green, ORCA had engendered a sense of purpose in the community. The resulting sense of local pride has been instrumental in the improvement of the reputation of the estate and has had a significant impact on reducing crime and disorder. This is just the kind of issue you should want to champion as a councillor representing your community to resolve an issue of genuine local concern.

Overview and Scrutiny Management Group Checklist for referred CCfAs

Reject if:

- The applicant is a vexatious complainant and the issue is being or has been dealt with under the Council's Complaints procedure.
- The issue is currently going through the complaints procedure.
- Ward Councillors have not been given the opportunity to deal with the issue.
- Ward Councillors have not explored the issue fully and exhausted all avenues.
- The issue cannot go any further.

## Defining a Complaint

‘Any expression of dissatisfaction whether justified or not’  
(British Standards Institute’s definition of a complaint).

It is important to note that this definition is designed not to be too rigid or inflexible so that it doesn’t exclude or prevent customers from making a complaint.

A customer may be dissatisfied and wish to complain because:

- we failed to provide a service  
(for example, we failed to repair a streetlight after several requests)
- we delayed in providing a service  
(for example, we delayed in assessing a claim for housing benefit)
- we made a mistake in providing a service  
(for example, we miscalculated the amount of benefit)
- we failed to act in a proper way  
(for example, we failed to notify about a planning application)
- we provided an unfair service  
(for example, we discriminated against a customer)

If a customer tells you they want to make a complaint, the issue should be dealt with as such, even though you may not regard it as a complaint. The customer feels strongly enough about the issue to make a complaint, therefore we should view the matter as such, whether the complaint is justified or not. However, an enquiry or a request for a service should not be viewed as a complaint. (For example, reporting a faulty street light or a request for refuse collection). Requests for information or an explanation of Council policy or practice should also not be viewed as a complaint.

## Complaints excluded from the Complaints Procedure

Complaints from members of staff about personnel issues (for example, appointments, disciplinary matters, grievances, pay and pensions)

Issues, which are considered under an existing right of appeal (for example, planning appeals and housing benefit appeals) unless the complaint refers to the way the matter has been administered

Complaints regarding the merits of a decision taken properly and with all the necessary information (for example, Planning applications) and

complaints about Councillors

### **Dealing with issues raised as CCfAs that are complaints**

The Council has a guide book that covers the complaints procedure and a copy of this is in your Councillor Information Resource Bag. Essentially, you should direct the individual(s) to the complaints procedure if they raise an issue with you that is a complaint rather than a genuine issue of local concern. A definition of what constitutes a complaint is provided earlier in the guide.

How can someone make a complaint to TWBC?

A customer can complain in the following ways:

- In person
- In writing
- By phone
- Using the complaint form
- Online: [www.tunbridgewells.gov.uk](http://www.tunbridgewells.gov.uk)
- e-mail: [comments@tunbridgewells.gov.uk](mailto:comments@tunbridgewells.gov.uk)
- By textphone: 01892 545449
- By fax: 01892 534227
- Freephone: 0800 032 3222

### **Online Feedback Facility**

Customers can make a complaint online via the complaint form on the TWBC website: [www.tunbridgewells.gov.uk](http://www.tunbridgewells.gov.uk). These forms will be received by the Customer Care Manager and forwarded to the relevant Service for handling through the standard complaints procedure. The Customer Care Manager will acknowledge receipt of the complaint and advise the complainant of contact details for the person handling the complaint and timescales for a response.

Examples of Partners Complaints Procedures and Response Times

Kent County Council

Each service has different procedures but response times are usually within 24 hours for the initial query.

Complaints procedure

This is the procedure for complaints about a KCC service, other than [schools](#) or [Adult Care Services or Children's Social Services](#), which have separate complaints procedures.

**Step one**

Please start by raising the issue with the person you have been dealing with at the county council, or their immediate manager. Most problems can be resolved this way.

**Step two**

If you feel you need to pursue your complaint further, then please contact the managing director of the service you have been dealing with. You can do this by letter (if you're not sure who this is, visit our [who to contact](#) page). Alternatively, you can [e-mail your complaint](#), telephone/typetalk our Contact Centre on 08458 247 247 (Minicom 08458 247 905), or [complain online](#).

**Step three**

If you put your complaint in a letter or email, or send it online, you can expect to receive an acknowledgement within one week and a full reply normally within four weeks. If your complaint raises complex issues that cannot be answered within four weeks, we will keep you informed of progress at four-weekly intervals until we are able to respond fully to your complaint.

If you phone or visit one of our offices with your complaint, our staff will try to help you by answering your query or taking down details so that it can be investigated.

They will telephone or write to you to tell you the outcome of the investigation as soon as they can.

**Step four**

If you are not satisfied with the managing director's response, or if your complaint is about KCC's response to a request for information under the

**Freedom of Information Act** or related legislation, you should send full details of your complaint to the chief executive and ask him to look into it (Sessions House, County Hall, Maidstone, Kent ME14 1XQ).

A member of the chief executive's staff will try to resolve the matter to your satisfaction. You can again expect to receive an acknowledgement within one week of the chief executive receiving details of your complaint and a full reply normally within four weeks.

### **Step five**

Your local [county councillor](#) may be able to help resolve your complaint by pursuing it on your behalf with the managing director concerned or with the chief executive.

### **Step six**

If you are still not satisfied after all these steps have been taken, you have the right to take your complaint to the Local Government Ombudsman (except for a complaint about [Freedom of Information](#)). The Local Government Ombudsman is an independent and impartial person, appointed by central government to investigate complaints of maladministration by local authorities. A leaflet explaining how to complain to the Local Government Ombudsman is available from their [website](#) (link opens in a new window) or by contacting their advice line (telephone and typetalk) on 0845 602 1983, or by [e-mailing them](#).

### **Step seven**

If your complaint is about KCC's response to a request for information under the Freedom of Information Act or related legislation, you may take it to the Information Commissioner. Advice on the Information Commissioner's role is available by telephone/typetalk 01625 545745, [e-mailing the Information Commissioner](#) or visiting the [Information Commission website](#) (link opens in a new window).

### **See also**

[Schools complaints](#)  
[Social Services complaints](#)  
[Who to write to](#)

### Town and Country Housing Group

|                                      |                 |
|--------------------------------------|-----------------|
| Response to telephone calls:         | Within 10 rings |
| Response to e-mails:                 | 10 working days |
| Response to letters:                 | 10 working days |
| Response to answer machine messages: | Within 24 hours |

Time for responding to scrutiny recommendations: 28 days

Complaints procedure (web link):

[http://www.tchg.org.uk/static.php?page=tenant\\_complaints&submenuid=tenant\\_comp](http://www.tchg.org.uk/static.php?page=tenant_complaints&submenuid=tenant_comp)

**Complaints procedure in brief:**

You can make a complaint by contacting the Sorted! Helpline on 01892 501620, e-mailing [sorted@tchg.org.uk](mailto:sorted@tchg.org.uk), downloading a complaints form from our website, visiting our reception, by letter or via the Citizens Advice Bureau or other agencies. An instant answer can be given in many cases for enquires made to the Sorted! Service and you will be informed of the progress in resolving your complaint every 10 working days. Following a written decision at each stage of our complaints procedure, you will have 3 weeks in which to respond or decide to progress the complaint to the next stage. If no response is received from you within 3 weeks, then the complaint file will be closed.

**SORTED! STAGE 1**

Sorted! complaint referred to Service Manager

Complaint resolved?

YES?

End of Sorted!

NO?

Go to Stage 2.

**SORTED! STAGE 2**

Complaint referred to Head of Service

Complaint resolved?

YES?

End of Sorted!

NO?

Complaint referred to Appeals Process

If you do not agree with the proposed solution to your complaint, you have 3 weeks to inform the Company Secretary that you wish to Appeal.

**APPEAL STAGE 1**

Review of your Sorted! complaint by independent director.

**APPEAL STAGE 2**

Review by Appeals Committee.

You will be informed of the committee's findings in writing.

End of Appeals Process

The Ombudsman Service

If you are not satisfied with the outcome of your complaint you can contact the Independent Housing Ombudsman. The Ombudsman will expect you to have followed our complaints process, as set out on this page, prior to you contacting them.

You can write to the Housing Ombudsman at:

Norman House, 105-109 The Strand, London WC2R 0AA

Tel: 0845 7125 973 (Lo-Call rate) Mini-com: 0207 240 776



### Kent Fire and Rescue

“If you want to let us know about good service or make a complaint, you can visit your nearest fire station, contact us using the details below or e-mail us via our website at [www.kent.fire-uk.org](http://www.kent.fire-uk.org)

Service Complaints Officer  
Kent Fire & Rescue Service HQ  
The Godlands, Straw Mill Hill  
Tovil, Maidstone, Kent ME15 6XB  
Tel: 01622 692121  
Minicom: 01622 674691

If you are still not satisfied you should appeal in writing to:

The Chief Fire Officer,  
Kent Fire & Rescue Service Headquarters,  
The Godlands, Straw Mill Hill, Tovil,  
Maidstone, Kent ME15 6XB.

You can also contact the Local Government Ombudsman at  
10th Floor, Millbank Tower, Millbank, London SW1P 4QP  
Tel: 020 7217 4620, Fax: 020 7217 4621 website: [www.lgo.org.uk](http://www.lgo.org.uk)”

### Kent Police

Initial response will usually be within 24 hours to a CcfA.

### Complaints Procedure

If you would like to make a complaint or compliment about a general issue (not an individual member of staff), please put the details in writing.

A general complaint or compliment can cover:

- policing policy
- organisational decisions
- general policing standards (not relating to an individual)
- management decisions

#### **Send to:**

Professional Standards Department, Kent Police Headquarters, Sutton Road,  
Maidstone ME15 9BZ

Alternatively call **01622 652323** or send [an email](#).

We aim to find a resolution to your complaint within 120 days.

#### **More information:**

For full details of our general complaints/compliments procedure, please view [Kent Police Force Policy I22](#).

### NHS Services

You can talk to patient advice and liaison service (PALS) staff or complaints manager at the NHS trust hospital or primary care trust involved in your complaint. They may be able to resolve your concerns on the spot or can provide you with details of how to complain

You can also contact NHS Direct on 0845 4647.

An independent complaints advocacy service (ICAS) is available to provide advice and support to people who wish to complain about the NHS.



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

**Overview & Scrutiny**  
Committee

27 May 2009

7.00pm

Committee Room Two, Town  
Hall

**ITEM 9**  
**APPENDIX G**

**WYCHAVON DISTRICT**  
**COUNCIL**

**COUNCILLOR CALLS FOR**  
**ACTION**



**Report To: Overview and Scrutiny – Tuesday 21<sup>st</sup> April 2009**

**By: William Wade – Member Support Officer –  
Overview and Scrutiny**

**Open to the public and press**

Background Papers: Held in Member Support Team

Title: **Councillor Call for Action Procedure**

Ward  
Councillors

**All**

## 1. Summary

This report gives an overview of the Councillor Call for Action provisions that came into force on the 1 April 2009 through the Local Government and Public Involvement In Health Act 2007 (LGPIH).

The report also seeks the agreement of the Committee to implement an outline procedure for dealing with CCfAs. Approval is also sought to recommend to Council that the Overview and Scrutiny Committee's terms of reference be updated to include the responsibilities of the required Crime and Disorder Committee in line with the statutory requirements LGPIH.

## 2. Recommendations

- 2.1 That the Committee approves the suggested approach to dealing with CCfAs as outlined in 4.9, 4.10 and 4.11 of this report.
- 2.2 That the Committee recommends to Council that the Overview and Scrutiny Committee be designated with the responsibilities for Wychavon's Crime and Disorder Committee and that the Committee's terms of reference are amended as appropriate.

## 3. Implications & Impact

### 3.1 Council Priorities & Community Plan Themes

- 3.1.1 All Council priorities could be addressed through a CCfA dependent on the issue.

### 3.2 Resource Implications –

- 3.2.1 **Financial Implications** - None, should be met from existing resources.

- 3.2.2 **Staffing Implications** – these can be contained within existing resources.
- 3.2.3 **Risk Implications** – None at this stage.
- 3.2.4 **Legal Implications** – there could be an additional workload for the Legal Department as a consequence of this CCfA.
- 3.2.5 **Property Implications** – None.
- 3.2.6 **Diversity Impact Assessment** – not required at this stage.

#### 4. Background

- 4.1 Members will be aware that for some time, the Government has been pursuing the aim of giving more power to local people and local Councillors. The Government wish to empower the public by increasing their ability to influence the way in which services are provided and to have additional avenues for raising concerns and seeking improvements in their communities. In line with this the Government wish local councillors to be 'Champions' of their community and to provide them with effective tools with which to resolve any issues.
- 4.2 In 2006, the Government published the "Strong and Prosperous Communities" consultation document and suggested the concept of Community Calls for Action. This, together with the White Paper "Communities in Control" has evolved into the Councillor Call for Action as set out in the LGPIH.
- 4.3 CCfA is the Governments proposed tool to assist local councillors in their role as conduit between the Council and its residents. Raising a CCfA gives a councillor the opportunity to ask for discussions at Overview and Scrutiny on issues where local problems relating to Local Government matters have arisen in their electoral ward and where all other methods of resolution have been exhausted.
- 4.4 The LGPIH Act 2007 also amends the Police and Justice Act 2006 so the CCfA procedure can be followed in relation to crime and disorder matters. These matters however must only be considered by a committee designated by the Council as its crime and disorder committee. This section of the Act is due to come into force on 30 April 2009.
- 4.5 The LGPIH Act gives members the power to refer a matter to a meeting of the Overview and Scrutiny Committee under a CCfA. The Committee will then decide whether or not to proceed with the matter. If it decides to pursue the matter, the Committee can call to account relevant stakeholders, including Cabinet Members with responsibility, senior officers and partner organisations (with some exceptions). The CCfA will require the introduction of a proper process to ensure that it fits with existing frameworks.
- 4.6 CCfA is a "last resort", with issues only being raised at Committee after all other avenues have been exhausted. Issues should essentially relate to local ward issues, but do not have to relate directly to a Council

service – they can relate to services provided by Council partners. Councillors will be expected to have undertaken steps to resolve the problem before making a CCfA. It is proposed that a request form (Appendix A) which asks for information on previous steps, be completed by any Councillor wishing to make a CCfA.

- 4.7 The engagement of partners and the Executive will be required and senior officer and member's commitment will be necessary for maximum effect. It also needs to be recognised that the County Council and other District Councils within Worcestershire will also be developing CCfA processes. Discussions are ongoing within the Worcestershire Scrutiny Officer's Network to look at opportunities to work jointly with the aim of avoiding duplication, particularly around arrangements for engaging and involving partners.
- 4.8 Successful CCfA will rely upon:
- Transparency in decision making and the involvement of scrutiny in the decision making process at some level;
  - A willingness to identify mistakes and shortcomings and a recognition of the need to resolve problems through discussion;
  - An understanding among senior officers and the Executive Board that scrutiny help the council improve its services;
  - An understanding and wish to bolster and support the role that local councillors play as champions and leaders of the communities.
- 4.9 Whilst the CCfA processes are being developed, it is suggested that the Committee adopts the following procedure:-
- Any member who wishes to make a CCfA must complete and submit a request form (Appendix A) to the Member Support Team no later than 5pm on the preceding Thursday before a scheduled meeting of the Committee.
  - The Committee will decide whether or not the CCfA should be progressed. It will be open to the Committee to deal with the matter itself or to refer the matter to a Scrutiny Task Group.
- 4.10 In deciding whether to progress the CCfA the Committee will need to consider whether any of the following apply:-
- Insufficient information has been provided;
  - The matter falls under excluded matters. (These are covered by legislation but in essence include planning and education appeals and any matter where an alternative avenue to resolve the issue is available);
  - The CCfA is, or has stemmed from, a vexatious complaint;
  - The matter is the subject of an ombudsman complaint or other official complaints procedure;
  - More could be done to resolve the issue at a local level (e.g. key people have not been contacted);
  - The matter has been recently examined by Scrutiny
- 4.11 If the Committee decides that the CCfA should be progressed, it must then be considered in detail within 6 weeks. Arrangements for this detailed consideration will need to include deciding what information is required and who will need to contribute (either in writing or by

attendance at the meeting). It is likely that this detailed consideration will vary according to the issues and consequently it is not proposed at this point to prescribe how it should operate.

- 4.12 The Committee should note that the CCfA process might not result in a direct solution to a problem. However, it is a way to provide a forum where problems can be discussed and possible action considered.





# Overview and Scrutiny

No Direct Ward Relevance

## Committee

27 May 2009

### 12. WORK PROGRAMME

(Report of the Chief Executive)

| Date of Meeting     | Subject Matter   | Officer(s) Responsible for report  |
|---------------------|--|--|
| <b>ALL MEETINGS</b> | <b>REGULAR ITEMS</b>   | <b>(CHIEF EXECUTIVE)</b>   |
|                     | Minutes of previous meeting<br>Consideration of the Forward Plan<br>Consideration of Executive Committee key decisions<br>Call-ins (if any)<br>Pre-scrutiny (if any)<br>Consideration of Overview and Scrutiny Actions List<br>Referrals from Council or Executive Committee, etc. (if any)<br>Task & Finish Groups - feedback<br>Committee Work Programme | Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive<br>Chief Executive |
|                     | <b>REGULAR ITEMS</b><br>Quarterly Performance Report<br>Quarterly Budget Monitoring Report<br>Review of Service Plans 2010 / 13  | Chief Executive<br>Chief Executive<br>Relevant Lead Heads of Service   |

# Overview and Scrutiny

Committee

27 May 2009

|                                     |  |   |
|-------------------------------------|--|---|
|                                     | <p><b>REGULAR ITEMS</b></p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> <li>1. the Council Flat Communal Cleaning Task and Finish Group;</li> <li>2. the Dial-A-Ride Task and Finish Group;</li> <li>3. the National Angling Museum Task and Finish Group; and</li> <li>4. the Neighbourhood Groups Task and Finish Group.</li> </ol> | <p>Relevant Lead<br/>Head of Service</p> <p>Relevant Lead<br/>Head of Service</p> <p>Relevant Lead<br/>Head of Service</p> <p>Relevant Lead<br/>Head of Service</p> |
| <b>OTHER ITEMS<br/>- DATE FIXED</b> |  |   |
| <b>27 May 2009</b>                  | Communications Task and Finish Group – Update on responses to recommendations  | Relevant Lead<br>Head of Service  |
| <b>27 May 2009</b>                  | Councillor Calls for Action (CCfAs) – discussion of external local authorities' procedures   | Relevant Lead<br>Head of Service  |
| <b>27 May 2009</b>                  | Brainstorming Questions for the Worcestershire Primary Care Trust (PCT) – Public Transport to the Alexandra Hospital   | Relevant Lead<br>Head of Service  |
| <b>17 June 2009</b>                 | Budget Strategy and budget deficit - discussion  | Relevant Lead<br>Head of Service  |
| <b>17 June 2009</b>                 | Council Flat Communal Cleaning – Final Report  | Relevant Lead<br>Head(s) of Service   |

# Overview and Scrutiny

Committee

27 May 2009

|                          |   |                                     |
|--------------------------|---|-------------------------------------|
| <b>17 June 2009</b>      | Uses of the Countryside and Visitors Centre – Scoping Document  | Relevant Lead<br>Head(s) of Service |
| <b>17 June 2009</b>      | Worcestershire Land Drainage Protocol - discussion  | Relevant Lead<br>Head(s) of Service |
| <b>17 June 2009</b>      | Quarterly monitoring – Performance Outturn Report   | Relevant Lead<br>Head of Service    |
| <b>8 July 2009</b>       | District Centres Task and Finish Group – Update Report on Response to Recommendations                                   | Relevant Lead<br>Head(s) of Service |
| <b>19 August 2009</b>    | Interview with representatives of the Worcestershire PCT - public transport to the Alexandra Hospital (suggested date). | Relevant Lead<br>Head(s) of Service |
| <b>19 August 2009</b>    | Role of the Mayor Task and Finish Group – Monitoring the Implementation of Recommendations                              | Relevant Lead<br>Head(s) of Service |
| <b>19 August 2009</b>    | Quarterly Budget Report – first quarter 2009/10.  | Relevant Lead<br>Head of Service    |
| <b>19 August 2009</b>    | Quarterly Performance Report – first quarter 2009/10.   | Relevant Lead<br>Head of Service    |
| <b>2 September 2009</b>  | Fees and Charges Task and Finish Group – Update on Response to Recommendations – Planning Charges.                      | Relevant Lead<br>Head(s) of Service |
| <b>23 September 2009</b> | National Angling Museum Task and Finish Group – Part One report   | Relevant Lead<br>Head(s) of Service |

# Overview and Scrutiny

Committee

27 May 2009

|                         |   |                                  |
|-------------------------|---|----------------------------------|
| <b>4 November 2009</b>  | Dial-A-Ride Task and Finish Group – Final Report  | Relevant Lead<br>Head of Service |
| <b>4 November 2009</b>  | Quarterly Budget Report – second quarter 2009/10.   | Relevant Lead<br>Head of Service |
| <b>4 November 2009</b>  | Quarterly Performance Report – second quarter 2009/10.  | Relevant Lead<br>Head of Service |
| <b>25 November 2009</b> | Neighbourhood Groups Task and Finish Group – Final Report   | Relevant Lead<br>Head of Service |
| <b>3 February 2010</b>  | Update on fly tipping and the progress of the 'Worth It' campaign.  | Relevant Lead<br>Head of Service |
| <b>3 February 2010</b>  | Quarterly Budget Report – third quarter 2009/10.  | Relevant Lead<br>Head of Service |
| <b>3 February 2010</b>  | Quarterly Performance Report – third quarter 2009/10.   | Relevant Lead<br>Head of Service |
| <b>17 March 2010</b>    | Review of Ditches - update report   | Relevant Lead<br>Head of Service |
| <b>17 March 2010</b>    | Fees and Charges Task and Finish Group – update on implementation of the Charging Policy                          | Relevant Lead<br>Head of Service |
| <b>7 April 2010</b>     | Council Flat Communal Cleaning Task and Finish Group – update on implementation of recommendations (if approved). | Relevant Lead<br>Head of Service |

# Overview and Scrutiny

Committee

27 May 2009

|   |   |                                  |
|---|---|----------------------------------|
| <b>23 June 2010</b>                         | Performance Outturn Report  | Relevant Lead<br>Head of Service |
| <b>June 2011</b>                            | Third Sector Task and Finish Group – Stage Two Update on responses to the Group's recommendations | Relevant Lead<br>Head of Service |
| <b>OTHER ITEMS<br/>– DATE NOT<br/>FIXED</b> |   |                                  |
|   | Overview and Scrutiny Member Training on Pre-Scrutiny.  | Relevant Lead<br>Head of Service |

