

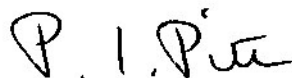
Steve Atkinson MA(Oxon) MBA MloD FRSA
Chief Executive

Date: 2 June 2008

Dear Sir/Madam

I hereby summon you to attend a meeting of the **HINCKLEY & BOSWORTH BOROUGH COUNCIL** in the Council Chamber at these offices on **TUESDAY, 10 JUNE 2008 at 6.30 pm.**

Yours faithfully



Pat Pitt (Mrs)
Corporate Governance Officer

AGENDA

1. Apologies
2. To confirm the minutes of the meetings held on 7 and 20 May 2008 (Annual meeting) attached marked C1 and C2.
3. To be advised of any additional items of business which the Mayor decides by reason of special circumstances shall be taken as matters of urgency at this meeting.
4. To receive verbally from Members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the Agenda.
5. To receive such communications as the Mayor may decide to lay before the Council.
6. To receive petitions presented in accordance with Council Procedure Rule number 10.11.

7. To deal with questions under Council Procedure Rule number 11.1.
8. To receive, for information only, the minutes of the Scrutiny Commission meeting held on 1 May 2008 attached marked C3.
9. Presentations (each lasting no more than 10 minutes in duration) will be received from:-

Youth Council	Annual report celebrating achievements in 2007/08 and challenges for 2008/09.
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The Leader of the Council	A 'State of the Borough' presentation will include references to the Local Strategic Partnership and the Community Safety Partnership
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Chairman of the Scrutiny Commission	Annual report of the Commission – Attached marked C4 (pages 1-17).
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Voluntary Sector	Annual report on activity within the voluntary sector locally, with particular emphasis on the relevance of the Compact to multi-agency and partnership work across the Borough.
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10. To consider the following report:-

- (a) Annual report of the Monitoring Officer. Attached marked C5 (pages 18-34).

11. Matters from Which the Public May be Excluded

To consider the passing of a resolution under Section 100A(4) of the Local Government Act 1972 excluding the public from the undermentioned item of business on the ground that it involves the likely disclosure of exempt information as defined in paragraphs 3 and 10 of Schedule 12A of the 1972 Act.

- (a) Sale of land at Flamville Road, Burbage and Elwell Avenue, Barwell. Attached marked C6 (pages 35-36) .

To: All Members of the **HINCKLEY & BOSWORTH BOROUGH COUNCIL**
(other recipients for information).

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

7 MAY 2008 AT 6.30 P.M.

PRESENT: MR. K.W.P. LYNCH - MAYOR
MR. J.G. BANNISTER - DEPUTY MAYOR

Mrs. M. Aldridge, Mr. P.R. Batty, Mr. D.C. Bill, Mr. J.C. Bown, Mr. S.L. Bray, Mrs. R. Camamile, Mr. M.B. Cartwright, Mr. D.S. Cope, Mr. W.J. Crooks, Mrs. S. Francks, Mr. D.M. Gould, Mrs. A. Hall, Mr. P.A.S. Hall, Mr. D.W. Inman, Mr. C.G. Joyce, Mr. M.R. Lay, Mr. R. Mayne, Dr. J.R. Moore, Mr. K. Morrell, Mr. L.J.P. O'Shea, Mrs. J. Richards, Mr. A.J. Smith, Mr. B.E. Sutton, Mr. R. Ward, Ms. B.M. Witherford and Mr. D.O. Wright.

Officers in attendance: Mr. S.J. Atkinson, Mr. B. Cullen, Miss L. Horton, Mr. S. Jones, Mr. S. Kohli, Mrs. P.I. Pitt and Mr. T.M. Prowse.

603 PRAYER

The Reverend Dr. Robert Stephen offered prayer.

604 APOLOGIES

Apologies for absence were submitted on behalf of Mr. P.S. Bessant, Mr. J.D. Cort, Mr. C. Ladkin, Ms. W.A. Moore, and Mr. K. Nichols.

At this junction the Mayor welcomed Ms. Witherford, the newly-elected Member for Castle Ward, to her first Council meeting.

605 MINUTES (C71)

It was moved by Mr. Sutton, seconded by Mr. Lay and

RESOLVED - the minutes of the meeting held on 15 April 2008 be confirmed and signed by the Mayor.

606 DECLARATIONS OF INTEREST

Mr. Mayne declared a personal and prejudicial interest in report number C73.

607 QUESTIONS

The following questions and replies were received in accordance with Council Procedure Rule 11.1:-

(a) Question raised by Mr. R. Ward and addressed to Mr. D.C. Bill

In the Hinckley Times on January 17th 2008 Cllr Bill is quoted as saying of the sale of the green space at Brodick Road, "It's a situation we

didn't want to have to face but the contract was signed before we took office".

Will the Leader disclose to the Council the date the land was actually sold?

Response from Mr. D.C. Bill

The land has not yet been formally sold. However, Morris Homes have the legal option to purchase, which they can exercise at any point within the next six months. We could do nothing to remove that option without considerable cost to the Council.

(b) Question raised by Mr. R. Ward and addressed to Mr. D.C. Bill

In the Hinckley Times on January 17th 2008 Cllr Bill is quoted as saying of the sale of the green space at Brodick Road, "I would have done anything to have found some way of stopping this but it wasn't to be".

Will the Leader disclose to the Council whether or not under the terms of the contract between the Authority and Morris Homes it was possible for his administration to stop this land sale?

Response from Mr. D.C. Bill

I refer to my previous answer. It was not possible to stop the sale.

Following a supplementary question from Mr. Ward Mr. Bill indicated that wherever possible he was supportive of measures to protect open countryside. So far as the Brodick Road development was concerned the contract had been signed on 29 March 2007 and Mr. Bill reiterated that it had not been possible to stop the sale.

(c) Question raised by Mrs. J. Richards and addressed to Mr. D.C. Bill

Will the Leader of the Council outline all the recent renovations undertaken within the Authority's Argents Mead headquarters and disclose the costs associated with this work?

Response from Mr. D.C. Bill

Set out below are the contents of a letter sent to Mrs. Richards last week:-

'The refurbishment of the rotunda, the public area in front of the cash office and the staff entrance area has been completed as part of the Customer First project

This project began as part of Central Governments Implementing Electronic Government initiative in 2004. Every authority was required by the Office of the Deputy Prime Minister to make arrangements for 24/7 access to services. We were required, where possible, to transform our processes to ensure 80% of all enquiries received in the back office could be handled by our Customer Service Team in a

Contact Centre. To support us in transforming our services and implementing new technologies relating to Customer Relationship Management systems we received £200K from the ODPM.

The cost of the refurbishment of the staff entrance area and relocation of the Contact Centre from Florence House to Argents Mead was £35,000. The purpose of moving the team to Argents Mead was to enable the team to rotate more easily between the Meet and Greet area, the interview pods and the telephone contact centre, thus improving the service provided.

It is anticipated that Customer Services will be the last service area to relocate from Argents Mead to ensure continuity of public service and to minimise any disruption to our customers of any planned relocation.

All Contact Centre equipment, furniture, customer seating, tables and dividers will be moved to any new Customer Service facility.

As part of our Customer Service Strategy we will be continuing to develop our services with the aim of increasing accessibility for our customers’.

In response to a supplementary question from Mrs. Richards Mr. Bill indicated that, whilst sharing the view that unnecessary expense should not be spent on renovating the Argents Mead building, as the current focal point of the Authority it was necessary to maintain services there. Mr. Bill emphasised that the recent renovation had been funded solely from central government and not by Borough ratepayers.

(d) Question raised by Mr. B.E. Sutton and addressed to Mr. P.A.S. Hall

In an article in the Leicester Mercury on 15 April 2008 which reported on Councillor Janice Richards’ (Conservative, Earl Shilton) resignation from the Planning Committee due to concerns about the direction of the Borough’s planning policies, a statement is quoted as saying “Legally the Council cannot expect a developer to address problems that already exist in a given area”. Would the Chairman of the Planning Committee agree that, irrespective of what is expected from a developer, this Council has a duty to local residents it is here to serve to ensure that “problems that already exist in a given area” are addressed and are certainly not made worse as a result of any planning consent granted by this authority?”

Response from Mr. P.A.S. Hall

I would like to thank Councillor Sutton for his question. He is aware, as is any Member of the Planning committee, that each planning application has to be considered on its own merits and that any new development cannot be expected to address and rectify existing issues. However, the new development should not exacerbate the situation and must provide the necessary facilities and infrastructure to accommodate the development.

I do agree with Councillor Sutton that the Council should deal with any pre existing issues, where it has a duty to do so.

Following a supplementary question from Mr. Sutton Mr. Hall undertook to request planning officers to examine the feasibility of underground car parking.

(e) Question raised by Mrs. J. Richards and addressed to Mr. P.A.S. Hall

“Would the Chairman of the Planning Committee agree with me that residents and Councillors were somewhat misinformed by the linking of the installation of the new cash machine facility in Wood Street, Earl Shilton, which was subsequently granted permission under delegated powers, with the property at number 38 Wood Street, when in fact, the cash machine facility is actually on the edge of the pavement?”

Response from Mr. P.A.S. Hall

I would like to thank Councillor Mrs Richards for her question.

I do not agree that residents or Councillors have been misled. The address of 38 Wood Street, Earl Shilton was given as the nearest address to the proposed position of the cash machine. As it is on the edge of the footpath, it does not have a postal address itself and has to be assigned one so that residents are given an indication where it would be located. This is intended to encourage any interested persons to view the plans and make comments.

I can also advise Councillor Mrs Richards that the Highways Authority, Highways Agency and Police were consulted on this particular application. None of them raised any objections to the location.

In response to a supplementary question from Mrs. Richards Mr. Hall reported on the intention to examine the circulation to Members of details of all planning applications.

608 POSITION STATEMENT BY THE LEADER OF THE COUNCIL

The Leader referred to two major proposals, namely the development of the bus station site and the location of a new leisure centre for the Borough. So far as the former was concerned today marked the beginning of the public consultation exercise on the 3 options submitted by developers. This consultation, it was emphasised, would be continued during the formal planning process once a detailed application was submitted by the ultimate preferred developer. Additionally, commenting on the new leisure centre, the Leader referred to the significant potential for that facility to form an integral part of the Council's new 'sporting hub' proposal.

609 TRAFFIC MANAGEMENT ACT 2004 – ADJUDICATION JOINT COMMITTEE (C72)

Members' approval having been sought to the entering into of a new Joint Committee Agreement for the adjudication of parking appeals set up

under the above legislation it was moved by Mrs. Francks, seconded by Mr. Wright and

RESOLVED – approval be given to the entering into of a new Joint Committee Agreement set up under the Traffic Management Act 2004 (and that the Constitution be amended accordingly).

Mr. Mayne, having declared a personal and prejudicial interest in the following item left the meeting at 7 p.m.

610 HINCKLEY LEISURE CENTRE – WORKING GROUP RECOMMENDATIONS (C73)

Circulated to Members at the meeting were details of the proposed facility mix for the new leisure centre, as endorsed by the cross-party Leisure Centre Working Group.

Following a number of meetings the working group had formulated a series of recommendations as to the strategic way forward for the future development of the leisure centre and these were now presented to Council for consideration.

Members were supportive of the proposed location of the new leisure centre and the sporting hub concept and the Executive member for Culture and Development paid tribute to the efforts of officers, particularly the Cultural Services Manager, in developing these proposals.

On the motion of Mr. Bray, seconded by Mr. Bill it was

RESOLVED unanimously – the recommendations of the Leisure Centre Working Group as detailed in section 4 of the report of the Deputy Chief Executive be approved and the immediate commencement of the commissioning process to develop the plans for the Sporting Hub and new leisure centre be noted.

Mr. Mayne returned to the meeting at 7.42 p.m.

611 CASTLE WARD BY-ELECTION

The number of votes cast in the by-election held on 24 April 2008 were noted with the Mayor indicating that the successful candidate, Bronwen Mair Witherford was a member of the Liberal Democrat Party.

(The meeting closed at 7.44 p.m.)

ANNUAL MEETING OF HINCKLEY AND BOSWORTH BOROUGH COUNCIL
HELD IN THE COUNCIL CHAMBER AT THE OFFICES OF HINCKLEY AND
BOSWORTH BOROUGH COUNCIL
20 MAY 2008 AT 6.30 P.M.

PRESENT: MR. K.W.P. LYNCH - MAYOR
MR. J.G. BANNISTER - DEPUTY MAYOR

Mrs. M. Aldridge, Mr. P.R. Batty, Mr. D.C. Bill, Mr. C.W. Boothby, Mr. J.C. Bown, Mr. S.L. Bray, Mrs. R. Camamile, Mr. M.B. Cartwright, Mr. D.S. Cope, Mr. W.J. Crooks, Mrs. S. Francks, Mr. D.M. Gould, Mrs. A. Hall, Mr. P.A.S. Hall, Mr. D.W. Inman, Mr. C.G. Joyce, Mr. C. Ladkin, Mr. M.R. Lay, Mr. R. Mayne, Dr. J.R. Moore, W.A. Moore, Mr. K. Morrell, Mr. K. Nichols, Mr. L.J.P. O'Shea, Mrs. J. Richards, Mr. A.J. Smith, Mr. B.E. Sutton, Mr. R. Ward, Ms. B.M. Witherford and Mr. D.O. Wright.

Also in attendance:- Mr. R. Birch, Chairman of the Standards Committee.

Officers in attendance: Mr. S.J. Atkinson, Mr. Michael Brymer, Mr. B. Cullen, Miss L. Horton, Mrs. B. Imison, Mr. S. Kohli, Mrs. P.I. Pitt, Mr. T.M. Prowse, Mr. R. Parkinson and Mrs. S. Stacey.

1 **PRAYER**

Prayer was offered by The Reverend Canon F.D. Jennings.

2 **ELECTION OF MAYOR**

On the motion of Mr. Wright seconded by Mr. Nichols it was

RESOLVED – Mr. J.G. Bannister be elected Mayor for the ensuing municipal year.

Mr. Bannister made the requisite declaration of acceptance of office and the retiring Mayor invested him with the chain of office.

The Mayor, Mr. Bannister, in the Chair.

In addressing the meeting the Mayor announced that the Reverend Canon B. Davis had agreed to be his Mayor's Chaplain. Having welcomed his guests for this evening the Mayor indicated his intention to support two charitable foundations, both of which would engage with talented young people. The Gary Morris Foundation had been created to raise money towards assisting young sportsmen and the Matthew Fulham Foundation had been formed to help young talented musicians.

The Mayor stated that he wished to continue the arrangement of having the presence of cadets at civic functions and in consequence had selected Laura Hartwell from the Sea Cadets and Anna Robinson from the Air Cadets to attend future mayoral events. The Mayor paid tribute to the work of

the street pastors, who in patrolling Hinckley town centre during the early hours of the weekend, provided support to vulnerable people and welcomed Syd Henderson, one of the pastors, to this evening's meeting.

On the motion of Mr. Bill, seconded by Mr. Joyce and following tributes from Mrs. Aldridge and Mr. Lay it was

RESOLVED – a vote of thanks be accorded to Mr. Lynch for service during his term of office as Mayor. The Mayor then presented Mr. Lynch with his past Mayor's commemorative medallion, following which Mr. Lynch reflected on his mayoral activities during the year and responded to the vote of thanks.

Mr. Lynch indicated that following donations to the Air and Sea Cadets some £8,000 would be divided between his chosen charities, namely the Dorothy Goodman School and Next Generation.

3 APPOINTMENT OF DEPUTY MAYOR

On the motion of W.A. Moore, seconded by Mr. Mayne it was

RESOLVED – Mr. K. Nichols be appointed Deputy Mayor for the ensuing municipal year.

Mr. Nichols then made the requisite declaration of acceptance of office and the Mayor invested him with his chain of office.

4 PRESENTATION – RECOGNITION OF LONG SERVICE

Following a brief introduction by the Mayor the Leader of the Council presented Mr. Lynch with an engraved clock to recognise formally his 25 year service to this Authority. Messrs. Lay and Ward also then paid tribute to Mr. Lynch's achievements.

5 APOLOGIES

Apologies for absence were submitted on behalf of Mr. P.S. Bessant, Mr. J.G. Cort, Dr. J.R. Moore and Mr. A.J. Smith.

6 DECLARATIONS OF INTEREST

No interests were declared at this stage.

7 MAYOR'S COMMUNICATIONS

The Mayor expressed the view that he hoped that the good relations between elected Members would continue to develop. He referred to challenges which lay ahead, highlighting global warming and energy efficiency and to the need to promote Fair Trade products.

8 APPOINTMENT OF LEADER AND DEPUTY LEADER OF THE COUNCIL

On the motion of Mrs. Francks, seconded by Mr. Wright it was

RESOLVED - the Leader and Deputy Leader of the Council be Mr. Bill and Mr. Bray respectively and the Leader hold office for the remainder of the life of this Council (i.e. for a three-year period).

At this juncture Mr. Bill announced that, together with himself and Mr. Bray, the Executive would comprise:-

Mr. Cope, Mr. Crooks, Mrs. Francks, Mr. Lynch, W.A. Moore and Mr. Wright.

9 COMMITTEES AND PANELS

On the motion of Mr. Bill seconded by Mr. Bray it was

RESOLVED – the membership of the undermentioned Committees and Panels be as indicated.

(1) Planning Committee

Mr. R. Mayne (Chairman), Mr. D.W. Inman (Vice-Chairman), Mrs. M. Aldridge, Mr. J.G. Bannister, Mr. C.W. Boothby, Mr. J.C. Bown, Mr. J.D. Cort, Mr. W.J. Crooks, Mrs. A. Hall, Mr. P.A.S. Hall, Mr. C.G. Joyce, Dr. J.R. Moore, Mr. K. Morrell, Mr. K. Nichols, Mr. L.J.P. O'Shea, Mr. B.E. Sutton and Ms. B.M. Witherford.

(2) Scrutiny Commission

Mr. M.R. Lay (Chairman), Mrs. R. Camamile and Mr. P.A.S. Hall (Vice-Chairmen), Mr. P.R. Batty, Mr. P.S. Bessant, Mr. J.D. Cort, Mr. D.M. Gould, Mrs. A. Hall, Mr. C.G. Joyce, Mr. D.W. Inman, Mr. C. Ladkin, Dr. J.R. Moore, Mr. K. Morrell, Mr. K. Nichols and Ms. B.M. Witherford.

(3) Standards Committee

Mr. J.C. Bown, Mrs. S. Francks and Mr. R. Ward

Mr. R. Birch (Chairman), Mr. M.D. Clarricoats and Mr. A.B.G. Stokes (independent members); Mr. M. Fryer and Mr. D.A. Reid (parish council representatives).

(4) Hinckley Area Committee

Mr. K. Nichols (Chairman), W.A. Moore (Vice-Chairman), Mr. J.G. Bannister, Mr. D.C. Bill, Mr. S.L. Bray, Mr. D.S. Cope, Mr. C.G. Joyce, Mr. K.W.P. Lynch, Ms. B.M. Witherford and Mr. D.O. Wright.

(5) Licensing Committee

Mr. K. Nichols (Chairman), Mr. C.G. Joyce (Vice-Chairman), Mr. P.R. Batty, Mr. J.C. Bown, Mr. S.L. Bray, Mr. M.B. Cartwright, Mr. J.D. Cort, Mrs. S. Francks, Mr. D.M. Gould, Mr. P. Hall, Mr. R. Mayne, Mr. K. Morrell, Mr. L.J.P. O'Shea, Mr. A.J. Smith and Mr. B.E. Sutton.

(6) Regulatory Committee

Mr. K. Nichols (Chairman), Mr. C.G. Joyce (Vice-Chairman), Mr. P.R. Batty, Mr. J.C. Bown, Mr. S.L. Bray, Mr. M.B. Cartwright, Mr. J.D. Cort, Mrs. S. Francks, Mr. D.M. Gould, Mr. P. Hall, Mr. R. Mayne, Mr. K. Morrell, Mr. L.J.P. O'Shea, Mr. A.J. Smith and Mr. B.E. Sutton.

(7) Personnel Committee

Mr. D.O. Wright (Chairman), Mr. J.G. Bannister, Mr. D.C. Bill, Mr. C.W. Boothby, Mr. M.B. Cartwright, Mr. M.R. Lay, Mr. K.W.P. Lynch, Mr. R. Ward and Ms. B.M. Witherford.

(8) Council Services Select Committee

Mrs. R. Camamile (Chairman), Mr. J.C. Bown, Mrs. A. Hall, Mr. D.W. Inman, Dr. J.R. Moore, Mr. K. Morrell, Mr. K. Nichols, Mrs. J. Richards, Mr. A.J. Smith and Mr. B.E. Sutton

(9) Finance & Audit Services Select Committee

Mr. P.A.S. Hall (Chairman), Mr. J.G. Bannister, Mr. P.R. Batty, Mr. P.S. Bessant, Mr. D.M. Gould, Mr. M.R. Lay, Mr. R. Mayne, Mr. K. Morrell, Mr. R. Ward and Ms. B.M. Witherford

10 APPEALS PANEL

It was proposed by Mr. Bill, seconded by Mr. Bray and

RESOLVED - the following be appointed to a pool from which Panels of at least three members will be drawn as and when required to determine internal appeals:-

Mr. P.A.S. Hall (Chairman), Mr. J.G. Bannister, Mr. C.W. Boothby, Mr. J.C. Bown, Mrs. A. Hall, Mr. C. Ladkin, Dr. J.R. Moore, Mr. K. Morrell, Mr. K. Nichols, Mr. L.J.P. O'Shea, Mr. A.J. Smith and Ms. B.M. Witherford.

11. LOCAL JOINT AND SAFETY PANEL

It was proposed by Mr. Bill, and seconded by Mr. Bray and

RESOLVED - the employer's representatives on the above mentioned Panel be as indicated:-

Mr. M.R. Lay, W.A. Moore, Mr. R. Ward, Ms. B.M. Witherford and Mr. D.O. Wright.

12 OUTSIDE BODIES

On the motion of Mr. Bill, seconded by Mr. Bray it was

RESOLVED –

(i) the following be appointed as the Council's representatives on the Bodies indicated:-

- (1) Age Concern, Hinckley & Burbage
Mr. D.W. Inman
 - (2) Bradgate Landfill Liaison Committee
Mr. P.R. Batty and Mr. M.B. Cartwright
 - (3) Care and Repair (West Leicestershire) Ltd. Management Committee
Mr. D.S. Cope
 - (4) Caterpillar Logistics Limited - Liaison Committee
Mr. P.S. Bessant
 - (5) Cliffe Hill Quarry Liaison Committee
Mr. J.D. Cort and Mr. M.R. Lay
 - (6) Community Safety Partnership
Mr. D.S. Cope and W.A. Moore
 - (7) Desford Brickworks Liaison Committee
Mrs. R. Camamile
 - (8) East Midlands Regional Assembly
Mr. D.C. Bill (Messrs. S.L. Bray and D.O. Wright substitutes)
 - (9) Groby Quarry Liaison Committee
Mr. M.B. Cartwright
 - (10) Hinckley and Bosworth Local Strategic Partnership
Mr. D.C. Bill
 - (11) Hinckley Citizens' Advice Bureau Trustee Board
Mr. J.G. Bannister and Mr. R. Ward
 - (12) Hinckley-Herford Town Twinning Association
Mrs. A. Hall
 - (13) Hinckley Highways Forum
Mr. S.L. Bray, Mr. W.J. Crooks, Mr. P. Hall, Mr. D.W. Inman, Mr. M.R. Lay, Mr. K. Morrell, Mr. K. Nichols, Mrs. J. Richards and Mr. B.E. Sutton
- Substitutes:
Mr. J.G. Bannister, Mr. D.C. Bill, Mr. J.C. Bown, Mr. D.S. Cope, Mrs. S. Francks, Mr. D.M. Gould, Mr. R. Ward
- (14) Hinckley Shopmobility
Mr. D.W. Inman
 - (15) Hinckley Theatre Management Committee
Mr. J.G. Bannister
 - (16) Hinckley Town Centre Partnership
Mr. S.L. Bray and Ms. W.A. Moore

- (17) Leicester Housing Association's Quality Circle Central
Mr. D.S. Cope
 - (18) Leicestershire Rural Partnership Membership Group
Mr. W.J. Crooks
 - (19) Leicestershire and Rutland Playing Fields Association
Mr. P.S. Bessant (substitute – Mr. R. Mayne)
 - (20) Local Government Association General Assembly
Mr. D.C. Bill
 - (21) Local Government Association Rural Commission
Mr. W.J. Crooks
 - (22) Local Government Association Urban Commission
Dr. J.R. Moore
 - (23) Mallory Park Racing Circuit Liaison Committee
Dr. J.R. Moore
 - (24) MIRA Community Liaison Group
Mr. R. Ward
 - (25) Next Generation
Mr. D.M. Gould, Mr. K.W.P. Lynch and Mr. L.J.P. O'Shea
 - (26) Orbit Housing Management Committee
Mr. W.J. Crooks and Mr. K. Morrell
 - (27) Stepping Stones Countryside Management Project Members' Steering Group
Mrs. R. Camamile and Mr. L.J.P. O'Shea
 - (28) Voluntary Action, Hinckley and Bosworth
Ms. B.M. Witherford and Mr. D.O. Wright
 - (29) West Leicestershire Mind
Mr. D.W. Inman
- and
- (ii) the name of Mr. Bill be put forward to serve on the East Midlands Regional Assembly Regional Housing, Planning and Transportation Joint Board

13 CHARITABLE BODIES

On the motion of Mr. Bill, seconded by Mr. Bray it was

RESOLVED – the following be appointed as the Council's representatives on the Bodies indicated:-

Alderman Newton's Educational Foundation, Barwell

Mrs. E. Hemsley, 208 Kirkby Road, Barwell.

The Dixie Educational Foundation .

Mrs. J.M. Glennan, 117 The Park, Market Bosworth

Mr. A.J. Goodwin, 2 Coton Bridge Lane, Far Coton

Mr. A.F. Hayward, Lea Grange, Twycross Lane, Orton on the Hill

Mr. R. Ward

(The meeting closed at 7.30 p.m.)

HINCKLEY & BOSWORTH BOROUGH COUNCIL
SCRUTINY COMMISSION
1 MAY 2008 AT 6.30 PM

PRESENT: Mr MR Lay - Chairman
Mrs R Camamile - Joint Vice-Chairman

Mr JG Bannister, Mr PR Batty, Mrs A Hall, Mr C Ladkin, Mr K Morrell and Mr K Nichols.

In accordance with Council Procedure Rule 4.4, Mr WJ Crooks also attended the meeting.

Officers in attendance: Mr S Atkinson, Mr C Bellavia, Mr B Cullen, Miss L Horton, Mr A Jones, Mr S Jones, Ms L Orton and Miss R Owen.

Also in attendance: Martin Peters, Chief Executive of Leicestershire Promotions and Steve Wegerif, Chair of Hinckley & Bosworth Promotions.

579 **APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were submitted on behalf of Messrs PS Bessant and KWP Lynch.

580 **MINUTES (SC110)**

On the motion of Mrs Camamile, seconded by Mr Bannister, it was

RESOLVED – the minutes of the meeting held on 27 March 2008 be confirmed and signed by the Chairman.

581 **DECLARATIONS OF INTEREST**

Mrs Camamile, Mrs A Hall, Mr Lay and Mr Morrell declared personal, non-prejudicial interests in item 7 (report SC112) Parish & Community Initiative Fund in their capacity as Parish Councillors.

Mr Ladkin arrived at 6.35pm.

582 **ANNUAL TOURISM REPORT (SC111)**

Martin Peters, Chief Executive of Leicestershire Promotions, gave a presentation on the work undertaken during the previous year, followed by a presentation from Steve Wegerif, Chairman of Hinckley & Bosworth Promotions.

Members were reminded about the recommendation made by the Scrutiny Commission as a result of the 2006/07 Annual Tourism Report with regard to producing guides about walks in the Borough. In response it was stated that the County Council produced leaflets which covered most villages which were

available in libraries. It was also noted that the website www.goleicestershire.com had a section on walking activities.

A Member reiterated a point made at the Rural Summit that there was a lack of accommodation in the Borough. It was explained that location and need for hotels was a commercial decision, but that since the summit work had been undertaken with partners to publicise accommodation linking to key events for example at Mallory Park.

Weak branding and inconsistent signage was highlighted by a Member, and in response it was noted that signage at key gateways had now been updated.

RESOLVED – the report be endorsed.

583 PARISH AND COMMUNITY INITIATIVE FUND (SC112)

The Scrutiny Commission was provided with details of applications to the Parish & Community Initiative Fund 2008/09. It was noted that there had been more bids than previously and it was felt that this was due to improved marketing of the scheme, for which officers and the Executive Member for Rural Issues were thanked. Members were reminded that the previous year only a small amount of the fund was used but the remaining money was not carried over.

Members felt that the value of the fund should be increased as it had been well used this year.

RECOMMENDED

- (i) the proposals made by the assessment panel be supported;
- (ii) the proposed application process for 2009/10 be noted;
- (iii) Council be asked to increase the Parish and Community Initiative Fund from 2009/10.

584 OVERVIEW AND SCRUTINY ANNUAL REPORT (SC113)

The Scrutiny Commission received the Overview and Scrutiny Annual Report for 2007/08.

A Member expressed concern with regard to the effectiveness of undertaking reviews as a larger group and gave the LSP review as an example. It was requested that the peer review report be sent to members of the Scrutiny Commission as soon as possible to allow them the opportunity to fully digest the contents before the next meeting of the Scrutiny Commission, at which point a task and finish group would be set up to undertake more focused work on particular aspects of the outcome of the review.

RECOMMENDED – the Overview and Scrutiny Annual Report be approved by Council on 10 June.

585 OVERVIEW AND SCRUTINY WORK PROGRAMME 2008/09 (SC114)

Members gave consideration to the Overview and Scrutiny Work Programme for 2008/09.

It was agreed that the task and finish group which had been set up to discuss flexible working would report back to the Scrutiny Commission in October. It was also agreed that the Regeneration Strategy be added to the Scrutiny Commission work programme.

RESOLVED – the Work Programme be agreed with the abovementioned additions.

586 FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS (SC115)

Members received the Forward Plan of Executive and Council decisions.

RESOLVED – the Forward Plan be noted.

587 MINUTES OF SELECT COMMITTEES / SCRUTINY PANELS

Minutes of the following meetings were received:

- (i) Housing Task Group, 28 February 2008 (SC116);
- (ii) Finance and Audit Services Select Committee, 17 March 2008 (SC117);
- (iii) Council Services Select Committee, 20 March 2008 (SC118).

(The meeting closed at 7.51 pm)

COUNCIL – 10 JUNE 2008

REPORT OF DEPUTY CHIEF EXECUTIVE RE: OVERVIEW AND SCRUTINY ANNUAL REPORT

1. PURPOSE OF REPORT

- 1.1 To provide the Overview and Scrutiny Annual Report for 2007/2008.

2. RECOMMENDATION

Council endorses the Overview and Scrutiny Annual Report

3. BACKGROUND TO THE REPORT

- 3.1 The Scrutiny Commission reviews its performance and work programme on an annual basis. This is formalised through the production of an annual report and a rolling annual work programme for the Scrutiny Commission, its Select Committees and Task / Working Groups. The objectives of the Council's Overview and Scrutiny function is to:

- provide 'critical friend' challenge to the Executive as well as external authorities and agencies;
- reflect the voice and concerns of our public and our communities;
- lead and own the scrutiny process on behalf of the public; and
- make an impact on the delivery of public services.

- 3.2 The above objectives are the "Successful Scrutiny Criteria" adopted as best practice by the Centre for Public Scrutiny. Further details of the role of scrutiny and the terms of reference for the Scrutiny Commission and the Select Committees are contained in Article 6 of the Council's Constitution.

4. OVERVIEW AND SCRUTINY ANNUAL REPORT

- 4.1 A final annual report for the Overview and Scrutiny Function is attached at Appendix 1. Key highlights for the year include:

Scrutiny Commission

- Poverty in the borough – a research project was commissioned and initial report was brought to Scrutiny in April 2007 (final report/additional actions);
- Community Safety Partnership – review of progress following recommendation of the Scrutiny Commission to have regular updates on the Partnership;
- Consultation – general user satisfaction results. The message from the results incorporated into the appropriate business delivery plan to inform future service delivery;
- Local Strategic Partnership – interview of witnesses review of costs, achievements and added value of the LSP.

Council Services Select Committee

- A review of the performance of all 'front line' services;
- Performance Management – regular reviews and discussions on performance indicators and action plans to bring underperformance up to target, including monitoring sickness absence.

Finance and Audit Services Select Committee

- Hinckley Club for Young People – proposals for relocation of Hinckley Club for Young People were scrutinised;
- Greenfields Industrial Units (Depot Redevelopment) – the Select Committee scrutinised the proposals;
- Work of the External Funding Officer – progress was reviewed and recommendations made;
- Data Protection – the Select Committee monitored improvements in compliance arrangements;
- Cash collection and handling – the processes were scrutinised and recommendations made.

4.2 The items linked above are just some examples of the work undertaken by the overview and scrutiny function. The Scrutiny Commission also identified the following potential items for next year's work programme.

- Equalities Standard
 - progress on equalities
- Community Services Strategy
 - update on local health economy
 - development of local facilities
 - out of hours access
- Poverty in the borough
 - update on progress
- Local Strategic Partnership
 - performance management

4.3 The scrutiny commission has a recurring research budget of £5710 to support its work. In addition to specific scrutiny projects the scrutiny commission will continue to receive reports on the council's performance, areas of policy development, the council's Forward Plan and areas where the scrutiny commission have recommended improvements.

5. **FINANCIAL IMPLICATIONS** [MD]

5.1 All other proposed activities will be met from existing resources.

6. **LEGAL IMPLICATIONS** [LH]

6.1.1 None relating to this report

7. **CORPORATE PLAN IMPLICATIONS**

- 7.1 The report provides an update on the achievement of the Overview and Scrutiny Function and its contribution to the achievement of the Council's vision and in particular the Council's Aims:

To achieve strong and distinctive communities.

8. **CONSULTATION**

- 8.1 None arising directly from this report.

9. **RISK IMPLICATIONS**

- 9.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives. It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision/project have been identified, assessed and that controls are in place to manage them effectively.

- 9.2 There are no strategic risks associated with this report.

10. **RURAL IMPLICATIONS**

- 10.1 The scrutiny commission should review the rural implications of policy development as part of its considerations for the future work programme.

11. **CORPORATE IMPLICATIONS**

- 11.1 By submitting this report, the report author has taken the following into account:

- Community Safety Implications – None directly arising from the report
- Environmental Implications – None directly arising from the report
- ICT Implications – None directly arising from the report
- Asset Management Implications – None directly arising from the report
- Human Resources Implications – None directly arising from the report

12. **Appendices**

Appendix 1: Overview and Scrutiny Annual Report

Background Papers: *None*

Contact Officer: Louisa Horton ☎ 5859



Hinckley & Bosworth
Borough Council

Overview and Scrutiny

ANNUAL REPORT
2007/2008

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1. Forward by the Scrutiny Chairman and Vice-Chairmen
2. Introduction to the role of Overview and Scrutiny
3. Achievements in Overview and Scrutiny
4. Select Committees and Panels
5. Future challenges for Overview and Scrutiny

FOREWORD by the Scrutiny Chairman and Vice-Chairmen



Councillor M Lay
Chairman of Scrutiny Commission



Councillor Mrs R Camamile
Vice Chairman of Scrutiny
Commission and Chairman of
Council Services Select
Committee



Councillor K Lynch
Vice Chairman of Scrutiny
Commission and Chairman of
Finance and Audit Services Select
Committee

Welcome to Hinckley and Bosworth Borough Council's fourth Overview and Scrutiny Annual Report. In 2005, the Scrutiny Commission agreed that it would publish a report annually setting out the work carried out by the Council's Scrutiny Commission, Select Committees, Panels and Task Groups during the year.

We hope that our Annual Report and Work Programme will:

- raise the profile of scrutiny among councillors and officers;
- provide a greater understanding of the role and benefit of scrutiny;
- provide awareness of the role of scrutiny in developing policy and improving performance;
- allow for more effective scrutiny of Executive decisions;
- raise the profile of scrutiny among partners and the public;
- allow Councillors and officers to plan and prioritise workload; and
- improve focus on delivering the Council's Vision.

We have an effective overview and scrutiny function that contributes towards the work of the council and its vision. We manage and prioritise the work of overview and scrutiny function through the use of an annual work programme, this also allows the effective 'tracking' of previous decisions. We have received the Forward Plan at each meeting of the Scrutiny Commission, which has assisted us with monitoring the work of the Executive and in many cases has enabled us to be proactive during the policy development stage.

The scrutiny commission continues cross-party working and applies a 'critical friend' approach to scrutiny. An opposition member is chair of the function, has a dedicated research budget and officer support.

We would like to take this opportunity to thank fellow Scrutiny Councillors and Executive members for their support and commitment. We would also like to thank officers for their support and hard work, both supporting the process and with answering questions and providing evidence. Finally we would like to thank some of our partners who have helped inform our deliberations and we look forward to building further on our success in the coming year.

Councillor Matthew Lay
Chairman of Scrutiny Commission

Councillor Ruth Camamile
Vice Chairman of Scrutiny Commission and Chairman of Council Services Select Committee

Councillor Keith Lynch
Vice Chairman of Scrutiny Commission and Chairman of Finance and Audit Services Select Committee

INTRODUCTION TO THE ROLE OF OVERVIEW AND SCRUTINY

The Role of Overview and Scrutiny

The objectives of the Council's Overview and Scrutiny function are to:

- provide 'critical friend' challenge to the Executive as well as external authorities and agencies;
- reflect the voice and concerns of our public and our communities;
- lead and own the scrutiny process on behalf of the public; and
- make an impact on the delivery of public services.

The above objectives are the "Successful Scrutiny Criteria" adopted as best practice by the Centre for Public Scrutiny and is used to report achievement in this report.

Further details of the role of scrutiny and the terms of reference for the Scrutiny Commission and the Select Committees are contained in Part 2 Article 6 of the Council's Constitution.

The Structure of Overview and Scrutiny

The Council appoints a Scrutiny Commission, made up of 15 non-executive councillors from all political groups, to ensure the smooth operation of overview and scrutiny and to ensure the Leader of the Council, Portfolio Holders and the Executive are held to account.

The Scrutiny Commission is supported in its role by two permanent select committees:

- Council Services; and
- Finance and Audit Services.

The Scrutiny Commission and Select Committees are also supported by working groups/task groups, during the past year these included:

- E-government Scrutiny Panel; and
- Housing Task Group.

ACHIEVEMENTS IN OVERVIEW AND SCRUTINY

In November 2005, the Scrutiny Commission reviewed progress of the Overview and Scrutiny Function and in line with best practice, the council's effective scrutiny criteria was refined in line with the principles of Centre for Public Scrutiny's effective scrutiny criteria. The following highlights our achievements under each Principle.

1. PROVIDE 'CRITICAL FRIEND' CHALLENGE TO THE EXECUTIVE AS WELL AS EXTERNAL AUTHORITIES AND AGENCIES

Our Achievements this year include:

- Held a **Question and Answer Session** with the Leader of the Council
- Completed a Scrutiny Review of the **Hinckley & Bosworth Community Safety Partnership**
- Considered the findings of the Audit Commission **Annual Audit and Inspection Letter**.
- Monitored **annual and monthly capital and revenue outturn** reports and the Statement of Accounts;
- Considered the **General Fund Budget Strategy**, ensuring the Council maintains a strong financial position;
- Reviewed the Annual Tourism Report and requested a **Value for Money Report**
- Endorsed the **Environmental Improvement Programme** for 2007/08
- Received a report on the proposed allocation of outstanding and new **Planning delivery grant funds**
- Established a Housing Task group to look at the recommendations that came out of the review on **Sheltered Housing**
- Received and endorsed a report on the '**Play Strategy**' as part of the Borough Council's bid to the 'Big Lottery'

2. REFLECT THE VOICE AND CONCERNS OF OUR PUBLIC AND OUR COMMUNITIES

Our Achievements this year include:

- Considered the implications arising from **3 Citizen's Panel consultation** results;
- Commissioned a **research project on income poverty in Hinckley & Bosworth**
- Consultation results of **Council Priorities and Budget Spend**
- Provided input on the provision of policies in the county which came out of the findings of the **Gypsy and Traveller Needs Assessment report** carried out by the Centre for Urban and Regional Studies
- Conducted a review of the **Local Strategic Partnership**
- Held an interview session with the **East Midlands Ambulance Service** who delivered a presentation on the service provision and operational arrangements.

3. LEAD AND OWN THE SCRUTINY PROCESS ON BEHALF OF THE PUBLIC

Our Achievements this year include:

- **Actively managed** the Overview and Scrutiny Function Work Programme
- Utilised the **£5,000 research and development** fund of the overview and scrutiny function.
- Building on our review of the Corporate Performance Plan undertaking a **review of implementation with the recommendations of the Rural Areas Review**.
- Received a report on **the Leicestershire and Rutland Primary Care Trust Community Service Strategy**
- Agreed to act as formal consultee on the procurement of a **Strategic Housing Assessment**

4. MAKE AN IMPACT ON THE DELIVERY OF PUBLIC SERVICES

Our Achievements this year include:

- Undertook a focussed and detailed performance **scrutiny of key front line service areas**, including: Refuse and Recycling, Street cleansing, Council Housing, Sheltered Housing, Private Sector Housing Grants, Homeless Support, Leisure Centre management and Planning (both Development Control and Planning Policy and Regeneration).
- Continued to monitor progress with the development of people management policies and strategies to **manage attendance**;
- Monitored the implementation of **electronic access to services**, through the ICT strategy.
- Reviewed **Performance against our stated objectives** in the Corporate Performance Plan and against our Best Value Performance Indicators;
- Considered the **respect standard** for housing management
- Endorsed and supported the submission of an application for **CPA re-categorisation** from 'Fair' to 'Good' for the Borough Council

SCRUTINY COMMISSION WORK PROGRAMME 2008/2009

- Citizens Panel Consultation
- Performance improvement
- Implementation of Rural Area Review
- Review of the Local Strategic Partnership
- Community Services Strategy for Leicestershire and Rutland
- Community Safety Partnership
- Equalities Standard
- Poverty in the borough

SELECT COMMITTEES AND PANELS

COUNCIL SERVICES SELECT COMMITTEE

This year the Council Services Select Committee has delivered its planned work programme, which has enabled us to successfully follow up our recommendations and track improvements in performance.

We are keen to ensure that the Council's key services, which affect the quality of life of the Borough's residents, are continuing to improve and that an appropriate balance is struck between quality and cost.

Our Achievements this year include:

- Monitoring the Council's Best Value Performance Indicators on a quarterly basis;
- Reviewing progress of improvement plans and challenged the relevant Head of Service at subsequent meetings to ensure that improvement in performance is sustained and remedial action is taken:
 - Sickness Absence
- During special dedicated sessions, we have reviewed the Performance, Value for Money and improvement of key front line services:
 - Development Control, Local Development Framework and Leisure Centre
 - Street Cleansing, Grounds Maintenance and Neighbourhood Wardens
 - Housing

Next year we propose to:

- Continue to focus on Quality of Life issues in the Borough by ensuring that we provide good quality improving services, while ensuring good value for money.
- Undertake the cross-cutting theme of environmental sustainability

FINANCE AND AUDIT SERVICES SELECT COMMITTEE

Finance and Audit Services Select Committee aims to constructively challenge and investigate the financial stability, probity in corporate governance and full consideration of risks, so that the Council is better placed to face future challenges.

During the year the Finance & Audit Services Select Committee has considered and reviewed a number of matters relating to the financial affairs of the Council.

As in previous years the Select Committee has provided “back-bench” input into the major financial processes of the Council considering the following matters:

- Statement of Accounts
- Review of Revenue and Capital Outturn
- Capital Programme
- Revenue Budget
- Council Tax proposals
- External Auditors ISA 260 letter
- Annual Audit and Inspection Letter
- Quarterly Budget Monitoring
- Prudential Indicators and Treasury Management Policy

The Select Committee also received copies of all Internal Audit reports and reviewed the level of Internal Control Assurance that could be derived from each area under audit and monitored the recommendations.

The Select Committee also requested a number of reports on specific areas of concern including

- Hinckley Club for Young People
- Greenfields Industrial Units (Depot Redevelopment)
- Work of the External Funding Officer
- Data Protection
- Cash collection and handling

FUTURE CHALLENGES FOR OVERVIEW AND SCRUTINY

Training and Development

Good practice identifies that Scrutiny should:

- be Member led,
- be provided with officer support; and
- links be made to the wider modernisation agenda.

The Council is carrying out training needs assessments for all councillors and a Member Development Strategy and Programme has been developed in conjunction with the Leicestershire and Rutland Improvement Partnership, which will include addressing training needs for Scrutiny.

The Business of Overview and Scrutiny

There are a number of ways through which Overview and Scrutiny can carry out its business, which can be constantly developed and utilised, these include:

- conducting research and other consultation to assist with the analysis of possible options;
- encouraging and enhancing community participation in the development of Council policy; and
- liaising with other organisations operating in the area, to ensure that the interests of local people are enhanced by collaborative working.

Scrutiny is not restricted in the way it carries out the above tasks:

- it may hold inquiries;
- appoint advisers and assessors;
- make site visits;
- conduct public surveys;
- hold public meetings; and
- commission research.

Call-in

The Council's Executive Portfolio Holders and Chief Officers are required to take decisions based on principles set out in Article 13 of the Council's Constitution. Scrutiny has a role monitoring these decisions and should a scrutiny body or an individual Councillor believe that these principles have not been followed then they have 7 working days from the publication of the decision to "call-in" that decision for further discussion by Scrutiny.

Scrutiny can review the decision, the advice given and the process used for making the decision, e.g. consultation, procedure etc. and if it believes that errors were made in the decision making process it can request that Executive reconsiders the decision or that the decision is considered by full Council.

Overview and Scrutiny and Community Leadership

“Overview and Scrutiny is a key mechanism by which a Council can give life to its Community Leadership role and develop imaginative approaches to the use of the well-being power” (ODPM Development of Overview and Scrutiny in Local Government, September 2002). Scrutiny can engage partners and citizens in the work of the Council and find imaginative ways of researching and consulting.

In addition, Scrutiny is able to use these techniques to monitor and evaluate issues of local concern that fall outside the Council’s powers. There are wide ranging provisions to engage with other public bodies, especially relating to health and public safety but also with the voluntary and private sectors. This power gives scrutiny a unique position in terms of being able to inform policy decisions and co-ordinate partnership working on projects, which are important to the Borough as a whole but responsibility for them falls to a wide range of organisations.

Engaging with the Public

The Overview and Scrutiny Function needs to improve its dialogue with the public to ensure that future scrutiny is focussed on the needs and views of the public.

Medium/Long term direction of Overview and Scrutiny

Just as the Council has to look to the medium and long term when planning its business, Overview and Scrutiny needs to be aware of future development and future direction.

The local government white paper has a range of proposals for strengthening overview and scrutiny including:

- to ensure more powerful local leaders are accountable
- more powers to scrutinise other public bodies and require them to attend,
- provide information and respond to recommendations
- encouragement to set up “area” Overview & Scrutiny Commissions
- encouragement to be more strategic & focus on Local Area Agreements

The scrutiny commission will consider its implications as part of its development.

DEVELOPING A WORK PROGRAMME

A structured, focussed and supported scrutiny process, which dovetails into the Council’s wider democratic, performance and financial management processes, provides for an evidence based approach to challenging and developing the Council’s long term vision and priorities.

It is important that officers and members see scrutiny as an integral part of the day job and not an unwelcome “bolt on” which they have no capacity to absorb. The Work Programme, contained as part of this Annual Report, will assist Heads

of Service/managers with identifying when to provide reports and information to scrutiny and when to attend.

A work programme for Scrutiny is key to ensuring that Scrutiny's work is:

- outcome focussed;
- prioritised accordingly;
- resourced properly; and
- project planned properly.

The Work Programme is designed to dovetail into the Annual Report.

The Work Programme must have regard to:-

- Cabinet Forward plan
- Best Value Review Programme
- Current local issues
- Corporate and Service Planning Framework
- Performance Management Framework
- Local Strategic Partnership themes
- The Plans of other organisations.

Time will need to be allocated for dealing with call-in. However, the Forward Plan is used to programme items for policy development and policy review.

The Work Programme has been designed to ensure it is:

- a living document and reviewed at each meeting;
- a management tool not a strait jacket;
- not restricted to just one year, although it is recognised that it is good practice to set out the forthcoming year in some detail, when reviews/work is identified for subsequent years there is provision for this to be included.

The Scrutiny Commission will need to use the Work Programme to decide how many task and finish panels are needed to deliver the programmed. For example, task and finish panels could review and monitor the development of new policies, or scrutinise projects which have missed/likely to miss a target, or decide in advance to track the progress of a small number of key projects.

The Scrutiny Commission this year agreed a set of questions to be considered prior to the adoption of a Work Programme:

- Which issues should be included in the Work Programme?
- How will implementation of the Council's Vision and Improvement Plan be monitored?
- How will Performance Information be received?
- What involvement will there be in the Corporate Planning/budget process?
- How will the Council scrutinise external bodies?
- How will we engage partners and members of the public in the scrutiny process?
- What work will be carried out by the Commission, select committees and task and finish panels and what resource implications will this have?

CONTACTS

Scrutiny Commission, its Panels and Select Committees are directly supported by Corporate & Scrutiny Services, which has responsibility for Scrutiny planning, improvement and research support as well as member development and committee support.

For more information concerning Scrutiny please contact

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COUNCIL – 10th June 2008

REPORT OF THE MONITORING OFFICER
RE: ANNUAL REPORT OF THE MONITORING OFFICER

1. **PURPOSE OF REPORT**

To provide an overview of the work of the Monitoring Officer in the past year.

2. **RECOMMENDATION**

- 2.1 That members note the Monitoring Officer's Annual Report contained at Appendix one

3. **BACKGROUND TO THE REPORT**

- 3.1 In order to provide information to members in the areas of Monitoring and Governance, an annual report has been added to the Diary of reports.
- 3.2 This report has been drafted by the Monitoring Officer, who has personal responsibility to undertake the functions of the role.

4. **FINANCIAL IMPLICATIONS(DB)**

There are none arising directly from the report.

5. **LEGAL IMPLICATIONS (LH)**

- 5.1 Contained within the body of the appendix

6. **CORPORATE PLAN IMPLICATIONS**

- 6.1 The report contributes directly to the Strategic Aim of the 2007/08 year of being Proud of our Probity and Honesty in Governance and Management and to the objective of improving the Authorities reputation under the Aim of Strong and Distinctive Communities under the Corporate Plan 2008-11.

7. **CONSULTATION**

Chair of Standards Committee
Corporate Governance

8. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision/project have been identified, assessed and that controls are in place to manage them effectively.

The following significant risks associated with this report/decision were identified from this assessment:

Management of Significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
Loss of reputation and risk of litigation due to Officers or Members failing to comply with legislative or procedural requirements (including codes of conduct)	Ensuring that Members and Officers have the tools they need to minimise complaints and are able to ensure open, transparent and effective decision making	<i>Monitoring Officer</i>

9. **RURAL IMPLICATIONS**

None

10. **CORPORATE IMPLICATIONS**

By submitting this report, the report author has taken the following into account:

Background Papers: Monitoring Officer Report
Correspondence from Standards Board For England – Private
Not for circulation

Contact Officer: Louisa Horton x 5859

Executive Member: Councillor D Wright

ANNUAL REPORT OF THE MONITORING OFFICER 2008

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- 1.0 INTRODUCTION**
- 2.0 RECOMMENDATIONS**
- 3.0 THE MONITORING OFFICER FUNCTION**
- 4.0 THE CONSTITUTION**
- 5.0 LAWFULNESS AND MALADMINISTRATION – LG Ombudsman**
- 6.0 GOOD GOVERNANCE**
- 7.0 THE ETHICAL FRAMEWORK STANDARDS COMMITTEE AND THE STANDARDS BOARD FOR ENGLAND**
- 8.0 CORPORATE COMPLIANCE WITH LEGISLATION**
- 9.0 MEMBER TRAINING AND DEVELOPMENT**
- 10.0 SUPPORT TO COUNCIL, CABINET, SCRUTINY AND COMMITTEE MEETINGS**
- 11.0 PREPARING AND PUBLISHING THE FORWARD PLAN**
- 12.0 PROCESSING CALL- IN REQUESTS**
- 13.0 SIGNING AND SEALING**
- 14.0 CONCLUSION**

**Drafted by: Louisa Horton - Monitoring Officer
Date: 23rd May 2008**

1.0 INTRODUCTION

The purpose of the report is to provide an overview of the work of the Monitoring Officer 1st April 2007 – 31st March 2008, identify and promote examples of best practice and to provide an opportunity to review and learn from experience.

This report, sets out the Monitoring Officer's statutory responsibilities, summarises how these duties have been discharged during 2007/08 in accordance with the Council's Constitution, legislative requirements and relevant Government guidance, and draws attention to those issues that will require attention in the year ahead.

The report makes recommendations to promote effective ways of working between the Monitoring Officer, Members, Officers and partners. It also proposes constitutional improvements and a programme of work to deliver further examples of best practice in 2008/09.

2.0 RECOMMENDATIONS

That Members:

1. Note the Monitoring Officer's Annual Report.

3.0 THE MONITORING OFFICER PROTOCOL

The role of the Monitoring Officer derives from the Local Government and Housing Act 1989. The Act requires local authorities to appoint a Monitoring Officer other as prescribed in the Act discretion as to when and how to exercise the duties of the Monitoring Officer fall solely to the post holder. The Deputy Monitoring Officer is appointed to act in the Monitoring Officers absence.

The Monitoring Officer has a broad role in ensuring the lawfulness and fairness of Council decision-making, ensuring compliance with Codes and Protocols, promoting good governance and high ethical standards.

A schedule summarising the Monitoring Officer's functions is set out in paragraph 3.1 below.

The Monitoring Officer Protocol provides guidance for Members, Officers, partners and others on how the duties of the Monitoring Officer will be carried out.

3.1 Summary of Monitoring Officer Functions

	Description	Source	How
1.	Report on contraventions or likely contraventions of any enactment or rule of law.	Sections 5 & 5A, Local Government and Housing Act 1989	Contained in this report
2.	Report on any maladministration or injustice where the Ombudsman has carried out an investigation.	Sections 5 & 5A, Local Government and Housing Act 1989	Contained in this report
3.	Appoint a Deputy.	Section 5, Local Government and Housing Act 1989	The Law and Governance Manager is the appointed deputy.
4.	Report on sufficiency of resources.	Section 5, Local Government and Housing Act 1989	To Committee/Executive as appropriate
5.	Establish and maintain the Register of Members' interests, and the register of gifts and hospitality.	Section 81, Local Government Act 2000	Completed June 2007 and Contained in this report
6.	Receive copies of certificates under the Local Authorities (Contracts) Regulations 1997.	Local Authorities (Contracts) regulations 1997	Ongoing
7.	Maintain, monitor and review the Constitution.	The Constitution, Article 13.03, Article 16	The DMO had input into the revised Constitution approved May 2007
8.	Support the Standards Committee. Promote and maintain high standards of conduct.	Part III, Local Government Act 2000	Standards Committee issues contained in this report
9.	Receive reports from Ethical Standards Officers and case tribunals.	Part III, Local Government Act 2000	Contained in this report
10.	Consulting with, supporting and advising the Head of Paid Service and F151 Finance Officer and on issues of lawfulness and probity.	The Constitution, Article 13	SLB and SLB Briefings
11.	Advising the Council and Cabinet/Executive and Committees on	Constitution, Article 13	Attendance at meetings

	issues of lawfulness and probity.		
12.	Conduct investigations into misconduct	Section 66, Local Government Act 2000	Contained in this report
13.	Proper Officer for Access to information	The Constitution, Article 13	Contained in this report
14.	Advise on whether executive decisions are within the Budget & Policy Framework	The Constitution, Article 13	Contained in this report
15.	Provide advice on vices issues, maladministration, financial impropriety, probity, Budget and Policy Framework issues to all members.	The Constitution, Article 13	Contained in this report
16.	Issuing Dispensations to Members regarding prejudicial interests	Standards Committee	Contained in this report
17.	Primary Qualified Person for considering whether certain information is exempt from disclosure under the Freedom of Information Act.	Section 36, Freedom of Information Act 2000	Contained in this report

Members attention is drawn to Article 12 paragraph 12.03 of the Constitution.

4.0 THE CONSTITUTION

The Constitution sets out how the Council operates and how decisions are made. It sets out the procedures which are followed to ensure that these decisions are efficient, transparent and that those who made the decisions are accountable to local people.

The Monitoring Officer is the “guardian” of the Council's Constitution and is responsible for ensuring that the Constitution operates efficiently, is properly maintained and is adhered to.

The functions of the Monitoring Officer are set out in Article 12 of the Constitution.

4.1 Constitutional Review and Revision

The Constitution is reviewed annually and is currently being amended to take account of legislative and procedural changes. It is proposed that the amended Constitution will be brought before the Council for adoption on 24th June 2008.

4.2 Schemes of Delegation

Under Part 3 of the Constitution all Heads of Service are required to establish a scheme of delegation for their service area, which specifies the function, names the post which may carry out that delegated decision and the limits, if any, on the delegation.

4.3 Responsibilities for Functions

The functions of Council are contained within Article 4 of the Constitution. Article 6 of the Constitution sets out the terms of reference of the Scrutiny Commission and the Finance and Audit and Council Services Select committees. Article 8 sets out the roles of the Emergency, Licensing, Personnel and Planning committees and Article 9 sets out the role and function of the Standards Committee. Part 3 of the constitution explains how the responsibility for functions is divided between the Council as a whole and its Executive and sets out the general powers of all Committees and the function of each.

4.4 Council Rules of Procedure

Procedures for times for the receipt of motions, deputations and questions have been standardised and clarified and are contained within part 4 of the Councils Constitution.

4.5 Codes of Conduct

The revised member Code of Conduct was approved by Full Council on 22nd May 2007 and is contained within the Constitution.

4.6 Suspension, Interpretation and Publication of the Constitution – Article 16

Article 16 allows for certain rules and procedures of the Constitution to be suspended during a meeting by the body to which they apply. It also provides for the updating and publication of the Council's Constitution.

4.7 Fitness for Purpose

The Constitution's principles, aims and objectives are set out in Article 1. The constitution is based on the following principles: **Openness, Responsiveness, Representation, Integrity and Equality.**

It seeks to achieve the following broad objectives:

- Clear decision-making,
- Transparency about who makes decisions,

- Inclusive decision-making,
- A focus for community leadership,
- Effective and efficient use of resources.

It further aims to:

- Enable the Council to work in partnership with residents, local organisations and other parts of the public sector such as the Police and Health Services to implement HBBC's Community Strategy,
- Support the active involvement of HBBC's diverse communities in the democratic process,
- Help the Mayor and Councillors represent their constituents effectively,
- Create a powerful and effective means of holding decision makers to account,
- Ensure that no one will review or scrutinise a decision in which they were directly involved,
- Ensure that those responsible for decision making explain the reasons for their decisions,
- Provide a means of improving the delivery of services to HBBC's communities,
- Enable the Mayor, Councillors, Co-opted members and Council employees to act ethically and with integrity.

Part of the Monitoring Officer's role in maintaining, monitoring and reviewing the Constitution is to ensure that it supports the Council in working to the principles and achieving the aims and objectives set out in Article 1.

The Constitution is fit for purpose.

5.0 LAWFULNESS AND MALADMINISTRATION

The Monitoring Officer is the Council's lead adviser on issues of lawfulness and the Council's powers and compliance with the Budget and Policy Framework.

Part of this role involves monitoring Committee reports, agendas and decisions to ensure compliance with legislation and the Constitution.

The Monitoring Officer also has a duty to ensure that Executive decisions and their reasons are made publicly available. This is done by officers within the

Law and Governance team, through the Council's website: www.hinckley-bosworth.gov.uk

If the Monitoring Officer considers that any proposal, decision or omission would give rise to unlawfulness or if any decision or omission has given rise to maladministration it must be reported to the Full Council or where appropriate the Executive after first consulting with the Head of Paid Service and s151 Finance Officer. Any proposal or decision that is subject to such a report cannot be implemented until the report has been considered.

The sound governance arrangements operated by the Council ensure that the power to report potentially unlawful decision-making is rarely/never used.

5.1 Reports from the Local Government Ombudsman

To date the annual report from the Local Government Ombudsman 2007/08 regarding service delivery failures which amount to maladministration has not been received.

6.0 GOOD GOVERNANCE

The Monitoring Officer has a pro-active role in ensuring good practice, good procedures and good governance. This involves leading and promoting networking, collaboration and joined-up working practices and decision making as well as ensuring standing orders, codes of practice, procedures are kept under review and up to date.

Collaborative working entails regular liaison with other statutory officers as well as working in partnership with other Services to develop and disseminate policies and procedures.

Work being carried out to develop and refine the Standards Committee represents a good current example of collaborative working. It further involves providing procedure notes, guidance, developing and implementing protocols and providing briefings and enabling effective support to Councillors in their different roles including Member training.

6.1 The Corporate Governance Manual – The Role of a Councillor

During the early part of 2007, as the Local Elections approached, a manual detailing a Councillors role and guide to responsibilities was developed to assist new and existing Councillors. The Manual has been enhanced by the joined up working of the Leicestershire and Rutland Improvement Partnership Member Development Strand.

The manual provides an authoritative source of information; setting out how things are done within the Council by bringing together in one place the various

codes, schemes and procedures of the Council and detailing an extended induction programme to introduce members to the Council, its officer and roles and responsibilities.

It is proposed that the manual will be expanded on a phased basis in a number of areas to incorporate further information on the Ethical Framework. This will include sections on the role of the Monitoring Officer, advice for Councillors and new procedures for local investigation and determination of complaints about the conduct of Council Members which came in to force from 8th May 2008.

7.0 THE ETHICAL FRAMEWORK STANDARDS COMMITTEE AND THE STANDARDS BOARD FOR ENGLAND

As lead Officer for the Standards Committee the Monitoring Officer has a key role in facilitating, promoting 'Ethical Framework' and in promoting and maintaining high standards of conduct within the authority.

As well as policy development and implementation this also involves advising Members and officers on propriety issues, considering applications for dispensation as delegated by the Standards Committee and investigating breaches of the Code of Conduct.

The maintenance of the Registers of Interests and hospitality is also the responsibility of the Monitoring Officer.

Proposals for the Standard Committee's work over the coming year include:

- Provision of Standards training with particular attention given to the revised code of conduct and the new local assessment and investigation regime
- Maintaining and leading by example in the areas of conduct and accountability
- On-going dialogue with the Standards Board to contribute to the development of the national standards agenda.
- Complimenting the work done by the LRIP Member Strand, offering support and guidance to members
- Acting as the Local Assessment panel for determination of complaints regarding breaches of the Code of Conduct

7.1. Maintaining Register of Member Interests

The Monitoring Officer is responsible for establishing and maintaining a Register of Members interests. This is held within the Law & Governance team and the Standards Committee will be asked in their next meeting to consider whether the Register will be made available on the Council's website for public Scrutiny.

The register is updated annually on request by the Governance section and Members are under an obligation to advise of changes to their entry on the register as they occur.

7.2 Members Code of Conduct

Members must sign an undertaking to observe the Code of Conduct and it is confirmed that all current members including those who are co opted have agreed to abide by the Code.

7.3 Code of Conduct for Employees

During 2004 the Office of the Deputy Prime Minister carried out consultation on a proposed national Code of Conduct for Council Employees.

The Code of Conduct for Employees is contained within the Constitution.

7.4 Overseeing Registration of Officer Interests

All Council employees have a duty to maintain conduct of the highest standards to help to build public confidence in the Council's integrity.

Every employee has a duty under section 117 of the Local Government Act 1972 to make a written declaration of any existing or proposed oral or written contract with the Council in which they have a direct or indirect financial interest.

Officers on the Strategic Leadership Board and the Corporate Operations Board complete and regularly update as appropriate an interests' registration form.

7.5 Overseeing Registration by Employees of Gifts and Hospitality

Each Service Manager is responsible for keeping an up to date record of all money, favours, gifts and hospitality offered and/or received. These details are forwarded to the Monitoring Officer for inclusion in the central register. Failure to comply is a breach of conditions of employment and could form the basis of disciplinary proceedings.

7.6 Confidential Reporting Practices (Whistle Blowing)

A review of the utilisation and effectiveness of this policy has been undertaken as part of a wider review of all personnel policies. This policy places a clear duty on all Members and Officers to apply 'Whistle Blowing' fairly and consistently within their area of responsibility.

The policy is included staff induction packs and referred to in the Employee Code of Conduct within the Constitution. The Changes have been communicated and publicised through the Chief Executives briefing notes and team briefings.

In addition the policy has been communicated externally to ensure that our Partners and organisations who provide information to us and work in conjunction with the Council are aware of the processes which they can utilise should they have cause for concern.

7.7 The Standards Board for England, Standards Board Complaints and Determinations

The Monitoring Officer is responsible for establishing and maintaining an effective working relationship with the Standards Board for England. This will continue into the future as the regime for local assessment develops.

During 2007/08, the Monitoring Officer was responsible for receiving reports from Ethical Standards Officers regarding investigations carried out by the Standards Board into the conduct of Councillors, the conduct of local investigations and local hearings.

In addition the Monitoring Officer was responsible for or for ensuring that Local Investigations are carried out following a referral from the Standards Board For England.

During the period April 2007 – 31st March 2008, four complaints regarding HBBC Councillors have been made to the Standards Board for England.

- Three of these cases were found not to have constituted breaches of the Code at the assessment stage and were not pursued.
- One case was investigated by the Ethical Standards Officer and no breach found.
- One case was heard by the Standards Committee following a complaint made in the previous year, the Committee determined that no further action was warranted as it was a minor breach of the Code.

During the period April 2007 – 31st March 2008, seven complaints regarding Parish Councillors within the Borough have been made to the Standards Board for England.

- Five of these cases were found not to have constituted breaches of the Code at the assessment stage and were not pursued.

- One case was investigated by the Ethical Standards Officer and no breach was found.
- One case was investigated by a representative of the Monitoring Officer and the Standards Committee determined that there was no breach
- One case was heard by the Standards Committee following a complaint made in the previous year, the Committee determined that no further action was warranted as it was a minor breach of the Code.

7.8 Local Assessment, Investigation & Determination Procedures for Complaints regarding the Conduct of Members

Anyone concerned about Borough and Parish councillors' conduct must now make complaints directly to Hinckley and Bosworth Borough Council.

Previously, anyone wishing to complain about the conduct of Borough and Parish members had to report their allegations to the Standards Board for England, who would decide whether or not to investigate. This responsibility has now been taken over by the local authority's Standards Committee, with the Standards Board's role moving towards one of advice and support.

Investigations will also be managed by the Borough Council, except in cases where a conflict of interest or other unusual circumstances mean that it would be more appropriate for the Standards Board to handle. The Monitoring Officer may delegate other Council officers to carry out Local Investigations and prepare reports under the regulations.

Once cases have been investigated, the authority's independently-chaired Standards Committee will decide what action, if any, should be taken against the member. On rare occasions this responsibility will be given to the Adjudication Panel for England, an independent judicial tribunal.

Handling and investigating complaints at a local level will give the Borough Council the opportunity to take control of its ethical standards and should streamline the process for both the complainant and the member under investigation.

The Monitoring Officer may require any Council officer to provide a statement, answer questions or supply information to assist in the conduct of an investigation and require Councillors and Co-opted members to provide such statements, answer questions or supply information.

8.0 CORPORATE COMPLIANCE WITH LEGISLATION

The Law and governance team is proactively involved in a review of systems and procedures across the Council to ensure compliance with new legislation and ensuring best practice. The key areas of focus are to

- Improve the way that new legislation is communicated to relevant officers in the council
- Develop a consistent approach to delivering training focussing on learning styles and recognising how different people learn (particularly adults), in conjunction with the Human Resources Team
- Strengthen training to councillors on legislation and relevant case law, commencing with the Induction process of new Councillors, focussing on areas of Information Management and Human Rights.
- Promote appropriate inter-service working and establishment of Project teams, improving skills basis through embracing diversity.
- The briefing of Members and Chief Officers on new and proposed legislation at an early stage, through prudent use of members briefing notes.

It also reinforces the need for Business Delivery Plans to be explicit in referring to legislation and its implementation and the effect on service provision both from a resource and technical level.

8.1 Communication

It is proposed to further develop the intranet to include concise and accurate information for Members and Officers, which can guide and signpost individuals. Key issues will also be fed into Member Briefing Notes and the Chief Executive Briefing Notes.

9.0 MEMBER TRAINING AND DEVELOPMENT

HBBC Member Development is a high priority and in conjunction with the LRIP Member Strand, the Monitoring Officer, the Governance Team and the Standards Committee will ensure that appropriate and timely guidance and development opportunities are made available to members.

It is proposed that training will be undertaken prior to full Council meetings, offering the best opportunity for maximising attendance whilst ensuring accessibility for all. The induction programme addressed issues of accessibility by offering a flexible arrangement of time and location of members' benefit.

The committee will undertake to assess its accessibility and effectiveness in achieving Council objectives, by assessment of probity in decision making and feedback requests.

10.0 SUPPORT TO COUNCIL, EXECUTIVE, SCRUTINY AND COMMITTEE MEETINGS

The distribution and publication of committee reports, agendas and decisions is central to meeting the requirements of the council's aim of being proud of probity and honesty in governance and management. It is the Monitoring Officer's responsibility to oversee the process and ensure that the processing of these documents comply with statutory and constitutional requirements.

This includes:

- Distributing and publishing all agendas within five clear working days of the meeting taking place and ensuring that all agendas are compliant with the access to information rules and exempt information is marked accordingly.
- Advertising public meetings five clear days before the meeting date.
- Ensuring that papers are made reasonably available to the public.
- Drafting minutes for agreement by the Strategic Leadership Board within three working days.
- Ensuring that deputations are handled in accordance with the Council's constitution.
- Ensuring that meetings are accessible.
- Ensuring that delivery complies with legislative requirements and is also mindful to the green agenda and IT development

10.1 Statutory Meetings - Analysis

One of the explicit aims of the Local Government Act 2000 is to streamline the decision making process to allow Council's to focus on service delivery. Notwithstanding this aim the number of statutory meetings serviced in 2007/08 has increased considerably in numbers in previous years.

In 2007/2008 the following were serviced:

Council	11
Executive	8
Planning Cttee.	13
Scrutiny Commission	10
Finance and Audit	11
Council Services Select	9
Personnel Committee	6
Special Expenses Area Cttee.	1

Appeals Panel	4
Licensing Cttee.	2
Regulatory Cttee	2
Standards Cttee.	4

This volume of meetings represents a substantial commitment of both Councillors' and Officers' time and resources. It is of great importance that meetings constitute an effective use time and resources; that they add value to corporate effectiveness and help in meeting the aims and objectives set out in Article 1 of the Constitution.

The effectiveness of meetings needs to be considered in the context of an overall programme of work which takes account of proper forward planning, consultation and public engagement, the need for political debate on issues of importance as well as streamlined decision making at the appropriate level.

11.0 PREPARING AND PUBLISHING THE FORWARD PLAN

The coordination and maintenance of the Forward Plan is central to meeting the requirements of good governance as it enhances open and transparent decision making.

In compliance with Access to Information Procedure rules and the constitution, the Forward Plan sets out key decisions which will be taken by the Executive

The Forward plan sets out the date/period within which the decision will be taken, principal groups will be consulted before the decision is taken and the means by which consultation will take place.

The Forward Plan is published on the Council's website monthly. The current version is on the intranet and website and previous versions of the Forward Plan are stored in Governance/Forward Plan.

12.0 PROCESSING CALL- IN REQUESTS

The Monitoring Officer received 0 requests to call-in Cabinet decisions over the period.

13.0 OFFICIAL SIGNING AND SEALING

The Monitoring Officer, Chief Executive and Deputy Chief Executive are responsible for signing and sealing of official documents. A check is made that the application of the Council's seal has been duly authorised and a register is kept of all documents signed and sealed.

During 1st April 2007 – 31st March 2008 139 documents were sealed, made up of.

Deed of Grant	1
Leases (Industrial Estate)	26
Section 106 Agreements	21
Tree Preservation Orders	5
Contracts	14
Traffic Orders	10
Transfer of Part	18
Transfer of Whole	4
Deed of Easement	1
Miscellaneous Agreements	12
Licence to Underlet	1
Deed of Variation	3
Deed of Collateral Warranty	2
Deed of Surrender	4
Tenancy Agreement	1
Licence to Assign	3
DS1	3
Licence Agreement	4
Funding Agreement	5
Supplier Agreement	1

No emerging trends have been identified.

14.0 CONCLUSION

The Monitoring Officer's role encompasses both proactive and reactive elements. The proactive role centres on raising standards, encouraging ethical behaviour, increasing awareness and utilisation of the elements of good governance and ensuring that robust procedures are in place.

The reactive role focuses on taking appropriate action to deal with issues and potential problems as they arise. The Monitoring Officer's effectiveness in this role is in turn dependent on effective systems and procedures being in place to identify problems and ensure that Members, Officers and the public are aware of appropriate channels to raise concerns. Contributions on continued development of the Monitoring Officer role would be welcomed.

The work programme for the next 12 months aims to both expand on the work carried out in the last year and to consolidate on and embed the systems, policies and procedures that are currently in place as well as seeking to ensure that the local assessment of complaints provides members and the public with an efficient and value adding service.