

HINCKLEY AND BOSWORTH BOROUGH COUNCIL
ETHICAL GOVERNANCE AND PERSONNEL COMMITTEE

24 JUNE 2025 AT 6.30 PM

PRESENT: Cllr CE Green – Chair
Cllr A Pendlebury – Vice-Chair
Cllr SL Bray, Cllr MB Cartwright, Cllr MA Cook, Cllr MJ Crooks, Cllr WJ Crooks
and Cllr C Harris

Also in attendance: Gordon Grimes, Independent Person

Officers in attendance: Julie Kenny and Rebecca Owen

55. Apologies and substitutions

Apologies for absence were submitted on behalf of Councillor Lynch.

56. Minutes of previous meetings

It was moved by Councillor J Crooks, seconded by Councillor W Crooks and

RESOLVED – the minutes of the meetings held on 31 January and
16 May 2025 were confirmed as a correct record.

57. Declarations of interest

No interests were declared.

58. Sexual Harassment Prevention Duty

Members were updated on the new sexual harassment prevention duty. It was noted that the grievance policy worked in conjunction with the new policy. It was moved by Councillor Bray, seconded by Councillor Harris and

RESOLVED –

- (i) The new duty and requirements to meet it be noted;
- (ii) The new sexual harassment risk assessment be noted;
- (iii) The suite of initiatives proposed to roll out to staff regarding sexual harassment and reporting be endorsed.

59. Annual complaints performance and service improvement report 2024-25

The committee gave consideration to the annual complaints performance and service improvement report. Members were pleased to see the number of compliments received. The disparity between the number of housing complaints and the high level of satisfaction of tenants was highlighted.

The chair proposed the following response from the committee to the report, as required by the Housing Ombudsman:

“The Ethical Governance and Personnel Committee is pleased to receive the annual complaints report and it’s good to see the development of the report in its second year of the new style of complaints reporting.

We are pleased to see the progress during the first year of the new complaints policy following introduction of the Housing Ombudsman’s complaint handling code. We particularly welcome the work undertaken to learn from complaints, and the work within the housing service to survey tenant satisfaction in relation to complaint handling. Tenant feedback is of paramount importance as we continue to provide an excellent service.

The committee would like to thank the Member Responsible for Complaints for their oversight of the complaints process, and to officers involved in any part of the process for ensuring we maintain our high standards of customer service.”

It was moved by Councillor Cartwright, seconded by Councillor Pendlebury and

RESOLVED –

- (i) The annual complaints performance and service improvement report be approved;
- (ii) The Local Government & Social Care Ombudsman’s annual letter be noted;
- (iii) The Local Government & Social Care Ombudsman and the Housing Ombudsman self-assessments be endorsed for publication;
- (iv) The response to the report from the committee be agreed.

60. Matters from which the public may be excluded

On the motion of Councillor Green seconded by Councillor J Crooks, it was

RESOLVED – in accordance with section 100A(4) of the Local Government Act 1972, the public be excluded from the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraphs 1, 3 and 10 of Part I of Schedule 12A of that Act.

61. Complaints update

It was reported that the hearing that had previously been adjourned due to the subject member being unable to attend would now be rearranged. The other outstanding investigation was still ongoing.

62. **Statutory Safety Committee minutes**

The committee received the minutes of the Statutory Safety Committee for information. During discussion, the following points were noted:

- The terms of reference of the committee which had been deferred at previous meetings was under discussion with the unions
- Work had been undertaken to raise awareness of the need to report unacceptable behaviour incidents.

It was moved by Councillor Bray, seconded by Councillor Cook and

RESOLVED – the minutes be noted.

(The Meeting closed at 6.55 pm)

CHAIR