

Councillor Call for Action Protocol – A Guide

1. What is the Councillor Call for Action?

- 1.1 The Councillor Call for Action (CCfA) process provides ward Members with a means of escalating matters of ward concern to an Overview and Scrutiny Committee, for possible onwards recommendations to the Council's Cabinet and/or other agencies. **It is very important to note that a CCfA is intended to be a measure of "last resort" and may not be used until all other avenues have been exhausted.** The CCfA may not be used in relation to individual planning and licensing decisions or where other avenues of appeal exist.
- 1.2 This guide has been prepared to offer assistance to a Councillor who is thinking of pursuing a CCfA and has regard to a best practice guidance booklet published by the Centre for Public Scrutiny and the Improvement and Development Agency.

2. What is CCfA designed to achieve?

- 2.1 CCfA should be seen in the context of wider changes introduced to provide overview and scrutiny with greater powers to work more closely with partners and across organisational boundaries. It will enable Councillors, as the democratic representatives of their communities, to raise issues that it has not been possible to resolve by other means.
- 2.2 CCfA should not be seen in isolation. It is part of a range of measures available to a ward Councillor in support of his or her representative role, including the internal feedback process, petitions, call-in etc.

3. Who can raise a CCfA?

- 3.1 It is open to any Councillor to raise a CCfA at a meeting of one of the Council's Overview and Scrutiny Committees. The Councillor does not have to be a member of the relevant Committee.
- 3.2 A Councillor whose CCfA is listed on an agenda for an Overview and Scrutiny Committee meeting will be invited and expected to attend that meeting to speak to the item. However, in exceptional circumstances, the Councillor concerned can send a substitute. The decision to allow this will be taken by the Monitoring Officer in consultation with the relevant Overview and Scrutiny Committee Chairman and Spokespersons.

4. What can be raised through a CCfA?

4.1 A Councillor who is a member of an Overview and Scrutiny Committee can raise any matter that is within the terms of reference of the Committee. Any Councillor can raise a local government matter with any of the Council's Overview and Scrutiny Committees and in particular, issues relating to the local neighbourhood. A local government matter can relate to the discharge of any function of the Council and, more locally, all or part of the Councillor's ward or any person who lives or works in it. In line with the area focus of Comprehensive Area Assessment and the fact that the Council's duties increasingly impact on other organisations and involve partners within and outside the Local Strategic Partnership, a Councillor can raise any issue that relates to the economic, social and environmental well-being of his or her ward.

5. Is any matter excluded from a CCfA?

5.1 Yes. There are certain exclusions from CCfA. The Overview and Scrutiny Committee may reject any Call for Action if it:

- is not a matter for which the local authority or its partners has a responsibility, or which does not affect the borough
- is defamatory, frivolous or offensive
- is substantially the same as a Councillor Call for Action which has been put to any meeting of the Council in the past 6 months
- is a matter relating to a planning decision
- is a matter relating to a licensing decision
- is a matter relating to an individual or entity in respect of which that individual or entity has a right of recourse to a review or appeal conferred by or under any enactment
- is vexatious, discriminatory or not reasonable* for inclusion on an agenda for discussion at a meeting of an Overview and Scrutiny Committee.

5.2 Although a CCfA can not be raised on a single licensing or planning decision, a CCfA can be raised about licensing and planning decisions and other decisions where there is a right to review or appeal if the CCfA consists of an allegation that the authority responsible has failed to discharge the function or is failing on a systematic basis.

6. What other avenues are available to resolve an issue?

6.1 There is a wide range of both formal and informal avenues available that a Councillor can use to influence, change and resolve problems. These include:

- Motions on the agenda for Council
- Area Forums
- Written and oral questions at Council
- Exercising the right to ask for items to be included on an agenda
- Organising a petition
- Organising a public meeting
- Informal discussions with officers or other Councillors
- Liaison and discussions with Councillors of other authorities e.g Mersey Travel
- Writing to or emailing an officer or an officer of another authority on behalf of a constituent

6.2 It is important to recognise CCfA as a last resort rather than the primary route to getting constituency issues resolved. It would be an unnecessary waste of resources if a Councillor tried to deal with all constituency issues or matters of concern by raising them on an Overview and Scrutiny Committee agenda. A Councillor should try to resolve matters informally or at a local level before considering whether to pursue a CCfA. Advice can be sought from the Monitoring Officer on appropriate courses of action.

6.3 A ward Member requesting a call for action will be asked to demonstrate to the Monitoring Officer that he or she has sought to address the issue through all existing means. The call will not be considered unless the Overview and Scrutiny Committee, whose terms of reference the CCfA falls in, is satisfied that:

- the Councillor has made all reasonable efforts to resolve the matter via dialogue with Council officers and or relevant partners and particularly the Area Forums;
- the issue of concern is a matter in respect of which the Council has a statutory power or duty to deal with which is not precluded by legislation; and
- the issue of concern has a demonstrable impact on a part of or the whole of a Councillor's ward.

6.4 Before a CCfA can be progressed to scrutiny, the Councillor must provide documentation to show that he/she has taken the following steps:

- made the relevant service request / Members' enquiry/letter to relevant other agency
 - raised the issue with the relevant Cabinet Member or senior representative of a partner agency
 - raised the issue of concern at relevant meetings dealing with crime and disorder matters
 - brought the matter to the attention of the Area Forum.
- 6.5 Care should be taken by a Councillor not to offer definitive advice to a constituent about a particular issue which may lead to action or expenditure on the part of the constituent. Councillors are not insured to do so and any subsequent claim by a constituent that the advice was flawed could lead to embarrassment and costs.

7. How will the process work?

- 7.1 The ward Councillor's role in the consideration of the CCfA, as with any formal Council business, is subject to compliance with the Members' Code of Conduct
- 7.2 A Councillor wishing to raise a CCfA should contact the Monitoring Officer with the appropriate details not less than ten working days prior to the despatch of an agenda for the Overview and Scrutiny Committee on which the item is to be included. He or she should explain:
- The background to the CCfA
 - What action the Councillor has already taken to try to resolve the issue informally
 - If the issue is being raised on behalf of a constituent, what action the constituent has taken to try to resolve the matter
 - What resolution the Councillor (or constituent) is seeking to achieve
 - The decision/recommendation(s) of the Area Forum.
- 7.3 It is important to recognise that CCfA is not appropriate for an individual complaint, e.g. a complaint by an individual resident about a failure to collect refuse or about an incident in a leisure centre. Avenues for complaint already exist to deal with such matters through the Council's Complaints Procedure. However scrutiny can become involved where it is felt that a series of complaints demonstrates a systematic failure in a particular service.
- 7.4 On receipt of the request, the Monitoring Officer will obtain any further information thought to be necessary from the Councillor, including any documentation that may be available, and his or her availability to attend the Committee meeting when the CCfA is to be raised. The Monitoring Officer will consult with the Chairman of the relevant Overview and Scrutiny Committee on whether the CCfA can be accepted or whether it should be excluded under the statutory criteria.

- 7.5 In considering whether to include the CCfA on an agenda, regard will be had to any representations made by the Councillor in support of his or her request. The Monitoring Officer, after consultation with the appropriate Chairman and Spokespersons, will consider whether all other avenues have been exhausted (if not he can use his discretion to determine the route the issue raised should now take e.g. Area Forum) or whether a CCfA can now be accepted and, if so, which Committee it should be considered by. If the CCfA is rejected, the Councillor will be notified of the decision and the reason for it.
- 7.6 The relevant Cabinet Member will be invited to attend the Committee meeting at which the CCfA is to be raised, together with a senior officer from the appropriate Department.
- 7.7 When an item is raised at a Committee meeting, the Councillor bringing the CCfA or, in exceptional circumstances the substitute, will be invited to speak to the Committee about the issue and what outcome is being sought. The Committee may:
- Challenge the expected outcome if it feels that this is unreasonable or inappropriate
 - Seek further information from the Councillor bringing the CCfA
 - Invite the Cabinet Member or senior officer to respond to the issues raised by the Councillor
 - Decide to ask the Cabinet Member or senior officer to report back to a future meeting with further information, after investigating the issue raised
 - Decide whether to invite a representative of a partner or other organisation to attend a future meeting if the CCfA relates to an issue that is the responsibility of that organisation
 - Appoint a Panel to investigate the issue further and report back with recommendations
 - Recommend the Cabinet Member or Cabinet to pursue a particular resolution to the CCfA
 - Decide that it would be inappropriate to pursue the matter any further giving reasons
 - Refer it back to the Area Forum setting out the reasons why it has decided on this course of action
- 7.7 If the Committee decides to submit a report and/or recommendations either to the Council or the Cabinet, it will provide the Councillor with a copy.
- 7.8 The decision of the Committee on the CCfA shall be final.

8. *Definitions

- 8.1 Any matter which is vexatious, discriminatory or not reasonable is excluded from CCfA
- 8.2 '**Vexatious**' is defined in guidance to the Freedom of Information Act as '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'.
- 8.3 Issues around persistency are also implied in this definition. However, a persistent request may be entirely valid where it relates to a systematic problem. A request which some Councillors may regard as vexatious for political reasons may be entirely reasonable.
- 8.4 '**Discriminatory**' is defined in the Equality Act as 'A person ("A") discriminates against another person ("B") for the purposes of this Part if on the grounds of the religion or belief of B or of any other person except A (whether or not it is also A's religion or belief) A treats B less favourably than he treats or would treat others (in cases where there is no material, difference in the relevant circumstances'. The definition can be applied to other forms of discrimination for reasons of sex and/or race.
- 8.5 '**Not reasonable**' does not mean the same as unreasonable. It is best considered as a qualifier to the word 'vexatious' i.e. a vexatious request is likely to be not reasonable and vice versa.