

A meeting of the **CORPORATE GOVERNANCE COMMITTEE** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **WEDNESDAY, 22 JANUARY 2020** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

## **AGENDA**

### **APOLOGIES**

**1. MINUTES** (Pages 5 - 12)

To approve as a correct record the Minutes of the meetings of the Committee held on 2nd October and 13th November 2019.

**Contact Officer: H Peacey - (01480) 388007**

**2. MEMBERS' INTERESTS**

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda Item.

**Contact Officer: Democratic Services - (01480) 388169**

**3. CODE OF CONDUCT COMPLAINTS - UPDATE** (Pages 13 - 16)

To provide a summary and update of completed or ongoing complaints received regarding alleged breaches of the Code of Conduct under the Localism Act 2011 since the start of the year.

**Contact Officer: L Jablonska - (01480) 388004**

**4. UPDATE ON CODE OF CONDUCT AND REGISTER OF DISCLOSABLE PECUNIARY INTERESTS** (Pages 17 - 24)

To consider a report by the Elections and Democratic Services Manager on the Code of Conduct and Register of Disclosable Pecuniary Interests.

**Contact Officer: S Miller - (01480) 388924**

**5. COMMUNITY GOVERNANCE REVIEW - HOLME PARISH COUNCIL (Pages 25 - 30)**

To consider a report by the Elections & Democratic Services Manager on the Community Governance Review at Holme Parish Council.

**Contact Officer: L Jablonska - (01480) 388004**

**6. LEAD AND DEPUTY INDEPENDENT PERSONS (Pages 31 - 34)**

To receive a report from the Elections and Democratic Services Manager on Lead and Deputy Independent Persons.

**Contact Officer: L Jablonska - (01480) 388004**

**7. IMPLEMENTATION OF INTERNAL AUDIT ACTIONS (Pages 35 - 40)**

To receive a report on the implementation of Internal Audit actions.

**Contact Officer: F Downer - (01480) 388113**

**8. PROGRESS ON ISSUES ARISING FROM THE 2018/19 ANNUAL GOVERNANCE STATEMENT**

To receive a report on progress on introducing the key improvement areas contained in the 2018/19 Annual Governance Statement – **TO FOLLOW.**

**Contact Officer: O Morley - (01480) 388103**

**9. ANNUAL REPORT ON HDC COMPLIANCE WITH THE FREEDOM OF INFORMATION (FOI) & ENVIRONMENTAL INFORMATION REGULATIONS (EIR) ACTS (FOR THE PERIOD 1 NOVEMBER 2018 - 31 DECEMBER 2019)**

To consider a report on requests for information received by the Council under the Freedom of Information and Environmental Information Regulations Acts and to highlight any issues encountered and actions to be taken to improve performance – **TO FOLLOW.**

**Contact Officer: V Gray - 07704 018816**

**10. CORPORATE GOVERNANCE COMMITTEE PROGRESS REPORT (Pages 41 - 42)**

To receive the Corporate Governance Committee Progress Report.

**Contact Officer: H Peacey - (01480) 388007**

14 day of January 2020



Head of Paid Service

## **Disclosable Pecuniary Interests and Non-Statutory Disclosable Interests**

Further information on [Disclosable Pecuniary Interests and Non - Statutory Disclosable Interests](#) is available in the Council's Constitution

## **Filming, Photography and Recording at Council Meetings**

The District Council permits filming, recording and the taking of photographs at its meetings that are open to the public. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is happening at meetings.

Arrangements for these activities should operate in accordance with [guidelines](#) agreed by the Council.

**Please contact Habbiba Peacey, Democratic Services Officer, Tel: 01480 388169 / email: [Habbiba.Peacey@huntingdonshire.gov.uk](mailto:Habbiba.Peacey@huntingdonshire.gov.uk) if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.**

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the [District Council's website](#).

### **Emergency Procedure**

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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## HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the CORPORATE GOVERNANCE COMMITTEE held in the Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Wednesday, 2 October 2019

PRESENT: Councillor L W McGuire – Chairman.

Councillors S M Burton, E R Butler, Mrs S Conboy, Dr P L R Gaskin, P Kadewere, D N Keane and H V Masson.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors D A Giles, J P Morris, D J Wells and J E White.

### **CORPORATE TEAM MANAGER AND HEAD OF RESOURCES**

Prior to the commencement of the meeting the Chairman informed the Committee that it would be the final Corporate Governance Committee that Adrian Dobbyne, Corporate Team Manager and Clive Mason, Head of Resources would attend as they were both due to leave the Council's employment in October 2019.

On behalf of the Committee, the Chairman expressed appreciation to Mr Dobbyne and Mr Mason for their support and contribution and wished them both the very best for the future.

### **26 MINUTES**

The Minutes of the meeting of the Committee held on 25th July 2019 were approved as a correct record and signed by the Chairman.

### **27 MEMBERS' INTERESTS**

No declarations were received.

### **28 CODE OF CONDUCT COMPLAINTS - UPDATE**

By means of a report by the Elections and Democratic Services Manager & Deputy Monitoring Officer (a copy of which is appended in the Minute Book) the Committee were provided with a summary and update of completed and ongoing complaints received regarding alleged breaches of the Code of Conduct under the Localism Act 2011 since the start of the year. With regards to case number 19/24, a Standards (Hearing) Sub-Committee would be convened on 17th October 2019 to consider the report produced by the Independent Investigator. Having been informed of the timeline for each of the complaints, it was

RESOLVED

that the progress of outstanding complaints and the conclusions of cases resolved since the last meeting be noted.

## **29 POLLING DISTRICTS AND POLLING PLACES REVIEW - CONSULTATION OUTCOME**

Pursuant to Minute No. 19/20 and with the aid of a report prepared by the Elections and Democratic Services Manager (a copy of which is appended in the Minute Book) Members were acquainted with details of the process involved with a review of polling districts and polling places as required by Section 16 of the Electoral Administration Act 2006.

Members noted that the formal consultation exercise had concluded on 14th August 2019 and that a total of 21 responses had been received. Arising from the representations made, it would not be necessary to make any changes to the polling districts and polling places but that comments had been received on polling stations which would be investigated further. In noting that the review was a legal requirement required to be completed by 31st January 2020, the Committee

RESOLVED

- (a) to note the outcome of the Polling Districts and Polling Places Review and consultation undertaken; and
- (b) that Council be recommended to approve the Schedule of Polling Districts and Polling Places 2019 as appended at Appendix B of the report now submitted.

## **30 COMMUNITY GOVERNANCE REVIEW - HOLME PARISH COUNCIL**

A report by the Elections and Democratic Services Manager was submitted (a copy of which is appended in the Minute Book) considering a request from Holme Parish Council to increase the size of the Council from 7 to 9 Members.

Members were acquainted with the background to the request, together with the consultation and timetable for implementation. The Committee welcomed the request for a Community Governance Review and noted the proposal to complete the review within a shorter period to enable the election to be combined with the Police and Crime Commissioner election in May 2020. Whereupon, it was

RESOLVED

that the Committee be recommended to

- (a) agree the request from Holme Parish Council for a Community Governance Review to increase the number of Parish Councillors from 7 to 9;
- (b) agree, with or without amendments, the draft terms of reference of the review as detailed in Appendix A; and

- (c) authorise the Elections and Democratic Services Manager to agree a timetable in consultation with Holme Parish Council.

### **31 LOCAL GOVERNMENT ETHICAL STANDARDS - BEST PRACTICE RECOMMENDATIONS**

Pursuant to Minute No 19/21, the Committee considered a report by the Elections and Democratic Services Manager & Deputy Monitoring Officer (a copy of which is appended in the Minute Book) reviewing the best practice recommendations as a benchmark of good ethical practice as detailed in the Committee on Standards in Public Life (CSPL) review. The review undertook to compare the Council's current processes to establish whether any changes would be necessary.

Members' attention was drawn to Appendix A which outlined the best practice recommendations and issues for the Committee to consider. In receiving details of the action required for each of the best practice recommendations and in noting that Members would be reminded to register any gifts and hospitality received each quarter, the Committee

RESOLVED

that the best practice recommendations of the Review of Local Government Ethical Standards and proposed changes to the Council's processes be noted.

### **32 ANNUAL COMPLAINTS REPORT 2018-19**

A report by the Corporate Team Manager was submitted (a copy of which is appended in the Minute Book) providing Members with information on complaints referred to the Local Government & Social Care Ombudsman (LGO) and those received by the Council between the period April 2018 to March 2019.

The Committee were informed that the LGO had been advised of 17 complaints of which there had been four detailed investigations, one of which had been upheld. The latter referred to a planning matter and although the Council had been found to be at fault, an apology had been issued which was deemed a suitable remedy for the limited injustice caused.

With regards to internal complaints, it was noted that the number of Stage One complaints had decreased when compared to the previous year. The majority of complaints related to missed bin collections which attributed to 224 of the 565 Stage One complaints received. Having regard to Stage Two complaints, 22 had been received, which reflected positively upon the Council as it indicated that a number of complaints were largely resolved at Stage One.

Having been informed that the complaints tracker was widely used by staff across the Council and having been apprised with details of some compliments which had been received, the Committee requested future reports to include information around the compliments received.

In receiving responses to questions on the definition of a complaint in respect of missed bin collections, the Council's policy for dealing with unreasonable

complainants, the process by which the Call Centre logged complaints and an update from Councillor E R Butler on the complaints received in the Development Management service over the last three years, it was

## RESOLVED

- (a) that the Local Government & Social Care Ombudsman (LGO) local authority report for Huntingdonshire District Council and the data relating to formal Stage One and Stage Two complaints be received and noted; and
- (b) that future annual reports include data around compliments.

### **33 INTERNAL AUDIT PLAN 2019/20 AND INTERNAL AUDIT CHARTER**

With the aid of a report prepared by the Internal Audit Manager (a copy of which is appended in the Minute Book) the Committee gave consideration to the Internal Audit Plan 2019/20 and the Internal Audit Charter.

In introducing the report, the Internal Audit Manager drew attention to minor amendments to the report and advised that owing to sickness absence and the recent restructure of the team, 70 audit days had been lost in the first half of the year to deliver the agreed audit plan. He then went on to explain the impact this might have if further days were lost and the ability to deliver a robust Internal Audit Opinion.

Between October 2019 and March 2020, 150 audit days were available for the delivery of the audit plan. This would enable 12 audit reviews to be undertaken together with quarterly reviews of the main financial systems. In noting the requirement for an external independent review of the Internal Audit Service to be undertaken at least once every five years as required by the Public Sector Internal Audit Standards, Members noted that this was overdue and had now been postponed beyond December 2019.

Councillor H V Masson raised a number of queries and received responses from the Internal Audit Manager and Head of Resources. Matters that were discussed included the need to ensure that the Internal Audit Service would not be outsourced, the use of artificial intelligence and flash reports, lone working which included working from home and the audit management process. Concerns were raised by the Committee over the level of resources available within the Internal Audit Team and the underlying impact this would have upon the delivery of sound quality assurance processes and the risk of it potentially affecting the Council's reputation. Comment was made that the level of risk was further exacerbated by the loss of a number of Senior Officers within the Council. The Head of Resources responded by informing the Committee that complying with the Public Sector Internal Audit Standards was not a legislative requirement and that this was often the topic of debate between himself and the Internal Audit Manager.

Having thanked the Internal Audit Manager for the delivery of a comprehensive report, the Committee



- (a) approved the Internal Audit Plan for the period October 2019 to March 2020; and
- (b) approved the Internal Audit Charter as attached at Appendix 2 of the report now submitted.

#### **34 CORPORATE GOVERNANCE COMMITTEE PROGRESS REPORT**

The Committee received and noted a report (a copy of which is appended in the Minute Book) on progress of actions in response to any decisions taken at previous meetings.

RESOLVED

that the contents of the report be noted.

#### **35 CORPORATE GOVERNANCE COMMITTEE - SPECIAL MEETING**

It was noted that a special meeting of the Committee would be held on Wednesday, 13th November 2019 at 7:00pm. The meeting would consider the external audit of the 2018/19 final accounts.

Chairman

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## HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the CORPORATE GOVERNANCE COMMITTEE held in Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Wednesday, 13 November 2019.

PRESENT: Councillor Dr P L R Gaskin – Vice-Chairman.

Councillors P Kadewere, D N Keane, H V Masson, D J Wells and Mrs S R Wilson.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors S M Burton, E R Butler, D A Giles, L W McGuire and J P Morris.

### 36 MEMBERS' INTERESTS

No declarations were received.

### 37 APPROVAL FOR PUBLICATION OF THE 2018/19 ANNUAL FINANCIAL REPORT

With the aid of a report (a copy of which is appended in the Minute Book) the Committee were informed of the process for finalising and publishing the Council's Annual Governance Statement and Annual Financial Report for 2018/19. The Annual Governance Statement had already been approved at the Committee's 25th July 2019 meeting.

The Finance Manager was pleased to report that an unqualified audit opinion had now been provided on the 2018/19 accounts and drew attention to the uncertainty around an adjustment to the previous year's surplus/deficits which had been requested by the Ministry of Housing, Communities & Local Government. This would not have a material impact upon the accounts and would be treated as a cash payment. The auditors had raised the accounting records, timeliness of deliverables and bank reconciliation as issues within the accounts which were similar to those which had been raised the previous year. Members were informed that significant progress had already been made to ensure that information presented within the accounts were comprehensive and understandable.

Having welcomed Mr S Patel of Ernst & Young LLP to present the Audit Results Report which summarised the preliminary audit conclusions, Mr Patel extended his thanks and appreciation to Officers, Members and the Finance Team for assisting with the audit during these challenging times. Attention was then drawn to the outstanding issues relating to property, plant and equipment and income and expenditure testing where it as reported that investigations into both had now been completed. Additional fees associated with delays in delivering the audit were yet to be determined and a meeting would be held with the Finance Team to consider how the audit could be delivered more efficiently and effectively in future years.

A number of questions had been raised and responded to at the meeting. Matters that were discussed included the Council's increasing pension liability, the adjustment which had been made to confirm the correct valuation of one of the District Council's car parks, clarification on the meaning of "overriding controls", the reasons why there was no formal data migration strategy and plan, the likely cost of additional audit fees in light of the delays by the auditors to deliver the audit within the required timeframe and the treatment of business rates within the accounts.

Having been informed that the significant resource issues experienced by the auditor had now been resolved and in receiving assurances that the process to complete the audit of the 2019/20 accounts was underway, the Committee then discussed the events at Northamptonshire County Council. In doing so, the Corporate Director (People) advised that the Council had worked hard to recognise and understand the demography of Huntingdonshire's population and that efforts were being made to ensure that back office processes were operating as robustly and rigorously as possible. The forthcoming appointment of a new Assistant Director for Corporate Services would focus on operational services and respond to the challenges faced by the authority.

Having extended their thanks and appreciation to Officers and the Finance Team for their hard work during the audit of the accounts, it was

#### RESOLVED

- (a) that the Auditor's Results Report as attached as Annex A of the report now submitted be received and noted;
- (b) that the Letter of Representation as attached as Annex B of the report now submitted be approved and the Section 151 Officer be authorised to sign it on behalf of the Council; and
- (c) that, subject to the auditors confirming an unqualified opinion on the Annual Financial Report 2018/19, delegated powers be given to the Chairman of the Committee and Finance Manager (as Section 151 Officer) to authorise and sign the Annual Financial Report, as attached as Annex C of the report now submitted, on behalf of the Council.

Chairman

**Public**  
**Key Decision - No**

## HUNTINGDONSHIRE DISTRICT COUNCIL

**Title/Subject Matter:** Code of Conduct Complaints – Update

**Meeting/Date:** Corporate Governance Committee – 22nd January 2020

**Executive Portfolio:** Councillor R Fuller, Executive Leader

**Report by:** Elections and Democratic Services Manager & Deputy Monitoring Officer

**Ward(s) affected:** All

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### **Executive Summary:**

This report provides Members with an update on complaints cases regarding alleged breaches of the Code of Conduct. The Committee is responsible for maintaining high standards of conduct by Members of the District and Town and Parish Councils, for monitoring operation of the Code of Conduct and for considering the outcome of investigations in the event of breaches of the Code.

### **Recommendation:**

**The Committee is requested to note the progress of any outstanding complaints and the conclusion of cases resolved since the meeting in October 2019.**

## 1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide a summary and update of completed or ongoing complaints received regarding alleged breaches of the Code of Conduct under the Localism Act 2011 since the start of the year.

## 2. WHY IS THIS REPORT NECESSARY/BACKGROUND

- 2.1 In accordance with the functions of the Committee, this report seeks to provide a summary of the current position in relation to the Code of Conduct complaints since the last meeting.
- 2.2 At the meeting of the Committee on 13th September 2017, Members requested that this report be submitted on a quarterly basis and to include categories of the Code of Conduct cases to enable feedback to be given to Town and Parish Councils should similar themes emerge on the nature of the complaints to enable further training to be arranged.

## 3. ANALYSIS

- 3.1 Details of allegations/complaints in relation to the Code of Conduct have been outlined in the table below. Specific detailed information regarding the complaint has not been provided as this may be prejudicial to the conduct of the ongoing complaints process and to protect the identity of councillors who may not have breached the Code of Conduct.

Case Number	District/Town/ Parish Council	Allegation/complaint	Outcome
19/24	Huntingdonshire District Council	Complaint against District Councillor alleging he breached 3.4 (disrepute), 3.7 (independent judgement) and 3.8 (acting unlawfully) of the Code	Matter investigated and report produced by Independent Investigator. Final outcome determined at a Hearing on 17th October 2019.
19/33	Huntingdonshire District Council	Complaint against District Councillor alleging he breached 3.4 (disrepute) of the Code	Matter investigated and, in consultation with the Independent Person, response provided to complainant and complaint dismissed.
19/34	Huntingdonshire District Council	Complaint against District Councillor alleging they breached 3.1 (leadership), 3.2	Matter currently under investigation, in consultation with the Independent Person.

<b>Case Number</b>	<b>District/Town/ Parish Council</b>	<b>Allegation/complaint</b>	<b>Outcome</b>
		(bullying), 3.4 (disrepute), 3.5 (personal advantage), 3.6 (use of resources), 3.7 (judgement) and 3.8 (unlawfully) of the Code	
19/35	Farcet Parish Council	Complaint against the Parish Council's non-compliance with Standing Orders	Matter currently under investigation, in consultation with the Independent Person.
19/36	Southoe Parish Council	Complaint against a Parish Councillor alleging he breached 3.4 (disrepute) of the Code	Matter currently under investigation, in consultation with the Independent Person.
20/37	Buckden Parish Council	Complaint against a Parish Councillor alleging they breached 3.4 (disrepute) and 3.5 (personal advantage)	Awaiting further clarification on the complaint as to the status with the Parish Council.

#### **4. LEGAL IMPLICATIONS**

4.1 There are no significant implications to report.

#### **5. REASONS FOR THE RECOMMENDED DECISIONS**

5.1 This is an opportunity for Members of the Committee to be appraised of details of completed complaints and any outstanding complaints alleged against the Code of Conduct. This is in accordance with the functions of the Committee and its duty to discharge functions in relation to the promotion and maintenance of high standards of conduct within the Council and amongst Town and Parish Councils within the District.

#### **6. BACKGROUND PAPERS**

None.

## **CONTACT OFFICER**

Name/Job Title: Lisa Jablonska, Elections and Democratic Services Manager &  
Deputy Monitoring Officer  
Tel No: (01480) 388004  
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**Public**  
**Key Decision - No**

## HUNTINGDONSHIRE DISTRICT COUNCIL

**Title/Subject Matter:** Update on Code of Conduct and Register of Disclosable Pecuniary Interests

**Meeting/Date:** Corporate Governance Committee - 22nd January 2020

**Report by:** Member Support Assistant

**Ward(s) affected:** All Wards

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### **Executive Summary:**

The Monitoring Officer has a duty to establish and maintain a register of Disclosable Pecuniary Interests (DPIs). This report provides the Committee with details of the current level of returns by Town and Parish Councillors and by District Councillors. It also contains a breakdown of the adoption by Town and Parish Councils of Codes of Conduct.

### **Recommendation(s):**

The Committee is

### **RECOMMENDED**

to consider and comment on the report.

## **1. PURPOSE OF THE REPORT**

- 1.1 Chapter 7 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of disclosable pecuniary or other interests of Members of the District Council. In addition, the District Council is responsible for maintaining the Register for Town and Parish Councils. The register is open for inspection at the District Council's offices and published on the District Council's website. Where a Town or Parish Council has a website, the District Council is required to provide that Council with the information necessary to enable it to publish their current register on its own website. Information in respect of the DPIs of each Town and Parish Council is presented in Appendix 1.
- 1.2 Each Town and Parish Council also has a duty to adopt a Code of Conduct. All Town and Parish Councils were requested to advise the Monitoring Officer when their Council had adopted a new Code and to confirm whether it was identical to that adopted and promoted by the District Council or alternatively the version produced by the National Association of Local Councils (NALC) or any other.

## **2. WHY IS THIS REPORT NECESSARY/BACKGROUND**

- 2.1 The Committee is responsible for maintaining high standards of conduct by Members of the District and Town and Parish Councils, for monitoring operation of the Code of Conduct and for considering the outcome of investigations in the event of breaches of the Code. The District Council has a duty to maintain and publish the Registers of Pecuniary Interests of the District and Town and Parish Councils. Those Members who fail to comply with the 2011 Act are guilty of an offence and liable to a maximum fine of £5,000 and disqualification for up to five years.
- 2.2 This report describes the current position in relation to both matters.

## **3. ANALYSIS**

- 3.1 All DPI forms that have been received have been published. Any changes made to pecuniary interests have also been published.
- 3.2 Of 71 Town and Parish Councils, 40 have had their full Register published on the District Council's website, 30 Parishes have published their Register with vacancies and seven Parish Councils currently have a form outstanding.
- 3.3 In terms of individual DPIs, 592 out of a total of 651 have been received from Parish Councillors; with 52 vacant and seven outstanding. The up to date position on each Council is noted in Appendix 1. It is unlikely that there will ever be a complete return at any one time because of the ever-changing Parish Council membership.
- 3.4 The resignation of the Clerk and all Councillors at Woodwalton Parish Council previously have been reported to the Committee. The District Council has taken steps to appoint a new Parish Clerk as well as co-opt

Councillors to re-establish Woodwalton as a quorate Parish Council; however, the position remains fluid.

- 3.5 All District Councillors' DPI forms are uploaded onto the Council's website.

#### **4. KEY IMPACTS**

- 4.1 The Corporate Team regularly requests updates from those Parish Councils where DPIs are outstanding. Similarly, incomplete or inaccurate forms are returned to Parish Councils with a request to revise and return. All Parish Councils are asked twice a year to verify details held by the District Council regarding DPIs and the Code of Conduct adopted by each Parish Council.

#### **5. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION**

- 5.1 Parish Clerks are regularly reminded by email to submit DPI forms as soon as possible following any changes.

#### **6. LINK TO THE CORPORATE PLAN, STRATEGIC PRIORITIES AND/OR CORPORATE OBJECTIVES**

- 6.1 The Council's strategic priorities include collaboration with partners to enhance community resilience. By ensuring that DPIs are published, the Council is supporting local accountability and transparency in decision making which contributes to the objective to develop stronger and more resilient communities to enable people to help themselves.

#### **7. CONSULTATION**

- 7.1 Not applicable.

#### **8. LEGAL IMPLICATIONS**

- 8.1 There is no legal obligation upon a Town or Parish Council to notify the Monitoring Officer that it has adopted a Code of Conduct. Records indicate, however, that all Town and Parish Councils have adopted a Code. 57 of those Parish Councils have adopted one based on that adopted by the District Council. 12 Town and Parish Councils have opted for the Code promoted by NALC, and two have adopted their own version of the Code. The up to date position on each Council is noted in Appendix 2.

#### **9. REASONS FOR THE RECOMMENDED DECISIONS**

- 9.1 The Committee take a role in maintaining high standards of conduct by elected Members and monitoring the Code of Conduct.

#### **10. LIST OF APPENDICES INCLUDED**

Appendix 1 - Town and Parish Councils Disclosable Pecuniary Interests (DPI) forms.  
Appendix 2 - Town and Parish Council New Standards Regime and Code of Conduct.

## **11. BACKGROUND PAPERS**

None.

### **CONTACT OFFICER**

Name/Job Title: Sophie Miller, Member Support Assistant (Corporate Office)  
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## Town and Parish Councils' Disclosable Pecuniary Interests (DPI) forms

No	Town/Parish Council	No of Cllrs	DPIs Received	Vacancies	DPIs Outstanding
1	Abbots Ripton	6	6		
2	Abbotsley	7	7		
3	Alconbury	11	7	4	
4	Alconbury Weston	7	6	1	
5	Alwalton	5	5		
6	Barham & Woolley	5	5		
7	Bluntisham	11	8	3	
8	Brampton	15	15		
9	Brington & Molesworth	5	3	2	
10	Broughton	7	6	1	
11	Buckden	15	14	1	
12	Buckworth	5	4	1	
13	Bury	9	9		
14	Bythorn & Keyston	5	5		
15	Catworth	7	7		
16	Colne	9	9		
17	Conington	5	4	1	
18	Earith	11	11		
19	Easton	5	5		
20	Ellington	7	7		
21	Elton	9	8		1
22	Farcet	11	8	2	1
23	Fenstanton	13	12	1	
24	Folksworth & Washingley	9	9		
25	Glatton	5	5		
26	Godmanchester	17	16	1	
27	Grafham	7	7		
28	Great & Little Gidding	7	5	2	
29	Great Gransden	9	9		
30	Great Paxton	9	8	1	
31	Great Staughton	9	8		1
32	Hail Weston	7	7		
33	Hemingford Abbots	7	5	2	
34	Hemingford Grey	13	10	3	
35	Hilton	9	9		
36	Holme	7	7		
37	Holywell cum Needingworth	13	13		
38	Houghton & Wyton	9	8	1	
39	Huntingdon	19	19		
40	Kimbolton & Stonely	11	10	1	
41	Kings Ripton	5	4	1	
42	Leighton Bromswold	7	6	1	
43	Little Paxton	15	13	2	

44	Offord Cluny & Offord Darcy	11	11		
45	Old Hurst	7	7		
46	Old Weston	7	5	2	
47	Perry	9	5	4	
48	Pidley cum Fenton	7	5	1	1
49	Ramsey	17	15	2	
50	Sawtry	15	15		
51	Sibson cum Stibbington	7	7		
52	Somersham	15	13	1	1
53	Southoe & Midloe	7	7		
54	Spaldwick	7	7		
55	St Ives	17	17		
56	St Neots	21	18	3	
57	Stilton	11	9	2	
58	Stow Longa	5	5		
59	The Stukeleys	9	9		
60	Tilbrook	5	5		
61	Toseland	5	4		1
62	Upton & Coppingford	5	5		
63	Upwood & The Raveleys	9	8	1	
64	Warboys	15	15		
65	Waresley cum Tetworth	5	5		
66	Wistow	7	7		
67	Woodhurst	7	6		1
68	Woodwalton	5	5		
69	Wyton on the Hill	7	6	1	
70	Yaxley	17	15	2	
71	Yelling	7	7		
	<b>Totals</b>	650	592	51	7

## Town and Parish Council New Standards Regime and Code of Conduct

No	Town/Parish Council	HDC Code	NALC Code	Own Code
1	Abbots Ripton	X		
2	Abbotsley		X	
3	Alconbury	X		
4	Alconbury Weston		X	
5	Alwalton	X		
6	Barham & Woolley	X		
7	Bluntisham	X		
8	Brampton	X		
9	Brington & Molesworth	X		
10	Broughton	X		
11	Buckden	X		
12	Buckworth	X		
13	Bury	X		
14	Bythorn & Keyston	X		
15	Catworth	X		
16	Colne			X
17	Conington	X		
18	Earith		X	
19	Easton	X		
20	Ellington	X		
21	Elton	X		
22	Farcet		X	
23	Fenstanton	X		
24	Folksworth & Washingley		X	
25	Glatton	X		
26	Godmanchester	X		
27	Grafham	X		
28	Great & Little Gidding	X		
29	Great Gransden	X		
30	Great Paxton	X		
31	Great Staughton	X		
32	Hail Weston		X	
33	Hemingford Abbots	X		
34	Hemingford Grey	X		
35	Hilton	X		
36	Holme	X		
37	Holywell cum Needingworth	X		
38	Houghton & Wyton			X
39	Huntingdon	X		
40	Kimbolton & Stonely	X		
41	Kings Ripton	X		
42	Leighton Bromswold	X		
43	Little Paxton	X		
44	Offord Cluny & Offord Darcy		X	
45	Old Hurst		X	

46	Old Weston	X		
47	Perry	X		
48	Pidley cum Fenton	X		
49	Ramsey	X		
50	Sawtry	X		
51	Sibson cum Stibbington	X		
52	Somersham	X		
53	Southoe & Midloe	X		
54	Spaldwick	X		
55	St Ives	X		
56	St Neots	X		
57	Stilton		X	
58	Stow Longa	X		
59	The Stukeleys	X		
60	Tilbrook	X		
61	Toseland	X		
62	Upton & Coppingford	X		
63	Upwood & The Raveleys	X		
64	Warboys	X		
65	Waresley cum Tetworth		X	
66	Wistow	X		
67	Woodhurst		X	
68	Woodwalton		X	
69	Wyton on the Hill	X		
70	Yaxley	X		
71	Yelling	X		
	<b>Totals</b>	<b>57</b>	<b>12</b>	<b>2</b>



**Public**  
**Key Decision - No**

## HUNTINGDONSHIRE DISTRICT COUNCIL

**Title/Subject Matter:** Community Governance Review – Holme Parish Council

**Meeting/Date:** Corporate Governance Committee – 22nd January 2020  
Council – 26th February 2020

**Executive Portfolio:** Councillor R Fuller, Executive Leader

**Report by:** Elections and Democratic Services Manager

**Ward(s) affected:** Stilton, Folksworth and Washingley

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### **Executive Summary:**

The purpose of this report is to update Members on the Community Governance Review of Holme following the request from the Parish Council to increase the size from 7 to 9 parish councillors.

### **Recommendation:**

The Committee is

### **RECOMMENDED**

to approve the increase in membership of Holme Parish Council from 7 to 9 parish councillors.

The Council is

### **RECOMMENDED**

to approve the drafting of a Reorganisation of Community Governance Order to be made in accordance with the Local Government and Public Involvement in Health Act 2007 for Holme Parish Council.

## **1. PURPOSE OF THE REPORT**

- 1.1 A request had been received from Holme Parish Council to increase the council size from 7 to 9 parish councillors.

## **2. BACKGROUND**

- 2.1 The Local Government and Public Involvement in Health Act 2007 (“the 2007 Act”) provides for a Principal Council to conduct a review of the community governance arrangements for the whole or part of its area for the purpose of considering whether or not to make changes to parish boundaries or size and/or the creation of new parishes; and the review of the electoral arrangements for new and/or existing parishes.
- 2.2 Section 93 of the 2007 Act allows principal councils to decide how to undertake such a review, provided they comply with the duties in the Act which apply to council’s undertaking reviews. If, following a review, the Council decides that changes should be made to the electoral arrangements they may make an Order giving effect to these changes.
- 2.3 Section 95 of the Act provides, among other things, that when considering the number of councillors to be elected for the parish as a whole, the authority must have regard to the number of electors for the parish and any change in that number likely to occur in the next five years.
- 2.4 The Terms of Reference of the Community Governance Review were agreed at the meeting of the Corporate Governance Committee on 2nd October 2019 and were published on 3rd October 2019.
- 2.5 Submissions were invited between 3rd October and 14th November 2019.

## **3. CONSIDERATIONS**

- 3.1 The current electorate of Holme is 526 (December 2019) and the existing number of parish councillors is 7.
- 3.2 When considering electoral arrangements of the parish, the District Council is required to consider any changes in the number of electors that is likely to occur in the next five years. The electorate is not forecast to significantly increase or decrease over the next five years with no planned housing allocations, but ‘organic growth’ has occurred and the Parish Council have indicated that 44 new homes have either been recently built or with planning permission, that represented almost an increase of 20% of population.
- 3.3 The Council notes that the number of parish councillors for each parish council shall not be less than five. In practice there is a wide variation of council size between parish councils.
- 3.4 The Council must have regard to the following factors when considering the number of councillors to be elected for a parish –

- the number of local government electors for the parish;
- any change in the number which is likely to occur in the period of five years beginning with the day when the review starts.

#### **4. CONSULTATION RESPONSES**

- 4.1 The consultation was open for submissions for a period of six weeks. Three responses were received in total and all supported the increase in councillors. The responses have been anonymised and are outlined at Appendix A.
- 4.2 Taking into account the results of the consultation exercises and the increase in electorate as supplied by the Parish Council, the recommendation is to increase the number of Parish Councillors for the Parish by two councillors, from 7 to 9.
- 4.3 The Parish Council has requested that this comes into force at the first opportunity. If an election is held before the scheduled date of retirement of the parish councillors, then sitting councillors' terms of office would be reduced and all councillors will serve a shortened term to bring the parish elections back into schedule alongside District Council elections in 2022.
- 4.4 Ordinary parish elections are held once every four years with all councillors being elected at the same time. The last scheduled elections were held in May 2018. The Clerk of Holme Parish Council has indicated that the Parish Council has discussed the implementation date, and should the Committee agree an increase in the number of parish councillors their preference would be for implementation in the current year, i.e. 7th May 2020. A Reorganisation of Community Governance Order will also need to be made by the Council.

#### **5. LEGAL IMPLICATIONS**

- 5.1 The request for a community governance review would only warrant a 'light touch' as the request has been made by the Parish Council and the proposal will incur no direct cost to the electorate.
- 5.2 Part 4 of the Local Government and Public Involvement in Health Act 2007 devolved power from the Secretary of State to principal councils to carry out community governance reviews and put in place or make changes to local governance arrangements. The Community Governance Review was undertaken in accordance with this Act.
- 5.3 To implement the outcome of the review, the Council will be required to make a Reorganisation of Community Governance Order.

#### **6. REASONS FOR THE RECOMMENDED DECISIONS**

- 6.1 To enable a community governance review to be undertaken to consider increasing the size of Holme Parish Council

**7. LIST OF APPENDICES INCLUDED**

Appendix A – Responses from Public Consultation

**8. BACKGROUND PAPERS**

[Local Government and Public Involvement in Health Act 2007  
Communities and Local Government Guidance on Community  
Governance Reviews March 2010](#)

Minutes of Holme Parish Council dated 16th July 2019 and request from  
Holme Parish Council dated 18th July 2019

**CONTACT OFFICER**

Name/Job Title: Lisa Jablonska, Elections and Democratic Services Manager  
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## RESPONSES FROM PUBLIC CONSULTATION – HOLME

RESPONDENT	ADDRESS	COMMENTS
Mr and Mrs M	Residents of Holme	Fully support the increase in parish councillors from 7 to 9.
Mr K	Resident of Holme	Support request to increase from 7 to 9 councillors and will enable there to be sufficient councillors at all meetings to give a more representative view when one or more councillors are unable to attend meetings due to other commitments.
Mrs K	Resident of Holme	Support request to increase from 7 to 9 councillors to allow the workload to be shared among a greater number of people particularly when they have other commitments. As village lifestyles have changed from a mainly agricultural to one with more people from a variety of backgrounds the larger number of councillors would be able to reflect this

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**Public**  
**Key Decision - No**

## HUNTINGDONSHIRE DISTRICT COUNCIL

**Title/Subject Matter:** Lead and Deputy Independent Persons

**Meeting/Date:** Corporate Governance Committee – 22nd January 2020  
Council – 26th February 2020

**Executive Portfolio:** Councillor R Fuller, Executive Leader

**Report by:** Elections and Democratic Services Manager & Deputy Monitoring Officer

**Ward(s) affected:** All

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### Executive Summary

The Localism Act 2011 established the requirement for every principal authority to appoint one or more Independent Persons. Accordingly, the appointments of Lead and Deputy Independent Persons were confirmed by the Council in February 2018 for a two-year term. The terms of office of the Lead and Deputy Independent Persons expire on 30th April 2020. The Council is responsible for ensuring that the requirement to have Independent Persons is complied with.

The Corporate Governance Committee is

### RECOMMENDED

that the Council affirm the re-appointment of Mrs Gillian Holmes and Mr Peter Baker to the posts of Lead and Deputy Independent Persons respectively for a further two-year period to 30th April 2022 without the need for further ratification in each year by the Council at its Annual Meeting.





## **1. WHAT IS THIS REPORT ABOUT?**

- 1.1 This report provides the Corporate Governance Committee with an opportunity to recommend to Council the appointment of Independent Persons as required by the Localism Act 2011.

## **2. BACKGROUND**

- 2.1 The Localism Act 2011 requires every principal authority to appoint one or more Independent Persons. The Act contains strict rules preventing a person from being appointed if they are a friend or relative to any member or officer of the authority, or of any Parish Council within the authority's area. It also prescribes the role of Independent Persons. They must be consulted before the authority takes a decision to investigate any allegation.
- 2.2 Independent Persons, furthermore, may be consulted by a Member of the authority against whom an allegation has been made, as well as by a Parish Councillor in similar circumstances.
- 2.3 Given the valuable contributions of impartial advice made by Mrs Gillian Holmes and Mr Peter Baker, the Lead and Deputy Independent Persons respectively, and the excellent working relationship established with the Monitoring Officer and Deputy Monitoring Officer in the period since their appointment, it is suggested that their terms of office should be extended to 30th April 2022.

## **3. CONSULTATION**

- 3.1 The Lead and Deputy Independent Persons have been consulted and have indicated they are willing to continue with their roles in assisting the Corporate Governance Committee and Code of Conduct investigations.

## **4. LEGAL IMPLICATIONS**

- 4.1 Section 28 of the Localism Act 2011 requires the appointment of at least one Independent Person who may not be a member, a co-optee and officer or a close friend or relative of a member, co-optee or officer and may not have been any of those roles for a period of at least five years.

## **5. RESOURCE IMPLICATIONS**

- 5.1 The Lead and Deputy Independent Persons receive an allowance of £1,000 and £500 respectively plus reimbursement of the costs involved in attending meetings and training events.

## **6. CONCLUSION**

- 6.1 It is necessary to for the Council to consider and resolve the two appointments in advance of their terms of office expiring. In so doing, this will provide continuity in the roles that are prescribed in legislation.

## **BACKGROUND PAPERS**

District Council's Constitution  
Corporate Governance Committee Reports/Minutes.

## **CONTACT OFFICER**

Name/Job Title: Lisa Jablonska, Elections and Democratic Services Manager &  
Deputy Monitoring Officer  
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**Public**  
**Key Decision - No**

## HUNTINGDONSHIRE DISTRICT COUNCIL

**Title/Subject Matter:** Implementation of Internal Audit Actions

**Meeting/Date:** Corporate Governance Committee – 22nd January 2020

**Executive Portfolio:** Executive Member for Resources  
Councillor Jonathan Gray

**Report by:** Auditor

**Wards affected:** All Wards

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### **Executive Summary:**

In 2013 management approved a key performance indicator that requires 100% of audit actions to be implemented by an agreed deadline; the deadline having been agreed between the service and the Internal Audit and Risk Manager. Unfortunately, 100% compliance has not been achieved.

Performance in the last 12 months has seen 36 actions introduced, 43% on time, increasing to 86% when late implementation is taken into account.

Sometimes non-implementation is due to operational circumstances and to reflect this in 2017 a new process for assessing audit action implementation was agreed; even after the introduction of this new process the 100% indicator is still not being achieved.

As at the end of December 2019, there were 5 audit actions that remained outstanding; one action was within a year of the originally agreed implementation deadline but the remaining 4 were more than one-year old. Each action has already had the deadline for implementation extended. Consequently, Committee are asked to consider this and ask questions of management as they consider necessary.

### **Recommendation:**

It is recommended that the Committee consider the report and comment as they consider necessary.

## 1. PURPOSE OF THE REPORT

1.1 To update members on the implementation of audit actions.

## 2. WHY IS THIS REPORT NECESSARY?

2.1 At past meetings of the Corporate Governance Committee (CGC), the committee has expressed concerns at the underachievement of the management set target of implementing 100% of agreed internal audit actions on time. This report provides an update for members based on audit actions that are outstanding as at the end of December 2019.

## 3. BACKGROUND

3.1 Following each audit review; audit conclusions, associated actions and implementation dates are agreed between the audit client and the audit team.

3.2 In 2013, Corporate Management agreed an increase in the target for the implementation of 'agreed internal audit actions to be introduced on time' from 60% to 100%, best practice would also suggest that all recommendations are implemented by the agreed deadline. For the 12 months ending 31 December 2019, 42 audit actions had been agreed:

- 43% (18) were "implemented on time"; this increases to
- 86% (36) when late implementation is taken into account.

## 4. NON-IMPLEMENTATION OF AUDIT ACTIONS

4.1 There are occasions, due to operational circumstances that agreed implementation dates have to be extended; all such extensions are agreed between the audit client and the Internal Audit and Risk Manager. Such audit actions are then not considered as "not implemented" and are excluded from any exemption reporting.

4.2 However, there are circumstances that sometimes prevail that mean even extended deadlines are missed and the current practice is that non-implementation at this stage is reported to management and CGC.

4.3 As at the end of December 2019 there were 5 audit actions not implemented and a summary of these actions is shown in the table on the next page, a detailed analysis is shown in the **Appendix** (this includes the reasons for non-implementation). With regard to the latter point, the Auditor followed up with each Manager responsible for implementation mid-December to get the latest update for non-implementation (these are noted as "Update as at 2 January 2020") and where supplied the comments are included. The last system-captured update has also been included for information.

4.4 Of the 5 actions:

- 2 actions are 2 years or older (40%)
- 2 actions are between 1 and 2 years old (40%)

- 1 action is between 6 months and 1 year old (20%)

Service	Reference	Title of Audit Report	Priority	Original Implementation Date	Time Outstanding *
Resources	1023	Bank Reconciliation – 1	Amber	30/9/2016	39 months
	1192	Payroll 17.18 – 2	Amber	31/3/2018	21 months
	1196	Forecasting Accuracy and Assumptions - 3	Amber	31/12/2017	24 months
Chief Operating Officer	1170	Management of Health & Safety - 17.18 - 4	Amber	31/3/2019	9 months
Operations	1496	Grounds Maintenance and Street Cleansing - 17.18 - 3	Amber	31/10/2018	14 months

Note

\* From the 'original implementation date' to the end of December 2019.

## 5. KEY IMPACTS

5.1 It is important that the Council maintains a sound internal control environment. Actions that the Internal Audit Service propose to address risk and control weaknesses are discussed with Heads of Service and if appropriate Directors and agreement is reached as to any corrective action that needs to be taken. Internal audit actions are not imposed on management.

## 6. LINK TO THE CORPORATE PLAN

6.1 The Internal Audit Service provides independent, objective assurance to the Council by evaluating the effectiveness of risk management, control, and governance processes. It identifies areas for improvement across these three areas such that Managers are able to deliver the Corporate Plan objectives as efficiently, effectively and economically as possible.

## 7. RESOURCE IMPLICATIONS

7.1 There are no direct resource implications arising from this report.

## **8. REASONS FOR THE RECOMMENDED DECISIONS**

- 8.1 The report has been requested by the Committee and as such they need to decide what further action they wish to take.

## **9. LIST OF APPENDICES INCLUDED**

Appendix – Agreed Audit Actions Not Implemented as at 31 December 2019.

## **BACKGROUND PAPERS**

Audit actions contained within the 4action system

## **CONTACT OFFICER**

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Huntingdonshire District Council - Agreed Audit Actions Not Implemented as at 31 December 2019

Appendix

Reference	Audit Name, Action Number and Action Detail	Priority	AM Responsible	Date Agreed for Action	Original Target Date	Action Status	Evidence to be Provided	Last 4action Update Date	Last 4action Update By	Last 4action Update Summary	Service Area	Update as at 2 January 2020
1	1023 Bank Reconciliation - Action Number 1  The Finance Manager should liaise with the Development Manager (IMD) to ensure that the changes to the systems / processes that are needed to improve the efficiency and transparency of the income reconciliation are agreed, scheduled and completed.	Amber	Claire Edwards - Finance Manager	30/09/19	30/09/16	Open	Walkthrough of the revised reconciliation processes evidencing improved reporting and matching of income received.	27/06/19	Fay Downer	Action Reassigned to Claire Edwards	Resources	No Response Received
2	1192 Payroll 17.18 - Action Number 2  A formal review of the car loan agreement will be undertaken to ensure that the authority is sufficiently protected in the event of staff defaulting on the loan terms.	Amber	Claire Edwards - Finance Manager	30/09/19	31/03/18	Open	Copy of revised loan agreement / car loan framework	14/10/19	Fay Downer	Action Reassigned to Claire Edwards	Resources	No Response Received
3	1196 Forecasting Accuracy and Assumptions - Action Number 3  Formal procedure notes will be documented for forecasting processes approximately one month prior to the implementation of the new FMS system. Guidance will cover the duties of finance staff, the approach that should be taken within the team, and will also include any roles and responsibilities of service managers, including timeframes for key elements of the process.	Amber	Claire Edwards - Finance Manager	30/09/19	31/12/17	Open	Copy of procedure notes	27/06/19	Fay Downer	Action Reassigned to Claire Edwards	Resources	No Response Received
4	1170 Management of Health & Safety - 17.18 - Action Number 4  The following arrangements should be embedded into the Health and Safety policy: 1. Gas Safety 2. Infection Control 3. Respiratory Protective Equipment 4. Security Threats 5. Smoke Free Workplace 6. Transport Safety 7. Vibration	Amber	John Taylor - Chief Operating Officer	30/09/19	31/03/19	Open	Updated Health & Safety policy.	04/11/19	Fay Downer	Action Reassigned to John Taylor	Chief Operating Officer	This action moved to a new post (the COO) in the organisation on Nov-19 as part of handover of responsibilities from the Senior Officer restructure. The COO is aware of this action, and is working with the new team to resolve it. A timescale for resolution is being discussed at present and the relevant Portfolio Holder (Cllr Keane) will be updated.

5	1496 Grounds Maintenance and Street Cleansing - 17.18 - Action Number 3	Amber	Neil Sloper - Head of Operations	31/12/19	31/10/18 Open	Reviewed beat sheets.	30/09/19 Fay Downer	Target Date Changed to 31/12/2019	Operations	<p>The soft roll out for Street Cleansing started in December. As the system is live development of a new product with the supplier, a number of challenges have been experienced in getting things right. Full internal interoperability with the customer portal has been tested and proven. Significant product development/deployment issues when deploying the product in the field have been escalated to the Product Director by the shared Cambridge City/South Cambridgeshire and HDC project board with an action plan and significant change in approach being put in place by the supplier. We are now re-assessing the priority of deployment as an implementation in Recycling and Waste management, based on the learning and templates from the deployment in the Greater Cambridgeshire (Cambridge City and South Cambridgeshire Districts) Waste Service, will be more beneficial for our residents and organisation. This assessment is being concluded in January. If agreed the board will decide to defer grounds until after the peak grounds season which now runs February through to September. A phased roll out of Recycling and Waste management if confirmed, will commence after Easter, the second major peak in service and service disruption due to bank holiday collections.</p> <p>A performance management report was delivered to overview and Scrutiny on the Performance of Grounds Maintenance, on 12th September which highlighted excellent performance with 94% of works completed to specification, 94% of service requests responded to within 5 days, cost per household has fallen from £6.20 in 17/18 to £4.46 in 19/20. This highlights how we need the IT system to be correct to not damage good service performance, hence the decision to delay until it is effective and can assist us with more service data, information and enhance existing service.</p>
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## CORPORATE GOVERNANCE COMMITTEE PROGRESS REPORT

Committee	Decisions	Date for Action	Action Taken	Officer Responsible	Delete from future list
02/10/2019	<p><b>Annual Complaints Report 2018</b></p> <p>Consideration of content of future reports to include information around the compliments the Council had received.</p>	7/10/2020	Compliments will be added to the next annual report for the period April 2019 and March 2020.	Customer Services Manager	No

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