

SUFFOLK COASTAL DISTRICT COUNCIL

CCfA Protocol

Introduction

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

The Act enables any member of the council to refer to a relevant scrutiny committee any local government matter or any crime and disorder matter which affects their ward/division.

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

Limitations

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

Issues excluded from referral as a CCfA

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

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

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

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

Steps to be taken prior to making a CCfA

Prior to a councillor referring a matter as a CCfA to the relevant scrutiny committee, a councillor should have tried to resolve the issue themselves using all mechanisms and resources available to them at ward level. For example:

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

How to make a CCfA

If the issue has not resolved, the councillor can refer it to the relevant scrutiny committee as a "Councillor Call for Action". To do this the councillor should:

- Complete a CCfA Request Form (see Appendix 1).
- The Scrutiny Business Manager will receive the Request Form and check it to ensure that the issue is not an Excluded Matter.
- The Scrutiny Business Manager will inform the Chairman of the relevant Scrutiny Committee that the item will be included on the committee agenda. The councillor will be informed whether or not their request has been successful.

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

Decision of the committee whether to take the matter further

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

- Anything that the councillor has done in relation to this matter; and
- Representations made by the councillor as to why the committee should take the matter up.

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

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

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

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

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

Before holding a formal hearing:

- Asking the service area(s)/partner organisation(s) to respond to the CCfA.
- Setting up a research group to undertake a more in depth review.

At formal hearing

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

Potential outcomes

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

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

Once the committee has completed its work on the CCfA request, the councillor who made the request will receive a copy of any report or recommendations made. The report will also be published on the Council's website, www.suffolkcoastal.gov.uk

Timescales

Once a CCfA has been assessed as not being an Excluded Matter, the item will be included on the next available committee agenda of the relevant scrutiny committee.

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

Appendix 1. Councillor Call for Action (CCfA) Request Form

This form should be used by any Councillor at Suffolk Coastal District Council who would like the relevant scrutiny committee to consider a CCfA in their ward.

Your contact details	
Name (print):	
Address:	
Contact number:	Email address:

The Ward you represent:

Title of your CCfA:

Date of Submission:

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

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

Please complete and return the form to:
Suffolk Coastal District Council
The Scrutiny Business Manager
Council Offices
Melton Hill
WOODBRIDGE
Suffolk IP12 1AU

Appendix 2. Explanatory Notes

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

Local government matter

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

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

Local crime and disorder matter

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

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

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

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

Vexatious/Persistent

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

Issues around persistency are implied by this definition. However, a persistent request may well be entirely valid – it may relate to a systematic problem that has not been effectively resolved. Similarly, a request which some members may regard as vexatious, for political reasons, may actually be entirely reasonable.

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

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

Discriminatory

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

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

Not reasonable

It is suggested that “not reasonable” is to be interpreted in the same way as the word “vexatious”.

3. Structure of the CCfA hearing

A CCfA hearing will be based on the relevant scrutiny committee’s current structure for dealing with call-in hearings.