

Public Document Pack



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Our ref: Corporate Performance Review/WP/Agenda
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CORPORATE PERFORMANCE REVIEW WORKING PARTY

9 MARCH 2015

A meeting of the Corporate Performance Review Working Party will be held at **3.00 pm on Monday, 9 March 2015** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

Membership:

Councillor Campbell (Chairman); Councillors: Gideon, I Gregory, K Gregory, Grove, Matterface and One Vacant Seat

A G E N D A

Item
No

Subject

1. **APOLOGIES FOR ABSENCE**

2. **DECLARATIONS OF INTEREST**

To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest form attached at the back of this agenda. If a Member declares an interest, they should complete that form and hand it to the officer clerking the meeting and then take the prescribed course of action.

3. **MINUTES OF PREVIOUS MEETING** (Pages 1 - 2)

To approve the Minutes of the Corporate Performance Review Working Party meeting held on 29 January 2015, copy attached.

4. **UPDATE ON TDC'S IMPLEMENTATION OF THE CORPORATE IMPROVEMENT PLAN - PRESENTATION BY IMPROVEMENT BOARD CHAIRMAN**

Members to receive an update from Mr Ian Lowrie, Chairman of the Improvement Board.

5. **PROGRESS UPDATE ON TDC'S IMPROVEMENT PLAN AND FUTURE MONITORING ARRANGEMENTS** (Pages 3 - 8)

Members to receive a presentation by CEx and Director of Corporate Services.

6. **EK SERVICES PERFORMANCE, EMERGING VISION AND THOUGHTS ON THE FUTURE** (Pages 9 - 14)

Members to receive a presentation by Director of Shared Services, (EK Services).

Declaration of Interest form - back of agenda

Item
No

Subject

CORPORATE PERFORMANCE REVIEW WORKING PARTY

Minutes of the meeting held on 29 January 2015 at 7.00 pm in Austen Room, Council Offices, Cecil Street, Margate, Kent.

Present: Councillor Gideon (Chairman); Councillors Campbell, I Gregory, Grove and Matterface

146. APOLOGIES FOR ABSENCE

There were no apologies received at the meeting.

147. DECLARATIONS OF INTEREST

There were no declarations of interest.

148. MINUTES OF PREVIOUS MEETING

Councillor Campbell proposed, Councillor Matterface seconded and Members agreed the minutes of the Corporate Performance Review Working Party meeting held on 7 July 2014.

149. CORPORATE PERFORMANCE REPORT

Paul Cook, Director of Corporate Resources introduced the report. He advised Members that there had been some staff changes and Nikki Walker had been assigned to oversee the production and updating of the corporate performance report. She was currently working on trimming down the report. Mr Cook said that the new Director of Shared Services was unable to attend the working party meeting this time around and would be coming to the next sub-group meeting to make a presentation as per the member request.

Madeline Homer, Acting CEx explained to the meeting that the corporate performance report was now based on four key corporate priorities (from the original 11 priorities). She said that there was a refocus on priorities the following four areas had been identified:

- i) Environment;
- ii) Economic Development;
- iii) Housing;
- iv) Communications.

Madeline Homer said that the Services Plans were focused on the four key priorities. Mr Cook added that the budget strategy also set out the priorities moving forward. Members said that it was important that responsibility if clearly assigned for the implementation of the four key priorities.

Members observed that there was minimal ward Councillor involvement in communicating the public consultation for the proposed Local Plan Options. They said that councillors were a link between the Council and residents and should therefore play an active role in public consultation processes.

Members made specific comments on the outlay of performance information and officers agreed to revise the presentation in the performance report before the report was considered by Cabinet. They made the following suggestions:

1. Completion deadline dates for the corporate projects;
2. Clarity on update explanatory notes;
3. Realistic targets be set by East Kent Housing;
4. Performance data for EK Housing should be provided for:
 - i) Number of minor aids & adaptations completed in Thanet;
 - ii) Number of major aids & adaptations completed in Thanet;
 - iii) Average number of days taken to complete all aids & adaptations.
5. Set Quarter 4 targets for performance data on Human Resources Response levels to TDC and TDC staff sickness;
6. Reflect staff sickness in FTE equivalent absence for both managerial and non-managerial staff;
7. Provide comparators for complaints and complements with the previous year.

Members noted the report.

150. PEER REVIEW UPDATE PRESENTATION

Paul Cook introduced the improvement plan that was adopted by the Improvement Board as the basis for implementing peer suggestions on corporate governance issues by the Council. Mr Cook explained that the Boards is made of three Peer Members, Councillor Johnston (Leader of Council), Councillor Nicholson (Deputy Leader of Council), Councillor Bayford, Councillor King and Acting CEx. The Board is advisory and members share experiences on organisational performance improvement and learn from experiences from other local Councils.

Madeline Homer, Acting CEx said that the setting up of the Board was approved by Full Council. The Board makes recommendations which are in turn are implemented by Council. The Corporate Performance Review Working Party monitors the implementation of the Board recommendations by Council. Sophie Chadwick, Customer Contact and Engagement Manager said that the work of the Board had picked up in momentum and a number of meeting meetings had been held since its set up. The Board had agreed a number of TDC Member training workshops that would be conducted by Peer Members this March. The training will be on member conduct and political skills for officers and will continue beyond May 2015 as part of the Induction training programme for newly elected Councillors.

Members of the working party suggested that the training for Members be started after the May elections. However officers advised that it was important to respond to some of the observations of the Audit Statement by April 2015 and this would require that some of the member training be undertaken before May as this would support the current councillors some of whom may stand for re-election in May. Members also proposed that some of the training (particularly the induction training) be made mandatory. They also suggested that there should be a corporate protocol that guides officers on when to communicate issues through Ward Councillors on such issues as events and meetings taking place in the wards.

Members agreed to invite the Chairman of the Improvement Board to the next meeting of the Corporate Performance Review Working Party.

Meeting concluded: 8.35 pm

PROGRESS UPDATE ON THE TDC'S IMPLEMENTATION OF THE CORPORATE IMPROVEMENT PLAN AND FUTURE MONITORING ARRANGEMENTS

To: Corporate Performance Review Working Party – 09 March 2015

Main Portfolio Area: Business and Corporate Resources

By: Paul Cook, Director of Corporate Resources

Classification: Unrestricted

Ward: Thanet Wide

Summary: The purpose of the report is provide an update to **Members of the Corporate Performance Review Working Party** and encourage Member debate on progress made by the Council in implementing the action points agreed in the Improvement Plan that was adopted by the Improvement Board.

For Decision

1.0 Introduction and Background

- 1.1 The generic mandate of the Corporate Performance Review Working Party is to monitor the corporate performance of the Council against its set work programme and targets which would be set out in the Council annual budget, corporate performance plan and East Kent Shared Services, 'service level agreements.'
- 1.2 The Improvement Board was set up by Council on 10 July 2014 in response to observations made by the peer review regarding governance matters that needed addressing at Thanet District Council. The Board was tasked with playing a supporting role to the efforts by Council to improve the on some aspects of the corporate governance and service delivery.
- 1.3 The Corporate Performance Review Working Party included as part of their terms of reference the "Review of the Council's progress against the Peer Review Improvement Plan.'

2.0 Improvement Board

- 2.1 The Improvement Board's first meeting was on 9 September 2014 and has since met five times with another meeting taking place on 9 March

2015. The Board adopted an Improvement Plan that highlights corporate functions that require improvement and officers with the support of external facilitators in some instances have been working on making the proposed improvements.

- 2.2 The Corporate Performance Review Working Party considered the Board's Improvement plan and received a progress update report from the Director of Corporate Resources and Acting Chief Executive on 29 January 2015.
- 2.3 A presentation is to be made to the 9th March 2015 sub-group by the Improvement Board Chairman, Mr Ian Lowrie.
- 2.4 It is proposed that at each meeting of the Corporate Review Working Party the latest update on the Action Plan is received. This will enable the Working Party to question any element of the progress, and if necessary ask for more detailed reports.
- 2.5 The most recent action plan update considered by the 9th March 2015 Improvement Board meeting is attached at Annex 1.

3.0 Corporate Implications

3.1 Financial and VAT

- 3.1.1 There are no financial issues arising directly from this report.

3.2 Legal

- 3.2.1 There are no legal issues arising directly from this report. However a review of the Council's corporate and shared services performances through the scrutiny process; supports more effective decision making and enhances service delivery by Council.

3.3 Equity and Equalities

- 3.4.1 There are no equity or equalities issues arising directly from this report.

4.0 Recommendations

- 4.1 That the Working Party notes the attached action plan update;
- 4.2 That the future monitoring arrangements set out in 2.4 are approved.

5.0 Decision Making Process

- 5.1 The Corporate Performance Review Working Party is a sub-group of the Overview and Scrutiny Panel that can review the performance of Council and offer advice mainly through the Panel to Cabinet or where specified directly to the Executive.

Contact Officer:	Charles Hungwe, Senior Democratic Services Officer, ext 7186
Reporting to:	Glenn Back, Democratic Services & Scrutiny Manager, ext 7187

Annex List

Annex 1	Improvement Plan
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Background Papers

Title	Details of where to access copy
None	N/A

Corporate Consultation Undertaken














Finance	Paul Cook, Director of Corporate Resources & S151 Officer
Legal	Ciara Feeney, Senior Locum Lawyer & Deputy Monitoring Officer

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Improvement Plan January 2015

	Outcome		Actions to support	Completed	Owner	4th March 2015 update
1	Members all working together in the interests of the council		Improved member training	30/09/15	Director of Corporate Resources	Facilitator identified. Telecons scheduled with group leaders and briefing meeting to take place 27 Feb. First workshop scheduled 5 March 2015; further sessions to be scheduled as part of member induction.
2	Removal of Value for Money governance qualification in 2014-15 value for money judgment		Address 'toxic' councillor behaviours	30/09/15		
3			Deliver understanding local demographics training programme	28/02/15	Customer Contact and Engagement	Presentation to Council 4 Dec 14. Workshops delivered Dec and Jan. Both sessions well attended, with positive feedback. Emphasis on the benefit to councillors in being able to deliver their role effectively. Output from workshops has informed decision of above session.
4	Standards regime as effective as it can be under current legislation		Completed	30/09/14	Standards Committee	Standards regime now in operation following training; adopted Kent Code. Two outstanding cases and one new case to be heard at 3 Feb Standards Assessment Sub-Committee. NB the new case includes five complainants raising the same issue.
5			Leadership training	30/09/15	Director of Corporate Resources	LGA-provided leadership training for chairs, group leaders and whips, to focus on leadership of groups and managing council meetings effectively. Trialled early 2015 and fully implemented new councillors 2015.
8	Members are realistic in their demands and SMT firm in their response		Visits to beacon sites to see 'what is good?'	30/06/15	Committee Services Manager	Chief Executive and Leader visited Gravesham Council 2 December 2014. Further visits to be organised after May elections.
9			Member officer protocol reviewed and fit for purpose.	30/06/15	Monitoring Officer/CRWP	Framework discussed at 9 Jan Improvement Board. Brief subsequently finalised. Revised protocol to April Improvement Board
10	Stronger collaboration between CMT and Cabinet		Regular meetings and shared agenda	Ongoing	Chief Executive	Regular meetings CMT/Cabinet and Directors/Portfolio Holders.
11	Clear boundaries between political and managerial responsibilities		Issue clear guidance and provide training for managers and members	30/06/15	Monitoring Officer	Keynote presentation by Ian Lowrie at Performance Board. Training following issue of revised Member Officer protocol subject to approval of CRWP and Standards Committee. Political Skills training for managers scheduled 10 and 18 March using LGA.
12	Statutory officers are able to 'speak truth unto power'		Statutory officers continue to fulfil their role	Ongoing	Chief Executive	Check progress at weekly Cabinet/CMT meetings. No issues on live projects.
13	Revised and fit for purpose Constitution in place		Develop programme of delegation and empowerment training based on revised Constitution.	30/09/15	Monitoring Officer	Part of a wider review of the Constitution to remove conflicting provisions. Supplier selected, review commissioned externally, due to be completed by end April.
14	Staff, members and key external stakeholders know what the council's priorities are		Clarify and communicate the council's position on major projects e.g. Dreamland, Pleasurama, Manston	31/03/15	Chief Executive and Cabinet	PR attendance at major project group meetings to ensure that regular external and internal communication of activity continues. Work now underway to create dedicated web areas. More work required on external communication. Report to March Improvement Board.
15			Clear and concise messages about our priorities and communicate to internal and external stakeholders	31/03/15	Chief Executive	Interim Head of Communications appointed.
16	Resources aligned to deliver the council's priorities		Refresh the Corporate Priorities	31/10/14	Cabinet and CMT	Four revised priorities now in place. Cascaded through CMT briefings. Strategic Programme Board now structured to reflect the four priorities.
17			Review workforce capacity and capability to meet four new corporate priorities	30/06/15	CMT	Interim management arrangements made within Corporate Resources Directorate and PR function. Economic Development proposal submitted by Head of Service. Reviews will establish if enough capacity to deliver Corporate Priorities and if the structure is fit-for-purpose.
18			Develop and implement workforce development strategy	30/11/15	HR Business Partner	Initial proposal approved at CMT Workforce Meeting 25 Nov 14 and presented to January Improvement Board. Preliminary stage of understanding the organisation's strategic position nearly complete; Head of EKHR has made initial contact with the LGA with future discussions programmed in at appropriate stages of the process.
19			Ensure sufficient and suitably trained project management capacity in place	31/03/15	Director of Corporate Resources	Review by Jim Scopes (Local Partnerships) undertaken; findings presented and recommendations agreed by CMT and Heads of Service 23 Feb 15.
20			Review of IT arrangements to maximise efficiency	31/03/15		Review by Jim Scopes (Local Partnerships) undertaken; findings presented to CMT 16 Dec 14. 3-partner digitalisation strategy being developed by East Kent Services. Local digitalisation strategy and audit of current progress to CMT April 2015.
21			Review the 2015-16 budget in line with agreed priorities and ensure a good fit	31/01/15	Director of Corporate Resources	Budget timetable agreed with CMT and Portfolio Holder. Budget Report to 20 Jan Cabinet and 5 Feb Council reflects the four priorities.
22			Rationalise asset base to generate revenue	30/06/15	Director of Community Services	LGA support commissioned and project started, led by Harry Platt, productivity expert. Information sent and on-site work scheduled for April.

Improvement Plan January 2015

	Outcome		Actions to support	Completed	Owner	4th March 2015 update
23			Capital programme arrangements reviewed.	31/03/15	Director of Corporate Resources	Capital programme bids ranked against Corporate Priorities on scoring system 13 October 2014. Stage 2 bids signed off CMT 21 October 2014. Capital Programme approved by Cabinet 20 January 2015.
24	Managers able to manage		Review and update levels of delegation and empowerment	30/09/15	Monitoring Officer	Revising the scheme of delegation will be done as part of the review of the Constitution, to include removing conflicting provisions. Supplier selected, work due to be completed by end April.
25			Change the role of CMT to focus on strategic running of the business	30/09/14	Chief Executive	CMT arrangements now emphasises strategic role. Heads of Service meetings in place.
26			Programme to eliminate unnecessary bureaucracy that wastes manager resource.	31/03/15	Director of Corporate Resources	Staff proposals invited Sep 2014. Changes already made to simplify and empower managers in respect of FoI approval process and Establishment Change requests; Further suggestions submitted by managers (parking permits, train travel, expenses) as part of an ongoing programme of work. Update to be provided at next Managers' Forum.
27			Managers empowered to make decisions within approved budgets and service plans	31/03/15	Chief Executive	CMT arrangements now emphasises strategic role. Heads of Service meetings in place.
28	Senior posts filled by high-calibre staff		Complete senior staffing restructure	31/05/15	Chief Executive	Chief Executive, Director of Corporate Resources, Director of Operational Services, Head of Legal and Democratic Services and Head of Financial Services all advertised February 2015 with closing date 9 March. Head of Built Environment starts early March.
29			Review remuneration packages to ensure TDC is competitive in attracting senior staff	31/05/15	Chief Executive	Reviewed prior to recruitment campaign for senior posts.
	Peer Review actions communicated to internal and external stakeholders		Communicate progress to internal and external stakeholders	31/03/15	Press and PR Manager	One year review to be undertaken Apr/May 2015
			Project is 100% complete			
			Project is <100% and >59% complete			
			Project is <59% and >39% complete			
			Project is <39% and >19% complete			
			Project is <19% complete			

EK Services Performance, Emerging Vision and Thoughts on the Future

To: Corporate Performance Review Working Party - 09 March 2015

By: Dominic Whelan – Director of Shared Services

Classification: Unrestricted

Summary: This report will provide a summary of key performance indicators for the services delivered by EK Services for Thanet District Council, which include ICT, EKHR, Customer Delivery (Income (Revenues), Payments (Benefits) and Customer Services).

It will also be supported by a short presentation on the emerging vision from the new Director and thoughts for the future. The report will cover service performance over the three months Nov 14 to Jan 15 inclusive.

For Information

1.0 Introduction and Background

1.1 **EK Services** – The new Director has now been in post for three months and has been requested to provide an update on quarterly service performance. The Committee will also be given a verbal brief by the Director which will provide an overview of the shared services and emerging thoughts.

2.0 Key Performance Indicators

2.1 Overall performance is stable and remains on track to achieve end of year targets. However, we do remain slightly below target on two areas:

2.1.1 Non Domestic Rates (NDR) - Business rates. Due to the recent changes that allow NDR customers to profile payments over 12 months rather than 10 months, the current level of recovery is slightly below target (as at end of Jan 15, performance is currently 91.42% against a target of 96.78%). However, we remain confident that this will move up further as we receive the extra two months worth (of the 12 month) income and we currently predict that the end of year target will be met (end of year target is 98.05%).

2.1.2 Council Tax (CT). CT collection is below target (as at end of Jan 15, performance is currently 92.4% against a target of 92.82%) and at this stage we believe that the end of the year position is at risk (end of year target is 96.0%). This is due to the impact of Council Tax Support (CTS) reduction which has seen £421,600 less paid out in CTS payments but equally increases the CT collection amount accordingly. This reflects some good news, in terms of socio-economic terms, as it reflects a positive trend in terms of an increase of residents having more income than previously. However, the increase results in additional challenges in chasing payers who are impacted. We are increasing resources from other EKS areas to assist in

the work and ensure everything possible is done to achieve the collection rate but, at this stage we are not confident of hitting the target.

- 2.1.3 In other areas, we fell very slightly below target in the number of calls dealt with by automation (EKS 25t) which is primarily down to the introduction in changes within the call script used for Waste, where following customer feedback more people are currently being handled on queries by advisors and less via the automated forms. This has meant that we have not met the target for December however still on track for year end and overall a better customer experience. We also suffered slightly in HR Recruitment targets, specifically the time taken to get recruitment letters issued (EKHR07t). This period has been impacted by some large scale projects involving significant recruitment. We are reviewing how best to handle large scale campaigns and how to ensure impact across the partnership is minimised. However, we remain on track to achieve end of year targets

3.0 Innovation and Initiatives in Progress or achieved

- 3.1 **Section 44a (NDR Discretionary Reductions).** We continue to work with Paul Cook on the changes to the section 44a policy that has recently been approved by Cabinet. This will provide a better management of the policy that allows businesses to apply for Business rates reduction in cases, for instance, where they may have a portion of their business not in use. The new policy will ensure that any request from a business for such discretion that may have an impact of £10k on the council income targets, will be passed to the Council for determination. Previously there was an automatic referral to the Valuation Office for determination.

- 3.2 **Business Intelligence.** We have been assessing potential solutions to better inform the forecasting of Business Rates yield – especially around changes of circumstances for bigger businesses in the area. We have now procured a new intelligence tool which will gather data from a variety of sources to forecast and alert us to the following:

- Potential business failures which may affect the council's gross RV;
- New businesses opening up which may not be "on the radar";
- Cross checking of reliefs to see if businesses are still entitled;
- A forecast of "likelihood of payment" based on current credit data, and
- Data matching to make sure we have the correct business name on the system to avoid complications at later stages of recovery.

- 3.3 **Elections.** EKS and EKHR are preparing to support the elections in May with staff support. However, at this stage the primary involvement is from ICT who are involved in the enabling activity for the supporting requirements needed. This includes support to enable the Electronic collation of election results, including the provision of laptops, screens and printers; and offering technical support over the election period. Post Elections ICT will be involved in the redistribution of the iPads to the elected Members which includes attending and participation in Members induction sessions.

4.0 Compliments and Complaints

- 4.1 **Compliments.** We recorded 13 compliments from customers in the period, up from 6 in the previous period (in relation to TDC service provision). There was an overwhelming theme of staff being polite, helpful and friendly and one customer

described a member of staff as being ‘efficient, professional and valuable and that they made a very difficult situation manageable....’

- 4.2 **Complaints.** In the past three months, we have received 23 external complaints from customers, down from 24 in the previous three month period. The Director of Shared Services reviews all complaints on a monthly basis and reports them all, in greater detail to the TDC Client Officer. Where complaints are generated due to errors made by staff, learning outcomes are recorded to help alleviate the same error happening again. In the period, nine complaints were unfounded as in most cases it was because the customer was unhappy with regulations/policy decisions made by Government or the Council rather than an EKS generated issue.

An example is individuals querying ‘why they had to pay CT on second homes’. Other complaints are often linked to delays, perceived or actual, in processing; for instance, in one particular case this was because someone handed personal documentation to the Council main reception and not in at the Gateway. In another case, a complaint was raised about the automated system discriminating against deaf people, for which possible solutions are being looked into.

5.0 Recommendation

- 5.1 Members are requested to note the report.

6.0 Decision Making Process

- 6.1 The Corporate Performance Review Working Party is a sub-group of the Overview and Scrutiny Panel that can review the performance of Council and any of its partnerships, including Shared Services and offer advice mainly through the Panel to Cabinet or where specified directly to the Executive.

Contact Officer:	Dominic Whelan, Director of Shared Services, (01227) 862 073
Reporting to:	Madeline Homer, Interim Chief Executive

Annex List

Annex 1	EK Services Performance – Latest position at January 2015
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Corporate Consultation Undertaken

Finance:	N/A
Legal:	N/A

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EK Services Performance

Services to Thanet benefit claimants (latest position at January 2015):		
	latest position at January 2015	Target
Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	8.10 days	9.43 days
% correct HB and CTB decisions	96.68%	95.90%
% Council Tax collected	92.40%	92.82% (Jan)
% Business rates collected	91.42%	96.78% (Jan)
Services to TDC staff and customers: Computers and phones (latest position at January 2015):		
	latest position at January 2015	Target
% of helpdesk calls resolved within agreed target response time	94.00%	95.00%
% of service desk calls resolved within a day	69.00%	50.00%
% availability of email service	100.00%	95.00%
% availability of corporate website	99.98%	99.50%
Average face-to-face waiting time for phone calls (mins)	7.28 mins	10 mins
% of calls dealt with by automation	29.76%	20.00%
% abandoned calls	7.61%	12.10%

THANET DISTRICT COUNCIL DECLARATION OF INTEREST FORM

Do I have a personal interest?

You have a **personal interest** in any business of your authority where it relates to or is likely to affect:

- a) An interest you must **register**.
- b) An interest that is not on your register, but where the well-being or financial position or you, members of your family (spouse; partner; parents; in laws; step/children; nieces and nephews), or people with whom you have a close association (friends; colleagues; business associates and social contacts that can be friendly and unfriendly) is likely to be affected by the business of your authority more than it would affect the majority of:
 - Inhabitants of the ward or electoral division affected by the decision (in the case of the authorities with electoral divisions or wards.)
 - Inhabitants of the authority's area (in all other cases)

These two categories of personal interests are explained in this section. If you declare a personal interest you can remain in the meeting, speak and vote on the matter, unless your personal interest is also a prejudicial interest.

Effect of having a personal interest in a matter

You must declare that you have a personal interest, **and the nature of that interest**, before the matter is discussed or as soon as it becomes apparent to you except in limited circumstances. Even if your interest is on the register of interests, you must declare it in the meetings where matters relating to that interest are discussed, unless an exemption applies.

When an exemption may be applied

An exemption applies where your interest arises solely from your Membership of, or position of control or management on:

1. Any other body to which you were appointed or nominated by the authority.
2. Any other body exercising functions of a public nature (e.g. another local authority)

Is my personal interest also a prejudicial interest?

Your personal interest will also be a **prejudicial interest** in a matter if all of the following conditions are met:

- a) The matter does not fall within one of the **exempt categories** of decisions
- b) The matter affects **your financial interests** or relates to a **licensing or regulatory matter**.
- c) A member of public, who knows the relevant facts, would **reasonably think your personal interest is so significant** that it is likely to prejudice your judgement of the public interest.

What action do I take if I have a prejudicial interest?

- a) If you have a **prejudicial interest** in a matter being discussed at a meeting, you must declare that you have a prejudicial interest as the nature of that interest becomes apparent to you.
- b) You should then leave the room, **unless members of the public are allowed to make representations, give evidence or answer questions about the matter**, by statutory right or otherwise. If that is case, you can also attend the meeting for that purpose.
- c) However, you must immediately leave the room once you have finished or when the meeting decides that you have finished (if that is earlier). You cannot remain in the public gallery to observe the vote on the matter.

d) In addition you must not seek to **improperly influence** a decision in which you have a prejudicial interest.

This rule is similar to your general obligation not to use your position as a Member improperly to your or someone else's advantage or disadvantage.

What if I am unsure?

If you are in any doubt, Members are strongly advised to seek advice from the Monitoring Officer or the Democratic Services Manager well in advance of the meeting.

DECLARATION OF PERSONAL AND, PERSONAL AND PREJUDICIAL INTERESTS

MEETING

DATE..... **AGENDA ITEM**

IS YOUR INTEREST:

PERSONAL

PERSONAL AND PREJUDICIAL

NATURE OF INTEREST:

.....
.....
.....

NAME (PRINT):

SIGNATURE:

Please detach and hand this form to the Committee Clerk when you are asked to declare any interests.

