

Section 5C - Protocol on Officer/Member Relations

1 Introduction and Principles

- 1.1 The purpose of this protocol is to provide a set of principles to guide Members and Officers of the Council in their relations with one another in such a way as to ensure the smooth running of the Council.
- 1.2 This Protocol should be read in conjunction with the Members' Code of Conduct, [Employees' Officers' Code of Conduct](#), the Council's Constitution, Whistle-blowing Policy and any guidance issued by the Joint Standards Committee, Audit and Governance Committee and/or the Monitoring Officer.
- 1.3 Certain employees, e.g. Head of Paid Service, Monitoring Officer, Chief Financial Officer (Section 151 Officer) and the statutory Chief Officers have responsibilities in law over and above their obligations to the Council and its Members that they must be allowed to discharge.

2 The Relationship: General Points

- 2.1 Both [Councillors Members](#) and Officers are servants of the public, and they are indispensable to one another, [however](#), ~~But~~ their roles and responsibilities are different.
- 2.1.1 [Councillors Members](#) are responsible to the electorate and serve only so long as their term of office lasts. Members are representatives of the ward constituents and they also develop policies which will be implemented by the Officers.
- 2.1.2 Officers are responsible to the Council as a whole, they are employed by and ultimately responsible to the Chief Executive as Head of Paid Service. Their job is to provide professional advice and support to relevant parts of the Council in developing and implementing the policies and decisions.
- 2.2 These are very different roles and this may, in some circumstances, give rise to tensions and, as such, it is essential that the working relationship between officers and Members is [businesslikebusiness-like](#) and founded upon mutual respect.

2.3 Member/Officer relationships should be conducted in a positive and constructive way. Therefore it is important that any dealings between Members and Officers should observe standards of courtesy and that neither party should seek to take unfair advantage of their position or seek to exert undue influences on the other party.

3 Expectations

3.1 What can Members expect from Officers:

- Political neutrality;
- A commitment to act in the interests of the Council as a whole and not to any one political group;
- A professional approach to the working relationship;
- An understanding of their role and its pressures;
- Timely response to enquiries;
- Professional advice;
- Confidentiality where appropriate;
- Courtesy and respect;
- Compliance with the Officers' Code of Conduct.

3.2 What can Officers expect from Members:

- An uUnderstanding of the requirements of their roles and an appreciation of competing calls on their time;
- A partnership working approach;
- Courtesy and respect;
- Political leadership and direction;
- Not to be bullied, harassed or subjected to inappropriate pressure;
- Respect for their professional advice.
- Members shall act within the Code of Conduct at all times.

4 Specific Issues

4.1 Officer advice and preparation of reports: – The provision of advice and the preparation of reports are central to the roles of many senior Officers and they are under a duty to give their best advice in the interests of the Council as a whole. When carrying out these duties it is essential that they Officers feel able to give full and frank

advice even where this may not be supportive of a particular policy or decision promoted by a Member. Members must not seek to unduly influence the content of any report or try to persuade an Officer to change their professional advice when drafting their reports.

- 4.2 Social contact between Members and Officers:- Mutual respect between ~~employees~~Officers and Members is essential to good local government. Close personal familiarity between ~~employees~~Officers and Members that transcends the normal employer/employee relationship can potentially undermine Members' confidence in the political neutrality or even-handedness of an Officer, ~~and~~—therefore, care should be exercised.

5 When Things Go Wrong

- 5.1 Procedure for Members:- From time to time the relationship between a Member and an Officer may become strained for various reasons, including the tensions mentioned above. In such circumstances, it is essential that the Member should not raise such matters in a manner that is incompatible with the objectives of this protocol. An Officer has no means of responding to such criticisms in public. If a Member feels he/she has not been treated with proper respect, courtesy, or has any concerns about the conduct or capability of an Officer he/she should raise the matter with the respective Head of Service/Assistant Director. The Head of Service/Assistant Director will then look into the facts and report back to the Member. If the Member continues to ~~feel~~have concerns then he/she should report the ~~facts~~matter to the appropriate Director, or if, after doing so is still dissatisfied, should raise the issue with the Chief Executive. Any action taken against an Officer in respect of a complaint will be in accordance with the provisions of the Council's Disciplinary ~~Rules~~Policy and Procedures.

- 5.2 Procedure for Officers:- Where an Officer feels that he/she has not been properly treated with respect and courtesy by a Member, he/she should raise the matter with his/her Head of Service/Assistant Director, Director or the Chief Executive as appropriate, especially if they do not feel able to discuss it directly with the Member concerned. In these circumstances the Head of Service/ Assistant Director, Director or the Chief Executive will

take appropriate action either by approaching the individual Member and/or Group Leader or by referring the matter to the ~~Assistant~~ Director ~~Legal and of~~ Governance for advice on how to proceed.

5.3 If the Officer continues to have concerns then he/she may wish to make a complaint to the Council's Monitoring Officer, if the conduct falls within the remit of the Members' Code of Conduct (see Section 5A of the Council's Constitution).

6 Officer Support: Member and Party Groups

6.1 It must be recognised by all Officers and Members that in discharging their duties and responsibilities, Officers serve the Council as a whole and not any political group, combination of groups or any individual Member of the Council.

Party groups are a recognised part of ~~local authorities~~ the Council and it is common practice for such groups to give preliminary consideration to matters of Council business in advance of such matters being considered by the relevant Council decision making body. Officers may properly be called upon to support and contribute to such deliberations by party groups but must at all times maintain political neutrality.

6.2 In providing this support to party groups certain points must be understood by both Officers and Members:

(a) Officer support must be limited to providing information and advice in relation to matters of a Council business. Officers must not be involved in advising on matters of party business. It is recommended that Officers are not present at meetings or parts of meetings where matters of party business are to be discussed.

(a) Party group meetings, whilst they form part of the preliminaries to Council decision making, such meetings do are not empowered those attending to make decisions on behalf of the Council. Conclusions reached at such meetings do not therefore rank as Council decisions and it is essential that they are not interpreted or acted upon as such.

- (b) Where Officers provide information and advice to a party group meeting in relation to a matter of Council business, this cannot act as a substitute for providing all necessary information and advice to the relevant committee or sub-committee when the matter in question is considered.
- 6.3 Special care needs to be exercised whenever Officers are involved in providing information and advice to party groups or other meetings which include persons who are not Members of the Council or elected Members. Such persons are not bound by the Members' Code of Conduct (in particular, the provisions concerning declarations of interest and confidentiality) and, for this and other reasons, Officers may not be able to provide the same level of information and advice as they would to a Member only meeting.
- 6.4 Officers must respect the confidentiality of any party group discussions at which they are present in the sense that they should not relay the content of any such discussion to another party group, but Officers must have regard to a Member's right of access to information and Council documents which are referred to in ~~paragraphs 9.1 and 9.2~~[Section 9](#) below. However, the confidentiality of information discussed in the presence of an Officer cannot be guaranteed in all cases as it may be subject to the Freedom of Information Act.
- 6.5 In relation to budget proposals:
- (a) The Administration shall be entitled to confidential discussions with Officers regarding options and proposals. These will remain confidential until determined by the Administration or until published in advance of the Executive /Council meetings, whichever is the earlier;
- (b) The opposition groups shall be entitled to confidential discussions with Officers to enable them to formulate alternative budget proposals. These will remain confidential until determined by the respective opposition groups or until published in advance of Executive/Council meetings, whichever is the earlier.

6.6 Any particular difficulty or uncertainty in this area of Officer advice to party groups should be raised with the Chief Executive who will discuss them with the relevant Group Leader(s).

7 Officer Support: The Executive

7.1 It is important that there should be a close working relationship between Executive Members and the Officers who support and/or interact with them. However, such relationships should never be allowed to become so close, or appear to be so close, as to bring into question the Officer's ability to deal impartially with other Members and other party groups.

7.2 Whilst Executive Members will be consulted as part of the process of drawing up proposals for consideration or the agenda for a forthcoming meeting, it must be recognised that in some situations an Officer will be under a professional duty to submit a report. A Director, Head of Service/Assistant Director will always be fully responsible for the contents of any report submitted in his/her name. This means that any such report will be amended only where the amendment reflects the professional judgement of the author of the report.

7.3 Under Executive arrangements, individual Members of the Executive may, in some situations, take decisions. The Council has put in place mechanisms to ensure that the individual Executive Member seeks advice from relevant Members and Officers before making a decision with his/her delegated authority. This includes taking legal advice, financial advice and professional Officer advice as well as consulting the Monitoring Officer where there is doubt about powers to act.

7.4 Officers will continue to work for and serve the Council as a whole. However, as the majority of functions will be the responsibility of the Executive it is likely that in practice many Officers will be working to the Executive for most of their time. The Executive must respect the political neutrality of the Officers. Officers must ensure that their political neutrality does not appear to be compromised.

8 Officer Support: Overview and Scrutiny

- 8.1 It is not the role of scrutiny to act as a disciplinary tribunal in relation to the actions of Members or Officers. Neither is it the role of Officers to become involved in what would amount to disciplinary investigations on a panel's behalf. This means:
- (a) Overview & Scrutiny's questioning about the conduct of individuals should be in the sense of establishing the facts about what occurred in the making of decisions or implementing of Council policies, not to imply criticism or blame;
 - (b) In these circumstances, it is for the Chief Executive to institute a formal enquiry, and Overview & Scrutiny may ask (but not require) him/[her](#) to do so.
- 8.2 Overview & Scrutiny should not act as a "Court of Appeal" against decisions or to pursue complaints by individuals, as other procedures exist for this. These are internal, e.g. the Corporate Complaints Procedure, and external/statutory, e.g. Local Government [and Social Care](#) Ombudsman or appeal to the Courts. However:
- (a) Overview & Scrutiny may investigate the manner in which decisions are made but should not pass judgement on the merits of a decision in individual cases;
 - (b) They can comment on the merits of a particular policy affecting individuals.
- 8.3 Wherever possible Overview & Scrutiny should provide written questions or details of indicative topics to someone invited to [appear before a panel](#) to ensure they have adequate time to prepare for the meeting. In addition, invitees ought to be told the general line that further questioning is likely to take. Questioning should not stray outside the subject area that ~~the Panel~~ has [been](#) previously indicated.

9 Members' Access to Information and to Council Documents

- 9.1 Members need to have access to information held by the Council in order to perform their roles but their rights to access are not

absolute. The starting point is that Members have the same rights as any other person and, as such, they are entitled to copies of any published information held by the Council. They can also make a request under the Freedom of Information Act 2000 if they wish.

- 9.2 Members also have additional legal rights to access information held by the Council which would not normally be made public. They are given these extra rights of access in order to enable them to undertake their roles as ~~Councillors~~Members. However, care should be exercised in this regard as ~~Councillors~~Members are only entitled to confidential information where they either, have a right under S.100 of the Local Government Act 1972 or, where they can show that they have a 'need to know' the information in order to conduct their council duties.
- 9.3 S.100(F) LGA 1972
This provides that any document held by the Council containing material relating to any business to be transacted at any meeting of the Council, committee or sub-committee must be available for inspection by any Member of the Council unless it is deemed by the proper Officer to fall within certain categories of 'exempt' information as defined by Schedule 12A to the Local Government Act 1972. This applies to all categories of exempt information except those under paragraph 3 (except to the extent that the information relates to proposed terms of a contract), and paragraph 6 of Schedule 12A.
- 9.4 Need to Know
Even where the above statutory rights do not apply to the information in question the Member also has a common law right to inspect information which it is necessary for them to inspect in order to carry out their function as a ~~Councillor~~Member. ~~This will normally cover all the information~~
- 9.5 In cases of doubt Members should approach the ~~Assistant~~Director of Legal and Governance for assistance.
- 9.6 The common law rights of Members are based on the principle that any Member has a right to inspect Council documents so far as his or her access to the documents is reasonably necessary to enable the Member properly to perform his or her duties as a

Member of the Council. This principle is commonly referred to as the “need to know” principle.

- 9.7 The exercise of this common law right depends upon an individual Member being able to demonstrate that he or she has the necessary “need to know”. In this respect a Member has no right to a “roving commission” to go and examine documents of the Council. Mere curiosity is not sufficient. The crucial question is the determination of the “need to know”. This question must be determined by the particular Director or Assistant Director with advice from the ~~Assistant Director~~ of Legal and Governance.
- 9.8 In some circumstances the Member will be expected to justify the request to inspect a document. In addition there will be a range of documents, which, because of their nature are either not accessible to Members or are accessible only by the political group forming the administration and not by the other political groups. An example of this latter category would be draft documents compiled in the context of emerging Council policies and draft Committee reports, the premature disclosure of which might be against the Council’s and/or the public interest.
- 9.9 Any Council information provided to a Member must only be used by the Member for the purpose for which it was provided, i.e. in connection with the proper performance of the Member’s duties as a Member of the Council. Therefore, for example, early drafts of Committee reports/briefing papers are not suitable for public disclosure and should not be used other than for the purpose for which they were supplied, i.e. to brief the Member.
- 9.10 The Members’ Code of Conduct also contains specific rules about confidential information held by ~~councils~~ the Council which prohibits Members from disclosing such information unless it can be shown that it is in the public interest to do so.

10 Correspondence

- 10.1 Correspondence between an individual Member and an Officer should not be copied (by the Officer) to any other Member. Where exceptionally it is necessary to copy to another Member, this should be made clear to the original Member.

- 10.2 Official letters and electronic communications on behalf of the Council should be sent in the name of the appropriate Officer, rather than in the name of the Member. It may be appropriate in certain limited circumstances (e.g., representations to a Government Minister) for a letter to appear in the name of an Executive Member or the Leader, but this should be the exception rather than the norm. Letters which, for example, create legal obligations or give instructions on behalf of the Council should never be sent out in the name of a Member.

11 Communication of Officer Delegated Decisions

- 11.1 Notwithstanding the rights of Members to information and to Council documents set out in this protocol, Officers taking decisions under delegated authority from the Executive must ensure that relevant Members have prompt information regarding the decision, the reasons for the decision and the impact of the decision.

- 11.2 For the purposes of this protocol “relevant Member” will include:

- (a) Members of any Ward upon which the decision is likely to impact.
- (b) Members of the Executive where the decision falls within their portfolio area.
- (c) Members of any relevant Committee where if it was not for delegation to officers, the decision would be taken by that Committee.
- (d) All Members of the Council where the decision is likely to have a corporate impact.

- 11.3 If any Member becomes aware that they have not been provided with the information in accordance with this protocol the matter should be raised with the appropriate Director and/or the Chief Executive.

12 Publicity and Press ReleasesMedia and Communications

- 12.1 Local Authorities areThe Council is accountable to their electorate. Accountability requires local understanding. ThisAccountability

will be promoted by the Council, explaining its objectives and policies to the electors and customers. ~~Local Authorities~~The Council will use publicity to keep the public informed and to encourage public participation. ~~The Council needs to tell the public about the services it provides. Good effective publicity should aim to improve public awareness of the Council's activities.~~

12.2 Publicity is a sensitive matter in any political environment because of the impact it can have. Expenditure on publicity can be significant. It is essential to ensure that decisions on publicity are properly made in accordance with the Code of recommended Practice on Local Authority Publicity and the Council's Media Protocol which outlines the principles and processes governing communications with media outlets. The Protocol applies to all Members and Officers and has been produced to provide guidance and clarify good practice relating to the effective management of media relations at the Council. Press releases or other communications are not issued by the Council on behalf of political groups.

12.3 Every effort will be made to ensure that Members do not hear important information about the Council from other sources first. Members or Officers quoted or named in a news article will be provided with a copy before it is published, so that they are able to digest and consider the issue prior to any media enquiry.

~~12.1~~12.4 The social media policies provide clear advice and guidance on the acceptable use of social media by Officers. Members should consult the Local Government Association's social media best practice guidelines and refer to the Members' Code of Conduct. The Council's electronic communications policy applies to Officers and Members to ensure that all electronic forms of communication are used appropriately within the workplace, whether that be in a Council office, or remotely.

~~12.2~~12.5 Officers and/or Members should seek advice from the Council's Communications Department or the Assistant Director ~~Customer Services and Digital~~of Customer and Digital Services when making decisions on publicity, and particular care should be paid to any publicity used by the Council around the time of an election.

13 Involvement of Ward ~~Councillors~~Members

- 13.1 Whenever a public meeting is organised by the Council to consider a local issue, all the Members representing the Wards affected should as a matter of course, be invited to attend the meeting. Similarly, whenever the Council undertakes any form of consultative exercise on a local issue, the Ward Members should be notified at the outset of the exercise. In addition Officers should consider whether other policy or briefing papers, or other topics being discussed with an Executive Member should be discussed with relevant Ward Members. Officers should seek the views of the appropriate Executive Member(s) as to with whom and when this might be done.

14 Monitoring and Review

- 14.1 The application and implementation of this Protocol will be monitored and reviewed by the Council's Joint Standards Committee in consultation with the Council's Monitoring Officer.