

**CANNOCK CHASE COUNCIL**

**COUNCIL MEETING**

**WEDNESDAY, 21 FEBRUARY, 2018 AT 4.00 P.M.**

**COUNCIL CHAMBER, CIVIC CENTRE, BEECROFT ROAD, CANNOCK**

**PART 1**

Notice is hereby given of the above mentioned meeting of the Council which you are summoned to attend for the purpose of transacting the business set out below:-

**1. Apologies**

**2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members**

To declare any interests in accordance with the Code of Conduct.

Members should refer to the guidance included as part of this agenda.

**3. Minutes**

To confirm the Minutes of the Council Meeting held on 7 February, 2018, Minute No's. 61 – 67; Page No's. 48 – 51.

**4. The Chairman's Announcements and Correspondence**

**5. Questions in Accordance with Rule 8**

No Questions have been submitted in accordance with Rule 8.

**6. Changes to Membership of Committees**

To receive notification from Group Leaders of changes to Committees' membership which require approval by Council (Item 6.1).

**7. Recommendations Referred from Cabinet, Committees etc.**

To consider the following recommendations made by Cabinet at its meeting held on 25 January, 2018, in respect of:

Revised Local Development Scheme and Local Plan Review (Minute No.81)

“That Council, at its meeting to be held on 21 February, 2018, be recommended to:

- (A) Cease work on the preparation of Local Plan Part 2.
- (B) Subject to decision (A), trigger the process of undertaking a Local Plan review, which upon adoption will replace the adopted Local Plan Part 1 and will address (amongst other issues) those matters which Part 1 identified as needing to be covered in Local Plan Part 2.
- (C) Approve the revised Local Development Scheme detailed in Appendix 1 of the 25 January, 2018 Cabinet Report, covering the three year period February 2018 to February 2021, so that it can be brought into effect on 21 February, 2018 under Section 15 of the Planning and Compulsory Purchase Act 2004 (as amended by the Localism Act 2011).”

A copy of the related Cabinet Report can be viewed via the following link:

<https://www.cannockchasedc.gov.uk/council/meetings/agendas-reports-minutes/102/2018-01-25>

**8. Motion(s) Received under Rule 6**

No Motions have been submitted in accordance with Rule 6.

**9. Comments and Questions on Part 1 Minutes of Cabinet, Committees, Sub-Committees and Panels under Rule 9**

To receive any comments or questions submitted under Rule 9 on Part 1 Minutes of meetings of Cabinet, Committees, Sub-Committees or Panels as included in the Minutes Record circulated alongside this agenda.

**10. Council Tax Resolution 2018-19**

Following Minute No. 67 of the Council Meeting of 7 February, 2018, setting the Council’s formal Council Tax requirement for 2018-19, Council is recommended to make a Council Tax for 2018-19 by formally approving the resolution in this regard (Item 10.1 – 10.4).

**11. Calendar of Meetings 2018-19**

Report of the Managing Director (Item 11.1 – 11.11).

**12. Customer Feedback and Complaints Policy**

Report of the Managing Director (Item 12.1 – 12.18).

**13. Localism Act 2011 – Pay Policy Statement 2018-19**

Report of the Leader of the Council (Item 13.1 – 13.12).

#### **14. Exclusion of the Public**

The Chairman to propose the following motion:-

"That the public be excluded for the remainder of the meeting because of the likely disclosure of exempt information as defined in Paragraphs 1, 2 and 3 of Part 1, Schedule 12A, Local Government Act, 1972."



**CANNOCK CHASE COUNCIL**

**COUNCIL MEETING**

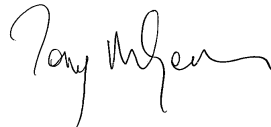
**WEDNESDAY, 21 FEBRUARY, 2018 AT 4:00 P.M.**

**COUNCIL CHAMBER, CIVIC CENTRE, BEECROFT ROAD, CANNOCK**

**PART 2**

**15. Comments and Questions on Part 2 Minutes of Cabinet, Committees, Sub-Committees and Panels under Rule 9**

To receive any comments or questions submitted under Rule 9 on Part 2 Minutes of meetings of Cabinet, Committees, Sub-Committees or Panels as included in the Minutes Record circulated alongside this agenda.



T. McGovern,  
Managing Director

Civic Centre,  
Beecroft Road,  
Cannock  
WS11 1BG

13 February, 2018



## **GUIDANCE ON DECLARING PERSONAL, PECUNIARY AND DISCLOSABLE PECUNIARY INTERESTS AT MEETINGS**

### **DEFINITION OF WHAT IS A PERSONAL, PECUNIARY AND DISCLOSABLE PECUNIARY INTEREST**

**A PERSONAL INTEREST** is one where your well-being or financial position, or those of a member of your family or any person with whom you have a close association would be affected to a greater extent than the majority of Council Tax payers, ratepayers, or inhabitants of the electoral ward(s) affected by the decision. You automatically have a personal interest if you have given notice in the Register of Members' Interests, e.g. if you are appointed to an outside body by the Council.

**A PECUNIARY INTEREST** is a personal interest where the matter

- a) affects your financial position or that of a member of your family or any person with whom you have a close association or a body in which you have registered in the Register of Members Interests or
- b) relates to the determining of any consent, licence, permission or registration in relation to you or any person with whom you have a close association or a body in which you have registered in the Register of Members Interests

and, in either case, where a member of the public knowing the facts would reasonably regard the interest as so significant it is likely to affect your judgement of the public interest

**A DISCLOSABLE PECUNIARY INTEREST** is an interest of yourself or your partner (which means spouse or civil partner, a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners) in respect of employment, office, trade, profession or vocation carried out for profit or gain; sponsorship; contracts; land; licences; corporate tenancies; or securities, as defined with the Localism Act, 2011.

### **PLEASE MAKE IT CLEAR WHETHER IT IS A PERSONAL, PECUNIARY OR DISCLOSABLE PECUNIARY INTEREST.**

It would be helpful if, prior to the commencement of the meeting, Members informed the Monitoring Officer of any declarations of interest, of which you are aware. This will help in the recording of the declarations in the Minutes of the meeting.

### **DECLARING INTERESTS AT FULL COUNCIL**

The Code of Conduct requires that personal interests where you have a personal interest in any business of the Council, and where you are aware or ought reasonably to be aware of the existence of the personal interest, and you attend a meeting of the Council at which the business is considered, you must disclose to that

meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

Some items will be mentioned in the papers for full Council but are not actually being considered by Full Council. In such circumstances the Monitoring Officer's advice to Members is that there is no need to declare an interest unless the particular matter is mentioned or discussed. As a general rule, Members only need to declare an interest at full Council in the following circumstances:

- Where a matter is before the Council for a decision and/or
- Where the matter in which the Member has an interest is specifically mentioned or discussed at the Council meeting.



**CANNOCK CHASE COUNCIL**  
**MINUTES OF THE MEETING OF THE COUNCIL**  
**HELD IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK**  
**AT 4:00 P.M., WEDNESDAY 7 FEBRUARY, 2018**  
**PART 1**

PRESENT: Councillors:

Dudson, A. (Chairman)	
Witton, P.T. (Vice-Chairman)	
Adamson, G.	Hoare, M.W.A.
Alcott, G.	Johnson, J.P.
Allen, F.W.C.	Johnson, T.B.
Allt, Mrs. A.	Lea, C.I.
Bennett, C.	Kraujalis, J.T.
Bowater, J.L.	Martin, Mrs. C.E.
Buttery, M.S.	Mitchell, Mrs. C.
Cartwright, Mrs. S.M.	Pearson, A.R.
Cooper, Miss J.	Preece, J.P.T.L.
Crabtree, S.K.	Smith, C.D.
Davis, Mrs. M.A.	Snape, D.J.
Dean, A.	Snape, P.A.
Dudson, Miss M.J.	Stretton, Mrs. P.Z., M.B.E.
Foley, D.	Sutherland, M.
Freeman, Miss M.A.	Sutton, Mrs. H.M.
Grice, Mrs. D.	Tait, Ms. L.
Grocott, M.R.	Todd, Mrs. D.M.
Hardman, W.T.A.	Woodhead, P.E.

**61. Apologies**

Apologies for absence were submitted on behalf of Councillors Mrs. C.L. Peake and Miss S. Whitehouse.

**62. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members**

No other Declarations of Interests were made in addition to those already confirmed by Members in the Register of Members' Interests.

**63. Minutes**

RESOLVED:

That the Minutes of the Council meeting held on 29 November, 2017, be approved as a correct record and signed.

**64. The Chairman's Announcements and Correspondence**

(i) Chairman's Fundraising

The Chairman advised that a collection box was circulating for Members to donate to his fundraising. At the meeting held on 29 November, 2017, a total of £43 was collected, and he thanked all Members for their donations.

**65. Housing Revenue Account (HRA) Budget 2017-18 to 2022-23: Cabinet Resolutions**

The Leader introduced the Housing Revenue Account Budget 2017-18 to 2022-23 and consideration was given to the recommendations referred from Cabinet held on 25 January, 2018, in respect of:

- (i) HRA Budgets 2017-18 to 2020-21
- (ii) HRA Capital Programme 2017-18 to 2022-23

RESOLVED:

That, in respect of:

(A) HRA Budgets 2017-18 to 2020-21

- (i) A minimum level of working balances of £1.671 million for 2018-19, and indicative working balances of £1.706 million and £1.731 million for 2019-20 and 2020-21, respectively, be determined.
- (ii) The further 1% reduction in rents in 2018-19 in accordance with the Government's Social Rent Policy be noted.
- (iii) The Housing Revenue Account Revenue Budgets for 2018-19, 2019-20 and 2020-21 as summarised in Appendix 1 of the 25 January, 2018 Cabinet Report be approved, and the estimated outturn for 2017-18 be noted.

(B) HRA Capital Programme 2017-18 to 2022-23

- (i) The five year Housing Revenue Account Capital Programme for the period 2018-19 to 2022-23, as set out in Appendix 2 of the 25 January, 2018 Cabinet Report, be approved.

**66. 2018-19 to 2020-21 Budget Process – Procedural Rules**

Consideration was given to the Joint Report of the Head of Finance and the Council Solicitor (Item 6.1 to 6.6 of the Official Minutes of the Council).

RESOLVED:

That:

- (A) The timetable for setting of the budget for 2018-19 be noted.
- (B) The overall level of Council Tax will be set at the 21 February, 2018 Council meeting, following determination of Cannock Chase's Council Tax requirement in accordance with the procedural rules attached as Appendix 1 to the Report.

## **67. Budget 2017-18 to 2020-21: Cabinet Resolutions**

The Leader introduced and moved the Budget 2017-18 to 2020-21, which was seconded, and consideration was given to the recommendations referred from Cabinet held on 25 January, 2018, in respect of:

- (i) General Fund Revenue Budget and Capital Programme 2017-18 to 2020-21.
- (ii) Treasury Management Strategy, Minimum Revenue Provision Policy and Annual Investment Strategy 2018-19.

### Conservative Group Alternative Budget Proposals

The Leader of the Conservative Group introduced the Group's Alternative Budget proposals for 2018-19 to 2020-21.

The Leader of the Conservative Group then moved the Alternative Budget proposals as a referral back to Cabinet, which was seconded.

Members then debated the Conservative Group's Alternative Budget proposals, which were moved to a vote and not carried.

A vote was then taken on the Cabinet's Budget recommendations:

RESOLVED:

That, in respect of:

- (A) General Fund Revenue Budget and Capital Programme 2017-18 to 2020-21
  - (i) The level of net spending for the General Fund Revenue Budget for 2018-19 be set at £11.645 million; with indicative net spending for 2019-20 and 2020-21 of £12.265 million and £12.764 million, respectively.
  - (ii) The detailed portfolio budgets as set out in Appendix 2 of the 25 January, 2018 Cabinet Report be approved.
  - (iii) The forecast outturn net budget of £10.994 million be approved.
  - (iv) The use of Government Grants in 2018-19 of £1.093 million, with indicative figures of £1.198 million and £1.282 million for 2019-20 and 2020-21, respectively, be approved.

- (v) The working balances be set at £0.638 million; £0.672 million and £1.032 million for 2018-19 to 2020-21, respectively.
  - (vi) A Council Tax of £212.94 be approved for 2018-19, with indicative increases of £1.95% to the level of Council Tax for 2019-20 and 2020-21.
  - (vii) The Council's Tax Base be set at 28,396.76.
  - (viii) The revised Capital Programme, including new schemes, as set out in Appendices 3 and 4 of the 25 January, 2018 Cabinet Report be approved.
- (B) Treasury Management Strategy, Minimum Revenue Provision Policy and Annual Investment Strategy 2018-19
- (i) The Prudential and Treasury Indicators be approved.
  - (ii) The Minimum Revenue Provision Policy Statement be approved.
  - (iii) The Treasury Management Policy be approved.
  - (iv) The Annual Investment Strategy for 2018-19 be approved.

The meeting closed at 6:20 p.m.

---

CHAIRMAN

**COUNCIL**  
**21 FEBRUARY 2018**  
**NOTIFICATION OF CHANGES TO MEMBERSHIP OF COMMITTEES, PANELS**  
**AND WORKING GROUPS 2017-18 FOR APPROVAL BY COUNCIL**

**CONSERVATIVE GROUP CHANGES:**

<b>Appointments Panel</b>	
<u>Current Membership</u>	<u>Proposed Membership</u>
Snape, D.J. Sutherland, M. Sutton, Mrs. H.M.	Hoare, M.W.A. Lea, C.I. Sutton, Mrs. H.M.

<b>Constitution Working Group</b>	
<u>Current Membership</u>	<u>Proposed Membership</u>
Snape, D.J. Snape, P.A.	Smith, C.D. Snape, P.A.

**LABOUR GROUP CHANGES**

<b>Appointments Panel</b>	
<u>Current Membership</u>	<u>Proposed Membership</u>
Adamson, G. Allen, F.W.C. Bennett, C. Martin, Mrs. C.E. Stretton, Mrs. P.Z.	Adamson, G. Alcott, G. Allen, F.W.C. Cooper, Miss J. Todd, Mrs. D.M.

PAGE INTENTIONALLY BLANK

## COUNCIL

21 FEBRUARY, 2018

## COUNCIL TAX 2018 / 2019

## Council Tax 2018/2019

Following Minute No 67 of the Council of 7 February 2018, determining the level of net spending for the General Fund Revenue Budget and Transfer from Working Balances for 2018 / 19; the Council is recommended to make a Council Tax for 2018 / 19 by formally approving the following resolution:-

- 1 It be noted that under the power delegated to the Council's Section 151 Officer, the Council calculated the Council Tax Base 2018/19
  - (a) for the whole Council area as 28,396.76 [Item T in the formula in Section 31B of the Local Government Finance Act 1992, as amended (the "Act")]; and
  - (b) for dwellings in those parts of its area to which a Parish precept relates as shown below

<b>Parish</b>	<b>Tax Base</b>
Brereton and Ravenhill	1,914.22
Bridgtown	551.85
Brindley Heath	237.74
Cannock Wood	393.70
Heath Hayes / Wimblebury	4,005.18
Hednesford	5,145.42
Norton Canes	2,169.64
Rugeley	5,221.30
<b>Unparished</b>	
Cannock	8,757.71
	<u><b>28,396.76</b></u>

- 2 That the Council Tax requirement for the Council's own purposes for 2018/19 (excluding Parish precepts) is calculated at £6,046,806.07
- 3 That the following amounts are calculated for the year 2018/19 in accordance with Sections 31 to 36 of the Local Government Finance Act 1992:
  - (a) £49,411,485.00 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(2) of the Act taking into account all precepts issued to it by Parish Councils.

- (b) £42,683,096.00 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3) of the Act.
- (c) £6,728,389.00 being the amount by which the aggregate at 3(a) above exceeds the aggregate at 3(b) above, calculated by the Council in accordance with Section 31A(4) of the Act as its Council Tax requirement for the year. (Item R in the formula in Section 31B of the Act).
- (d) £236.94 being the amount at 3(c) above (Item R), all divided by Item T (1(a) above), calculated by the Council, in accordance with Section 31B of the Act, as the basic amount of its Council Tax for the year (including Parish precepts).
- (e) £681,582.93 being the aggregate amount of all special items (Parish precepts) referred to in Section 34(1) of the Act.
- (f) £212.94 being the amount at 3(d) above less the result given by dividing the amount at 3(e) above by Item T (1(a) above), calculated by the Council, in accordance with Section 34(2) of the Act, as the basic amount of its Council Tax for the year for dwellings in those parts of its area to which no Parish precept relates.
- (g) For the following parts of the Council's Area

	<b>£.p</b>
Brereton and Ravenhill	245.84
Bridgtown	225.62
Brindley Heath	231.45
Cannock Wood	239.84
Heath Hayes and Wimblebury	231.17
Hednesford	239.66
Norton Canes	252.09
Rugeley	270.62

being the amounts given by adding to the amount at 3(f) above the amounts of the special item or items relating to dwellings in those parts of the Council's area mentioned above divided in each case by the amount at (1)(b) above, calculated by the Council, in accordance with Section 34(3) of the Act, as the basic amounts of its Council Tax for the year for dwellings in those parts of its area to which one or more special items relate.



(h) For the following parts of the Council's area

	<b>Disabled Band A</b>	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Band D</b>	<b>Band E</b>	<b>Band F</b>	<b>Band G</b>	<b>Band H</b>
	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>
Brereton & Ravenhill	136.58	163.89	191.21	218.52	245.84	300.47	355.10	409.73	491.68
Bridgtown	125.34	150.41	175.48	200.55	225.62	275.76	325.90	376.03	451.24
Brindley Heath	128.58	154.30	180.02	205.73	231.45	282.88	334.32	385.75	462.90
Cannock Wood	133.24	159.89	186.54	213.19	239.84	293.14	346.44	399.73	479.68
Heath Hayes & Wimblebury	128.43	154.11	179.80	205.48	231.17	282.54	333.91	385.28	462.34
Hednesford	133.14	159.77	186.40	213.03	239.66	292.92	346.18	399.43	479.32
Norton Canes	140.05	168.06	196.07	224.08	252.09	308.11	364.13	420.15	504.18
Rugeley	150.34	180.41	210.48	240.55	270.62	330.76	390.90	451.03	541.24
Unparished	118.30	141.96	165.62	189.28	212.94	260.26	307.58	354.90	425.88

Being the amounts given by multiplying the amounts at (3)(f) and (3)(g) above by the number by which, in the proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in a particular valuation band divided by the number which in that proportion is applicable to dwellings listed in valuation band D, calculated by the Council, in accordance with Section 36(1) of the Act, as the amounts to be taken into account for the year in respect of categories of dwellings listed in different valuation bands.

- 4 To note that the County Council, the Office of the Police and Crime Commissioner and the Fire Authority have issued precepts to the Council in accordance with Section 40 of the Local Government Finance Act 1992 for each category of dwellings in the Council's area as indicated in the table below.

#### Valuation Bands

	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Band D</b>	<b>Band E</b>	<b>Band F</b>	<b>Band G</b>	<b>Band H</b>
	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>
Staffordshire County Council	807.01	941.52	1,076.0 2	1,210.5 2	1,479.5 2	1,748.5 3	2,017.5 3	2,421.04
Office of the Police and Crime Commissioner	128.37	149.77	171.16	192.56	235.35	278.14	320.93	385.12
Stoke-on-Trent and Staffs Fire Authority	49.02	57.19	65.36	73.53	89.87	106.21	122.55	147.06

- 5 That the Council, in accordance with Sections 30 and 36 of the Local Government Finance Act 1992, hereby sets the aggregate amounts shown in the table below as the amounts of Council Tax for 2018/19 for each part of its area and for each of the categories of dwellings.

	<b>Disabled Band A</b>	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Band D</b>	<b>Band E</b>	<b>Band F</b>	<b>Band G</b>	<b>Band H</b>
	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>	<b>£ p</b>
Brereton & Ravenhill	956.92	1,148.29	1,339.69	1,531.06	1,722.45	2,105.21	2,487.98	2,870.74	3,444.90
Bridgtown	945.68	1,134.81	1,323.96	1,513.09	1,702.23	2,080.50	2,458.78	2,837.04	3,404.46
Brindley Heath	948.92	1,138.70	1,328.50	1,518.27	1,708.06	2,087.62	2,467.20	2,846.76	3,416.12
Cannock Wood	953.58	1,144.29	1,335.02	1,525.73	1,716.45	2,097.88	2,479.32	2,860.74	3,432.90
Heath Hayes & Wimblebury	948.77	1,138.51	1,328.28	1,518.02	1,707.78	2,087.28	2,466.79	2,846.29	3,415.56
Hednesford	953.48	1,144.17	1,334.88	1,525.57	1,716.27	2,097.66	2,479.06	2,860.44	3,432.54
Norton Canes	960.39	1,152.46	1,344.55	1,536.62	1,728.70	2,112.85	2,497.01	2,881.16	3,457.40
Rugeley	970.68	1,164.81	1,358.96	1,553.09	1,747.23	2,135.50	2,523.78	2,912.04	3,494.46
Unparished	938.64	1,126.36	1,314.10	1,501.82	1,689.55	2,065.00	2,440.46	2,815.91	3,379.10

- 6 That it is determined in accordance with Section 52ZB of the Local Government Finance Act 1992 that the Council's basic amount of Council Tax for 2018/19 is not excessive in accordance with the principles determined by the Secretary of State under Section 52ZC of that Act.

<b>Report of:</b>	<b>Managing Director</b>
<b>Contact Officer:</b>	<b>Steve Partridge</b>
<b>Telephone No:</b>	<b>01543 464588</b>
<b>Portfolio Leader:</b>	<b>Leader of the Council</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>Council: 21/02/18</b>

**COUNCIL  
21 FEBRUARY 2018  
CALENDAR OF MEETINGS 2018-19**

**1 Purpose of Report**

- 1.1 To consider and adopt the Calendar of Meetings for the 2018-19 Municipal year.

**2 Recommendations**

That:

- 2.1 The Calendar of Meetings 2018-19, included as Appendix 1 to the report, be approved.
- 2.2 The Managing Director, in consultation with the Chairman of the Council, the relevant Chairmen of Committees and / or Leader of the Council, as appropriate, be authorised to amend the Calendar of Meetings, through convening additional meetings, or the postponement or cancellation of meetings, if required.

**3 Key Issues and Reasons for Recommendation**

- 3.1 The proposed Calendar of Meetings for the 2018-19 Municipal year is attached as Appendix 1 to the report.
- 3.2 The Council is required by statute to determine the date and time of any meetings of its Committees, Sub-Committees and Panels. For practical purposes, this is normally carried out in advance of the relevant municipal year in the form of a report to Council. Updates are also provided throughout the year in the form of a Cycle of Meetings notice published on the Council's website.
- 3.3 It may be necessary to convene additional meetings as well as postpone or cancel meetings as required. Accordingly, it is proposed that rather than bringing any proposed changes back to Council for approval, the usual delegation is granted to the Managing Director to consult with the relevant

Chairman or Leader in such circumstances, having regard to any justifiable reasons that may exist.

#### **4 Relationship to Corporate Priorities**

- 4.1 Each year, the Council agrees its Calendar of Meetings for the forthcoming municipal year, thereby underpinning the administration of the Council's functions and supporting all of its Corporate Priorities.

#### **5 Report Detail**

- 5.1 Meetings of the Council will be called in accordance with the Council's Constitution and have been scheduled throughout the year. The purpose of certain Council Meetings is detailed within the Calendar.
- 5.2 Full Council has been scheduled to meet 8 times during the year. Annual Council in 2018 is scheduled for 23 May, and 22 May in 2019. The budget/precept setting meetings are planned for 20 February and 6 March, 2019.
- 5.3 Ten formal Cabinet meetings have been scheduled throughout the year, including a provisional meeting falling between the two 'budget setting' Council meetings in February, 2019. This provisional meeting will only be required in the event that balanced alternative budget proposals are referred back from Council for consideration by Cabinet.
- 5.4 The structure of the Scrutiny Committees is unchanged for 2018-19, with each Committee scheduled to meet three times during the year.
- 5.5 The Planning Control Committee has been scheduled to meet generally every 3 weeks in order to determine planning applications within the required deadlines.
- 5.6 The Audit and Governance Committee has been scheduled to meet 4 times in order to deal with specific matters at certain times of the year.
- 5.7 The Standards Committee has been scheduled to meet 4 times, although it should be noted the Committee has not met since June 2013 due to having no business to consider.
- 5.8 The Trade Unions Consultative Forum has been scheduled to meet 3 times, although it should be noted the Forum has not met since March 2016 due to having no business to consider.
- 5.9 Joint Cabinet/DMT and Shadow Cabinet have been scheduled to correspond with planned meetings of the Cabinet.
- 5.10 Meetings of the Constitution Working Group have also been scheduled to allow the annual review of the Constitution to take place as necessary.

- 5.11 As with previous years, recesses of meetings have been scheduled during certain periods of the municipal year to coincide with popular holiday periods. It has however been necessary to schedule some meetings during these periods in order that the business of those meetings can still be carried out as required (e.g. the Planning Control Committee). It may also be necessary to convene meetings of the Licensing and Public Protection Committee, Licensing Sub-Committee and Appeals and Complaints Panel during these periods to consider relevant matters.
- 5.12 All scheduled meetings will start at 4pm, other than meetings of the Planning Control Committee and Trade Unions Consultative Forum which will start at 3pm and 2pm respectively.
- 5.13 Account has also been taken of the planned dates for this year's Datteln Kanalfestival (17 to 19 August, 2018) so that no meetings clash with when Members' are likely to be travelling and in attendance at the festival.

## **6 Implications**

### **6.1 Financial**

There are no direct financial implications arising from this report. Any costs incurred in holding the meetings will fall to be met from the existing budgets within the Members' Notional SAC 2018-19.

### **6.2 Legal**

Under Schedule 12 of the Local Government Act, 1972, the Council is required to determine the date and time of any meetings of its Committees, Sub-Committees and panels. In accordance with the Local Government Act, 2000 and subsidiary legislation, the date and time of Cabinet meetings shall be determined by the Leader of the Council.

### **6.3 Human Resources**

Meetings within the Calendar will be 'serviced' by Democratic Services and supported by other Officers from within the Council. Any increase in the number of meetings or a reduction in staffing levels would impact on the Council's ability to support any additional meetings.

### **6.4 Section 17 (Crime Prevention)**

None.

### **6.5 Human Rights Act**

None.

### **6.6 Data Protection**

None.

**6.7 Risk Management**

None.

**6.8 Equality & Diversity**

None.

**6.9 Best Value**

None.

**7 Appendices to the Report**

Appendix 1 Calendar of Meetings 2018-19

**Previous Consideration**

N/A

**Background Papers**

None

**CALENDAR OF MEETINGS 2018-19**

**MAY 2018**

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3 District Elections	4
7 Bank Holiday	8	9 3pm Planning Control Committee	10	11
14	15	16	17	18
21	22	23 4pm Annual Council	24	25
28 Schools Half Term Recess Bank Holiday	29 Schools Half Term Recess	30 Schools Half Term Recess 3pm Planning Control Committee	31 Schools Half Term Recess 4pm Cabinet/DMT	

**JUNE 2018**

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5	6	7	8
11 4pm Shadow Cabinet	12	13	14 4pm Cabinet	15
18	19 4pm Audit and Governance Committee	20 3pm Planning Control Committee	21	22
25	26 4pm Customers & Corporate Scrutiny Committee	27	28 4pm Cabinet/DMT	29

**JULY 2018**

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 4pm Health, Culture and Environment Scrutiny Committee	4 4pm Economic Development and Town Centres Scrutiny Committee	5	6
9 4pm Shadow Cabinet	10	11 3pm Planning Control Committee	12 4pm Cabinet	13
16 4pm Standards Committee	17 4pm Housing, Crime and Partnerships Scrutiny Committee	18 2pm Trade Union Consultative Forum	19	20
23 Schools Summer Recess	24 Schools Summer Recess	25 Schools Summer Recess 4pm Council	26 Schools Summer Recess 4pm Audit & Governance Committee	27 Schools Summer Recess
30 Schools Summer Recess	31 Schools Summer Recess			

**AUGUST 2018**

Monday	Tuesday	Wednesday	Thursday	Friday
		1 Schools Summer Recess 3pm Planning Control Committee	2 Schools Summer Recess	3 Schools Summer Recess
6 Schools Summer Recess	7 Schools Summer Recess	8 Schools Summer Recess	9 Schools Summer Recess 4pm Cabinet/DMT	10 Schools Summer Recess
13 Schools Summer Recess	14 Schools Summer Recess	15 Schools Summer Recess (Datteln Festival 17-19 Aug)	16 Schools Summer Recess (Datteln Festival 17-19 Aug)	17 Schools Summer Recess (Datteln Festival 17-19 Aug)
20 Schools Summer Recess (Datteln Festival 17-19 Aug) 4pm Shadow Cabinet	21 Schools Summer Recess	22 Schools Summer Recess 3pm Planning Control Committee	23 Schools Summer Recess 4pm Cabinet	24 Schools Summer Recess
27 Schools Summer Recess Summer Bank Holiday	28 Schools Summer Recess	29 Schools Summer Recess	30 Schools Summer Recess	31 Schools Summer Recess



SEPTEMBER 2018

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12 3pm Planning Control Committee	13	14
17	18	19	20 4pm Cabinet/DMT	21
24	25	26 4pm Council	27	28

OCTOBER 2018

Monday	Tuesday	Wednesday	Thursday	Friday
1 4pm Shadow Cabinet	2	3 3pm Planning Control Committee	4 4pm Cabinet	5
8	9	10	11	12
15 4pm Standards Committee	16	17	18 4pm Cannock Bowling Green Trustees (Outside Body)	19
22	23	24 3pm Planning Control Committee	25 4pm Cabinet/DMT	26
29 Schools Half Term Recess	30 Schools Half Term Recess	31 Schools Half Term Recess		

NOVEMBER 2018

Monday	Tuesday	Wednesday	Thursday	Friday
			1 Schools Half Term Recess	2 Schools Half Term Recess
5 4pm Shadow Cabinet	6	7 2pm Trade Union Consultative Forum	8 4pm Cabinet	9
12	13 4pm Customers & Corporate Scrutiny Committee	14 3pm Planning Control Committee	15	16
19 4pm Health, Culture and Environment Scrutiny Committee	20	21 4pm Economic Development and Town Centres Scrutiny Committee	22	23
26 4pm Housing, Crime and Partnerships Scrutiny Committee	27 4pm Audit and Governance Committee	28 4pm Council	29 4pm Cabinet/DMT	30

DECEMBER 2018

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5 3pm Planning Control Committee	6	7
10 4pm Shadow Cabinet	11	12	13 4pm Cabinet	14
17	18	19	20	21
24 Schools Half Term Recess	25 Schools Half Term Recess Christmas Day	26 Schools Half Term Recess Boxing Day	27 Schools Half Term Recess	28 Schools Half Term Recess
31 Schools Half Term Recess				

**JANUARY 2019**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	1 Schools Half Term Recess New Years Day	2 Schools Half Term Recess 3pm Planning Control Committee	3 Schools Half Term Recess	4 Schools Half Term Recess
7	8	9	10	11
14	15 4pm Constitution Working Group	16 3pm Planning Control Committee	17	18
21	22	23 4pm Council	24 4pm Cabinet/DMT	25
28 4pm Standards Committee	29	30	31	

**FEBRUARY 2019**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
				1
4 4pm Shadow Cabinet	5	6 3pm Planning Control Committee	7 4pm Cabinet	8
11	12 4pm Constitution Working Group	13	14	15
18 Schools Half Term Recess	19 Schools Half Term Recess	20 Schools Half Term Recess 4pm Council (Budgets)	21 Schools Half Term Recess	22 Schools Half Term Recess
25	26	27 3pm Planning Control Committee 5pm Cabinet (Only if budget matters referred from 06/02/18 Council)	28 4pm Cabinet/DMT	

MARCH 2019

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 4pm Health, Culture and Environment Scrutiny Committee	5 4pm Constitution Working Group	6 4pm Council (Precepts etc.)	7	8
11 4pm Shadow Cabinet	12 4pm Customers & Corporate Scrutiny Committee	13 4pm Economic Development and Town Centres Scrutiny Committee	14 4pm Cabinet	15
18	19 4pm Housing, Crime and Partnerships Scrutiny Committee	20 3pm Planning Control Committee	21	22
25 4pm Standards Committee	26 4pm Audit and Governance Committee	27 2pm Trade Union Consultative Forum	28	29

APRIL 2019

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4 4pm Cabinet/DMT	5
8 4pm Shadow Cabinet	9	10 3pm Planning Control Committee	11	12
15 Schools Half Term Recess	16 Schools Half Term Recess	17 Schools Half Term Recess 4pm Council	18 Schools Half Term Recess 4pm Cabinet	19 Schools Half Term Recess Bank Holiday
22 Schools Half Term Recess Bank Holiday	23 Schools Half Term Recess	24 Schools Half Term Recess 3pm Planning Control Committee	25 Schools Half Term Recess	26 Schools Half Term Recess
29	30			

MAY 2019

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 District and Parish Elections	3
6 Bank Holiday	7	8	9	10
13	14	15 3pm Planning Control Committee	16	17
20	21	22 4pm Annual Council	23	24
27 Schools Half Term Recess Bank Holiday	28 Schools Half Term Recess	29 Schools Half Term Recess	30 Schools Half Term Recess	31 Schools Half Term Recess

PAGE INTENTIONALLY BLANK

<b>Report of:</b>	<b>Managing Director</b>
<b>Contact Officer:</b>	<b>Louise Onions</b>
<b>Telephone No:</b>	<b>01543 464553</b>
<b>Portfolio Leader:</b>	<b>Leader of the Council</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>Council 21/02/18</b>

**COUNCIL**  
**21 FEBRUARY 2018**  
**CUSTOMER FEEDBACK AND COMPLAINTS POLICY**

**1 Purpose of Report**

- 1.1 To seek approval by Council to adopt the Customer Feedback and Complaints Policy (Appendix 1).

**2 Recommendations**

- 2.1 That Council approves the Customer Feedback and Complaints Policy as set out in Appendix 1, and formally adopts this as Council policy.

**3 Key Issues and Reasons for Recommendation**

- 3.1 The purpose of this policy is to assist members of the Public with providing any feedback to the Council whether it is in the form of a compliment, comment or complaint. It sets out in detail how to provide feedback and how to make a complaint and explains how the Council will respond.

**4 Relationship to Corporate Priorities**

- 4.1 The Customer Feedback and Complaints Policy contributes to the Customer Priority of the Council as set out in the Corporate Plan 2015-18.

**5 Report Detail**

- 5.1 As identified in the Council's Annual Governance Statement 2016-17, the Customer Feedback and Complaints Policy has been reviewed and refreshed.

- 5.2 The Customer Feedback and Complaints Policy covers all types of feedback that the Council may receive from its Customers and members of the Public about the services it provides.
- 5.3 This Policy aims to draw together details of how to provide feedback including making a complaint, and details how the Council will handle any feedback it receives.
- 5.4 There will be occasions when things go wrong and the Council makes a mistake; the Policy provides information on how the Council will learn lessons from any errors including identifying appropriate steps to take to ensure the same mistake does not happen again.
- 5.5 Cannock Chase Council receives a low number of formal complaints compared to the number of customer contacts it receives. However, it is important that there is a clear framework for dealing with feedback to ensure that this is handled in a fair and consistent approach.
- 5.6 This Policy will be implemented across the entire Council. However, it should be noted that there are also other Council Policies and Procedures in place that may be used to handle certain types of concerns for example Confidential Reporting, Anti-fraud and Money Laundering Frameworks.
- 5.7 Moving forward, the Council will report annually to the Cabinet on the numbers and types of complaints that the Council has received, along with the outcomes of complaints where necessary. A summary of this information will also be included and published in the Council's Annual Report and the Annual Governance Statement.

## **6 Implications**

### **6.1 Financial**

There are no direct financial implications arising from this report.

### **6.2 Legal**

None.

### **6.3 Human Resources**

None.

### **6.4 Section 17 (Crime Prevention)**

None.

### **6.5 Human Rights Act**

None.



**6.6 Data Protection**

None.

**6.7 Risk Management**

None.

**6.8 Equality & Diversity**

A full Equality Impact Assessment has been completed, and no implications were identified.

**6.9 Best Value**

None.

**7 Appendices to the Report**

Appendix 1

Customer Feedback and Complaints Policy

**Previous Consideration**

None.

**Background Papers**

None.



**ITEM NO. 12.**



# Customer Feedback and Complaints Policy

Civic Centre, PO Box 28, Beecroft Road, Cannock, Staffordshire WS11 1BG

tel 01543 462621 | fax 01543 462317 | [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk)

 Search for 'Cannock Chase Life'  @CannockChaseDC



## **INDEX**

- 1. Introduction**
- 2. Purpose**
- 3. Guiding principles**
- 4. Feedback**
- 5. What is a complaint?**
- 6. Complaints not covered by this policy**
- 7. Who can make a complaint?**
- 8. How can complaints be made**
- 9. How your complaint will be dealt with**
- 10. What about when we get it wrong**
- 11. Local Government and Social Care Ombudsman & Housing Ombudsman**
- 12. Vexatious Complainants**
- 13. Reporting and learning from complaints**

## **APPENDIX 1**

### **COMPLAINTS LEARNING FORM**

# 1. Introduction

Cannock Chase Council provides a wide range of services to the public. In most cases, people are satisfied with these but there are occasions when things do go wrong and concerns have to be raised with the Council. If you are unhappy or dissatisfied with a service you have received, you have the right to complain and be listened to. We will do all we can to resolve your complaint promptly and ensure you receive a response to the issues you raise. The Council believes that dealing effectively with complaints is essential to providing good services. It is equally important that customers are encouraged to provide feedback when the Council provides an excellent level of service.

## 2. Purpose

The purpose of this document is to:

- a) invite feedback from our customers;
- b) define what a complaint is, who can make a complaint to the Council and how different types of complaints are addressed;
- c) explain how to make a complaint;
- d) explain the process we will follow when dealing with a complaint so that everyone knows what they can expect;
- e) explain how to escalate your complaint outside of the Council if necessary;
- f) set out how we will monitor complaints, use information to improve services and identify training needs.

## 3. Guiding principles

Cannock Chase Council will:

- a) listen to all types of feedback from customers whether in the form of comment, suggestion, compliment or complaint;
- b) be proportionate in our approach;
- c) aim to resolve concerns and complaints at the earliest opportunity;
- d) treat all complaints seriously with an honest and open mind and do everything we can to deal with them efficiently and effectively;
- e) say sorry if we have made a mistake, or something has gone wrong, and we will put it right as soon as possible;
- f) make sure our responses are based on the evidence available, address all elements of the complaint, and provide clear explanations for decisions made;
- g) ensure our procedure is equally accessible irrespective of age, disability, gender, sexual orientation, race, religion or belief, gender reassignment, marriage or civil partnership or pregnancy or maternity leave;

- h) use customer feedback information in a positive way to identify training requirements, improve processes, recognise good practice and share learning to prevent similar complaints in the future.

## 4. Feedback

The Council welcomes feedback from customers about the services that it provides. If you have any comments or suggestions about how the Council can improve, or if you wish to provide compliments about our services or a Council Officer, these can be made via any of the following methods of contact:

Email the Managing Director of the Council on

[tonymcgovernpa@cannockchasedc.gov.uk](mailto:tonymcgovernpa@cannockchasedc.gov.uk);

Telephone - 01543 462621;

Via the Council's website using the following link -

<http://www.cannockchasedc.gov.uk/council/about-council/customer-feedback-help-us-get-it-right>;

Facebook - Cannock Chase Life

Twitter - @cannockchasedc

Any feedback received will be directed to the appropriate Manager, Officer or Elected Member of the Council.

## 5. What is a complaint?

We define a complaint as:

'An expression of dissatisfaction with our service (whether justified or not) which requires a response'.

A complaint could be in relation to any of the following examples:

- we have made a mistake in the way we have provided a service;
- there has been an unreasonable or unjustified delay in providing a service;
- we have failed to deliver a service properly; this could relate to quality standard or service level;
- our processes or policies have not been followed;
- our legal or regulatory requirements have not been met;
- we have not delivered to a commitment or promise;
- our staff have been rude and unhelpful or not conducted themselves correctly;
- the behaviour of an Elected Member has caused concern;
- a contractor delivering a service or works on behalf of the Council.

Some complaints are expressions of dissatisfaction with Government or local policies, as opposed to our failure to meet service standards or individual conduct issues. This Council will do our best to explain the policy and the reasons for it. However, if the customer remains dissatisfied with the policy they may be directed to their local MP or the relevant national body for further clarification or explanation.

## 6. Complaints not covered by this policy

Certain types of issues and complaints fall outside of the Council's complaints procedure because:

- there are other processes more suitable for dealing with them such as statutory appeal or tribunal process;
- they are outside of our control e.g. complaints about Social Care services, Highways/roads and Education: these should be directed in the first instance to Staffordshire County Council ([www.staffordshire.gov.uk](http://www.staffordshire.gov.uk));
- there are separate legal or regulatory requirements covering these services.

Examples are:

- a complaint that has been previously investigated and responded to;
- a complaint that is being or has been, investigated by the Local Government and Social Care Ombudsman;
- matters of law or central Government policy;
- harassment by neighbours (Non-Council Tenants);
- complaints from staff about human resource issues such as recruitment, dismissals, pay, pensions and discipline (these are dealt with separately under our Human Resources policies);
- Freedom of Information requests, or complaints about the decision, the information provided or how a request was handled (these are dealt with under the Freedom of Information Policy);
- complaints that have already been decided by a court or independent tribunal are not covered by our procedure, but complaints about the implementation of a court or tribunal's decision may be investigated, for example the recovery of Council Tax after a liability order has been obtained;
- services for which there are alternative statutory appeal or tribunal processes, including: appeals against the refusal of planning permission or planning enforcement, parking appeals, complaints about registered housing providers, Housing Benefit appeals, homelessness decisions, acceptance on housing waiting list, Council Tax and Housing Benefit calculations and insurance claims.

Where the subject of a complaint is covered by specific regulatory procedures, it must be dealt with through those procedures. However, when a customer is unhappy about

the way that an appeal or tribunal matter was handled, for example a delay in preparing the Council's submission to a tribunal or appeals panel, this should be dealt with under this complaints procedure. If the complaint is about the attitude of staff when handling an appeal or tribunal matter this also falls under the Council's complaints procedure.

Please note that some types of complaint will be governed by other more detailed Council Policies. For example, customers wishing to raise a complaint about Fraud and Corruption would have it handled via the Anti-fraud and Corruption Framework.

If you are not clear whether your complaint can be dealt with by the Council, please contact the Managing Director's Office via Tel 01543-462621 or Email [tonymcgovernpa@cannockchasedc.gov.uk](mailto:tonymcgovernpa@cannockchasedc.gov.uk) for further advice.

## **7. Who can make a complaint?**

Anyone who uses or is affected by our services can make a complaint:

- our residents;
- people who work in or visit the District;
- local businesses;
- community groups.

A complaint can also be made by:

- a representative acting on behalf of someone who is unable to make the complaint themselves because of physical or mental incapacity;
- a representative where they have been asked to act on behalf of a customer;
- a representative acting on behalf of someone who has passed away.

For complaints made by a representative we have to comply with the following legal requirements:

- a) We must have written authority from the customer (or from their executor or administrator of their estate) to deal with the representative acting on their behalf.
- b) We will only deal with a complaint made by a representative of someone because of physical or mental incapacity if we are satisfied that it is being pursued in the best interest of the customer.
- c) We will use the term mental incapacity as defined by the Mental Capacity Act 2005.



## 8. How can complaints be made

Customers can make a complaint in a way that best suits them. If you have tried to resolve your concerns with the relevant service and you remain dissatisfied then you can submit a formal complaint for investigation as follows:

- a) For complaints about Council services or Council Officer conduct or the Council has not followed its policies properly:  
EMAIL [tonymcgovernpa@cannockchasedc.gov.uk](mailto:tonymcgovernpa@cannockchasedc.gov.uk)

Online Form at <https://www.cannockchasedc.gov.uk/content-z-tags/complaints>

Paper Customer Feedback Form which can be sent to complainant by post or collected from the Council's Reception

In writing to the Managing Director, Cannock Chase Council, Civic Centre, Beecroft Road, Cannock, Staffordshire, WS11 1BG

If you are not able to put your complaint in writing for any reason, you can contact the Managing Director's Office by telephone on 01543 462621 and explain your complaint over the phone.

- b) Complaints about Council Officers

If a complaint is made about a Service Manager (or equivalent) the relevant Head of Service will have to be involved in Stage 1 of the process. If this then escalates to Stage 2, another Head of Service not involved in the complaint will be nominated by the Managing Director.

Where a Head of Service is the subject of a complaint at Stage 1, this would have to be handled by another Head of Service nominated by the Managing Director.

Where it is the Managing Director that is the subject of a complaint at Stage 1, the complaint will be investigated by the Monitoring Officer. If the complainant was not satisfied and wished to escalate to Stage 2, the Appeals and Complaints Panel would be convened.

- c) Complaints about Elected Members

For complaints about Elected Members please refer to the following page on the Council's website which provides details of the relevant complaints criteria and includes a complaints form which can be downloaded/printed:

<http://www.cannockchasedc.gov.uk/council/councillors-mps-mep/complaint-about-councillor>

If you have any difficulties accessing this page or downloading the form then please contact the Council's Democratic Services Team on 01543 462621 or email [membersservices@cannockchasedc.gov.uk](mailto:membersservices@cannockchasedc.gov.uk).

## 9. How your complaint will be dealt with

- a) Complaints about Council Services or Council officer conduct or the Council has not followed its policies properly:

The Council operates a three stage complaints procedure for complaints about Council services or Council officer conduct or the Council has not followed its policies properly. Our formal complaints procedure process begins when the customer is not satisfied with our immediate resolution of an issue of concern.

### **Complaint Stages:**

#### **Stage One**

We will acknowledge your complaint within three working days of receipt and will provide you with a full response within a further ten working days. It is however, important to note that there are some occasions when a full response cannot be provided within this timeframe due to the complexity of the issues raised. We will keep you informed should an extended timeframe be anticipated.

The Council will ensure that staff who are the subject of a complaint in respect of their personal conduct, or those who may have a clear conflict of interest in dealing with such a complaint, will not handle or respond to the complaint.

#### **Stage Two**

If you remain dissatisfied with the outcome of your complaint, you can escalate your complaint to the relevant Head of Service, detailing why you remain dissatisfied. The Head of Service will seek to resolve any outstanding issues if this is possible.

#### **Stage Three**

It is regrettable that on occasions you may not be satisfied with the Council's response to your complaint and for this reason stage three provides a route of appeal. You can escalate your complaint to the Council's Appeals and Complaints Panel, a Committee of Councillors called to hear your complaint, or you can refer your complaint to the Local Government and Social Care Ombudsman.

- b) Complaints about Elected Members

The Council is very keen to make sure all elected Members in Cannock Chase uphold good standards of behaviour. Following receipt of the completed form, the Council's Monitoring Officer will review the allegations. Following investigation, a written outcome will be provided to you. If there is evidence that a Councillor has

breached the Council's Code of Conduct, the matter may be referred to the Standards Committee.

c) **Anonymous Complaints**

We will deal with anonymous complaints where they involve individual or public safety, alleged corruption, waste or other impropriety and where we have sufficient information to allow an investigation to proceed. It will obviously not be possible to feedback to the complainant about the outcome of any investigations.

For certain types of allegations (e.g. Fraud) the Council operates a Confidential Reporting Framework which sets out how anonymous allegations will be handled of if a person wants their identity protecting within the Council process.

d) **Complaints from Councillors or MPs**

Where Councillors or MPs make a complaint on behalf of a constituent, we will deal with the complaint following our normal processes and keep the Councillor or MP informed of progress.

### **Confidentiality**

All responses to complaints at all stages will be sent in writing to the customer's address or email address unless specifically requested otherwise. We will maintain the confidentiality of all personal customer information, and not disclose it outside of the Council without the prior permission of the customer, unless legally obliged to do so.

### **Equality and Diversity**

We will ensure our complaints process is easily accessible to all customers online and in Council Services. Telephone advice will be provided as necessary (see Section 8) for anybody who is not sure how and where to complain.

We are committed to equality and diversity in employment practice and service delivery. Our aim is to ensure that all our customers are confident of receiving fair treatment and equality of opportunity irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, race, sex and religion or belief.

This policy will be subject to a fully Equality Impact Assessment.

## **10. What about when we get it wrong**

When a complaint is found to be justified the Council will:

- apologise to the complainant(s);
- explain what has been/will be done to put the mistake right;

- explain how the error occurred and what has been done to prevent it happening again.

Redress:

In some cases an apology is all that is necessary and appropriate by way of a remedy.

We will offer redress where we believe that this will best serve the interests of the customer and customer service. For example, practical action will be considered as part or all of a remedy where a complaint is about failure to take some specific action such as carrying out repairs to a tenant's house.

Consideration will also be given to any practical action suggested by the complainant(s).

There will be circumstances where we are unable to put the customer back into the position they would have been in because of the amount of time lapsed or due to other events which may since have occurred.

In such circumstances, we may consider financial compensation. When considering any redress we will be fair, consistent and mindful of public money.

Decisions about making compensation payments as a result of a formal complaint will be made by the Council's relevant Head of Service.

## **11. Local Government and Social Care Ombudsman & Housing Ombudsman**

If a customer is not happy with the way in which we handled their complaint or with our response, they may ask the Local Government and Social Care Ombudsman to look into their complaint. The Ombudsman will not normally look into a complaint if we have not had an opportunity to resolve it through our own complaints process first.

Enquiries from the Local Government and Social Care Ombudsman will in most cases be co-ordinated by the Council's Complaints Officer and handled by the relevant Head of Service.

In cases where the Ombudsman has recommended redress, we are committed to following the advice and timescales of the Ombudsman to the best of our ability. All Local Government and Social Care Ombudsman decisions will be published by the Council as part of the Council's Annual Report.

The Local Government and Social Care Ombudsman can be contacted via:

Telephone: 0300 061 0614 (Monday to Friday 8:30 a.m. - 5 p.m.)

Fax: 0330 403 4001

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Address: The Local Government and Social Care Ombudsman, PO Box 4771,  
Coventry, CV4 0EH

### **Housing Ombudsman**

Complaints about social housing (landlord/tenant issues) may be referred to the Housing Ombudsman if a complainant remains dissatisfied with the Council's response. A period of eight weeks must pass between the Council's final response and the complainant referring the matter to the Ombudsman.

The Housing Ombudsman can be contacted via:

Housing Ombudsman Service

Exchange Tower

Harbour Exchange Square

London E14 9GE

Telephone: 0300 111 3000

Lines are open Monday to Friday from 9.15hrs to 17.15hrs (except public holidays).

Fax: 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## **12. Vexatious Complainants**

On rare occasions, a complainant may demonstrate unreasonably persistent behaviour that is time consuming to manage and interferes with proper consideration of the complaint. Examples of this might include:

- Refusing to specify the grounds of a complaint, despite offers of help.
- Refusing to cooperate with the complaints investigation process.
- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements he or she made at an earlier stage.
- Introducing trivial or irrelevant new information at a later stage.
- Raising many detailed but unimportant questions, and insisting they are all answered.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with other departments within the Council or various outside organisations.

- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision; repeatedly arguing points with no new evidence.

In considering whether to designate a complainant as vexatious, the Council will adhere to the Local Government and Social Care Ombudsman guidance on Managing Unreasonable Complainant Behaviour. Nobody will be categorised as a vexatious complainant until all stages of the complaints policy has been followed. If a complainant is designated as vexatious, a full written explanation will be provided as to why the decision has been taken; what it means for his or her contacts with the Council; how long any limits/restrictions will last, and what the complainant can do to have the decision reviewed.

If a complainant is designated as vexatious, it does not mean that the Council will not communicate or deal with the individual(s). Any restrictions placed on the complainant will be proportionate to the nature and frequency of the complainant's current contacts.

Options include:

- Placing limits on the number and duration of contacts with staff per week or month.
- Offering a restricted time slot for necessary calls.
- Limiting the complainant to one medium of contact (telephone, letter, email etc).
- Requiring the complainant to communicate only with one named member of staff.
- Requiring any personal contacts to take place in the presence of a witness and in a suitable location.
- Refusing to register and process further complaints about the same matter.

Where a decision on the complaint has been made, the Council will tell the complainant that future correspondence will be read and placed on the file but not acknowledged, unless it contains material new information. The status of each complainant who may be designated as vexatious will be reviewed at least annually and sooner if required.

## **13. Reporting and learning from complaints**

We are committed to learning from complaints and using complaints information to drive efficiencies and service improvements (see Appendix 1).

We will keep records on each complaint received including:

- type of complaint;

- complaint outcome;
- timescales agreed;
- whether timescales were met.

We will report to the council's Senior Management Team when a complaint identifies learning points for the future. We will also report annually to the Council's Cabinet on the numbers and types of complaints received, together with information on the complaint outcomes. A summary of all complaints received and outcomes will be published every year as part of the Council's Annual Report and summarised in the Annual Governance Statement.



## Appendix 1

### Complaints Learning Form

(Will be formalised for each Service Area)

Informal Complaint  MP Enquiry  Stage 1   
Stage 2  Stage 3  Referred to Ombudsman

Complaint Reference: *Click here to enter text.*

#### Type of Complaint:

Communication  Policy  Process   
Service Failure  Staff Attitude  Time   
Equality and Diversity

Service Area: *Click here to enter text.*

Responsible Officer: *Click here to enter text.*

Complainant Name: *Click here to enter text.*

Address: *Click here to enter text.*

Any Previous Complaints - Details:

*Click here to enter text.*

Complaint Details: Issues/Reasons/Outcome etc.:

*Click here to enter text.*

Complaint upheld: Not Upheld  Partially Upheld  Fully Upheld



Time taken to resolve Complaint:

Date Complaint Received - *Click here to enter text.*

Date Responded - *Click here to enter text.*

Days Taken to Complete - *Click here to enter text.*

Resolved within corporate timescales: Yes  No

If no, why?:

*Click here to enter text.*

Compensation / Goodwill Gesture Awarded? Yes  No

Amount/Gesture Offered: *Click here to enter text.*

**Lessons Learnt:**

*Click here to enter text.*

Action to be taken	Implementation Date	Responsible Officer	Comments	Review Date
<i>i.e. Policy Amendment</i>				

Signed:

Name: *Click here to enter text.*

Date: *Click here to enter text.*

PAGE INTENTIONALLY BLANK

<b>Report of:</b>	<b>Leader of the Council</b>
<b>Contact Officer:</b>	<b>Suzanne Dutton</b>
<b>Telephone No:</b>	<b>01543 464 426</b>
<b>Portfolio Leader:</b>	<b>Corporate Improvement</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>Council: 21/02/18</b>

**COUNCIL**  
**21 FEBRUARY 2018**  
**LOCALISM ACT 2011 – PAY POLICY STATEMENT 2018/19**

**1 Purpose of Report**

- 1.1 To agree a Pay Policy Statement for 2018/19 as required by Sections 38 and 39 of the Localism Act 2011.

**2 Recommendations**

- 2.1 That Council approves the Pay Policy Statement 2018/19 as set out in Appendix A.
- 2.2 That Council agrees to the publication of the Pay Policy Statement on the Council's website.

**3 Key Issues and Reasons for Recommendation**

- 3.1 Section 38 (1) of the Localism Act 2011 requires English and Welsh Local Authorities to prepare a Pay Policy Statement for 2012/13 and for each financial year thereafter. Section 39 of the Act requires the Statement to be approved by Council by the end of March each year.
- 3.2 The purpose of a Pay Policy Statement is to provide transparency concerning the Council's approach to setting the pay of its employees in line with Chapter 8 of the Localism Act 2011 and the provisions of the guidance issued under S40 (i.e. Openness and accountability in local pay) by identifying:
- A local authority's policy on the level and elements of remuneration for each chief officer.
  - A local authority's policy on the remuneration of its lowest paid employees (together with a definition of "lowest paid employees").

- A local authority's policy on the relationship between the remuneration of its chief officers and its other officers.
- A local authority's policy on other specific aspects of chief officers' remuneration such as remuneration on recruitment, increases and additions to remuneration, use of performance related pay and bonuses, termination payments and transparency.

3.3 For these reasons a Pay Policy Statement has been created for approval and publication.

#### **4 Relationship to Corporate Priorities**

4.1 This report supports the Council's Corporate Priorities as follows:

- (i) This report does not contribute directly to corporate priorities but is required for legal compliance with the Localism Act 2011.

#### **5 Report Detail**

5.1 Section 38 (1) of the Localism Act 2011 requires English (and Welsh) local authorities to prepare a Pay Policy Statement for 2012/13 and for each financial year after that. The Bill as initially drafted referred solely to chief officers (a term which includes both statutory and non-statutory chief officers, and their deputies); but amendments reflecting concerns over low pay and also drawing on Will Hutton's 2011 review of fair pay in the public sector introduced requirements to compare the policies on remunerating chief officers and other employees, and to set out the policy on the lowest paid.

5.2 The Act defines remuneration widely, to include not just pay but also charges, fees, allowances, benefits in kind, increases in/enhancements of pension entitlements, and termination payments.

5.3 In terms of process the Pay Policy Statement:

- Must be approved formally by the full Council;
- Must be approved by the end of March each year;
- Can be amended in-year;
- Must be published on the Authority's website (and in any other way the Authority chooses);
- Must be complied with when the Authority sets the terms and conditions for a Chief Officer.

5.4 The Act also requires an authority to have regard to any statutory guidance on the subject issued or approved by the Secretary of State. Statutory recommendations have been issued on pay multiples (within a wider code of

recommended practice) on data transparency and a broader set of statutory guidance on the publication of pay policy statements. The statutory guidance emphasises that each local authority has the autonomy to take its own decisions on pay and pay policies.

- 5.5 The Act sets out that in the context of managing scarce public resources, remuneration at all levels needs to be adequate to secure and retain high quality employees dedicated to the service of the public, but at the same time needs to avoid being unnecessarily generous or otherwise excessive (and seen as such). Each local authority will have its own way of balancing those factors, with legitimately differing emphases reflecting differing circumstances.
- 5.6 As well as being required to set out certain of its policies on pay, a local authority is required to use the pay policy statement to set out its policies on paying charges, fees (such as for the local returning officer or joint authority duties) allowances and benefits in kind.
- 5.7 Although not required by the Act or statutory guidance, in order to support the need for transparency the pay policy statement should include the percentage rate at which the employers pension contributions have been set for the year in question together with the employee contribution rates.
- 5.8 As the annual pay award for 2018/19 for all negotiating bodies has yet to be agreed the figures given within the pay policy statement are based on the pay levels from 1<sup>st</sup> April 2017 (JNC Chief Officers) and 1<sup>st</sup> November 2017 (NJC & Red Book employees).

## **6 Implications**

### **6.1 Financial**

The approval of the Council's Pay Policy Statement does not commit any additional expenditure over and above that approved for the next financial year 2018/19.

### **6.2 Legal**

The legal implications are discussed in the main body of this report.

### **6.3 Human Resources**

None

### **6.4 Section 17 (Crime Prevention)**

None

### **6.5 Human Rights Act**

None

**6.6 Data Protection**

Data on chief officers' pay is regularly published and is already in the public domain

**6.7 Risk Management**

None

**6.8 Equality & Diversity**

Pay and conditions for employees are applied fairly and equitably under the Council's job evaluation scheme. Any differentials arising in pay between employees arise from the job evaluation scheme or from the effect of TUPE protections where applicable.

**6.9 Best Value**

None.

**7 Appendices to the Report**

Appendix A – Pay Policy Statement 2018/19

**Previous Consideration**

None.

**Background Papers**

None.

**CANNOCK CHASE COUNCIL**  
**PAY POLICY STATEMENT – 2018/19**

**Introduction and Purpose**

Under section 112 of the Local Government Act 1972, Council has the “power to appoint officers on such reasonable terms and conditions as the authority thinks fit”. This Pay Policy Statement (the ‘statement’) sets out Cannock Chase Council’s approach to pay policy in accordance with the requirements of Section 38 of the Localism Act 2011 and associated guidance, and the Local Government (Transparency Requirements) Regulations 2014. The purpose of the statement is to provide transparency with regard to the Council’s approach to setting the pay of its employees in line with Chapter 8 of the Localism Act 2011 and the provisions of the guidance issued under S40 (i.e. ‘Openness and accountability in local pay’) by identifying;

- the methods by which salaries of all employees are determined;
- the detail and level of remuneration of its most senior staff i.e. ‘chief officers’, as defined by the relevant legislation;
- those responsible for ensuring the provisions set out in this statement are applied consistently throughout the Council and recommending any amendments to the full Council.

Once approved by full Council, this policy statement will come into immediate effect and will be subject to review on a minimum of an annual basis in accordance with the relevant legislation prevailing at that time.

**Legislative Framework**

In determining the pay and remuneration of all of its employees, the Council will comply with all relevant employment legislation. This includes:

- The Equality Act 2010
- The Part Time Employment (Prevention of Less Favourable Treatment) Regulations 2000
- The Agency Workers Regulations 2010, and where relevant
- The Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

With regard to the Equal Pay requirements contained within the Equality Act, the Council ensures there is no pay discrimination within its pay structures and that all pay differentials can be objectively justified.

**Pay Structure**

The Authority implemented its single status agreement from 1<sup>st</sup> April 2005 covering all employees within the scope of the National Joint Council for Local Government Services (known as the “Green book”). This was approved by Council on 23<sup>rd</sup> February

2005. A single status agreement for Chief Officers within the scope of the Joint Negotiating Committee for Chief Officers of Local Authorities was approved by Council on 29<sup>th</sup> June 2005 and implemented from 1<sup>st</sup> August 2005. A salary scheme for craft employees under the scope of the Joint Negotiating Committee for Local Authority Craft and Associated Employees (known as the "Red Book") was approved by the Council on 26<sup>th</sup> August 2009 and implemented from 1<sup>st</sup> September 2009.

The minimum and maximum rates of pay of all employees within scope of the Single Status Agreements are based on either the national pay spine and/or locally negotiated rates of pay, national minimum wage legislation, including Apprentice rates of pay, or the living wage as defined by the Living Wage Foundation.

The national pay spine and local pay grades are set out at Appendix 1. The 'Green Book' and 'Red Book' national conditions of service pay spine salary points were increased from 1<sup>st</sup> April 2017 and again from 1<sup>st</sup> November 2017 following an increase to the Living Wage Foundation rate. A further increase in the pay spine to be effective from 1<sup>st</sup> April 2018 remains under national negotiation between the employers and the trade unions and is unresolved at the time of writing. With effect from 1<sup>st</sup> April 2015 the Council implemented the Living Wage Rate as proposed by the Living Wage Foundation, which rose from a minimum hourly rate of £8.45 to £8.75 per hour, from 1<sup>st</sup> November 2017 for all employees who would earn less than that rate within the current national pay structure. The rate will be reviewed and a revised rate applied in November 2018.

An annual pay award was agreed for Chief Officers effective from 1<sup>st</sup> April 2017. A further increase in the pay spine to be effective from 1<sup>st</sup> April 2018 remains under national negotiation between the employers and the trade unions and is unresolved at the time of writing. The Council remains committed to adherence with national pay bargaining in respect of the national pay spine (amended only by the Living Wage Foundation rate) and any annual cost of living increases negotiated in the pay spine and will implement any amended pay or grading structure that may arise from such national negotiations.

The grading of job roles is determined by reference to the NJC Job Evaluation Scheme and the Hay Evaluation scheme as adopted by the Council. The exception to this is circumstances where, as part of shared service arrangements or other relevant transfers of personnel, employees have transferred to Cannock Chase Council under the TUPE regulations with protected pay and terms and conditions of employment. Those terms and conditions will remain in place until such time as there is an economic, technical or organisational reason for changing them, as is required under the TUPE legislation.

With the exception of progression through any incremental scale of any relevant grade being subject to overall satisfactory performance, the level of remuneration is not variable dependent upon the achievement of defined targets

There is, in addition, the provision for the acceleration of increments within any grade in order to take account of changes to duties and responsibilities or outstanding contribution.



All other pay related allowances are the subject of either national or local determination having been determined from time to time in accordance with national collective bargaining machinery and/or as determined by local negotiation with local trade union representatives.

In determining its pay and grading structure and setting remuneration levels for all posts, the Council takes account of the need to ensure value for money in respect of the use of public expenditure, balanced against the need to be able to recruit and retain employees who are able to meet the requirements of providing high quality services to the community, delivered effectively and efficiently and at times at which those services are required.

New appointments will normally be made at the minimum of the relevant grade, although this can be varied where necessary to secure the best candidate and to respond to variations in regional or national pay rates. From time to time it may be necessary to take account of the external pay market in order to attract and retain employees with particular experience, skills and capacity. Where necessary, the Council will ensure the requirement for such is objectively justified by reference to clear and transparent evidence of relevant market comparators, using appropriate data sources available from within and outside the local government sector.

### **Local Government Pension Scheme**

Subject to qualifying conditions, all employees have a right to join the Local Government Pension Scheme. In addition the Council operates pensions 'Auto Enrolment' as required by the Pensions Act 2008. The table below sets out the pension contribution bands which will be in place effective from 1<sup>st</sup> April 2018.

[www.lgps2014.org](http://www.lgps2014.org)  
[www.staffspf.org.uk](http://www.staffspf.org.uk)

#### 2018/19 Rates

<b>Band</b>	<b>Whole-time equivalent pay range</b>	<b>Employee contribution rate (%)</b>
1	Up to £13,700	5.5%
2	£13,701 to £21,400	5.8%
3	£21,401 to £34,700	6.5%
4	£34,701 to £43,900	6.8%
5	£43,901 to £61,300	8.5%
6	£61,301 to £86,800	9.9%
7	£86,801 to £102,200	10.5%
8	£102,201 to £153,300	11.4%
9	£153,301 or more	12.5%

The Employer contribution rates are set by Actuaries advising the Staffordshire Pension Fund and are reviewed on a regular basis in order to ensure the scheme is appropriately funded. The Employer contribution rate for 2018/19 remains unchanged from 2017/18 at 17.3%. (Note; the level of employers contribution is required to be published under S7 of the Accounts and Audit Regulations).

## Senior Management Remuneration

For the purposes of this statement, senior management means ‘chief officers’ as defined within S43 of the Localism Act. The posts falling within the statutory definition are those officers who comprise the senior management team of the Council (the Leadership Team) reporting directly to the Managing Director. This group also represents all those employees paid over £50k per annum (as required by the Local Government (Transparency Requirements) Regulations 2014). The national conditions of service, which apply to Chief Officers of the Council and which are incorporated into contracts of employment are those set out in either the Joint National Council for Chief Officers or JNC for Chief Executives. Details of their annual salary and other additional payments as at 1<sup>st</sup> April 2017 are set out below.

<b>Post (Note 6)</b>	<b>Range/Fixed Salary (£) (Note 5)</b>		<b>Essential Car User Allowance</b>
Managing Director (Note 1)		99970	963
Head of Financial Management/Deputy Managing Director (Note 2 & 3)	56652	63642	963
Head of Governance and Corporate Services (Note 2)	56652	63642	963
Head of Environment & Active Lifestyles	56652	63642	963
Head of Housing and Partnerships	56652	63642	963
Acting Head of Economic Development (Note 2 & 4)	56652	63642	963

Note 1 – Single fixed salary pay point

Note 2 – Responsible for provision of a shared service to another local authority.

Note 3 - The post holder also acts as the Deputy Managing Director for which an honorarium of £11601.87 pa is payable

Note 4 – The post of Head of Economic Development is currently vacant. An honorarium payment providing a total remuneration of 56652 is currently being paid to the Building Control Manager. This provision is in place up to 30.04.2018

Note 5 – All officers excluding the Acting Head of Economic Development are currently paid at the maximum salary point following incremental progression

In addition to the above the Managing Director and Heads of Service are on an on-call rota for dealing with emergency situations for which a standby fee is available for them to claim to the value of £17.28 per 24 hour period effective from 1<sup>st</sup> April 2017. Rates from April 2018 will be increased in line with the National Pay Award once agreed. The Managing director elects not to claim payment for his participation in the on call rota.

The total cost of management posts covered by note 2 are shared with another Council under joint shared service arrangements.

The pay structure for Chief Officers is determined by reference to Hay Job Evaluation, benchmarking of comparable roles and responsibilities and recruitment and retention issues.

The Council does not apply any bonuses or performance related pay to its Chief Officers or any other employee.

## Additions to Salary of Chief Officers

In addition to basic salary, as set out below are details of other elements of potential 'additional pay' which are chargeable to UK Income Tax and do not solely constitute reimbursement of expenses incurred in the normal course of work.;

- (a) Where appropriate and subject to operational circumstances – for officers who are unable to utilise their full leave entitlement payment for untaken leave is permitted. This discretionary provision applies to all Chief Officers. (Other employees have the option to buy additional annual leave).
- (b) Recognition Payments (including honoraria, acting-up payments, ex-gratia payments) – subject to approval such additional payments are permissible to recognise additional duties and responsibilities which occur over and above normal contractual obligations. The provision of such payments is available to all Council employees dependent on circumstances.
- (c) Chief Officers receive a fixed annual allowance to cover the broadband and hardware costs of accessing critical systems from home (£1405 per annum from 1<sup>st</sup> April 2017). Rates from April 2018 will increase in line with the National Pay Award once agreed.
- (d) Returning Officer Fees – a range of fees are payable to the Managing Director for his role as returning officer for local elections. The fees are applied according to rates set by Staffordshire County Council for all Local Authorities in Staffordshire. Depending on the type of election fees range from £103.45 per 1,000 or part thereof, electors for either a standalone district or parish election, to £137.00 per 1,000 or part thereof, electors for combined district and parish elections. Additionally, there are fees of £16.03 per ward for the issue and receipt of ballot papers; a supervisory fee of £34.51 per ward up to four wards, then £17.25 per ward thereafter, for poll cards; and £50.02 for every uncontested ward for which an election is held for a district or parish councillor(s).

## Recruitment of Chief Officers

The Council's policy and procedures with regard to recruitment/appointment of chief officers is set out in Section 23, of the Council's Constitution (<http://www.cannockchasedc.gov.uk>). When recruiting to all posts the Council will take full and proper account of its own Recruitment, and where appropriate, Redeployment Policies. This policy does not exclude the possibility of recruiting former Chief Officers either from this Council or any other provided that a valid business case exists to do so. However, such occurrences are unlikely to be approved without a break in continuity of service being affected. This policy does not prevent the Council from any future use of the flexibility within the Local Government Pension Scheme to agree "flexible retirement" where a suitable business case exists. The determination of the remuneration to be offered to any newly appointed Chief Officer will be in accordance with the pay structure and relevant policies in place at the time of recruitment and as agreed by Council. Where the Council is unable to recruit to a post at the designated grade and/or salary, it will consider the use of temporary market forces supplements in accordance with its relevant policies, or review grades in light of market related

information. Any decision as to the remuneration of chief officer posts is to be determined by Council.

Where the Council remains unable to recruit Chief Officers under a contract of employment, or there is a need for interim support to provide cover for a vacant substantive Chief Officer post, the Council will, where necessary, consider and utilise engaging individuals under 'contracts for service'. These will be sourced through a relevant procurement process ensuring the council is able to demonstrate the maximum value for money benefits from competition in securing the relevant service.

The Council does not currently have any Chief Officers engaged under any such arrangements.

### **Payments on Termination**

The Councils approach to statutory and discretionary payments on termination of employment of Chief Officers, prior to reaching normal retirement age, is set out within its policy statement in accordance with the provisions of the 2014 Local Government Pension Scheme.

Any other payments falling outside the provisions or the relevant periods of contractual notice shall be subject to a formal decision made by the full Council or relevant elected members, committee or panel of elected members with delegated authority to approve such payments in line with any prevailing legislation governing termination payments.

### **Publication**

Upon approval by full Council, this statement will be published on the Council's Website and Intranet. In addition, for posts where the full time equivalent salary is at least £50,000, the Council's Annual Statement of Accounts includes a note setting out the total amount of:

- salary, fees or allowances paid to or receivable by the person in the current and previous year;
- any bonuses so paid or receivable by the person in the current and previous year; (none payable as not applicable at Cannock Chase Council)
- any sums payable by way of expenses allowance that are chargeable to UK income tax;
- any compensation for loss of employment and any other payments connected with termination;
- any benefits received that do not fall within the above.

### **Lowest Paid Employees**

From 1<sup>st</sup> April 2018 the lowest paid persons employed under a contract of employment with the Council are employed on full time 37 hours equivalent salaries in accordance with the minimum hourly rate currently in use within the Council's grading structure. This is £8.75 per hour, which equates to £16881.30 per annum. The Council, from time

to time, employs other categories of workers who are not included within the definition of 'lowest paid employees' as they are employed under the Government's national minimum wage legislation dependent on age.

The relationship between the rate of pay for the lowest paid and Chief Officers is determined by the processes used for determining pay and grading structures as set out earlier in this policy statement.

The statutory guidance under the Localism Act recommends the use of pay multiples as a means of measuring the relationship between pay rates across the workforce and that of senior managers, as included within the Hutton 'Review of Fair Pay in the Public Sector' (2010). The Hutton report was asked by Government to explore the case for a fixed limit on dispersion of pay through a requirement that no public sector manager can earn more than **20** times the lowest paid person in the organisation. The report concluded that the relationship to median earnings was a more relevant measure and the Government's Code of Recommended Practice on Data Transparency recommends the publication of the ratio between highest paid salary and the mean average salary of the whole of the authority's workforce.

The current pay levels within the Council define the multiple between the lowest paid (full time equivalent) employee (£16,881.30) and the Managing Director (£99,970) as **1:5.92** and between the lowest paid employee (£16,881.30) and average Chief Officer (excluding the Managing Director position, £62,244) as **1: 3.68** (Figures as at April 2017)

The multiple between the median full time equivalent earnings (£22,658) and the Managing Director is **1: 4.41**) and; between the median full time equivalent earnings (£22,658) and average Chief Officer (£62,244) is **1: 2.74** (Figures as at April 2017)

As part of its overall and ongoing monitoring of alignment with external pay markets, both within and outside the sector, the Council will use available benchmark information as appropriate.

### **Accountability and Decision Making**

In accordance with the Council's Constitution, Council, and /or Cabinet are responsible for decision making in relation to the recruitment, pay, terms and conditions and severance arrangements in relation to employees of the Council. The Constitution sets out the various delegations to Heads of Service.

### **Pay scale**

The pay scale shown in Appendix 1 (following page) is the national pay scale for NJC 'Green Book' staff but is also applied to 'Red Book' personnel under a local agreement. This reflects the Council's decision to implement the 'Living Wage Foundation' rate of £8.75 per hour for its lowest paid employees.

Appendix 1

Grade	Scp	Salary as at 1 <sup>st</sup> November 2017	£ per Hr
Grade A (Scp 6)	6	16881.30	8.7500
	7	16881.30	8.7500
	8	16881.30	8.7500
Grade B (9-13)	9	16881.30	8.7500
	10	16881.30	8.7500
	11	16881.30	8.7500
	12	16881.30	8.7500
Grade C (13-17)	13	16881.30	8.7500
	14	16881.30	8.7500
	15	17072.00	8.8500
	16	17419.00	9.0300
Grade D (17-21)	17	17772.00	9.2100
	18	18070.00	9.3700
	19	18746.00	9.7200
	20	19430.00	10.0700
Grade E (21-25)	21	20138.00	10.4400
	22	20661.00	10.7100
	23	21268.00	11.0200
Grade F (24-28)	24	21962.00	11.3800
	25	22658.00	11.7400
	26	23398.00	12.1300
Grade G (27-31)	27	24174.00	12.5300
	28	24964.00	12.9400
	29	25951.00	13.4500
	30	26882.00	13.9000
Grade H (32-36)	31	27668.00	14.3400
	32	28485.00	14.7600
	33	29323.00	15.2000
	34	30153.00	15.6300
	35	30785.00	15.9600
	36	31601.00	16.3800
Grade I (37-41)	37	32486.00	16.8400
	38	33437.00	17.3300
	39	34538.00	17.9000
Grade J (40-44)	40	35444.00	18.3700
	41	36379.00	18.8600
	42	37306.00	19.3400
	43	38237.00	19.8200
	44	39177.00	20.3100
Grade K (45-49)	45	40057.00	20.7600
	46	41025.00	21.2600
	47	41967.00	21.7500
	48	42899.00	22.2400
	49	43821.00	22.7100