



Standards and General Purposes Committee agenda

Date: Wednesday 7 July 2021

Time: 2.00 pm

Venue: The Oculus, Buckinghamshire Council, Gatehouse Road, HP19 8FF

Membership:

T Broom (Chairman), M Baldwin, R Carington, B Chapple OBE, S Chhokar, P Gomm, T Green, S Lambert, R Matthews, H Mordue, C Oliver, L Smith BEM, M Smith and D Thompson

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Agenda Item	Page No
1 Appointment of Vice-Chairman	
2 Apologies	
3 Minutes	3 - 8
To approve as correct records the Minutes of the meetings held on 15 April 2021 and 26 May 2021, copies attached.	

- | | | |
|-----------|--|----------------|
| 4 | Declarations of Interest
Members to declare any interests. | |
| 5 | Compliments and Complaints Report 2020-21 (End of Year)
To consider the attached report. | 9 - 42 |
| | Contact Officer: kate.mitchelmore@buckinghamshire.gov.uk | |
| 6 | Honorary Alderman Scheme for Buckinghamshire Council
To consider the attached report. | 43 - 54 |
| | Contact Officer: nick.graham@buckinghamshire.gov.uk | |
| 7 | 2023 Review of Parliamentary Constituencies
To report the initial proposals of the Boundary Commission for England for Parliamentary Constituencies 2023 in Buckinghamshire. | 55 - 70 |
| 8 | Election Petition: a challenge to the result of the election in Totteridge & Bowerdean Ward (Wycombe area) on the 6 May 2021
To consider the attached report. | 71 - 86 |
| | Contact Officer: nick.graham@buckinghamshire.gov.uk | |
| 9 | Buckinghamshire Council Electoral Review (Update) and Member Working Group arrangements
To consider the report in the supplementary agenda. | |
| | Contact Officer: nick.graham@buckinghamshire.gov.uk | |
| 10 | Constitution Working Group (update) | |
| 11 | Draft Work Programme for 2021- 22 | 87 - 88 |
| 12 | Date of Next Meeting
7 October 2021 at 2pm | |

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For further information please contact: Clare Gray - democracy@buckinghamshire.gov.uk on , email democracy@buckinghamshire.gov.uk.



Standards and General Purposes Committee minutes

Minutes of the meeting of the Standards and General Purposes Committee held on Thursday 15 April 2021 in Via MS Teams Video Conference, available to the public at <https://buckinghamshire.public-i.tv/core/portal/home>, commencing at 2.00 pm and concluding at 3.09 pm.

Members present

J Waters, H Mordue, S Adoh, M Appleyard, J Bloom, A Collingwood, C Etholen, G Harris, S Lambert, L Smith BEM and M Stannard

Agenda Item

1 Apologies

Apologies were received from G Moore, S Austin, S Boyce and T Dobson.

2 Minutes

RESOLVED –

That the Minutes of the Meeting held on 8 April 2021 be agreed as a correct record.

3 Declarations of Interest

There were no declarations of interest.

4 Code of Conduct Complaints Report 2020-21

The Committee received the report on the review of Code of Conduct Complaints to maintain an overview of the number and nature of the complaints received about Members under the Code of Conduct from October 2020 to April 2021 along with details of other complaints which were in the process or have been concluded. The Appendix to the report showed that the Monitoring Officer had received 34 complaints, although 7 of these relate to the same town or parish council councillor and incident. Fourteen of the complaints related to a Buckinghamshire Council Member, six of which were still active.

The Director of Legal and Democratic Services reported that whilst some complaints covered more than one theme, just under a third of complaints related to behaviour at meetings and interests/bias. Information (disclosure, use or obtaining) and social media accounted for approximately one fifth of the issues and the remaining matters alleged criminal or unlawful behaviour or condoning such behaviour, failure

to represent residents and breaches of COVID rules. He particularly made the distinction of councillors acting in their personal capacity rather than on behalf of the council e.g. if Members were not socially distancing at a personal function this was not relevant under the Code of Conduct.

During discussion the following points were made:-

- Information broken down into themes was appreciated but it would also be helpful to break information down by type e.g. number of complaints relating to social media or under respect. It would also be helpful to have further training on social media. The Director of Legal and Democratic Services reported that the line between acting in a personal capacity and for the Council did get blurred particularly around the use of social media.
- In relation to Parish Councils complaints could be raised by the public or clerks around bullying or harassment. This could sometimes be difficult to deal with to know the difference between bullying and a robust leadership style. Analysing the difference was an important part of the process. It was also important to investigate the accuracy of the complaint and whether the Member made the comment in error and had later corrected the mistake.
- It was important to allow freedom of expression (Article 10 of the European Convention). There were limits to this e.g. if someone was inciting hatred but Members should also be free to express opinions. This was an important balancing exercise.
- A suggestion was made that there should be a consistent level of training on the code of conduct with Buckinghamshire councillors and parish/town councillors. The Director of Legal and Democratic Services reported that he had met with the Chief Officer of Bucks and Milton Keynes Association of Local Councils to discuss training for Members. The challenges were the costs of training and whether training for areas such as equalities should be mandatory. Code of conduct training was mandatory for Buckinghamshire Councillors and many Members were also dual hatters. A comment was made that not every Member was a member of BMKALC but a number of Parish/Town Councils belonged to the Society of Local Clerks who provided in-house training. Reference was also made to the Town and Parish Charter which most Parish Councils had adopted which referred to improving standards in public life. Conferences were being put on for parish councillors as part of the Charter and training could be a part of this. Also with the use of online meetings this would also be another good forum to train all Members so that they had the same level of understanding. The Director of Legal and Democratic Services reported that improvements could be made on training and support; there were a number of contested parish/town council elections on 6 May 2021 and this could be used as an opportunity to provide consistent training. Another Member commented that some new councillors could slip through the net with by-elections or co-option and it was important to ensure that there was adequate training for all. The Director of Legal and Democratic Services reported that an induction programme would be set up for new councillors and that code of conduct training would be

mandatory which would be closely monitored. Some Members would not be able to sit on certain Committees if they had not undertaken the relevant training. Members noted that some Councils only give Members half their allowance until they have undertaken training to ensure there was a high take up.

- Another suggestion was made that it would be helpful to give Parish Councils training on planning matters to specifically relate it to issues that they may face such as how to make relevant objections at Buckinghamshire Council Area Planning Committees. Planning was an important issue for Parish/Town Councils and effective training on this area would help improve standards. As Parish/Town Councils could ask for applications to be called-in it was important that training was given on relevant reasons for consideration.

RESOLVED that the report and comments be noted in relation to dealing with complaints against councillors for the period October 2020 to April 2021.

5 Public Health and COVID Secure Measures for Local Elections

The Committee received a report on the public health and COVID secure measures that would be put in place for the delivery of the Unitary, Parish and Police and Crime Commissioner Elections scheduled for 6 May 2021. A huge amount of work had been undertaken to ensure that the elections would be held safely and securely. All Government and Electoral Commission guidance was being adhered to, and work had also been undertaken with colleagues in Public Health. There were a high number of contested Parish Council elections and in addition two Neighbourhood Planning Referendums.

A number of control measures were being implemented to limit any possible transmission of the virus which included minimising contact between individuals and maintaining social distancing, cleaning hands thoroughly and regularly, wearing of face coverings at all times, enhanced cleaning of surfaces and provision of hand sanitisers, PPE and screens for all polling stations and the count and keeping occupied spaces well ventilated. Lateral flow tests were available but not mandatory.

During discussion the following points were noted:-

- The count would be undertaken on a two phase approach, with half of the number of wards being verified in phase 1 and the remaining number of wards being verified in the second phase. This enabled candidates and agents to be present in a safe environment. Candidates would be sent information on how the phasing would work.
- There would be plenty of spare pencils at the polling station if residents did not bring their own.
- Face covering would be mandatory inside all polling stations and screens would also be in operation inside polling stations. Detailed signage and markings inside polling stations would also be displayed, with 'greeters' also managing the numbers inside a polling station at any one time, including

keeping any queues to a minimum and in line with social distancing requirements. Signage would be introduced to provide clear messaging about the flow of a polling station and social distancing. People would still be able to vote without a mask.

- Concern was made about tellers and the importance of making it clear what the rules were and that they abided by them. The Director of Legal and Democratic Services reported that they had ensured that there would be sufficient people to staff polling stations. Tellers have no legal standing and it would be easier to influence their behaviour with regard to COVID guidelines inside the polling station rather than outside. There would be posters displayed with COVID guidelines. Guidance would be issued to the Presiding Officers on tellers and posters would be displayed on what they can and can't do.
- There would be less count teams to abide with social distancing. Face masks should be worn within the count venues, unless there were exceptions and spares would be supplied.

RESOLVED that the measures in place for delivering the May 2021 elections be noted.

6 Work Programme

The Committee considered the Work Programme and noted the following items for the meeting on 7 July 2021.

7 July 2021

1. LGO Annual Report
2. Compliments and Complaints Report 2020-21 (End of Year)
3. Bucks Electoral Review (Update) + Member Working Group arrangements
4. Constitution Working Group (Update)
5. Draft Work Programme for 2021-22

7 October 2021

No agenda items, as yet

RESOLVED – That the Work Programme be noted.



Standards and General Purposes Committee minutes

Minutes of the meeting of the Standards and General Purposes Committee held on Wednesday 26 May 2021 in Main Sports Hall, Stoke Mandeville Stadium, Guttman Road, Aylesbury HP21 9PP.

Members present

M Baldwin, T Broom, R Carington, B Chapple OBE, S Chhokar, P Gomm, T Green, S Lambert, R Matthews, Z Mohammed, H Mordue, C Oliver, L Smith BEM, M Smith and D Thompson.

Agenda Item

1 Apologies

There were none.

2 Election of Chairman

RESOLVED –

That Councillor Broom be elected Chairman of the Committee for the ensuing year.

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Report to Standards & General Purposes Committee

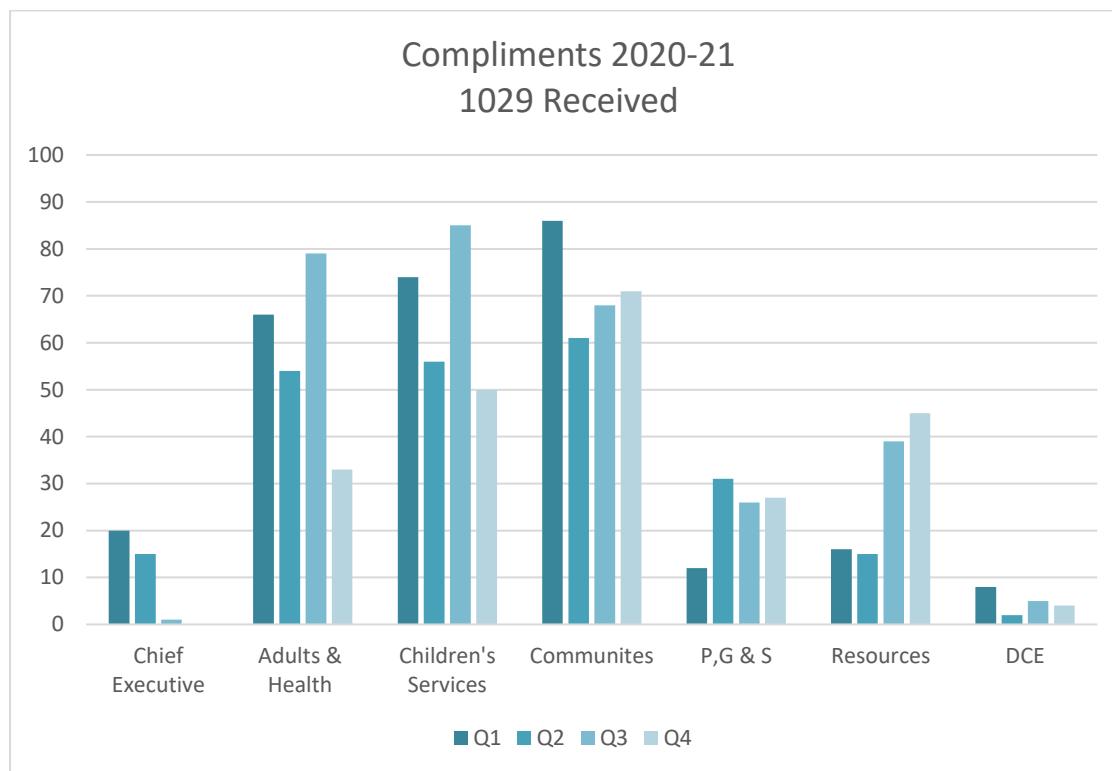
Date: 7 July 2021
Title: Compliments & Complaints Annual Update
Author: Kate Mitchelmore

Recommendations: The report is for information and committee members are requested to read and make comment on the content.

1. Background

- 1.1 This is the first report on compliments and complaints since the establishment of the new Council on 1 April 2020.
- 1.2 The Feedback, Compliments and Complaints Policy was launched on 1 April 2020.
- 1.3 The information contained in this report is for the period 1 April 2020 to 31 March 2021.
- 1.4 The Local Government and Social Care Ombudsman has now confirmed that the annual review letter for 2020/21 will be issued to authorities in July. For this reason, there is no ombudsman case information in this report. An update on this area can be issued if required.

2. Compliments



- 2.1 The graph above shows compliments received by the Council from 1 April 2020 to 31 March 2021.
- 2.2 1029 compliments have been received by the new Council in this reporting year. This compares to a total of 836 compliments received for the five former councils that make up Buckinghamshire Council during the whole of 2019/20.
- 2.3 At the beginning of the reporting year, during the first lockdown, 37 compliments were received regarding the Council's response to the pandemic. 52 compliments were received for the Waste & Recycling Team at this time showing the gratitude of some residents that the bin collections were continuing.
- 2.4 The majority of compliments are thanking officers for their contributions to individual situations. Particularly in areas like social care and SEND.
- 2.5 Compliments are shared with services so that they can be passed on to individuals.

3. Stage 1 Corporate Complaints

- 3.1 The following graph shows the number of complaints managed through the corporate complaints process. 2099 stage 1 complaints have been received during this year which compares to 2064 received during 2019/20 by the former five councils.
- 3.2 994 of stage 1 complaints received were for the Waste and Recycling South Team reflecting problems with the service. These challenges principally originate from the poor service delivered by Serco Q1 & Q2 that the challenging mobilisation phase of Veolia who were left with sub-optimal vehicles from Serco. As at 28 June 2021 a full fleet replacement has been completed following a manufacturing delay due to Covid-19.
- For context in the south of the county the Waste and Recycling Service deal with 332,775 collections each week.
- An improvement plan is now in place with Veolia which is targeting areas of service failure, specifically missed collections, assisted collection and garden waste.
- 3.3 The majority of the stage 1 complaints received for Resources are for council tax, revenues and benefits issues. Many of these have been as a result of the following:
1. The grants regime, following government announcements for support to businesses and their eligibility.
 2. In relation to these grants we are dependent on applying government guidance which a number of businesses disagree with.
 3. Changes to the housing benefit regime linked to the further roll out of Universal Credit with complaints being raised about being chased for the debt.
- 3.4 Improvement work being carried out by Service Finance includes:
1. Changes made to joint working with housing colleagues to ensure better collaboration with them.
 2. The implementation of additional measures to ensure that information received from the DWP is verified and implications communicated to residents with signposting for potential support.
- 3.5 For Planning, Growth & Sustainability 233 stage 1 complaints were received in respect of planning and development management issues. The amount of planning applications received in 2021 averaged 1000 per month which is an increase of 36% from the previous year

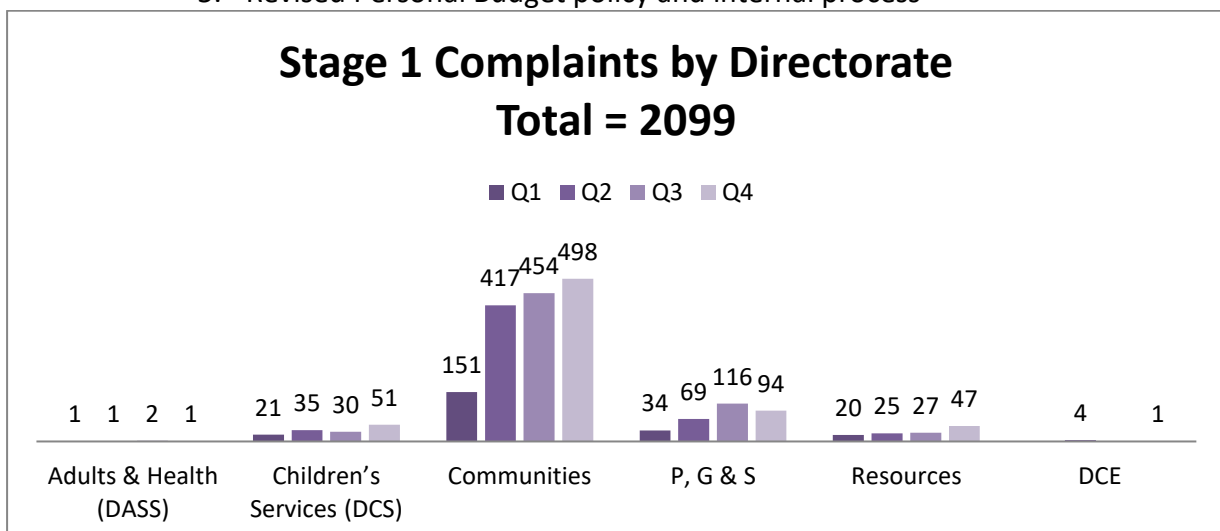
3.6 Improvement work being done by the Planning Service includes:

1. The Planning Improvement Board was set up in April 2021 – this is an operational board to provide an oversight of the improvement work across the Planning & Environment service.
2. There are 5 key themes for improvements in this area:
 - Speedy roll out of digital improvements
 - Cultural change/customer focus
 - Consistent service standards
 - KPI Performance
 - Finance and Commerciality

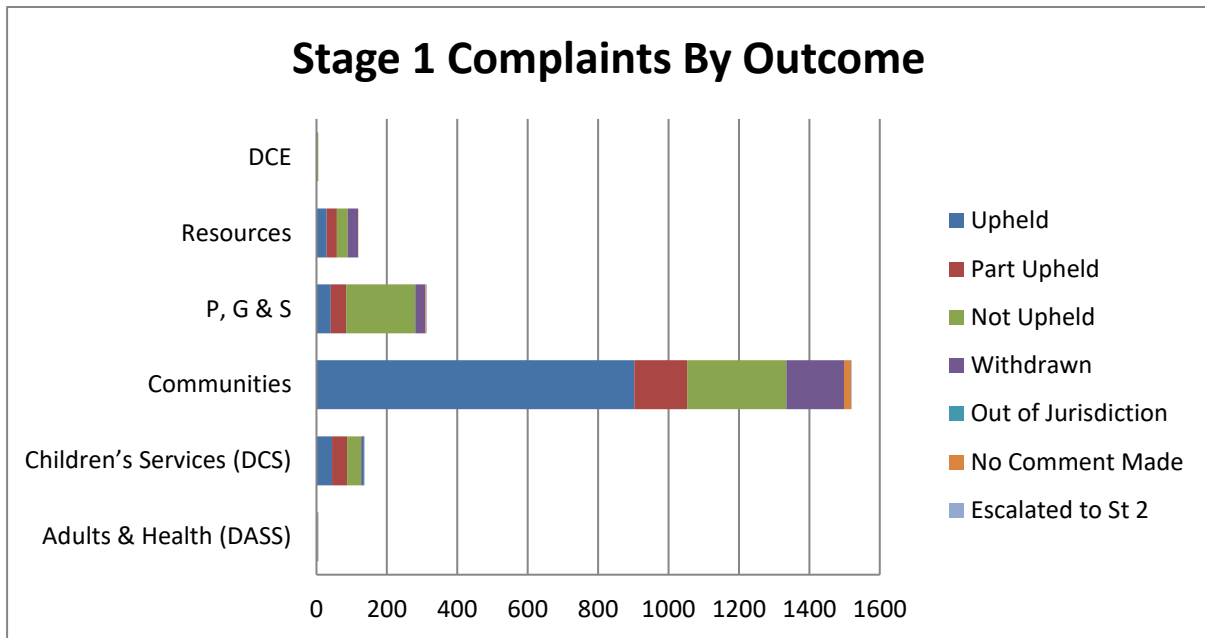
3.7 Just over half of the stage 1 corporate complaints received for Children’s Services were for SEND matters with the rest split over Children’s Social Care and School Admissions. During 2020/21 the number of Education, Health & Care Plans maintained by Buckinghamshire increased by 7% to 4910 whilst SEND were hit with resourcing issues affecting their ability to maintain regular communication with parents.

3.8 Improvement work being done by the SEND Service include the following:

1. Designated Social Worker (iSEND) joined January 2021 ‘forging closer links with social care and to enhance quality of EHCP’
2. SEND Improvement Manager joined Autumn 2020 ‘to drive forward SEND Improvement, compliance and audits’
3. Education Project Manager for overseeing Complaints & Tribunals April 2020
4. A full overhaul of the Annual Review process with training given to all staff in iSEND, Business Support and School SENCos in March 2021
5. Revised Personal Budget policy and internal process



Outcomes – Stage 1 Complaints



3.9 The graph above shows the outcomes of stage 1 complaints by directorate. 1283 (61%) of stage 1 complaints were either fully or partially upheld. 557 (27%) complaints were not upheld.

3.10 You can see from the graph that Communities had the highest number of upheld and partially upheld complaints; the majority of these were for Waste and Recycling.

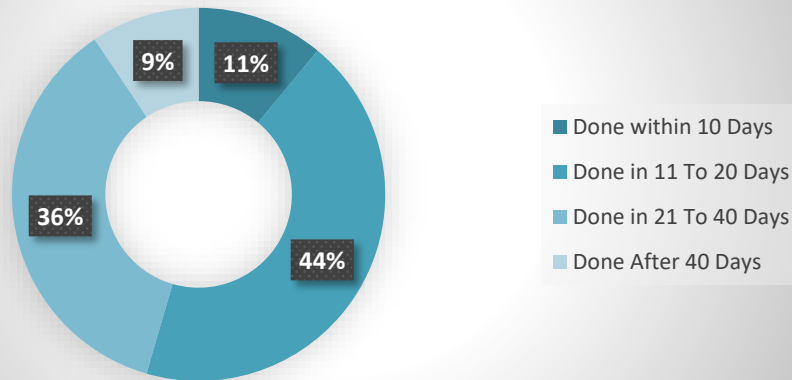
3.11 There were 229 complaints withdrawn before a response indicating that services have been working with customers to resolve their complaints without the need for a formal response. When this happens, the customer is asked whether they are happy for the complaint to be withdrawn.

Stage 1 Response Times

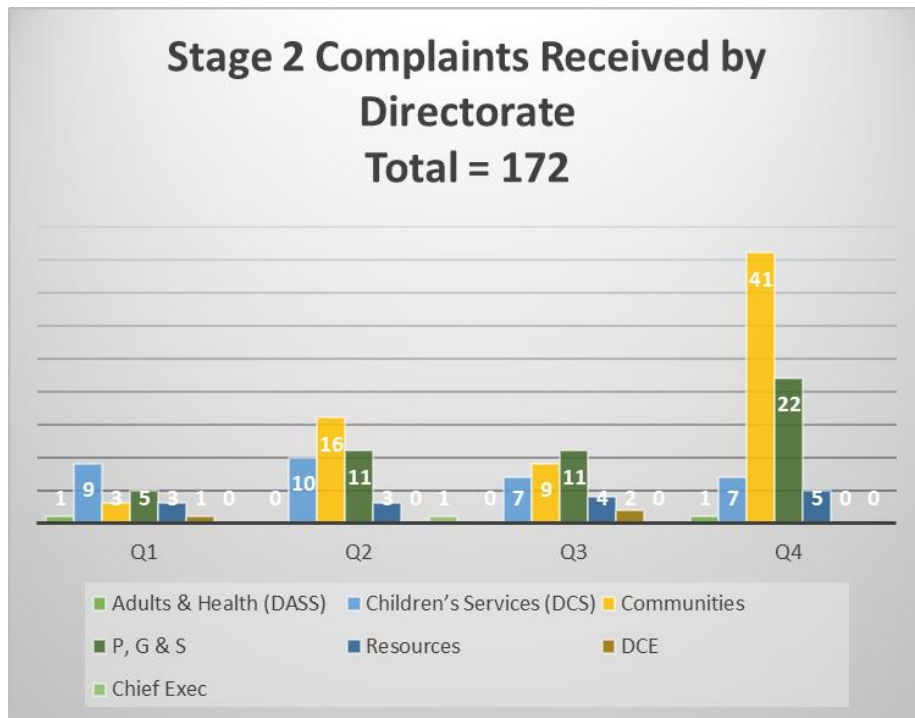
3.12 The graph below shows the response times for stage 1 complaints. The timeframe for responding to a stage 1 complaint is 20 working days. This timeframe was achieved for 55% of cases.

3.13 Delays in providing stage 1 responses increased in the second and third quarter of the year mainly due to the increase in the number of complaints received together with pressures related to the pandemic. Work is being carried out with services to help reduce the timescales.

Stage 1 Complaints Response Times



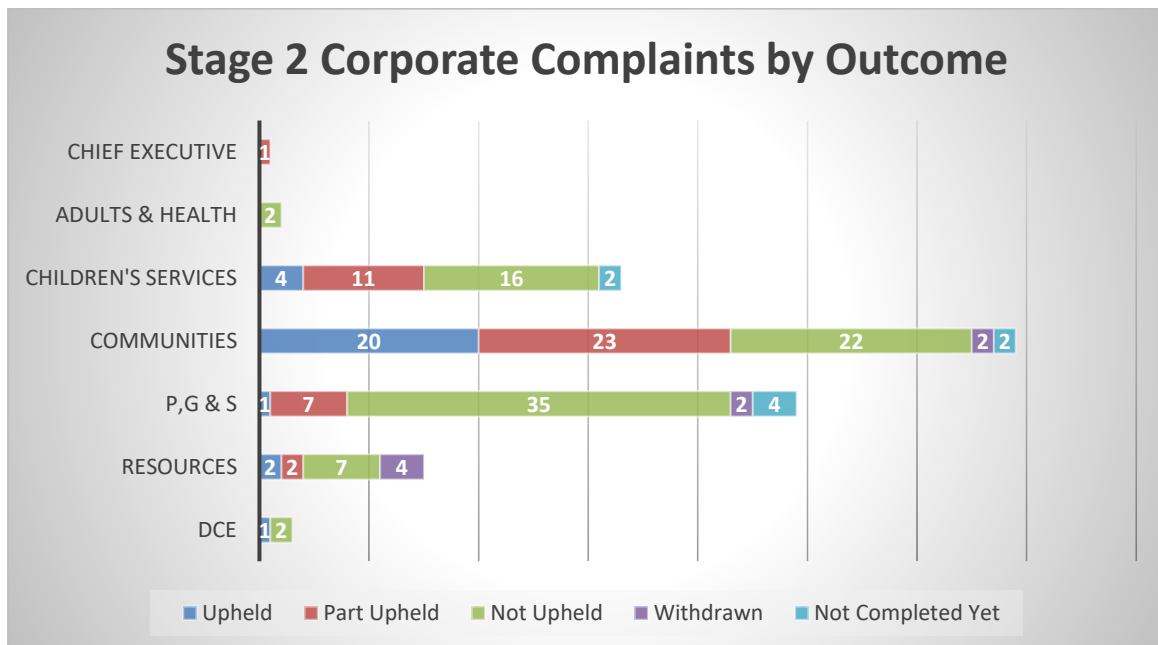
4. Stage 2 Corporate Complaints



- 4.1 Stage 2 of the corporate complaints process involves an in-depth review of the stage 1 response carried out by stage 2 officers who work within the Complaints and Improvements Team.
- 4.2 The above graph shows the number of stage 2 complaints received between 1 April 2020 and 31 March 2021. 172 Stage 2 complaints were considered in total and this represents an escalation rate of 8.2% from stage 1 complaints.

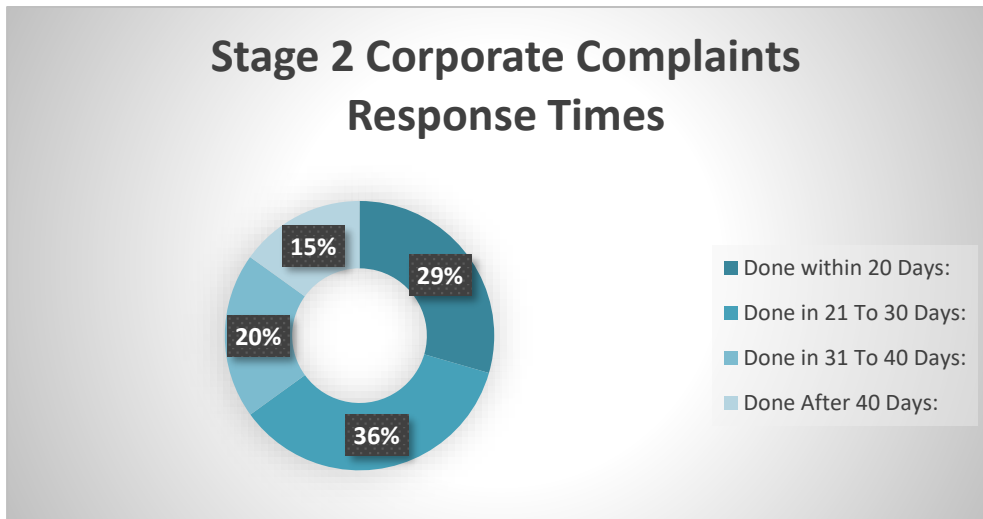
- 4.3 As a comparison the former five councils looked at a total of 220 stage 2 complaints during 2019/20.
- 4.4 Of the 172 stage 2 complaints 141 were escalated from stage 1 complaints and the remaining 31 were cases that bypassed stage 1.

Stage 2 Corporate Complaints - Outcomes



- 4.5 The graph above shows the split of outcomes by directorate. Of the 164 cases completed 84 were not upheld which means that the outcome at stage 1 is agreed at stage 2.
- 4.6 28 cases were fully upheld indicating an overturning of the stage 1 decision. 20 of these were for Communities; the rest are spread over Resources, Deputy Chief Executive’s Service, Planning, Growth & Sustainability and Children’s Services.

4.7 Response Times for stage 2 corporate complaints



4.8 The response time for stage 2 complaints is 20 working days. Sometimes these are complex cases that may require an extension to this timescale. When this happens the stage 2 officer will write to the customer and explain that there will be a delay giving a new expected date for response.

4.9 From the graph above you can see that the majority of stage 2 complaints were completed within 40 days. We are currently looking at how we can improve on the timescales including a review of the stage 2 process.

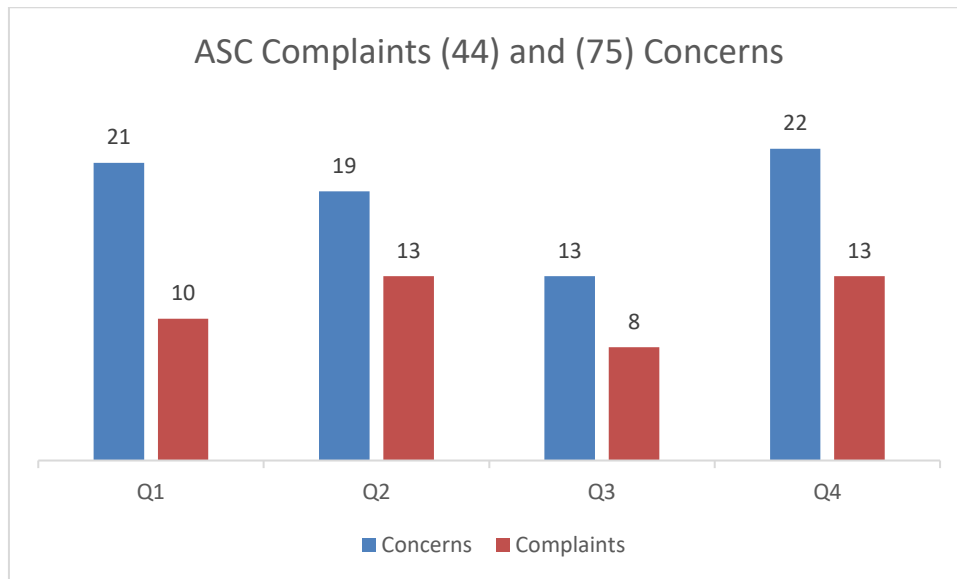
5. Benchmarking with Other Authorities

	Complaints	Compliments	Population
Wiltshire 2019/20	498 (all processes)	0 (not recorded)	500,024
Durham	912	76 per month	530,094
Cornwall (2019/20)	966	1548	569,578
Buckinghamshire (2020/21)	2171 (all 3 processes stage 1)	1029	546,000

5.1 The graph above shows some information obtained from some other unitary authorities. Although this information is interesting it may not be directly comparable with Buckinghamshire Council. From conversations with some of these authorities it is clear that there is not a consistent process in how individual Councils assess and manage complaints. For

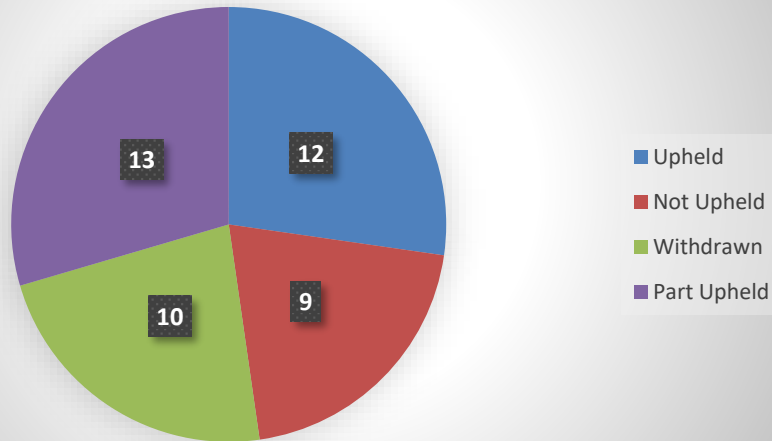
example, some councils may not triage complaints in the same way as Buckinghamshire and so there will be a difference in what is classified as a complaint as opposed to a service request.

6. Adult Social Care (ASC) Statutory Complaints



- 6.1 The ASC Statutory complaints process is a one stage process that encourages local resolution to resolve issues. The complaints process usually begins once the Concern Stage has been exhausted.
- 6.2 The graph above shows the number of complaints that were received by the Council as well as the number of concerns. The pre-complaint stage is called the Concern Stage, during which, if agreed with the complainant, the service area has 48 hours to resolve issues informally.
- 6.3 **ASC Statutory Complaints – Outcomes**
- 6.4 The graph below details over the three quarters the outcomes for complaints received in respect of ASC matters. 25 of the 44 complaints received were upheld fully or in part.
- 6.5 Most complaints will have more than one issue to be covered off in the complaint response and this will lead to the whole complaint being in part upheld.

ASC Complaints by Outcome



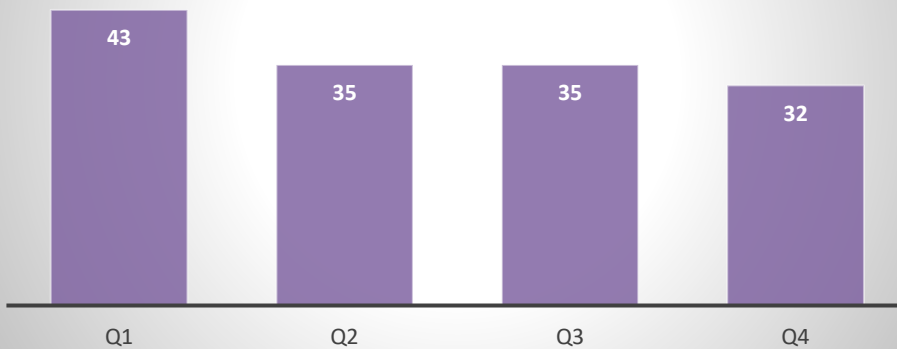
6.6 Average Time to Respond to ASC Statutory Complaints

6.7 Whilst the statutory timescale allows up to six months to issue a final response to the complaint, the Council has set a local standard of 28 calendar days during which time most complaints are expected to be resolved.

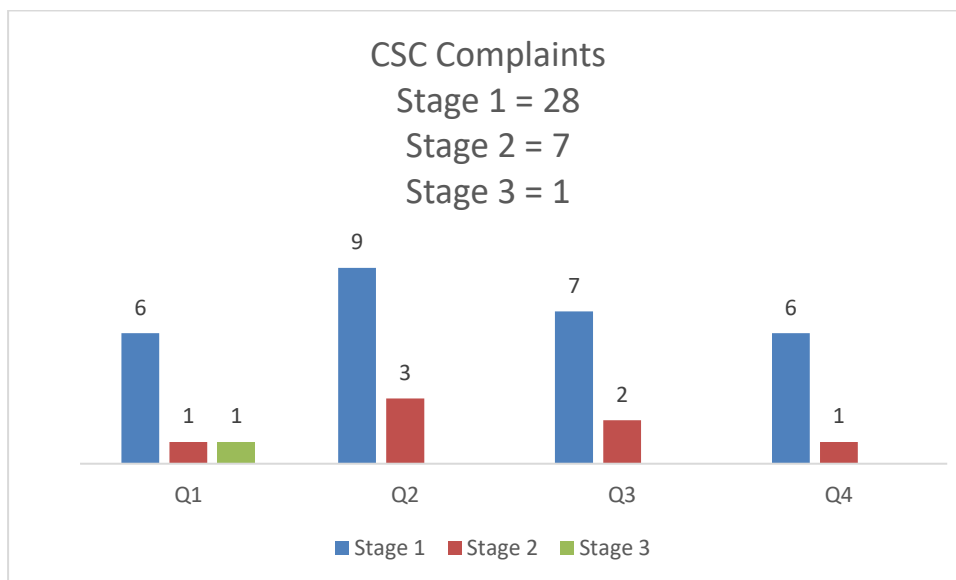
6.8 The graph below reflects the average response time by quarter. It should be noted that it can on occasions take some time to resolve the complaint hence the six-month timeframe. The response times are an improvement on the previous year, the average reducing from 40 to 36 days.

6.9 Through the year the average quarterly average response time has reduced from 43 to 32 days.

ASC Complaints Average response Time by days



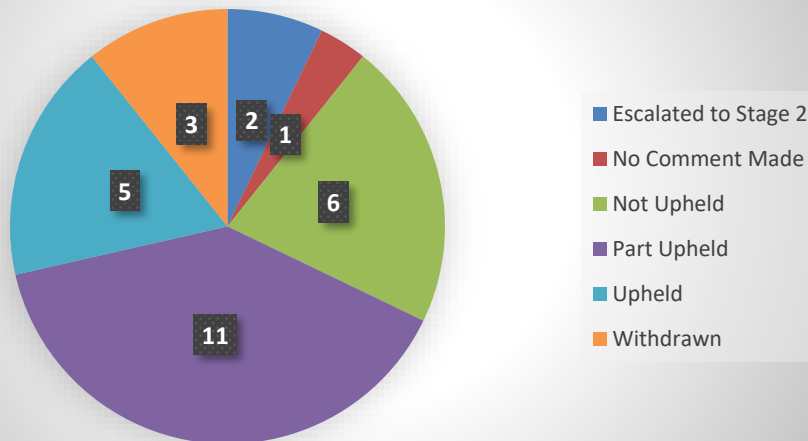
7. Children's Social Care (CSC) Statutory Complaints



- 7.1 The Children's Statutory Complaints process has 3 stages. Stage 1 is the local resolution stage and involves the service responding in writing to the complaint. Stage 2 is an independent investigation of the complaint which is carried out externally. The resulting report feeds into the formal response which is completed by the relevant Service Director. Stage 3 is an independent review panel.
- 7.2 The graph above shows that there were 28 cases received at stage 1 of the process, 7 of which escalated to a stage 2 and in turn 1 escalated to a stage 3.
- 7.3 Over the last 12 months 7 stage 1 complaints were from young people, of which 3 were upheld and 2 were partially upheld, with one of them progressing to Stage 2.
- 7.4 9 stage 1 complaints related to Looked After Children (made on their behalf), of which 3 were upheld and 3 were partially upheld, with one of them progressing to Stage 2.

Children's Social Care Statutory Complaints – Outcomes

CSC Stage 1 Complaints by Outcome



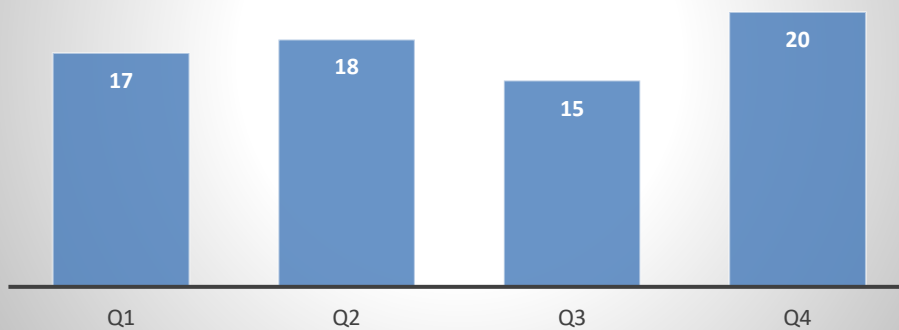
7.5 The graph above shows the outcomes of stage 1 complaints. 5 complaints have been fully upheld and 11 upheld in part. In some cases, the complaints are complex and have multiple issues which may lead to complaints being partially upheld.

7.6 All seven Stage 2 complaints were partially upheld.

7.7 The Stage 3 panel was completed in January 2021 and was not upheld.

Response Times for Children's Statutory Complaints

CSC Statutory Complaint Average Response Time in Days



7.8 Stage 1 of the Children's Statutory Complaints Process has a target of 10 working days, but this can be extended to 20 working days in certain circumstances; usually where the complaint is complex.

7.9 Whilst the average time to respond is within the 20-day target allowed, work will continue with the service to improve on this where possible.

- 7.10 Stage 2 of this process is an independent review of the complaint by 2 external officers commissioned by the Council. The initial timeframe is 25 days with the ability to extend this to 65 days should that be necessary. Only 3 of the stage 2 complaints have reached conclusion at the point of writing this report. The pandemic has affected the timeframes particularly on this part of the process.

8. Next steps and review

- 8.1 As this report represents the first year of Buckinghamshire Council there is no direct comparison with previous years, and we do not have the breakdown of complaints for all five former councils to make a comparison.
- 8.2 The Complaints and Improvements Team will continue to work with services to improve our response times. In addition, we will be working with services to improve the quality of stage 1 responses which may help to reduce the number of escalations to stage 2 of the corporate process.
- 8.3 During the next year we will be embedding improvements and learning into services and will be able to report on progress going forward. From 1 June 2021 we have introduced a learning form which is currently being used for Children's Social Care Complaints.
- 8.4 The Complaints and Improvements Team continue to support the use of the Persistent and Vexatious Complainants Policy in services. During this year four people were added to register with one being removed following advice from the Local Government and Social Care Ombudsman.
- 8.5 We are updating our training programme for the Council. This will include meeting with members of staff across the organisation and will cover managing complaints when they are received as well preventing complaints by resolving more issues locally.

9. Annual Review of the Corporate Complaints Policy

- 9.1 The Monitoring Officer has reviewed The Feedback, Compliments and Complaints Policy and is satisfied that the two-stage process, introduced in April 2020, is working efficiently and effectively for both complainants and the Council.

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Corporate Director Adults and Health Annual Customer Feedback

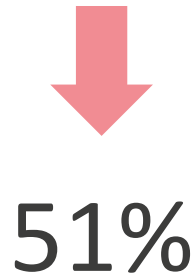
Annual Summary 1 April 2020 – 31 March 2021

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Formal Stage 1
Complaints Received



This represents
a decrease of



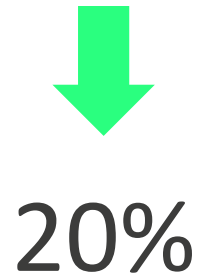
Stage 1 complaints comparison for 2019/20



Compliments Received



This represents
an decrease of



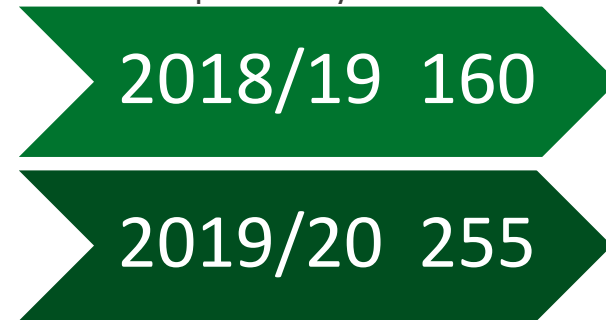
Number of concerns received
and dealt with within 48 hours



For statutory complaints the pre complaint stage is called the Concern Stage and it is a process that encourages local resolution to resolve issues.

Of the 44 Statutory Complaints,
13 were escalated from concerns.

Compliments comparison with
previous years



Appendix

Complaints where the Council is at fault or partially at fault

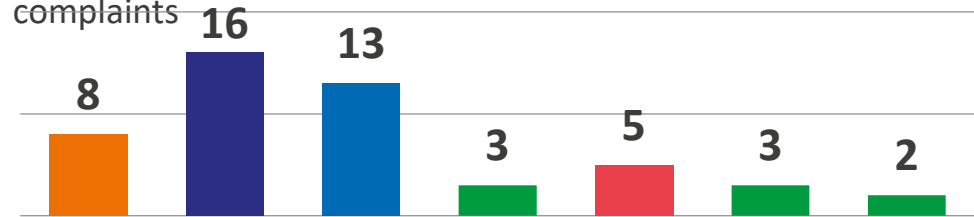


Complaints where the Council is not at fault



24% withdrawn or no comment made

Issue Natures of complaints



- Communication
- Quality of Service Provided
- Delay
- Financial
- Outcome of Decision / Assessment
- Behaviour / Conduct of Staff
- Procedure

Corporate average complaint response time

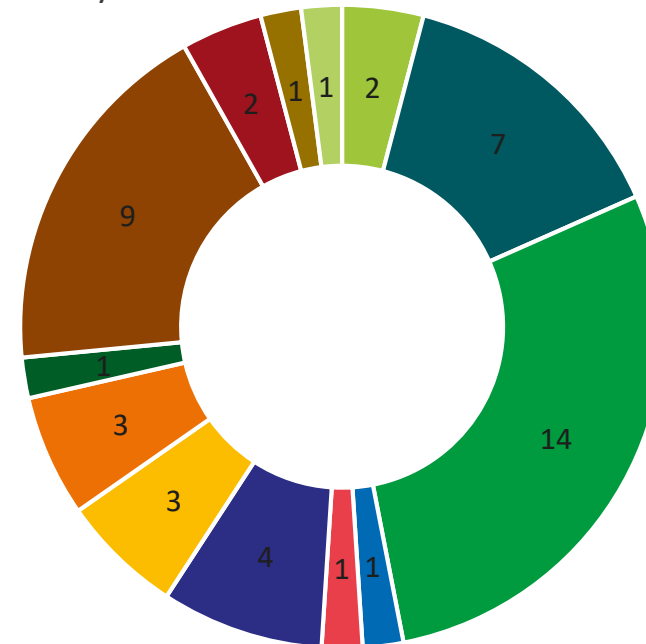


Statutory average complaint response time



Adults Statutory Complaints Response Timescale = 6 Months

Complaints by Team



- AEHT
- Aylesbury Operations
- Chiltern Operations
- Wycombe Operations
- MCA/DoLS
- OT
- SMH
- Transition/CHC
- OBMH
- Commissioning
- Review Team
- LD North
- Public Health

Children's Services

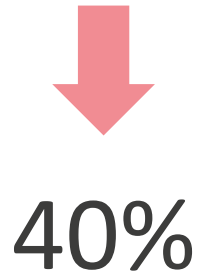
Annual Customer Feedback

Annual Children's Services Summary 1 April 2020 – 31 March 2021

Formal Stage 1
Complaints Received



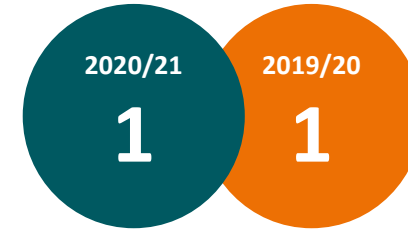
This represents
a decrease of



Stage 1 complaints comparison with
previous years



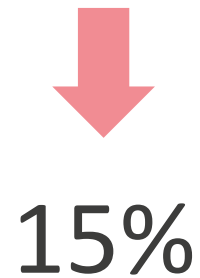
Statutory Stage 3 Panels



Complaints escalated
to Stage 2



This represents
a decrease of



Stage 1 complaints comparison with
previous years



Stage 2 complaints upheld or partially
upheld (overturning the outcome at stage 1)



Stage 1 Complaints where the Council is at fault or partially at fault



Stage 1 Complaints where the Council is not at fault

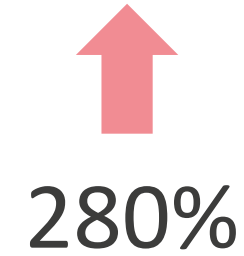


Average complaint response time



Compliments Received

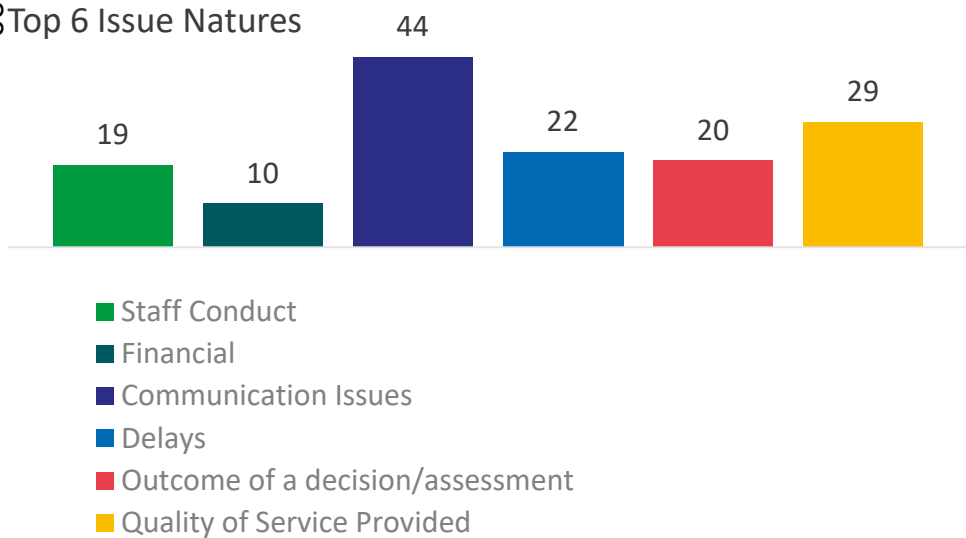
This represents an increase of



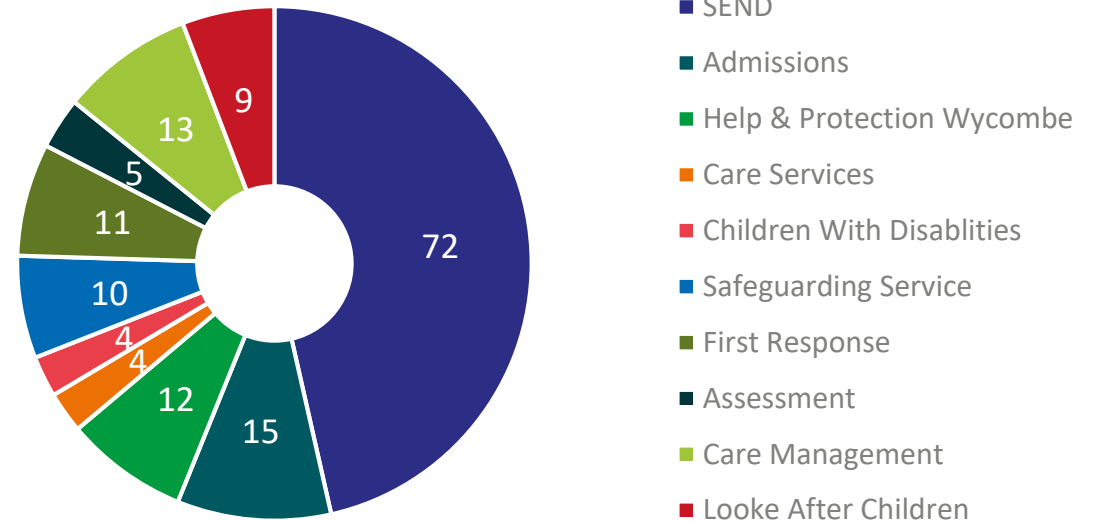
10% withdrawn, out of jurisdiction or no comment made

Page 26

Top 6 Issue Natures



Teams with the highest number of complaints



Children's Services



Just over half of the stage 1 corporate complaints received for Children's Services were for SEND matters with the rest split over Children's Social Care and School Admissions.

increase of



7%

During 2020/21 the number of Education, Health & Care Plans maintained by Buckinghamshire increased by 7% to 4,910 whilst SEND were hit with resourcing issues affecting their ability to maintain regular communication with parents.

Improvement work being done by the SEND Service include the following:

1. Designated Social Worker (iSEND) joined January 2021 'forging closer links with social care and to enhance quality of EHCP

2. SEND Improvement Manager joined Autumn 2020 'to drive forward SEND Improvement, compliance and audits

3. Education Project Manager for overseeing Complaints & Tribunals April 2020

4. A full overhaul of the Annual Review process with training given to all staff in iSEND, Business Support and School SENCOs in March 2021

5. Revised Personal Budget policy and internal process

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Communities

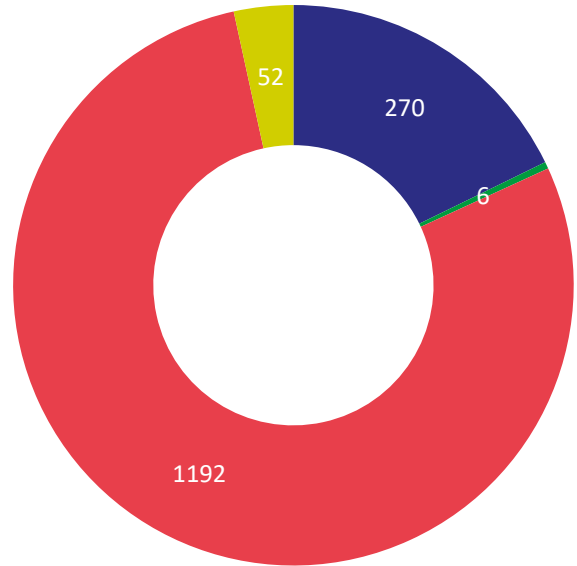
Annual Customer Feedback

Summary 1 April 2020 – 31 March 2021

Formal Stage 1
Complaints Received



Stage 1 Complaints By Service



- Highways & Technical Services
- Neighbourhood Services
- Culture, Sport & Leisure
- Transport Services

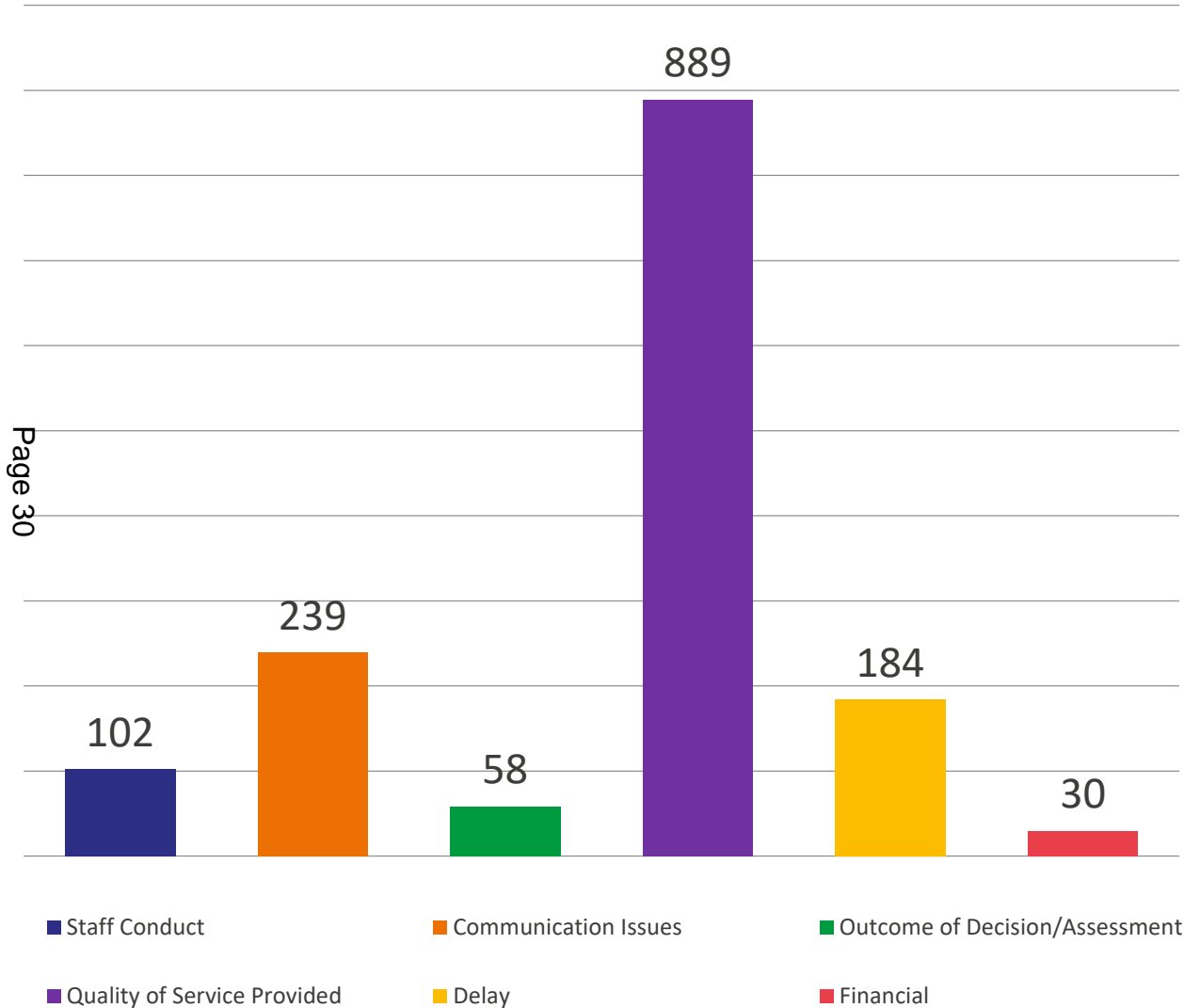
Average complaint response time



Highest Number of Complaints By Team

Waste & Recycling (South)	994
Transport for Buckinghamshire	209
Waste & Recycling (Aylesbury Vale)	152
Home to School Transport	52

Stage 1 Complaints Top 6 Issue Natures



Page 30

Complaints where the Council is at fault or partially at fault



Complaints where the Council is not at fault



12% withdrawn, no comment made or escalated to stage 2

Quality of Service Provided covers a number of issues below are some examples:
'I don't think you have repaired a pothole adequately'

'My bins are not collected on a regular basis'

'I have written about blocked drains before and I'm not happy that they're blocked again'

Communities

The majority of the stage 1 complaints received for Communities were for Waste & Recycling (south). Many of these have been as a result of the following:

Repeat Missed Collections Missed Assisted Collections Garden Waste; Stickers / Reminders

- many of these related to reliability of ex Serco vehicles (which had to be run on due to Covid preventing Veolia procurement of new vehicles). A new fleet is in operation.
- Southern Waste & Recycling collections per week:

332,775

- A Veolia improvement plan is in place which tracks any property that was missed more than once in the last 3 months – these properties will be investigated (as it could be down to blocked access etc) and ‘confirmed’ collections will take place with Veolia supervisors until an optimal service is achieved
- Missed Assisted Collections will also be resolved twofold:
 1. Any assisted collection missed once will automatically go on the improvement plan for investigation and confirmed collections
 2. Proximity alarms for when crews approach assisted collections will reduce the prevalence of these in the first place.
- Garden Waste; Stickers and reminders
Residents would complaint / chase for stickers and reminders to renew each year. Reminders and stickers are now sent out earlier in the month (so if a subscription is due to expire at the end of July we would write to customers by the end of June). Also the resource to process stickers and reminders has been increased from 0.5 FTE to 1 FTE.
The Southern waste team are reviewing 3 party companies that can send reminders and stickers out on our behalf each month to avoid delays.
The Southern waste team are also investigating a single point in the year subscription model with direct debit payments – rather than the current rolling year model with various payment options (including cheques).

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Deputy Chief Executive Service Annual Customer Feedback

Summary 1 April 2020 – 31 March 2021

Formal Stage 1
Complaints Received



Complaints where the Council is at
fault or partially at fault



Average complaint response time



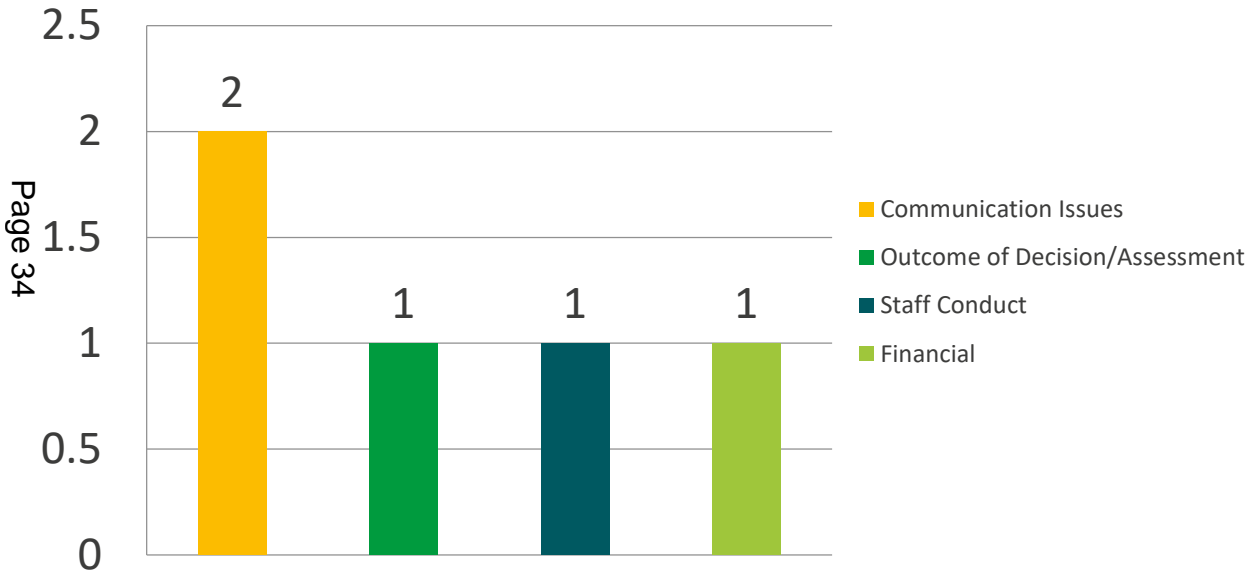
Compliments
received



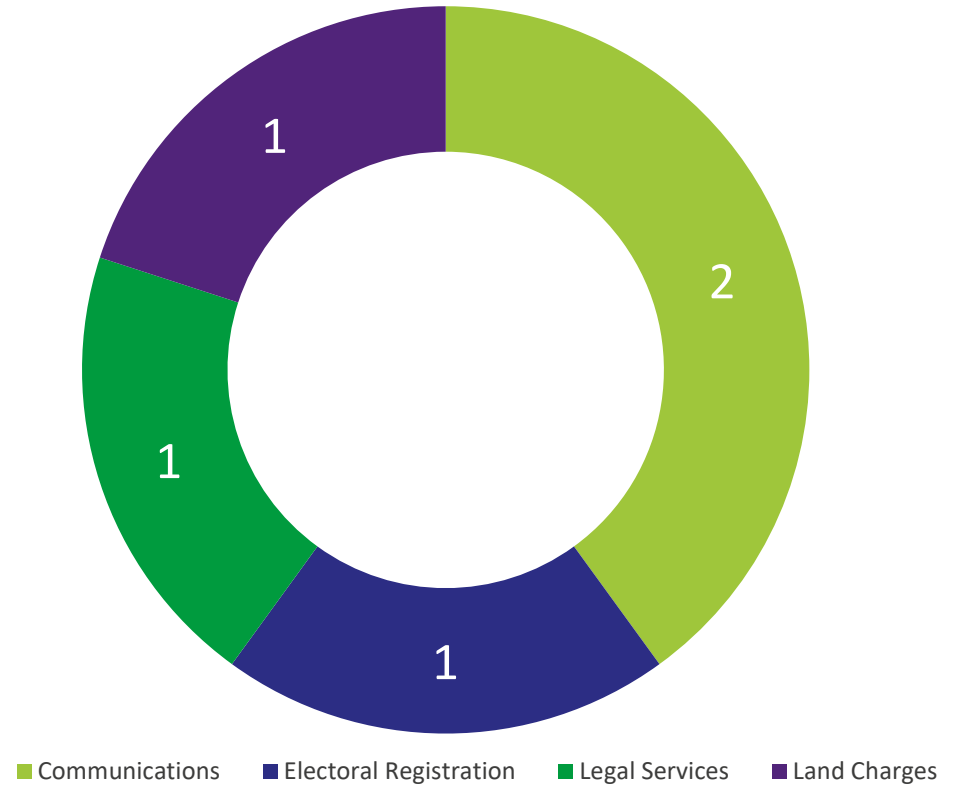
Stage 1 Complaints where the
Council is not at fault



Issue Nature of Stage 1 Complaints



Breakdown by Team



Planning, Growth & Sustainability

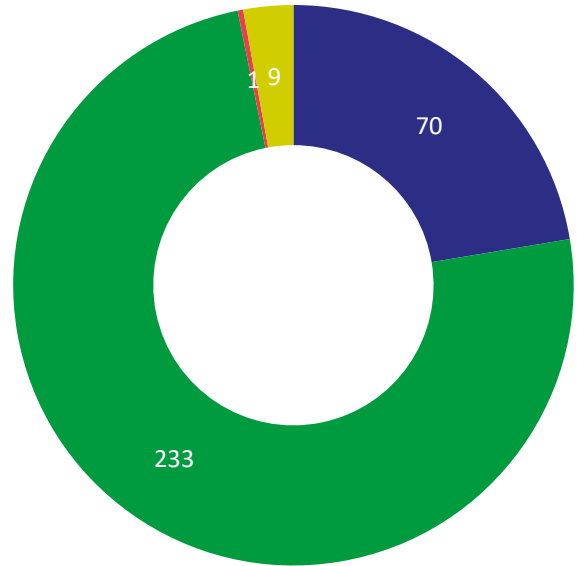
Annual Customer Feedback

Summary 1 April 2020 – 31 March 2021

Formal Stage 1
Complaints Received



Stage 1 Complaints By Service



- Housing & Regulatory Services
- Planning & Environment
- Property & Assets
- Strategic Transport & Infrastructure

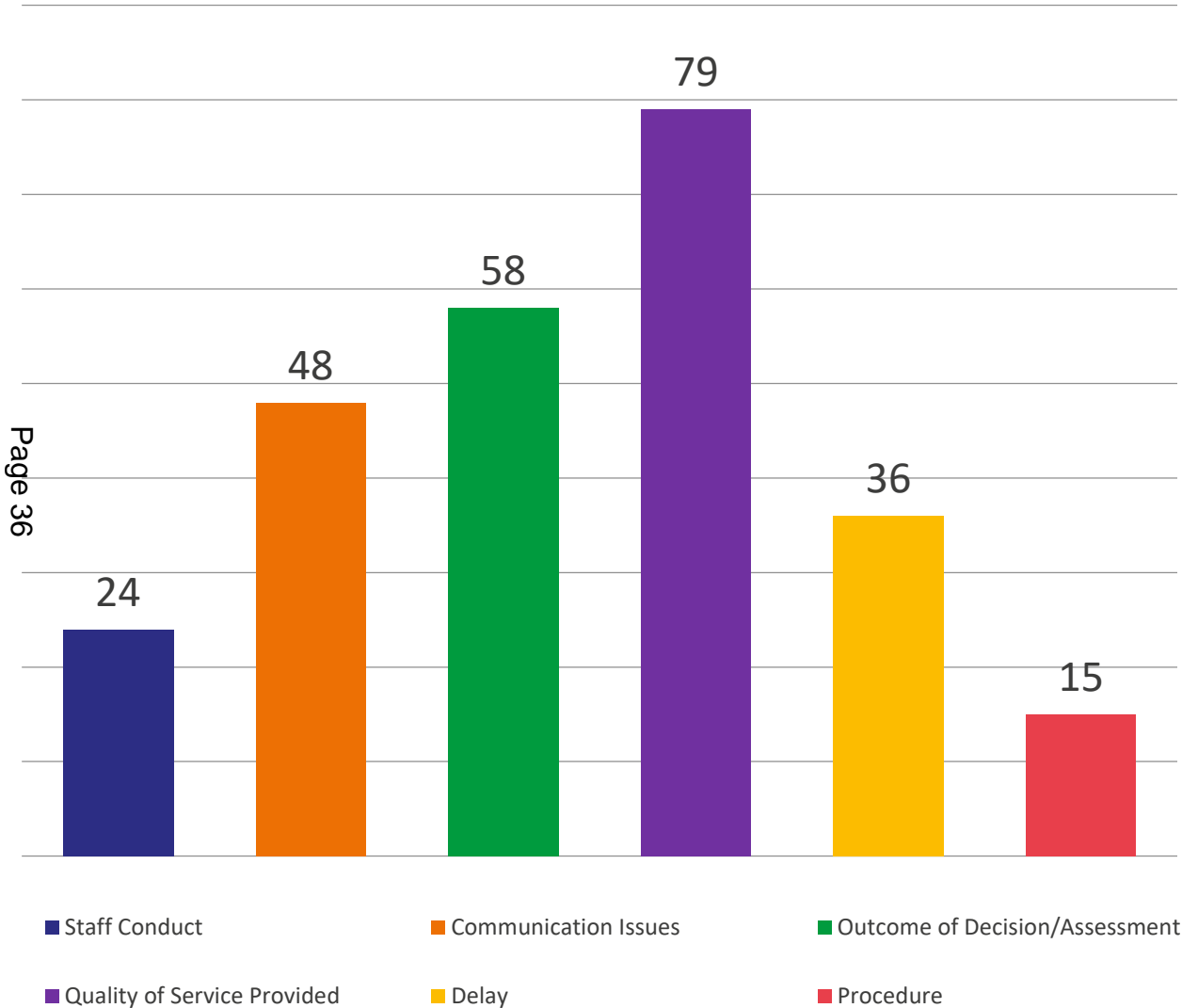
Average complaint response time



Highest Number of Complaints By Team

Development Management	101
Strategic & Local Planning	75
Housing Options/Advice	47
Enforcement	47

Stage 1 Complaints Top 6 Issue Natures



Complaints where the Council is at fault or partially at fault



Complaints where the Council is not at fault



11% withdrawn, no comment made or escalated to stage 2

Quality of Service Provided covers a number of issues below are some examples:

'I would like to complaint about the planning service – I don't agree with the decision that has been made'

'I am not happy with the advice given by the Housing Team'

Planning, Growth & Sustainability

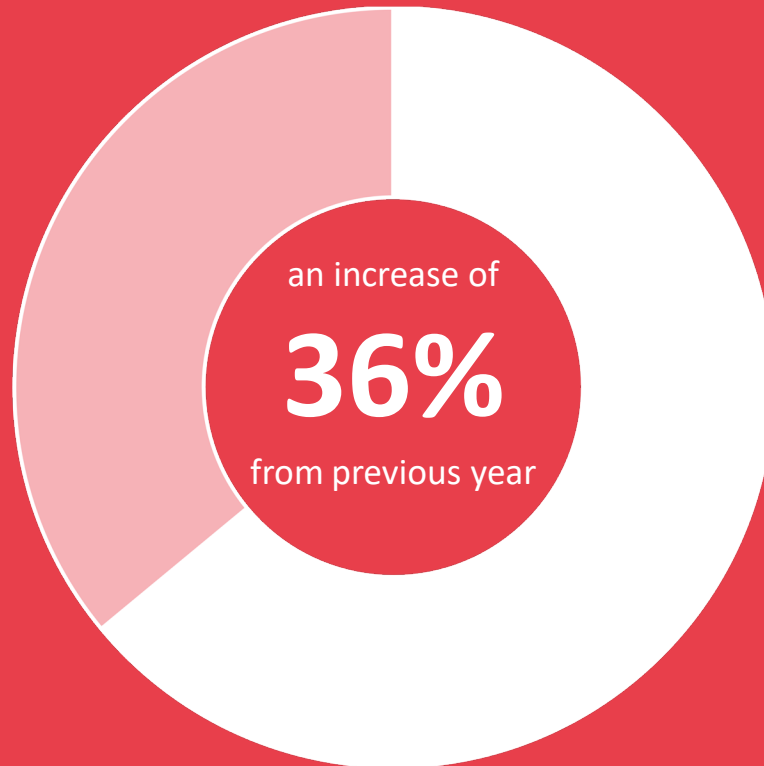
Formal Stage 1
Complaints Received

230

in respect of planning
and development
management issues

The amount of planning applications
received in 2021 averaged

1,000 per month



Improvement work being done by the Planning Service includes:

The Planning Improvement Board was set up in April 2021 – this is an operational board to provide an oversight of the improvement work across the Planning & Environment service.

There are 5 key themes for improvements in this area:

1. Speedy roll out of digital improvements
2. Cultural change/customer focus
3. Consistent service standards
4. KPI Performance
5. Finance and Commerciality

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Resources

Annual Customer Feedback

Summary 1 April 2020 – 31 March 2021

Formal Stage 1
Complaints Received



Complaints where the Council is at
fault or partially at fault



Average complaint response time



Compliments
received

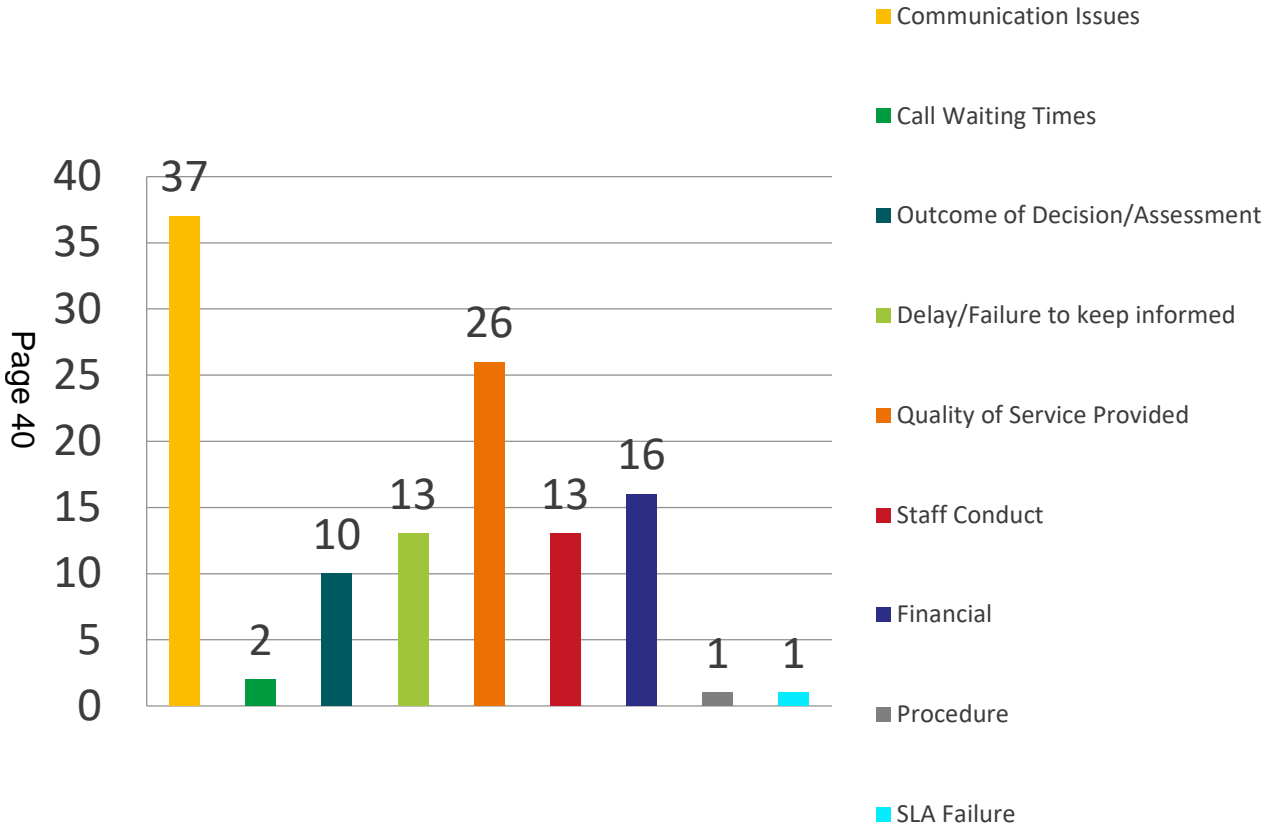


Stage 1 Complaints where the
Council is not at fault

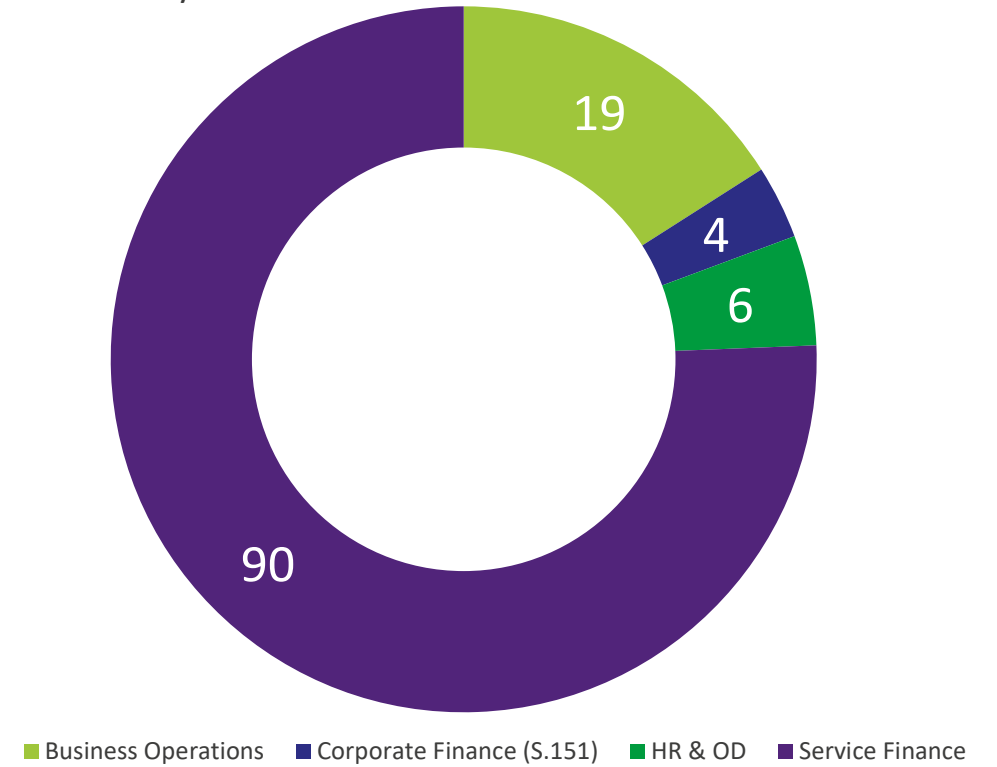


25% withdrawn or no comment
made

Issue Nature of Stage 1 Complaints



Breakdown by service



Top 4 Teams – Stage 1 Complaints	
Council Tax	55
Revenues & Benefits	26
Customer Services	16
Finance Support Services	3

Resources



The majority of the stage 1 complaints received for Resources are for council tax and revenues and benefits issues. Many of these have been as a result of the following:

- The grants regime, following government announcements for support to businesses and their eligibility
- In addition, with grants we are dependent on applying government guidance which a number of businesses disagree with
- Changes to the housing benefit regime linked to the further roll out of Universal Credit with complaints being raised about being chased for the debt

Improvement work being carried out by Service Finance includes:

- There have been changes made to joint working with housing colleagues to ensure better collaboration with them.
- The implementation of additional measures to ensure that information received from the DWP is verified with implications communicated to residents with signposting for potential support.

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Report to Standards and General Purposes Committee

Date: 7 July 2021

Title: Honorary Alderman Scheme for Buckinghamshire Council

Author: Nick Graham, Director Legal and Democratic Services

Ward(s) affected: All

Recommendation: That Full Council be invited to:

- a) **Adopt the proposed Buckinghamshire Council Honorary Alderman Scheme as set out at appendix 'C' to the report, noting it will be subject to a review prior to the 2025 Unitary Elections, and authority be delegated to the Monitoring Officer to insert the Scheme into the Council's Constitution.**
- b) **Note that future nominations for Honorary Alderman status be in accordance with the proposed scheme.**
- c) **Consider whether or not to continue with the Honorary Alderman status for the individual identified set out in paragraph 3.6 of the report.**

1. Purpose of Report

- 1.1 Buckinghamshire Council does not currently have an Honorary Aldermen Scheme. This report provides background to the title of 'Honorary Alderman' and proposes a new Scheme for the Council.

2. Background

- 2.1 Section 249 of the Local Government Act 1972 gives principal councils the power to confer the title of 'Honorary Alderman' on persons who have, in the opinion of the Council, rendered eminent services to the Council as past members of that Council, but who are no longer members of the council (politically inactive). The Act does not specify how eminent services are defined, and this is left as a matter of local interpretation.

- 2.2 The Act also provides that in order to confer the title of Honorary Alderman on an ex-Councillor, a meeting of the whole Council needs to be convened specifically for this purpose and the resolution passed by not less than two thirds of the voting Members present at that meeting
- 2.3 The role of an Honorary Alderman can be provided with certain privileges and rights, which can vary. For example, these can include receiving a copy of the Full Council summons, a badge/certificate marking the role, and invitations to all civic events, etc.
- 2.4 The role of Honorary Alderman is an apolitical role and an individual therefore must not hold any political office, such as a Councillor, parish councillor, MP, etc.

3. Legacy Buckinghamshire Councils - Schemes

- 3.1 Buckinghamshire County Council, Wycombe District Council, Aylesbury Vale District Council, and Chiltern District Council, all had an Honorary Alderman Scheme. South Bucks District Council did not operate one. Set out at appendix A to this report is a table summarising the Legacy Councils Schemes.
- 3.2 The Local Government (Structural Changes) (Transitional Arrangements) (No.2) Regulations 2008 provide for the continuation of the conferment of Honorary Aldermen status from legacy Councils to a new Authority. Section 32 of these Regulations specifically set outs this provision. To this end, Honorary Aldermen from the 5 legacy Buckinghamshire Authorities became Aldermen for Buckinghamshire wef 1 April 2020. As a result, 32 Honorary Aldermen continued and a list is provided at Appendix B to this report.
- 3.3 Prior to their abolition on 31 March 2020, both Wycombe District Council and Chiltern District agreed to confer the status of Honorary Aldermen to 11 individuals, who were retiring Members who qualified under their respective schemes. However, due to the COVID-19 pandemic, and the postponement of the May 2020 Elections, the 'retiring' members continued on as Buckinghamshire Councillors and as a result these decisions to confer the Honorary Aldermen status on these individuals was not acted upon. A list of these individuals is also included in appendix B to this report. As a result, there is now a total of 43 Honorary Aldermen after the elections on 6 May.
- 3.4 Mr Alan Sherwell, and Mr Peter Cartwright, two existing Honorary Aldermen from the legacy Aylesbury Vale and Wycombe District Councils respectively, stood for election to the Council at the May 2021 Elections. Both were not elected to the Council. Mr Cartwright was conferred the Honorary Alderman status by the former Wycombe District Council Scheme, which set out that, "in the event of an Honorary Alderman seeking election to the District Council, or any other Council within the area, he or she shall, from the time this scheme is adopted, cease to hold the position of Honorary Alderman if he or she is still standing as a candidate immediately following the deadline for withdrawal of candidature. At that time the entitlement to such rights and privileges attached to the position of Honorary

Alderman shall cease automatically.”

- 3.5 The former Aylesbury Vale District Council Scheme that conferred the Alderman status to Mr Sherwell did not require an Alderman to stand down upon being confirmed as a candidate at an election, only should an individual be elected. Therefore, Mr Sherwell’s status as an Honorary Alderman is unaffected.
- 3.6 The Committee is invited to consider whether Mr Cartwright should be invited to continue with Honorary Alderman status under the provisions of the new proposed Scheme for the Council.

A Proposed New Scheme for The Council

- 3.7 Set out at appendix C to this report is a proposed new Honorary Alderman Scheme for the Council. The Scheme is in accordance with the legislation and has sought to build on the legacy Schemes operated by the legacy Buckinghamshire Councils. The proposal is that the new Scheme will apply to all Honorary Alderman so those Aldermen who have continued from the legacy Councils and Aldermen that may be appointed by Buckinghamshire Council, to ensure a consistent approach and Scheme is in place. The Scheme will be subject to a review prior to the next Unitary Council election in 2025.

Legal and Financial Implications

- 3.8 The proposed Scheme at Appendix C is in accordance with the legislation. Should the proposed Scheme be agreed, any future nominations for Honorary Alderman status would have to be made in accordance with the provisions of the Scheme.
- 3.9 Costs associated with the establishment of the Scheme would relate to the purchase of badges for Honorary Aldermen, costs of which could be absorbed within existing budgets.

Next Steps

- 3.10 This is a new Scheme for the Council, and it is proposed that the Scheme also forms part of the Council’s Constitution. As a result, the recommendations of this Committee will be reported to Full Council for their consideration and adoption.

Appendices:

Appendix A – Table Summarising Legacy Councils’ Schemes

Appendix B – List of Existing Honorary Alderman

Appendix C – Proposed New Scheme For Buckinghamshire Council

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APPENDIX A

BUCKINGHAMSHIRE LEGACY COUNCILS' HONORARY ALDERMAN SCHEMES - COMPARISON

<u>Legacy Council</u>	<u>Exceptional service 'Interpretation'</u>	<u>Length of service/Qualification</u>	<u>Other</u>	<u>Process for Nomination</u>	<u>Rights & Privileges</u>
AVDC	Not defined – “rendered eminent services to the Council in the opinion of the Council”	Past member having been elected to the Council on at least 4 occasions	Not a current member	Only in the year of the District Elections. Any name put forward proposed by a Member of the Council and be submitted in writing to the Chief Executive by 31 July. Group Leaders would then discuss nominations informally, and where there was agreement to pursue a proposal for enrolment the person nominated would be asked if he or she was willing to accept their name going forward.	<ul style="list-style-type: none"> • To enjoy the courtesy title of Alderman and to be so addressed. • To receive a badge to wear on civic occasions. • At each meeting of the Council to have a seat reserved in the public gallery • use of the Members' Lounge. • To receive a copy of each Council summons/Council Diary. • To receive invitations to all civic and social events to which Members of the Council are invited.
BCC	<ul style="list-style-type: none"> • I term as a Chairman of a standing Committee, or as Chairman of the Council, or as a Group Leader for at least four years, or held 	n/a	to normally serve no more than 2 terms &	Full Council delegated nominations to Group Leaders, the Chairman and Vice Chairman and Chief Executive, for the May	<ul style="list-style-type: none"> • A seat in Alderman's Gallery at the Council meeting. • Use of the Members' car park for official duties • Invitation to Civic Services

<u>Legacy Council</u>	<u>Exceptional service 'Interpretation'</u>	<u>Length of service/Qualification</u>	<u>Other</u>	<u>Process for Nomination</u>	<u>Rights & Privileges</u>
	a Cabinet position for 3 years or had given 'exceptional service' and where supported by a majority of Members		perform Ambassadorial role.	Council Meeting and every four years thereafter.	and Chairman's Receptions. <ul style="list-style-type: none"> • Inclusion in the mailing list for Council publications. • Access to Council's Diary.
CDC	Either <ul style="list-style-type: none"> • Chairman of the Council, • Chairman of a Standing Committee, • the Council's representative on a national or regional body for a reasonable length of time or • notable achievements whilst serving on the Council. 	Not less than 10 years, unless the length of life of the Council had been such as to preclude longer service when the Member retired from the Council	Not more than three former members to be appointed in any one year.	Agreement to be reached between the political groups on who to confer Alderman status to. Cabinet Leader to report to Council and recommend: to confer Alderman status on those individuals at a special meeting of Council to take place at the conclusion of an ordinary meeting.	Scheme silent
WDC	Not defined – "person not serving as a serving Member of the Council, and who had given exceptional service"	15 years as a serving Member of the Council	Not a current member	Appointments not take place every year, and nominations would only be accepted in exceptional circumstances. Any name put forward had to be proposed by a serving	<ul style="list-style-type: none"> • To wear Aldermen badge or emblem on civic occasions. • Seat reserved in the public gallery for Full Council meetings. • Use of the Members' Room

<u>Legacy Council</u>	<u>Exceptional service 'Interpretation'</u>	<u>Length of service/Qualification</u>	<u>Other</u>	<u>Process for Nomination</u>	<u>Rights & Privileges</u>
				<p>Member of the Council and seconded by at least one other Member of the Council. Any proposal had to be submitted to the Chief Executive in writing, in order to enable informal discussion to take place with both Council Members and the proposed recipient.</p>	<p>(when was in play).</p> <ul style="list-style-type: none"> ● To receive a copy of each Council summons & year Book/Diary. ● To receive invitations to all civic and social events to which Members of the Council are invited. ● To walk in civic procession in a position immediately senior to serving Members.

APPENDIX B

EXISTING HONORARY ALDERMEN

		<u>LEGACY COUNCIL</u>
1. Pamela	Alderman Appleby	CDC
2. Bruce	Alderman Allen	BCC
3. Cherry	Alderman Aston	BCC
4. Margaret	Alderman Aston	BCC
5. Michael J	Alderman Batt	CDC
6. James	Alderman Blanksby	WDC
7. Peter	Alderman Cartwright	WDC
8. Marion	Alderman Clayton	BCC
9. Michael	Alderman Colston	BCC
10. Pam	Alderman Crawford	BCC
11. Avril	Alderman Davies	AVDC & BCC
12. Trevor JL	Alderman Edwards	CDC
13. Chris	Alderman James	AVDC
14. Ray	Alderman James	AVDC
15. Stephen W	Alderman James	CDC
16. R W (Bill)	Alderman Jennings	WDC
17. Peter	Alderman Lawrence	BCC
18. Val	Alderman Letheren	BCC
19. Brian M	Alderman Lipscombe	CDC
20. Gillian	Miscampbell OBE DL	BCC
21. Margaret	Alderman Morgan-Owen	AVDC
22. David	Alderman Polhill	BCC

23. Pamela	Alderman Priestley	WDC
24. Richard	Alderman Pushman	WDC & BCC
25. Glenda	Alderman Reynolds	AVDC
26. Janet	Alderman Riddington	WDC
27. Freda	Alderman Roberts MBE	AVDC & BCC
28. Janet	Alderman Roffe	AVDC
29. Kenneth	Alderman Ross MBE DL	BCC
30. Alan	Alderman Sherwell	AVDC
31. John	Alderman Warder	CDC
32. Robert	Alderman Young	CDC

INDIVIDUALS AGREED BY FORMER WYCOMBE DISTRICT COUNCIL IN MARCH 2020 TO BE CONFERRED HONORARY ALDERMEN STATUS FOLLOWING THEIR RETIREMENT AS A COUNCILLOR

Forename	Surname	Former Council
33. Mike	Appleyard	WDC
34. Sebert	Graham	WDC
35. Alan	Hill	WDC
36. Audrey	Jones	WDC
37. Hugh	McCarthy	WDC
38. John	Savage	WDC
39. David	Shakespeare OBE	WDC
40. Jean	Teesdale	WDC

41. Nigel	Teesdale	WDC
42. Roger	Wilson	WDC

INDIVIDUAL AGREED BY FOR CHILTERN DISTRICT COUNCIL IN JANUARY 2020 TO BE CONFERRED HONORARY ALDERMAN STATUS FOLLOWING RETIREMENT AS A COUNCILLOR

43. Noel	Brown	CDC
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BUCKINGHAMSHIRE COUNCIL**HONORARY ALDERMAN SCHEME****Background**

1. Section 249 of the Local Government Act 1972 gives principal councils the power to confer the title of 'Honorary Alderman' on persons who have, in the opinion of the Council, rendered eminent services to the Council as past members of that Council, but who are no longer members of the council (politically inactive). The Act does not specify how eminent services are defined, and this is left as a matter of local interpretation.
2. The Act also provides that in order to confer the title of Honorary Alderman on an ex-Councillor, a meeting of the whole Council needs to be convened specifically for this purpose and the resolution passed by not less than two thirds of the voting Members present at that meeting.
3. The Local Government (Structural Changes) (Transitional Arrangements) (No.2) Regulations 2008 provide for the continuation of the conferment of Honorary Aldermen status from legacy Councils to a new Authority. Section 32 of these Regulations specifically set out this provision. To this end, Honorary Aldermen from the 5 legacy Buckinghamshire Authorities became Aldermen for Buckinghamshire wef 1 April 2020.

Process For Nomination

4. Nominations shall only be made in the year of the Council Elections.
5. Any nomination must be proposed and seconded by existing serving Members of the Council.
6. Nominations received will be submitted to the Monitoring Officer who will then liaise with Group Leaders and the Chairman of the Council for consideration.
7. A report will then be presented to Full Council to consider conferring the Honorary Alderman status.
8. Formal election to the Roll of Honorary Alderman shall be by resolution of the Council, passed by not less than two thirds of those Members present and voting thereon at a meeting of the Council specifically convened for that purpose.

Criteria

9. A person shall be deemed eligible to be enrolled as an Honorary Alderman provided that the person has served as a Member of the Council (and any of the 5 legacy Buckinghamshire Local Authorities prior to the establishment of the Council on 1 April 2020) for at least 10 years in total.

Appendix C

10. Honorary Alderman is an apolitical role so individuals should not hold any political office (e.g. parish councillor, etc)
11. For the purposes of this Scheme, the term “eminent service” is left undefined to allow flexibility when determining nominations

Term of Office

12. All Honorary Aldermen shall be lifetime appointments subject to the withdrawal of Title/Rights as set out below.

Rights & Privileges

13. An Honorary Alderman is entitled to the following rights & privileges:
 - To be presented with an Honorary Aldermen badge.
 - To receive the link to the electronic version of the Full Council summons & Agenda
 - Parking free at each Council Offices when undertaking duties.
 - To receive invitations to all civic/ceremonial, and social events to which Members of the Council are invited.

(Given the capacity issues with Full Council meetings, and the current number of Honorary Alderman, no guarantee of attendance at Council meetings can be provided)

Withdrawal of Title/Rights

14. If an existing Honorary Alderman stands for election and is not elected, he/she shall continue in the role. If he/she is elected to the Council as a Member, (or assumes any other political role, eg parish councillor, MP, etc), the title and rights shall be withdrawn from the individual for such time as he/she is a serving Member.
15. It shall be competent for the Council in any other particular case to withdraw the title of Honorary Alderman and the attached rights and privileges. Such withdrawal of the title shall be by way of formal motion to a meeting of the full Council, (the summons to which contains special notice that such withdrawal is proposed and the reason therefor) and subsequent resolution of the Council passed by not less than two thirds of the Members present and voting thereon at the meeting of the Council. On the passing of such resolution, the Monitoring Officer shall delete the name of the person concerned from the Roll of Honorary Aldermen and advise that person accordingly.

Application of This Scheme

16. This Scheme shall apply to all Honorary Aldermen of the Council – i.e. those Aldermen who have continued from the legacy Councils (paragraph 3 of this Scheme refers) and Aldermen appointed by Buckinghamshire Council.



Report to Standards and General Purposes Committee

Date:	7 July 2021
Title:	2023 Review of Parliamentary Constituencies
Relevant councillor(s):	all councillors
Author and/or contact officer:	Mat Bloxham (Electoral Services Manager)
Ward(s) affected:	all wards
Recommendations:	To note the initial proposals for the 2023 review of Parliamentary Constituencies from the Boundary Commission for England (BCE)
Reason for decision:	To highlight the BCE's initial consultation on proposed changes to the parliamentary constituencies for 2023

1. Content of report

- 1.1 The independent Boundary Commission for England (BCE) are redrawing the map of Parliamentary constituency boundaries. This follows a request from Parliament to review constituencies in England to ensure that there is a more even distribution of electors across them. Due to population changes since the last review, the number of electors in some constituencies is much higher than in others. The 2023 Boundary Review, which was launched in January this year, will make the number of electors in each constituency more equal, thus ensuring individual votes are of broadly equal weight. In making these required changes, the number of constituencies in England must increase from 533 to 543.

- 1.2 In the Buckinghamshire Council area the Boundary Commission’s proposals are for the following 6 parliamentary constituencies (currently there are 5):

Proposed Constituency	Electorate
Aylesbury	75636
Buckingham & Bletchley	73644
Chesham & Amersham	76158
High Wycombe	71769
Marlow and South Buckinghamshire	70312
Princes Risborough	72240

- 1.3 Where the BCE refer to Buckinghamshire they mean the unitary authorities of Buckinghamshire and Milton Keynes. The BCE is proposing 8 constituencies in total in Buckinghamshire with “Milton Keynes” and “Newport Pagnell” entirely within the Milton Keynes unitary authority area. The 6 proposed consistencies in the table above are entirely within the Buckinghamshire unitary authority area, except the proposed “Buckingham and Bletchley” constituency which includes parts of the Buckinghamshire and Milton Keynes unitary authority areas.
- 1.4 Anyone may comment on the proposals. The BCE are encouraging responses to be submitted online at www.bcereviews.org.uk where there is an online mapping tool that enables you to view and comment on the proposals. They are consulting on their initial proposals for an eight-week period, from 8 June 2021 to 2 August 2021.
- 1.5 As well as looking at where the boundaries of constituencies should be, the BCE will recommend a specific name for each constituency. The Commission also welcomes views on the naming of proposed constituencies during the consultation.
- 1.6 For convenience the Commission’s maps for the proposed constituencies are shown as appendices to this report.

2. Other options considered

- 2.1 The Committee are asked to note the BCE’s initial consultation and consider any response they wish to submit before 2 August 2021 deadline.

3. Legal and financial implications

- 3.1 There are no direct legal or financial implications to the Council arising from this report.

4. Corporate implications

4.1 The (Acting) Returning Officer is required to deliver parliamentary elections and any changes to constituencies will be implemented by the Electoral Service team as part of the election delivery.

5. Local councillors & community boards consultation & views

5.1 The BCE is inviting anyone to review and submit responses to the review. All councillors will be informed of the BCE's initial consultation on proposed changes to the parliamentary constituencies for 2023 via the Members' newsletter. All parish councils will be informed of the consultation via email. Individual and group responses may be submitted.

6. Communication, engagement & further consultation

6.1 The BCE has published its initial proposals on its website, together with information about how to respond to the consultation. Hard copies of the proposals have been sent to various local 'places of deposit', where the public may view the proposals. In Buckinghamshire these are:

Address				Constituency
Aylesbury Library	Walton Street	Aylesbury	HP20 1UU	Aylesbury
Buckingham Library	Verney Close	Buckingham	MK18 1JP	Buckingham and Bletchley
Bletchley and Fenny Stratford Town Council	Bletchley Library, Westfield Road, Bletchley	Milton Keynes	MK2 2RA	Buckingham and Bletchley
Chesham Library	Elgiva Lane	Chesham	HP5 2JD	Chesham and Amersham
High Wycombe Library	5 Eden Place	High Wycombe	HP11 2DH	High Wycombe
Marlow Library	Institute Road	Marlow	SL7 1BL	Marlow and South Buckinghamshire
Princes Risborough Library	Bell Street	Princes Risborough	HP27 0AA	Princes Risborough

6.2 To support awareness of the consultation the Council will also publish information about the BCE's consultation on its website and social media channels.

7. Next steps and review

- 7.1 The BCE will hold a further two rounds of consultation in 2022. Following the conclusion of all three consultation periods, the Commission will look at all the evidence received and form its final recommendations. These will be submitted to Parliament by 1 July 2023 as part of its final recommendations to Parliament. The Government must turn the recommendations of the BCE (and those of the equivalent Commissions for the other three parts of the UK) into an ‘Order in Council’ that implements the recommendations. The constituencies set out in the Order will then be implemented for the next General Election after the date on which the legislation is approved.
- 7.2 Any by-elections held in the meantime have to be held on the basis of the old (existing) constituencies.
- 7.3 Under the terms of the Fixed-term Parliaments Act, which the Government has said it will repeal in the Queen’s Speech, the next general election is currently expected to take place on Thursday 2 May 2024.

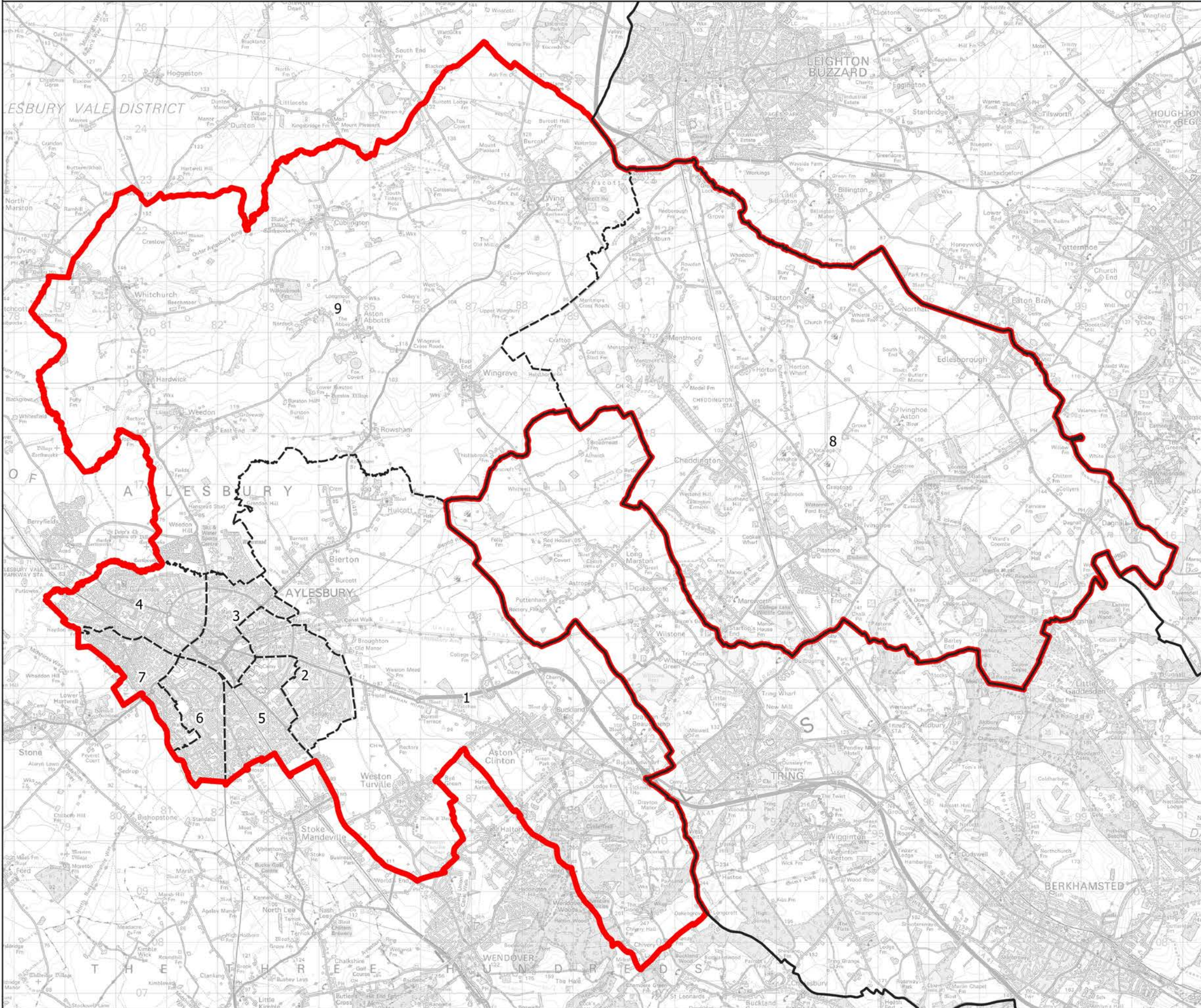
8. Background papers

- 8.1 There are no background papers for this report as all material relating to the review are already publicly available via www.bcereviews.org.uk
- 8.2 For convenience maps of the proposed constituencies are available via the following links:

Constituency	Map
Aylesbury	Appendix 1
Buckingham & Bletchley	Appendix 2
Chesham & Amersham	Appendix 3
High Wycombe	Appendix 4
Marlow and South Buckinghamshire	Appendix 5
Princes Risborough	Appendix 6




- Wards:
- 1 Aston Clinton and Bierton
 - 2 Aylesbury East
 - 3 Aylesbury North
 - 4 Aylesbury North West
 - 5 Aylesbury South East
 - 6 Aylesbury South West
 - 7 Aylesbury West
 - 8 Ivinghoe
 - 9 Wing



-  Constituency
-  Local Authorities
-  Wards

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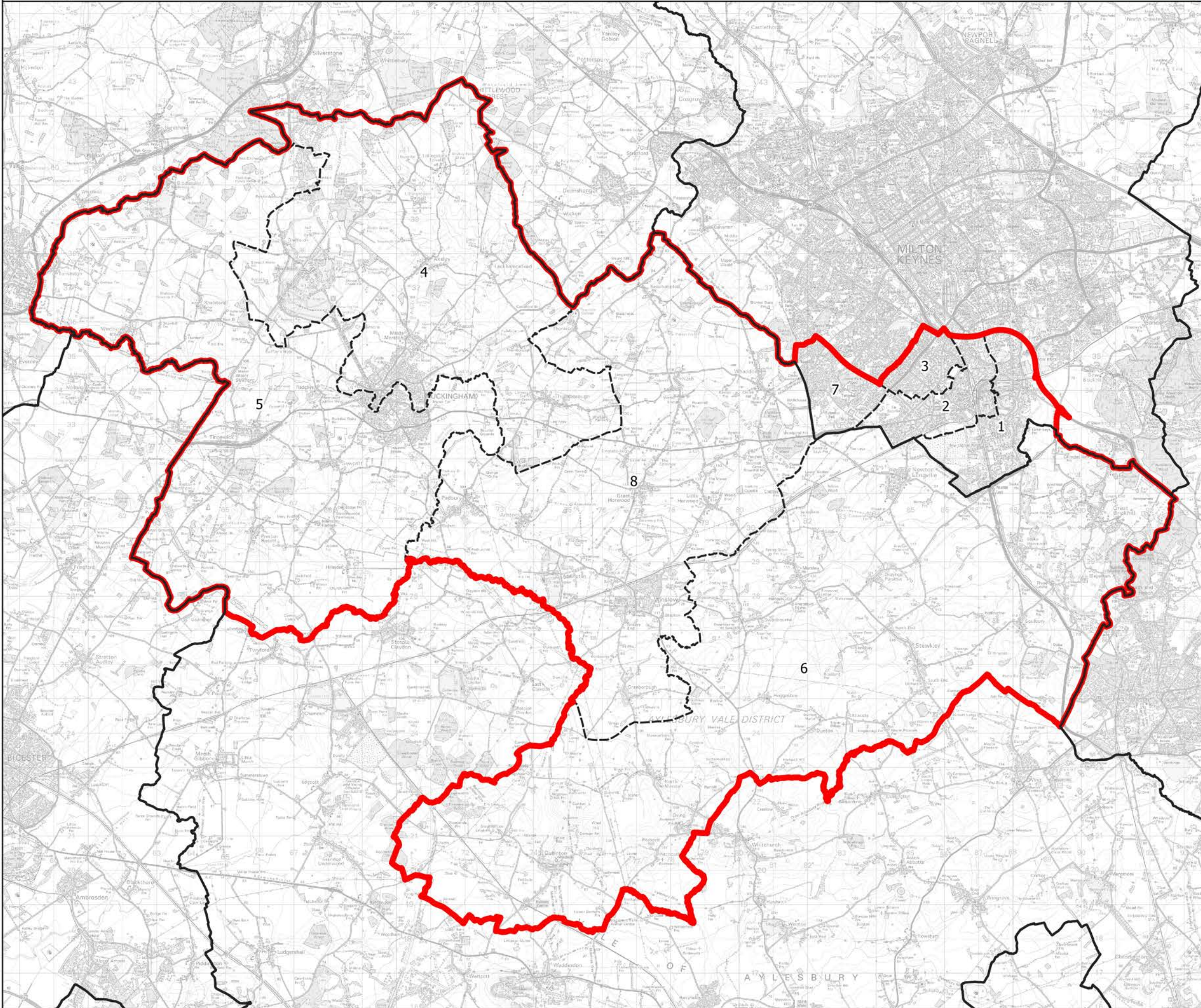
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Wards:

- 1 Bletchley East
- 2 Bletchley Park
- 3 Bletchley West
- 4 Buckingham East
- 5 Buckingham West
- 6 Great Brickhill
- 7 Tattenhoe
- 8 Winslow



Constituency
 Local Authorities
 Wards

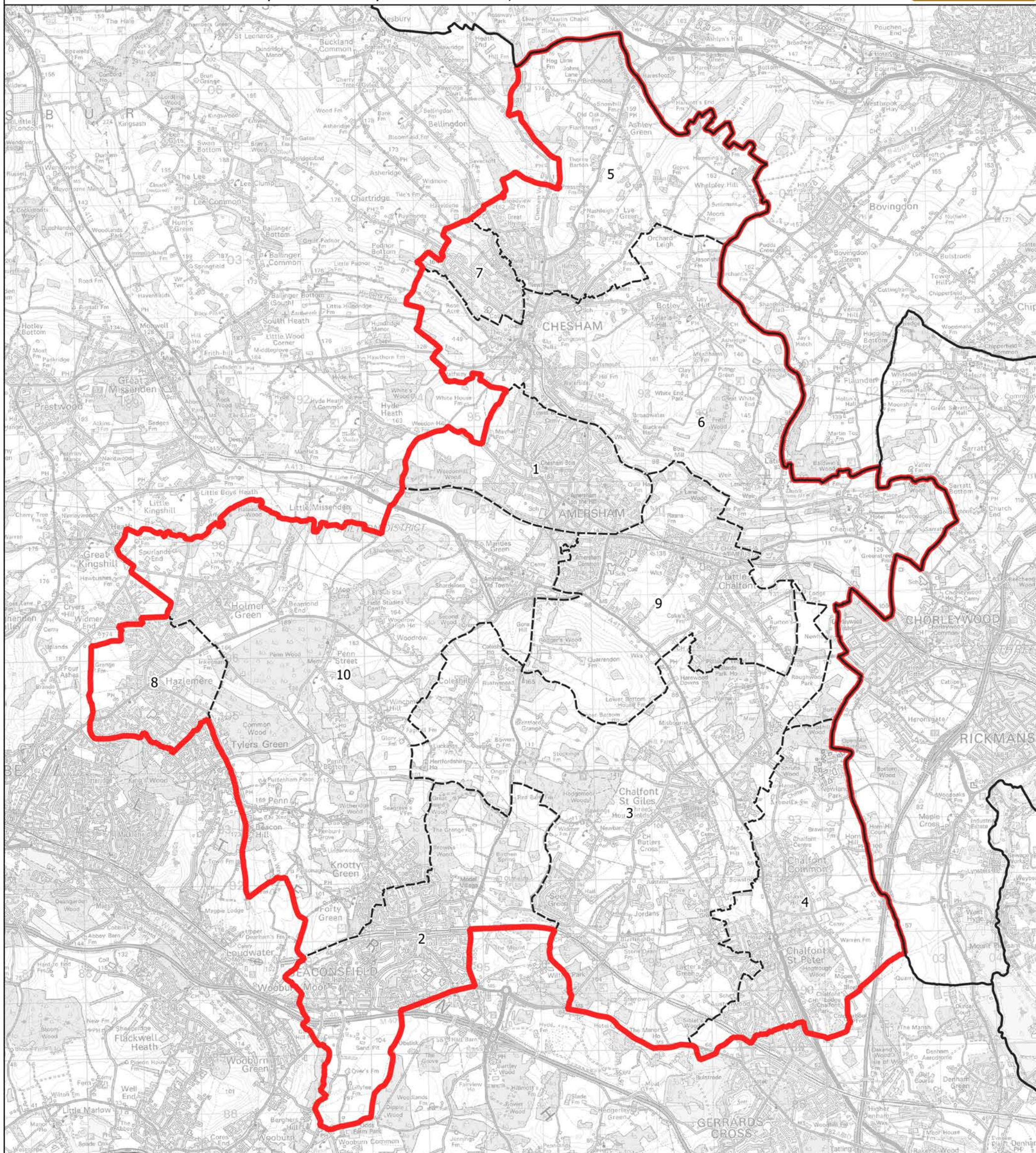
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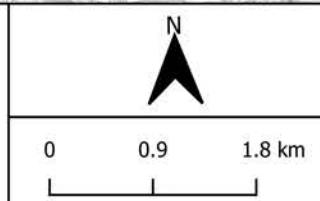
Boundary Commission for England - Initial Proposals for the South East Region

Chesham and Amersham County Constituency - Electorate 76,158



- Wards:**
- | | |
|-----------------------------|---------------------------------------|
| 1 Amersham and Chesham Bois | 7 Chiltern Ridges (Part) |
| 2 Beaconsfield | 8 Hazlemere |
| 3 Chalfont St. Giles | 9 Little Chalfont and Amersham Common |
| 4 Chalfont St. Peter | 10 Penn Wood and Old Amersham |
| 5 Chesham | |
| 6 Chess Valley | |

- Constituency
- Local Authorities
- Wards



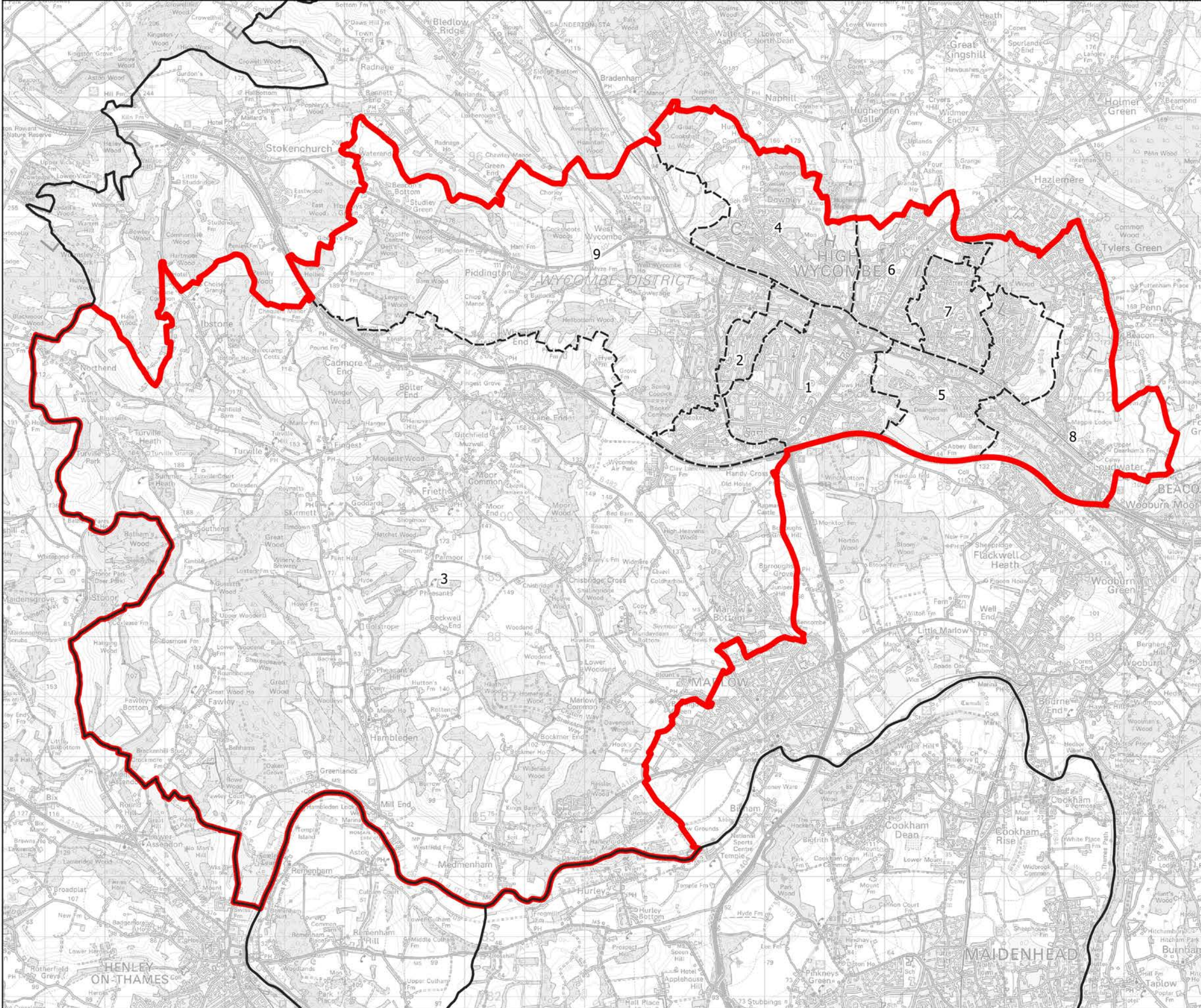
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Chesham and Amersham County Constituency

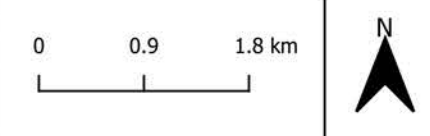
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- Wards:
- 1 Abbey
 - 2 Booker, Cressex and Castlefield
 - 3 Chiltern Villages
 - 4 Downley
 - 5 Ryemead and Mickelfield
 - 6 Terriers and Amersham Hill
 - 7 Totteridge and Bowerdean
 - 8 Tylers Green and Loudwater
 - 9 West Wycombe



Constituency
 Local Authorities
 Wards



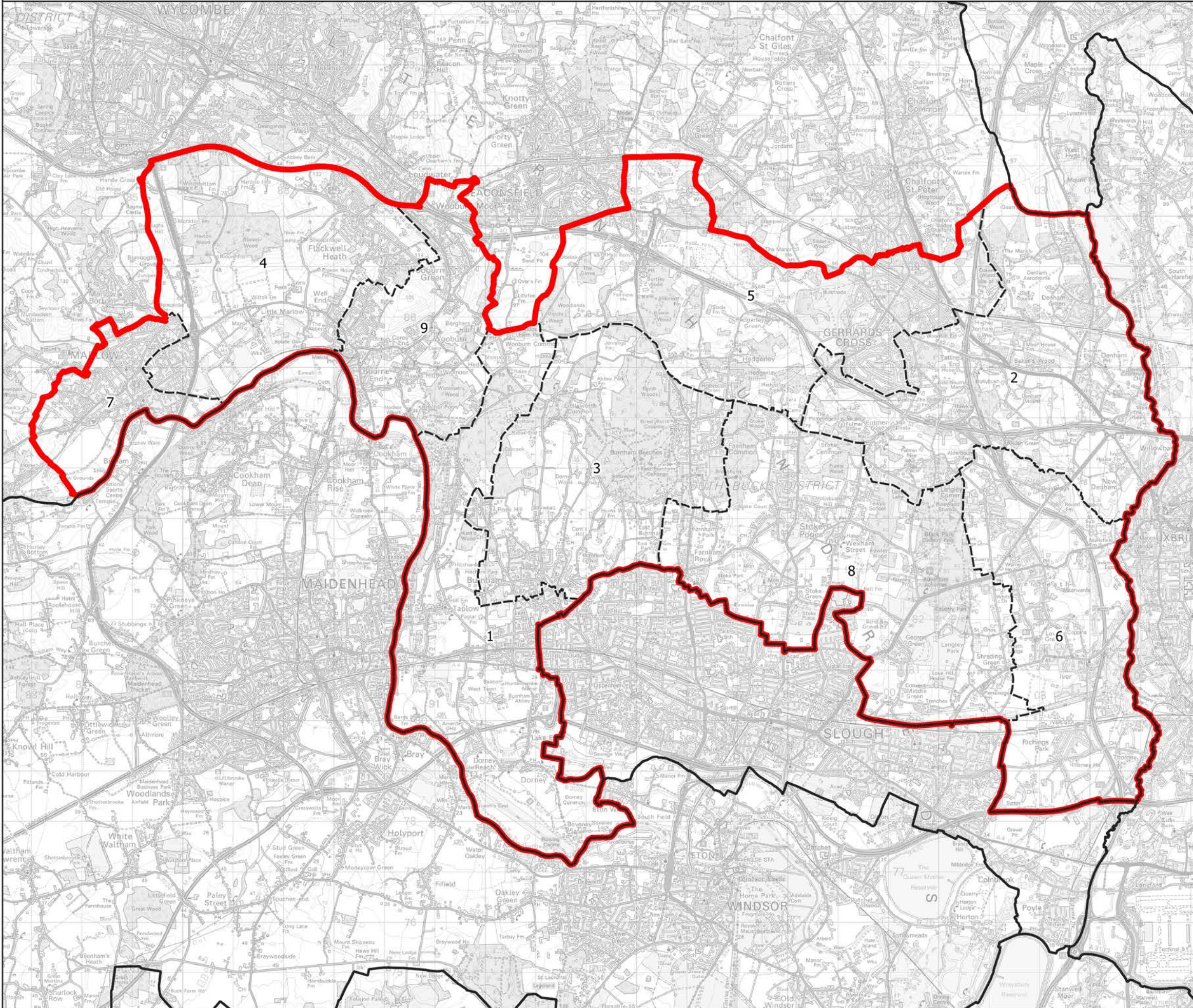
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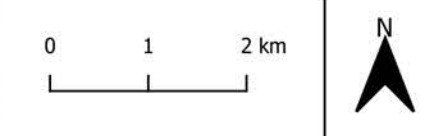


Wards:

- 1 Cliveden
- 2 Denham
- 3 Farnham Common and Burnham Beeches
- 4 Flackwell Heath, Little Marlow and Marlow South East
- 5 Gerrards Cross
- 6 Iver
- 7 Marlow
- 8 Stoke Poges and Wexham
- 9 The Wooburns, Bourne End and Hedsor



Constituency
 Local Authorities
 Wards

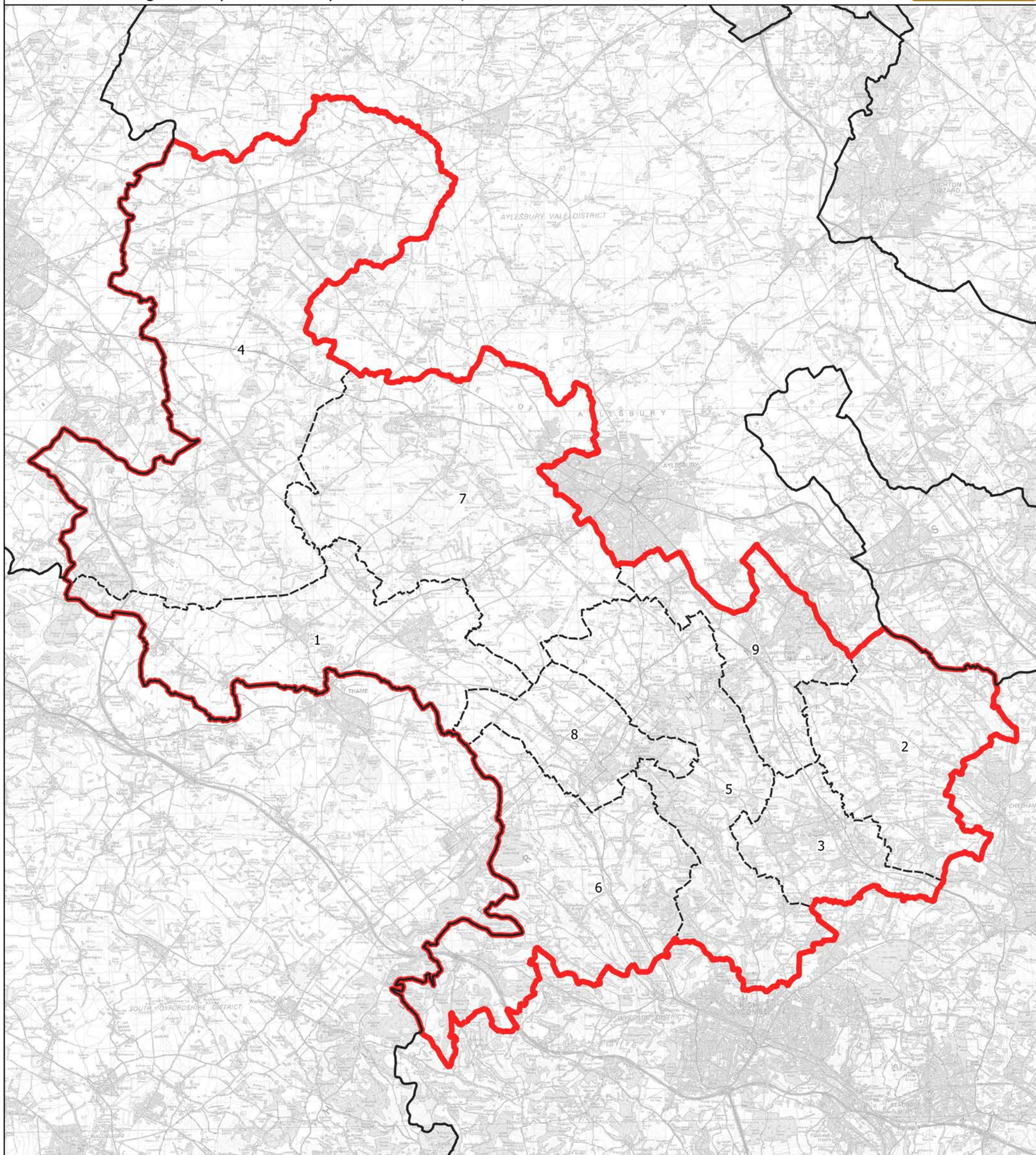


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Boundary Commission for England - Initial Proposals for the South East Region

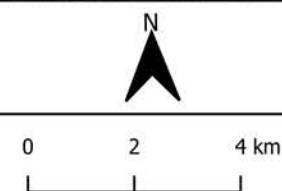
Princes Risborough County Constituency - Electorate 72,240



Wards:

- | | |
|--------------------------|---|
| 1 Bernwood | 8 The Risboroughs |
| 2 Chiltern Ridges (Part) | 9 Wendover, Halton and Stoke Mandeville |
| 3 Great Missenden | |
| 4 Grendon Underwood | |
| 5 Ridgeway East | |
| 6 Ridgeway West | |
| 7 Stone and Waddesdon | |

- Constituency
- Local Authorities
- Wards



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Princes Risborough County Constituency

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Report to Standards & General Purposes Committee

Date: 7 July 2021

Reference number: TBC

Title: **Election Petition: a challenge to the result of the election in Totteridge & Bowerdean Ward (Wycombe area) on the 6 May 2021**

Relevant councillor(s):

Author and/or contact officer: Nick Graham, Director of Legal & Democratic Services

Ward(s) affected: All

Recommendations:

- 1. To note the receipt of an Election petition relating to the Totteridge & Bowerdean Ward**
- 2. To note the legal process to be followed upon receipt of the Petition.**

Reason for decision: To provide information on litigation impacting on the recent election

1. Executive summary

- 1.1 The council has received a legal challenge to the results of the election held in the Totteridge & Bowerdean Ward. This is called an Election Petition (attached).
- 1.2 There is a detailed legal process to go through upon receipt of the Petition.
- 1.3 This report sets out the process that will be followed and the steps to be taken.

2. Content of report

- 2.1 Totteridge & Bowerdean Ward is in the Wycombe area. There have been historic allegations of postal vote fraud in this area and there is a pending prosecution of a former County Councillor.
- 2.2 In the run up to polling day on 6 May 2021, the Returning Officer received a number of allegations in the Totteridge and Bowerdean Ward, of postal vote ‘harvesting’ or that electors were being intimidated. All information received was passed directly to the Thames Valley Police for investigation.
- 2.3 The Totteridge & Bowerdean Ward was contested in the May 2021 elections and the results are set out in the table below.

Totteridge & Bowerdean - results			
Election Candidate	Party	Votes	
Julia Denise Wassell	Wycombe Independent	1255	Elected
Imran Hussain	Wycombe Independent	1129	Elected
Steve Guy	Wycombe Independent	1009	Elected
Anwar Rashid	Liberal Democrats	957	Not elected
Chaudhry Ansar Mahmood	Liberal Democrats	915	Not elected
Ben James Holkham	Liberal Democrats	901	Not elected
Rafiq Mohammed Raja	Labour Party	714	Not elected
Ian Stephen Bates	Labour Party	593	Not elected
Philippa Eryl Young	Labour Party	541	Not elected
Matthew Owen Plested	Conservative	490	Not elected
Alexander Stephen Cobb	Conservative	426	Not elected
Hasan Ali Arif	Conservative	404	Not elected

Voting Summary	
----------------	--

- 2.4 At the Count on the 8 May 2021, there was an incident involving one of the candidates, Mr Anwar Rashid). Mr A Rashid challenged the Deputy Returning Officer (DRO) when the details of the bad and doubtful (spoilt) papers were considered. The DRO must adjudicate on spoilt paper and notify the agents and candidates. Having adjudicated, a copy of the proposed declaration (draft result) is then shared with the candidates and agents for that Ward before being formally announced.
- 2.5 Mr Rashid challenged the DRO who agreed to undertake a bundle check of blocked votes and grass skirts of the ballots as a double check. That was undertaken.
- 2.6 Mr Rashid was still unhappy. It was then that a number of individuals sought to enter the count hall. (An act that is a breach of election law in itself.) They were successfully stopped, and the Police were called.
- 2.7 The formal declaration was made and Mr Rashid then left the count hall.
- 2.8 Mr Rashid has now lodged a Petition. The thrust of the petition is not that the Returning Officer has done anything wrong – indeed, there is an acceptance that we

were simply administering the election in accordance with the statutory framework and the Electoral Commission guidance; rather that there should be a recount and an investigation as to whether the spoilt ballot paper had been improperly interfered with. All the DRO could do at the election was take the rejected ballots on face value and rule they should be rejected for the reason stated above.

- 2.9 In terms of process, after the receipt of the Petition, Mr Rashid must make arrangement for a hearing at the Court. We understand that will happen this week.
- 2.10 The Returning Officer must put a copy of the Petition in the local paper for the area of the Ward concerned.
- 2.11 The Court will list the Petition – along with others received – for a hearing at which directions will be given. This is likely to be in mid to late July.
- 2.12 At the hearing it is likely a recount will be ordered for a given date. That recount happens before a Senior Master of the High Court, but is undertaken by our own Count Team. This will likely be in September.
- 2.13 If the matter then goes to a trial where consideration of the whether the election has to be re-run, that it unlikely to be until the early part of 2022. This will take place in the Totteridge & Bowerdean Ward.
- 2.14 The Returning Officer would provide detailed evidence of the actions taken to ensure the integrity of the election.

3. Other options considered

- 3.1 N/A.

4. Legal and financial implications

- 4.1 Specialist Elections solicitors have been engaged to advise the Returning Officer and Senior Counsel will be engaged for any Court appointments.

5. Corporate implications

- 5.1 N/A.

6. Local councillors & community boards consultation & views

- 6.1 The current local members are parties to the Petition so are well aware of the issues in the dispute.

7. Communication, engagement & further consultation

- 7.1 It is not proposed to do any proactive communications pending the outcome of the Petition.

8. Next steps and review

- 8.1 The Returning Officer will keep Members of this Committee aware of developments in the litigation.


9. Background papers

- 9.1 N/A.

10. Your questions and views (for key decisions)

- 10.1 If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone or email.

**ROYAL COURTS OF JUSTICE
GROUP**
Election Petition Office.
Room E105
Royal Courts of Justice
Strand, London WC2A 2LL
DX 44450, Strand
T 020 7947 6877


**HM Courts &
Tribunals Service**

Rachael Shimmin QBE
Walton Street
Aylesbury, HP20 1UY

1 June 2021

RECEIVED

- 9 JUN 2021

Dear Madam,

Election Petition: M374/21

Pursuant to section 121 (4) of the Representation of the Peoples Act 1983, I enclose a copy of the petition presented at this office on 27 May 2021 on behalf of Anwar Rashid and others questioning the result of the Local Government election for the Totteridge and Bowerdean ward in Buckingham Council held on the 6 May 2021.

Your attention is drawn to the above section of the Act regarding publication of the petition.

I should be grateful if you would kindly acknowledge receipt.

Yours faithfully,


Geraint Evans

Election Petitions Office

QUEEN'S BENCH DIVISION

THE ELECTION COURT

AND IN THE MATTER OF THE REPRESENTATION OF THE PEOPLE ACT 1983

AND IN THE MATTER OF A LOCAL GOVERNMENT ELECTION FOR THE TOTTERIDGE
AND BOWERDEAN WARD IN BUCKINGHAMSHIRE COUNCIL ON 6th MAY, 2021

B E T W E E N :

ANWAR RASHID

Petitioner

- and -

JULIA DENISE WASSELL

First Res.Q_ondent

- and -

IMRAN HUSSAIN

Second Res.Q_ondent

- and -

STEVE GUY

Third Res.Q_ondent

- and-

NICHOLAS GRAHAM

**(Returning Officer for the Shadow Authority of Buckinghamshire
and then for the Buckinghamshire Council)**

Fourth Res.Q_ondent

ELECTION PETITION

**The Petition of Anwar Rashid of 41 Adelaide Road, High Wycombe, Bucks, HP13 6UW
shows:**

1. That the Petitioner was a candidate at the election of Councillors for the Ward of Totteridge and Bowerdean ('the Ward') in the what became, on the election of Councillors, the Buckinghamshire Council ('the Council'), in which he received 957 votes.

2. That the said election was held on Thursday, 6th May, 2021 when the following were candidates:

- Julia Denise Wassell
- Itman Hussain
- Steve Guy
- Anwar Rashid
- Chaudhry Ansar Mahmood
- Ben James Holkham
- Rafiq Mohammed Raja
- Ian Stephen Bates
- Philippa Eryl Young
- Matthew Owen Plested
- Alexander Stephen Cobb
- Hasan Ali Alif

3. That on Saturday, 9th May, 2021, the Acting Returning Officer for what was then the Shadow Authority of Buckinghamshire ('the Shadow Authority') who was present at the count, Ian Hunt (democratic services manager for the Shadow Authority), declared that the number of votes received for each candidate was as follows:

Julia Denise Wassell	1255
Imran Hussain	1129
Steve Guy	1009
Anwar Rashid	957
Chaudhry Ansar Mahmood	915
Ben James Holkham	901
Rafiq Mohammed Raja	714
Ian Stephen Bates	593
Philippa Eryl Young	541
Matthew Owen Plested	490
Alexander Stephen Cobb	426
Hasan Ali Arif	404

And the Returning Officer duly declared that the said Julia Denise Wassell, Imran Hussain and Steve Guy were elected to be Councillors for the said Ward. The Returning Officer

also declared that 108 ballot papers cast by electors in the said Ward had been rejected as spoilt.

4. (The Shadow Authority was created by the Buckinghamshire (Structural Changes) Order 2019. Pursuant to Article 4 of the 2019 Order, Buckinghamshire County Council and all District Councils in the County of Buckinghamshire were abolished on 1st April 2020. Pursuant to Article 5 of the 2019 Order, all those who had been county councillors and district councillors in the said authorities became councillors of the 'Shadow Authority' of Buckinghamshire, pending elections to the Buckinghamshire Council, which were due to be held in May 2020 under Article 18 of the 2019 Order. Pursuant to the Coronavirus Act 2020 and associated secondary legislation, the said election was then delayed until 6th May, 2021. Following the said elections, Buckinghamshire Council was created pursuant to the 2019 Order (as amended by the Coronavirus Act 2020 and associated secondary legislation) . Pursuant to Articles 7(7) of the Buckinghamshire (Structural Changes) Order 2019, Nicholas Graham had been appointed as the Returning Officer for the Shadow Authority.)
5. That at the election a person or persons unknown were guilty of multiple offences of tampering with up to 108 ballot papers by fraudulently defacing them, contrary to s 65(2)(a) of the Representation of the People Act 1983 ('the 1983 Act'), an offence that is an illegal practice, as a criminal offences committed during an election that was created by the 1983 Act (*Simmons v Khan* M/326/07 (18 March 2008, unreported), para 30; *Ali v Bashir and another* [2013] EWHC 2572 (QB), para 51; *Erlam & Others v Rahman and Another* [2015] All ER (D) 197 (Apr), para 348 (specifically in relation to s 65 of the 1983 Act)). The particulars of the offences of tampering are as follows:

PARTICULARS OF THE ILLEGAL PRACTICES OF TAMPERING

- (1) The Petitioner, Chaudhry Ansar Mahmood and Ben James Holkham ('the Liberal Democrat Candidates', when referred to together) were the only candidates for the Liberal Democratic Party and were visibly so, their names on the ballot papers issued for the election being accompanied by the name of the said political party and its well-known emblem, a yellow bird (whether or not coloured).

individual ballot had been tampered with and he had no choice but to leave that determination to the Election Comi, in the event an Election Petition was brought.

(6) Nevertheless, the Petitioner avers that the Election Court has the jurisdiction to determine that ballots found after scrutiny and the trial of the Petition to have been valid votes cast and that were rejected only because they were defaced should be counted in favour of the candidate or candidates in favour of whom the elector cast a valid vote; and that that jurisdiction exists because the Acting Returning Officer, had he exercised his judicial role assisted by the evidence that will be available to the Comi on reviewing his decision but was not available to him, would have treated the votes that appeared to be spoiled *by the elector* as valid votes were he to have determined (as he would have done had he been in possession of all the evidence) that they were valid votes not spoiled by the elector but tampered with by a person or persons unknown (*Petition of Rowe In the matter of the Representation of the People Act 1983* [2001] All ER (D) 329 (Dec)).

(7) The above evidence considered cumulatively is sufficient to establish to the criminal standard of proof that the ballots were tampered with, in view of the following:

- (a) That each of the questionable ballots (being the majority but not all of the rejected ballots) contained a vote for all three Liberal Democrat candidates and for one or more other/s;
- (b) That there appeared to be no other party grouping or individual candidate whose individual or collective votes were invalidated by a further vote or votes in any statistically significant number;
- (c) That the vote or votes for the other candidate or candidates appeared, in each of the above, to be cast in a different pen or pencil; and
- (d) That there were several times more rejected ballots in the Ward than in any other ward;

And this is so notwithstanding that it may be impossible to establish by whom the said votes were tampered or in order to promote or procure the election of which candidate; and that any person who tampered with ballots with the object of preventing the counting of valid votes for the Liberal Democrat Candidate must have intended to promote or procure the election of one or more candidates other than the Liberal Democrat Candidates.

6. That the extent of the said tampering amounted to general corruption in favour of one or more unknown candidates other than the Petitioner, Chaudhry Ansar Malunood or Ben James Holkham. In particular:

PARTICULARS OF GENERAL CORRUPTION

- (1) Section 164 of the 1983 Act provides as follows:
- (1) Where on an election Petition it is shown that corrupt or illegal practices or illegal payments, employments or hirings committed in reference to the election for the purpose of promoting or procuring the election of any person at that election have so extensively prevailed that they may be reasonably supposed to have affected the result -
- (a) his election, if he has been elected, shall be void, and
- (b) he shall be incapable of being elected to fill the vacancy or any of the vacancies for which the election was held.
- (2) An election shall not be liable to be avoided otherwise than under this section by reason of general corruption, bribery, treating or intimidation.
- (3) An election under the local government Act may be questioned on the ground that it is avoided under this section.
- (2) The effect of this provision is that an election must be voided if corrupt and illegal practices have so extensively prevailed that they may reasonably be supposed to have affected the result, even if those practices were intended to procure the election of a person other than the successful candidate (*Akhtar and others v Jahan and others Iqbal and others v Islam and others* [2005] All ER (D) 15 (Apr)).
- (3) In this case, the effect of the tampering by a person or persons unknown must have been 'for the purpose of promoting or procuring the election of any person' given that the said tampering made the election of the Petitioner and the other Liberal Democrat Candidates less likely by preventing ballots cast in their favour from being counted: by making the election of the said candidates less likely, they made the election of *any other candidate* more likely; and s 164 does not require that the purpose must be to procure the election of only one persons - it can equally be for the purpose of promoting or procuring the election of any person other than the petitioner or the petitioner and other candidates from his political party (as here).
- (4) Section 164 does not require that the candidate whose election is promoted or procured is identified or is capable of being identified, only that the election of 'any person' who is a candidate is being promoted or procured.

- (5) Had the rejected ballots not been tampered with, the Petitioner and both other Liberal Democrat Candidates would each have received 80 or more additional votes.
- (6) The difference in the votes cast for the Petitioner and those cast for Steve Guy was 52 (957 and 1009, respectively). Had 80 or more ballots been cast for the Petitioner and the other Liberal Democrat Candidates, the Petitioner would have been declared elected and Steve Guy would not have been. Thus, the general corruption by a person or persons unknown so extensively prevailed that they can be reasonably expected to have affected the result.
- (7) It is conceded that the said general corruption limited to the rejected votes having been tampered with could not have so extensively prevailed as to affect the result in respect of the election of Imran Hussain (who received 1129 votes) or of Julia Denise Wassell, who received 1255 votes). Had Chaudhry Ansar Mahmood (who received 915 votes and was the next placed candidate after the Petitioner) received a vote in every one of the 108 rejected ballots (and it is not alleged that every one of them was tampered with) he could not have received as many votes as either Imran Hussain or Julia Wassell. The Petition names and is served upon the Second and Third Respondents only because of the Petitioner's contention that there should be a recount (on grounds set out below) in which he has reasonable grounds to believe the First and Second Respondents may be found not to have been declared elected validly.

7. That there is evidence that, individually or cumulatively, constitutes good grounds for believing that there were acts and/or omissions of the Fomih Respondent's officials in breach of their official duty in connection with the election and/or under the Local Elections (Principal Areas) (England and Wales) Rules 2006, SI 2006/3304, which acts/omissions affected the result. In particular:

- (1) The Petitioner and the Liberal Democrat Candidates and their observers were told, when the count was ongoing, that there were 566 block votes (those cast for all candidates from one political party or other grouping) for the First, Second and Third Respondents (as 'Wycombe Independent' candidates) and 580 block votes for the Liberal Democrat candidates.
- (2) The count then moved to mixed votes (those that were cast for candidates from more than one political party or other grouping). These were counted in groups of 25 votes and after each group of 25 votes was counted, the numbers for each

candidate were recorded at the end of the tally on the sheet by the Returning Officers counting staff. The Petitioner and other Liberal Democrat candidates and observers were keeping a mental note of the numbers and observed that the Second and Third Respondents did not appear to be in first, second or third place (in total and given the block and mixed votes) given the numbers that were being recorded.

- (3) The Petitioner asked the Acting Returning Officer for a recount because of the unusually large number of ballots that had been rejected for being spoilt in a manner that suggested a deliberate attempt to prevent the Liberal Democrat candidates from being elected. He suggested to the Acting Returning Officer that it gave rise to serious questions of 'irregularities or foul play' (in the Petitioner's words). The Acting Returning Officer agreed to recount the block votes but not the mixed votes. In view of the evidence of widespread tampering and the other factors here pleaded, it is averred that a full recount should have been ordered.

And the Petitioner avers that the above evidence constitutes sufficient grounds for the Court to order a recount of the votes. The Petitioner does not seek further investigation of any possible acts or omissions by the Returning Officer's officials if a recount is ordered by the Comi.

The Petitioner therefore prays:

- (a) That it may be ordered that there be a scrutiny of votes recorded as having been cast in the election and a recount of the ballots;
- (b) That it may be ordered that there be production and inspection of documents delivered to and retained by the registration officer following the election, including but not limited to the rejected ballots, pursuant to s 23 of the 1983 Act; Local Elections (Principal Areas) (England and Wales) Rules 2006, SI 2006/3304, r 3, Sch 2 r 53(1)(a);
- (c) That it may be determined that the First, Second and/or Third Respondents were not duly elected and/or that their election was void;
- (d) That the Petitioner may have such further or other relief, including his costs as may be just.

FRANCIS HOAR

STATEMENT OF TRUTH

I believe that the facts stated in this Election Petition are true.

Date:.....

ANWAR RASHID

Petitioner

The Petition was presented by Anwar Rashid, the Petitioner, whose address for service is 41 Adelaide Road, High Wycombe, Bucks, HP13 6UW

It is proposed to serve a copy of this Petition on: -

1. Steve Guy, of 6 Elder Close, High Wycombe, Bucks, HP1 1HL; and
2. Julia Denise Wassell, of The Flat, 25 London Road, High Wycombe, Bucks, HP11 1BJ;
and
3. Imran Hussain, of 67 Amison Avenue, High Wycombe, Bucks, HP13 6BB; and
4. The Returning Officer, Nicholas Graham of The Gateway, Gatehouse Road, Aylesbury,
HP19 8FF
5. The Director of Public Prosecutions, of Rose Court, 2, Southwark Blidge, London SE1
9HS.

IN THE HIGH COURT OF JUSTICE

Petition No. M374/21

QUEEN'S BENCH DIVISION

THE ELECTION COURT

AND IN THE MATTER OF THE
REPRESENTATION OF THE PEOPLE ACT
1983

AND IN THE MATTER OF A LOCAL
GOVERNMENT ELECTION FOR THE
TOTTERIDGE AND BOWERDEAN WARD IN
BUCKINGHAMSHIRE COUNCIL ON 6th
MAY, 2021

BETWEEN:

ANWAR RASHID

Petitioner

- and-

JULIA DENISE WASSELL

First Respondent

- and -

IMRAN HUSSAIN

Second Respondent

- and -

STEVE GUY

Third Respondent

- and -

NICHOLAS GRAHAM

(Returning Officer for the
Shadow Authority of Buckinghamshire
and then for the Buckinghamshire Council)

Fourth Respondent

ELECTION PETITION

Mr Francis Hoar

Field Combi Chamber
Gray's Inn
London WC1R 5EF

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BUCKINGHAMSHIRE COUNCIL
STANDARDS AND GENERAL PURPOSES COMMITTEE
WORK PROGRAMME
2021/2022

Work Programme
07.07.21
<ul style="list-style-type: none"> • Work Programme for 2021/22 • Local Government Boundary Commission for England – Electoral Review of Buckinghamshire Council • 2023 Review of Parliamentary Constituencies • Election Petition • Honorary Alderman Scheme • Constitution working Group update • Compliment and complaints report (end of year)
7.10.21
<ul style="list-style-type: none"> • Local Government Boundary Commission for England – Electoral Review of Buckinghamshire Council • Constitution Working Group update • Standards Complaints Monitoring Report • Local Government Ombudsman Annual Report
2.12.21
<ul style="list-style-type: none"> • Local Government Boundary Commission for England – Electoral Review of Buckinghamshire Council • Constitution Working Group update
14.04.22
<ul style="list-style-type: none"> • Annual Review of Code of Conduct and Complaints Procedure • Local Government Boundary Commission for England – Electoral Review of Buckinghamshire Council • Constitution Working Group update • Draft Work programme for 2022/23