

.Monitoring Officer Annual Report 2023/2024

Section Contents

- 1 Introduction
- 2 The Monitoring Officer's Work 1 April 2023– 31 March 2024
- 3 Key Messages
- 4 Looking Forward
- 5 Overall opinion on the adequacy and effectiveness of the Governance framework

Monitoring Officer Annual Report 2023/2024

1. Introduction

- 1.1 The Monitoring Officer's Annual Report summarises the more important matters arising from the Monitoring Officer's work for the Council from 1 April 2023 to 31 March 2024 and comments on other current issues. This report is prepared by the Monitoring Officer appointed by Full Council on 24 February 2021.
- 1.2 Corporate Governance is the system by which local authorities direct and control their functions and relate to their communities. It is founded on the fundamental principles of openness, integrity and accountability together with the overarching concept of leadership. In this respect, North Norfolk District Council recognises the need for sound corporate governance arrangements and has put in place policies, systems and procedures designed to achieve this.
- 1.3 The Monitoring Officer is appointed under Section 5 of the Local Government and Housing Act 1989 and has a number of statutory functions in addition to those conferred under the Local Government Act 2000 and subsequent regulations governing local investigations into Member conduct. These are outlined in the next section of the report.

2. The Monitoring Officer's Work April 2023 – March 2024

Duties	Work undertaken
<p>(a) Maintaining a lawful position for the Council and reporting on contraventions or likely contraventions of any enactment or rule of law including fraud.</p>	<p>The Monitoring Officer, during the period 1 April 2023 to 31 March 2024, was a member of the Management Team. Management Team and the Corporate Leadership Team met separately and together. The Monitoring Officer has had and continues to have regular bi-weekly 'Statutory Officer meetings' with the Council's Chief Executive and the Chief Finance Officer.</p> <p>The Council's in house legal team, Eastlaw, provides advice and assistance to officers throughout the Council and reports to the Monitoring Officer on any areas of concern in relation to lawfulness and compliance with the Council's protocols and processes. The Monitoring Officer has appointed a deputy.</p> <p>The Monitoring Officer and her staff have attended meetings and provided advice to officers and Members at an early stage, including seeing relevant reports to committee. The Monitoring Officer also requires appropriate recording of delegated authority to evidence compliance with the Constitution.</p> <p>In the year 2023/2024, North Norfolk District Council received and processed 755 requests for information under the Freedom of Information Act 2000 and Environmental Information Regulations 2004 access regimes. See Appendix A. This is an increase of around 15% from the previous year. The Freedom of Information Act 2000 details the Monitoring Officer as a 'qualified person' to give a reasonable opinion under section 36 of the Act. That section provides an exemption from providing information where there is a likelihood that doing so would be likely to prejudice the effective conduct of public affairs. No such opinion was sought or provided during this period.</p> <p>Of the 755 requests processed, seven requests were received for an internal review of either the handling of the request or refusal to disclose particular information. There was also one request where the applicant complained to the Information Commissioner's Office. Under the UK GDPR and</p>

Data Protection Act 2018, individuals have various rights in respect of their data, one of which is to make a Subject Access Request [“SAR”]. In 2023/24, North Norfolk District Council received and processed 39 SARs.

The Council has a well-established process for dealing with any reported or alleged data breaches. Whilst there were some minor breaches during this period, there were no serious or significant breaches requiring formal reporting to the Information Commissioner’s Office. Information Governance training was provided to all members following their election in May 2023, to managers and key staff through an in-person workshop in October 2023 and to all staff as mandatory training via Skillgate in April 2024.

Under the Regulation of Investigatory Powers Act 2000 (“RIPA”), the Council has powers to undertake directed surveillance and use Covert Human Intelligence Sources in line with the requirements of that legislation. In the year 2023/24, the Council has not had to use these powers. The Monitoring Officer is the Council’s ‘gatekeeper’ under the Council’s policy relating to these powers and provides advice to officers as requested. Annual refresher training for officers took place in December 2023 and the Council’s RIPA policy was updated in October 2023.

The Monitoring Officer has a key role as a ‘responsible officer’ to whom disclosures may be made, concerning the public interest, under the Whistleblowing Policy, relating to any concerns as to impropriety or unlawful activity within the Council. There were no disclosures made under this policy to the Monitoring Officer during this year.

There has been no occasion where the Monitoring Officer had reason to believe that there was a likelihood that there had been or was likely to be a decision that was unlawful or would give rise to maladministration. Accordingly, no reports under section 5(2) of the Local Government and Housing Act 1989 have been issued.

	<p>The Monitoring Officer has reviewed the Council’s Anti Money Laundering Policy and Counter Fraud, Corruption and Bribery Policy resulting in a report to the GRAC committee. The Monitoring Officer completed the ‘fighting fraud checklist’ (FFCL - Strategy for the 2020's.pdf (cifas.org.uk)) considered at the Governance Risk and Audit Committee, and also provided information about incidences of potential fraud and any actions to address risk.</p>
<p>(b) Report any findings of maladministration causing injustice where the Ombudsman has carried out an investigation.</p>	<p>The Monitoring Officer reviews any complaints where the Ombudsman has upheld the complaint. Appendix B shows complaints made to the Ombudsman during this period and the outcome. The Ombudsman did not uphold any of the complaints made in the financial year 2023/2024.</p>
<p>(c) Establish and maintain the Register of Member’s interests and gifts and hospitality.</p>	<p>This Council holds the Register of Interests for the District Council and also for Town and Parish Councils within the district. The Council is able to provide access to the Register at the Council’s offices. The Register of Members’ Interests is published on the Council’s website along with any dispensations granted. Applications for dispensations are considered and determined by the Standards Committee. The Monitoring Officer has prepared a procedure guide and application process which has been published on the Council’s “ModernGov” site.</p> <p>Members are required to provide a Register of Interests and keep such up to date. This is the responsibility of each individual Member, but Members are reminded about this requirement regularly, including in May 2023 and January 2024. In advance of the May elections 2023 an electronic Register of Interests was developed enabling Members of the District, Parish and Town Council’s to upload their interests after the elections, and update as required. This has been successfully used by District Councillors, with all Members of this Council uploading their Register of Interests within 28 days of taking office in May 2023. Additional support in using this system has been given to Town and Parish Councils through the Town and Parish Council Forum meetings and emails to the clerks of the various councils. All Registers received have been uploaded.</p> <p>The Code of Conduct and guidance sets out the requirements for Members as to gifts and hospitality. There are nine entries relating to gifts/hospitality for this period, listed at Appendix C.</p>

<p>(d) Maintain Register of Employees gifts and hospitality.</p>	<p>The Register is updated regularly. The Constitution contains information with regard to accepting, declining and recording gifts and hospitality. The requirement to register gifts and hospitality is regularly shared with officers, including the uploading of a guidance note on to the intranet prior to Christmas 2023, publishing the requirement and process. This financial year shows 25 entries. A copy appears at Appendix D.</p>
<p>(e) Investigate misconduct in respect of District, Parish and Town Councillors under the Code of Conduct.</p>	<p>The Code of Conduct is designed to protect the democratic role, promote good conduct and safeguard the public's trust in local government and is based upon the Nolan Principles. The Council's Protocol on Member/Officer Relations details that the Protocol is relevant in judging compliance with the Code of Conduct.</p> <p>Between April 2023 and March 2024, a total of 33 Code of Conduct complaints were received. Thirty complaints related to parish/town councils and three related to the District Council. This compares to 20 complaints from the previous year relating to district, parish, and town councils.</p> <p>On receipt of a complaint about Member Conduct, the Monitoring Officer conducts an initial assessment to determine if the matter warrants any further action, such as a formal investigation. The Monitoring Officer liaises with one of the Council's Independent Persons in this process.</p> <p>The most common reason for complaints continues to be alleged disrespectful behavior. The majority of complaints were assessed as requiring no further action. Sometimes this has been accompanied by some informal recommendations or guidance to improve governance. Nothing was referred for investigation during the year 2023/2024.</p> <p>The Localism Act 2011 places significant importance on registering interests, especially disclosable pecuniary interests and Members are regularly reminded of the need to keep their register of interests up to date. An electronic process to register interests was prepared for use post elections 2023. Registers of Interest are published on the Council's website along with any dispensation granted. Each committee meeting agenda contains an agenda item for declaration of interests, where there is included a flowchart and guidance note to assist Members by providing information as to when they may need to declare an interest.</p>

(f) Investigate breaches of the Council's own protocols.	There have been no alleged breaches of the Council's own protocols in the year 2023/2024.
(g) Provide advice to Town and Parish Councils on the interpretation of the Code of Conduct.	<p>The Monitoring Officer, and her staff, have provided advice to Parish Councils, particularly via their clerks, on the Standards and Code of Conduct Arrangements during 2023/24 via telephone and email.</p> <p>The Monitoring Officer (and her staff) have provided advice and assistance to a number of parishes through interventions to raise standards and deal with complaints. On occasion, informal advice and recommendations have been given to parish and town councils following Code of Conduct complaints.</p> <p>The Town and Parish Forum is hosted by the Council and consists of key District Council officers, Members, in addition to clerks, parish/town Members and a representative from the Norfolk Association of Local Councils. This provides an opportunity to provide general information relating to the Code of Conduct including assistance relating to the electronic Register of Interests.</p>
(h) Promote and support high standards of conduct through support to the Standards Committee.	The Standards Committee sits regularly. The Council has two appointed Independent Persons to give an external and independent view where complaints are made against Members under the Member Code of Conduct, providing resilience and availability to the Monitoring Officer and any Member subject of a complaint. The Independent Persons have received training to assist them in their role and provide valued input into the Code of Conduct procedures.
(i) Compensation for maladministration.	There have been no cases of compensation

<p>(j) Maintenance and review of the Constitution.</p>	<p>The Constitution has been revised and updated during the year with the input of the Constitution Working Party. During the year 2022-2023 a complete review of the Constitution commenced, the last such review having been undertaken around a decade ago. The final amendments are due for completion in the year 2024/25.</p>
<p>(k) Responsibility for complaints made under the Council's Whistleblowing and Anti-Fraud policies.</p>	<p>The Council's Whistleblowing Policy provides a confidential procedure for employees to report concerns which impact upon the public interest. The Monitoring Officer has not received any complaint under the Whistleblowing Policy in this period.</p> <p>The Council's Counter Fraud Corruption and Bribery Strategy aims to increase staff and Member awareness and to minimise likelihood of losses to the public purse through fraud and corruption. As with the Whistleblowing Policy, it recognises that staff and Members are important in tackling any wrongdoing and respects confidentiality where concerns are raised. Further internal controls include a requirement that the Council, when dealing with outside organisations, manages its transactions in accordance with the Council's Contract Procedure Rules set out in the Constitution. Where there are exemptions to the usual procurement procedures there is a requirement to keep a proper record of this.</p> <p>Employees are made aware of the anti-fraud policies and their ability to report through the Council's intranet and team briefings.</p> <p>In the year 2022/23, a Fraud Risk Assessment was undertaken, which highlighted areas of risk, controls required, and mitigation steps in the Council's fight against fraud. This assessment was subsequently considered and an update prepared for GRAC in June 2023 detailing fraudulent/potential fraudulent activity against the Council, or relevant incidents, occurring during that period. Information provided looked at the number and nature of those incidents, how such have been addressed and what additional controls or mitigation have been applied. It identified a small number of frauds/potential frauds of low level seriousness. A Fraud Action Plan has been prepared by the Monitoring Officer and put in place. It is based on the "Fighting Fraud and Corruption Locally</p>

	<p>Strategy” checklist (also completed) and training in counter-fraud and anti –corruption was provided to officers and is also available to all Members.</p>
<p>(l) Breaches of the Employee Code of Conduct.</p>	<p>Employees are reminded through the Council’s internal communications regarding business practice and ethical behaviour. The Constitution sets out the Employee Code of Conduct and provides links to associated policies and procedures, setting out the standards of behaviour expected by the Council. These policies and disciplinary procedures are managed by the Council’s HR team.</p> <p>In the year 2023/2024, the Employment and Appeals committee has not met to consider any disciplinary matter.</p>
<p>(m) Advice on vires issues, maladministration, financial impropriety, probity and policy framework.</p>	<p>The Monitoring Officer has been consulted on matters, which have potentially significant legal implications.</p> <p>The Monitoring Officer met regularly with the Chief Financial Officer and the Chief Executive.</p> <p>The financial statements are subject to a robust governance process through the Committee cycle.</p> <p>The Monitoring Officer and her staff have attended Council and other Committees as necessary.</p> <p>Officers consult the Monitoring Officer regularly on vires and probity issues.</p> <p>The Monitoring Officer works closely with the Chief Executive, the Chief Financial Officer, the Management Team and the Corporate Leadership Team to ensure probity in the organisation.</p> <p>The Monitoring Officer regularly advises on the legality and/or appropriateness of administrative procedures, in conjunction with the Democratic Services Team.</p>
<p>(n) Exemptions to contract standing orders</p>	<p>7 exemptions (Appendix E) have been recorded and allowed this year, mainly in relation to specialist services where there is only one supplier/no acceptable alternative: an identified and</p>

	permitted exemption under the Constitution.
(o) actual or potential litigation or claims that would have a significant effect on the entity or a material impact on the financial statements	None identified for the year 2023/2024

3. Key Messages

3.1 The key messages to note from the year are:

- (i) The Constitution has been and will continue to be maintained and updated and is at the final stages of a substantial review.
- (ii) Provision of an online updating facility for registration of Member interests has been implemented for use by Members of our District, Town and Parish Councils.
- (iii) Training has been completed for all new and returning Parish Councilors.
- (iv) Training was provided to officers and available to Members on counter fraud.
- (v) The Peer Review was conducted in September 2023.

4. Looking Forward

4.1 The key issues for 2024/2025 are as follows;

- The completion of the Constitution review which is currently in progress.
- The advertisement and recruitment process of an Independent Person to join the Governance Risk and Audit Committee in line with CIPFA guidance

4.2 Code of Conduct

4.2.2 The Member Code of Conduct and the Protocol on Member/ Officer Relations are accessible on the Council's website. Members will continue to receive regular reminders to keep their register of interests up to date and are now able to upload their interests electronically. This procedure is being promoted amongst the Town and Parish Councils.

4.3 Corporate Governance Framework

4.3.1 The Monitoring Officer will continue to provide an assurance in respect of the Code and the Annual Governance Statement by way of this Annual Report.

4.4 Constitution and Regulations

4.4.1 The Constitution will continue to be kept under review by the Monitoring Officer working closely with the Democratic Services Team and the Constitution Working Party. The Constitution has had interim updates and a review is in progress.

4.4.2 It will be appropriate to continue to remind Members and staff of the importance of compliance with the Council's regulations, as set out in the Constitution and other policy framework documents, and the Monitoring Officer and other staff will provide advice accordingly.

5. Overall opinion on the adequacy and effectiveness of the Governance framework

The Monitoring Officer confirms that she is not aware of:

- Any breaches of, or deficiencies in, internal control during 2023/2024 in respect of fraud or compliance with relevant legal provisions that could have a significant effect on the entity or a material impact on the financial statements;
- Any actual, suspected or alleged frauds or breaches of legislative requirements during 2023/2024 of significance (save those of a minor nature as detailed in this report);
- Any excessive or undue pressure to meet financial or operating targets that may unduly influence the actions of either those charged with governance or Management;
- Any actual or potential litigation or claims that would have a significant effect on the entity or a material impact on the financial statements;
- Any circumstances that would call into question the preparation of the financial statements on an ongoing basis.

Subject to the information and areas outlined above, the systems of internal control administered by the Monitoring Officer including the Code of Conduct and the Council's Constitution, appear adequate during the year between April 2023 and March 2024.

Cara Jordan
Monitoring Officer

APPENDIX A**Information Rights Requests**

Request	Total
Number of Requests (Freedom of Information Act 2000/ Environmental Information Regulations ["FOI" & "EIR"])	755
Number of Internal reviews (FOI & EIR)	7
Number of appeals to the Information Commissioner's Office (FOI)	1
Number of FOI requests where the exemption under S.36 FOI was applied (reasonable opinion of qualified opinion)	0
Number of Subject Access Requests under the UK-GDPR & Data Protection Act 2018	39

APPENDIX B

Complaints to the Ombudsman (1 April 2023- 31 March 2024)

Category	Decided	Decision	Decision Reason	Remedy
Council Tax	04 Jan 24	No fault in the Council's consideration of Mr X's request for a COVID-19 business grant.	The Council was at fault for delays responding to Mr X's complaint, but its apology is sufficient remedy for any injustice.	
Council Tax	26 May 23	Closed after initial investigations	This is because it is reasonable for Mr X to use his right of appeal to the Valuation Tribunal Service. In addition, any potential fault by the Council has not caused any significant injustice.	
Council Tax	30 May 23	Closed after initial investigations	We will not investigate this complaint about Council tax banding as they can appeal to the Valuation Tribunal.	
Planning	09 June 23	Closed after initial investigations	We will not investigate this complaint about how the Council dealt with the complainant's planning application and the preapplication planning advice it provided. This is because we are unlikely to find fault by the Council.	

Council Tax	16 May 23	Referred back for local resolution	Premature Decision - advice given	
Business Rates	17 Aug 23	Closed as unlikely to reach a different outcome	Decided to discontinue our investigation as further investigation is unlikely to lead to a different outcome.	
Planning	05 Dec 23	Will not investigate the complaint	It is unlikely an investigation would add to the Council's response. The complainant has also used their right to appeal to the Planning Inspector	

Gifts and Hospitality Notifications – Year 1.4.2023 to 31.3.2024 (Member Notifications)

Date	Name of Member	Name of person or organisation offering the gift or hospitality	Description of gift or hospitality	Accepted or Declined?
01/07/2023	Cllr Jill Boyle	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
Date not specified on form	Cllr Tim Adams	TV Tokyo	Fan in sheath	Accepted
15/06/2023	Cllr Tim Adams	Openwide Coastal	Invitation to the Cromer Pier Show and Lunch	Accepted
Date not specified on form	Cllr Tim Adams	UEA	Civic Charter Publication	Accepted
20/11/2023	Cllr Tim Adams	Openwide Coastal	Invitation to the Cromer Pier Christmas Show & Drink	Accepted
27/11/2023	Cllr Wendy Fredricks	Thursford Collection	5 tickets to Thursford Christmas Spectacular	Accepted
November 2023	Cllr Sarah Butikofer	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Christmas Show	Accepted
November 2023	Cllr Sarah Butikofer	Thursford Collection	2 tickets to Thursford Christmas Spectacular	Accepted
December 2023	Cllr Sarah Butikofer	Not detailed on form	Fortnum and Mason Gift Box	Accepted

Gifts and Hospitality 1 April 2023 – 31 March 2024 (Officer Notifications)

Date	Name and Department	Name of person or organisation offering the gift or hospitality	Description of gift or hospitality	Accepted or Declined
06/06/2023	4 officers in Environmental and Leisure Services	Lawn Tennis Association and Cromer tennis club	Lunch at Cromer Tennis Club during the Progress Tour, qualifying round	Accepted
15/06/2023	1 officer Corporate Business Department	Cromer Pier & Pavilion Theatre	Invitation (+ Guest) to The Cromer Pier Show	Accepted
15/06/2023	9 officers, Assets and Property Services	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
16/06/2023	Steve Blatch Chief Executive	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
16/06/2023	1 officer Environmental and Leisure Services	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
20/06/2023	1 officer Corporate Business Department	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
20/06/2023	1 officer Corporate Business Department	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
20/06/2023	1 officer, Housing strategy Team	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
23/06/2023	Steve Hems Director for Communities	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted

04/07/2023	1 officer, Environmental and Leisure Services	Openwide Coastal Ltd	Tickets and drinks reception at the opening night of the summer Spectacular 2023, Cromer Pier	Accepted
04/07/2023	1 officer, Environmental and Leisure Services	Openwide Coastal Ltd	Tickets and drinks reception at the opening night of the summer Spectacular 2023, Cromer Pier	Accepted
14/08/2023	Steve Blatch Chief Executive	October Studios	Lunch at The Lodge, Salhouse	Accepted
14/08/2023	1 officer Communications Team	October Studios	Lunch at The Lodge, Salhouse	Accepted
13/09/2023	1 officer Environmental Services	Norse Group	Attendance at the CIWM Gala Dinner and overnight hotel accommodation.	Accepted
27/10/23	Steve Blatch Chief Executive	Thursford Collection	Invitation (+ guest) to Christmas Spectacular	Accepted
30/10/2023	Tina Stankley Director for Resources	Pixel Financial Services	Box of chocolates	Accepted (gave to Revenues team)
20/11/2023	1 officer Assets and Property Programme Manager	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Christmas Show	Accepted
20/11/2023	1 officer Corporate Business Department	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Christmas Show	Accepted
25/11/2023	1 officer Environmental and Leisure Services	Openwide Coastal Ltd	Tickets to the opening night of the Cromer Pier Christmas Show	Accepted 1 ticket only
25/11/2023	1 officer Environmental and Leisure Services	Openwide Coastal Ltd	Tickets to the opening night of the Cromer Pier Christmas Show	Accepted

21/12/2023	1 officer Assets and Property Programme Manager	Daniel Connal Partnership	Box of chocolates	Accepted (gave to Property Services)
21/12/2023	1 officer, Customer Services	Chevertons Printers	Foxes Biscuits and 4 bottles of lager	Accepted
17/01/2024	1 officer Benefits Department	Member of the public	Nivea gift set and chocolates	Accepted
05/02/2024	1 officer Coastal Team	Ed Wild Balfour Beatty	Bottle of Champagne	Accepted
05/02/2024	3 officers Coastal Team	Aggregates Industry via Balfour Beatty	1 night Hotel accommodation and dinner	Accepted

APPENDIX E

Contract Procedure Rules Exemptions granted from 1 April 2023 to 31 March 2024

Date	Contractor	Type of Work	Amount	Exemption Applied (Chapter 9, Paragraph 11, Constitution)
13/4/23	GoCardless	Provision of a direct debit payment service for garden waste subscriptions – 3 years	£45000	(L) extension to an existing contract and a change of supplier would cause disproportionate technical difficulties, diseconomies of scale or significant disruption to Council services
25/5/23	Flowbird	Maintenance and back office costs to operate 46 pay and display machines on our car parks	£42,000 (1 year)	(L) extension to an existing contract and a change of supplier would cause disproportionate technical difficulties, diseconomies of scale or significant disruption to Council services (such as software procurement)
03/07/23	Furness Partnership	Specialist engineering advice relating to pool design	£11,340 (+disbursements)	(k) a waiver is necessary because of unforeseen emergency, involving immediate risk to persons, property or serious disruption to Council Services. In extreme circumstances it is accepted that prior written approval may not be possible.
18/9/23	Policy In Practice	Supply of Poverty Dashboard re Low Income Family Tracker ["LIFT"]	£23,426 (1 year)	(g) for the supply of goods or services where there is only one supplier and no acceptable alternative;
10/1/24	Cornerstone Barristers	Highly specialist legal advice re planning public inquiry	£14,750	(e) – i.e. relating to the provision of highly specialised legal or other services – due to the limited time and historic involvement in the matter of the Counsel in question.
26/01/24	Thomson Reuters	Our online legal research library (Practical Law is now combined with Westlaw and is now all part of the Thomson Reuters Group.) There is only one provider of Practical law and Westlaw therefore an exemption is	£27,428	(g) for the supply of goods or services where there is only one supplier and no acceptable alternative;

		requested to proceed with renewing this subscription on a 1 year basis.		
21/2/24	Pascal Bates of 6 Pump Court	<p>Cost of legal advice, assistance and presentation</p> <p>Three written quotes were sought initially when Mr Bates engaged, but it was not anticipated at that time that the matter would escalate with contract costs exceeding 74,999.99, resulting in a complex 5-day trial.</p>	120,000.00	<p>(e) involve the provision of highly specialized professional legal or other services</p> <p>And</p> <p>(l) contract is an extension to an existing contract and change of supplier would cause disproportionate technical difficulties, diseconomies of sales etc.</p>

Monitoring Officer Report - Code of Conduct Complaints

1 April 2023 to 31 March 2024

APPENDIX F

Key

Clr	Councillor
MoP	Member of the public
DC	District Council
TC	Town Council
PC	Parish Council
DN	Initial Assessment – Decision Notice

Complaint Date	Complaint Reference	Complainant Councillor/ MoP /Other	Member	Authority	Allegation	Progress/ DN sent	Assessment Outcome	Hearing	Outcome of Hearing
3.4.2023	022202	MoP (A)	Clr (1)	Knapton PC	Abuse of position/power and not respecting pre-election “purdah”, use of position for political gain.	DN sent 14.6.2023	No Further Action	No	
10.5.2023	022362	MoP (B)	Clr (2) and (3)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to	No	

							remind Members for them to register their pecuniary interests with NNDC & to make appropriate checks that this has been done.		
10.5.2023	022363	MoP (C)	Cllr (4) and (5)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for them to register their pecuniary interests with NNDC & to make appropriate checks that this has been done.	No	
10.5.2023	022364	MoP (D)	Cllr (6) and (7)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for	No	

							them to register their pecuniary interests with NNDC & to make appropriate checks that this has been done.		
10.5.2023	022365	MoP (E)	Cllr (8) and (9)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for them to register their pecuniary interests with NNDC & to make appropriate checks that this has been done	No	
10.5.2023	022366	MoP (F)	Cllr (10) and (11)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for them to register their	No	

							pecuniary interests with NNDC & to make appropriate checks that this has been done.		
10.5.2023	022367	MoP (G)	Cllr (12) and (13)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for them to register their pecuniary interests with NNDC & to make appropriate checks that this has been done.	No	
10.5.2023	022368	MoP (H)	Cllr (14) and (15)	Langham PC	Declarations of Interests Forms not returned	DN sent 9.6.2023	No further action Save for the following recommendations: Langham PC to publish its register of interests and its Code of Conduct on its website and to remind Members for them to register their pecuniary interests	No	

							with NNDC & to make appropriate checks that this has been done.		
18.05.2023	022403	MoP (I)	CIlr (16)	Sheringham TC	Bullying and misogynistic behaviour, possible data breach	DN sent 21.11.2023.	No Further Action	No	
7.6.2023	022494	MoP (J), (K) and (L)	CIlrs (17) and (18)	Sheringham TC	Bullying and harassment.	DN sent 16.6.2023.	No Further Action	No	
21.6.2023	022571	MoP (M)	CIlr (19)	Walsingham PC	Acting outside proper processes	DN sent 16.8.2023.	No Further Action	No	
25.7.2023	022709	MoP (N)	CIlr (20)	NNDC	Political comment which the complainant considered inappropriate	DN sent 28.7.23.	No Further Action	No	
3.8.2023	022753	CIlrs (O) and (P)	CIlrs (21), (22) and (23)	Potter Heigham PC	Financial irregularities	DN sent on 14.8.2023.	No Further Action	No	
22.8.2023	022841	MoP (Q)	CIlr (24)	Fulmodeston and Barney Parish Council	Bullying and harassment	DN sent on 05.10.2023	No Further Action	No	

6.10.2023	023034	MoP (R)	Cllr (25)	Salthouse Parish Council	Abrupt text messages & threatening emails	Subject Member resigned	No further action	No	
19.10.2023	023073	MoP (S)	Cllr (26)	Briningham Parish Council	Threatening behaviour	Matter not pursued within the Code of conduct regime		No	
19.10.2023	023074	MoP (T)	Cllr (27)	Trunch Parish Council	Intimidating behaviour to neighbours	DN sent 6.3.2024.	No Further Action	No	
26.10.2023	023099	MoP (U) and (V)	Cllr (28) and (29)	Trunch Parish Council	Intimidating behaviour to neighbours	DN sent 8.3.2024.	No Further Action	No	
26.10.2023	023098	Cllr (W)	Cllr (30), (31) and (32)	Ryburgh Parish Council	Not following the correct procedurs and disrespectful behaviour	Subject Member Resigned – no further action		No	
30.10.2023	023109	MoP (X)	Cllr (33)	Mundesley Parish Council	Intimidating behaviour.	Complainant did not pursue the original complaint through the procedure			

31.10.2023	023111	MoP (Y)	Cllrs (34) and (35)	Salthouse Parish Council	Behaviour, alleging defamation	DN sent 20.12.2023	No Further Action	No	
2.11.2023	023126	MoP (Z)	Cllrs (36) and (37)	Salthouse Parish Council	Disclosure of sensitive information	DN sent 20.12.2023	No Further Action	No	
13.11.2023	023185	MoP (AA), (AB), (AC) and (AD)	All Councillors (38)	Mundesley Parish Council	Performance related issues.	DN	No further action	No	
21.11.2023	023224	Cllr (AE)	Cllr (39), (40) and (41)	Ryburgh Parish Council	Not following the correct procedures at a Parish Meeting; inappropriate disclosure and disrespectful behaviour	Subject Members Resigned – No further action		No	
30.11.2023	023227	MoP (AF)	All Councillor's (42) and MoP (43)	Blakeney Parish Council	Incorrect information included in newsletter and refusal to deal with complaint	DN sent 12.3.2024.	No Further Action	No	
18.1.2024	023435	MoP (AG)	Cllrs (44), (45) and (46)	Beeston Regis Parish Council	Disability discrimination & racist remark	DNs sent	No Further Action	No	

19.1.2024	023449	MoP (AH)	Cllr (47)	Salthouse Parish Council	Allegations of misleading Council department; failing to declare pecuniary interest.	Cllr resigned Not progressed and no further action		-	
2.2.2024	023503	MoP (AI)	Cllr (50)	North Norfolk District Council	Failure to follow protocol/ identifying someone in an enforcement matter	DN sent 2.4.2024.	No Further Action	No	
9.2.2024	023537	MoP (AJ)	Cllrs (60) and (61)	Mundesley Parish Council	Inappropriate conduct, lack of regard to Nolan principles, censorship & threatening messages.	DN sent	No Further action		
12.2.2024	023544	MoP (AK)	Cllr (62)	North Walsham Town Council	Alleged theft; defamation & false accusation.	DN sent 11.3.2024.	No Further Action	No	
28.2.2024	023621	MoP (AL)	Cllr (63)	NNDC	Disrespectful, prejudicial & aggressive behaviour	DN sent 10.4.2024.	No Further Action	No	
22.3.2024	023785	Cllr (AM)	Cllr (64)	Fakenham Town Council	Disrespectful & aggressive behaviour	DN sent	Referred for investigation		
24.3.2024	023781	MoP (AN)	Cllr (65)	Hoveton Parish Council	Not Disclosing possible conflict of interest	Matter not pursued – complainant not verified	No further action	N	

