

Monitoring Officer Annual Report 2024/2025

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Monitoring Officer Annual Report 2024/2025

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 2024 to 31 March 2025 and comments on other current issues.
- 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 2024 – March 2025

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 2024 to 31 March 2025, was a member of the Management Team and from 01 January 2025 also joined CLT meetings. 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 2024/2025, North Norfolk District Council received and processed 733 requests for information under the Freedom of Information Act 2000 and Environmental Information Regulations 2004 access regimes. See Appendix A. This represents a small decrease from the previous year (755) but the number of these requests do fluctuate year on 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 733 requests processed, five requests were received for an internal review of either the handling</p>

	<p>of the request or refusal to disclose particular information. There were no requests where the applicant complained to the Information Commissioner's Office. Under the UK GDPR and 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 2024/25, North Norfolk District Council received and processed 62 SARs.</p> <p>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 had been made available to Members in 2023 and to key staff through an in-person workshop in October 2023. Mandatory training via the Skillgate training platform was provided for all staff in April 2024. The Monitoring Officer and her team were consulted with by officers, during the reporting year, to provide specialist information governance advice on an ad hoc basis.</p> <p>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.</p> <p>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. The Whistleblowing Policy was updated in 2024. No disclosures made during this year to the Monitoring Officer under this policy.</p> <p>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 requiring reporting under section 5(2) of the Local Government and Housing Act 1989. Accordingly, no such reports have been issued this year.</p>
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	<p>In addition to the Counter Fraud Policy, the Council has an Anti Money Laundering Policy which sets out procedures as to how persons can make disclosures about money laundering activities. No such disclosures have been reported in this year.</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 upheld 3 of the complaints made in the financial year 2024/2025. In one of those upheld complaints an apology and a small symbolic payment (£200) was required by way of outcome.</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. There is an electronic register which enables Members to update their interests as necessary. 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 or by the Monitoring Officer after consultation with that committee. A dispensations procedure guide and application process which has been published on the Council's "ModernGov" site.</p> <p>Members of the District and Parish Councils 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, as are clerks of parish councils, by the Monitoring Officer and her staff.</p> <p>The Code of Conduct and guidance sets out the requirements for Members regarding gifts and hospitality.</p> <p>There are eighteen entries relating to gifts/hospitality reported 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 the Christmas holiday period, publishing the requirement and process. This financial year shows 29 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. The Monitoring Officer received complaints relating to District and Parish Councillors and assessed whether any action was necessary.</p> <p>Between April 2024 and March 2025, a total of 19 Code of Conduct complaints were received. The majority of complaints related to parish/town councils. There were fewer complaints than the previous year. The amount of complaints fluctuates from year to year.</p> <p>On receipt of a complaint about Member Conduct, the Monitoring Officer or her deputy, conducted an initial assessment to determine if the matter warranted any further action, such as a formal investigation. The Monitoring Officer generally liaises with the Council's Independent Persons in this process.</p> <p>The most common reason for complaints continues to be alleged disrespectful behaviour and most were assessed as requiring no further action, sometimes accompanied by some informal recommendations or guidance to improve governance. No matter was referred for investigation during the year 2024/2025, but one matter from the previous year proceeded to investigation and consideration by the Standards Committee.</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 is in place and 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,</p>

	to assist Members by providing information as to when they may need to declare an interest.
(f) Investigate breaches of the Council's own protocols.	There have been no reported alleged breaches of the Council's own protocols in the year 2024/2025.
(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 2024/25, principally 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>
(h) Promote and support high standards of conduct through support to the Standards Committee.	The Monitoring Officer supports the Standards Committee, providing training to Members this year on Code of Conduct 'hearings'. The Council has an Independent Person 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, providing valued independent input into the Code of Conduct procedures.
(i) Compensation for maladministration.	There have been no reported cases of compensation for this reason.

(j) Maintenance and review of the Constitution.	<p>The Constitution has been revised and updated during the year with the input of the Constitution Working Party. This included a significant update to meet the requirements of the new Procurement Act. During the year 2024/25 a complete review of the Constitution continued with the final amendments due for completion in the year 2025/26.</p>
(k) Responsibility for complaints made under the Council's Whistleblowing and Anti-Fraud policies.	<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, and in line with the requirements of the Member and Employee Codes of Conduct. Where there are exemptions to the usual procurement procedures there is a requirement to keep a proper record of this. Employees are made aware of the anti-fraud policies and their ability to report through the Council's intranet and team briefings.</p>
(l) Breaches of the Employee Code of Conduct.	<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>(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>10 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>
	<p>permitted exemption under the Constitution. The list of exemptions is reported to the Council's Governance Risk and Audit Committee on a rolling basis.</p>
<p>(o) actual or potential litigation or claims that would have a significant effect on the entity or a material impact on the financial statements</p>	<p>None identified for the year 2024/25</p>

3. Key Messages

3.1 The key messages to note from the year are:

- (i) **Lawfulness and governance assurance:** There are no reported unlawful decisions, maladministration, or serious data breaches during 2024/25, and no reports were required under Section 5(2) of the Local Government and Housing Act 1989.
- (ii) **Constitution Review:** A review of the Constitution progressed during 2024/25, including updates required by the new Procurement Act. The Constitution has been and will continue to be maintained and updated and is at the final stages of its review.
- (iii) **Whistleblowing, fraud and surveillance:** No whistleblowing disclosures, money laundering reports, or use of surveillance powers occurred during the year, and the Monitoring Officer continues to act as a key advisor and gatekeeper for these areas.
- (iv) **Member Registers and Transparency:** The Council maintained registers for Members' and employees' interests, gifts, and hospitality, with regular reminders. Accessible electronic systems allow Members to update their registers of interests, enabling transparency and compliance.
- (v) **Complaints and Conduct oversight:** Three Ombudsman complaints were upheld, with one resulting in a symbolic payment. 19 Code of Conduct complaints were received—mostly involving parish/town councillors—with none requiring formal investigation.

4. Looking Forward

4.1 The **key issues** for 2025/2026 are as follows;

- Local Government Reorganisation: Norfolk Councils are developing and submitting proposals for new unitary structures, with final business cases due in September 2025.
- The completion of the Constitution review which is currently in progress.

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 able to upload their interests electronically.

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.

4.3.2 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 this report is to the best of her knowledge and belief, and that she is not aware of:

- Any breaches of, or deficiencies in, internal control during 2024/2025 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 2024/2025 of significance (save those of any minor nature as may be 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 2024 and March 2025.

Cara Jordan
Monitoring Officer

APPENDIX A

Information Rights Requests

Request	Total
Number of Requests (Freedom of Information Act 2000/ Environmental Information Regulations ["FOI" & "EIR"])	733
Number of Internal reviews (FOI & EIR)	5
Number of appeals to the Information Commissioner's Office (FOI)	0
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	62

APPENDIX B

Complaints to the Ombudsman (1 April 2024- 31 March 2025)

Category	Decided	Decision	Decision Reason	Remedy
Environmental Services & Public Protection & Regulation	23/08/2024	Upheld	Injustice remedied during organisations complaint processes	
Planning & Development	10/06/2024	Closed after initial enquiries	26B(2) not made in 12 months	
Benefits & Tax	08/04/2024	Closed after initial enquiries	26(6)(a) tribunal HB	
Corporate & Other Services	10/05/2024	Upheld	Injustice remedied during organisations complaint processes	
Highways & Transport	17/05/2024	Closed after initial enquiries	26(6)(c) Court remedy	
Benefits & Tax	16/05/2024	Closed after initial enquiries	Sch 5.1 court proceedings	
Environmental Services & Public Protection & Regulation	08/10/2024	Upheld	fault & injustice	Apology, Financial Redress: Quantifiable Loss, Financial redress: Avoidable distress/time and trouble
Planning & Development	03/07/2024	Closed after initial enquiries	Not warranted by alleged fault	
Planning & Development	26/07/2024	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
Planning & Development	19/12/2024	Closed after initial enquiries	Not warranted by alleged fault	
Planning & Development	18/12/2024	Closed after initial enquiries	Not warranted by alleged fault	
Housing	20/11/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	
Highways & Transport	15/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
Environmental Services & Public Protection & Regulation	12/02/2025	Closed after initial enquiries	Not warranted by alleged fault	
Benefits & Tax	09/12/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	

Gifts and Hospitality Notifications – Year 1.4.2024 to 31.3.2025 (Member Notifications)

Date	Name of Member	Name of person or organisation offering the gift or hospitality	Description of gift or hospitality	Accepted or Declined?
June 2024	Cllr Jill Boyle	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
June 2024	Cllr Nigel Dixon	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
June 2024	Cllr Tim Adams	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
June 2024	Cllr Victoria Holliday	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
June 2024	Cllr Pauline Porter	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
June 2024	Cllr Peter Neatherway	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Callum Ringer	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Sarah Butikofer	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Jill Boyle	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted

November 2024	Cllr Mike Hankins	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Philip Bailey	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllrs John and Kim Toye	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Peter Neatherway	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Pauline Porter	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Lucy Shires	Openwide Coastal	Invitation to The Cromer Pier Show	Accepted
November 2024	Cllr Angie Fitch-Tillett	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted
November 2024	Cllr Tom Fitz-Patrick	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Declined
November 2024	Cllr Nigel Dixon	Openwide Coastal	Invitation (+ Guest) to The Cromer Pier Show	Accepted

Gifts and Hospitality 1 April 2024 – 31 March 2025 (Officer Notifications)

Date	Name and Department	Name of person or organisation offering the gift or hospitality	Description of gift or hospitality	Accepted or Declined
18/06/2024	Monitoring Officer	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Declined
01/07/2024	PA to Corporate Leadership Team	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
01/07/2024	PA to Corporate Leadership Team	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Declined
01/07/2024	Steve Blatch Chief Executive	Openwide Coastal Ltd	Invitation to The Cromer Pier Show	Accepted
02/07/2024	AD Environment and Leisure	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
17/07/2024	Tina Stankley, Director of Resources	Link Assets Services	Dinner	Declined
17/07/2024	Tina Stankley Director of Resources	Sellick Partnership	Bottle of wine (est. value £6-£8) at a conference	Accepted
03/09/2024	AD Planning	Holkham Estate	Breakfast (est. value £17.50)	Accepted
17/09/2024	Steve Hems, Director for Communities	Serco	Evening Meal at The Botanist, Birmingham – Wednesday 11 September 2024	Accepted
26/09/2024	Revenues Manager	Marston Holdings	Six x IRRV award tickets at £150 per person = £900 for award night on 9 October 2024	Accepted

26/09/2024	Revenues Manager	CFH Ltd	Two x Public Sector Finance Award Night tickets for 26 November 2024 at £250 per person = £500	Accepted
16/11/24	AD for Environment and Leisure Services	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
16/11/24	PA to Corporate Leadership Team	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
16/11/24	PA to Corporate Leadership Team	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
16/11/24	Leisure and Locality Manager	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Accepted
31/10/24	AD Sustainable Growth	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Declined
14/11/24	AD Sustainable Growth	Visit North Norfolk networking event	Two complementary tickets to a race meeting at Fakenham Race Course on 22 nd December (within a delegate pack with minor token gifts)	Delegate pack accepted. Tickets were amidst token value items within– whilst delegate pack had been accepted, intention not to redeem tickets)
31/10/24	Martyn Fulcher – Director for Place	Openwide Coastal Ltd	Invitation (+ Guest) to The Cromer Pier Show	Declined
22/11/24	Coastal Management	41 Club	Dinner	Accepted
22/11/24	Coastal Management	41 Club	Dinner	Accepted
19/12/24	Coastwise officer (on behalf of team)	Coastsense	Poster of tides received via post at Christmas	Accepted
09/10/24	Coastwise officer (on behalf of team)	Dutch Consulate	Dutch Liquorice and biscuits – Received from the Dutch Consulate (as a thank you for hosting a visit).	Accepted

21/10/24	Coastwise officer (on behalf of team)	Peter Stibbons (member of public and friend of Cromer Museum)	6x local coastal history DVDs - to assist with teams coastal historic knowledge	Accepted
04/06/24	Coastwise officer	Van Oord	Offer of dinner at Flood and Coast Conference Dinner	Declined
19/12/24	Housing Options Officer	Judith Lynes	Mini Hamper – prosecco, wax melts, chocolates etc	Accepted
18/12/24	Environmental health Officer	JF Temple	1 small block of cheese	Accepted
14/11/2024	Coastwise	Fakenham Racecourse via Visit North Norfolk conference	2x tickets to Fakenham Racecourse race day on 22nd December 2024	Accepted via goody bag at event
December 2024	Steve Blatch – Chief Executive	Thursford Show	Invitation (+ Guest) to Thursford Christmas Show	Accepted
06/02/2025	Environmental Services	Taxi Driver of HK Taxis	Box of Celebrations chocolates	Accepted

APPENDIX E

Contract Procedure Rules Exemptions granted from 1 April 2024 to 31 March 2025

Date	Contractor	Type of Work	Amount	Exemption Applied (Chapter 9, Paragraph 11, Constitution)
12/04/24	Anglian Demolition & Asbestos Ltd	Demolition, clearance and disposal of buildings and ancillary structures at cliff top property in Trimingham	£14,100	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
23/04/24	Modern Gov	Software integrated to our website to provide access and details of council meetings	£80,100 (Plus VAT, over 5 years)	E) involve the provision of highly specialised professional legal or other services;
03/06/24	Policy In Practice	Council Tax Support re-modelling work	£11,000	G) for the supply of goods or services where there is only one supplier and no acceptable alternative
10/06/24	Hemley Orrell Partnership	Structural survey relating to the pier and to identify a 5- year plan for structural works	£80,000	G) for the supply of goods or services where there is only one supplier and no acceptable alternative
26/06/24	BIP Solutions	Delta e-sourcing tendering solution and 20 tender boxes	£29,500 (plus VAT)	I) The contract is an 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).
30/07/24	Fisheries Liaison Officer for the Cromer and Mundesley Coastal Management Schemes	To fulfil a requirement of the MMO licence to ensure we are compliant for the Mundesley Coastal Management Scheme. To ensure there is an independent person to certify the local fishermen and our contractor stay within the agreed corridors	£20,000	G) Are for the supply of goods or services where there is only one supplier and no acceptable alternative; and (E) involve the provision of highly specialised professional legal or other services;

18/10/24	Stopsexualmis conduct.co.uk	Specialist training provider that delivers e-learning and face to face training that specifically related to the meeting the legislative requirements of preventing sexual harassment	£8,400 including VAT	C) are of a proprietary type only available from a single supplier
24/10/24	Exacom	3 year contract for software product to collate, use and manage effectively the i large quantities of information/data obtained regarding Biodiversity Net Gain	£13,000	C) are of a proprietary type only available from a single supplier
10/12/24	LG Futures	Model and support on how to complete council tax and business rates accounting in local government. Package includes 25/26 modules alongside access to 24/25 modules for the remainder of the financial year	£7,995	C) are of a proprietary type only available from a single supplier, and (e) involve the provision of highly specialised professional legal or other services;
27/01/25	Thompson Reuters	Legal research library renewal. 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 requested to proceed with renewing this subscription on a 1 year basis	1 year £29,999	G) are for the supply of goods or services where there is only one supplier and no acceptable alternative
14/02/25	Future Street Smart Waste Ltd	Refurbishment of existing big belly bins	£11,177.79	G) are for the supply of goods or services where there is only one supplier and no acceptable alternative

Monitoring Officer Report - Code of Conduct Complaints

1 April 2024 to 31 March 2025

APPENDIX F

Key

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

Complaint Date	Complaint Reference	Complaint information -type of complainant -Number of Members complained of.	Authority	Allegation	Progress/ DN sent	Assessment Outcome	Hearing	Outcome of Hearing
April 2024	23902	- Complainant (CIr) - 1 Subject Member	NNDC	Capacity under which attended a parish council meeting and non-declaration/registration of interests	Sent	No Further Action	No	N/A
May 2024	23962	- Complainant (CIr) - 1 Subject Member	NNDC	Disrespect	Sent	No Further Action	No	N/A
June 2024	24065	- Complainant (MoP) - 3 Subject Members	Mundesley PC	Dishonesty	Sent	No Further Action	No	N/A

June 2024	24089	- Complainant (MoP) - 2 Subject Members	Bacton PC	Disrespectful and aggressive behaviour (SM1) and failing to report Disrespectful behaviour (SM2)	Sent	No Further Action	No	N/A
March 2024 (complaint)	23785	- Complainant (other) - 1 Subject Member	Fakenham TC	Disrespectful conduct	Yes	Investigation	Yes	Breach found.
December 2024 (hearing)	24170							
June 2024	24236	- Complainant (MoP) - 8 Subject Members	Briston PC	Disrespectful behaviour (and other matters, a lot of which fell outside the scope of the Code)	Yes	No Further Action	No	No
August 2024	24259	- Complainant (MoP) - Parish Council Members	Hoveton PC	Following clarification, the complaint appeared to fall outside the scope of the Code being about the parish council as a whole	No	Discontinued – outside scope	No	No
August 2024	24301	- Complainant (MoP) - 1 Subject Member	Brinington PC	Improper use of position	Sent	No Further Action	No	No
August 2024	24336	- Complainant (MoP) - 1 Subject Member	Holt TC	Disrespectful behaviour	Sent	No Further Action	No	No

Oct 2024	24541	- Complainant (MoP) - 3 Subject Members	2 Members of NNDC and 1 of Holt TC	Failing to be impartial, open and truthful	Sent	No Further Action	No	No
November 2024	24576	- Complainant (MoP) - 2 Subject Members	Knapton PC	Failing to be truthful and disrespectful language and behaviour	Sent	No Further Action	No	No
October 2024	24577	- Complainant (other) - 3 Subject Members	North Walsham TC	Disrespectful and bullying behaviour	Sent No	SM1 – No Further Action SM2 and SM3 Matter stayed	No	No
November 2024	24604	- Complainant (as MoP and Cllr) - 1 Subject Member	NNDC	Disrespect and disrepute	Sent	No Further Action	No	No
November 2024	24630	- Complainant (MoP) - 4 potential Subject Members	Knapton PC	Failing to be truthful and disrespectful language	No	Two of those complained of were not within scope of the Code. The other two were considered under complaint 24576	No	No
January 2025	24757	- Complainant (other) - 2 Subject Members	Suffield PC	Failure to disclose interest; bias and bringing office into disrepute	Sent	No further Action	No	No

January 2025	24811	- Complainant (MoP) - 1 Subject member	Scottow PC	Disrespectful behaviour by a Member with reference to parish council procedures	No	Pending DN		
January 2025	24861	- Complainant (MoP) - 6 Subject Members	Suffield PC	In progress – not yet finalised	No	Not yet finalised		
February 2025	24950	- Complainant (other) - 1 Subject Member	North Walsham TC	Additional complaint connected to complaint reference 24577	No	Connected to complaint 24576 - matter stayed	No	No
February 2025	24952	- Complainant (MoP) - 2 Subject Members	Cromer TC	Disrespectful behaviour and misuse of confidential information	Yes	No Further Action	No	No
March 2025	25114	2 Members	Fakenham TC	In progress – not yet finalised	No	Pending DN		