

Monitoring Officer Annual Report 2025/2026

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Monitoring Officer Annual Report 2025/2026

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 2025 to 31 March 2026 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 2025 – March 2026

Duties	Work undertaken
(a). Maintaining a lawful position for the Council and reporting on contraventions or likely contraventions of any enactment or rule of law including fraud.	The Monitoring Officer, during the period 1 April 2025 to 31 March 2026, was a member of the Management Team and the Corporate Leadership 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. 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 an appointed deputy. 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 and providing comments on legal and governance issues therein. The Monitoring Officer also requires appropriate recording of delegated authority to evidence compliance with the Constitution. The 2025/26 internal audit of Corporate Governance looked at controls in place to manage corporate governance and adequacy and effectiveness of the scheme of delegation, and it was assessed that there was 'substantial assurance' in this area.

	In the year 2025/2026, North Norfolk District Council received and processed 838 requests for information under the Freedom of Information Act 2000 (“FOI”) and Environmental Information Regulations 2004 access regimes. See Appendix A. This represents a moderate to large increase from the previous year (733). Whilst the number of requests fluctuate year-on-year, we have seen an increase in use of Artificial Intelligence (“AI”) tools by requestors. The Information Commissioner’s Office (“ICO”) recognises that public authorities are reporting increased volumes and complexity of FOI requests associated with the use of AI drafting tools. Whilst national FOI request volumes reached record levels in 2025, there is currently no published ICO dataset quantifying how much of the increase is directly attributable to AI-generated requests. The evidence base is therefore largely observational rather than statistical, though aligns with the experience of this Council. 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. One such opinion was sought and provided during this period. Of the 838 requests processed, 11 requests were received for an internal review of either the handling 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 2025/2026, North Norfolk District Council received and processed 73 SARs (a moderate increase from the previous year in which 62 such requests were made). 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. 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. 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
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	legislation. In the year 2025/26, the Council has not had cause 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. 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. No disclosures were made during this year to the Monitoring Officer under this policy. 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. 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.
(b) Report any findings of maladministration causing injustice where the Ombudsman has carried out an investigation.	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 none of the complaints made in the financial year 2025/2026.
(c) Establish and maintain the Register of Members' interests and gifts and hospitality.	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 the committee's Chair. A dispensations procedure guide and application process has been published on the Council's "ModernGov" site.

	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. The Code of Conduct and guidance sets out the requirements for Members regarding gifts and hospitality. Gifts or hospitality with an estimated value of £50 or over, or those which could give rise to personal gain, or reasonable suspicion of influence, should be registered. There are four entries relating to gifts/hospitality for this period, listed at Appendix C.
(d) Maintain Register of Employees gifts and hospitality.	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 December festive period, publishing the requirement and process. This financial year shows 25 entries. A copy appears at Appendix D.
(e) Investigate misconduct in respect of District, Parish and Town Councillors under the Code of Conduct.	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. Between April 2025 and March 2026, a total of 14 Code of Conduct complaints were received. A summary is at Appendix E. The majority of complaints related to parish/town councils. 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. The most common reason for complaints continues to be alleged disrespectful behaviour. Most complaints were assessed as requiring no further action, sometimes accompanied by some informal

	recommendations or guidance to improve governance. Some matters are still pending and one matter was referred for investigation during the year 2025/2026. 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, 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 2025/2026.
(g) Provide advice to Town and Parish Councils on the interpretation of the Code of Conduct.	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 2025/26, principally via telephone and email. 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/ town councils following Code of Conduct complaints.
(h) Promote and support high standards of conduct through support to the Standards Committee.	The Monitoring Officer supports the Standards Committee. The Council has an Independent Person to provide an external and independent view where complaints are made against Members under the Member Code of Conduct. This provides resilience and availability to the Monitoring Officer. The Independent Person is also available to any Member who is subject of a complaint, giving 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.	The Constitution review was completed this year. The changes were considered by the Constitution Working Party and approved by Full Council. The Constitution continues to be updated where required.
(k) Responsibility for complaints made under the Council's Whistleblowing and Anti-Fraud policies.	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. 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.
(l) Breaches of the Employee Code of Conduct.	Employees are reminded through the Council's internal communications regarding business practice and ethical behaviour. This is supported by training. 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.

(m) Advice on vires issues, maladministration, financial impropriety, probity and policy framework.	The Monitoring Officer has been consulted on matters, which have potentially significant legal implications. The Monitoring Officer met regularly with the Chief Financial Officer and the Chief Executive. The financial statements are subject to a robust governance process through the Committee cycle. The Monitoring Officer and her staff have attended Council and other Committees as necessary. Officers consult the Monitoring Officer regularly on vires and probity issues. 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. The Monitoring Officer regularly advises on the legality and/or appropriateness of administrative procedures, in conjunction with the Democratic Services Team.
(n) Exemptions to contract standing orders	Eleven exemptions (Appendix F) 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 permitted exemption under the Constitution. The list of exemptions is reported to the Council's Governance Risk and Audit Committee on a rolling basis.
(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 2025/2026.

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 2025/26, 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 was completed during 2025/26, and continues to be maintained.
- (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:** No Ombudsman complaints were upheld. 14 Code of Conduct complaints were received—mostly involving parish/town councillors—with one requiring formal investigation.

4. Looking Forward

4.1 The key issues for year 2026/27 are as follows;

Following the Government's decision to proceed with a three-unitary model for Norfolk, the coming year will be one of the most significant periods of change for local government in Norfolk for a generation. Alongside maintaining the Council's standards of governance, legality and ethical conduct, the Monitoring Officer and her team will play a key role in supporting the governance and legal aspects of Local Government Reorganisation. Particular focus will be placed on ensuring effective decision-making, maintaining transparency and accountability throughout the transition period, managing governance risks, and preserving strong standards of conduct and public confidence in the Council's arrangements.

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 registers of interests up to date and are able to upload their interests electronically. Following Government consultation, changes to legislation around the code of conduct and sanctions available is anticipated.

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 2025/2026 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 2025/2026 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 2025 and March 2026.

Cara Jordan
Monitoring Officer

APPENDIX A

Information Rights Requests (2025/26)

Request	Total
Number of Requests (Freedom of Information Act 2000/ Environmental Information Regulations [“FOI” & “EIR”])	838
Number of Internal reviews (FOI & EIR)	11
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 the qualified opinion)	1
Number of Subject Access Requests under the UK-GDPR & Data Protection Act 2018	73

APPENDIX B

Complaints to the Ombudsman (1 April 2025- 31 March 2026)

Category	Decided	Decision	Decision Reason	Remedy (if any)
Council Tax Ref: 24 022 065	29/06/2025	Closed after initial enquiries	Court proceedings & lateness of complaint	
Planning applications Ref: 25 006 560	29/06/2025	Closed after initial enquiries	Issue considered in Court proceedings	
Licensing Ref: 25 006 561	29/06/2025	Closed after initial enquiries	Lateness of complaint & insufficient evidence of fault	
Council Tax Ref: 25 009 092	01/09/2025	Closed after initial enquiries	Insufficient information to proceed	
Land Ref: 25 009 186	08/01/2026	Closed after initial enquiries	Insufficient evidence of fault	
Trees Ref: 25 012 627	29/01/2026	Closed after initial enquiries	Insufficient evidence of fault; Insufficient to justify an investigation; Reasonable alternative process available	

Gifts and Hospitality Notifications – Year 1.4.2025 to 31.3.2026 (Member Notifications)

	<i>Date</i>	<i>Cllr</i>	<i>Name of person or organisation offering the gift or hospitality</i>	<i>Description of gift or hospitality</i>	<i>Accepted or Declined</i>
1.	15 May 2025	Cllr J Toye	Raynham Estate	Two Course Lunch (with water) at The Copse	Accepted
2.	15 May 2025	Cllr Adams	Raynham Estate	Two Course Lunch (with water) at The Copse	Accepted
3.	15 May 2025	Cllr Fredericks	Raynham Estate	Two Course Lunch (with water) at The Copse	Accepted
4.	26 July 2025	Cllr Ringer	Openwide Coastal Ltd	Two tickets to Cromer end of pier show	Accepted

Gifts and Hospitality 1 April 2025 – 31 March 2026 (Officer Notifications)

	Date	Name (Where Member of CLT) and Department	Name of person or organisation offering the gift or hospitality	Description of gift or hospitality	Accepted or Declined
1.	15 May 2025	Officer Planning	Raynham Estate	Two Course Lunch (with water) at The Copse	Accepted
2.	16 May 2025	Officer – Planning	Canham Consulting	Evening including drinks and networking	Declined
3.	21 May 2025	Officer Sustainable Growth	Equinor	Gala Dinner	Accepted
4.	04 June 2025	Officer Property Services	Openwide Coastal Ltd	Invitation for two to the end of pier summer show	Accepted
5.	23 June 2025	Officer Corporate EAs	Openwide Coastal Ltd	Invitation to Cromer Summer Pier Show	Accepted
6.	23 June 2025	Officer Corporate EAs	Openwide Coastal Ltd	2 x tickets to The Cromer Pier Show	Accepted
7.	25 June 2025	Officer Planning	Member of the public, Ms W	Chocolates and a card	Accepted
8.	28 June 2025	Steve Blatch Chief Executive	Openwide Coastal Ltd	1 x ticket to The Cromer Pier Show Opening Night	Accepted

9.	28 June 2025	Officer Corporate EAs	Openwide Coastal Ltd	2 x tickets to The Cromer Pier Show Opening Night	Accepted
10	06 July 2025	Officer Environmental Health	Openwide Coastal Ltd	Two Tickets Summer Spectacular Show on Cromer Pier	Accepted
11	17 July 2025	Officer Benefits	Policy in Practice	Two tickets to IRRV awards	Declined
12	03 September 2025	Officer Customer Services	Member of the public (Ms E)	Small Potter Orchid Plant	Accepted
13	03 September 2025	Officer Revenues	Member of the public (Ms E)	Small Potter Orchid Plant	Accepted
14	11 September 2025	Officer Coastal Management	Balfour Beatty	Ticket for Award Dinner for Cromer and Mundesley Schemes	Accepted
15	11 September 2025	Officer Coastal Management	Balfour Beatty	Ticket for Award Dinner for Cromer and Mundesley Schemes	Accepted
16	16 September 2025	Officer Coastal Management	Balfour Beatty	Dinner at ICE Coastal Management Conference	Accepted
17	16 September 2025	Officer	Balfour Beatty	Dinner at ICE Coastal Management Conference	Accepted

		Coastal Management			
18	16 September 2025	Don McCallum CLT	Openwide Coastal Limited	Two tickets to Cromer End of Pier Show	Accepted
19	22 September 2025	Officer Environmental Health	Member of the public (Mr C)	Box of Chocolates	Accepted
20	26 October 2025	Officer Corporate EAs	Openwide Coastal Limited	2 x tickets for the Christmas Pier Show	Accepted
21	27 October 2025	Officer Environmental Health	Openwide Coastal Limited	2 x tickets for the opening night of the Christmas Pier Show	Accepted
22	27 October 2025	Officer Leisure	Openwide Coastal Limited	4 x tickets for the opening night of the Christmas Pier Show	Accepted
23	28 October 2025	Officer Property Services	Openwide Coastal Limited	2 x tickets for the opening night of the Christmas Pier Show	Accepted
24	07 November 2025	Officer Housing Options	Relative of a client	Bunch of Flowers	Accepted
25	16 February 2026	Officer Coastal Management	Waveney and Yare 41 Club	2 x Dinner and non-alcoholic drinks prior to after dinner presentation	Accepted

APPENDIX E

Monitoring Officer Report - Code of Conduct Complaints

1 April 2025 to 31 March 2026

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
May 2025	25344	Complainant (other) 1 Subject Member	Bodham PC /NNDC	Misuse of Position	Yes	No Further Action	No	N/A
July 2025	25637	Complainant (CIr) 1 Subject Member	NNDC	Disrespectful behaviour and discrimination	Yes	No Further Action	No	N/A

July 2025	25863	Complainant (Cllr) 1 Subject Member	NNDC	Misuse of Position	Yes	No Further Action	No	N/A
October 2025	25952	Complainant (MoP) 1 Subject Member	Trimingham PC	Disrespectful behaviour and bringing the council into disrepute	Yes	No Further Action	No	N/A
October 2025	25993	Complainant (MoP) Unspecified Subject Members	Trimingham PC	Bringing the council into disrepute	No	Discontinued – outside scope	No	N/A
October 2025	26058	Complainant (MoP) 6 Subject Members	Knapton PC	Disrespectful and bullying behaviour, breach of confidentiality and bringing the council into disrepute	Yes	No Further Action	No	N/A
November 2025	26107	Complainant (MoP) 1 Subject Member	NNDC	Disrespectful behaviour and bringing the council into disrepute	Yes	No Further Action	No	N/A
November 2025	26130	Complainant (other) 1 Subject Member	Fakenham TC	Intimidating behaviour, misuse of position, failure to disclose interests and bringing the council into disrepute	Yes	No Further Action	No	N/A
December 2025	26204	Complainant (MoP) 1 Subject Member	Thorpe Market PC	Disrespectful behaviour	Yes	No Further Action	No	N/A

January 2026	26264	Complainant (MoP) 1 Subject Member	Knapton PC	Disrespectful behaviour	No	Pending DN		
January 2026	26297	Complainant (MoP) 2 Subject Members	Knapton PC	Disrespectful behaviour and bringing the council into disrepute	No	Pending DN		
January 2026	26307	Complainant (Cllr) 1 Subject Member	Knapton PC	Bringing the council into disrepute	No	Pending DN		
March 2026	26508	Complainant 1 Subject Member	Fakenham TC	Disrespectful and intimidating behaviour	Yes	Investigation		
March 2026	26593	Complainant (MoP) 11 Subject Members	Hoveton CC NNDC	Disrespectful, bullying, intimidating and discriminatory behaviour; failure to disclose interests; breach of confidentiality; bringing the council into disrepute; misuse of position & council resources	No No	Pending DN		

APPENDIX F

Contract Procedure Rules Exemptions granted from 1 April 2025 to 31 March 2026

Date	Contractor	Type of Work	Amount (rounded to nearest pound)	Exemption (Chapter 9, Part 2, Paragraph 11, Constitution)
22/4/25	M J Trees	Tree surveys and specialist tree works	£60,000	(l)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
16/5/25	Vertas Energy	Managing the Council's energy portfolio over the including payments and invoicing	£28,500	(l)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).
16/5/25	Flowbird	Annual maintenance and back office for pay and display machines	£44,096.10	(l)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).

27/08/25	Policy in Practice	Supply of poverty dashboard for one year	£23,426	are for the supply of goods or services where there is only one supplier and no acceptable alternative;
25/10/25	LoCTA Ltd	Software platform for Local Authorities to share data for tracing, fraud prevention and debt recovery – four years	£41,413	are for the supply of goods or services where there is only one supplier and no acceptable alternative;
18/12/25	UKIS Group	Urgent, high-priority substructure repair and reinforcement works to Cromer Pier, identified through a detailed structural survey	£250,000	are for the supply of goods or services where there is only one supplier and no acceptable alternative;
04/02/26	Thomson Reuters	Legal online research library – Practical Law, Westlaw Edge with CoCounsel, Encyclopaedias	£31,499	are for the supply of goods or services where there is only one supplier and no acceptable alternative;
09/12/25	Civica (Tungsten)	Use of Kofax software which is an embedded piece of software within Civica Financials for invoice processing	£17,717	are of a proprietary type only available from a single supplier;

16/3/26	Flowbird	Maintenance and back office costs to operate 46 pay and display machines on our car parks for two years.	£90,000	(l)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).
18/3/26	Civica	Implement Transparent Data Encryption (TDE) on the OPENRevenues database	£13,500	are of a proprietary type only available from a single supplier
31/3/26	Bottomline	To enable the setup of a new contract with Bottomline software, this is used for the Council's Direct Debit collection and payment runs.	£44,502	(l) 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).