

MEMBER/OFFICER PROTOCOL

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INTRODUCTION

Members and officers are both servants of the public, and they are indispensable to one another. But their responsibilities are distinct. Members are responsible to the electorate. Officers are responsible to the Head of Paid Service of the Council and their job is to advise members and the Council, and to carry out the work of the Council as a whole. What is expected both of members and of officers are the highest levels of respect, objectivity, impartiality and honesty in undertaking their respective roles and in dealing with each other.

This Protocol aims to give guidance in respect of the complex relationships between members and officers of the Council. Given the wide range of these relationships, this Guidance cannot be prescriptive. Rather, it seeks to give guidance and offers a framework within which both members and officers should act.

Parliament has approved ten Principles of Good Conduct in public life. Middlesbrough Council believes that these are sound values which both officers and members should adhere to in undertaking their respective roles.

This Protocol has been approved by the Council's Constitution and Members' Development Committee, and applies equally to the Elected Mayor, all members and all officers of the Council. It should be read in conjunction with all other current protocols.

PROTOCOL

1. Definitions

- 1.1. Unless the context indicates otherwise, references to the term *Council* include the Executive, Overview and Scrutiny committees, and other committees and sub-committees.
- 1.2. For the purposes of this protocol, the term *Executive* refers to the Elected Mayor and Executive.
- 1.3. Unless the context indicates otherwise, the terms *member* and *members* include non-elected (i.e. co-opted) members as well as elected councillors.
- 1.4. *Officers* and *staff* mean all persons employed by the Council.
- 1.5. *Senior officer* means members of the Leadership Management Team, .
- 1.6. *Chief Finance Officer* means the officer exercising the duties prescribed by law for the financial administration of the Council.

2. Principles

- 2.1. Members and officers must at all times observe this protocol.
- 2.2. The operation of this protocol will be monitored by the Council's Standards Committee.
- 2.3. The protocol seeks to maintain and enhance the integrity (real and perceived) of local government which demands the highest standards of personal conduct.

- 2.4. Members and officers must always respect the roles and duties of each other. They must show respect in all their dealings by observing reasonable standards of courtesy, and by not seeking to take unfair advantage by virtue of their position.
- 2.5. Whilst members and officers are indispensable to one another, their responsibilities are distinct. Members are accountable to the electorate and serve only as long as their term of office lasts. Officers are accountable to the Council as a whole. Their job is to give advice to members (individually and collectively) and to carry out the Council's work under the direction of the Council.
- 2.6 The Council has adopted codes of conduct for both members and officers. Both represent best practice. The Members' Code of Conduct follows the national code. The Code of Conduct is based on the general principles governing members' conduct which are enshrined in law. These are:
- Selflessness – serving only the public interest.
 - Honesty and integrity – not allowing these to be questioned; not behaving improperly.
 - Objectivity – taking decisions on merit.
 - Accountability – to the public; being open to scrutiny.
 - Openness – giving reasons for decisions.
 - Personal judgement – reaching one's own conclusions and acting accordingly.
 - Respect for others – promoting equality; avoiding discrimination; respecting others (member/member, as well as member/officer).
 - Duty to uphold the law – not acting unlawfully.
 - Stewardship – ensuring the prudent use of the Council's resources.
 - Leadership – acting in a way which has public confidence.
- 2.7. The above principles underpin this protocol.
- 2.8. Officers are bound by the Council's code of conduct for staff and, in some cases, by the codes of their professional associations.

3. The role of Members

- 3.1. Members have a number of roles and need to be alert to the potential for conflicts of interest which may arise between the roles. Where such conflicts are likely, members may wish to seek the advice of senior colleagues, the relevant senior officer(s), including the Monitoring Officer.
- 3.2. Collectively, members are the ultimate policy-makers determining the core values of the Council and approving the authority's policy framework, strategic plans and budget.
- 3.3. Members represent the community, act as community leaders and promote the social, economic and environmental well-being of the community often in partnership with other agencies.
- 3.4. Every elected member represents the interests of, and is an advocate for, their ward and individual constituents. Members represent the Council in their ward, respond to the concerns of constituents, meet with partner agencies, and often serves on local bodies.

- 3.5. Some members have roles relating to their position as members of the Executive, Overview and Scrutiny committees or other committees and subcommittees of the Council.
- 3.6. Members of the Executive can have individual delegated powers. They may determine matters within their portfolios, but implementation of their decisions is the responsibility of officers.
- 3.7. Members serving on Overview and Scrutiny committees monitor the effectiveness of the Council's policies and services, develop policy proposals and examine community issues. They also monitor local health service provision.
- 3.8. Members who serve on other committees and sub-committees collectively have delegated responsibilities, e.g. deciding quasi-judicial matters which by law are excluded from the remit of the Executive.
- 3.9. Some members may be appointed to represent the Council on local, regional or national bodies.
- 3.10. As politicians, members may express the values and aspirations of the party political groups to which they belong, recognising that in their role as members they have a duty always to act in the public interest.
- 3.11. Members are not authorised to instruct officers other than:
 - through the formal decision-making process;
 - to request the provision of consumable resources provided by the Council for members' use; where staff have been specifically allocated to give support to a member or group of members; and
 - in the case of political assistants.
- 3.12. Members are not authorised to initiate or certify financial transactions, or to enter into a contract on behalf of the Council.
- 3.13. Members must avoid taking actions which are unlawful, financially improper or likely to amount to maladministration. Members have an obligation under their Code of Conduct to have regard, when reaching decisions, to any advice provided by the Monitoring Officer or the Chief Finance Officer.
- 3.14. Members must respect the impartiality of officers and do nothing to compromise it, e.g. by insisting that an officer change their professional advice.
- 3.15. Members have a duty under their code of conduct:
 - to promote equality by not discriminating unlawfully against any person; and
 - and;
 - to treat others with respect.
- 3.16. Under the code, a member must not when acting as a member or in any other capacity:
 - bring the Council or their position as a member into disrepute, or
 - use their position as a member improperly to gain an advantage or disadvantage for themselves or any other person.

4. The role of officers

- 4.1. Officers are responsible for giving advice to members to enable them to fulfil their roles. In doing so, officers will take into account all available relevant factors.
- 4.2. Under the direction and control of the Council (including, as appropriate, the Executive, committees and sub-committees), officers manage and provide the Council's services within the framework of responsibilities delegated to them. This includes the effective management of employees and operational issues.
- 4.3. Officers have a duty to implement decisions of the Council, the Executive, committees and sub-committees which are lawful, and which have been properly approved in accordance with the requirements of the law and the Council's constitution, and duly minuted.
- 4.4. Officers have a contractual and legal duty to be impartial. They must not allow their professional judgement and advice to be influenced by their own personal views.
- 4.5. Officers must assist and advise all parts of the Council. They must always act to the best of their abilities in the best interests of the authority as expressed in the Council's formal decisions.
- 4.6. Officers must be alert to issues which are, or are likely to be, contentious or politically sensitive, and be aware of the implications for members, the media or other sections of the public.
- 4.7. Officers have the right not to support members in any role other than that of member, and not to engage in actions incompatible with this protocol. In particular, there is a statutory limitation on officers' involvement in political activities.

5. The relationship between members and officers: general

- 5.1. The conduct of members and officers should be such as to instil mutual confidence and trust.
- 5.2. The key elements are a recognition of and a respect for each other's roles and responsibilities. These should be reflected in the behaviour and attitude of each to the other, both publicly and privately.
- 5.3. Informal and collaborative two-way contact between members and officers is encouraged. But personal familiarity can damage the relationship, as might a family or business connection.
- 5.4. Members and officers should inform the Head of Paid Service or the Monitoring Officer of any relationship which might be seen as unduly influencing their work in their respective roles.
- 5.5. It is not enough to avoid actual impropriety. Members and officers should always be open about their relationships to avoid any reason for suspicion and any appearance of improper conduct.
- 5.6. Where a personal relationship has been disclosed, those concerned should avoid a situation where conflict could be perceived. Specifically, a member should not sit on a body or participate in any decision which directly affects the officer on a personal basis.

- 5.7. Officers serve the Council as a whole. They have a duty to implement the properly authorised decisions of the Council.
- 5.8. With the exception of political assistants, officers work to the instructions of their senior officers, not individual members. It follows that, whilst such officers will always seek to assist a member, they must not be asked to exceed the bounds of authority they have been given by their managers. Except when the purpose of an enquiry is personal or confidential, members should direct their requests through the Members' One Stop service.
- 5.9. Officers will do their best to give timely responses to members' enquiries. However, officers should not have unreasonable requests placed on them. Their work priorities are set and managed by senior managers. Members must avoid disrupting officers' work by imposing their own priorities.
- 5.10. Members will endeavour to give timely responses to enquiries from officers.
- 5.11. An officer shall not discuss with a member personal matters concerning themselves or another individual employee. This does not prevent an officer raising on a personal basis, and in their own time, a matter with their ward member.
- 5.12. Members and officers should respect each other's free (i.e. non-Council) time.
- 5.13. Officers within the scope of any review must not canvass or otherwise seek the support of any Member in relation to that review, or their or their colleagues' personal circumstances. Officers canvassing Members may be subject to disciplinary proceedings under the Council's Disciplinary Policy. Members approached by officers in these circumstances should refer the approach to the Monitoring Officer.

6. The Council as employer

- 6.1. Officers are employed by the Council as a whole.
- 6.2. Members' roles are limited to:
 - the appointment of specified senior posts;
 - determining human resources policies and conditions of employment;
 - the appointment of political assistants;
 - hearing and determining appeals; and
 - disciplining statutory designated officers
- 6.3. Members shall not act outside these roles.
- 6.4. If participating in the appointment of officers, members should:
 - remember that the sole criterion is merit (other than in the case of political assistants where political consideration may apply),
 - never canvass support for a particular candidate,
 - not take part where one of the candidates is a close friend or relative,
 - not be influenced by personal preferences, and not favour a candidate
 - by giving them information not available to the other candidates.

- 6.5. A member should not sit on an appeal hearing if the appellant is a friend, a relative, or an officer with whom the member has had a working relationship.

7. Elected Mayor and officers

- 7.1. Officers will respect the position of Elected Mayor and provide appropriate support.

8. Executive members and officers

- 8.1. Executive members will take decisions in accordance with the constitution and will not otherwise direct staff. Senior officers will be responsible for instructing staff to implement the Executive's decisions.

- 8.2. In addition to individual members of the Executive, senior officers (including the Monitoring Officer and the Chief Finance Officer) have the right to submit papers to the Executive as a whole or to individual Executive members for consideration.

- 8.3. Senior officers and Executive members shall agree mutually convenient methods of regular contact. Before taking any formal decisions, the Executive will seek appropriate professional advice including that of the Monitoring Officer and Chief Finance Officer, and will not direct officers in the framing of recommendations.

- 8.4. Before any formal decisions with a financial implication are taken by the Executive, the Finance Officer and the senior officer(s) for the service(s) concerned must be consulted. This is to ensure that those officers who are budget holders:

- are aware of the proposed decision,
- have the opportunity to offer advice, and
- are subsequently able properly to authorise the financial transactions needed to implement decisions.

- 8.5. An individual Executive member who is minded to write or commission a report or to make a decision about a matter within their portfolio must ensure that those other members and officers who need to know of the matter are so informed. There is a particular requirement to involve other Executive members on cross-cutting issues.

- 8.6. Executive members when making decisions (whether collectively or individually) must state the reasons for those decisions. The written record of the decisions must include the reasons.

- 8.7. Officers taking decisions under their delegated powers must consider the advisability of informing the relevant Executive member(s) of their intentions in advance when the matter to which the decisions relates is likely to be sensitive or contentious, or has wider policy implications.

9. Overview and scrutiny members and officers

- 9.1. Chairs and other leading overview and scrutiny members shall maintain regular contact with the officer(s) providing the principal support to the overview and scrutiny function. In consultation with Chairs, it shall be the responsibility of the latter to ensure that those who need to know of matters being considered or for possible future consideration are so informed.

- 9.2. An Overview and Scrutiny committee or its Chair acting on its behalf may require officers to attend overview and scrutiny meetings. Members should not normally

expect junior officers to give evidence. All requests should be made to senior officers in the first instance.

- 9.3. When making requests for officer attendance, Overview and Scrutiny Members shall have regard to the workload of officers.
- 9.4. It is recognised that officers required to appear before an Overview and Scrutiny committee may often be those who have advised the Executive or another part of the Council on the matter under investigation. In these circumstances, an officer may have a conflict of interest. Both members and officers need to consider the severity of the conflict. If deemed appropriate, research and advice may be sought elsewhere – in the first instance from the Council's Scrutiny support team.
- 9.5. Subject to 72 above, officers should be prepared to justify advice given to the Council, the Executive, or other committees and sub-committees even when the advice was not accepted.
- 9.6. Officers must also be prepared to justify decisions they have taken under delegated powers.
- 9.7. In giving evidence, officers must not be asked to give political views.
- 9.8. Officers should respect members in the way they respond to members' questions.
- 9.9. Members should not question officers in a way which could be interpreted as harassment. Neither should they ask about matters of a disciplinary nature.
- 9.10. Overview and Scrutiny proceedings must not be used to question the capability or competence of officers. Chairs and members need to make a distinction between reviewing the policies and performance of the Council and its services, and appraising the personal performance of staff. The latter is not an Overview and Scrutiny function.
- 9.11. In exercising the right to 'call-in' a decision of the Executive, members must seek officer advice if they consider the decision is contrary to the Council's approved plans, policies or frameworks, or is unlawful.

10. Members of other committees or sub-committees and officers

- 10.1. The appropriate senior officers will offer to arrange regular informal meetings with Chairs, vice-chairs, and spokespersons of committees and subcommittees.
- 10.2. Senior officers (including the Monitoring Officer and the Chief Finance Officer) have the right to present reports and give advice to committees and sub-committees.
- 10.3. Members of a committee or sub-committee shall take decisions within the remit of that committee or sub-committee, and will not otherwise instruct officers to act.
- 10.4. At some committee or sub-committee meetings, a resolution may be passed which authorises a named officer to take action between meetings in consultation with the Chair. In these circumstances it is the officer, not the Chair, who takes the action and is responsible for it. A Chair has no legal power to take decisions on behalf of a committee or sub-committee, neither should they apply inappropriate pressure on the officer.

11. Party groups and officers (excluding political assistants)

- 11.1. Senior officers may properly be asked to contribute to deliberations of matters concerning Council business by party groups.
- 11.2. Officers have the right to refuse such requests, and will normally not attend a meeting of a party group where some of those attending are not members of the Council.
- 11.3. Officer support will not extend beyond providing factual information or professional advice in relation to matters of Council business. Officers must not be involved in advising on matters of party business, and therefore should not be expected to be present at meetings or parts of meetings when such matters are to be discussed.
- 11.4. Party group meetings are not empowered to make decisions on behalf of the Council, and conclusions reached at such meetings do not rank as formal decisions. The presence of an officer confers no formal status on such meetings in terms of Council business and must not be interpreted as doing so. Where officers provide factual information and advice to a party group in relation to a matter of Council business, this is not a substitute for providing all the necessary information and advice when the matter in question is formally considered by the relevant part of the Council.
- 11.5. It must not be assumed that an officer is supportive of a particular policy or view considered at a party group meeting simply because they have attended or provided information to the meeting.
- 11.6. Officers will respect the confidentiality of any party group discussions at which they are present and, unless requested to do so by that party group, will not relay the content of such discussions to another party group or to any other members. This shall not prevent an officer providing feedback to other senior officers on a need-to-know basis.
- 11.7. In their dealings with party groups, officers must treat each group in a fair and even-handed manner.
- 11.8. Members must not do anything which compromises or is likely to compromise officers' impartiality.
- 11.9. The duration of an officer's attendance at a party group meeting will be at the discretion of the group, but an officer may leave at any time if they feel it is no longer appropriate to be there.
- 11.10. An officer accepting an invitation to the meeting of one party group shall not decline an invitation to advise another group about the same matter. They must give substantially the same advice to each.
- 11.11. An officer who is not a senior officer shall not be invited to attend a party group meeting, but a senior officer may nominate another officer to attend on their behalf.
- 11.12. An officer should be given the opportunity of verifying comments and advice attributed to them in any written record of a party group meeting.
- 11.13. No member will refer in public or at meetings of the Council to advice or information given by officers to a party group meeting.
- 11.14. At party group meetings where some of those present are not members of the Council, care must be taken not to divulge confidential information relating to Council business.

Persons who are not members are not bound by the Members' Code of Conduct. They do not have the same rights to Council information as members.

- 11.15. Any particular cases of difficulty or uncertainty in relation to this part of the protocol should be raised with the Head of Paid Service or the Monitoring Officer, and the relevant party group leader.

12. Political assistants

- 12.1. These officers have been appointed by the Council exclusively to provide support to each of the party groups. Their function is to assist the interests and work of the group to which they have been assigned. This is in contrast to all other staff whose duty is to serve the Council as a whole.
- 12.2. Political assistants will be treated in accordance with and expected to observe all codes, policies and practices relating to the Council's staff. This includes the courtesy and consideration which the Council expects its officers to show to one another.
- 12.3. Except for their immediate secretarial and clerical support, the assistants will have no line management responsibility or power of direction over other staff. Similarly, notwithstanding their role as political assistant to a party group, members will have no line management responsibility over political assistants in relation to their conditions of employment or personnel issues, but may assign day-to-day work tasks.
- 12.4. Political assistants are not authorised to comment publicly on any matter, or to commit the Council to any particular course of action, but can act as a conduit on behalf of the party group to which they have been assigned, providing that any public statement is attributed to a member of that party group.
- 12.5. The level of access to Council documents and information shall be that enjoyed by members.

13. Local members and officers

- 13.1. To enable them to carry out their ward role effectively, members need to be fully informed about matters affecting their ward. Senior officers must ensure that all relevant staff are aware of the need to keep local members informed, thus allowing members to contribute to the decision making process and develop their representative role.
- 1.2. This need is particularly important:
- during the formative stages of policy development, where practicable,
 - in relation to significant or sensitive operational matters,
 - whenever any form of public consultation exercise is undertaken,
 - during an Overview and Scrutiny investigation.
- 13.3. Issues may affect a single ward. Where they have a wider impact, a number of local members will need to be kept informed.
- 13.4. Whenever a public meeting is organised by the Council to consider a local issue, all the members representing the wards affected should be invited to attend the meeting as a matter of course.

- 13.5. If a local member intends to arrange a public meeting on a matter concerning some aspect of the Council's work, they should inform the relevant officer. Provided the meeting has not been arranged on a party political basis:
- an officer may attend but is not obliged to do so, and
 - the meeting may be held in Council-owned premises.
- 13.6. No such meetings should be arranged or held in the immediate run-up to Council elections.
- 13.7. Whilst support for members' ward work is legitimate, care should be taken if staff are asked to accompany members to ward surgeries. In such circumstances:
- the surgeries must be open to the general public, and
 - officers should not be requested to accompany members to surgeries held in the offices or premises of political parties.
- 13.8. Officers must never be asked to attend ward or constituency political party meetings.
- 13.9. It is acknowledged that some Council staff (e.g. those providing dedicated support to members) may receive and handle messages for members on topics unrelated to the Council. Whilst these will often concern, for example, diary management, care should be taken to avoid Council resources being used for private or party political purposes.
- 13.10. In seeking to deal with constituents' queries or concerns, members should not seek to jump the queue but should respect the Council's procedures. Officers have many pressures on their time. They may not be able to carry out the work required by members in the requested timescale, and may need to seek instructions from their managers.

14. Members' access to documents and information

- 14.1. This part of the protocol should be read in conjunction with the Access to Information Rules in the Council's constitution.
- 14.2. Members may request such information, explanation and advice as they may reasonably need to assist them to discharge their roles as members. This may range from general information about some aspect of the Council's services to specific information on behalf of a constituent. Where information is requested on behalf of a third party, it will only be provided if:
- it is in the public domain, and
 - it is not barred by the Data Protection Act from being given.
- 14.3. Every member of the Executive, an Overview and Scrutiny committee, and/or any other committee or sub-committee has a right to inspect documents about the business of that Overview and Scrutiny committee, other committee or subcommittee or the Executive.
- 14.4. A member who is not a member of a specific Overview and Scrutiny committee, other committee or sub-committee, or the Executive may have access to any document of that specific part of the Council provided:
- they can demonstrate a reasonable need to see the documents in order to carry out their role as a member (the "need to know" principle), and

- the documents do not contain “confidential” or “exempt” information as defined by the law.
- 14.5. Disputes as to the validity of a member’s request to see a document on a need to know basis will be determined by the Monitoring Officer. Officers should seek their advice if in any doubt about the reasonableness of a member’s request.
- 14.6. A member should obtain advice from the Monitoring Officer in circumstances where they wish to have access to documents or information:
- where to do so is likely to be in breach of the Data Protection Act; or
 - where the subject matter is one in which they has a personal or prejudicial interest as defined in the Members’ Code of Conduct.
- 14.7. Information given to a must only be used for the purpose for which it was requested.
- 14.8. It is an accepted convention that a member of one party group will not have a need to know and therefore a right to inspect a document which forms part of the internal workings of another party group.
- 14.9. Members and officers must not disclose information given to them in confidence without the consent of a person authorised to give it, or unless required by law to do so.
- 14.10. When requested to do so, officers will keep confidential from other members advice requested by a member.
- 14.11. Members and officers must not prevent another person from gaining access to information to which that person is entitled by law.

15. Media relations

- 15.1. All formal relations with the media must be conducted in accordance with the Council’s agreed media protocol and the law on local authority publicity.
- 15.2. Press releases or statements made by officers must promote or give information on Council policy or services. They will be factual and consistent with Council policy. They cannot be used to promote a party group.
- 15.3. Officers will keep relevant members informed of media interest in the Council’s activities, especially regarding strategic or contentious matters.
- 15.4. Before responding to enquiries from the media, officers shall ensure they are authorised to do so, and follow the media protocol.
- 15.5. Likewise, officers will inform the Council’s press office [or similar] of issues likely to be of media interest, since that unit is the media’s first point of contact.
- 15.6. If a member is contacted by, or contacts, the media on an issue, they should:
- indicate in what capacity they are speaking (e.g. as ward member, in a personal capacity, as an Executive member, on behalf of the Council, or on behalf of a party group);
 - be sure of what they want to say or not to say;

- if necessary, and always when they would like a press release to be issued, seek assistance from the Council's press office and/or relevant senior officer, except in relation to a statement which is party political in nature;
- consider the likely consequences for the Council of their statement (e.g. commitment to a particular course of action, image, allegations of jumping to conclusions);
- never give a commitment in relation to matters which may be subject to claims from third parties and/or are likely to be an insurance matter;
- consider whether to consult other relevant members; and
- take particular care in what they say in the run-up to local or national elections to avoid giving the impression of electioneering, unless they have been contacted as an election candidate or political party activist.

15.7 In respect of employee participation in radio and television programmes, the following applies:

- (a) That all invitations to participate in media programmes, which may be of a general nature, be approved by the relevant CMT member.
- (b) That all officers who may be involved in such programmes receive appropriate media training.
- (c) That if necessary, clarity be sought from the radio or television station concerned on what areas are to be covered by the programme in question.
- (d) That if in advance it is known that the programme may cover controversial issues, the attendance by the officer be re-evaluated.

16. Correspondence

16.1. Where correspondence has been marked "Private and Confidential" or "Not for Circulation" this should always be respected, and such correspondence should not be copied or forwarded to other people unless the original author consents. This applies especially to e-mails.

16.1A Where the requirements of 16.1 are knowingly disregarded, then the person failing to observe these requirements will be notified in advance that in future the 'Prevent Copy' facility will be used for e-mails that are private and confidential, or where the author does not intend them to be forwarded or otherwise circulated to other people. The 'Prevent Copy' facility should not be used as a matter of course for e-mails that are not "Private and Confidential" or "Not for Circulation".

16.2. Official letters written on behalf of the Council should normally be in the name of the relevant officer. However, the Elected Mayor and Executive members may initiate correspondence on behalf of the Council in their own names.

16.3. It may be appropriate in some circumstances (e.g. representations to a Government Minister) for letters to appear in the name of a Chair of Committee.

16.4. Letters which create legally enforceable obligations or which give instructions on behalf of the Council should never be sent in the name of a member, including the Elected Mayor.

16.5. When writing in an individual capacity as a ward member, a member must make clear that fact.

17. Access to premises

- 17.1. Officers have the right to enter Council land and premises to carry out their work. Some officers have the legal power to enter property in the ownership of others.
- 17.2. Members have a right to reasonable access to Council land and premises to enable them to fulfil their Council duties.
- 17.3. When making visits as individual members, members should:
- whenever practicable, notify and make advance arrangements with the appropriate manager or officer in charge;
 - comply with health and safety, security and other workplace rules;
 - not interfere with the services or activities being provided at the time of the visit;
 - if outside their own ward, notify the ward member(s) beforehand; and
 - take special care at schools and establishments serving vulnerable sections of society to avoid giving any impression of improper or inappropriate behaviour.
- 17.4 Members must have regard to, and act in accordance with, the Council's Protocol Relating to the Residents of Other Wards.

18. Use of Council resources

- 18.1. The Council provides all members with services such as typing, printing and photocopying, and goods such as stationery and computer equipment, to assist them in discharging their roles as members of the Council. These goods and services are paid for from the public purse. They should not be used for private purposes or in connection with party political or campaigning activities.
- 18.2. Members should ensure they understand and comply with the Council's own rules about the use of such resources, particularly:
- where facilities are provided in members' homes at the Council's expense;
 - in relation to any locally-agreed arrangements e.g. payment for private photocopying; and
 - regarding ICT security.
- 18.3. Members should not put pressure on staff to provide resources or support which officers are not permitted to give. Examples are:
- business which is solely to do with a political party;
 - work in connection with a ward or constituency party political meeting;
 - electioneering;
 - work associated with an event attended by a member in a capacity other than as a member of the Council;
 - private personal correspondence;
 - work in connection with another body or organisation where a member's involvement is other than as a member of the Council; and
 - support to a member in their capacity as a councillor of another local authority.

19. Interpretation, complaints and allegations of breaches

- 19.1. This part of the protocol should be read in conjunction with any "whistleblowing" policy the Council may have.
- 19.2. Members or officers with questions about the implementation or interpretation of any part of this protocol should seek the guidance of the Monitoring Officer.

19.3. A member who is unhappy about the actions taken by, or conduct of, an officer should:

- avoid personal attacks on, or abuse of, the officer at all times,
- ensure that any criticism is well founded and constructive,
- never make a criticism in public, and
- take up the concern with the officer privately.

19.4. If direct discussion with the officer is inappropriate (e.g. because of the seriousness of the concern) or fails to resolve the matter, the member should raise the issue with the officer's manager, or the relevant senior officer.

19.5. A serious breach of this protocol by an officer may lead to an investigation under the Council's disciplinary procedure.

19.6. An officer who believes a member may have acted other than in accordance with this protocol should raise their concern with the Monitoring Officer. The Monitoring Officer will consider how the complaint or allegation should be dealt with. At a minor level, this may be no more than informally referring the matter to the leader of the relevant party group. More serious complaints may involve alleged breaches of the Members' Code of Conduct, and may be referred to the Standards Hearings Sub-committee.

20. Breaches of the Member/Officer Protocol

20.1 If, following a complaint (either in relation to the Councillors' Code of Conduct or in relation to this protocol) it appears to the Monitoring Officer that a member has breached this protocol, that breach may be investigated by the Monitoring Officer as if it were a breach of the Councillors' Code of Conduct and, if proven, will be dealt with by the Monitoring Officer in accordance with the procedure for Code of Conduct complaints.

20.2 If, following a complaint (either in relation to the Officers' Code of Conduct or in relation to this protocol) it appears to the Monitoring Officer that an officer has breached this protocol, the Monitoring Officer will refer details of that breach to the officer's line manager for consideration under the Council's disciplinary policies.

20.3 If, following a complaint (either in relation to the Officers' Code of Conduct or in relation to this protocol) it appears to the Monitoring Officer that a Senior officer has breached this protocol, the Monitoring Officer will refer details of that breach to the Chief Officer Appointments Committee for consideration under the Council's disciplinary policies.