

COUNCILLOR CALL FOR ACTION - GUIDANCE

What is a Councillor Call for Action – CCfA?

CCfA is a process that puts you as local councillors at the head of dealing with issues of concern in your local communities. It gives you a central role in calling to account the work of council services and other agencies at a local level. When concerns arise – either as a result of information from individuals, community groups or your own observations, councillors should be able to trigger a response from service providers and help ensure the concerns are dealt with. The CCfA allows you to trigger a scrutiny review. It should be used as a last resort, when a problem cannot be solved.

Where does the idea come from?

The Local Government and Public Involvement in Health Act 2007 introduced a CCfA for local government matters. CCfA also exists in the Police & Justice Act 2006. This allows you to raise crime and disorder issues. Councils were required to start the new CCfA process from 1 April 2009.

How does CCfA fit in with Overview & Scrutiny?

In Wiltshire, councillors can already ask an overview and scrutiny committee to review an issue of concern. However, that councillor would either have to be a member of a scrutiny committee, or generate the support of four additional councillors for his/her request. CCfA now provides the opportunity for any individual member of the council to raise an issue of concern for scrutiny.

What's new about the CCfA?

What makes the CCfA different from a more general request for scrutiny is:

- the focus of the CCfA is on neighbourhood or locality issues and specifically the quality of public service provision at a local level.
- the CCfA represents a genuine local community concern – based on local councillors' judgements – and
- it is a persistent problem that a local councillor has not been able to resolve through local action and discussion with the cabinet or relevant services and agencies
- from 1 April 2009 councillors are under a legal duty to consider requests from members of the public on certain issues.

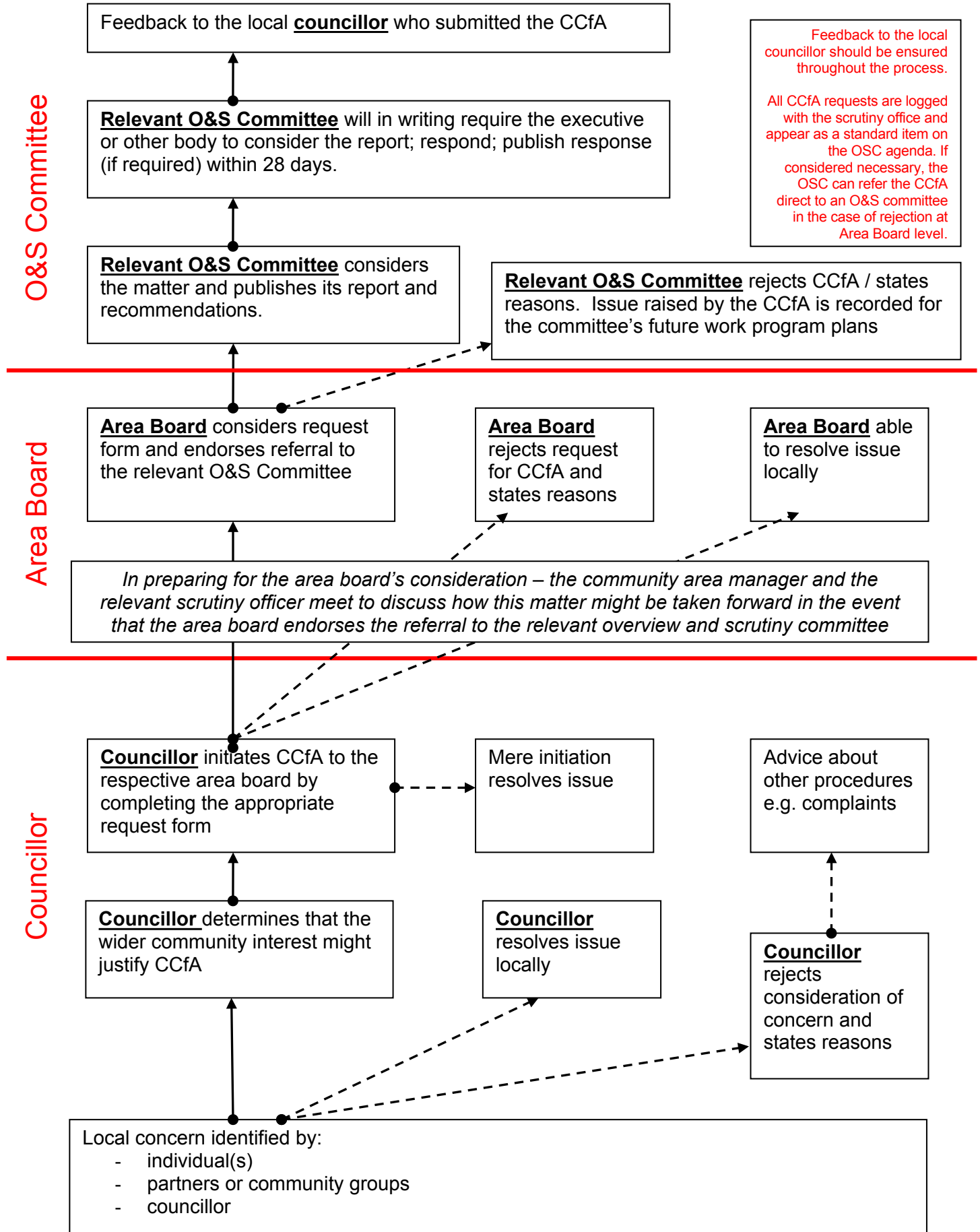
What the CCfA is not:

Scrutiny is not suitable for dealing with individual complaints. The council and partner agencies have separate complaints systems for this purpose. In replying to public requests for CCfA, local councillors will need to make a judgement about whether the issue is a possible CCfA or should be dealt with in another way.

Also, a CCfA is not suitable for dealing with issues that relate to individual 'quasi-judicial' decisions – for example planning or licensing matters.

How will it work in practice?

The process for dealing with CCfA requests is detailed below:



How decide whether to go ahead with a CCfA

There are a number of checks that you should make before deciding to take a possible CCfA matter forward to overview and scrutiny. This is to make sure that the matter is suitable for formal scrutiny. The following basic checks are recommended:

1. Does the issue relate to a 'local authority function'?
2. Does the issue affect all or part of your area, or any person who lives or works in it?
3. Is it an excluded matter? (for example):
 - (a) is the matter vexatious, discriminatory or not reasonable to be included on the agenda of an overview and scrutiny committee?
 - (b) are the concerns individual complaints?
 - (c) do the concerns relate to individual 'quasi-judicial' decisions, e.g. planning or licensing?
4. Are the concerns to do with the quality of public service provision at a local level?
5. Is the issue a genuine local community concern?

Going ahead with a CCfA

Having found that you are unable to resolve your matter of local concern with the cabinet, service department, partner or by any other means, the steps to take in raising a CCfA request are:

1. Complete and submit the attached form to your Community Engagement Manager
2. On receiving the form, you should receive a response from the Community Engagement Manager within 5 working days inviting you to a meeting to discuss the matter with the Area Board Chairman
3. Subject to the outcome to this meeting, you will then be informed of the area board meeting date at which your CCfA will be considered, and you will be advised on how to present your CCfA
4. Subject to the outcome of the area board's consideration, the matter raised by the CCfA will either be resolved at that meeting, or referred to the relevant overview and scrutiny committee for further consideration.
5. If your matter is referred to an overview and scrutiny committee, you will be informed of the date of the meeting and advised on your role at that meeting.

For further information, please contact:

Paul Kelly, Scrutiny Manager (tel) 01225 713049
Email: paul.kelly@wiltshire.gov.uk

Councillor Call for Action – CcfA

**Request by a Member of the Council for an issue of concern
in their local community to be referred to
an Overview & Scrutiny Committee**

An officer from the Scrutiny team can help you complete this form – telephone 01225 713019 or email: karen.wheller@wiltshire.gov.uk

Please fully describe the issue you would like to raise as a CCfA:

Please provide reasons why you consider this matter requires scrutiny:

Please describe the actions you have already taken to resolve this matter of local concern:

Please explain what you would like to see happen as a result of the CCfA process:

Name – Councillor:

Signature:

Date:

FOR OFFICE USE ONLY

Date Received :

Date Acknowledged :

Target Meeting :

Decision Date :

Decision : *Select / Reject / Reserve*

Date Decision Notified :

By :