

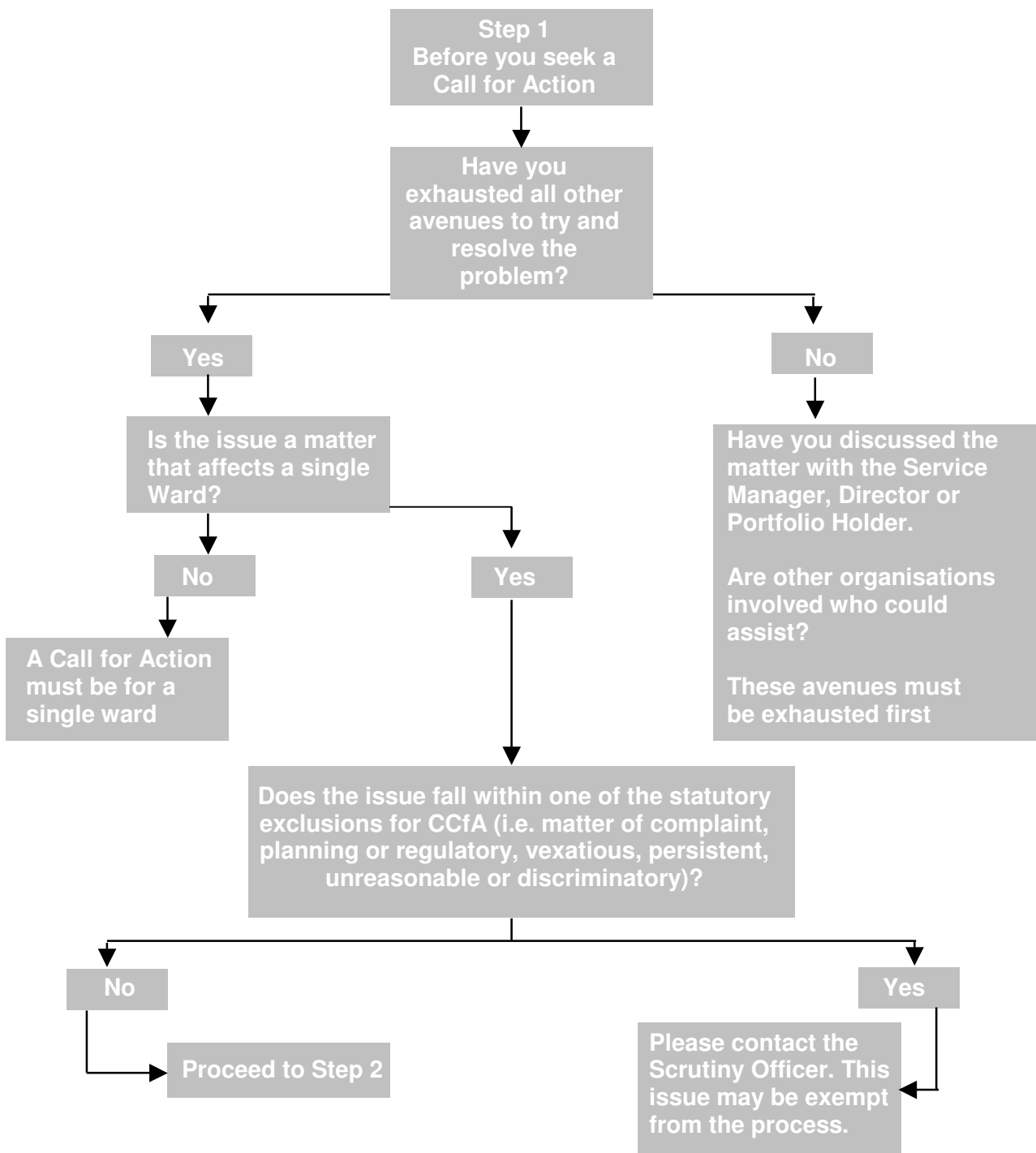
## ANNEXE 2

### **Councillor Call for Action – Proposed Protocol**

The following is a seven step process for operating a Councillor Call for Action.

NB A Councillor Call for Action is a 'last resort' option for Councillors to request that a matter be reviewed by the appropriate Overview and Scrutiny Committee. It is a process to assist in tackling Ward based community problems on behalf of constituents.

#### **Step 1 Preparing a CCFA**



<p><b>Step 2</b> <b>Call for action form</b></p>	<p><b>In completing the form you should:</b></p> <ul style="list-style-type: none"> <li>• State what the issue is;</li> <li>• State what action has been taken to resolve the issue;</li> <li>• Include an outline of the resolution being sought</li> <li>• Indicate any other organisations that are involved in the CCfA</li> <li>• Send your completed form to the Overview and Scrutiny Support Officer</li> </ul>
<p><b>Step 3</b> <b>Chairman’s consideration of the Call for Action form</b></p>	<p>The Chairman of the Overview and Scrutiny Committee determines whether or not to accept the CCfA for consideration.</p> <ul style="list-style-type: none"> <li>• <b>In doing so he/she will ask if:</b></li> <li>• all existing options to resolve the problem have been exhausted;</li> <li>• there are potential resource implications in the Committee’s work programme to accommodate the CCfA; and</li> <li>• the statutory exclusions have been considered eg subject of a complaint, vexatious, persistent, unreasonable or discriminatory.</li> </ul>
<p><b>Step 4</b> <b>Overview and Scrutiny Committee</b></p>	<p>The initial report allows the committee to determine the appropriate priority to be given to the CCfA in its work programme. It will include information on:</p> <ul style="list-style-type: none"> <li>• what the Councillor is requesting as the proposed outcome (with an opportunity to speak to the item);</li> <li>• action taken prior to the Call for Action being made;</li> <li>• any other known information;</li> <li>• which organisations/service managers would be affected;</li> <li>• potential resource implications; and</li> <li>• whether and when to include the CCfA in the work programme.</li> </ul>
<p><b>Step 5</b> <b>Overview and Scrutiny Committee</b></p>	<p>Once the CCfA is in the Committee’s work programme it will receive:</p> <ul style="list-style-type: none"> <li>• A report including the background to the CCfA</li> <li>• Comments from partner organisations</li> <li>• Other information submitted for consideration by the Committee; and</li> <li>• Evidence from appropriate experts.</li> </ul> <p><b>The Committee will seek to recommend a ‘resolution’ to the CCfA.</b></p>

<p><b>Step 6</b> <b>Seeking a resolution</b></p>	<ul style="list-style-type: none"> <li>• The appropriate Overview and Scrutiny Committee makes recommendations to the Executive if it is a Council matter, or to other partners. (CcfAs may be about matters that cut across the remit of partner organisations)</li> <li>• The Committee will send its recommendations direct to the organisation concerned.</li> <li>• The Committee might say that there is no action to be taken.</li> </ul>
<p><b>Step 7</b> <b>Monitoring the recommendations</b></p>	<ul style="list-style-type: none"> <li>• The Overview and Scrutiny Committee will monitor the implementation of its recommendations.</li> </ul>

**Councillor Call for Action Request Form**

**1. Subject of CCfA**

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NB. A request for a CCfA must be about your Ward

**2. Background**

(i) What is your CCfA about?

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(ii) What action have you taken to resolve the issue?

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(iii) Which organisations are involved?

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(iv) Does the matter relate to a planning or regulatory application? (Please state details)

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**3.Last resort: Have you exhausted all avenues to resolve the issue?**

Please indicate whether the issue has been considered by the following together with the response received:

(i) The Service Manager and/or the appropriate Director at Waverley BC: **Y/N**

Please indicate the officer you contacted and the response received:

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(ii) The appropriate Portfolio Holder at Waverley BC: **Y/N**

Please indicate which Portfolio Holder you contacted and the response received:

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(iii) Other organisations external to Waverley BC: **Y/N**

Please indicated which organisations you contacted the response received:

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(iv) Please list and enclose copies of any letters, emails, reports etc relating to the responses received that you would like to be considered as evidence for the CCfA.

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**4. Evidence and witnesses**

(i) Please give the names of any Member or Officer or representatives from other organisations to be called to give evidence for the consideration of the CCfA:

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(ii) Please list any additional documents that should be considered as part of the CCfA:

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**5. Resolution**

What outcome would you like to see?

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Signed: Councillor..... Date:.....

Note: A request for a CCfA must be made by a Councillor from the Ward which is affected by the particular issue and sent to the Overview and Scrutiny Support Officer, Democratic and Legal Services, Waverley Borough Council, The Bury, Godalming, Surrey GU7 1HR