



Governance and Audit Committee

Item
8(ii)

16 December 2025

Report of	Head of Governance and Monitoring Officer	Author	Andrew Weavers ☎ 282213
Title	Review of the Member / Officer Protocol		
Wards affected	Not applicable		

1. Executive Summary

1.1 The Council has agreed a Member / Officer Protocol which provides a framework for good working relationships between Councillors and Officers, and which is included in the Constitution. This report requests the Committee to review the Member / Officer Protocol.

2. Recommended Decision

2.1 To approve the Member / Officer Protocol attached to this report and that it be included in the Council's Constitution.

3. Background

3.1 The Member / Officer Protocol is contained in Part 5 of the Constitution. This Protocol provides a framework for good working relationships between Councillors and Officers, to define their respective roles and provide some principles governing conduct. The Committee last reviewed the Protocol at its meeting on 4 December 2024.

3.2 The last report highlighted issues implementing a proposed upgrade to how Member Enquiries are handled. Whilst Members can raise enquiries via both the Escalator app and TaskSmart (in relation to Neighbourhood Services matters), it has not been possible, due to IT issues, to be able to implement all of the processes outlined in paragraph 16, such as the prioritisation of the enquiry. However, a maximum ten working day timescale for responding to enquiries should be being adhered to.

3.3 Member Enquiries forms part of the Future Customer (formerly called Digital Customer) element of the Council's Fit For the Future transformation programme. It is anticipated that this will deliver a much better technological solution for dealing with Member Enquiries and it is proposed that the details be presented to this Committee in due course.

3.4 The remainder of the Member / Officer Protocol remains fit for purpose and no other changes are proposed.

4. Strategic Plan References

4.1 The manner in which the Council governs its business is an underpinning mechanism in the Council's Strategic priorities to set out the direction and future potential for our city.

5. Publicity Considerations

5.1 The Member / Officer Protocol forms part of the Council's Constitution which is published on the Council's website

6. Financial, Equality, Diversity and Human Rights, Consultation, Health, Wellbeing and Community Safety, Health and Safety, Risk Management and Environmental and Sustainability and Devolution and Local Government Reorganisation Implications

6.1 None.