

### Councillor Call for Action (CCfA) Checklist

The Centre for Governance & Scrutiny guidance on CCfA maintains that:

- *CCfA is about helping councillors to resolve issues and problems on behalf of their residents.*
- *CCfA should not be regarded as merely a “scrutiny process”.*
- *CCfA will be a means of “last resort” in a broad sense, with issues being raised at committee after all other avenues have been exhausted.*

This checklist is designed to act as an aide memoir for Councillors when dealing with an issue brought to them by a member of the public. It will also be helpful in supporting (and providing background information for) any request for the issue to be taken forward as a Councillor Call for Action for consideration by a scrutiny committee. District and/or County Councillors will use informal ways of resolving an issue brought to them by a member of the public. However if all avenues to solve the issue have been exhausted, and a referral to overview and scrutiny (O&S) is being considered, then Councillors and scrutiny officers will work together to ensure that the appropriate District Councillor refers the matter to a District level O&S Committee and similarly the appropriate County Councillor refers the matter to a County level O&S Committee (Local Government & Public Involvement in Health Act 2007).

		Yes / No
1	<p><b>Is it an ‘excluded matter’? In general these would not be considered for CCfA.</b></p> <p>➔ Individual complaints concerning personal grievances or commercial issues. (<i>However if a number of complaints have been received on a particular matter and this is evidence that there may have been a systemic failure the matter may be considered for a CCfA.</i>)</p> <p>➔ Any matter which is vexatious or discriminatory</p> <p>➔ A quasi judicial matter for example:</p> <ul style="list-style-type: none"> <li>○ Planning and licensing applications and appeals</li> <li>○ Council Tax/Housing Benefits complaints and queries</li> <li>○ Issues currently under dispute in a court of law.</li> </ul>	
2	Have you made all reasonable attempts to resolve the issue?	
3	Does the matter refer to an issue in your Ward / Division?	
4	Has overview and scrutiny considered a similar issue recently?	
5	Are there projects, reviews, audits or inspections already underway that are already considering the concern?	
6	Is it a crime & disorder issue?	
7	In the case of a crime & disorder issue, has the matter been referred to the Community Impact Team?	
8	Has it been the subject of a petition?	
9	Have you tried to address the issue through an Area Committee/ Area Forum?	
10	Have you consulted with the relevant Portfolio Holder / Cabinet Member / Member Spokesperson etc?	
11	Have relevant partners or council service areas been informed and not responded?	
12	Has the matter been referred to the complaints procedure of any agency or local authority?	
13	Is there a more complex/strategic issue at the heart of it that could not be resolved at a lower level?	
14	Have you considered whether the matter is better dealt with initially at District or County level?	
15	Is it an individual case or a wider service or policy matter?	

**Councillor Call for Action Request Form**

Councillor name -----

Give a brief outline of the issue you are bringing forward as a CCfA.

Give a brief outline of the actions you have taken to resolve the issue. (Refer to Councillor checklist)

List below anyone you have been in contact with about this issue, include contact details and organisation.

Signed .....

Date .....

Date request received by Democratic Services .....

Received by .....

Please return this completed form to: Democratic Services Officer, Democratic and Legal Services, Scarborough Borough Council, Town Hall, St Nicholas Street, Scarborough, YO11 2HG

**What happens next?**

- On receipt of the CCfA Request Form, the Democratic Services Officer will convene an informal meeting with yourself, the Chair of the relevant O&S Committee, Director or Service Unit Manager, and relevant partner representatives to discuss the CCfA informally. Using the CCfA Checklist and Request Form, this meeting will seek to establish what actions you have taken to resolve the issue and what resolution you hope to achieve through scrutiny.
  
- If after this discussion, the Chair agrees that scrutiny can contribute to the resolution of the problem, then the matter will be referred to the next meeting of the relevant O&S Committee in the form of a review proposal. As a result of the initial informal meeting, the focus, objective and outcomes of the review proposal together with a PICK analysis and score will have been determined for consideration by the relevant O&S Committee.

For official use.

**OUTCOME:**