

Pride in Fleetwood Board Agenda

Pride in Fleetwood
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**Pride in Fleetwood Board meeting on Thursday, 21 May 2026 at 5.30 pm
in the Memorial Hall - Emmanuel on the Mount Church, Fleetwood**

1. Welcome, apologies and introductions

2. Declarations of interest

Board members will disclose any pecuniary and any other interests they may have in relation to the matters to be considered at this meeting.

3. Confirmation of minutes (Pages 3 - 10)

To approve as a correct record the minutes of the meeting of the Pride in Fleetwood Board held on Thursday 16 April 2026.

4. Action log and matters arising not on the agenda (Pages 11 - 14)

To review and note the action log and matters arising from previous meetings of the Pride in Fleetwood Board.

5. Decision register (Pages 15 - 18)

To note the Pride in Fleetwood Board's decision register.

6. Expenditure Log (Pages 19 - 20)

To note the Board's most recent expenditure log.

7. Complaints procedure (Pages 21 - 24)

To review and approve the Board's complaints procedure.

8. Sub-group verbal updates

Sub-group leads to provide the Board with an update on the progress of their respective workstreams.

(a) Engagement

(b) Quick wins

- (c) Accessibility and Memorial Park
- (d) Lord Street
- (e) Families and young children
- (f) Young people
- (g) Post 16 education
- (h) SEND

9. Community led delivery model

Verbal update on the development and progress of a community led delivery model.

10. Secretariat support, including dedicated Development and Governance Officer recruitment and admin support

Verbal update on the progress regarding arrangements for secretariat support.

The Vice Chair, Jesika Pook will chair this item.

11. Any other business

12. Date and time of the next Pride in Fleetwood Board meeting

The next meeting is scheduled for Thursday 18 June at 5.30pm to 7.30pm in the Memorial Hall, Emmanuel on the Mount Church, Fleetwood.

Pride in Fleetwood Board Minutes

The minutes of the Pride in Fleetwood Board meeting of Wyre Borough Council held on Thursday, 16 April 2026 in the Memorial Hall - Emmanuel on the Mount Church, Fleetwood.

Pride in Fleetwood Board members present:

Mark Spencer (Chair)
Lorraine Beaver MP
Michael Gray
Yvonne Johnstone
John McLellan
Amelia Sherry
Courtney Isherwood (VC)
Fiona Bradford
Francesca Spore
Karen Pratt
Holly Martinez
Jesika Pook (VC)
Lorraine Moffat
Liam Buswell

Apologies for absence:

Councillor Ruth Duffy
Simon Hughes
Kirsty Soper
Connor Pennington

Failed to attend or tender apologies for absence:

Patrick Hayton

Wyre Council Officers present:

Sara Ordonez, UKSPF Programme Manager
Josh Potts, Corporate Support Manager (Exec. Asst. to Chief Exec. & Leader)

Members of the public or press attended the meeting and one member of staff from the office of Lorraine Beavers MP.

11 Declarations of interest

The Chair declared an interest in agenda item 9, secretariat support, including dedicated Development and Governance Officer recruitment and admin support. Fleetwood Trust, of which he was also the Chair, had submitted an expression of interest. The Chair withdrew from consideration of this item and took no part in the discussion or decision-making.

Courtney Isherwood also declared an interest in agenda item 9, as she was employed by Blackpool Volunteer Centre, which had submitted an expression of interest. She was excluded from the discussion and decision-making in respect of this item.

It was also noted that Connor Pennington was employed by Blackpool Volunteer Centre; however, as he had given his apologies for the Board meeting, a declaration of interest was not required. No other declarations of interest were made.

12 Confirmation of minutes

The Board considered the minutes of the previous meeting. In doing so, the Board noted that paragraph 6.13 in the draft Terms of Reference continued to refer to two items and required amendment.

The minutes of the Pride in Fleetwood Board meeting held on 19 March 2026 were **approved** as a correct record by those who were in attendance.

13 Action log and matters arising not on the agenda

The Board considered the action log and matters arising from previous meetings.

It was noted that a list of Board members with outstanding Disclosure and Barring Service (DBS) checks would be provided to the Chair.

It was further noted that a running expenditure log would be provided to Board members as a standing item within the agenda pack for future meetings.

The Board noted that the expression of interest process for hosting staff on behalf of the Board had commenced. Four organisations had submitted expressions of interest: Regenda Homes, Fleetwood Town Council, Blackpool Volunteer Centre, and Fleetwood Trust.

14 Decision register

The Board considered their decision register.

The Board received an update on staffing support. It was noted that job descriptions had been developed and draft versions of each role had been shared with the Chair. The job descriptions had subsequently been provided to Wyre Council to progress to advertisement.

The Board noted that a decision was required regarding which body would act as the employer for these roles. Members were updated on MHCLG procurement guidance, which was necessary to ensure compliance. Confirmation had been received from MHCLG that the Board could proceed via a grant process for a third party to host the roles. The next steps in relation to this decision were agreed under item 9.

The Board also considered the principles for decision-making in respect of projects or funding applications outside the defined boundary or target area. Following discussion at a previous meeting, it was **agreed** to update the decision to read:

“To consider such decisions on a case-by-case basis where they would provide benefit for the whole community.”

15 Pride in Fleetwood Terms of Reference

The Board considered the changes to the draft terms of reference made since the previous meeting, reviewing each amendment in turn.

The terms of reference were **accepted** by the Board.

16 Neighbourhood assets and Fleetwood data sets

The Board considered the neighbourhood assets and data sets provided. It was agreed that the data would provide a robust evidence base to support informed decision-making. However, Members emphasised the importance of continuing to listen to the local community and reflecting community priorities in decisions on the allocation of funding.

Following consideration of the maps showing the defined areas, the Board discussed the need for increased access to green space within Fleetwood.

17 Sub-group verbal updates

The Board sub-group leads provided verbal updates on the progress of each established sub-group.

17a Engagement

The Board discussed a community engagement tool that had been shared with Members. It was noted that a link to this tool would be circulated by Lorraine Moffat.

The Board considered approaches to engaging a broad and diverse audience across a range of age groups. This included attending schools, hosting events (including a “Meet the Board” event), attending existing community events and learning from the engagement activity of other organisations. They also discussed the importance of reaching individuals and groups who were not currently engaged and who may not attend existing events.

The Chair confirmed that the Board had been invited to attend Tram Sunday and Fleetwood High School.

It was noted that a list of potential existing events for Board attendance was being developed by the relevant sub-group.

Lorraine Beavers MP's office offered support in the planning and delivery of a "Meet the Board" event. Members discussed the importance of offering both early and later meeting times in order to maximise attendance and attract a wider range of residents.

The Board discussed the potential creation of Board identification badges to increase visibility at events and **agreed** that funding could be used to support this. Consent forms and approaches to data collection were also considered.

Success measures for engagement activity were discussed, including the use of a test group for benchmarking and tracking engagement over time. It was **agreed** that a test group be established alongside continued engagement with the wider community.

Members noted that this approach would require compliance with GDPR and discussed the development of a privacy notice to support this work.

The Chair encouraged all Board Members to participate in engagement activities, subject to advising the Chair in advance. It was noted that any requests for funding related to engagement activity should include discussions with Sara Ordonez, UKSPF Programme Manager at Wyre Council, prior to an event taking place.

The Chair also confirmed that sub-groups would be open to non-Board Members. It was suggested that, once sub-groups were more fully established, individuals who had previously applied to join the Board could be invited to participate in sub-group work.

17b Quick wins

The Board noted that the sub-group lead, Courtney Isherwood, had met with Sara Ordonez. Members discussed the development of a short list of potential "quick wins" and the importance of engaging with the community to determine which should be progressed. It was **agreed** that the sub-group would liaise with the engagement sub-group on this work.

The Board discussed the potential for a fayre or fun day as a quick win and as a means of engaging with residents. Members considered the capacity implications and noted that, where the primary purpose was engagement, this would be an appropriate use of resources.

A bath boat race at the boating pools was discussed, noting that this was currently being considered by the Rotary Club and could potentially be combined with Fleetwood Carnival and the Donkey Derby. The Chair suggested that the options discussed could be brought together into a broader, day long engagement event, including the provision of funding to an organisation to deliver the event. Karen

Pratt **agreed** to lead on liaising with relevant organisations and to make contact with Fleetwood Town Council.

The Board discussed the need for the outcomes of the sub-groups' community engagement activity to inform the wider programme plan. The Chair advised that this would be required by the end of November and would therefore need to be completed by October. It was noted that Fleetwood Carnival and Tram Sunday both take place in July, presenting a potential opportunity for alignment.

The Chair also referred to the list of potential quick wins identified within Lorraine Beavers MP's office's data set and suggested that these be reviewed to determine which could be delivered within the current calendar year. Wyre Council would continue to provide advice on the feasibility of proposals and the approvals required. The Board emphasised the importance of considering ongoing maintenance requirements for any physical quick wins delivered.

17c Accessibility and Memorial Park

The Board received an update on potential quick wins relating to Memorial Park.

It was noted that a number of potential quick wins could be delivered within the park, and that consideration had been given to how resident use of the park could be increased, including through the hosting of events.

The Board discussed the potential development of a business case to be submitted to Wyre Council to support remodelling of the park in order to increase usage. Possible options discussed included the provision of a café, a woodland walk, a sensory area and additional playground facilities. It was **agreed** that the relevant sub-group would engage with the Friends of Memorial Park as part of this work. Members also noted the need for further community engagement to inform future uses of the park and considered Memorial Park to be accessible and well placed to support improvements of this nature.

The Board considered the Parks Funding, which includes up to £270,000 for Fleetwood. It was noted that Wyre Council had identified the Beach Park as a priority and wished to work with the Board to explore how this funding could best be used to improve the park. The importance of consultation with Fleetwood Beach Wheelchair users was discussed, and it was **agreed** that a questionnaire would be developed to help inform this work.

17d Lord Street

The Board noted that the relevant sub-group had engaged with the Wyre Council's Economic Development team in relation to vacant units

on Lord Street and that information on these units had been provided to Members.

Members were advised that the sub-group had been considering its engagement model and had found the use of webinars to be a helpful approach in informing its work.

The Board discussed concerns regarding the limited availability of healthy eating venues locally and more widely across the North of England. Members also noted an increase in vape shops, fast-food outlets and pawn brokers within the area.

The Board considered opportunities to improve the attractiveness of shop frontages along Lord Street and discussed the potential to address issues such as obesity and mental health through improvements to the built environment. The potential to link with the Historic Society was discussed. Members also considered the possibility of pedestrianising Lord Street, noting that Wyre Council had previously explored this, and that London Street had been considered within a previous plan. The Chair recommended that residents' views on pedestrianisation be sought as part of the engagement process.

The Board discussed examples of other areas where the restoration of historic shop frontages had supported economic development. The conservation area was noted, and it was **agreed** that details of Wyre Council's Heritage Officer would be shared with the Board.

17e Families and young children

The Board noted that engagement events would be held at schools, with the first event scheduled to take place on 28 April at Chaucer School. It was reported that posters were being developed and would be displayed in public spaces to promote the events.

Members noted that the views of young people and families would be captured as part of this engagement activity and that volunteers had been recruited to support the delivery of the event.

17f Young people

The Board noted that fun day style events had been identified by young people as a preferred form of engagement. It was reported that the relevant sub-group had been considering engagement with youth groups, schools, the Wyre Youth Council and other relevant organisations. The sub-group leads were in the process of arranging meetings with a range of groups to support this work.

The Board further noted that discussions had taken place with schools regarding engagement activity and that this had been positively received. The potential for attendance at school assemblies was also discussed.

The Board discussed the provision of free Wi-Fi in public areas as a potential means of attracting people into Fleetwood, particularly young people without access to mobile data. It was noted that Lancashire County Council may have access to some of this information and that it would be a good exercise for the Board to map information on free Wi-Fi provision. Sara Ordonez **agreed** to provide further information. The potential for providing free Wi-Fi in parks was also discussed.

17g Post 16 education

Update was deferred.

17h SEND

The Board noted that the Thrive Network was being consulted as part of the engagement activity. The Chair reported that he had met with representatives of the Thrive Network, who would undertake a targeted SEND listening tour across schools and other relevant forums. It was further noted that the Thrive Network would attend a future meeting of the Board in the summer to present feedback from this work.

18 Secretariat support, including dedicated Development and Governance Officer recruitment and admin support

The Chair and Courtney Isherwood left the room for this item.

The Board noted that four businesses/organisations had expressed an interest in hosting staff for Pride in Fleetwood. Members confirmed that a grant based approach was the preferred option in order to enable appointments to be made as quickly as possible.

It was reported that a grant application and assessment matrix had been developed to support the award of staff hosting to an organisation. Members noted that further discussions would be required with the interested organisations and that scoring against the matrix would be undertaken to inform the decision-making process.

The Board considered and **agreed** that John McLellan, Jesika Pook and Sara Ordonez would be nominated to undertake the assessment of the interested organisations.

The Board further **agreed** to delegate authority to the selected group to progress the shortlisting and selection of an organisation, without the need for further approval by the full Board. The selected group will feed back at the next meeting the successful organisation and update on the recruitment.

The Board discussed the proposed approach to interviewing candidates and considered whether the same group responsible for shortlisting should also conduct the interviews. Members noted the need to give careful consideration to any potential conflicts of interest when determining interview panel

membership. It was **agreed** that a representative from the chosen host organisation would need to be included on the interview panel.

The Board noted that the Blackpool Gazette had shared that the Board were looking for interested parties to host and recruit staff.

It was noted that John McLellan volunteered to join the selection process, with Simon Hughes and Jesika Pook and a Wyre Council representative.

Members were advised that job advertisements would be issued for an initial period of two weeks, with the option to extend this to three weeks subject to the level of interest received.

19 Community led delivery model

The Board noted that an expression of interest had been submitted to MHCLG which would see additional support provided to the Board to move towards a community led delivery model. It was further noted that a number of other Pride in Place neighbourhoods had also expressed an interest.

Members were advised that MHCLG would be holding discussions with the interested areas to determine how the matter could be progressed. The Chair confirmed that he and Sara Ordonez were due to meet with MHCLG and that an update would be provided to the Board in due course.

20 Any other business

It was noted that the Board complaints procedure linked to the Terms of Reference would be submitted to the next meeting for approval.

21 Date and time of the next Pride in Fleetwood Board meeting

The next meeting was scheduled for Thursday 21 May 2026 at 17:30pm

The meeting started at 17:30pm and finished at 19:45pm

Date of Publication: 30 April 2026.

Agenda Item 4

Pride in Fleetwood Board

Action log and matters arising

Meeting: 19 March 2026			
Action	Lead	Deadline	Status
Completion of conflict of interest forms, redactions, publication on PIF website along with member profiles, including photographs.	Secretariat	16 April 2026	Ongoing – members are encouraged to review their interest forms and resubmit
Reminder for Board members to submit apologies to the Chair prior to non attendance at meetings.	n/a	n/a	Ongoing
The Board's funding arrangements to be covered at each meeting of the Board.	Wyre Council	Every meeting	Ongoing
Reminder for Board members to not make individual announcements about Board decisions on their personal social media accounts.	n/a	n/a	Ongoing
Central record for DBS information to be created.	Secretariat	16 April 2026	Completed
Make amendments to draft terms of reference	Secretariat	16 April 2026	Completed
Sub-group Leads to mobilise membership and develop initial outline plans	Simon Hughes John McLellan and Cllr Duffy Courtney Isherwood Connor Pennington Jesika Pook		Ongoing
Board contact list to be developed and circulated.	Secretariat	16 April 2026	Ongoing
Seek expressions of interest regarding secretariat support and finalise job descriptions.	Mark Spencer	16 April 2026	Completed
Further updates at future meeting regarding the position on community led delivery model.	Secretariat/Mark Spencer	Every meeting	Ongoing
Secretariat arrangements for note taking at the next meeting to be resolved.	Wyre Council/Mark Spencer	16 April 2026	Completed

Meeting: 16 April 2026			
Action	Lead	Deadline	Status
Paragraph 6.13 in the draft Terms of Reference continued to refer to two items and requires amendment	Secretariat	16 April 2026	Completed
An expenditure log would be provided to Board members as a standing item within the agenda pack for future meetings.	Wyre Council	Every meeting	Ongoing
Link to the community engagement tool to be circulated to the Board.	Lorraine Moffat	21 May 2026	Completed
Lorraine Beavers MP office to support in the planning and delivery of a 'Meet the Board' event.	Engagement sub-group	21 May 2026	Ongoing
Creation of Board identification badges.	Secretariat/Wyre Council	21 May 2026	Ongoing
Set up a test group to measure success for engagement activity.	Engagement sub-group	tbc	
GDPR compliance check and development of a privacy notice.	Wyre Council	21 May 2026	Ongoing
Sub-group memberships to remain with Board members until each group is better established. Membership would then be open to non-Board members.	Chair/Board	tbc	Ongoing
Quick win sub-group to work in collaboration with the engagement sub-group on the development of a short list of potential 'quick win' proposals.	Engagement and quick win sub-groups	tbc	Ongoing
Laise with the Rotary Club, Fleetwood Town Council and other organisations to establish opportunities for day long engagement events.	Karen Pratt	tbc	Ongoing
Development of a business case to support the remodelling of Memorial Park. Engage with Friends of Memorial Park.	Accessibility and Memorial Park sub-group	tbc	Ongoing
Improvements of Beach Park - development of a questionnaire to inform any potential works.	Accessibility and Memorial Park sub-group	tbc	Ongoing
Residents' views on pedestrianisation of Lord Street be	Engagement and Lord	tbc	Ongoing

included as part of the engagement process.	Street sub-groups		
Details of Wyre Council's Heritage/Conservation Officer be shared with the Board.	Wyre Council/Lord Street sub-group	21 May 2026	Ongoing
Map information on free WIFI provision in Fleetwood.	Wyre Council	21 May 2026	Ongoing
Thrive Network to attend a future meeting to feedback on their targeted SEND listening tour across schools and other relevant forums	Mark Spencer	tbc	Ongoing
Formation of a sub-group of members tasked with shortlisting and selecting a host organisation for staff.	John McLellan, Jesika Pook and Sara Ordonez	Tbc	Ongoing
Interview panel for appointment of dedicated Development and Governance Officer recruitment and admin support.	John McLellan, Jesika Pook, rep from hosting organisation and rep from Wyre Council	tbc	Ongoing

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Pride in Fleetwood Board

Decision register March 2026 – March 2027

Information about recent decisions that have been taken by the Pride in Fleetwood Board.

Title	Decision maker	Decision status	Decision made	Alternative options considered and rejected	Date of decision	Accompanying documents
DBS checks for Board members	Chair	Approved	DBS checks for all Board members will be renewed every three years, and the Board will be required to make annual declarations in relation to these checks.	Different approaches were considered, including introducing an annual DBS check. However, it was felt that this could become administratively burdensome, and therefore annual declarations were deemed a more proportionate solution.	19 March 2026	DBS spreadsheet
Initial sub-group workstreams	Board	Approved	Sub-groups established on the following focus areas (Post 16 education, Lord Street regeneration, Quick wins, engagements and volunteers and accessibility).	Different focus areas were considered; however, the Board emphasised the important of delivering tangible early results.	19 March 2026	n/a
Secretariat support	Board & Chair	Approved	The recruitment of a Development and Governance Officer and Admin Support Officer and for the Chair to coordinate the process for seeking expressions of interest and	Continued support from Wyre Council/MPs office; however, it was felt that employing their own staff was necessary to ensure long term effectiveness of the Board.	19 March 2026	Draft job descriptions

			preparing the relevant job descriptions.			
Submission of interest to operate a community led delivery model	Chair	Approved	Expression of interest submitted to MHCLG to become an early adopter of the community led delivery model with a legal entity (other than the council) to manage the Board's funding and delivery responsibilities.	To not submit the interest and thus continue with Wyre Council as accountable body.		
Pride in Fleetwood Terms of Refence	Board	Approved	The Pride in Fleetwood Board terms of reference were approved.	No alternative options were considered.	16 April 2026	Final PiF Terms of Reference
Principles for decision making for projects/funding for outside the boundary/target area	Board	Approved	To consider such decisions on a case-by-case basis where they would provide benefit for the whole community.	No alternative options were considered	16 April 2026	Boundary map – appendix to ToR
Hiring and hosting arrangements of secretariat support for the Board	Board	Approved	<p>The Board approved the delegation of responsibility for the shortlisting and selection of a host organisation to a sub-group of Board members.</p> <p>The Board further approved the delegation of responsibility for forming the interview panel for employee recruitment to a designated group of Board members.</p>	For the arrangements to come to a future Board meeting for decision, however this was rejected owing to unnecessary delays.	16 April 2026	

Forward Plan of forthcoming decisions

A forward plan of the decisions that will be made by the Board over the coming months. This forward plan will be updated whenever a new decision is added.

Title	Decision maker	Purpose	Decision status	Decision due	Lead Board Member
Designated communications lead	Chair	To confirm central communications approach.	Pending	tbc	Chair
Pride in Fleetwood four year programme plan	Board	To approve and submit to MHCLG the Board's four year plan.	Pending	15 October 2026	Chair
Approval of host organisation	Delegated	To appoint an organisation for the hosting of support staff.	Pending	tbc	Chair
Recruitment of support staff	Delegated	To recruit dedicated Development and Governance Officer recruitment and admin support.	Pending	tbc	Chair
Pride in Fleetwood Board Complaints Procedure	Board	To review and approve a complaints procedure.	Pending	21 May 2026	Chair

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CAPACITY FUND £150,000

Activity to May 2026

MHCLG category	Activity	February	March	April	May	Total (£)
management costs	DBS Checks (£21.50 per member)		215.00		21.50	236.50
other	Train travel to London (return) for Chair Mark Spencer obo Pride in Fleetwood Board.		161.79			161.79
management costs	Venue costs - plus board member selection workshop on 5 February	170.00	20.00	20.00	20.00	230.00
management costs	Web domain package with domain protection, website builder			347.52		347.52
other	ID badges for Pride in Fleetwood				54.58	54.58
community outreach and engagement	Pride in Fleetwood engagement expenses - Chaucer School event				86.42	86.42
GRAND TOTAL		170.00	396.79	367.52	182.50	1, 116.81
BALANCE REMAINING						148,883.19

*Venue hire for March- May to be invoiced

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Complaints procedures for dealing with alleged breaches of the code of conduct

Introduction

This procedure applies whenever a complaint is received suggesting that a Board Member may have failed to comply with the Pride In Fleetwood Board's Code of Conduct. Any complaints regarding breaches of this Code must be addressed according to the processes outlined in these notes.

What is the Code of Conduct?

The Code of Conduct is designed to help Board Members exemplify the standards of behaviour expected from them. Board Members must adhere to the Seven Principles of Public Life, commonly referred to as the Nolan Principles. The Code outlines the obligations of Board Members, which represent the minimum standards of conduct, and details arrangements for registering and declaring financial and other interests. These requirements must be followed by all Board Members.

The Pride in Fleetwood Board follow this [Code of Conduct](#). It is based on Wyre Council's Code of Conduct for councillors. In relation to the Pride in Fleetwood Board, whenever 'councillor' is mentioned, it refers to a 'Board Member'.

How to make a complaint

In the first instance complaints will be considered according to the following categories:

1. **General Breaches:** Handled internally by the Chair/Board (e.g., disrespect, bullying, misuse of position).
2. **Financial/Pecuniary Breaches:** Handled by the Chair and the Accountable Body for the public funds e.g., failure to declare a financial interest, fraudulent activity).

All complaints must be addressed to the Pride in Fleetwood Board's Chair (or Vice-Chair if the complaint is against the Chair) using the online form available [[link to relevant enquiries form on website?](#)].

Please make clear who the complaint is about, the **reason** for concern and which of the requirements of the Code of Conduct you think the Board Member(s) has breached.

If the complaint includes matters relating to category 2 above. Financial/pecuniary breaches, complaints can be submitted directly to the Monitoring Officer of the Accountable Body:

The Monitoring Officer Contact Details

Wyre Council Civic Centre

Breck Road
Poulton-le-Fylde Lancashire FY6 7PU
Email: monitoringofficer@wyre.gov.uk

If you do not feel able to put your concern in writing, you can telephone or meet the appropriate officer, alternatively the council's whistleblowing telephone number is 0800 038 0528.

Whilst anonymous complaints/allegations are accepted, if such disclosures are received, to determine the next steps, the factors to be considered will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources.

Any Board Member who is the subject of a complaint (subject member) will be notified by the Chair either during or at the end of the initial investigation. Normally, the Chair will disclose the complainant's name and the what the complaint is about, unless there are specific reasons for keeping such information confidential.

How will your complaint be dealt with?

In the first instance, the Chair will handle the complaint unless it is against the Chair; in such cases, the Vice Chair or an independent person selected by the Accountable Body would investigate the matter.

If the Chair can resolve a complaint, they will do so. Breaches of financial procedures involving public funds will be reported to the Monitoring Officer of the Accountable Body.

Board Members must not disclose any details of complaints under investigation or not upheld to the media or public.

Independent Persons

Independent Persons are people who are neither Board Members nor directly related to the Board Members to support them with Code of Conduct complaints and decisions.

Procedure

Stage 1 – Initial Assessment of the Complaint

We recommend you try to address the issue directly with the Board member concerned before submitting a formal complaint, unless it would be unsafe to do so. Most issues can be resolved quickly through open dialogue.

Further information may be requested from any party before a decision is made. If the subject was not a Board Member during the alleged misconduct or was not acting as one, the complaint may automatically be dismissed.

If the complaint is not rejected, further assessment will consider whether:

- The complaint is vexatious, malicious, politically motivated, or retaliatory.
- The complaint relates to historical matters.
- There is a potential breach of the Code of Conduct.
- Investigation serves the public interest.

The Chair may then follow any of the below, as considered appropriate:

- Dismiss the complaint with reasons.
- Seek informal resolution (e.g., apology or mediation).
- Conduct or appoint further investigation.
- Refer to the Accountable Body.
- Refer to Police or other agencies if a criminal offence is suspected.

If no action is taken, both the complainant and subject member will be notified as soon as possible, with reasons.

Stage 2 – Informal Resolution

Informal resolution is appropriate for minor complaints or specific disputes and may involve gathering details from both parties. Both sides are notified of the allegation and recommended outcome. Options for informal resolution include:

- An apology from the subject member
- Agreement to attend training or mentoring
- Mediation or conciliation
- Other actions to resolve the complaint

If unsuccessful, the complaint may be reviewed further through formal investigation.

Stage 3 – Formal Investigation

The severity of the issue determines who conducts a formal investigation which may involve the Chair, an independent party, the Ministry of Housing, Communities, police, or another investigatory body. The investigating person/body will review all evidence and take appropriate action will be determined based on the circumstances and available information.

Both the complainant and subject member will be notified.

Appeals

The subject matter will have the right to present their evidence and response at the relevant stage/s.

If you are dissatisfied with the outcome, you may request an appeal. The appeal will be considered by an independent panel, made up of Board Members who have not been involved in the matter previously. This ensures impartiality throughout the process. The panel's decision is final.

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