

# MINUTES OF THE STANDARDS COMMITTEE

Thursday, 21 November 2013 at 6.30 pm

PRESENT: Councillors Jim Mallory (Chair), Ami Ibitson, Stella Jeffrey and Helen Klier.

Independent members: David Roper-Newman, Cathy Sullivan and Leslie Thomas.

Apologies for absence were received from Councillor Pauline Morrison, Councillor Obajimi Adefiranye and Councillor Sam Owolabi-Oluyole and Hannah Le Vay.

## 16. Declarations of Interest

None was declared.

## 17. Minutes

RESOLVED that the minutes of the meeting held on 7th May 2013 be approved as a correct record and signed by the Chair.

## 18. Annual Complaints Report

Peter Gadsdon, Head of Strategy and Performance , Customer Services, presented the report which provided an update on all stages of the Council's complaints performance for 2012/13. A summary of the Independent Adjudicator's report and a summary of the Local Government Ombudsman's Annual review was also considered.

It was noted that there has been a slight decrease in complaints overall however due to significant Government changes on welfare reform they may start to increase next year.

It was noted that less than 2% of all complaints escalate to Stage 3 which are dealt with by the Independent Adjudicator.

RESOLVED that the report be noted.

## 19. Compliance with Member Code of Conduct

Kath Nicholson, Head of Law and monitoring Officer presented the report and explained that the report provides information about the extent of compliance with the Member Code of Conduct.

The Committee's attention was also drawn to the benchmarking data from other London Boroughs in relation to member complaints since 2010.

It was suggested that there should be improved linkage on the Council's web site in relation to the Council's ethical framework as there was some difficulties in accessing the same.

RESOLVED that the report be noted.

## **20. Work Programme**

Kath Nicholson, Head of Law and Monitoring Officer presented the item and invited the Committee to comment.

The Chair identified the need for ethical standards to be an integral part of members induction programme and the need to ensure that all members attend.

There should also be further emphasis on the way members conduct themselves in public and especially on the use of social media.

RESOLVED that the Work Programme shown in paragraph 3.3 of the report be agreed.

The meeting ended at 8:15pm