

## LONDON BOROUGH OF LEWISHAM

Minutes of the meeting of the STANDARDS COMMITTEE which was open to the press and public, held at LEWISHAM TOWN HALL, CATFORD, SE6 4RU on THURSDAY 11 DECEMBER 2014 at 6:30 p.m.

### Present

Councillors Peter Bernards, Brenda Dacres, Colin Elliott, Alan Hall  
Liz Johnston-Franklin, Helen Klier and Hilary Moore.

Independent members: Cathy Sullivan.

Apologies received from Councillors Obajimi Adefiranye, Simon Hooks, and Pauline Morrison, Gill Butler, Hannah Le Vay, David Roper-Newman and Leslie Thomas QC.

<u>Minute No.</u>	<u>Action</u>
1	<u>DECLARATIONS OF INTEREST</u>  None was declared.
2	<u>MINUTES</u>  RESOLVED that the minutes of the Committee meeting held on the 23 July 2014 be approved as a correct record and signed by the Chair.
3	<u>ANNUAL COMPLAINTS REPORT</u>  Ralph Wilkinson, Head of Public Services, presented the report which provided performance information for 2013/14 on complaints dealt with by the Council and its partners at Stages 1 and 2 of the corporate complaints procedure, as well as complaints and enquiries to the Mayor and councillors and complaints and enquiries from Members of Parliament.  The report and presentation did not include complaints or enquiries in relation to adult and children's social care both of which are reported

Minute  
No.

Action

individually and publicised according to statutory guidance.

The Independent Adjudicators report and the Local Government Ombudsman Annual Review Letter were also considered.

It was explained that there had been an increase in some complaints when compared with previous years. The most noticeable increase related to Council Tax and was attributable to legislative changes in Council Tax Benefit being replaced by the Council Tax Reduction Scheme. Another reason for the increase in complaints was a consequence of changes that removed or severely reduced the period of exemption awarded to empty properties.

It was explained that there had been some difficulties due to the increased volume of telephone and billing enquiries and a number of improvements were made to address those difficulties including the introduction of a number of automated messages directing customers to self service via the Council's web site.

In response to an enquiry from members it was further explained that no formal benchmarking was undertaken however officers do discuss the issue of complaints with colleagues in other boroughs. It was possible for some benchmarking of overall numbers to be carried out however processes are different so the reliability of any benchmarking is uncertain.

Members of the Committee noted that the report was very helpful, useful and detailed.

RESOLVED that the report be noted.

4

COMPLIANCE WITH THE 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 drawn to the written observations of Independent Member, David Roper- Newman, that the absence of complaints against councillors is very encouraging and must be due in large part to compliance with high standards of ethical conduct on the part of councillors themselves, coupled with the high degree of support from the Council's Monitoring Officer.

RESOLVED that the report be noted.

5 STANDARDS COMMITTEE 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 some specific training on the use of social media.

Kath Nicholson agreed to seek the assistance of the Member's Training and Development Team and the Council's Head of Communications in securing appropriate training and guidance.

RESOLVED that the work programme shown in paragraph 3.3 of the report be agreed.

DATE OF NEXT MEETING

20<sup>th</sup> May 2015

The meeting ended at 7:45pm