

Standards Committee

Date: Thursday, 17th September, 2020

Time: 4.00 pm

**Venue: Virtual Meeting - Zoom - Public Access via
YouTube**

<https://www.youtube.com/bathnescouncil>

To: All Members of the Standards Committee

Independent Members: Dr Axel Palmer, Dr Cyril Davies and Deborah Russell

Parish/Town Councillors: Tony Crouch, Clive Fricker and Kathy Thomas

Bath and North East Somerset Councillors: Jess David, Sally Davis, Duncan Hounsell, Michelle O'Doherty and June Player

Independent Person: Tony Drew

Chief Executive and other appropriate officers

Press and public

The agenda is set out overleaf.



Enfys Hughes

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NOTES

1. **Inspection of Papers:** Papers are available for inspection as follows:

Council's website: <https://democracy.bathnes.gov.uk/ieDocHome.aspx?bcr=1>

2. **Details of decisions taken at this meeting** can be found in the minutes which will be circulated with the agenda for the next meeting. In the meantime, details can be obtained by contacting as above.

3. **Broadcasting at Meetings:-**

The Council will broadcast the images and sounds live via the internet

<https://www.youtube.com/bathnescouncil>

The Council may also use the images/sound recordings on its social media site or share with other organisations, such as broadcasters.

4. **Public Speaking at Meetings**

The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group.

Advance notice is required not less than two full working days before the meeting. This means that for meetings held on Thursdays notice must be received in Democratic Services by 5.00pm the previous Monday.

Further details of the scheme can be found at:

<https://democracy.bathnes.gov.uk/ecCatDisplay.aspx?sch=doc&cat=12942>

5. **Supplementary information for meetings**

Additional information and Protocols and procedures relating to meetings

<https://democracy.bathnes.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13505>

Standards Committee - Thursday, 17th September, 2020

at 4.00 pm via Zoom

1. WELCOME AND INTRODUCTIONS
2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out on the Agenda.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTION
4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** or an **other interest**,
(as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR

The Chair will announce any items of urgent business accepted since the agenda was prepared under the Access to Information provisions.

6. ITEMS FROM THE PUBLIC - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS (COMPLAINTS MUST GO THROUGH THE STANDARDS COMPLAINTS PROCEDURE)
7. ITEMS FROM COUNCILLORS AND CO-OPTED AND ADDED MEMBERS RELATING TO THE GENERAL BUSINESS OF THE COMMITTEE
8. MINUTES OF THE MEETING OF 9TH JULY 2020 (Pages 5 - 10)
9. REPORT ON THE ASSESSMENT OF COMPLAINTS (Pages 11 - 16)
10. ANNUAL REPORT ON LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS (Pages 17 - 18)
11. PARISHES LIAISON MEETING - TERMS OF REFERENCE

This item is for noting only and reported for the Committee's attention.

On 14th August 2020, the Monitoring Officer made a delegated officer decision to permit the addition of the words "other than important items raised by a single parish or a small number of parishes that are agreed by the Parish Liaison agenda setting group will be included on the agenda" to the end of the first bullet point in paragraph 5.3 of the Parish Liaison meeting Terms of Reference.

Paragraph 5.3 reads as below;

"Items that are not relevant for Parish Liaison will be those:

- That relate to a single, or small number of parishes
- For which other, effective channels of communication exist
- That are day to day operational issues
- That need to be addressed immediately."

This recommendation arose at the Avon Local Council's Association (ALCA) Annual General Meeting held in June and was supported by the Parish Liaison Meeting on 16th July 2020.

[Constitution Part 2, Article 15 permits the Monitoring Officer to agree minor changes to the Constitution.]

The full officer decision can be viewed here;

<https://democracy.bathnes.gov.uk/ieDecisionDetails.aspx?ID=1431>

12. WORKPLAN FOR THE STANDARDS COMMITTEE (Pages 19 - 20)

The Committee Administrator for this meeting is Enfys Hughes who can be contacted on 01225 394410.

BATH AND NORTH EAST SOMERSET

STANDARDS COMMITTEE

MINUTES OF THE MEETING OF THURSDAY, 9TH JULY, 2020

PRESENT:-

Independent Members: , Dr Axel Palmer, Dr Cyril Davies and Deborah Russell

Parish Representatives: Clive Fricker and Kathy Thomas

Bath and North East Somerset Councillors: Jess David, Sally Davis, Duncan Hounsell, Michelle O'Doherty and June Player

Officers: Maria Lucas

Independent Person: Tony Drew

1 WELCOME AND INTRODUCTIONS

The Chair (Dr Axel Palmer) welcomed everyone to the meeting by explaining that this meeting is being held under The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020. The Council has agreed a protocol to cover virtual meetings and this meeting will operate in line with that protocol. The meeting has the same status and validity as a meeting held in the Guildhall.

2 APOLOGIES FOR ABSENCE AND SUBSTITUTION

There were none.

3 DECLARATIONS OF INTEREST

There were none.

4 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR

The Chair informed the meeting that he has agreed to bring 'Local Government Ethical Standards best practice' paper (attached as Appendix 1) for consideration at this point, as urgent business.

The Monitoring Officer confirmed that Standards Committee Members have received Local Government Ethical Standards Best Practice paper. The reason why this item had to be considered by the Committee was that the Cabinet Office had contacted the Monitoring Officer to feed back on the progress from the Council against the recommendations made in the paper. The Monitoring Officer reminded the Committee that this has been considered previously at the Standards Committee meetings on 21st March and 4th July 2019.

The Monitoring Officer took the meeting through the paper by highlighting the current Council's position in terms of all 15 best practice recommendations. These were:

- Best practice 1 – these were agreed on the 4th July 2019 and recommended to the Council;
- Best practice 2 – provisions were in the Code of Conduct requiring Councillors to comply with any formal Standards investigation.
- Best practice 3 – this was in the workplan for Standards Committee, and it was reviewed on 4th July 2019.
- Best practice 4 - the Code of Conduct is now on Council's website and in Council's premises. The Monitoring Officer confirmed that she was yet to re-do the Parish Council Audit (as some of Parish Councils did not have their Code of Conduct on their websites).
- Best practice 5 – gifts and hospitality would be published in accessible format. The register is on the Council website and updated annually.
- Best practice 6 – these arrangements were already in the Code of Conduct.
- Best practice 7 – the Council has already had one independent person, and access to another independent person from neighbouring authorities.
- Best practice 8 – these practices were already in arrangement.
- Best practice 9 – these were already published and available on Council's website.
- Best practice 10 – these were already in place, and recently improved by adding an online form for the submission of complaint.
- Best practice 11 – all Parish Councils have been reminded on this practice.
- Best practice 12 – all Parish Clerks were aware that they could get in touch with the Monitoring Officer for help, as well as with ALCA.
- Best practice 13 – the Council has agreed with neighbouring authorities to undertake investigations in case of conflict of interest by the Monitoring Officer.
- Best practice 14 – the Council has two separate Council owned companies which were governed by the separate Code of Conduct.
- Best practice 15 – the Monitoring officer informed the Committee that she has regularly attended Group leaders meeting.

The Chair thanked Monitoring Officer for taking the meeting through this paper and added that the Committee has considered these issues at past meetings, and this would

The following points were highlighted:

- The Annual review of the Code of Conduct would be postponed until the LGA review of Best Practice Code of Conduct in 2020.
- Parish/Town Councils had, or could have, different Code of Conduct. This was why the LGA has introduced the Model Code of Conduct, for consistency.

It was **RESOLVED** that the Committee agreed to instruct the Monitoring Officer to send the response on the 'Local Government Ethical Standards best practice' to the Cabinet Office.

Appendix 1 Local Government Ethical Standards best practice for Local Authorities

5 ITEMS FROM THE PUBLIC - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS (COMPLAINTS MUST GO THROUGH THE STANDARDS COMPLAINTS PROCEDURE)

There were none.

6 ITEMS FROM COUNCILLORS AND CO-OPTED AND ADDED MEMBERS RELATING TO THE GENERAL BUSINESS OF THE COMMITTEE

There were none.

7 MINUTES OF THE MEETING OF 19TH SEPTEMBER 2019

RESOLVED that the minutes of the meeting held on 19th September 2020 be confirmed as a correct record and signed by the Chair, subject to the following amendment:

Page 3, Minute 23, an additional paragraph should read:

‘Training Session – Code of Conduct: the scenarios on best practice in using social media had been circulated to members to consider. The meeting discussed the answers to the scenarios and the issues raised.’

8 REPORT ON THE CONSULTATION ON THE MODEL CODE OF CONDUCT

The Chair invited the Monitoring Officer to introduce the report.

The Monitoring Officer introduced the report by explaining that the Local Government Association (LGA) has provided this Model Code of Conduct for consultation as part of its work on supporting the sector to continue to aspire to high standards of leadership and performance.

The document covered the following issues:

- Purpose;
- Application of the Code;
- Model member conduct;
- Specific obligations of general conduct;
- Civility
- Bullying and harassment;
- Impartiality of officers of the council;
- Confidentiality and access to information;
- Disrepute;
- Your position;
- Use of council resources and facilities;
- Interests;
- Gifts and hospitality;
- Breaches of the Code of Conduct;

- Example LGA guidance and recommendations

The consultation on the draft would run for 10 weeks until Monday 17 August 2020. All Councils were required to have a local Member Code of Conduct.

The Monitoring Officer started by going through each question from the Code of Conduct consultation questions (as per appendix to the report). However, the Committee felt that they should provide their comments and responses to questions in the form directly to the Monitoring Officer after the consultation webinar on the LGA draft Model Member Code of Conduct which would happen on Wednesday 29 July 2020.

It was **RESOLVED** that the Standards Committee considered and noted the LGA draft Model Member Code of Conduct.

It was also **RESOLVED** that all Standards Committee Members would send their comments to Monitoring Officer (on Code of Conduct consultation questions) after the consultation webinar on the LGA draft Model Member Code of Conduct (29th July 2020) no later than 10th August 2020. The Monitoring Officer would draft a response on behalf of the Council and send it to the LGA before the consultation close date (17th August 2020).

9 REPORT ON ASSESSMENT OF COMPLAINTS

The Chair invited the Monitoring Officer to take the meeting through the report.

The Monitoring Officer highlighted the following updates from the report:

- Complaint 01-20 BPC – due to conflict of interest an independent Monitoring Officer has done an assessment of the complaint, and the recommendation was that there should be a mediation.
- Complaint 02-20 RTC – this complaint has been assessed, and it would be subject for investigation, likely to come back to Standards Committee.
- Complaint 03-20 RTC – Local Government Ombudsman has looked at the decision notice, and he would not pursue further this matter.

The Chair thanked Monitoring Officer for an update on current cases and added that Standards Committee training in September would be quite timely for potential hearing of complaint 02-20 RTC.

It was **RESOLVED** to note the Report on Assessment of Complaints.

10 WORKPLAN FOR THE STANDARDS COMMITTEE

The Committee noted that the following items were in the future workplan:

- Annual Review of the Code of Conduct – date to be confirmed (depending on the review of the Model Code of Conduct (as per agenda item 8))
- Annual Report of the Standards Committee – for September 2020.

The meeting ended at 5.15 pm

Chair(person)

Date Confirmed and Signed

Prepared by Democratic Services

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Bath & North East Somerset Council		
MEETING	Standards' Committee	
MEETING	17 th September 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Report on Assessment of Complaints	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Annex 1 – Report on assessment of complaints		

1 THE ISSUE

- 1.1 The Committee is asked to consider Annex 1 (Report on assessment of complaints) and discuss any issues arising.

2 RECOMMENDATION

- 2.1 That the Committee consider the report and make any recommendations required.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 None.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The Council is required to have in place adequate arrangements to assess complaints and deal with any further actions required.

5 THE REPORT

- 5.1 An up-dated table providing information on the complaints received since the last report was sent to the Standards Committee in June 2020 is attached as Appendix 1 for the consideration of the Committee.

6 RATIONALE

6.1 To update the Standards' Committee on complaints received since June 2020.

7 OTHER OPTIONS CONSIDERED

7.1 None.

8 CONSULTATION

8.1 Not applicable.

9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Maria Lucas, Director of Legal & Democratic Services, Monitoring Officer & Council Solicitor (01225) 395171
Background papers	None
Please contact the report author if you need to access this report in an alternative format	

Standards Committee - Assessment of Complaints September 2019

Complaint Number	Date Received	Complainant	Subject	Relevant provision of Code	Assessment	Date / Decision	Decision	Current Position
2015								
04-15 Dunkerton PC	18.05.15	P Cllr	P Cllr	Bullying/Intimidation. Improperly conferring a disadvantage	Initial assessment by MO and IP - investigation	Standards Hearing 10.12.15	No breach	Complete
05a-15 Dunkerton PC	29.05.15	P Cllr	P Cllr	Bullying/Intimidation. Improperly conferring a disadvantage. Disrespectful behaviour.	Initial assessment by MO and IP - investigation	Standards Hearing 10.12.15	Breach	Complete
05b-15 Dunkerton PC	29.05.15	P Cllr	P Cllr	Bullying/Intimidation. Improperly conferring a disadvantage. Disrespectful behaviour.	Initial assessment by MO and IP - investigation	Standards Hearing 10.12.15	No breach	Complete
05c-15 Dunkerton PC	31.07.15	P Cllr	P Cllr	Bullying/Intimidation. Disclosure of confidential information. Potential criminal offence. Disrespectful behaviour.	Initial assessment by MO and IP - investigation	Standards Hearing 10.12.15	No breach	Complete
06-15 BANES	17.05.15	MoP	Cllr	Disrespectful behaviour.	Initial assessment by MO and IP	23.09.15	No breach	Complete
07-15 BANES	01.06.15	MoP	Cllr	Disrespectful behaviour.	Initial assessment by MO and IP	29.06.15	No breach	Complete
08-15 BANES	23.06.15	O	Cllr	Inappropriate behaviour.	Initial assessment by MO and IP	08.07.15	Breach - apology made	Complete
09-15 Chew Stoke PC	20.07.15	P Cllr / MoP	P Cllr	Non disclosure of DPI.	Not proportionate for police to allocate further resources due to the limited public interest. Independent investigation.	1.3.16	Breach/NFA	Complete
10-15 Paulton PC	18.08.15	P Cllr	P Cllr	Non disclosure of DPI	Referred to police. Not proportionate for police to allocate further resources due to the limited public interest.	Standards Hearing 31.03.16	Breach	Complete
11-15 BANES	28.08.15	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	29.09.15	No breach	Complete
12-15 BANES	18.10.15	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	18.02.15	No breach	Complete
13-15 Shoscombe PC	05.11.15	P Cllrs	P Cllr	Bullying/Intimidation	Initial assessment that as cllr is no longer a councillor, no jurisdiction for complaint to be further investigated	20.12.15	No further investigation required	Complete
2016								
01-16 BANES	24.12.15	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP - cllr to send apology to Somerset Guardian	11.02.16	No breach	Complete
02-16 Hinton Blewett PC	04.01.16	MoP	P Cllr	Non disclosure of interest	Initial assessment by MO and IP	21.03.16	No further action	Complete
03-16 Paulton PC	25.01.16	P Cllrs	P Cllr	Inappropriate behaviour	Initial assessment by MO and IP	21.03.16	No further action	Complete
04-16 Paulton PC	25.01.16	P Cllrs	P Cllr	Inappropriate behaviour	Initial assessment by MO and IP	21.03.16	No further action	Complete
05-16 Paulton PC	19.01.16	P Cllr	P Cllr	Inappropriate behaviour	Initial assessment by MO and IP	21.03.16	No further action	Complete
06-16 Paulton PC	19.01.16	P Cllr	P Cllr	Inappropriate behaviour	Initial assessment by MO and IP	21.03.16	No further action	Complete
07-16 BANES	26.01.16	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	25.03.16	No breach	Complete

KEY

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08-16 BANES	26.01.16	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	25.03.16	No breach	Complete
09-16 Paulton PC	02.02.16	P Cllr	P Cllr	Inappropriate behaviour	Initial assessment by MO and IP	21.03.16	No further action	Complete
10-16 BANES	25.02.16	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	25.03.16	No breach	Complete
11-16 a,b,c High Littleton PC/BANES	25.08.16	MoP	P Cllr	Non disclosure of interest	Initial assessment by MO and IP	17.10.16	No further action	Complete
12-16 a,b BANES	05.09.16	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	24.10.16	Breach/NFA	Complete
13-16 BANES	01.09.16	Cllr	Cllr	Non disclosure of interest	Initial assessment by MO and IP	24.10.16	Breach/NFA	Complete
14-16 BANES	26.08.16	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	24.10.16	No further action	Complete
15-16 BANES	07.12.16	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	7.2.17	No further action	Complete
2017								
1.17 Chew Stoke PC	5.1.17	MoP	P Cllr	Bullying	Initial assessment by MO and IP	1.3.17	No further action	Complete
2.17 BANES	1.3.17	MoP	Cllr	Inappropriate behaviour	Initial assessment by MO and IP	2.5.17	Breach / NFA	Complete
3.17 BANES	12.04.17	MoP	Cllr	Disrepute	Initial assessment by MO and IP	16.06.17	No Breach	Complete
04-17 BANES	08.05.17	MoP	Cllr	Disrepute (breach of the Council's Code of Conduct on pre-election publicity)	Initial assessment by MO and IP	31.05.17	No further action	Complete
05-17 BANES	01.07.17	MoP	Cllr	Inappropriate behaviour - bullying	Initial assessment by MO and IP	30.11.17	No breach	Complete
06-17 BANES	01.07.17	MoP	Cllr	Inappropriate behaviour - bullying	Initial assessment by MO and IP	06.09.17	No breach	Complete
07-17 BANES	20.09.17	MoP	Cllr	Inappropriate behaviour - bullying	Initial assessment by MO and IP	30.11.17	No breach - further action	Complete
08-17 BANES	22.09.17	MoP	Cllr	Inappropriate behaviour/non-disclosure of interest	Initial assessment by MO and IP	30.11.17	No breach - further action	Complete
09-17 BANES	09.10.17	CX	Cllr	Non disclosure of interest	Initial assessment by MO and IP / Investigation	Standards Hearing 18.01.17	Breach	Complete
10-17 BANES	06.10.17	MoP	Cllr	Disrepute (Inappropriate behaviour - misuse of council resources)	Initial assessment by MO and IP	08.12.17	No breach	Complete
11-17 BANES	16.10.17	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	26.02.18	No breach	Complete
12-17 BANES	13.12.17	MoP	Cllrs	Non disclosure of interest	Initial assessment by MO and IP	26.02.18	No breach	Complete
13-17 SSPC	10.11.17	MoP	P Cllr	Disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	23.04.18	No breach	Complete
2018								
01-18 HBPC a & b	07.02.18	MoP	P Cllr	Non disclosure of interest	Initial assessment by MO and IP / Investigation	Standards Hearing	Breach / NFA	Complete
02-18 HBPC	26.02.18	MoP	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	08.03.18	withdrawn	Withdrawn (closed)
03-18 BaNES	07.03.18	Cllr	Cllr	Bringing council into disrepute	Initial assessment by MO and IP	09.04.18	Breach / NFA	Complete
04-18 BPC a	06.04.18	MoP	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	25.06.18	Breach / NFA	Complete
04-18 BPC b	06.04.18	MoP	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	25.06.18	Breach / NFA	Complete
05-18 BPC	01.05.18	MoP	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	25.06.18	Breach / NFA	Complete
06-18 HBPC	02.06.18	P Cllr	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	23.07.18	Breach	Complete
07-18 BANES	08.06.18	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	31.07.18	No breach/NFA	Complete
08-18 BANES	09.07.18	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	02.08.18	No breach/NFA	Complete
09-18 BANES (various)	31.07.18	MoP	Cllrs	Non disclosure of interest	Initial assessment by MO and IP	12.11.18	No breach/NFA	Complete
10-18 BANES (various)	31.07.18	MoP	Cllrs	Non disclosure of interest	Initial assessment by MO and IP	12.11.18	Breach/NFA	Complete
11-18 BANES	24.08.18	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	07.10.18	No breach/NFA	Complete

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Standards Committee - Assessment of Complaints September 2019

12-18 PPC	24.09.18	Parish Clerk	P Cllrs	Bullying and failing to treat councillors with respect	Initial assessment by MO and IP / Investigation	20.11.18 / 29.05.19.	No breach / recommendation s	Complete
13-18 (a) & (b) BPC	01.10.18	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	20.11.18	No breach/NFA	Complete
14-18 BANES	01.10.18	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	20.11.18	No breach/NFA	Complete
15-18 (a) & (b) & (c) & (d) - BANES	12.10.18	MoP	Cllrs	Non disclosure of interest	Initial assessment by MO and IP	20.11.18	No breach/NFA	Complete
16-18 BANES	15.10.18	MoP	Cllr	Bringing council into disrepute	Initial assessment by MO and IP	12.02.19	No breach/Attends	Complete
17-18 BANES(various)	06.12.18	MoP	Cllrs	Non disclosure of interest	Initial assessment by MO and IP	12.02.19	No breach/NFA	Complete
2019								
01-19 BANES	08.01.19	MoP	Cllr	Non disclosure of interest	Initial assessment by M) and IP	12.02.19	No breach/NFA	Complete
02-19 BPC	08.01.19	MoP	P Cllr	Bullying	Initial assessment by MO and IP	07.05.19	No breach/NFA	Complete
03-19 BANES	18.02.19	MoP	Cllr	Bringing council into disrepute	Initial assessment by MO and IP	11.04.19	No breach/NFA	Complete
04-19 HBPC	24.02.19	Parish Clerk	P Cllr	Bullying	Initial assessment by MO and IP	30.05.19	Discontinued	Complete
05-19 BANES	12.03.19	O	Cllr	Lack of respect	Initial assessment by MO and IP	03.06.19	Withdrawn	Complete
06-19 HBPC	04.04.19	P Cllr	P Cllr	Bringing council into disrepute	Initial assessment by MO and IP	05.06.19	No breach/NFA	Complete
07-19 BPC	09.04.19	MoP	P Cllr	Bringing council into disrepute	Initial assessment by MO and IP	25.08.19	Breach/NFA	Complete
08-19 PPC	11.06.19	MoP	P Cllr	Bringing council into disrepute	Initial assessment by MO and IP	01.07.19	Not acting in capacity as a cllr. Withdrawn.	Complete
09-19 PwPPC	24.06.19	P Cllr	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP - Independent Investigator	25.10.19	No breach	Investigator recommended
EHPC	01.09.19	MoP	P Cllrs	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	03.11.19	No breach/NFA	Complete
11-19 PPC	24.11.19	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	06.01.2020	No breach/NFA	Complete
2020								
01-20 BPC	10.01.20	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by external MO and IP	01.07.20	NFA	Investigator recommended
02-20 RTC	28.04.20	Parish Clerk	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	02.07.20	Investigation	Discontinued as subject no longer a
03-20 RTC	25.04.20	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	08.06.20	No Breach	Complete
04-20 BANES	19.05.20	Cllr	MoP	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	08.06.20	No Breach	Complete
05-20 BANES	11.06.20	Cllr	MoP	disrepute (inappropriate behaviour)	Initial assessment by MO and IP		No Breach	Decision notice to be issued
06-20 RTC	22.06.20	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP		No Breach/NFA	Decision notice to be issued
07-20 PSJPC	14.07.20	Cllr	P Cllr	disrepute (inaappropriate behaviour)				On hold
08-20 BANES	27.07.20	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP			On-going
09-20 BPC	10.08.20	MoP	P Cllr	Lack of respect	Initial assessment by external MO and IP			On-going

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Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Standards Committee	
MEETING/ DECISION DATE:	17 th September 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Annual Report on Commission for Local Administration in England (Local Government & Social Care Ombudsman) complaints	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Appendix 1 Annual letter from the Ombudsman		
Appendix 2 Anonymised determinations made by the Ombudsman 2019 – 2020		

1 THE ISSUE

- 1.1 To report the Ombudsman's Annual Review and determinations for 2019 – 2020 and provide an opportunity for the Standards Committee to comment on these.

2 RECOMMENDATION

The Committee is asked to note the Annual Review and note the determinations made by the Ombudsman and determine what, if any, further action is required.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 None.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The duty under s.5(2) Local Government & Housing Act 1989 requiring the Monitoring Officer to prepare a formal report to Council where the Ombudsman has found maladministration, can be discharged by an annual periodic report to the Council. The Council has delegated the consideration of any report of the Local Government Ombudsman to the Standards Committee.

5 THE REPORT

- 5.1 This report covers the period ending 31 March 2020. During this period 44 decisions were made by the Ombudsman. Of the 12 detailed investigations undertaken by the Ombudsman, 6 were not upheld and 6 were upheld. Appendix 2 to the report details the 5 upheld cases in anonymised form and any recommendations made by the Ombudsman.

	Year 16-17	Year 17-18	Year 18-19	Year 19-20
Upheld	9 (16%)	9 (20%)	5 (10%)	6
Referred back	17 (30%)	17 (37%)	24 (45%)	9
Closed without further action	13 (23%)	15 (33%)	13 (24%)	19
Not Upheld	14 (24%)	2 (4%)	7 (13%)	6
Incomplete	4 (7%)	2 (4%)	3 (6%)	4
Advice given	0 (0%)	1 (2%)	1(2%)	0
Total	57	46	53	44

6 RATIONALE

- 6.1 To allow consideration of the complaints and recommend any actions required.

7 OTHER OPTIONS CONSIDERED

- 7.1 None

8 CONSULTATION

- 8.1 S.151 Officer and Strategic Management Team

9 RISK MANAGEMENT

- 9.1 A risk assessment has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Maria Lucas tel 01225 395171
Background papers	None
Please contact the report author if you need to access this report in an alternative format	

Local Government & Social Care OMBUDSMAN

22 July 2020

By email

Mr Godfrey
Chief Executive
Bath and North East Somerset Council

Dear Mr Godfrey

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to resolving complaints. We recognise cases where an authority has taken steps to put things

right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

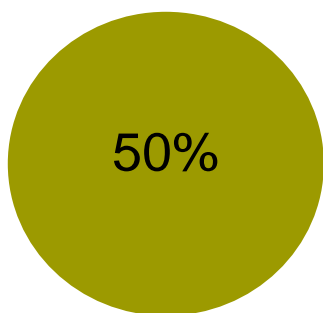
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MK' with a stylized flourish underneath.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



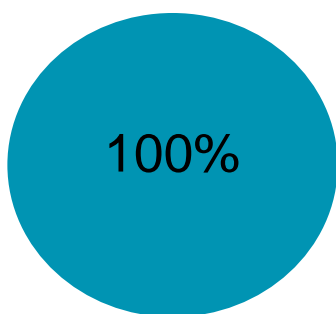
50% of complaints we investigated were upheld.

This compares to an average of **56%** in similar authorities.

6
upheld decisions

Statistics are based on a total of 12 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



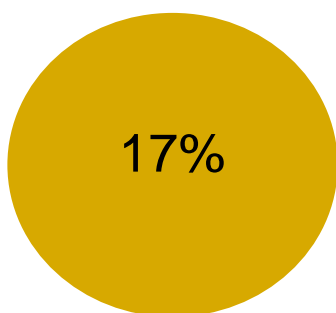
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Statistics are based on a total of 5 compliance outcomes for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority



In **17%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **11%** in similar authorities.

1
satisfactory remedy decision

Statistics are based on a total of 12 detailed investigations for the period between 1 April 2019 to 31 March 2020

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Summary of Upheld LGSCO complaints with findings of maladministration and/or injustice - Cases closed 2019/20

LGO Case Ref.	B&NES Service	Subject	LGO Finding	LGSCO Summary and Agreed Remedy	B&NES Complied?
18 013 798 Ms B Page 23	Revenues	Council Tax	Upheld: Mal & Inj	<p>Summary: Ms B complains about the way the Council has dealt with her council tax accounts. The Ombudsman finds the tone of some of the Council's correspondence with Ms B was inappropriate. It also failed to keep a record of a telephone conversation. The Council has agreed to apologise to Ms B and issue a reminder to staff about keeping a record of telephone conversations. The Ombudsman has found no evidence to support the remainder of Ms B's complaints.</p> <p>Remedies:</p> <ul style="list-style-type: none"> • Send a written apology to Ms B for the tone of its correspondence; and • Issue a reminder to staff about the importance of making contemporaneous notes of telephone conversations and retaining these on the relevant file. 	All actions completed and agreed as closed with the LGSCO, July 2019.
18 002 879 Mrs L	Adult Social Care	Nursing Home Care and Safeguarding	Upheld: Mal & Inj	<p>Summary: Mrs L complains Cranhill Nursing Home failed to care properly for her late husband Mr L. She also complains there was fault in the Council's safeguarding investigation into Mr L's care and the events leading up to his death. The Ombudsmen have partly upheld Mrs L's complaints and made recommendations. The Ombudsmen have not found a link between poor care and Mr L's death.</p> <p>Remedy: The Home and Council should write to Mrs L to acknowledge the faults identified in this decision and to offer a meaningful apology.</p>	Council remedy completed and confirmed as accepted by LGSCO, August 2019

LGO Case Ref.	B&NES Service	Subject	LGO Finding	LGSCO Summary and Agreed Remedy	B&NES Complied?
19 000 003 Ms X	Adult Social Care	Social care assessment by Virgin Care	Upheld: Mal & Inj	<p>Summary: Ms X complains the Council has failed to address the shortfall in her personal budget, first raised in August 2018, leaving her without enough money to pay her Personal Assistants properly. The Council has failed to do this as the assessment it is carrying out will only address the way to meet Ms X's needs in the future. The Council needs to apologise, pay financial redress and increase Ms X's personal budget so it is enough to meet the legitimate commitments arising from her existing personal budget.</p> <p>Remedies:</p> <ul style="list-style-type: none"> • Write to Ms X apologising for the distress it has caused and the time and trouble she has been put to in pursuing her complaint and pays her £400; • Increase Ms X's personal budget so she can pay her Personal Assistants what they are owed, backdates this to when her personal budget ceased being enough to cover the costs (i.e. increased pension and national insurance costs, and holiday pay) and continues to pay this until it has agreed a new care and support plan with her. 	Council remedies completed and confirmed as accepted by LGSCO, November 2019

LGO Case Ref.	B&NES Service	Subject	LGO Finding	LGSCO Summary and Agreed Remedy	B&NES Complied?
19 002 929 Ms X Page 25	Highways	London Road Highways scheme	Upheld: Mal & Inj	<p>Summary: Ms X complains about unnecessary vehicle restrictions for loading bays near her house and poor highway signage. She says these restrict her ability to maintain her property as contractors cannot park in peak periods and the signage encourages cyclists to cycle in the wrong direction on the path. She also complains about poor communication. There was no fault in how the Council made its decision to maintain the current restrictions on afternoon loading times, and the signage is in line with highway regulations. There were some delays in responding to her concerns. The Council has already apologised for this and agreed to review its procedures. This is an appropriate remedy for this part of the complaint.</p> <p>Remedy: No further action, Council already remedied prior to customer's LGSCO escalation.</p>	No action required.
18 014 676 Miss B	Housing	Housing Allocation	Upheld: Mal & Inj	<p>Summary: Miss B complains about the Council's involvement in her housing situation when she came out of hospital. She says the property she felt forced to move to is unsuitable for her and, as it is one bedroom, her teenage son cannot live or stay with her. There was fault by the Council in not formally considering whether Miss B was homeless in June 2018. This is unlikely to have affected Miss B's housing situation but the Council should apologise.</p> <p>Remedy: Apologise to Miss B for failing to formally assess her as homeless in June 2018.</p>	Council remedy completed and confirmed as accepted by LGSCO, November 2019

LGO Case Ref.	B&NES Service	Subject	LGO Finding	LGSCO Summary and Agreed Remedy	B&NES Complied?
18 018 009 Ms X	Education Inclusion, Children & Young People	Child ill health access to education	Upheld: Mal & Inj	<p>Summary: There was fault by the Council in failing to provide education to a child who, due to anxiety and depression, could only attend school intermittently. There was also fault in the Council's commissioning arrangements for alternative education and its advice to schools. This caused the complainants distress, loss of education and unnecessary legal fees. The complaint is upheld</p> <p>Remedies:</p> <ul style="list-style-type: none"> • Apologise to Ms X and Y for the faults identified • Pay Ms X £1000 for the distress, time, trouble and inconvenience she has been put to pursuing suitable education for Y and the complaint • Refund Ms X the legal costs she incurred to secure alternative education for Y under s.19 Education Act • Pay Y £5000 to acknowledge the impact of the loss of education from November 2017 to September 2018 and for the distress caused by the Council's failure to heed the medical advice and work in partnership to support Y's mental health. The money should be held in a savings account in Y's name but managed on his behalf by his parent(s). • prepare a policy for children missing education intermittently • review its commissioning arrangements to ensure there are appropriate services in place to meet the needs of such pupils • share a copy of the policy with schools and council officers providing practical guidance of the process to be followed • provide a report to the Ombudsman setting out the actions the Council has taken to prevent a recurrence of the faults identified and sharing a copy of the policy. 	Council remedies completed and confirmed as accepted by LGSCO, May 2020

Reference	Authority	Category	Received
18000216	Bath and North East Somerset Council	Corporate & Other Services	15 Apr 2019
18011216	Bath and North East Somerset Council	Corporate & Other Services	10 Jan 2020
18013817	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	04 Apr 2019
18014676	Bath and North East Somerset Council	Housing	10 Apr 2019
18016627	Bath and North East Somerset Council	Education & Childrens Services	16 Apr 2019
19000003	Bath and North East Somerset Council	Adult Care Services	01 Apr 2019
19000404	Bath and North East Somerset Council	Education & Childrens Services	10 Apr 2019
19000985	Bath and North East Somerset Council	Corporate & Other Services	16 Apr 2019
19001268	Bath and North East Somerset Council	Education & Childrens Services	07 Oct 2019
19001471	Bath and North East Somerset Council	Corporate & Other Services	29 Apr 2019
19001500	Bath and North East Somerset Council	Highways & Transport	29 Apr 2019
19002443	Bath and North East Somerset Council	Benefits & Tax	16 May 2019
19002764	Bath and North East Somerset Council	Corporate & Other Services	21 May 2019
19002929	Bath and North East Somerset Council	Highways & Transport	23 May 2019
19003135	Bath and North East Somerset Council	Education & Childrens Services	28 May 2019
19003293	Bath and North East Somerset Council	Benefits & Tax	25 Jun 2019
19003703	Bath and North East Somerset Council	Benefits & Tax	17 Jun 2019
19004064	Bath and North East Somerset Council	Benefits & Tax	12 Jun 2019
19004258	Bath and North East Somerset Council	Benefits & Tax	21 Jun 2019
19004551	Bath and North East Somerset Council	Null	19 Jun 2019
19005462	Bath and North East Somerset Council	Benefits & Tax	26 Oct 2019
19006845	Bath and North East Somerset Council	Education & Childrens Services	24 Jul 2019
19007687	Bath and North East Somerset Council	Benefits & Tax	07 Aug 2019
19007728	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	07 Aug 2019
19007825	Bath and North East Somerset Council	Education & Childrens Services	08 Aug 2019
19008334	Bath and North East Somerset Council	Null	19 Aug 2019
19008906	Bath and North East Somerset Council	Highways & Transport	02 Sep 2019
19009979	Bath and North East Somerset Council	Housing	13 Sep 2019
19010369	Bath and North East Somerset Council	Education & Childrens Services	19 Sep 2019
19011073	Bath and North East Somerset Council	Adult Care Services	01 Oct 2019
19012670	Bath and North East Somerset Council	Benefits & Tax	28 Oct 2019
19013016	Bath and North East Somerset Council	Adult Care Services	14 Nov 2019

19014074	Bath and North East Somerset Council	Housing	18 Nov 2019
19015134	Bath and North East Somerset Council	Adult Care Services	04 Dec 2019
19016752	Bath and North East Somerset Council	Education & Childrens Services	08 Jan 2020
19017080	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	14 Jan 2020
19017582	Bath and North East Somerset Council	Adult Care Services	21 Jan 2020
19018524	Bath and North East Somerset Council	Adult Care Services	04 Feb 2020

Ref	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement
18000216	BANES	Corporate & Other Services	18/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18001172	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18002879	BANES	Adult Care Services	15/08/19	Upheld	mal & inj	Apology	
18009715	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18010069	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18011216	BANES	Corporate & Other Services	10/02/20	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18013798	BANES	Benefits & Tax	30/05/19	Upheld	mal & inj	Apology,Other Remedy	The Council has agreed to issue a reminder to staff about the importance of making
18013817	BANES	Protection & Regulation	09/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18014676	BANES	Housing	07/10/19	Upheld	mal & inj	Apology	
18016627	BANES	Education & Childrens Services	27/09/19	Not Upheld	No worthwhile outcome achievable by further investigation		
18018009	BANES	Education & Childrens Services	05/02/20	Upheld	mal & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or	Prepare a policy for alternative education when children are missing school intermittently due to illness and share it with local
18018223	BANES	Highways & Transport	13/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018641	BANES	Planning & Development	10/04/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000003	BANES	Adult Care Services	20/09/19	Upheld	mal & inj	distress/time and trouble,Financial Redress: Quantifiable Loss	
19000404	BANES	Education & Childrens Services	28/05/19	Closed after initial enquiries	S26(1) Not an admin function of authority		
19000985	BANES	Corporate & Other Services	26/04/19	Closed after initial enquiries	S26(1) Not an admin function of authority		
19001471	BANES	Corporate & Other Services	18/11/19	Not Upheld	no mal		
19001500	BANES	Highways & Transport	17/06/19	Closed after initial enquiries	Not warranted by alleged injustice		
19002443	BANES	Benefits & Tax	01/07/19	Closed after initial enquiries	26(6)(a) tribunal Other		
19002764	BANES	Corporate & Other Services	28/06/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19002929	BANES	Highways & Transport	16/10/19	Upheld	mal & inj - no further action, BinJ already remedied		
19003135	BANES	Education & Childrens Services	23/07/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19003293	BANES	Benefits & Tax	25/11/19	Not Upheld	no mal		
19003703	BANES	Benefits & Tax	24/07/19	Referred back for local resolution	Premature Decision - advised		
19004064	BANES	Benefits & Tax	06/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004258	BANES	Benefits & Tax	15/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004551	BANES	Null	19/06/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19005462	BANES	Benefits & Tax	25/11/19	Closed after initial enquiries	26(6)(a) tribunal Other		
19006845	BANES	Education & Childrens Services	28/09/19	Closed after initial enquiries	Sch 5.1 court proceedings		
19007687	BANES	Benefits & Tax	07/08/19	Referred back for local resolution	Premature Decision - advice given		
19007728	BANES	Protection & Regulation	07/08/19	Referred back for local resolution	Premature Decision - advice given		
19007825	BANES	Education & Childrens Services	23/09/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19008334	BANES	Null	19/08/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19008906	BANES	Highways & Transport	17/10/19	Closed after initial enquiries	26(6)(c) Court remedy		
19009979	BANES	Housing	13/09/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19010369	BANES	Education & Childrens Services	19/09/19	Referred back for local resolution	Premature Decision - advice given		
19011073	BANES	Adult Care Services	28/11/19	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19012670	BANES	Benefits & Tax	28/10/19	Referred back for local resolution	Premature Decision - advice given		
19014074	BANES	Housing	17/02/20	Closed after initial enquiries	26(6)(c) Court remedy		
19015134	BANES	Adult Care Services	04/12/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19016752	BANES	Education & Childrens Services	28/02/20	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19017080	BANES	Protection & Regulation	28/02/20	Closed after initial enquiries	Not warranted by alleged injustice		
19017582	BANES	Adult Care Services	10/03/20	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018524	BANES	Adult Care Services	04/02/20	Referred back for local resolution	Premature Decision - advice given		

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Ref	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
17019388	BANES	Highways & Transport	20-Mar-19	Apology Procedure or policy change/review Training and guidance	22-Apr-19	11-Apr-19	Remedy complete and satisfied
18002879	BANES	Adult Care Services	15-Aug-19	Apology	15-Sep-19	21-Aug-19	Remedy complete and satisfied
18013798	BANES	Benefits & Tax	30-May-19	Apology Other Remedy	01-Jul-19	15-Jul-19	Remedy complete and satisfied
18014676	BANES	Housing	07-Oct-19	Apology	09-Dec-19	14-Nov-19	Remedy complete and satisfied
19000003	BANES	Adult Care Services	20-Sep-19	Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss	11-Nov-19	05-Nov-19	Remedy complete and satisfied

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STANDARDS COMMITTEE WORKPLAN

Report title	Report author
Thursday 17th September 2020 4pm	
Annual Report on Local Government Ombudsman complaints	Maria Lucas
Tuesday 19 th January 2021 4pm	
Annual report of the Standards Committee	Maria Lucas
Tuesday 13 th April 2021 4pm	
Tuesday 13 th July 2021 4pm	
Annual Review of the Code of Conduct	Maria Lucas
Tuesday 12 th October 2021 4pm	
Annual Report on Local Government Ombudsman complaints Annual report of the Standards Committee	Maria Lucas
Tuesday 11 th January 2022 4pm	
Tuesday 12 th April 2022 4pm	

Tuesday 12 th July 2022 4pm	
Annual Review of the Code of Conduct	Maria Lucas
Tuesday 11 th October 2022 4pm	
Annual Report on Local Government Ombudsman complaints Annual report of the Standards Committee	Maria Luca

Every meeting – Report on the assessment of complaints
Workplan