

# Standards Committee

**Date: Tuesday, 12th October, 2021**

**Time: 4.00 pm**

**Venue: Kaposvar Room - Guildhall, Bath**

**To: All Members of the Standards Committee**

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

**Parish/Town Councillors:** Clive Fricker and Kathy Thomas

**Bath and North East Somerset Councillors:** Councillor Sally Davis, Councillor Duncan Hounsell, Councillor Paul Crossley, Councillor Michelle O'Doherty and Councillor June Player

**Independent Person:** Tony Drew

**Chief Executive and other appropriate officers**

**Press and public**

The agenda is set out overleaf.



**Enfys Hughes**

**Democratic Services**

Lewis House, Manvers Street, Bath, BA1 1JG

Telephone: 01225 39 4435

Web-site - <http://www.bathnes.gov.uk>

E-mail: [Democratic\\_Services@bathnes.gov.uk](mailto:Democratic_Services@bathnes.gov.uk)

## NOTES

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

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

Paper copies are available for inspection at the Guildhall - Bath.

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. **Recording at Meetings:-**

The Openness of Local Government Bodies Regulations 2014 now allows filming and recording by anyone attending a meeting. This is not within the Council's control. Some of our meetings are webcast. At the start of the meeting, the Chair will confirm if all or part of the meeting is to be filmed. If you would prefer not to be filmed for the webcast, please make yourself known to the camera operators. We request that those filming/recording meetings avoid filming public seating areas, children, vulnerable people etc; however, the Council cannot guarantee this will happen.

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. **Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are signposted. Arrangements are in place for the safe evacuation of disabled people.

6. **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 - Tuesday, 12th October, 2021**

**at 4.00 pm in the Kaposvar Room - Guildhall, Bath**

**A G E N D A**

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

Councillor Joanna Wright to make a statement.

8. MINUTES OF THE MEETING OF 13TH APRIL 2021 (Pages 5 - 8)

9. DECLARATION OF INTERESTS - SECOND HOMES (Pages 9 - 12)

10. ANNUAL REPORT ON COMMISSION FOR LOCAL ADMINISTRATION IN ENGLAND (LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN) COMPLAINTS (Pages 13

- 20)

11. REPORT ON THE ASSESSMENT OF COMPLAINTS (Pages 21 - 24)
12. ANNUAL REPORT OF STANDARDS COMMITTEE TO COUNCIL (Pages 25 - 36)
13. WORKPLAN FOR THE STANDARDS COMMITTEE (Pages 37 - 38)

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 TUESDAY, 13TH APRIL, 2021**

**PRESENT:-**

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

**Parish Representatives:** Kathy Thomas

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

**Officers:** Michael Hewitt (Interim Monitoring Officer) and Enfys Hughes (Democratic Services Officer)

**Independent Person:** Tony Drew

**34 WELCOME AND INTRODUCTIONS**

The Chair (Dr Axel Palmer) welcomed everyone to the meeting by explaining that this meeting was 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.

In light of the recent death of the Duke of Edinburgh and the death in December 2020 of Tony Crouch, member of Standards Committee, the Committee held one minute silence.

**35 APOLOGIES FOR ABSENCE AND SUBSTITUTION**

Parish Councillor Clive Fricker sent his apologies for the meeting.

**36 DECLARATIONS OF INTEREST**

There were none.

**37 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR**

There was none.

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

There were none.

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

There were none.

**40 MINUTES OF THE MEETING OF 19TH NOVEMBER 2020**

**RESOLVED** that the minutes of the meeting held on 19<sup>th</sup> November 2020 be confirmed as a correct record and signed by the Chair.

**41 MODEL COUNCILLOR CODE OF CONDUCT 2020**

The Interim Monitoring Officer presented the report and stated that two years ago the Committee for Standards in Public Life had reported to government on changes in the Localism Act. One of the recommendations was to provide an updated model councillor code of conduct to achieve consistency across the country and avoid any confusion. The template code produced by the LGA would be reviewed on an annual basis. There will be guidance for Members and for Monitoring Officers on the investigation of complaints in due course.

There are very few differences between the new model code and the BANES code as the intention was to incorporate the legislative changes. To highlight the differences - the code is in the first person and addresses social media, there is a threshold for gifts and hospitality of £50, whereas the BANES code is £25. The recommendations of the Committee for Public Life are listed along with 15 best practice recommendations.

The Interim Monitoring Officer advised there is the potential for additions to the model code in particular items that are in the BANES code – the obligation for Members to have regard to advice from the Monitoring Officer and the Section 151 Finance Officer, plus provide reasons for decisions. If Members are minded to adopt the new code these additions were recommended.

The LGA had done a survey on the new code and found that 55% of authorities do not intend to adopt it, 20% will adopt it in full, 25% will adopt it in part and 5% are undecided.

During discussion the following points were raised:

- Improvements with the new code – treating people with respect and courtesy, clear and explanatory
- The Standards Committee had discussed previously at length, the threshold for gifts and hospitality threshold and decided on £25 so this could be included as an amendment
- For parishes having a code of conduct that is automatically reviewed would be useful
- The Interim Monitoring Officer confirmed the BANES code did refer to a cumulative effect with gifts and this could be replicated if the new code was adopted.

**RESOLVED (all in agreement)** that the new Model Councillor Code of Conduct 2020 produced by the Local Government Association be adopted with the following additions:

- 1) That there be an obligation for Members to have regard to advice from the Monitoring Officer and the Section 151 Finance Officer;
- 2) that reasons for decisions be provided;
- 3) that the threshold for gifts and hospitality remain at £25;
- 4) that the cumulative impact of gifts and hospitality be addressed; and
- 5) that the Standards Committee undertake an annual review after the LGA review.

#### **42 REPORT ON THE ASSESSMENT OF COMPLAINTS**

The Interim Monitoring Officer reported that there were four new complaints reported since the last meeting, two related to BANES Councillors and two related to Parish Councillors. Of those, three have been concluded and one is ongoing.

Since publishing the agenda for this meeting there had been three further complaints which would be processed in the usual manner.

Having reviewed the complaints there was no patterns or consistent faults.

**RESOLVED** that the Report on the Assessment of Complaints be noted.

#### **43 WORKPLAN FOR THE STANDARDS COMMITTEE**

The training for oral hearings had not taken place due to virtual meetings as a result of the Covid pandemic. This would take place later in the year either face-to-face or via Zoom.

The next meeting on 13<sup>th</sup> July 2021 was due to cover the annual review of the code of conduct, but in light of the decision previously taken, there will be no need for this. Therefore the July meeting is cancelled and would be used for a private training session for Members on oral hearings.

**RESOLVED** to note the workplan.

The meeting ended at 4.36 pm

Chair(person) .....

Date Confirmed and Signed .....

**Prepared by Democratic Services**

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Bath & North East Somerset Council		
MEETING	Standards Committee	
MEETING	12 October 2011	EXECUTIVE FORWARD PLAN REFERENCE:  <i>[Cabinet reports only]</i>
		E 9999
TITLE:	Declarations of Interest – Second Homes	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:  None		

## 1 THE ISSUE

- 1.1 A request has been made of the standards Committee, by Cllr Wright, to consider how declarations of interest can be improved regarding property ownership and second homes owned and situated outside the Council's area.

## 2 RECOMMENDATION

**The Committee is asked to.**

- 2.1 Consider Councillor Wright's request and decide whether to recommend to Council any change to its Code of Conduct that would require members to register as a pecuniary interest any property interest held outside the Council's area.

## 3 THE REPORT

- 3.1 The Localism Act 2011 (the Act), section 29, requires the Monitoring Officer to establish and maintain a register of interests of members & co-opted members of the authority ("members").
- 3.2 By section 29(2) of the Act and Subject to the provision of chapter 7 of the Act, it is for the Council to determine what is to be entered into the Council's register.
- 3.3 The Council adopted the LGA Model code of conduct and interest rules (Code) at its Annual General Meeting on the 6 May 2021.

<https://democracy.bathnes.gov.uk/documents/s67874/Code%20of%20Conduct%20and%20Interest%20rules.pdf>

- 3.4 Chapter 7, section 30(1) of the Act details what action must be taken by members within 28 days of taking office. They must notify the Monitoring Officer of any Disclosable Pecuniary Interests (DPIs) which are defined by reference to a description specified in regulations made by the Secretary of State. Those regulations are found here <https://www.legislation.gov.uk/ukSI/2012/1464/made>
- 3.5 The Code adopted by Council in May 2021 replicates, at pages 12-14, the table of DPI's provided for in those regulations. This includes Land and property within the area of the council.
- 3.6 It is a criminal offence if without reasonable excuse, a member fails to record their DPIs.
- 3.7 It can be seen, therefore, that by virtue of section 29 (2) of the Act the Council could include a requirement, in its code, that a member register as a pecuniary interest ownership of property outside its area but, if it did so, this would not be a DPI and it would not be a criminal offence if a member failed to register it.
- 3.8 The purpose of Chapter 7 of the Act, in particular the requirement to register DPIs, is to ensure transparency in decision making by seeking to prevent a member making or participating in the debate and vote on a matter where they have a conflict of interest. DPIs therefore include the need to declare ownership of a property in the Council's area because this is an interest which may give rise to a conflict of interest when making decisions that directly affect or might apply to that property.
- 3.9 Imposing a requirement on a member to declare a pecuniary interest in respect of a property outside the Council's area would not aid transparency in relation to local decision making. It would not be a criminal offence were a member to fail to disclose such an interest if such a requirement is imposed. At best it would be a breach of the code. Such a breach would be hard to identify but even where identified any sanction for breach would be of minimal effect.
- 3.10 In determining how the Standards Committee should respond to the request it must be appreciated that any decision would be the Council's. Only a recommendation to Council could be made by the committee to include such requirement. In considering such a recommendation the Council would be advised of the need to ensure that the Council does not exercise its statutory powers for an improper purpose.
- 3.11 Pursuant to the Human Rights Act, Article 8, an individual has the right to respect for their private and family life. It includes the requirement to protection for personal information which would include information about property ownership. The right is not absolute. It is qualified and in certain circumstances the person may be required to disclose that information. Parliament has determined that this is relevant to an individual when they become a member of a Council and this is limited to the circumstances required by Chapter 7 of the Act. Any interference of that right would need to be justified as necessary, lawful, and proportionate.

## **4 STATUTORY CONSIDERATIONS**

4.1 Part 3 of this report above considers the relevant statutory considerations.

## **5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

5.1 Including, as a pecuniary interest in the Council's code, ownership of property outside the Council's area could potentially led to an increase in investigations if members refused to register such pecuniary interests on the basis that they breached their Human Rights. Such investigations would be costly to investigate and determine and the sanctions available for breach would not appear to justify this additional cost.

## **6 RISK MANAGEMENT**

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

## **7 EQUALITIES**

7.1 The members right to a private and family life under Article 8 Human Rights Act has been considered in this report

## **8 CLIMATE CHANGE**

8.1 There are no climate change implications arising from this report.

## **9 OTHER OPTIONS CONSIDERED**

9.1 None.

## **10 CONSULTATION**

10.1 The Monitoring officer and S.151 Officer have been consulted in the preparation of this report.

<b>Contact person</b>	Michael Hewitt, Head of Legal & democratic service & Monitoring Officer
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	

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Agenda Item 10

Bath & North East Somerset Council		
MEETING	Standards Committee	
MEETING	12 <sup>th</sup> October 2021	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 2020-21		
Appendix 3 Background information on complaints		

## 1 THE ISSUE

- 1.1 To report the Ombudsman's Annual Review and determinations for 2020 – 2021 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 2021. During this period 30 cases were received by the Ombudsman and 27 decisions were made. Only 3 detailed investigations were undertaken by the Ombudsman; 1 was not upheld and 2 were upheld. Appendix 2 to the report details the upheld cases in anonymised form and any recommendations made by the Ombudsman.

	<b>Year 17-18</b>	<b>Year 18-19</b>	<b>Year 19-20</b>	<b>Year 20-21</b>
Upheld	9 (19.5%)	5 (9.5%)	6 (13.5%)	2 (7.5%)
Not Upheld	2	7	6	1
Closed after initial enquiries – no fault	35	41	32	24
<b>Total</b>	<b>46</b>	<b>53</b>	<b>44</b>	<b>27</b>

## 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

## 9 RISK MANAGEMENT

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

<b>Contact person</b>	Michael Hewitt tel 01225 395125
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	

# Local Government & Social Care OMBUDSMAN

21 July 2021

*By email*

Mr Godfrey  
Chief Executive  
Bath and North East Somerset Council

Dear Mr Godfrey

## **Annual Review letter 2021**

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 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

## **Complaint statistics**

This year, we continue to 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 focused statistics on 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.

**Compliance with recommendations** - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

**Satisfactory remedy provided by the authority** - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways 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.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, 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 resource 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.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

### **Supporting complaint and service improvement**

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

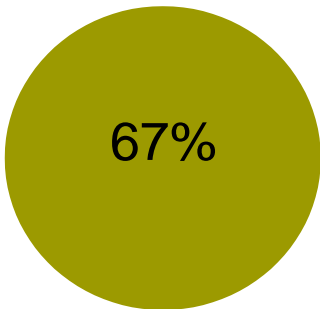
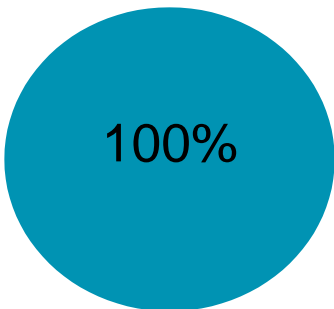
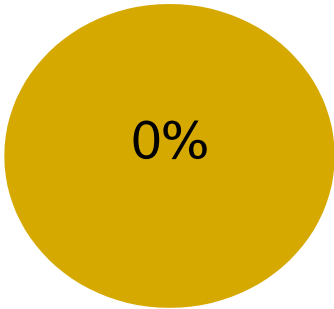
An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

Yours sincerely,



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



Complaints upheld		
	<p><b>67%</b> of complaints we investigated were upheld.</p> <p>This compares to an average of <b>63%</b> in similar authorities.</p>	<p><b>2</b> upheld decisions</p> <p>Statistics are based on a total of 3 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
	<p>In <b>100%</b> of cases we were satisfied the authority had successfully implemented our recommendations.</p> <p>This compares to an average of <b>99%</b> in similar authorities.</p>	<p>Statistics are based on a total of 3 compliance outcomes for the period between 1 April 2020 to 31 March 2021</p>
<ul style="list-style-type: none"> <li>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.</li> </ul>		
Satisfactory remedy provided by the authority		
	<p>In <b>0%</b> of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of <b>10%</b> in similar authorities.</p>	<p><b>0</b> satisfactory remedy decisions</p> <p>Statistics are based on a total of 3 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>

**NOTE:** To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.

## Appendix 2 - Summary of Upheld LGSCO complaints - Cases closed 2020/21

LGO Case Ref.	B&NES Service	Subject	LGO Finding	LGSCO Summary and Agreed Remedy	B&NES Compliance
19 013 016 Mr X	Adult Social Care	Care Fees	Upheld: Maladministration & Injustice	<p>Summary: Mr X complained about the way the Council handled the costs of care provided to his father. He says an unexpected bill caused his father worry and stress. The Council was at fault for a delay in carrying out a financial assessment. It has already apologised and should reduce the debt to remedy the injustice caused.</p> <p>Remedies: The Council will, within one month of the date of the final decision, issue an amended invoice in the sum of £2,000.00 and confirm its offer to accept repayment by instalments.</p>	Case confirmed closed with compliant remedies 28/7/20
20 003 806 Ms X	Housing	Homelessness Application	Upheld: No further action	<p>Summary: The Ombudsman has discontinued the investigation into Ms X complaint about the Council's decision not to take a homeless application from her. This is because the Council has now taken a homeless application from Ms X and agreed to update policies and procedures.</p> <p>Remedy: No further action. The Council has now accepted a homeless application from Ms X. It has also said it would amend internal policies and procedures. This is a sufficient remedy to the complaint and further investigation would unlikely lead to a different outcome.</p>	Housing Service proposed to amend policies and procedures 10/9/20

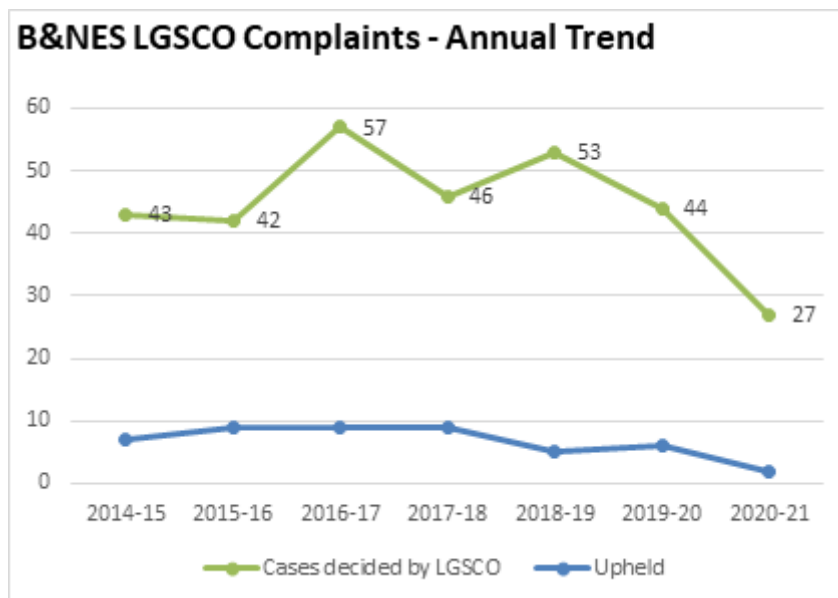
### Appendix 3 Background information on complaints

B&NES Council's designated link officer with the LGO has provided the following background information to provide context to help understand the figures and what they mean.

The headline data for the year 2020/21 shows:

- 30 escalated complaints were received by the LGSCO
- They decided and closed 27 cases, of which;
- 3 complaints were the subject of detailed investigations, of which;
- 2 were upheld.

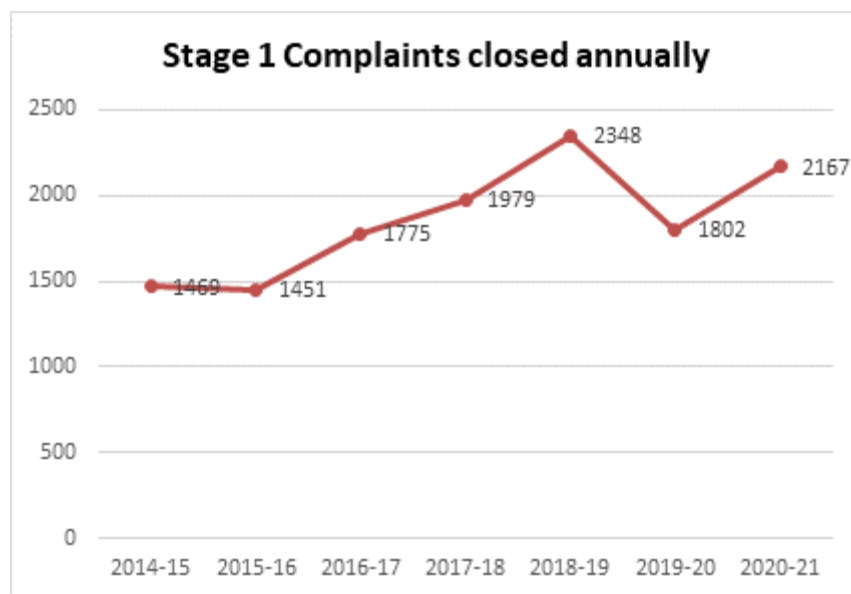
The long term trend of B&NES LGSCO complaints is shown in this chart:



For context, in the same period, B&NES council services themselves considered and closed:

- 2167 stage 1 corporate complaints, of which;
  - 40.5% were not upheld
  - 36.5% were partially upheld
  - 23 % were upheld
- 27 stage 2 complaints were reviewed by One West, of which 3 were referred back to services with advice for improvements. No fault was found in the remaining 24 cases.

The long term trend of corporate stage 1 complaints is shown in this chart:



Note that the LGSCO paused its operations for a 3 month period during the first lockdown in 2020 and did not accept new complaints, which reduced its annual throughput.

Meanwhile in the same period, stage 1 corporate complaint volumes increased for the council but we have not seen a subsequent surge in additional cases reaching the Ombudsman.

It therefore appears that our Corporate Customer Feedback and Complaints Procedures are working robustly and with mostly fair and accepted outcomes to complainants.

Bath & North East Somerset Council		
MEETING	Standards Committee	
MEETING	12 <sup>th</sup> October 2021	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 April 2021 is attached as Appendix 1 for the consideration of the Committee.

## 6 RATIONALE

6.1 To update the Standards' Committee on complaints received since April 2021.

## 7 OTHER OPTIONS CONSIDERED

7.1 None.

## 8 CONSULTATION

8.1 Not applicable.

## 9 RISK MANAGEMENT

9.1 Not Applicable.

<b>Contact person</b>	Michael Hewitt, Head of Legal & Democratic Services, Monitoring Officer & Council Solicitor (01225) 395124
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	

## Standards Committee - Assessment of Complaints September 2019

Complaint Number	Date Received	Complainant	Subject	Relevant provision of Code	Assessment	Date / Decision	Decision	Current Position
<b>2018</b>								
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
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 / recommendations	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 training	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
<b>2019</b>								
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 appointed	25.10.19	No breach	Investigator recommended mediation
10-19 (a) and (b) 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
<b>2020</b>								
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 mediation
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 councillor
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	MoP	Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	08.06.20	No Breach	Complete
05-20 BANES	11.06.20	MoP	Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	06.07.20	No Breach	Complete
06-20 RTC	22.06.20	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	06.8.20	No Breach/NFA	Complete
07-20 PSJPC	14.07.20	Cllr	P Cllr	disrepute (inappropriate behaviour)				Withdrawn
08-20 BANES	27.07.20	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	02.11.20	Breach/NFA	Complete
09-20 BPC	10.08.20	MoP	P Cllr	Lack of respect	Initial assessment by external MO and IP			Withdrawn and closed
10-20 BPC	23.09.20	MoP	P Cllr	Lack of respect	Initial assessment by external MO and IP	20.01.21	No Breach/NFA	Complete
11-20 BANES	25.09.20	MoP	Cllr	Non disclosure of interest	Initial assessment by MO and IP	20.12.20	No Breach	Complete
12-20 BANES	25.09.20	P Cllr	Cllr	Lack of respect	Initial assessment by MO and IP	24.03.21	Local Resolution - apology to be made	Complete
13-20 BPC	29.10.20	MoP	P Cllr	Lack of respect	Initial assessment by MO and external IP	03.03.21	No Breach	Complete

## KEY

P Cllr - Parish Councillor. MoP - Member of the Public. Cllr - BANES Councillor  
O - Officer

## Standards Committee - Assessment of Complaints September 2019

<b>2021</b>								
01-21 BANES	14.02.21	MoP	P Cllr	Non disclosure of interest	Initial assessment by MO and IP	16.03.21	No Breach	Complete
02-21 P&PPC	08.01.21	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	30.03.21	Advice	Complete
03-21 BANES	27.10.20	MoP	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	03.03.21	No Breach	Complete
04-21 CPC	24.03.21	MoP x 2	P Cllr	disrepute (inappropriate behaviour)	Initial assessment by MO and IP	27.05.21	No Breach/NFA	Complete
05-21 (a) & (b) BANES	30.04.21	Cllr	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP			Investigator - ongoing
06-21 (a)(b)(c) KTC	29.03.21	MoP	P Cllrs	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	12.05.21	No Breach	Complete
07-21 BANES	30.03.21	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	12.05.21	No Breach	Complete
08-21 (a)	09.04.21	MoP	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	28.05.21	No Breach/NFA	Complete
08-21 (b)								WITHDRAWN
09-21 BANES	30.04.21	Cllr	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	03.06.21	No Breach/NFA	Complete
10-21 SPC	25.05.21	MoP	P Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	16.07.21	No Breach	Complete
11-21 BANES	04.08.21	Cllr	Cllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP	09.09.21	No Breach	Complete
12-21 SDPC	18.08.21	MofBANESStaff	PCllr	disrepute (Inappropriate behaviour)	Initial assessment by MO and IP			Ongoing

## KEY

P Cllr - Parish Councillor. MoP - Member of the Public. Cllr - BANES Councillor  
O - Officer



Bath & North East Somerset Council		
MEETING	Council	
MEETING	12 October 2021	EXECUTIVE FORWARD PLAN REFERENCE:
		E 9999
TITLE:	Standards Committee Annual report 2020-2021	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Appendix 1 Standards Committee Annual report 2020-2021		

## 1 THE ISSUE

- 1.1 To consider the Standards Committee Annual report

## 2 RECOMMENDATION

**The Council is asked to;**

- 2.1 Note the work of the Standards Committee as set out in the Annual report (Appendix 1).

## 3 THE REPORT

- 3.1 The Standards Committee is responsible for the promotion of ethical standards within the Authority, helping to secure adherence to the Members' Code of Conduct, monitoring the operation of the Code within Bath & North East Somerset Council, conducting hearings following investigation, and determining complaints made against Councillors in respect of alleged breaches of the Code of Conduct.
- 3.2 The Standards Committee agreed it would provide an annual report to the Council summarising the work of the Committee over the previous year.

## 4 STATUTORY CONSIDERATIONS

- 4.1 The Standards Committee is not required to produce an annual report; however, it is good practice to do so.

## 5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

5.1 No direct implications

## **6 RISK MANAGEMENT**

6.1 Adherence to robust standards of conduct mitigates potential complaints about standards issues.

## **7. EQUALITIES**

6.1 No direct impact

## **8 CLIMATE CHANGE**

8.1 No direct impact

## **9 OTHER OPTIONS CONSIDERED**

9.1 None

## **10. CONSULTATION**

10.1 The S.151 Officer has been consulted

<b>Contact person</b>	Michael Hewitt, Monitoring Officer <a href="mailto:Michael_Hewitt@bathnes.gov.uk">Michael_Hewitt@bathnes.gov.uk</a>
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	

# **Standards Committee**

## **Annual Report 2020 - 21**

## **Chair's Foreword**

The Standards Committee fulfils a most important role for Bath and North East Somerset Council and for the Parish and Town Councils within its area. The Committee members are all volunteers: some are Unitary Councillors; some are Parish or Town Councillors drawn from Parish or Town Councils in the Bath and North East Somerset Council area, whose nominations are facilitated by Avon Local Councils Association, and some are Independent Members, being independent members of the public. In addition, as legally required, the Authority appoints an 'Independent Person', to work alongside the Standards Committee and Monitoring Officer.

All committee members have given willingly and generously of their time and talents in approaching issues most thoughtfully and constructively. We are most grateful to them all. In particular, I pay tribute to the late Tony Crouch. Tony was a Town Councillor for Keynsham for over 20 years and a member of this committee for many years. We are the better for having known him and benefitting from his wise counsel and the poorer for his sad loss.

The following detailed report shows the range of matters within the scope of the Standards Committee. In the past year, there have been some 16 matters raised: of which 11 initial assessments required 'no further action' to be undertaken. Of the remaining matters 2 dealt with by informal resolution; and 3 matters were withdrawn. No matters were referred for investigation. To put these figures in context, the Standards Committee has within its purview, the unitary authority and 45 Parish and Town Councils: in total over 500 councillors.

In Bath and North East Somerset, the Standards Committee has three Independent Members: Dr Cyril Davies and Deborah Russell and myself, and in this authority, the Committee is chaired by an Independent Member. I am most grateful to all my colleagues for their help and support and wish to highlight the exceptional commitment of the Independent Person, Tony Drew who provides such valuable service to the standards regime. Furthermore, I commend the Monitoring Officer and their officers for their most professional and successful operation of the Standards regime. During the year, Maria Lucas retired as Council Solicitor and Monitoring Officer and I pay tribute to her unstinting commitment and professionalism in her role and advising the Committee and I welcome Michael Hewitt to his post.

**Dr Axel Palmer**  
**Chair of the Standards Committee**

## **The Standards Committee**

### **Introduction**

The Standards Committee has agreed that it will submit an annual report summarising the work the Committee has carried out during the previous year for the consideration of Council. This report comprises the Annual Review covering the period 1 April 2020 to 31 March 2021, together with background information regarding the standards regime established within Bath & North East Somerset Council. All references to 2020-21 in the report refer to this time period.

## **1. Background information**

### **The Code of Conduct for Elected and Co-opted Members**

The final report of the Committee on Standards in Public Life 'Local Government Ethical Standards - A Review by the Committee in Public Life' was published on 30 January 2019. Arising from the report the LGA agreed to consult on and prepare a New Model Code of Conduct. The New Model Code was issued to Local Authorities on the 23rd December 2020. The Standards committee reviewed the New Model Code and recommended its adoption by Council with minor amendments.

In May 2021 BANES adopted the New Model code setting out the conduct that is expected of elected and co-opted members of the Authority when they are acting in that capacity. The Code applies whenever a member (a) conducts the business of the Authority (including the business of their office as an elected councillor or co-opted member) or (b) acts, claims to act or gives the impression they are acting as a representative of the Authority. The Code is consistent with Nolan's Seven Principles of Public Life, and should be read in the light of those principles, namely that Councillors will act with selflessness; integrity; objectivity; accountability; openness; honesty and leadership.

### **The Monitoring Officer**

The Monitoring Officer is responsible for promoting and maintaining high standards of conduct and for reporting any actual or potential breaches of the law and maladministration to the full Council and/or to the Cabinet (as set out in s.5 (1) of the Local Government and Housing Act 1989).

The Monitoring Officer and their team administer the local arrangements for addressing complaints made under the Code of Conduct. This includes the assessment of every complaint received under the Code of Conduct. Following consideration and consultation with the Authority's Independent Person and Chair of the Standards Committee, the Monitoring Officer decides whether the complaint will be investigated. The decision will be based on whether the allegation, if proved, would constitute a failure to observe the Code of Conduct and the application of the Council's adopted assessment criteria. The Monitoring Officer may also consider that a complaint can be reasonably resolved informally and will discuss this option with the complainant and subject member where appropriate.

## **Independent Persons**

The Council has appointed an Independent Person who is invited to attend all meetings of the Standards Committee. The Council has access to a reserve Independent Person through informal arrangements with neighbouring local authorities. The Independent Person must be consulted by the Council before it decides on a matter that has been referred to it for investigation; they can also be consulted by the Council in respect of a code of conduct complaint at any other stage; and can also be consulted by a member or co-opted member of the Council against whom a complaint has been made. It has been emphasised that the involvement and consultation of the Independent Person is important at all stages.

## **The Standards Committee**

The Standards Committee is responsible for the promotion of ethical standards within the Council, helping to secure adherence to the Code; monitoring the operation of the Code; conducting hearings following investigation and determining complaints made under the Code. The Standards Committee's terms of reference are set out in the Council's Constitution in Part 5, Terms of Reference. The Committee conducts proceedings using Article 9 of the Constitution and the Authority's Local Arrangements for dealing with complaints under the Code of Conduct for Members. The Committee is also responsible for granting dispensations to Members.

Where a Final Report from an Investigating Officer recommends a finding that there is no breach of the Code, the Committee determines whether to accept the report; refer the report back to the Investigating Officer if it is considered incomplete; or refer the report to a hearing in accordance with the Authority's Local Arrangements for dealing with complaints under the Code of Conduct for Members.

Where a Final Report from an Investigating Officer recommends a finding that there has been a breach of the Code, the Committee undertakes a hearing in accordance with the Council's Local Arrangements for dealing with complaints under the Code. The Committee will determine the facts; if there has been a breach and any sanctions. It can also make recommendations to Council.

## **2. Training for Standards Committee Members and Independent Persons**

Initial and refresher training on the duties and responsibilities of members serving on the Standards Committee of the Authority is important to ensure the probity and credibility of the Authority's decision making processes. Members are required to undertake basic training through the Authority's member induction programme, on election or re-election, and this is refreshed annually, before they can serve on the Standards Committee. Training is also provided for the Independent Persons appointed by the Authority in order to ensure they are able to carry out their role.

### 3. Standards Committee Membership 2020-21

In 2020/21 the Standards Committee comprised the following Members:

Councillors Jess David, Sally Davis, Duncan Hounsell, Michelle O'Doherty, June Player.  
Parish Councillors Tony Crouch, Clive Fricker, Kathy Thomas.  
Independent Members Dr Cyril Davies, Dr Axel Palmer (Chair), Deborah Russell.

### 4. The Authority's Independent Persons

The Authority's Independent Person is Tony Drew and the Council has access to a reserve Independent Person through informal arrangements with neighbouring local authorities.

### 5. Committee Meetings

At the start of each year the Standards Committee agrees its Work Programme/Action Plan for the year, which is then monitored at meetings throughout the year. The Work Programme/Action Plan for 2020-21 is attached at Annex A to this report. Standard Committee sessions are scheduled every 2 months in advance. If not required, these are cancelled.

The Standards Committee met on:

- 9th July 2020
- 17th September 2020
- 19 November 2020
- 13 April 2021

### 6. Complaints under the Code of Conduct for Members and Co-opted Members for the last 5 years

#### i. Complaints by complainant

Type of complainant	2016/17	2017/18	2018/19	2019/20	2020/21	Total
BaNES Councillor	1	1	0	0	1	3
Parish / Town Councillor	0	0	1	2	1	4
Member of the public	9	13	15	5	13	55



<b>Council Officer</b>	n/a	1	1	0	0	<b>2</b>
<b>Parish Clerk</b>	0	0	3	0	1	<b>4</b>
<b>Total</b>	<b>10</b>	<b>15</b>	<b>20</b>	<b>7</b>	<b>16</b>	<b>68</b>

**ii. Complaints by subject member**

<b>Subject of the complaint</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Total</b>
<b>BANES Councillor</b>	7	11	13	0	5	<b>36</b>
<b>Parish / Town Councillor</b>	3	4	7	7	11	<b>32</b>
<b>Total</b>	<b>10</b>	<b>15</b>	<b>20</b>	<b>7</b>	<b>16</b>	<b>68</b>

**iii. Complaints by type**

<b>Type of complaint</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Total</b>
<b>Failure to declare an interest</b>	6	6	5	0	3	<b>20</b>
<b>Bullying/failure to treat with respect</b>	1	4	3	0	0	<b>8</b>
<b>Bringing Council into disrepute</b>	3	5	11	7	9	<b>35</b>
<b>Improperly conferring advantage/disadvantage</b>	0	0	0	0	0	<b>0</b>
<b>Disclosure of confidential information</b>	0	0	0	0	0	<b>0</b>
<b>Lack of respect</b>	0	0	1	0	4	<b>5</b>
<b>Total</b>	<b>10</b>	<b>15</b>	<b>20</b>	<b>7</b>	<b>16</b>	<b>68</b>

**Note:** A complainant may make several types of complaint about a councillor.

iv. Initial Assessments

Local Assessment Decisions	2016/17	2017/18	2018/19	2019/20	2020/21	Total
No Further Action	10	4	17	5	11	47
Informal Resolution	0	10	2	1	2	15
Referred for Investigation	0	1	1	0	0	2
Ongoing	0	0	0	0	0	0
Withdrawn	0	0	0	1	3	4
Total	10	15	20	7	16	68

v. Outcome of complaints

Outcomes	2016/17	2017/18	2018/19	2019/20	2020/21	Total
Other Action	0	0	0	2	1	3
Ongoing	0	2	0	0	0	2
Apology	0	0	0	0	1	1
No Action Required	0	1	0	5	0	6
Withdrawn	0	1	2	0	3	6
Breach	4	2	5	0	1	12
No Breach	6	9	13	0	10	28
Total	10	15	20	7	16	68

## **7. Review of Standards Committee Work Programme and Action Plan for 2020/21**

The Standards Committee's Work Programme/Action Plan for 2020/21 is attached at Annex A. The Standards Committee met on 3 occasions during the year. At each meeting the Committee monitored its Work Plan and noted the current position of complaints using the Complaints Tracker.

In this 2020-21 Annual report the Committee advises that it has reviewed the LGA New Model Code and recommended its adoption to Council with minor changes and this was adopted by Council at its meeting on the 4 May 2021. The Committee has considered a complaint by a person deemed as vexatious under the Council's Vexatious and unreasonable complainant policy and determined that the complaint did not fall within the scope of its terms of reference. The Committee also considered the Annual Report of the Commission for Local Administration in England (Local Government and Social Care Ombudsman) Complaints and produced the Annual Report for the Standards Committee.

## **8. Conclusion**

The Committee has dealt with a variety of matters in the past year. The Committee's aim is to continue to develop and maintain the Authority's ethical governance framework for the benefit of the Authority and ultimately local people. The Committee is looking forward to the next year.

Annex A

**STANDARDS COMMITTEE WORKPLAN 2020-21**

<b>DATE OF MEETING</b>	<b>REPORT TITLE</b>	<b>REPORT AUTHOR</b>
Thursday 16 <sup>th</sup> April 2020	CANCELLED	
Thursday 21 <sup>st</sup> May 2020	CANCELLED	
Thursday 9 <sup>th</sup> July 2020	Consultation on the model code of conduct Assessment of complaints	Maria Lucas Maria Lucas
Thursday 17 <sup>th</sup> September 2020	Annual report on Local Government Ombudsman complaints Parishes Liaison meeting – terms of reference Assessment of complaints Urgent exempt item – Mr L	Maria Lucas Maria Lucas Maria Lucas Maria Lucas
Thursday 19 <sup>th</sup> November 2020	2019-2020 Annual report of Standards Committee Assessment of complaints	Michael Hewitt Michael Hewitt
Thursday 19 <sup>th</sup> January 2021	CANCELLED	

**STANDARDS COMMITTEE WORKPLAN**

Report title	Report author
Tuesday 19 <sup>th</sup> January 2021 4pm	
CANCELLED	
Tuesday 13 <sup>th</sup> April 2021 4pm	
New model Councillor of Code of Conduct	Michael Hewitt
Tuesday 13 <sup>th</sup> July 2021 4pm	
CANCELLED – private training session for members on oral hearings	
Tuesday 12 <sup>th</sup> October 2021 4pm	
Annual Report on Local Government Ombudsman complaints Annual report of the Standards Committee Declaration of interests – second homes Update on complaints since last report April '21	Michael Hewitt
Tuesday 11 <sup>th</sup> January 2022 4pm	

Tuesday 12 <sup>th</sup> April 2022 4pm	
Tuesday 12 <sup>th</sup> July 2022 4pm	
Annual Review of the Code of Conduct	Michael Hewitt
Tuesday 11 <sup>th</sup> October 2022 4pm	
Annual Report on Local Government Ombudsman complaints Annual report of the Standards Committee	Michael Hewitt

**Every meeting –** Report on the assessment of complaints  
Workplan