

AGENDA

Meeting: **STANDARDS COMMITTEE**
Place: **Council Chamber - Council Offices, Browfort, Devizes**
Date: **Wednesday 23 November 2011**
Time: **2.00 pm**

Please direct any enquiries on this Agenda to Pam Denton, of Democratic Services, County Hall, Trowbridge, direct line 01225 718371 or email pam.denton@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225)713114/713115.

All public reports referred to on this agenda are available on the Council's website at www.wiltshire.gov.uk

Membership:

Wiltshire Council Members

Cllr Nigel Carter, Cllr Ernie Clark, Cllr Peter Fuller, Cllr Julian Johnson, Cllr Howard Marshall and Cllr Ian McLennan

Town/Parish Council Co-opted Members

Mr William Bailey, Mr Craig McCallum, Mr Paul Neale, Mr Robert Oglesby JP, Mr John Scragg, Miss Pam Turner, Mr Keith Wallace and His Hon David MacLaren Webster QC

Independent Co-opted Members

Mrs Jane Bayley, Mr Michael Cronin, Mr Philip Gill MBE JP, Mrs Isabel McCord (Chairman), Mr Stuart Middleton and Mr Gerry Robson OBE (Vice Chairman)

Part 1

Items to be considered when the meeting is open to the public

1. **Apologies**

2. **Minutes of previous meeting** (*Pages 1 - 4*)

To confirm and sign the minutes of the Committee meeting held on 21 September (copy attached).

3. **Chairman's announcements**

4. **Declarations of Interest**

To receive any declarations of personal or prejudicial interests.

5. **Public Participation and Questions from Committee Members.**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution. Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of the agenda (acting on behalf of the Director of Resources) no later than 5pm on Wednesday 16 November 2011. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6. **Report to Standards on Localism Bill** (*Pages 5 - 12*)

To consider a report from the Monitoring Officer.

7. **Report on Behaviours Framework** (*Pages 13 - 26*)

To consider a report from the Monitoring Officer.

8. **Report on Corporate Complaints** (*Pages 27 - 28*)

To consider the report by the Monitoring Officer.

9. **Standards Committee Plan** (Pages 29 - 32)

To consider the Standards Committee Plan.

10. **Status Report on Complaints made under the Code of Conduct** (Pages 33 - 38)

To consider the Status Report on Complaints.

11. **Outcome of two Standards Hearing Sub Committees**

Reports to follow.

12. **Forward Plan** (Pages 39 - 40)

To consider the Forward Work Plan.

13. **Urgent Items**

Any other items of business, which in the opinion of the Chairman, should be taken as a matter of urgency. Urgent items of a confidential nature may be considered under Part II of this agenda.

Part II

Item during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

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STANDARDS COMMITTEE

DRAFT MINUTES OF THE STANDARDS COMMITTEE MEETING HELD ON 21 SEPTEMBER 2011 AT COUNCIL CHAMBER - COUNCIL OFFICES, MONKTON PARK, CHIPPENHAM, SN15 1ER.

Present:

Wiltshire Council Members

Cllr Nigel Carter, Cllr Ernie Clark, Cllr Peter Fuller, Cllr Howard Marshall and Cllr Ian McLennan

Town/Parish Council Co-opted Members

Mr William Bailey, Mr Craig McCallum, Mr Robert Oglesby JP, Miss Pam Turner and His Hon David MacLaren Webster QC

Independent co-opted Members

Mrs Jane Bayley, Mr Michael Cronin, Mrs Isabel McCord (Chairman), Mr Stuart Middleton and Mr Gerry Robson OBE (Vice Chairman)

61. Apologies

Apologies were received from Mr Philip Gill MBE JP, Cllr Julian Johnson, Mr Paul Neale, Mr John Scragg and Mr Keith Wallace.

62. Minutes of previous meeting

The minutes of the meeting held on 20 July 2011 were presented

Resolved:

To approve and sign the minutes as a correct record

63. Chairman's announcements

The Chairman welcomed Mrs Barbara Hedley, Assistant Local Government Ombudsman and Mr Nick Breakwell, Strategic Operations Manager, Department for Children and Education.

The Chairman drew attention to the proposed senior management restructure and said that the proposal was to reduce the senior management team by the chief executive post and one corporate director post. This would be considered by Cabinet on 6 October 2011. Although the substantive proposal was not a matter for this committee, if the proposal was agreed, there could be some changes to the constitution which would need to be addressed by the Constitution Focus Group.

The Chairman and Monitoring Officer had met with the Chief Executive and the Leader of the Council at the beginning of August 2011. They had discussed the ongoing culture development work including the introduction of a behaviours framework, which underpins the values of the Organisation. The Monitoring Officer will prepare a report on this which will be brought to the November meeting.

64. Declarations of Interest

There were no declarations of interest

65. Public participation

There were no members of the public present.

66. Local Government Ombudsman Presentation and Report

Mrs Barbara Hedley, Assistant Local Government Ombudsman, gave a presentation on the role of the Ombudsman including recent changes and possible future development. Mrs Hedley also spoke on the Ombudsman's annual letter to Wiltshire Council for the year ended March 2011.

The Chairman thanked Mrs Hedley for her presentation. She added that it was disappointing to see that response times had slipped but would look forward to receiving the results of the systems review of complaints when this is completed.

The Committee discussed the merits of the Overview and Scrutiny Committee having sight of complaint outcomes, to help ensure lessons are learnt and delivery of services is improved.

Resolved

- 1. To bring a report on the scope and timetable for a systems review of the complaints service to the next meeting of the Committee.**
- 2. To request that the review considers giving the Overview and Scrutiny Committees sight of complaint outcomes.**

67. Review of the Standards Committee Plan 2010-2014

The Chairman apologised to the Committee that the incorrect document had been circulated. She agreed to work on the plan with the Vice Chairman and issue a revised version to the Committee in mid-October.

68. Status Report on Complaints made under the Code of Conduct

The Head of Governance presented the report. The Committee noted the high workload at present due to the large numbers of complaints received over the summer period.

Resolved

To note the report

69. Forward Plan

The Committee's forward plan was presented. There were 2 items to be added:

A report on the behaviours framework

A scoping report on the systems review of complaints.

Resolved

To note the forward plan and add the above items.

70. Urgent Items

There were no urgent items

(Duration of meeting: 2.00 - 3.45 pm)

The Officer who has produced these minutes is Pam Denton, of Democratic Services, direct line 01225 718371, e-mail pam.denton@wiltshire.gov.uk

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WILTSHIRE COUNCIL

AGENDA ITEM NO. 6

STANDARDS COMMITTEE

November 2011

The Localism Bill – Update and Implications for Wiltshire Council

Purpose of Report

1. To update the Standards Committee on recent changes to the draft Localism Bill as it makes its passage through parliament, and to explore the potential implications of the latest draft for Wiltshire's local councils.

Background

2. When the coalition government was formed one of its first announcements was that it intended to abolish the standards régime for local authorities in England and Wales. This announcement was followed by the first draft of the Localism Bill which set out the statutory framework to enable that abolition. Since then members of the Standards Committee have received regular reports on the changes to the draft Bill insofar as it affects the work of the committee and the wider standards environment.
3. The Bill has now gone through its Third Reading in the Lords and has undergone some very substantial changes. Essentially, from the initial post-election position that proposed a wholesale abolition of the standards framework the Bill has been amended in such a way that the general thrust of the existing framework has been retained, albeit with significant changes in the detail. The indications from the Hansard transcript of the Third Reading is that the Minister is supportive of the Lords' amendments where these relate to standards of conduct and that this part of the Bill is not likely to undergo further significant changes. It is expected that it will receive Royal Assent in the next few weeks and come into force in the first quarter of 2012.
4. This paper examines the implications of the amendments made at Third Reading and their impact upon the work of the Standards Committee and on the standards environment in Wiltshire Council and the town and parish councils in the area.

5. The report covers a number of broad areas:
 - a. Code of Conduct
 - b. Standards Committee – composition
 - c. Standards Committee – functions
 - d. Town and parish councils
 - e. Complaints
 - f. Miscellaneous

Main considerations for the Committee

6. Code of Conduct

- a) The statutory model code will be abolished. However, relevant authorities will be required to adopt a code of conduct. Although the provisions of local codes are not specified, any local code must, when viewed as a whole, be consistent with the Nolan principles of standards in public life.

The code must also include appropriate provision in regard to the registration and disclosure of pecuniary and non-pecuniary interests.

- b) The code that is adopted by the authority must be publicised in a newspaper in circulation in the authority's area.
- c) Local codes will be binding upon elected and co-opted members of relevant authorities, who will be required to agree to be bound by those provisions upon taking up office.
- d) The Committee may wish to consider whether, in general terms, it should recommend to Council a local code that does not vary very significantly from the first part of the existing model Code of Conduct dealing with member conduct. This would have the advantage of reducing the amount of training required for members prior to adoption of a new local Code, bringing with it a body of guidance and cases which would be helpful in retaining consistency of interpretation and application at the local level. The second part covering the registration and disclosure of pecuniary and non-pecuniary interests will need to be revised substantially in line with the new provisions of the Bill and subsequent regulations.

7. Standards Committee – Composition

- a. Principal authorities will be required to establish a Standards Committee. The Committee may but are not required to include independent and/or parish council co-opted members. However, as this would be an ordinary committee of the Council such co-opted members would not have the right to vote.

- b. The Bill creates a new role in principal authorities – the “independent person”. The authority must appoint at least one independent person whose role is discussed further in 8 d) and e) below. That person must not be an officer or member of any authority in the relevant authority’s area (and thus, by extension, cannot be an independent member of the Standards Committee).
- c. The independent person cannot be a member or officer of the authority or of a parish council within the principal authority’s area. They cannot be appointed if they have been a member or co-opted member of the council or a parish in the area within the last 5 years. This means that members of the Standards Committee cannot apply to be the independent person for a period of 5 years from the date that they ceased to be a member of the Standards Committee (and, if applicable, a member of Wiltshire Council and/or a town, parish or city council in the area, whichever date is the later).
- d. Members of the Standards Committee may wish to consider whether they would recommend a continuing role for independent and/or parish members on Wiltshire Council’s Standards Committee when the Localism Bill comes into force.

8. Standards Committee – Functions

- a. The functions of the Standards Committee relating to the promotion of high standards of conduct remain unchanged from those set out in the Local Government and Housing Act 2000, and are as follows:
 - i. promoting and maintaining high standards of conduct by the members and co-opted members of the authority
 - ii. assisting members and co-opted members of the authority to observe the authority’s code of conduct
 - iii. advising the authority on the adoption or revision of a code of conduct
 - iv. monitoring the operation of the authority’s code of conduct
 - v. advising, training or arranging to train members and co-opted members of the authority on matters relating to the authority’s code of conduct
- b. The Council may continue to arrange for the Standards Committee to exercise such other functions as the authority considers appropriate.
- c. The Bill is silent on whether the Standards Committee is responsible for the consideration and determination of complaints made under local Codes.

- d. The independent person's or persons' views are to be sought and taken into account by the authority before it makes a decision on an allegation. Their views may also be sought by a member of the authority or parish council who is the subject of an allegation.
- e. It appears, though, that the independent person is not the decision maker in a complaint, nor are they permitted to conduct an investigation. It is very unclear at present what the role involves in any useful level of detail. For example, does providing views to subject members extend to support and advice? If so, one can foresee a situation where there may be a conflict between the provision of views to the authority and the provision of support to subject members.
- f. The Standards Committee may wish to consider:
 - i. The role of a future Standards Committee in the determination of complaints brought under local codes;
 - ii. Specifying the role of the independent person
 - iii. The number of independent persons to be appointed, and in particular whether more than one appointment should be made in order to reduce the potential scope for conflicts

9. Town and Parish Councils

- a. It appears, perhaps surprisingly, that town and parish councils will be required to establish Standards Committees. The functions of town and parish council Standards Committees are the same as those for principal authorities as set out in paragraph 8 (a) (i-v) of this report. This may be difficult to implement for smaller parishes. Experience from operating the national conduct regime suggests that parishes and in particular parish clerks will require a great deal of support from Wiltshire Council as the principal authority if this clause comes into effect.
- b. Parish councils are required to adopt a code of conduct but can comply with that requirement by adopting the code adopted by their principal authority.
- c. Although parishes will be required to establish their own Standards Committees, responsibility for receiving and determining allegations that local parish codes have been breached rests with the principal authority.

- d. The possibility that each parish will adopt a different code of conduct has considerable operational consequences for principal authorities when determining complaints. If there are a number of different codes adopted there is a greater degree of attendant complexity, local variation and scope for differing interpretation and application. This would inevitably have an impact upon capacity, particularly at officer level, at a time when there are already significant pressures upon that capacity.
- e. Members of the committee may wish to consider whether it would be advisable to encourage town and parish councils within the area to adopt the code that is to be adopted by Wiltshire Council in order to reduce the difficulties that are likely to attend upon a proliferation of different local codes.

10. Complaints

- f. The existing procedures for receiving, assessing, investigation and determining complaints are revoked.
- g. Principal authorities will, however, be required to put in place arrangements under which allegations can be investigated and determined. A principal authority will be responsible for those arrangements for the parishes in its area.
- h. This Committee has, in anticipation of the introduction of a local code of conduct, considered the outline of a streamlined procedure for investigating and determining complaints. At that stage it was unclear whether town and parish councils would remain the responsibility of principal authorities for the purpose of determining complaints. It is now clear that this responsibility will continue to rest with Wiltshire Council as the principal authority.
- i. The Bill, as amended, envisages fairly limited sanctions in the event that a complaint is upheld. These appear to be restricted to censure and/or requiring a member to apologise. The Hansard transcript alludes to the use authorities' "existing powers" to suspend or remove members from committees as a supplementary sanction, although the detail is not specified.

- j. Officers will review the outline streamlined procedure in the light of the most recent draft of the Bill to see whether it remains fit for purpose. However, a decision (which would have to be made by full Council) about whether or not the Standards Committee will continue to be responsible for the determination of code of conduct complaints will have a considerable impact on local arrangements for determining complaints.

11. Miscellaneous

- k. Revisions to the Localism Bill provide for the granting of dispensations.
- l. The responsibility for granting exemptions from the politically restricted posts provisions transfers from the Standards Committee to the head of paid service. In Wiltshire Council the function of head of paid service has, following the abolition of the post of Chief Executive, transferred to the Director of Human Resources.
- m. The proposals to abolish Standards for England and the provision for appeals to the First Tier Tribunal remain unchanged.
- n. Members will continue to be required to complete registers of interests, although interests are now classified as “pecuniary” and “non-pecuniary”. The Bill does not define a non-pecuniary interest, which may lead to some difficulties in applying the provisions without further guidance. The Bill makes provision of regulations on the disclosure of interests.

Recommendations

- 12. Subject to the Bill receiving Royal Assent couched in terms that are largely unchanged from the amendments agreed at its Third Reading, members are asked to consider the following recommendations:
 - a. Requiring the Monitoring Officer to draft a local Code of Conduct for Wiltshire Council that meets the anticipated statutory requirements for local codes, and to bring the draft to the next Standards Committee meeting for consideration. The draft should have regard to previous work and consultation that has taken place in anticipation of the need to introduce a local Code;

- b. Requiring the Monitoring Officer to draft a person specification and job description for the role of independent person and bring it to the next meeting for consideration;
- c. Requiring the Monitoring Officer to draft a report on the proposed composition of and terms of reference for a new Standards Committee for Wiltshire Council and bring it to the next meeting for consideration;
- d. Requiring the Monitoring Officer to consult with parish councils about the implementation of local codes and the desirability, in principle, of adopting a single code of conduct for all of the councils within the area of Wiltshire Council;
- e. Requiring the Monitoring Officer to consider the resourcing implications of the provisions of the Bill as those affect the standards regime in Wiltshire Council;
- f. Requiring the Monitoring Officer to prepare a draft procedure for the receipt, assessment, investigation and determination of complaints under a local code of conduct and bring the draft to the next meeting for consideration. The draft should have regard to previous work and consultation that has been carried out in anticipation of a local code;
- g. Requiring the Monitoring Officer to bring a further report on the standards provisions of the Localism Bill to this committee after the Bill has received Royal Assent.

Risks

- 13. If the actions recommended in this report are not carried out there is a risk that Wiltshire Council will not have made adequate and timely preparations for implementing the standards provisions of the Localism Bill by the time it comes into force. Lack of preparation increases the risk of non-compliance.

Ian Gibbons
Monitoring Officer

Report Author: Nina Wilton – Head of Governance

The following unpublished documents have been relied on in the preparation of this report: None

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Wiltshire Council's Behaviours Framework

Councillor Development Report

Purpose of report

1. The purpose of this report is to provide an overview of the context and objectives of Wiltshire Council's behaviours framework and introduce the project to embed the framework into the Councillor Development Group initiatives, in preparation for the 2013 induction.

Background

2. The cultural change work for reshaping and uniting the culture of Wiltshire Council has been progressing since 2008. The Shaping the Future Group commissioned the development of a behaviours framework following the development of the vision and values as outlined in our Business Plan. The framework will clearly outline the attitudes and approach to work required by the workforce, in order to support our values and culture, and has the following objectives:
 - provide a united behaviours framework for one culture; detailing 'how' we carry out our work
 - specify 'core' standards of behaviour – outlining what is acceptable and what is not
 - enable managers and staff to address poor behaviour, with a strong framework for assessing and managing performance
 - integrate HR processes and policies and embed the framework to manage for cultural fit as well as job fit
3. The consultation period ran from the end of July 2011 thorough to mid October 2011, and has had final approval by CLT and Cabinet.

How the behaviours framework will apply to staff

4. A Project Group is working to fully embed the behaviours framework in preparation for its official launch in February 2012. Areas under review include:
 - the development of an engaging cultural brand and communications plan
 - a new appraisals framework and supporting toolkit
 - a review of HR policies and guidance on using the framework

- the training and development programme available for staff and managers
 - the recruitment processes, job descriptions and contract packs
 - embedding the behaviours into all transformational change programmes
 - embedding the behaviours into the current well-being and staff support initiatives
5. The framework will apply to all Wiltshire Council staff and the standards of behaviour required for individual roles will be clearly defined through job descriptions and appraisal discussions.

Adapting the framework for Councillors

6. A working group led by the Chair of Councillor Development Group, Cllr Allison Bucknell, is working on 2013 Induction for Councillors which will ensure that the Behaviour Framework is embedded into :-
- Constitution
 - Code of conduct, subject to statutory requirements
 - Job descriptions
 - Councillor's profiles
 - Training needs analysis
 - Personal Development Plans
 - End of term reviews
 - Any training undertaken.
7. Cllrs Allison Bucknell and Laura Mayes, Portfolio holder for Organisational Culture will be attending the meeting to speak to this item and discuss how the Standards Committee can support the Council in promoting the new culture, values and behaviours and their application to Wiltshire Councillors.

Recommendations

8. To support the project to adapt and embed the behaviours framework, to apply it to all Wiltshire Council Councillors for the 2013 induction.

Ian Gibbons
Monitoring Officer

Authors: Emily Till and Lynda Williams

Wiltshire Council's Values and Behaviours – Corporate connections



Wellbeing charter

The Behaviours Framework compliments the Workforce Wellbeing Charter in addressing the three key areas of the Charter Framework which affect health:

- Leadership
- Culture
- Communication

Our values make us unique

We embrace change, treat everyone fairly, value diversity and we:

- Place our customers first
- Want to strengthen our communities
- Adopt a 'can-do' approach in everything we do
- Value our colleagues

Our vision – what inspires us to turn on, not just turn up

Is to create stronger and more resilient communities

Our goals – how we will meet this vision

- Provide high quality, low cost, customer focused services
- Ensure local, open and honest decision making
- Working with our partners to support Wiltshire's communities

Wellbeing charter

Vision and goals

One council one culture – What will we be like?

As a new organisation, a document was developed to identify the key characteristics of Wiltshire Council's new culture.

These were summarised as:

- Being inclusive and supporting others
- Creating clarity
- Leading through change
- Being decisive
- Treating others with respect
- Focusing on the customer
- Challenging the norm

These have been further developed into four overarching features:

- Achievement orientated
- Values creativity, quality, completion of tasks and development of individuals
- Participative and people focused
- Constructive relationships

Staff and Member input

Staff and Member input

Staff and Member engagement has been key in developing the behaviours framework. This input has been taken from:

- The 2011 Staff Survey
- Staff forums
- Manager's forums
- Shaping the Future roadshows
- Corporate awards programme
- The manager's stakeholder panel
- The Organisational Health Wheel
- The Organisational Cultural Inventory
- DCS values work on 'People, Passion, Pride'

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Behaviours

Wiltshire Council's 'Behaviours'

The culture and values upheld by Wiltshire Council staff and members are central to delivering the vision and goals outlined in the Business Plan. These are developed and sustained by behaviours and attitudes. The new behaviours framework is designed for all Wiltshire Council employees and is divided into six categories:

- Working Together
- Excellence
- Responsibility
- Trust and respect
- Leadership
- Simplicity

Systems thinking core competencies

1. Think in terms of systems thinking and knowing how to lead systems
2. Understand the variability of work in planning and problem solving
3. Understand how we learn, develop and improve; leading true learning and improvement
4. Understand people and why they behave as they do
5. Understand the interaction and independence between systems variability, learning and human behaviour
6. Give vision, meaning, direction and focus to the council

Core competencies



What is the Wiltshire Council Behaviours Framework?

This framework describes 'how' you're expected to carry out your work. It fits alongside 'what' you do, as outlined in your job description. It's all about 'how we work'.

The Wiltshire Behaviours framework has been redesigned following major input from employees and managers across the council who attended forums and workshops over several months. The new framework is designed for all employees and supports you in many different ways.

What do we mean by 'Behaviour'?

Essentially, it's about:

- How we do things
- How we treat others
- How we expect to be treated

The Wiltshire Behaviours help you:

- Celebrate achievements
- Talk about aspirations
- Express how you would like to develop

How do they work?

There are six behaviours for every employee, regardless of their role and grade in the organisation.

Each behaviour has descriptions to help clarify how it relates to the way you work. All staff are expected to perform at level one; these are our core behaviours.

During one-to-one meetings and appraisals, your manager will clearly set out the specific levels of behaviour you are expected to display depending on your job role. Typically these will follow the guidelines below, however, in practice you and your manager will need to agree your individual levels in accordance with your responsibilities.

- Level 2 – The level required by technical, professional and supervisory roles
- Level 3 – The level required by senior professional and management roles
- Level 4 – The level required by senior managers

Vision and values

The Wiltshire Behaviours are designed to reflect the themes characterised in our vision and values.

Our vision – what inspires us to turn-on not just turn-up

Is to create stronger and more resilient communities

Our values make us unique

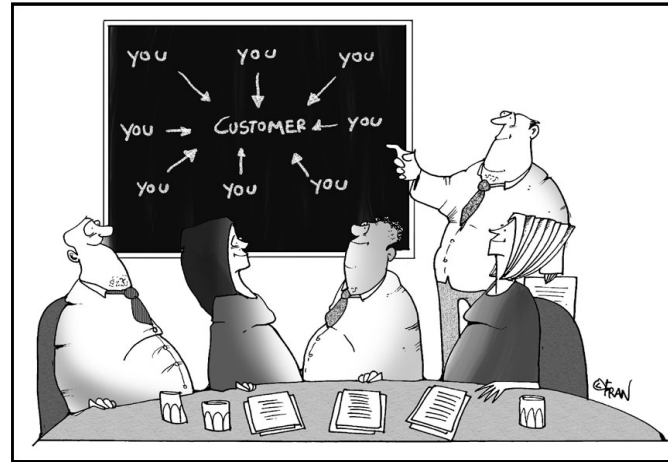
We embrace change, treat everyone fairly, value diversity and we:

- Place our customers first
- Want to strengthen our communities
- Adopt a 'can-do' approach in everything we do
- Value our colleagues

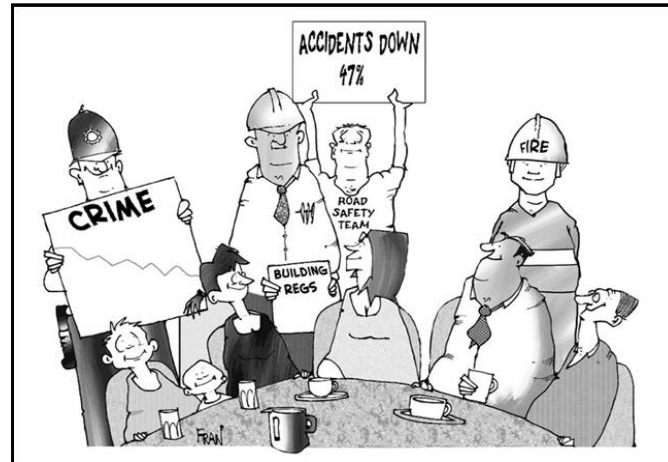
The Core Behaviours

	Level 1 – Core Behaviours
Excellence	<ul style="list-style-type: none"> ✓ You are punctual and friendly, and demonstrate a positive professional attitude ✓ You take pride in your own work and that of your team members ✓ You understand who your customers are and why they matter ✓ You are willing to go the extra mile for customers and act upon their feedback
Responsibility	<ul style="list-style-type: none"> ✓ You are trustworthy and reliable ✓ You seek to learn from your colleagues ✓ You review your own performance and ask for feedback to learn and improve ✓ You work safely to maintain the health of both yourself and others ✓ You use your initiative to solve problems and inform others when you are aware of potential issues ✓ You acknowledge when you make mistakes and take responsibility for addressing and correcting them ✓ You appropriately challenge assumptions and unhelpful behaviour
Working together	<ul style="list-style-type: none"> ✓ You work together with colleagues and customers, and take the time to build effective and rational working relationships ✓ You celebrate team successes and create a positive team spirit ✓ You work well with people who have different ideas, perspectives and backgrounds ✓ You share skills and knowledge, and encourage and support others in applying their ideas to work - helping others to help themselves ✓ You encourage working together for the benefit of customers
Leadership	<ul style="list-style-type: none"> ✓ You live the council's values and lead by example in demonstrating the corporate behaviours; inspiring colleagues to follow your example ✓ You have a drive for results and show courage when things don't go to plan ✓ You are compassionate, caring and empathetic to both colleagues and customers ✓ You enable leadership by engaging and seeking guidance from others on personal, team, organisational and community activities
Simplicity	<ul style="list-style-type: none"> ✓ You use, to full advantage, the available systems and procedures when working to achieve outcomes ✓ You are open to new ideas and suggestions and speak up when you see a better way ✓ You communicate relevant information regularly and effectively ✓ You change your communication style to best meet the needs of the audience and regularly check that there is a mutual understanding
Trust and respect	<ul style="list-style-type: none"> ✓ You take the time to build effective relationships with customers, stakeholders, colleagues and partners ✓ You are respectful and considerate ✓ You understand how your behaviours can be interpreted and consider the impact you have on others

In summary, these Behaviours will make us unique and will help us to realise our values



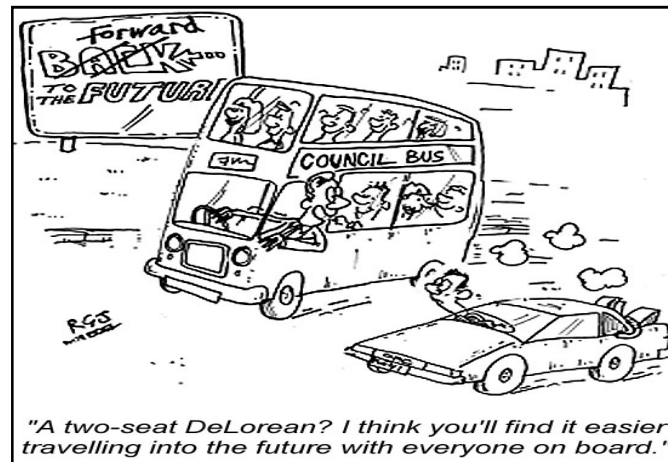
Customers first – By working together to provide an excellent, trusted and respected service we will ensure that our customers know that we are putting them first.



Strengthen our communities – By involving local people in the decisions that affect them, we will inform, support and empower communities to deal with local challenges.



Can-do – By seeking simplicity, we take a proactive and responsible approach to deliver an excellent service to internal colleagues and Wiltshire's communities.



"A two-seat DeLorean? I think you'll find it easier travelling into the future with everyone on board."



✓ Excellence

With enthusiasm, you work to deliver a high quality service to meet personal, organisational and customer expectations. You pursue a 'can-do' attitude in all of the work you deliver, ensuring it meets the needs of all current and potential customers.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You are punctual and friendly, and demonstrate a positive professional attitude ✓ You take pride in your own work and that of your team members ✓ You understand who your customers are and why they matter ✓ You are willing to go the extra mile for customers and act upon their feedback
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You promote and drive continuous improvement by asking 'How could we do this better?' ✓ You work with customers in tailoring services to meet their expectations
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You plan and anticipate changes in working practice and effectively manage the transition to introduce these new ways of working ✓ You logically identify trends and implement the best approach; specifying clear objectives ✓ You focus on longer-term outcomes rather than short-sighted initiatives
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You consistently review current practice both in the work you do and in the work of your teams; setting stretching goals to challenge outdated methods ✓ You lead by example; influencing and inspiring confidence in others ✓ You work to achieve a set vision of customer focus, improvement and excellence within the council, as well as with partners and other external stakeholders

Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

High quality services, designed around the end customer, will develop the reputation and credibility of Wiltshire Council and build the relationships and associations local communities have with the council.

Engaging and involving Wiltshire's communities will help inform and strengthen their local decision making. By encouraging the community to participate in the services they receive, we will make best use of the available knowledge, improve the quality of services for customers and make Wiltshire a positive and empowering place to work.



When 'Excellence' is not demonstrated

Examples of behaviours that fail to demonstrate 'Excellence' are outlined below:

- × You stick to outdated methods that have become ineffective
- × You are unwilling to be exposed to change or uncertainty
- × You do not deliver what is expected of you
- × You show a lack of concern in the quality of your work
- × You are actively hampering the improvement and delivery of excellence
- × You display a negative attitude towards colleagues and customers
- × You concentrate on narrow operational objectives and not the bigger picture
- × You focus on the problems and not the solutions

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.

✓ Responsibility

You take ownership of your work and use your initiative to deliver. You are accountable for your own performance and development, and take responsibility for your actions and decisions.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You are trustworthy and reliable ✓ You seek to learn from your colleagues ✓ You review your own performance and ask for feedback to learn and improve ✓ You work safely to maintain the health of both yourself and others ✓ You use your initiative to solve problems and inform others when you are aware of potential issues ✓ You acknowledge when you make mistakes and take responsibility for addressing and correcting them ✓ You appropriately challenge assumptions and unhelpful behaviour
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You take personal responsibility for delivering services ✓ You are flexible in providing solutions to deliver improvements and resolve issues ✓ You take accountability for your development needs ✓ You plan your own time and workload to meet your objectives ✓ You make sure there is a mutual understanding of task responsibility ✓ You balance competing priorities to meet standards and expectations
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You make informed decisions and take accountability for their impact ✓ You focus yourself and your team through clear objectives ✓ You challenge and confront poor performance ✓ You enable a blameless culture; empowering and supporting your team to initiate improvements to services without fear of reprisal
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You provide your teams with defined structures and clear direction to enable individuals to have a strong sense of ownership and personal responsibility for the delivery of objectives and outcomes ✓ You publically role model the expected behaviours ✓ You stand-by difficult decisions and openly acknowledge errors

Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

Taking responsibility and being preventative avoids the 'blame game' and allows for good service provision from the customer perspective.

With responsibility comes confidence in service delivery, this provides customers with service reassurance and reduces doubt and challenge. When this is applied to partnership working, the confidence and direction is passed onto communities, building community confidence and a shared sense of ownership.



When 'Responsibility' is not demonstrated

Examples of behaviours that fail to demonstrate 'Responsibility' are outlined below:

- ✗ Blames the system or others; demonstrating an unwillingness to take reasonable risks to do things differently
- ✗ You do not take responsibility for your actions, admit you are wrong or recognise how our actions affect others
- ✗ You ignore problems, don't use your initiative and hide behind your job description
- ✗ You dismiss alternative ideas and discourage colleagues from suggesting new ways of doing things
- ✗ You manage your time poorly and do not deliver what is expected of you
- ✗ You behave in a way that might put others at risk

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.



✓ Working together

You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You work together with colleagues and customers, and take the time to build effective and rational working relationships ✓ You celebrate team successes and create a positive team spirit ✓ You work well with people who have different ideas, perspectives and backgrounds ✓ You share skills and knowledge, and encourage and support others in applying their ideas to work - helping others to help themselves ✓ You encourage working together for the benefit of customers
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You look to work together, across and outside typical groups; initiating joint approaches to delivering services ✓ You look for ways to maximise the value of working together by building support, providing focus and giving direction to deliver joint outcomes ✓ You listen to and involve colleagues and external customers and respond positively to suggestions before making decisions
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You spend time building relationships with partners ✓ You support others in working together; helping them to develop common focus ✓ You are happy to give up control, power or resource to benefit customers
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You facilitate member involvement and consult with representative groups when formulating strategies ✓ You inspire a 'one-team' culture ✓ You build networks, locally, regionally and nationally to help provide support and expertise by shaping and driving forward agendas and addressing concerns

Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

Tasks and issues rarely fit neatly into one service area. Working together with our partners, customers and communities, will allow solutions to be tailored and resources aligned more effectively and efficiently.

Solutions that work best are often those designed around the needs of those affected. This means we need to actively engage and involve people in developing the solutions in the first place. Staff need to be willing to embrace this partnership and inclusive approach to deliver efficient and effective services in the future.



When 'Working together' is not demonstrated

Examples of behaviours that fail to demonstrate 'Working together' are outlined below:

- ✗ You do not accept colleagues as internal customers
- ✗ You play power games and use your status to disrupt collaborative working
- ✗ You show little sign of co-operating within your team or working in partnership
- ✗ You close down others by being judgemental, interrupting or talking-over them
- ✗ You have a tick box approach to engagement and do not value the views received
- ✗ You don't ask others for opinions or ideas
- ✗ You choose not to work as a team by pursuing your own agenda

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.



✓ Leadership

You lead by example through your behaviours and professional approach to work; inspiring your colleagues and driving for results.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You live the council's values and lead by example in demonstrating the corporate behaviours; inspiring colleagues to follow your example ✓ You have a drive for results and show courage when things don't go to plan ✓ You are compassionate, caring and empathetic to both colleagues and customers ✓ You enable leadership by engaging and seeking guidance from others on personal, team, organisational and community activities
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You recognise good performance and take the time to thank and praise others ✓ You are motivational and drive positivity; taking an optimistic approach and engaging others ✓ You resolve conflicts and disagreements quickly and professionally ✓ You see failure and problems as an opportunity to learn and develop
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You articulate a clear direction and strategy for service delivery and translate it into specific objectives for your team ✓ You provide clear objectives and give feedback on your teams performance during regular one-to-one and team meetings ✓ You regularly monitor your teams health, safety and wellbeing and address concerns ✓ You recognise talent within your team and develop potential through training, mentoring and coaching ✓ You work to build commitment and engagement and improve your team's behaviour ✓ You are visible and accessible to all your team/service members
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You act as a role model for inspirational leadership ✓ You evaluate resources, options and consequences in your decision making; providing clear direction with confidence ✓ You build a shared sense of purpose across your service areas ✓ You develop a culture that delivers the best results for Wiltshire's communities

Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

Community leadership is at the heart of the council's approach. By demonstrating effective leadership qualities, we will shape and direct team motivation and achievement. Leading by example will inspire customers and partners to adopt these behaviours and empower their communities for confident and direct local decision making.



When 'Leadership' is not demonstrated

Examples of behaviours that fail to demonstrate 'Leadership' are outlined below:

- ✗ You don't listen to, research or question information for a better understanding
- ✗ You choose to ignore adverse criticism, seeing it as a personal attack rather than a way to develop yourself or your performance
- ✗ You are self-interested and fail to acknowledge colleague and customer perspectives
- ✗ You use emotional instability as a management tool
- ✗ You adopt a command-and-control approach
- ✗ You refuse to share information to maintain an advantage over others
- ✗ You fail to promote positive health and safety practices

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.



✓ Simplicity

You communicate clearly and concisely, ensuring that the message is understood by all. You actively seek methods to prevent over-complication or confusion, by a simple non-bureaucratic approach to work.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You use, to full advantage, the available systems and procedures when working to achieve outcomes ✓ You are open to new ideas and suggestions and speak up when you see a better way ✓ You communicate relevant information regularly and effectively ✓ You change your communication style to best meet the needs of the audience and regularly check that there is a mutual understanding
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You look to streamline and interlink processes for a simple approach ✓ You summarise complex information to make it understandable ✓ You seek others opinions and are open and honest ✓ You are an advocate for 'systems thinking'; reviewing and suggesting ways to reduce wasteful steps
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You make sure your team are regularly updated with corporate, service and community information ✓ You design, innovate and influence solutions to address inefficiencies ✓ You listen to the views of your team; checking that approaches are united and encouraging them to challenge and provide feedback
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You evaluate the effectiveness of communication and take steps to improve; leading and encouraging open communication at all levels across the organisation ✓ You keep focused on the bigger picture; creating clear strategic direction

Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

Taking a simple approach to service delivery and communication, improves access and removes barriers. This develops the quality of services and can save money by reducing wasteful steps.

Being inclusive and designing processes around the customer experience will focus services on the things that make a difference; creating more value for local communities.

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"I knew it was time to simplify our organization when we started creating acronyms for our acronyms."

When 'Simplicity' is not demonstrated

Examples of behaviours that fail to demonstrate 'Simplicity' are outlined below:

- × You over-complicate your approach to work; create bureaucracy and cause frustration to colleagues and customers
- × You purposely put-up barriers to stop working differently; discourage change from happening
- × You choose ways of communicating that confuse the message or are not appropriate for the audience
- × You approach tasks in a disorganised manner
- × You fail to keep customers and colleagues informed
- × You overload others with only written communication

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.



✓ Trust and respect

You are aware of your impact on others and your use of resources. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to our climate and surroundings.

Level 1 Our core behaviours	<ul style="list-style-type: none"> ✓ You take the time to build effective relationships with customers, stakeholders, colleagues and partners ✓ You are respectful and considerate ✓ You understand how your behaviours can be interpreted and consider the impact you have on others
Level 2 Typically this level is required by technical, professional and supervisory roles	<ul style="list-style-type: none"> ✓ You continue to give time to colleagues who need help, even when the pressure is on ✓ You trust colleagues to fulfil their responsibilities ✓ You listen carefully to others – showing that you respect and value their input ✓ You manage your reactions to situations professionally and calmly
Level 3 Typically this level is required by senior professional and management roles	<ul style="list-style-type: none"> ✓ You display a clear appreciation of your teams efforts and support them when there are difficulties ✓ You encourage team members to recognise and value individual contributions ✓ You support the diversity of teams and working groups ✓ You involve and gain consensus from those affected by decisions and actions ✓ You look to understand other people's behaviour, seeing underlying issues or dynamics
Level 4 Typically this level is required by senior managers	<ul style="list-style-type: none"> ✓ You are a role model for an inclusive leadership style; respecting colleagues, partners and customers and treating people according to their needs ✓ You instigate changes in behaviour to improve the use of resources ✓ You engage with communities, making sure a full range of views are taken into account

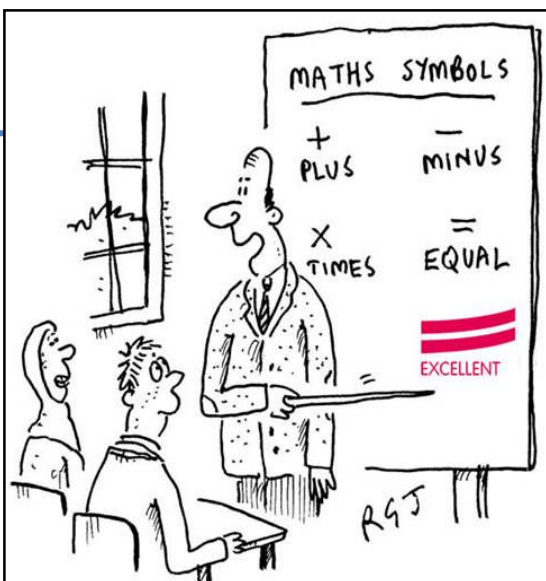
Expected

Aspirational

Inspirational

How these behaviours create stronger more resilient communities

Respecting the diversity and perspectives of Wiltshire's communities is key to ensuring fairness and equality of access. It improves customer relationships, creates mutual trust and removes barriers; helping us to develop a better understanding of community needs and tailor services effectively.



...and this is the symbol for when things are REALLY equal."

When 'Trust and respect' is not demonstrated

Examples of behaviours that fail to demonstrate 'Trust and respect' are outlined below:

- × You are disrespectful, insensitive or unhelpful to customers and your manner causes upset to others
- × You don't say 'thank you'
- × You deliberately exclude others from activities when you know they could benefit from being involved
- × You make little or no effort to understand things from your customer's point of view
- × You allow disrespectful or discriminatory behaviour to take place
- × You treat property in a way that is likely to cause damage or allow others to do so
- × You knowingly use the council's resources for personal gain

Compliance with these guidelines will be discussed with your line manager; continued disregard of behavioural requirements will be resolved quickly and efficiently and will be taken seriously.

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WILTSHIRE COUNCIL

AGENDA ITEM NO. 8

STANDARDS COMMITTEE

23 November 2011

Complaints Procedure – Scoping Report

Purpose of Report

1. To advise the Standards Committee on the proposed scope of a forthcoming review of the council's arrangements for handling customer complaints.

Background

2. The Standards Committee has constitutional responsibility for oversight of Wiltshire Council's arrangements for handling customer complaints. Following a presentation from the Deputy Ombudsman at their last meeting, the Committee has asked officers to bring a report on the scope of proposed changes to the arrangements for managing customer complaints.
3. Following the transition to a unitary authority the council has undergone some fundamental changes: in size, in complexity, in the range of services it delivers and in culture. All of these have, to a greater or lesser extent, had an impact upon customer complaints procedures. The procedures and structures for handling complaints have been in place for over a decade and, while they were fit for purpose when they were first introduced, may no longer be as effective as they should be.
4. The timing of this review of the complaints arrangements, while not prompted by the senior management restructure that has just taken place, will nevertheless be informed by changes to departmental structures and responsibilities resulting from that restructure. It is therefore particularly timely to be conducting the complaints review now.

Main considerations for the Committee

5. The corporate leadership team (CLT) is aware of the proposal to review the complaints procedure. They are supportive of a review, recognising that complaints handling is a key factor underpinning service performance and customer satisfaction.

6. The review is still at a very early stage. In general terms, the scope of the review will be a consideration of:
 - a. Complaints that may result in a claim on the council's insurance policy
 - b. Complaints that may be subject to litigation
 - c. Complaints received via MPs
 - d. Role of senior officers in complaints resolution
 - e. Racist complaints
 - f. Complaints to or about contractors and sub-contractors
 - g. Complaints involving voluntary sector organisations
 - h. Complaints about Area Boards
 - i. Councillors' involvement in complaints in their ward
 - j. Handling of vexatious complaints
 - k. Workflow and process
 - l. Arrangements for logging complaints
 - m. Learning from complaints to improve services
7. The review will also look at the structures in place for complaints handling, how to increase capacity and improve effectiveness within existing resource envelopes, training arrangements and service improvement.
8. The Corporate Leadership Team will maintain oversight of the progress made with the review.

Recommendation

9. Members are asked to note the contents of this report.

Ian Gibbons
Monitoring Officer

Report Author: Nina Wilton – Head of Governance

The following unpublished documents have been relied on in the preparation of this report: None

STANDARDS COMMITTEE PERFORMANCE AGAINST PLAN – REVIEW SEPTEMBER 2011

Wiltshire Council’s Vision is to create stronger and more resilient communities, underpinned by 3 key goals:

- 1. Deliver high quality, low cost, customer focused services.**
- 2. Ensure local, open, honest decision-making.**
- 3. Working together to support Wiltshire’s communities**

Wiltshire Council Standards Committee Vision is to raise public trust and confidence in local democracy by promoting consistently high standards of conduct throughout local government in Wiltshire

Top Priorities for Action 2011

Standards Committee Goals	Standards Committee Output	Targets	Owner Responsibility	Comments
Promote the ethical well-being of Wiltshire Council by embedding standards further within the Council	Develop local voluntary Code of Conduct and range of possible sanctions for adoption by full Council	Voluntary Code and procedure for receiving and handling complaints developed by September 2011 Standards Committee agrees voluntary Code for presentation to full Council – Spring 2012 following Royal Assent for Localism Bill	Nina Wilton Ian Gibbons/Nina Wilton/Chair	Complete. However, the draft that has been prepared is largely dependent on the detail of the Bill, so may require significant changes as Bill develops on passage through Parliament
	Develop proposals for role and composition of Standards Committee informed by detail and scope of new voluntary local Code, any statutory requirements from Localism Bill and Wiltshire Council needs	Standards Committee agrees range of possible sanctions, submitted for Cabinet input, and ready for presentation to full Council – Spring 2012 Consultation document to relevant stakeholders as Bill completes passage through Parliament. Report and recommendations to Council based on stakeholder consultation and Constitution Focus Group feedback. Probable timing late spring 2012	Ian Gibbons/Nina Wilton/Chair Ian Gibbons/Nina Wilton/Chair	

Work with Parish, Town and City Councils to support them in their application of the local standards framework	<p>Develop training package for Town, Parish and City (TP&C) Councils in conjunction with WALC; finalise and implement programme for delivery of training; monitor the take-up and effectiveness of training.</p>	Completed	Nina Wilton / Vice Chair	<p>New training package designed to include reference to proposed changes in Localism Bill. Training offered but limited take-up from T&P Councils</p>
	<p>Monitor developments relating to standards of conduct affecting TP&C Councils in the Localism Bill and develop appropriate support and information for TP&C Councils.</p>	<p>Monitoring on-going. When final amendments to the Bill go through Parliament, assess impact on TP&C Councils and develop appropriate information materials for publication on website and/or support for implementation of local codes (subject to capacity in the Governance Service)</p>	Ian Gibbons/Nina Wilton/Chair	<p>This work is on-going and will not crystallise into outputs until Bill nears completion of its passage through Parliament.</p>
	<p>Develop proposals for support (if relevant) for TP&C Council codes to be produced depending upon detail of Localism Bill</p>	<p>Present to relevant decision making body of the authority in late spring/early summer 2012 – timing depends on passage of Bill through Parliament</p>	Ian Gibbons/Nina Wilton/Chair	
	<p>Provide training event for TP&C councils on the areas of the Localism Bill that affects them</p>	<p>To be arranged when the details of the Bill are known</p>	Nina Wilton/Vice Chair	
Inform and engage the public on standards in local government	<p>Ensure that the Standards Content on the Wiltshire Council Website is easily accessible</p>	Completed	Nina Wilton / Mr. Craig McCallum	<p>Marie Lindsay, Anna Browne and Mr Craig McCallum have developed and refreshed content. Complete – No further action required.</p>

Chairman's Overview.

1. The main area of developmental work since March 2011 has been using the committee's experience of the current local assessment of code of conduct complaints to develop a draft local voluntary code and a range of sanctions. It has taken into account the views of the Constitution Focus Group expressed at its meeting on 13 June 2011. This work is now on hold until the detail of the Localism Bill relating to the Code of Conduct is known.
2. It is disappointing to see that few Town and Parish Councils have not used the training package. This is particularly so as the investigations into code of conduct complaints against town and parish councillors show that some councils would benefit from the training. The committee will continue to provide these councils with information on and assistance with implementing the current Code of Conduct as well as providing information on the detail of the Localism Bill as it becomes available.
3. The work on improving the standards content of the Wiltshire Council website is now complete making the information more accessible to all users of the website.

Other Areas for Action 2011				
Standard Committee Goals	Standard Committee Output	Targets	Owner Responsibility	Comments
Apply the local standards framework in a fair, efficient and proportionate manner	Improve efficiency of local assessment process	All Investigating Officers' reports to clearly identify the Findings of Fact wef 1 November 2011 Assessment Sub Committees to give clear direction on areas of complaint to be included in the investigation wef 1 November 2011	Nina Wilton Chairmen of Assessment Sub Committees	
Promote the ethical well-being of Wiltshire Council by embedding standards further within the Council and promote standards in partnerships	Support the Council in moving to a single culture by promoting agreed values Periodic meetings between Chairman, Monitoring Officer, Leader and CE Increased Standards Committee visibility by attendance at Council, Cabinet, committee meetings and at Area Boards Oversight of Council's complaint handling to ensure complaints are dealt with efficiently and lead to improvements in services to the public Review partnership governance arrangements Incorporate agreed values and standards of behaviour in partnership documentation	Consider Wiltshire Council Behaviours Framework at meeting 23 November 2011 Met 3 August 2011. Chairman or Vice Chairman to attend Council Meetings (6 per year) and 50% of Cabinet meetings. SC representation at all Area Boards at least once per year Local Government Ombudsman Report and statistical report to be considered by the Committee annually Scope of Complaints System Review to be considered by committee at meeting 23 November 2011 Complete No timescale has been set for this yet.	Ian Gibbons/Chair Ian Gibbons/Chair Chair/Vice Chair Nina Wilton Nina Wilton Ian Gibbons	Next meeting to be held when details of Localism Bill known This will be explored by the Shaping the Future Group once the Council has introduced its Behaviours Framework.
Work with Parish, Town and City Councils to support them in their application of the local standards framework.	Communicate regularly with TP& C Councils on standards issues	Provide articles in Parish newsletters as required Provide annual digest of code of conduct cases	Nina Wilton /Chair	

Code of Conduct Complaints - Status Report

	Cases received	Cases open (cumulative)	Assessed by Committee – investigation	Assessed by Committee – no investigation	To be assessed by Committee/other	Cases closed
April 2009 to December 2009	44	23	18	10	16	21
January 2010 to December 2010	33	18	4	27	2	38

Appeals received
1 (original decision overturned)
9 (original decision upheld)

Month 2011	Cases received	Cases open (cumulative)	Assessed by Committee – investigation	Assessed by Committee – no investigation	To be assessed by Committee/other	Cases closed
January	3	21	0	3	0	0
February	12	30	0	12	0	3
March	8	32	0	8	0	6
April	10	42	1	9	0	0
May	5	38	4	1	0	9
June	2	21	1	1	0	19
July	12	25	8	4	0	8
August	1	24	1	0	0	2
September	4	25	2	2	0	3
October	7	27	1	5	1	5
November						
December						
Totals	64	n/a	18	45	1	55

Appeals received
0
3 (original decision upheld)
0
2 (original decision upheld)
1 (Original decision upheld)
3 (Original decisions upheld)
0
9

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Standards Committee 23 November 2011

Hearings

		Type of Hearing	Outcome	
2009		Assessment sub-committees - 27	Investigations – 14 Alternative action – 2 No further action – 11	
2010		Assessment sub-committees – 29 Review sub-committees – 10 Consideration sub-committees - 11 Determination sub-committees - 6	Investigations – 4 Alternative action – 4 No further action – 21 Original decision upheld – 9 Original decision overturned – 1 Referral for determination – 7 Finding of no breach accepted – 4 No breach – 2 No breach & breach (training) - 1 Breach – 3 = 1(censure), 1(training) & 1(no further action)	

Standards Committee 23 November 2011

2011	Number of hearings	Date(s) and type(s) of hearing	Outcome	Appeal (Y/N)
January	9	11/01/11 - 3 x Assessment Sub-Committee 11/01/11 – 1 x Consideration Sub-Committee 27/01/11 – 2 x Assessment Sub-Committee 27/01/11 - 3 x Consideration Sub-Committee	3 x no further action 1 x referral to Determination Sub-Committee 2 x no further action 3 x referral to Determination Sub-Committee	Yes (2)
February	5	08/02/11 – 1 x Assessment Sub-Committee 24/02/11 – 1 x Consideration Sub-Committee 24/02/11 – 3 x Assessment Sub-Committee	1 x no further action 1 x no failure to comply 3 x no further action	Yes
March	2	17/03/11 – 1 x Determination Sub-Committee 30/03/11 – 1 x Determination Sub-Committee	1 x no failure to comply 1 x 1 no failure to comply & 4 failures to comply (no sanctions)	n/a
April	20	13/04/11 – 3 x Review Sub-Committee 13/04/11 – 17 x Assessment Sub-Committee	Original decisions upheld 17 x no further action	No
May	15	13/05/11 – 10 x Assessment Sub-Committee 13/05/11 – 2 x Review Sub-Committee 19/05/11 – 3 x Determination Sub-Committee	9 x no further action & 1 x investigation Original decisions upheld 3 x no failure to comply	No
June	6	07/06/11 - 5 x Assessment Sub-Committee 30/06/11 – 1 x Consideration Sub-Committee	1 x no further action & 4 x investigation 1 x referral to Determination Sub-Committee	No
July	2	13/07/11 – 2 x Assessment Sub-Committee	1 x no further action & 1 x investigation	Yes
August	13	02/08/11 – 3 x Assessment Sub-Committee 09/08/11 – 10 x Assessment Sub-Committee	1 x no further action & 2 x investigation 3 x no further action & 7 x investigation	Yes (3)
September	2	15/09/11 – 1 x Assessment Sub-Committee 15/09/11 – 1 x Review Sub-Committee	1 x no further action (investigation commenced but case referred back to assessment sub-committee following resignation of subject member) Original decision upheld	No
October	7	13/10/11 – 4 x Assessment Sub Committee 13/10/11 – 3 x Review Sub-Committee	2 x investigation & 2 x no further action Original decisions upheld	
November	6	07/11/11 – 6 x Assessment Sub-Committee	1 x investigation & 5 x no further action	

Investigations - closed

Case reference	Date of Assessment hearing	Outcome
WC 06/09	13/05/09	Determination Sub-Committee 13 May 2010 – failure to comply (sanction – training)
WC 14/09	23/06/09	Consideration Sub-Committee 15 April 2010 – no failure to comply
WC 15/09	23/06/09	Consideration Sub-Committee 15 April 2010 – no failure to comply
WC 18/09	13/05/09	Determination Sub-Committee 6 October 2010 – no failure to comply
WC 19/09	13/05/09	Determination Sub-Committee 6 October 2010 - no failure to comply
WC 20/09	23/06/09	Determination Sub-Committee 17 March 2011 – no failure to comply
WC 24/09	07/07/09	Determination Sub-Committee 12 April 2010 – failure to comply (sanction- censure)
WC 30/09	07/07/09	Determination Sub-Committee 19 May 2011 – no failure to comply
WC 31/09	07/07/09	Determination Sub-Committee 19 May 2011 – no failure to comply
WC 32/09	07/07/09	Determination Sub-Committee 19 May 2011 – no failure to comply
WC 33/09	07/07/09	Determination Sub-Committee 14 October 2010 – 1 no failure to comply & 1 failure to comply (sanction – training)
WC 38/09	19/11/09	Determination Sub-Committee 5 July 2010 – failure to comply (no further action)
WC 42/09	03/02/10 (Review Sub-Ctte)	Consideration Sub-Committee 7 September 2010 – no failure to comply
WC 09/10	25/05/10	Consideration Sub-Committee 14 December 2010 – no failure to comply
WC 10/10	25/05/10	Determination Sub-Committee 30 March 2011 - 1 no failure to comply & 4 failures to comply (no sanction)
WC 12/10	19/08/10	Consideration Sub-Committee 24 February 2011 – no failure to comply
WC 43/09	02/12/09	Determination Sub-Committee 2 September 2011 - no failure to comply
WC 45/09	02/12/09	Determination Sub-Committee 2 September 2011 - no failure to comply
WC 38/11	07/06/11	Investigation concluded 16/09/11 due to resignation of subject member

Investigations – open

Case reference	Date of Assessment hearing	Progress	Estimated date of final report
WC 33/11	13/05/11	Final report issued 10 November 2011	N/A
WC 34/11	07/06/11	Report being drafted	December 2011
WC 36/11	07/06/11	Report being drafted	December 2011
WC 37/11	07/06/11	Report being drafted	December 2011
WC 39/11	13/07/11	Interviews in progress	January 2012
WC 42/11	02/08/11	Interviews in progress	February 2012
WC 43/11	02/08/11	Interviews in progress	February 2012
WC 47/11	09/08/11	Interviews in progress	January 2012
WC 48/11	09/08/11	Interviews in progress	January 2012
WC 49/11	09/08/11	Interviews in progress	January 2012
WC 53/11	09/08/11	Interviews in progress	January 2012
WC 50/11	09/08/11	Interviews completed – awaiting 1 further piece of evidence	January 2012
WC 51/11	09/08/11	Interviews completed – awaiting 1 further piece of evidence	January 2012
WC 52/11	09/08/11	Interviews completed – awaiting 1 further piece of evidence	January 2012
WC 55/11	13/10/11	Investigating officer appointed	March 2012
WC 56/11	13/10/11	Interviews in progress	January 2012
WC 58/11	07/11/11	Investigating Officer to be appointed	Unknown

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COMMITTEE'S WORK PLAN

<u>Meeting Date and Time</u>	<u>Name of Report</u>	<u>Scope of Report</u>
11 January 2012 - Council Chamber Bradley Road, Trowbridge BA14 0RD	Status Report on Complaints made under the Code of Conduct	
	Minutes of Sub-Committees	
7 March 2012 - Council Chamber, Monkton Park, Chippenham SN15 1ER	Status Report on Complaints made under the Code of Conduct	
	Minutes of Sub-Committees	
	Review of the Standards Committee Plan 2010 - 2014	

Future meeting dates:

2 May 2012 – Alamein Suite - City Hall, Malthouse Lane, Salisbury, SP2 7TU

4 July 2012 - Council Chamber Bradley Road, Trowbridge BA14 0RD

5 September 2012

7 November 2012

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