



# City of Westminster Standards Committee

<b>Meeting:</b>	Standards Committee
<b>Date:</b>	5 December 2022
<b>Classification:</b>	General Release
<b>Title:</b>	Member Complaints – Annual Report
<b>Report of:</b>	Parveen Akhtar – Director of Law (Monitoring Officer)

## 1. Executive Summary

- 1.1 This report is the Annual report to the Committee setting out, in summary, details of complaints against members of the Council, since the last report to the Committee in November 2021.

## 2. Recommendations

- 2.1 To note the outcomes of the Members complaints referred to in paragraph 3 of the report. No complaints have been referred to the Standards Committee for a hearing.

## 3. Member complaints

- 3.1 This report considers member complaints for the period November 2021 to October 2022. During this period the Monitoring Officer has received three complaints.
- 3.2 One complaint related to a service issue and slow response from a Councillor. The issue was referred to the relevant department to respond to.
- 3.3 One complaint related to when a Councillor was not acting in their capacity as a Councillor and therefore did not meet the criteria.
- 3.4 The third complaint relates to an allegation of breach of data. More information has been requested from the Complainant.

## **4. Training**

- 4.1 Councillors are offered annual training on the Members Code of Conduct. All Members received training on the Code of Conduct following the local elections held in May 2022 and refresher sessions will be held on an annual basis.
- 4.2 Following the review of the Member/Officer Protocol by the Standards Committee this was formally agreed by Council on 9 November 2022. The Committee commented on how the protocol helps support the establishment of good working relationships between Members and Officers in their work together along with their different but complementary roles within the Council. Training on the updated protocol will be provided for all new and existing Members and this will form part of the process of ensuring the behaviours and treatment that each can expect from the other is embedded in the culture throughout the organisation.
- 4.3 The Monitoring Officer will continue to review data and monitor any themes and trends relating to the code of conduct which emerge. Monitoring the number of complaints received and the nature of the complaints will enable the Monitoring Officer and Committee to identify any trends and make recommendations for additional training and guidance as appropriate.
- 4.4 Members of the Standards Committee can also discuss with the Monitoring Officer any further training, linked to the Code of Conduct, they consider will be helpful for Members.

## **5. Financial Implications**

- 5.1 There are no financial implications for this report

## **6. Legal Implications**

- 6.1 The Council and individual Members are required to promote and maintain high standards of ethical behaviour as is required under section 27 of the Localism Act 2011 (“the Act”) Under section of the 28 of the Act, the Council must have in placed “arrangements “ under which allegations that a member or co-opted member of the Council, or of a Committee of Sub-Committee of the Council, has failed to comply with Code of Conduct can be investigated and decisions made on such allegations.

## **7. Carbon Impact**

- 7.1 The decision will have no carbon impact.

## **8. Consultation**

8.1 The report is for information only.

**If you have any queries about this Report or wish to inspect any  
of the Background Papers, please contact:**

Tristan Fieldsend, Senior Committee and Councillor Co-Ordinator