



HILLINGDON
LONDON



Standards Committee

Councillors on the Committee

Councillor John Riley (Chairman)
Councillor Richard Lewis (Vice-Chairman)
Councillor Philip Corthorne MCIPD
Councillor Paul Harmsworth
Councillor John Hensley

Date: WEDNESDAY, 26
FEBRUARY 2014

Time: 7.00 PM

Venue: COMMITTEE ROOM 3 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

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Published: Tuesday, 18 February 2014

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INVESTOR IN PEOPLE

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Agenda

- 1 Apologies for Absence
- 2 Minutes
To approve the minutes of the meeting of the Committee held on 12 June 2013 and 6 January 2014 (*attached*)
- 3 Declarations of Interest
To note any declarations of interest in any matter before the Committee
- 4 Confirmation that all items marked Part I will be considered in public and those marked Part II, in private

PART I

- 5 Gifts and Hospitality Report
To note the annual report (*attached*)
- 6 Standards and Ethics Indicators 2013
To note the annual report (*attached*)

PART II

- 7 Complaints Monitoring

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Minutes

Standards Committee
Wednesday, 12 June 2013
Meeting held at Committee Room 4 - Civic Centre,
High Street, Uxbridge UB8 1UW



Published on: 20 June 2012
Come into effect on: Immediately

Members Present: Councillors Riley (Chairman), Corthorne, Harmsworth and Hensley

Officers Present: Messrs Alagh and White

1. APOLOGIES FOR ABSENCE

An apology was received from the Vice-Chairman, Councillor Lewis

2. MINUTES

RESOLVED: That the minutes of the meetings of the Committee held on 27 February and 9 May 2013, be taken as read and confirmed.

3. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

4. CONFIRMATION THAT ALL ITEMS MARKED PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II, IN PRIVATE

5. REVIEW OF WORK PROGRAMME

The Committee's work programme was noted.

6. CODE OF CONDUCT FOR MEMBERS AND CO-OPTED MEMBERS

Council, when adopting the new Code of Conduct for Members and Co-opted members in July 2012, had requested a review of the new ethical framework in 12 months time. Accordingly the Committee considered a detailed review of the way in which the new framework had operated for the last twelve months, including the revised complaints procedure. Members were satisfied that the new system was working well and that no changes were required at this time.

As a part of the review the Committee had invited applications from interested persons for the position of 'Independent Person' as defined in the Localism Act 2011. 11 such applications had been received and the Committee interviewed 10 applicants, with one applicant unable to make the interview dates of 12 and 19 June (the Committee adjourned until 19 June to make its final decision on the recommendations below).

RESOLVED: That

a) Council be asked to:

- i) note the successful operation of the new ethical regime for Members and Co-opted members adopted in July 2012;**
- ii) make no changes to the current Code of Conduct for Members and Co-opted members, associated documents, complaints procedure and Whips' Protocol**
- iii) approve the appointment of Mr David Smith as the Standards Committee Independent Person for a 5 year period to July 2018.**

b) the Committee's vote of thanks be given to Mr Allan Edwards for all his hard work, commitment and many years of service as the Independent Chairman of the Standards Committee.

Minutes

Standards Committee
Monday, 6 January 2014
Meeting held at Committee Room 7 - Civic Centre,
High Street, Uxbridge UB8 1UW



Published on: 6 January 2014
Come into effect on: Immediately

**Members Present: Councillors Riley (Chairman), Lewis (Vice-Chairman),
Corthorne, Harmsworth and Hensley**

Advisory Members present: Mr David Smith (Independent Person)

Officers Present: Messrs Alagh and White

2. DECLARATIONS OF INTEREST

Councillor Lewis reported a non-pecuniary interest in the Part II item 'Complaint' as he had previously met the complainant on a different matter.

The Chairman reported a non-pecuniary interest in the Part II item 'Complaint' as he knew someone living in the same road as the complainant.

The Borough Solicitor confirmed that neither interest would prevent the Members from considering the complaint.

3. CONFIRMATION THAT ALL ITEMS MARKED PART I WILL BE CONSIDERED IN PUBLIC AND THOSE MARKED PART II, IN PRIVATE

4. COMPLAINT

The Committee gave consideration to a complaint submitted by Dr John Marx that Councillor Lavery had breached the Members' and co-opted members' Code of Conduct, which he had undertaken in writing, to observe. In particular, General Obligation 4(1) that a Member must act solely in the public interest and should never improperly confer an advantage or disadvantage on any person. Conferring an advantage includes gaining financial or other material benefits for the Member, their family, a friend or close associate.

In considering the complaint the Committee satisfied themselves that the complaint was against a Member of the Council in office at the time the complaint was made and that the Code of Conduct was in force at the time.

The Committee, after giving consideration to the views of the Independent Person, agreed unanimously that, if proven, the allegation would not represent a breach of the Code.

RESOLVED: That no further action be taken in respect of the complaint from Dr Marx against Councillor Lavery.

A full written summary of the decision is available to the public.

GIFTS & HOSPITALITY ANNUAL REPORT

Reporting Officer: Lloyd White, Head of Democratic Services

SUMMARY

This report provides an annual summary of gifts and hospitality accepted by staff and Members. The report on staff declarations is considered annually by the Council's Corporate Management Team and is submitted to Members as part of the annual monitoring of ethical standards within the Authority.

RECOMMENDATION: That the report be noted.

INFORMATION

OFFICERS

The Council's Golden Rules on gifts and hospitality require Corporate Directors to keep a register of declarations made by staff and for an annual report to be made to Management Team. The summary of declarations by Directorate is set out below:

Administration – Total of 15 declarations

- 11 offers of hospitality and 4 of gifts
- 0 offers in total were declined.
- 3 gifts were donated to the Mayor's charity.
- The majority of gifts were token thank you gifts (confectionary).
- The hospitality offers were either working events or thank you gifts.

Residents Services – Total of 26 declarations

- 17 declarations of gifts and 9 of hospitality.
- 8 gifts were donated to the Mayor's charity.
- 4 offers in total were declined.
- The majority of gifts were token gifts.
- The majority of hospitality offers were working lunches or industry events.

Adult Social Care Services & Children and Young People's Services – Total of 8 declarations

- 7 declarations of gifts and 1 of hospitality (a professional association dinner).
- 0 offers were shown as declined.
- 3 gifts were donated to the Mayor's charity.
- The majority of gifts were token gifts of relatively minor value.

Finance – Total of 5 declarations

- 5 declarations of gifts and 0 of hospitality.
- 0 offers were shown as declined.
- 1 gift was donated to the Mayor's charity.
- The majority of gifts were token thank you gifts (confectionary).

MEMBERS

The Member Code of Conduct requires Members to declare all offers of gifts and hospitality, whether accepted or declined, for registration in a register which is kept available for inspection on line and in hard copy:

In 2013 declarations have been received from:

Councillor Bridges:

28 October 2013 - Mr Islam, Sipson Tandoori, Harmondsworth Road, West Drayton - Dinner - £20

Councillor G.Cooper:

12 December 2013 - Trustee Board, Groundwork Southern - Christmas Lunch - £35 - accepted.

Councillor Corthorne:

20 May 2013 - LAPF Investments Dinner Party - value unknown - declined

22 November 2013 - Hayes and Harlington Older People's Welfare Committee - framed charcoal sketch - accepted.

Councillor Fyfe:

14 May 2013 - Old Vinyl Factory, hospitality - £25

20 November 2013 - Charville Ward SNT Branch - Voucher - £50 - accepted

Councillor Gilham:

28 October 2013 - Mr Islam, Sipson Tandoori, Harmondsworth Road, West Drayton - Dinner - £20

Councillor Lewis:

2 March 2013 - Holland & Holland -1 hour shooting - £25

Councillor D.Mills:

4 February 2013 - Groundwork Trust - gift of a crab apple tree - £100+ - donated to the Willow Tree Guide Centre, Harefield.

Councillor O'Connor:

28 October 2013 - Mr Islam, Sipson Tandoori, Harmondsworth Road, West Drayton - Dinner - £20

Councillor Puddifoot:

16 May 2013 - Jeanne Smith, Hayes & Harlington Older Peoples Welfare - Bottle of Champagne - £25 – retained

16 July 2013 - Guru Nanak School, Hayes - Engraved metal tray - £25 - retained

Councillor Seaman-Digby:

2 March 2013 Holland and Holland - invitation to visit the Holland and Holland Shooting Ground - accepted.

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STANDARDS AND ETHICS INDICATORS 2013

Reporting Officer: Lloyd White, Head of Democratic Services

SUMMARY

This report sets out summary information on a range of topics, by which to gauge the corporate health of the Authority in relation to Standards and Ethics.

RECOMMENDATION: That the report be noted.

INFORMATION

The Committee has agreed to receive regular reports on a range of standards and ethics indicators and presenting this information in the public arena will demonstrate that the Council is conducting its business in a lawful, transparent manner and that any transgressions are dealt with according to due process.

1. Audit Commission public interest reports

Nil.

2. Whistle-blowing incidents reported

| Date | Details | Outcome |
|----------|---|-----------------|
| 28/11/13 | Complaint regarding a member of staff at a school not adhering to their contracted hours of work. | Matter resolved |

3. Challenges to procurement decisions

One challenge relating to a school contract to design and build new classrooms. Procurement have now cancelled the tender and will be re-tendering on behalf of the school.

4. Employment Tribunal (ET) cases received and/or settled

In 2013, eighteen ET claims were submitted against the Council.

Of these claims:

- 3 claims were withdrawn
 - Unfair dismissal, disability discrimination
 - Constructive dismissal, race discrimination
- 3 claims were dismissed by the ET at Preliminary Review Hearing for having no reasonable prospect of success
 - Unfair dismissal, bullying & harassment
 - Disability discrimination
 - Unfair dismissal, disability discrimination
- 2 claims were dismissed following full ET Hearing
 - Disability discrimination, unfair dismissal
 - Unfair dismissal, age discrimination

- 1 claim was successful against the Council following a full ET Hearing
 - TUPE
- 6 claims were settled (with no admission of liability on the part of the Council)
 - Unfair dismissal & disability discrimination
 - Unfair dismissal & notice pay
 - Equal pay (group claim)

APPEALS

- 2 successful appeals to the Employment Appeals Tribunal (EAT) by the Council
 - Unfair dismissal, disability discrimination
 - Constructive dismissal
- 1 Appeal currently ongoing at EAT
 - Disability Discrimination

CLAIMS FROM SCHOOLS BASED STAFF (NOT INCLUDED IN OVERALL TOTAL)

- 1 claim dismissed at Preliminary Review Hearing
 - Subject to detriment following protected disclosure and Union Activity
- 1 claim dismissed following full ET Hearing
 - Race discrimination & harassment
- 1 claim currently ongoing
 - Unfair dismissal, age & disability discrimination

5. Declarations of Interest made by officers in relation to Council contracts

| Date | Details | Department / Team |
|----------|---|--|
| 08/08/13 | Access database support for Housing departments Repairs section. No contract - support provided as and when requested by the department. Received initial approval by HR with proviso that support with databases does not conflict with normal scope of work which are distinct entities. Database support has gradually transferred to In-House Support Analysts. | Residents Services / ICT |
| 22/08/13 | Adult Social Manager appointed by The Diocese of Westminster as a foundation Governor for a school within the London Borough Of Hillingdon. | Adult Social Care / Disabilities Service |
| 06/09/13 | 1) Trustee of Key House Trust, Yiewsley 2) Minute-taker, Uxbridge Centre (Community Centre) 3) Member of St. Andrew's Church, Uxbridge | Finance / Housing Commissioning |
| 11/09/13 | Son employed by Paradigm Housing Group as a tenancy management officer covering parts of Hillingdon borough. Employees duties do include professional contact with son but this does not involve any financial arrangements. | Procurement / Housing |
| 14/10/13 | Husband is local Councillor for Hillingdon | Adult Social Care / Day Centre |

| Date | Details | Department / Team |
|----------|--|---|
| 15/10/13 | Governor for Safeguarding at a local school. | Residents Services / Children's Specialist Services |
| 15/10/13 | Attends executive committee meetings of Sikh Council UK (SCUK). Do not share any information about LBH and not remunerated as done on a voluntary basis. | Social Services / Access Team |
| 21/10/13 | Governor for Hillingdon Tuition Centre which provides alternative provision and exclusion services to London Borough of Hillingdon | Social Services / Children & Families |
| 23/10/13 | Provide private training to schools and settings inside and outside London Borough of Hillingdon. | Residents Services / Early Years |

6. Declarations of Interest made by Members at Meetings

Note: A Member with a *pecuniary* interest in any matter being considered must declare that interest, not speak or vote on the item and leave the meeting. A Member with a *non-pecuniary* interest must declare that interest but may remain in the meeting, speak and vote. If, however, a member of the public, knowing all the relevant facts, would view the non-pecuniary interest as so significant that it is likely to prejudice the Member's judgment of the public interest, then that Member must declare that interest, not speak or vote on the item and must leave the room whilst that item is being considered.

Thursday, 3rd January, 2013 7.00 pm - North Planning Committee

Enforcement Report

Councillor John Morgan – Pecuniary. Left the room and did not participate in the item.

Wednesday, 9th January, 2013 7.00 pm - Central & South Planning Committee

Enforcement Report

Councillor Neil Fyfe - Non Pecuniary - the site was in his ward. Left the room and did not take part in the decision for this item.

19a Church Road, Cowley - 48960/APP/2012/2505

Councillor Brian Stead - Non Pecuniary - Application in his ward. Left the room and did not take part in the decision for this item.

Wednesday, 16th January, 2013 7.00 pm - Education & Children's Services Policy Overview Committee

Forward Plan 2013/2014; Work Programme 2013/2014; Budget Proposals for Education & Children's Services 2013/14; Major Review - Access to education for Hillingdon's vulnerable children; Fostering Inspection Report

- Anthony Little - Non Pecuniary - a Governor at Pinkwell Primary School. Remained in the room during the meeting and took part in the discussions.
- Councillor Catherine Dann - Non Pecuniary - a Governor of Newham Junior School and Bishop Ramsay C of E School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - a Governor of Uxbridge High School and had lectured at further education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor Judith Cooper - Non Pecuniary - a Governor of Charville, St Andrews and St Mary's Schools. Remained in the room during the meeting and took part in the discussions.

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26 February 2014

- Councillor Lindsay Bliss - Non Pecuniary - a Governor of Brookside Primary School. Remained in the room during the meeting and took part in the discussions.
- Councillor Susan O'Brien - Non Pecuniary - a Governor at Sacred Heart Roman Catholic School and was working at Ruislip High School. Remained in the room during the meeting and took part in the discussions.

Thursday, 24th January, 2013 7.00 pm - Cabinet

School Capital Programme Update

Councillor George Cooper - Non Pecuniary - his property adjacent to Whitehall Primary School. Remained in the room during the discussion and vote on the item.

Gift Funding for Planning Applications

Councillor Philip Corthorne MCIPD - Non Pecuniary - as an employee of J Sainsburys. Remained in the room during the discussion and vote on the item.

London Housing Consortium

- Councillor George Cooper - Non Pecuniary - wife was a Member of the London Housing Consortium. Remained in the room during the discussion and vote on the item.
- Councillor Philip Corthorne MCIPD - Non Pecuniary - Member of the London Housing Consortium. Remained in the room during the discussion and vote on the item.

Thursday, 24th January, 2013 7.30 pm - Executive Scrutiny Committee

Consideration of Any Call-Ins

Mr Little, Councillors Crowe, Higgins, Duncan, Riley, Harmsworth and Bridges - Non Pecuniary - all School Governors. Remained in the room and took part in the discussions.

Thursday, 31st January, 2013 7.00 pm - Central & South Planning Committee

Bishopshalt School Royal Lane Hillingdon 4277/APP/2012/2721

Councillor Brian Stead - Non Pecuniary - Application was in his Ward. Remained in the room and took part in the decision of this item.

68 The Greenway, Uxbridge 2083/APP/2012/1974

Councillor Judith Cooper - Non Pecuniary - Application was in her Ward. Remained in the room and took part in the decision of this item.

Thursday, 31st January, 2013 7.00 pm - Central & South Planning Committee

Enforcement Report

- Councillor Khursheed - Non Pecuniary - Application in his Ward. Remained in the room and took part in the decision of this item.
- Councillor Brian Stead - Non Pecuniary - Application in his Ward. Remained in the room and took part in the decision of this item.
- Councillor Khursheed - Non Pecuniary - Reported the matter. Left the meeting and did not take part in the decision of this item.

Tuesday, 12th February, 2013 7.00 pm - North Planning Committee

Enforcement Report

Councillor John Morgan - Pecuniary - left the meeting and did not participate in the item.

Thursday, 14th February, 2013 7.00 pm - Cabinet

The Council's Budget - Medium Term Financial Forecast 2013/14 - 2016/17 & Housing Revenue Account – Budget and Policy Framework

Councillor Douglas Mills - Non Pecuniary - in relation to Council funding for HS2. Remained in the room during the discussion and vote on the item.

Tuesday, 19th February, 2013 4.00 pm - External Services Scrutiny Committee

Community Cohesion

- Councillor John Hensley - Non Pecuniary - Academic Advisor at Brunel University. Remained in the room during the consideration thereof.
- Councillor Peter Kemp - Non Pecuniary - member of Central and North West London NHS Foundation Trust. Remained in the room during the consideration thereof
- Councillor Phoday Jarjussey - Non Pecuniary - member of Central and North West London NHS Foundation Trust. Remained in the room during the consideration thereof

Wednesday, 20th February, 2013 7.00 pm - Education & Children's Services Policy Overview Committee

Forward Plan 2010/2011; Work Programme 2010/2011; Standards and Quality in Education 2012; First Witness Session - Access to Education for Vulnerable Children; Education Related Complaints 2011/12;

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor Catherine Dann - Non Pecuniary - Governor of Newham Junior School and Bishop Ramsay C of E School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.
- Councillor Judith Cooper - Non Pecuniary - Governor of Charville, St Andrews and the Hillingdon Virtual School. She was also on the Children's Board at Charville and her husband was a Governor at St Mary's School. Remained in the room during the meeting and took part in the discussions.
- Councillor Lindsay Bliss - Non Pecuniary - Governor of Brookside Primary School. Remained in the room during the meeting and took part in the discussions.
- Councillor Susan O'Brien - Non Pecuniary - Governor at Sacred Heart Roman Catholic School and was working at Ruislip High School. Remained in the room during the meeting and took part in the discussions.

Tuesday, 5th March, 2013 7.00 pm - Central & South Planning Committee

Pinkwell Primary School, Pinkwell Lane, Hayes 11242/APP/2012/3116

Councillor Dominic Gilham - Pecuniary - Governor of Pinkwell School. Left the meeting whilst the item was discussed

Tuesday, 12th March, 2013 5.00 pm - Audit Committee

Internal Audit Progress Report

Councillor George Cooper - Non Pecuniary - wife a Governor at Charville Primary School. Remained in the room and took part in discussions on the item.

Internal Audit Operational Plan 2013-14

Councillor George Cooper - Non Pecuniary - wife a Governor at Charville Primary School. Remained in the room and took part in discussions on the item.

Changing Legislation and Current Issues

Councillors Raymond Graham and Richard Lewis - Non Pecuniary - Members of the Corporate Services & Partnerships Policy Overview Committee. Remained in the room and took part in discussions on the item.

Deloitte - 2012/13 Annual Audit Plan

Councillors Raymond Graham and Richard Lewis - Non Pecuniary - Members of the Pensions Committee. Remained in the room and took part in discussions on the item.

Wednesday, 13th March, 2013 7.00 pm - Central & South Planning Committee

Wood End Park Primary School, Judge Heath Lane - 6703/APP/2012/3121

Councillor Mo Khursheed - Non Pecuniary - application in his Ward.

Rosedale College, Wood End Green Road - 16034/APP/2012/3158

Councillor Mo Khursheed - Non Pecuniary - application in his Ward.

Hillingdon Primary School, Uxbridge Road, Hillingdon - 5814/APP/2013/89

- Councillor Brian Stead - Non Pecuniary - application in his Ward.
- Councillor Dominic Gilham - Non Pecuniary - Governor at the School. Left the room for discussions on this item.
- Councillor Wayne Bridges - Non Pecuniary - a Governor at the School. Left the room for discussions on this item.

Tasman House, 111 Maple Road - 38097/APP/2012/3168

Councillor Janet Duncan - Non Pecuniary - application in her Ward.

Norwich Union House, 1-3 Bakers Road, Uxbridge - 8218/APP/2011/1853

Councillor Judith Cooper - Non Pecuniary - application in her Ward.

Springfield House, Hayes End Road, Hayes - 17011/APP/2012/3180

Councillor Neil Fyfe - Non Pecuniary - application in his Ward.

4 Lynch Close, Uxbridge - 62066/APP/2009/2191

Councillor Judith Cooper - Non Pecuniary - had given advice about the application to a resident.

Enforcement Report

Councillor Judith Cooper - Non Pecuniary - had given advice about the application to a resident.

Wednesday, 20th March, 2013 7.00 pm - Education & Children's Services Policy Overview Committee

Forward Plan 2010/2011; Work Programme 2010/2011; Second Witness Session - Access to Education for Vulnerable Children; Update on the implementation of recommendations from past reviews of the Committee

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor Catherine Dann - Non Pecuniary - Governor of Newham Junior School and Bishop Ramsay C of E School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.

- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.
- Councillor Lindsay Bliss - Non Pecuniary - Governor of Brookside Primary School. Remained in the room during the meeting and took part in the discussions.
- Councillor Susan O'Brien - Non Pecuniary - Governor at Sacred Heart Roman Catholic School and was working at Ruislip High School. Remained in the room during the meeting and took part in the discussions.

Thursday, 4th April, 2013 7.00 pm - Central & South Planning Committee

Former Powergen Site, North Hyde Gardens, Hayes 13226/APP/2012/2185

Councillor Mo Khursheed- Non Pecuniary - application was in his ward. Remained in the room for discussion on this item.

208 Nestles Avenue, Hayes 60314/APP/20112/3204

Councillor Mo Khursheed - Non Pecuniary - application was in his ward. Remained in the room for discussion on this item.

Tuesday, 16th April, 2013 7.00 pm - North Planning Committee

9 Truesdale Drive, Harefield 4749/APP/2013/140

Councillor Jazz Dhillon - Pecuniary - As the applicant was a relative. Left the meeting and did not take part in the decision of this item.

Wednesday, 17th April, 2013 7.00 pm - Education & Children's Services Policy Overview Committee

Forward Plan 2010/2011; Work Programme 2010/2011; Major Review: Draft Final Report - Access to Education for Hillingdon's Vulnerable Children and Young People; Quarterly Child Social Care Audit Update 2012/2013 (including POD update); Scoping Report - Strengthening the Council's role as a Corporate Parent; Adoption Inspection Report

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor Catherine Dann - Non Pecuniary - Governor of Newham Junior School and Bishop Ramsay C of E School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.
- Councillor Susan O'Brien - Non Pecuniary - Governor at Sacred Heart Roman Catholic School and was working at Ruislip High School. Remained in the room during the meeting and took part in the discussions.

Thursday, 18th April, 2013 6.00 pm - External Services Scrutiny Committee

Quality Accounts

- Councillor Peter Kemp - Non Pecuniary - Governor of Central and North West London NHS Foundation Trust. Remained in the room during the consideration thereof.
 - Councillor Phoday Jarjussey - Non Pecuniary - member of Central and North West London NHS Foundation Trust and Hillingdon Hospital Foundation Trust. Remained in the room during the consideration thereof.
-

Tuesday, 23rd April, 2013 7.00 pm - Central & South Planning Committee

Brookside Community Centre, Brookside Road, Hayes 609/APP/2013/283

- Councillor Beulah East - Non Pecuniary - Application was in her Ward. Remained in the room and took part in the decision of this item.
- Councillor Janet Duncan - Non Pecuniary - Application was in her Ward and had some dealings with the Community Centre as a Ward Councillor. Left the room and did not take part in the decision of this item.

20 Nicholls Avenue, Hillingdon 28460/APP/2012/2382

Councillor Brian Stead - Non Pecuniary - Application in his Ward. Remained in the room and took part in the decision of this item.

67 Berrydale Road, Hayes 64145/APP/2012/2946

Councillor Janet Duncan - Non Pecuniary - Application in her Ward. Remained in the room and took part in the decision of this item.

Wednesday, 8th May, 2013 7.00 pm - North Planning Committee

Land forming part of Oakhurst, Northgate, Northwood 60712/TRE/2013/17

Councillor John Morgan - Non Pecuniary - As the Northwood Hills Branch chairman was one of the lead petitioners. Remained in the meeting to discuss and vote on the item

3 Canterbury Close, Northwood 68984/APP/2013/186

Councillor Raymond Graham - Pecuniary - lived next to the application site. Left the meeting whilst the item was discussed.

Former RAF Eastcote, Lime Grove, Ruislip 10189/APP/2013/3143

Councillor John Morgan - Pecuniary - owned one of the apartments in the building. Left the meeting whilst the item was discussed

Wednesday, 15th May, 2013 7.00 pm - Central & South Planning Committee

Hillingdon Hospital, Pield Heath Road, Hillingdon 4058/APP/2013/99

- Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room for the decision on this item.
- Councillor Neil Fyfe - Non Pecuniary - Public Governor at Hillingdon Hospital. Left the room for the decision on this item.

Heinz-Wolff (science) Building, Brunel University, Cleveland Road, Uxbridge 532/APP/2012/2961

- Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room for the decision on this item.
- Councillor John Hensley - Non Pecuniary - an academic adviser to Brunel University. Left the room for the decision on this item.

The Mortuary, Kingston Lane, Hillingdon 13102/APP/2013/103

Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room for the decision on this item.

126 High Street, Uxbridge 35073/APP/2013/803

Councillor Judith Cooper - Non Pecuniary - an observer on the Board of Hillingdon Carers. Left the room for the decision on this item.

9 Baxter Close, Hillingdon 38913/APP/2012/2888

Councillor Wayne Bridges - Non Pecuniary - application in his ward. Left the room for the decision on this item.

Thursday, 30th May, 2013 7.00 pm - North Planning Committee

Enforcement Report

Councillor John Morgan - Non Pecuniary - Remained in the room to discuss and vote on the item.

Tuesday, 4th June, 2013 7.00 pm - Children, Young People and Learning Policy Overview Committee

Major Review: Strengthening the Council's Role as a Corporate Parent - First Witness Session; School Admissions Update; Cabinet Forward Plan; Work Programme

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor Beulah East - Non Pecuniary - Governor at Pinkwell Primary School. Remained in the room during the meeting and took part in discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor Dominic Gilham - Non Pecuniary - Governor at Pinkwell Primary School and Hillingdon Primary School.
- Councillor John Hensley - Non Pecuniary - Councillor John Hensley declared a non-pecuniary interest of a personal nature. Remained in the room during the meeting and took part in the discussions.
- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.
- Councillor Judith Cooper - Non Pecuniary - Governor of Charville, St Andrews and the Hillingdon Virtual School. She was also on the Children's Board at Charville and her husband was a Governor at St Mary's School. She also declared a general non-pecuniary interest of a personal nature. Remained in the room during the meeting and took part in the discussions.

Tuesday, 11th June, 2013 4.00 pm - External Services Scrutiny Committee

Health Changes and Priorities for the year ahead

Councillor Phoday Jarjussey - Non Pecuniary - member of The Hillingdon Hospitals NHS Foundation Trust Remained in the room during the consideration thereof.

Hillingdon Hospital A&E

Councillor Phoday Jarjussey - Non Pecuniary - member of The Hillingdon Hospitals NHS Foundation Trust Remained in the room during the consideration thereof.

Work Programme and Scrutiny Reviews

- Councillor Mary O'Connor - Non Pecuniary - trustee of Hillingdon MIND Remained in the room during the consideration thereof.
- Councillor Peter Kemp - Non Pecuniary - trustee of Hillingdon MIND Remained in the room during the consideration thereof.

Thursday, 13th June, 2013 7.00 pm - Central & South Planning Committee

17 & Adjacent to 17 & forming part of 15 Orchard Way, Uxbridge 61366/APP/2013/123

Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room to discuss and vote on the item.

37 St Johns Road, Uxbridge 15811/APP/2012/2444

Councillor Judith Cooper - Non Pecuniary - application in her ward. Remained in the room to discuss and vote on the item.

Rear of 16 & 17 Peachey Lane adjacent 5 - 8 and 9 - 13 Carlton Court, Bosanquet Close, Cowley

Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room to discuss and vote on the item.

14 Moorfield Road, Cowley 34264/APP/2013/244

Councillor Brian Stead - Non Pecuniary - application in his ward. Remained in the room to discuss and vote on the item.

Enforcement Report

Councillor Mo Khursheed - Non Pecuniary - application in his ward. Remained in the room to discuss and vote on the item.

Thursday, 20th June, 2013 7.00 pm - Cabinet

Update on High Speed 2

Councillor Douglas Mills - Non Pecuniary - his property would potentially be affected by the Government's proposals. He remained in the room during the Leader's update on the item. There was no vote on the matter.

Thursday, 20th June, 2013 7.30 pm - Executive Scrutiny Committee

Consideration of Any Call-Ins - School capital programme

Anthony Little, Councillors Crowe, Higgins, Riley, Harmsworth, Curling and Bridges - Non Pecuniary - School Governors. Remained in the room during the discussion and vote on the item.

Wednesday, 26th June, 2013 7.00 pm - Children, Young People and Learning Policy Overview Committee

Major Review: Strengthening the Council's Role as a Corporate Parent - Second Witness Session; Cabinet Forward Plan; Work Programme

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor Dominic Gilham - Non Pecuniary - Governor at Pinkwell Primary School and Hillingdon Primary School. Remained in the room during the meeting and took part in the discussions.
- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.

Tuesday, 16th July, 2013 6.00 pm - External Services Scrutiny Committee

Stigma - The Mental And Physical Effects

- Councillor Mary O'Connor - Non Pecuniary - Trustee of Hillingdon MIND. Remained in the room during the consideration thereof.
- Councillor Peter Kemp - Non Pecuniary - Trustee of Hillingdon MIND. Remained in the room during the consideration thereof.
- Councillor Phoday Jarjussey - Non Pecuniary - Member of The Hillingdon Hospitals NHS Foundation Trust. Remained in the room during the consideration thereof.

Wednesday, 17th July, 2013 2.00 pm - Licensing Sub Committee (North)

Licensing Application

Councillor Lynne Allen - Non Pecuniary - Application in her ward and had communicated with the applicant in the past. Left from the meeting and did not take part in the decision of this item.

Thursday, 18th July, 2013 7.00 pm - Major Applications Planning Committee

Chantry Special School, Falling Lane, Yiewsley - 5746/APP/2013/1221

Councillor Dominic Gilham - Pecuniary - Councillor Gilham had discussed the application with the petitioner.

Wednesday, 24th July, 2013 7.00 pm - Central & South Planning Committee

Unit 1 Vantage Building, Station Approach Hayes - 10057/APP/2013/325

Councillor Mo Khursheed - Non Pecuniary – Application in his Ward - remained in the room to discuss and vote on the item.

Topps Tiles, Uxbridge Road, Hillingdon - 4331/APP/2011/1633

- Councillor Brian Stead - Non Pecuniary - Application in his Ward - remained in the room to discuss and vote on the item.
- Councillor Dominic Gilham - Pecuniary - Governor of Hillingdon Primary School. Remained in the room to discuss and vote on the item.
- Councillor Wayne Bridges - Pecuniary - Governor of Hillingdon Primary School. Remained in the room to discuss and vote on the item.

38 York Avenue, Hayes - 69087/APP/2013/814

Councillor Mo Khursheed - Non Pecuniary - Application in his Ward - remained in the room to discuss and vote on the item.

Thursday, 25th July, 2013 7.00 pm - Cabinet

Contract Award for Uxbridge Library Refurbishment

Councillor Jonathan Bianco - Non Pecuniary - Connection with a company concerned in the report. Remained in the room during the discussion and vote on the item.

High Speed 2 Update

Councillor Douglas Mills - Non Pecuniary - due to the proximity of his property to the proposed route. Remained in the room during the discussion and vote on the item.

Tuesday, 30th July, 2013 7.00 pm - Children, Young People and Learning Policy Overview Committee

Major Review: Strengthening the Council's Role as a Corporate Parent - third witness session; Budget Planning Report for Children, Young People and Learning Services 2014/15; Second round schools admissions update; Cabinet Forward Plan; Work Programme

- Anthony Little - Non Pecuniary - Governor at Pinkwell Primary School and Harlington Community School. Remained in the room during the meeting and took part in the discussions.
- Councillor David Benson - Non Pecuniary - Governor of Uxbridge High School and lectured at further and higher education colleges. Remained in the room during the meeting and took part in the discussions.
- Councillor Dominic Gilham - Non Pecuniary - Governor at Pinkwell Primary School and Hillingdon Primary School. Remained in the room during the meeting and took part in the discussions.

- Councillor John Riley - Non Pecuniary - Governor of Field End Infant School. Remained in the room during the meeting and took part in the discussions.
- Councillor Judith Cooper - Non Pecuniary - Governor of Charville, St Andrews and the Hillingdon Virtual School. Also on the Children's Board at Charville and husband a Governor at St Mary's School. Remained in the room during the meeting and took part in the discussions.

Wednesday, 7th August, 2013 6.00 pm - Major Applications Planning Committee

Former RAF Uxbridge, Hillingdon Road, Uxbridge 585/APP/2013/979

Councillor David Allam - Non Pecuniary - Lived close to the application site. Remained in the room and took part in the decision of this item.

Tuesday, 13th August, 2013 7.00 pm - Central & South Planning Committee

Bishopshalt School, Royal Lane, Hillingdon - 4277/APP/2013/1401

Councillor Brian Stead - Non Pecuniary - Application in his ward. Remained in the room for the discussion and took part in the vote.

Wednesday, 28th August, 2013 6.00 pm - Major Applications Planning Committee

Swakeleys House, Milton Road, Ickenham 23202/APP/2013/12, 13 and 14

Councillor John Hensley - Non Pecuniary - had participated in extensive discussions about the applications. Left the room and did not participate in the item.

Thursday, 12th September, 2013 7.30 pm - Council

Motions

Councillor Douglas Mills - Non Pecuniary - being personally affected by the proposed High Speed 2 rail route. Remained in the room and took part in discussions on the item.

Tuesday, 17th September, 2013 6.00 pm - Major Applications Planning Committee

Stockley Park Golf Clubhouse, Stockley Road, West Drayton - 37850/APP/2012/2743

Councillor Mo Khursheed - Non Pecuniary - Application in his ward. Remained in the room to discuss and vote on the item.

Thursday, 19th September, 2013 5.00 pm - External Services Scrutiny Committee

Update on the Provision of Health Services in the Borough

- Councillor Peter Kemp - Non Pecuniary - Governor of Central and North West London NHS Foundation Trust. Remained in the room during the consideration thereof.
- Councillor Phoday Jarjussey - Non Pecuniary - member of Central and North West London NHS Foundation Trust and The Hillingdon Hospitals NHS Foundation Trust. Remained in the room during the consideration thereof.

Tuesday, 24th September, 2013 5.30 pm - Pensions Committee

External Auditor Report on the Pension Fund Annual Report & Accounts

Councillor George Cooper - Non Pecuniary - Member of the Audit Committee and Trustee of CAB. Remained in the room and took part in discussions on the item.

Academies - Valuation Approach

Councillor George Cooper - Non Pecuniary - wife was a Governor of one of the Academies. Remained in the room and took part in discussions on the item.

Tuesday, 24th September, 2013 7.00 pm - Central & South Planning Committee

Elliott Jaques Building, Brunel University, Kingston Lane, Hillingdon 532/APP/2013/1586
Councillor John Hensley - Non Pecuniary - As an academic advisor to Brunel University. Left the meeting whilst the item was discussed.

9 Princes Park Parade, Hayes 23300/APP/2013/1491
Councillor Mo Khursheed - Non Pecuniary - had given advice to the applicant at a ward surgery. Left the meeting whilst the application was discussed.

Thursday, 26th September, 2013 5.00 pm - Audit Committee

Internal Audit - Progress Report for 2013/14 Quarter 2

- Councillor George Cooper - Non Pecuniary - wife was a Governor of St Andrews School. Remained in the room and took part in discussions on the item.
- Councillor Phoday Jarjussey - Non Pecuniary - Member of the External Services Scrutiny Committee. Remained in the room and took part in discussions on the item.

External Auditor Report on the Pension Fund Annual Report and Accounts
Councillor Raymond Graham - Non Pecuniary - Member of the Pensions Committee. Remained in the room and took part in discussions on the item.

Thursday, 26th September, 2013 7.00 pm - Cabinet

Long Drive Car Park, South Ruislip
Councillor Philip Corthorne - Non Pecuniary - an employee of the company concerned. Left the room during the discussion and vote on the item.

Tuesday, 8th October, 2013 7.00 pm - Major Applications Planning Committee

Northwood School, Potter Street, Northwood - 12850/APP/2013/1810
Councillor John Hensley - Non Pecuniary - an Academic Advisor at Brunel University,

Wednesday, 20th November, 2013 6.00 pm - Major Applications Planning Committee

South of Ballinger Way and East of Broadmead Road 68819/APP/2013/1156
Councillor David Allam - Non Pecuniary - had previously supported residents regarding this application. Left the room and did not take part in the decision of this item.

Thursday, 21st November, 2013 7.00 pm - Cabinet

Monthly Council budget monitoring report
Councillor Douglas Mills - Non Pecuniary - due to the proximity of his property to the proposed HS2 route. Remained in the room during the discussion and vote on the item.

Monday, 16th December, 2013 10.00 am - Licensing Sub Committee (North)

Review of Premises Licence for Arens Bar & Restaurant at the Woodmans, Joel Street, Northwood
Councillor Carol Melvin - Non Pecuniary - Had received a number of e-mails from the supporters of the review.

Tuesday, 17th December, 2013 7.00 pm - Central & South Planning Committee

331 Kingshill Avenue, Hayes 12645/APP/2013/2427
Councillor Neil Fyfe - Non Pecuniary - had been speaking to local residents about the application.

Thursday, 19th December, 2013 7.00 pm - Cabinet

Monthly Council Budget - monitoring report

- Councillor George Cooper - Non Pecuniary - member of Uxbridge Forward. Remained in the room during the discussion and vote on the item.
- Councillor Judith Cooper - Non Pecuniary - member of Uxbridge Forward. Remained in the room during the discussion and vote on the item.
- Councillor Peter Curling - Non Pecuniary - Member of Hillingdon Hospital Radio. Remained in the room during discussion on the item.

The Council's Budget 2014/15 and Medium Term Financial Forecast

Councillor Douglas Mills - Non Pecuniary - in relation to Council funding for HS2. Remained in the room during the discussion and vote on the item.

Grants to Voluntary Organisations 2014/15

- Councillor George Cooper - Non Pecuniary - due to a family member being a volunteer with Healing Gardens, Groundwork Southern. Remained in the room during the discussion and vote on the item.
- Councillor Judith Cooper - Non Pecuniary - due to a family member being a volunteer with Healing Gardens, Groundwork Southern. Remained in the room during the discussion and vote on the item.
- Councillor Peter Curling - Non Pecuniary - Trustee of HART. Remained in the room during discussion on the item.
- Councillor Scott Seaman-Digby - Non Pecuniary - Trustee of HART. Remained in the room during discussion on the item.

Thursday, 19th December, 2013 7.30 pm - Executive Scrutiny Committee

Consideration of Any Call-Ins

- Anthony Little - Non Pecuniary - School Governor. Remained in the room during discussion on the item.
- Councillor Henry Higgins - Non Pecuniary - Trustee of HOAC. Remained in the room during discussion on the item.
- Councillor Judith Cooper - Non Pecuniary - due to a family member being a volunteer with Healing Gardens, Groundwork Southern. Remained in the room during the discussion and vote on the item.
- Councillor Judith Cooper - Non Pecuniary - due to being a member of Uxbridge Forward. Remained in the room during the discussion and vote on the item.
- Councillor Peter Curling - Non Pecuniary - Member of Hillingdon Hospital Radio. Remained in the room during discussion on the item.
- Councillor Peter Curling - Non Pecuniary - Trustee of HART. Remained in the room during discussion on the item.

7. Ombudsman complaints received/settled

| Date Received | Nature of Complaint | Outcome |
|---------------|--|---|
| 03/01/13 | Complaint that Council issued a summons to court for unpaid Council tax. Complainant claim they requested the Council for a postponement of the hearing in advance of the court date but the Council did not act on their request until after the hearing. | 03/01/13 Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report S30(1B). |
| 10/01/13 | Complaint that Council overcharged complainant for rent, which it acknowledged but never refunded the overpaid amount, despite him being in receipt of housing benefit | 27/03/13 Discontinued because the alleged fault by the Council did not cause injustice to the complainant. |
| 11/01/13 | Complaint concerning a planning approval for a two-storey, two-bedroom detached dwelling on the plot next door to the complainant | 15/03/13 Discontinued as insufficient evidence of fault causing injustice to complainant. |
| 11/01/13 | Complaint that car was damaged by a pothole in the surface of a private road for which the Council is responsible. | 11/01/13 Discontinued as complainant has a right to remedy complaints before a court. |
| 14/01/13 | Complaint regarding the planning application for the construction of a car park at Ruislip Lido. | 19/04/13 Investigation complete. No fault. Satisfied with authority actions or proposed actions and not appropriate to issue report S30(1B). |
| 14/01/13 | Complaint that Council refuses to recall the recovery of Council tax arrears that the complainant cannot afford. | 15/03/13 Discontinued. Insufficient evidence of administrative fault by the Council, and Council has proposed action which is considered to be a reasonable way to settle the complaint. |
| 05/02/13 | Complaint that a planning application was published online which included medical details of the complainant's mother | 05/02/13 Discontinued - a matter for the Information Commissioner. |
| 20/02/13 | Complaint that subsidence caused by a tree owned by the Council damaged complainant's late mother's house. | 20/02/13 Discontinued as a matter for the courts to decide |
| 18/03/13 | Complaint regarding reduced care payments | 15/07/13 Discontinued. Accept actions taken by Council to resolve complaint. |
| 08/04/13 | Complaint regarding early removal of flowers and cards after the complainant's mothers funeral | 14/05/13 Agreed with the Council's Stage 3 response (apology and offer of compensation) |
| 24/04/13 | Complaint about money spent by the Council on campaigns relating to HS2 and expansion at Heathrow Airport. | 24/04/13 Discontinued as outside of LGO jurisdiction |
| 30/04/13 | Complaint that Council, without notice or consultation, changed the way it pays housing benefit to the social housing provider. | 16/01/14 Satisfied with authority actions or proposed actions and not appropriate to issue report 30(1B). £2,000 compensation |

| Date Received | Nature of Complaint | Outcome |
|---------------|---|--|
| 15/05/13 | The Council has incorrectly calculated Council tax liability. Complainant says he should be paying commercial tax rates on a property in which he operates a charitable organisation, but the Council is pursuing him for residential rates on part of that property. | 15/05/13 Discontinued as outside of LGO jurisdiction |
| 05/07/13 | Complaint about the Council's decisions in seeking to recover benefits overpayments | 05/07/13 Discontinued as complainant has used right of appeal to tribunal. As a result, these decisions lie outside the Ombudsman's jurisdiction. |
| 09/07/13 | Complaint that, when acting as appointees, the Council failed promptly to apply for a higher rate of attendance allowance resulting in financial losses to estate. | Ongoing |
| 09/07/13 | Complaint that property is in the wrong council tax band. | 09/07/13 Discontinued as complainant has right of appeal through separate process. |
| 11/07/13 | Complaint that Council is at fault in suspending direct payments because of anomalies in complainant's accounts that were not complainant's fault. | 07/01/14 No evidence of maladministration by the Council |
| 24/07/13 | Complaint that vehicle damaged because the Council had failed to maintain a road. | 24/07/13 Discontinued as complainant has right to take court action against the Council. |
| 16/08/13 | Complaint that, upon buying a property under the Right to Buy scheme, complainant became liable for major works charges because Council failed to inform him that roof replacement works were planned. | 16/08/13 Discontinued as not in LGO jurisdiction |
| 02/09/13 | Complaint about an incident in June 2012 when a sheltered accommodation manager failed to check on her complainant's sister when she was seriously ill. | 02/09/13 Discontinued as falls with jurisdiction of Housing Ombudsman's |
| 19/09/13 | Complaint that Council obtained confidential information from the Police and disclosed to a third party without first contacting complainant to determine the accuracy or completeness of the information | 19/09/13 Discontinued as relates to an alleged breach of the Human Rights Act and therefore out of LGO jurisdiction. |
| 16/10/13 | Complaint that Council has not found a suitable school place for daughter who is now without full time education. | 16/10/13 Discontinued as there is no evidence of fault in the Council's actions. |
| 22/10/13 | Complaint about the Council pursuing council-tax debt for which complainant claims not to be liable. | 22/10/13 Discontinued as complainant has right to utilise separate appeal process. |
| 24/10/13 | Complaint about the actions of a Council officer, judge and a third party at a benefits tribunal hearing. | 24/10/13 Discontinued as outside of LGO jurisdiction. |

| Date Received | Nature of Complaint | Outcome |
|----------------------|---|---|
| 13/11/13 | Complaint that Council is holding complainant liable for one day of Council Tax when it should be former tenants. | 13/11/13 Discontinued as complainant has right to utilise separate appeal process. |
| 14/11/13 | Complaint about the Council's decision on the Council Tax liability for property. | 14/11/13 Discontinued as complainant has right to utilise separate appeal process. |
| 27/11/13 | Complaint about the Council threats to pursue a further prosecution for continuing non-compliance with a planning Enforcement Notice issued because of unauthorised development at parents' property. | 27/11/13 Discontinued as complaint already subject to court proceedings |
| 03/12/13 | Complaint about Council operating council tax discount scheme unfairly. | 03/12/13 Concluded - No fault on behalf of the Council |
| 09/12/13 | Complaint that the Council failed to properly investigate his allegations of financial and sexual / physical abuse by relatives under its safeguarding procedures in 2011. | Ongoing |
| 16/12/13 | Complaint that Council has wrongly decided to take enforcement action for an alleged breach of planning control. | 16/12/13 Discontinued as complainant has utilised separate right of appeal. |
| 16/12/13 | Complaint that Council has not paid the correct amount of housing benefit. | 16/12/13 Discontinued as complainant has right to utilise separate appeal process. |

Housing Ombudsman complaints

| | | |
|----------|--|---|
| 18/09/13 | Complaint that, upon buying a property under the Right to Buy scheme, complainant became liable for major works charges because Council failed to inform him that roof replacement works were planned. | 26/11/13 Discontinued as legal proceedings underway and complaint having been investigated by LGO. |
| 21/11/13 | Complaint about repair work to boiler and a request for compensation | Ongoing |

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