

STANDARDS AND ETHICS INDICATORS

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 the 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. The figures below relate to the calendar year 2017.

1. AUDIT COMMISSION PUBLIC INTEREST REPORTS:

Nil.

2. WHISTLE-BLOWING INCIDENTS REPORTED:

Nil.

3. CHALLENGES TO PROCUREMENT DECISIONS:

Nil.

4. EMPLOYMENT TRIBUNAL (ET) AND EMPLOYMENT APPEAL TRIBUNAL (EAT) CASES RECEIVED AND/OR SETTLED AND/OR ONGOING:

In 2017, 5 ET cases were considered / ongoing of which;

- 1 claim was dismissed by the Court relating to Unfair dismissal, race and age discrimination
- 1 claim was settled ahead of a full hearing relating to discrimination by perception of sexual orientation and discrimination by association.
- 1 ET case is ongoing relating to unfair dismissal.

Schools Cases - In 2017 2 ET cases were considered of which;

- 1 claim relating to unfair dismissal is ongoing. The element of the claim relating to disability discrimination was dismissed by the Court, all other claims are awaiting judgement.
- 1 claim upheld relating to disability discrimination; judgement has been submitted for reconsideration.

5. OFFICER DECLARATIONS:

i) Officer Declarations of Interest in relation to Council contracts

Nil.

ii) Officer Declarations of Gifts and Hospitality:

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 for 2017 by Directorate is set out below:

Administration & Finance – Total of 18 declarations (22 in 2016):

- 11 offers of hospitality and 7 of gifts
- 1 offer was declined.
- 4 gifts were donated to the Mayor's charity.
- The majority of gifts were token thank you gifts (confectionary etc).
- The hospitality offers were either working events or thank you gifts.

Residents Services – Total of 17 declarations (21 in 2016):

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

Social Care – Total of 6 declarations (6 in 2016)

- 1 offer of hospitality and 5 of gifts.
- 0 offers were declined.
- 2 gifts were donated to the Mayor's charity.
- The majority of gifts were token gifts of relatively minor value.

6. MEMBER DECLARATIONS

i) 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.

Councillor Ahmad-Wallana:

- 30 August 2017 - Central and South Planning Committee - Prince of Wales Public House, 1 Harlington Road - Non Pecuniary. Remained in the room during consideration of the item.

Councillor Allen:

- 19 January 2017 - Council - Public Questions - Non Pecuniary as had two family members that worked in local schools that had Children's Centres. Remained in the room during the consideration thereof.
- 19 January 2017 - Council - Members Questions - Non Pecuniary as had two family members that worked in local schools that had Children's Centres. Remained in the room during the consideration thereof.
- 19 January 2017 - Council - Motions - Non Pecuniary as had two family members that worked in local schools that had Children's Centres. Remained in the room during the consideration thereof.

Councillor Barnes: Nil**Councillor Bianco:** Nil**Councillor Birah:** Nil**Councillor Bridges:**

- 14 December 2017 - Executive Scrutiny Committee - Consideration of Call-Ins - Non Pecuniary as home had been flooded and Pecuniary as a Club Member at the Royal Naval Association. Remained in the room.

Councillor Burles: Nil**Councillor Burrows:** Nil**Councillor Chamdal:**

- 30 August 2017 - Central and South Planning Committee - Prince of Wales Public House, 1 Harlington Road - Non Pecuniary as a resident of the Ward and had eaten in the premises. Remained in the room during consideration of the item.

Councillor Chapman: Nil**Councillor G.Cooper:** Nil**Councillor J.Cooper:** Nil**Councillor Corthorne:** Nil**Councillor Crowe:**

- 11 October 2017 - External Services Scrutiny Committee - Population Growth Planning by Utilities Companies - Non Pecuniary as home had been flooded and Pecuniary as had SSE shares. Remained in the room.

Councillor Curling:

- 11 January 2017 - Major Applications Planning Committee - Brunel University - Employee of Brunel University
- 28 September 2017 - Cabinet - Harefield Academy, Licence to Assign and Deed of Variation - Non Pecuniary as a Governor of Harefield Academy. Remained in the room during the discussion and vote on the item.
- 28 September 2017 - Executive Scrutiny Committee - Harefield Academy, Licence to Assign and Deed of Variation - Non Pecuniary as a Governor of Harefield Academy. Remained in the room during the discussion and vote on the item.

Councillor Dann: Nil**Councillor Davis:** Nil**Councillor Denys:** Nil**Councillor Dheer**

- 19 January 2017 - Council - Public Questions - Non Pecuniary as she used the services provided at Pinkwell Children's Centre. Remained in the room during the consideration thereof.
- 19 January 2017 - Council - Members Questions - Non Pecuniary as she used the services provided at Pinkwell Children's Centre. Remained in the room during the consideration thereof.
- 19 January 2017 - Council - Motions - Non Pecuniary as she used the services provided at Pinkwell Children's Centre. Remained in the room during the consideration thereof.

Councillor Dhillon: Nil

Councillor Dhot: Nil

Councillor Duducu: Nil

Councillor Duncan:

- 18 January 2017 - Central and South Planning Committee - 203 Park Road - Non Pecuniary as a resident in the road. Left the room during consideration of the item.

Councillor East: Nil

Councillor Edwards:

- 3 October 2017 - North Planning Committee - 26 Broadwood Avenue, Ruislip - Non- Pecuniary as a resident in Broadwood Avenue, although he did not know the applicant. Remained in the room.

11 October 2017 - External Services Scrutiny Committee - 2017/19 Better Care Fund - Non- Pecuniary as Chairman of Hillingdon4All. Remained in the room.

Councillor Eginton: Nil

Councillor Flynn:

- 12 September 2017 - Major Applications Planning Committee - Northwood College - Pecuniary. Left the room during discussion on the item.

Councillor Fyfe: Nil

Councillor Gardner: Nil

Councillor Garg: Nil

Councillor Gilham: Nil

Councillor Graham: Nil

Councillor Haggart: Nil

Councillor Hensley: Nil

Councillor Higgins:

- 16 March 2017 - Executive Scrutiny Committee - Consideration of Call-Ins - Non Pecuniary as Governor at Harefield Junior and Infant Schools. Remained in the room.
- 20 June 2017 - Major Applications Planning Committee - Woodbridge House - Non Pecuniary. Remained in the room.
- 16 November 2017 - Executive Scrutiny Committee - Budget Monitoring - Non Pecuniary as Trustee of the Hillingdon Outdoor Activity Centre. Remained in the room.

Councillor Jackson: Nil

Councillor Jarjussey: Nil

Councillor Kauffman: Nil

Councillor Kelly: Nil

Councillor Khatra: Nil

Councillor Khursheed:

- 19 January 2017 - Council - Motions - Non Pecuniary as granddaughter was a teacher in a school affected by the motion. Remained in the room during the consideration thereof.
- 20 April 2017 - Executive Scrutiny Committee - Consideration of Call-Ins - Non Pecuniary - as a Member of the Hayes and Harlington Community Centre and remained in the room during the discussion on the item (voluntary sector leases report)
- 30 August 2017 - Central and South Planning Committee - 25 Botwell Lane - Non Pecuniary as a resident of the Ward. Remained in the room during consideration of the item.

Councillor Lakhmana:

- 19 January 2017 - Council - Members Questions - Non Pecuniary as worked at Heathrow airport. Remained in the room during the consideration thereof.

Councillor Lewis:

- 12 April 2017 - Petition Hearing - Cabinet Member for Planning, Transportation and recycling - The Avenue and Wedgewood Close, Northwood, petition for a

Residents' Parking Scheme. Non Pecuniary as he lived in The Avenue but, as his property's driveway had capacity for four vehicles, he deemed that his interest was not prejudicial and remained in the room and spoke on the item.

Councillor Markham: Nil

Councillor Melvin: Nil

Councillor D.Mills:

- 14 December 2017 - Cabinet - Budget Monitoring - Non Pecuniary - relationship with the owner of the Willow Tree Centre. Remained in the room.

Councillor R.Mills: Nil

Councillor Money:

- 30 August 2017 - Central and South Planning Committee - Enforcement Report - Non Pecuniary as knew the owner of items in the photographs shown. Remained in the room during consideration of the item.
- 30 August 2017 - Central and South Planning Committee - Enforcement Report - Non Pecuniary as he had raised the matter. Remained in the room during consideration of the item.

Councillor Morgan: Nil

Councillor Morse:

- 30 August 2017 - Central and South Planning Committee - Enforcement Report - Non Pecuniary as a resident of the Ward. Remained in the room during consideration of the item.

Councillor Nelson: Nil

Councillor O'Brien:

- 16 March 2017 - Audit Committee - Annual Audit Plan 2016/17, Pension Fund Audit Plan 2016/17 - Non Pecuniary as a deferred member of the Local Government Pension Scheme. Remained in the room during discussion on the item.
- 16 March 2017 - Cabinet - Schools Capital Programme - Non-Pecuniary as a Trustee of Ruislip High School. Remained in the room on the discussion and vote on the item.

Councillor Oswell:

- 20 April 2017 - Executive Scrutiny Committee - Consideration of Call-Ins - Non Pecuniary - as a Member of the Hayes and Harlington Community Centre and remained in the room during the discussion on the item (voluntary sector leases report)

Councillor Palmer: Nil

Councillor Puddifoot: Nil

Councillor Riley: Nil

Councillor Sansarpuri: Nil

Councillor Seaman-Digby:

- 16 March 2017 - Audit Committee - Annual Audit Plan 2016/17, Pension Fund Audit Plan 2016/17 - Non Pecuniary as a deferred member of the Local Government Pension Scheme. Remained in the room during discussion on the item.

Councillor Simmonds:

- 16 February 2017 - Cabinet - Medium Term Financial Forecast 2017/18 - 2021/22 - Non-pecuniary as a parent in receipt of Early Years Centre services and the proposed increase in fees set out in the budget recommended to Council. Remained in the room during the discussion and vote on the item.

Councillor Singh: Nil

Councillor Stead: Nil

Councillor Sweeting: Nil

Councillor White: Nil

Councillor Yarrow: Nil

ii) Member Declarations of Gifts and Hospitality:

In 2017, 9 declarations were received (7 in 2016) from:

Councillor Bianco:

- 27.01.17 - Lunch provided by Brockton Capital and Landid - opening of Charter Building, Uxbridge - accepted.
- 04.09.17 - Lunch provided by Stockley Park Ltd - accepted

Councillor Bridges:

- 1.11.17 - Hillingdon Abbots Football Club - medal - £20

Councillor Corthorne:

- 03.02.17 - Ruislip Manor Cottage Society Dinner - £40 - accepted

Councillor Lewis:

- 02.02.17 - gift of bottle of champagne from resident - approx' £20 - accepted

Councillor Palmer:

- 05.12.17 - Uxbridge United Welfare Trust staff/volunteer Christmas meal - approx' £30 - accepted
- 15.12.17 - Uxbridge United Welfare Trust residents' Christmas meal - approx' £30 - accepted

Councillor Simmonds:

- 01.02.17 - lunch at Iberica Restaurant - Indigo Public Affairs - £20 - accepted
- 07.02.17 - Lunch at Red Lion PH, Westminster - Tony Devenish MLA - £22 - accepted

7. STAGE 3 AND OMBUDSMAN COMPLAINTS RECEIVED/SETTLED

Stage 3 complaints and complaints to the Local Government Ombudsman (LGO) continue to be dealt with within required timescales and in accordance with the Council's Corporate Complaints Policy.

The Policy was reviewed and updated by Cabinet in 2015 with the result that the process has been streamlined and made more efficient for complainants, with less time spent on complaints about 'policy' or complaints that could be labelled frivolous. Statistically:

Stage 3

2014 total = 60 (10 upheld or partially upheld)

2015 total = 42 (9 upheld or partially upheld)

2016 total = 11 (2 upheld or partially upheld)

2017 total = 1 (1 not upheld)

Ombudsman

In 2017 54 complaints to the Local Government Ombudsman were processed (47 in 2016) as follows:

Housing

Service area	Cause for complaint	Start date of complaint with LGO	Outcome
Homeless Prevention	Poor service	1 December 2017	Did not Investigate
Homeless Prevention	Poor Service	6 January 2017	Not Upheld
Homeless Prevention	Poor Service	16 January 2017	Not Upheld
Homeless Prevention	Poor Service	27 January 2017	Not Upheld
Homeless Prevention	Poor Service	12 October 2017	Did not Investigate
Homeless Prevention	Poor Service	26 July 2017	Did not Investigate
Homeless Prevention	Poor Service	27 July 2017	Did not Investigate
Homeless Prevention	Poor Service	13 December 2017	Did not Investigate
Homeless Prevention	Poor Service	30 October 2017	Not Upheld
Homeless Prevention	Poor Service	27 January 2017	Partially Upheld
Homeless Prevention	Poor Service	6 April 2017	Not Upheld
Homeless Prevention	Poor Service	21 November 2017	Did not Investigate
Tenancy Management	Poor Service	21 July 2017	Upheld
Tenancy Management	Poor Service	1 February 2017	Not Upheld

Council Tax/Housing Benefit

Service area	Cause for complaint	Start date of complaint with LGO	Outcome
Corporate Finance	Poor Service	5 December 2017	Not Upheld
Council Tax	Poor Service	16 May 2017	Not Upheld
Council Tax	Poor Service	16 June 2017	Not Upheld
Council Tax	Poor Service	13 October 2017	Did not Investigate
Housing Benefit	Poor Service	6 January 2017	Not Upheld

Service area	Cause for complaint	Start date of complaint with LGO	Outcome
Housing Benefit	Poor Service	22 February 2017	Not Upheld
Housing Benefit	Poor Service	30 November 2017	Did Not Investigate
Housing Benefit	Poor Service	25 October 2017	Did Not Investigate
Housing Benefit	Poor Service	9 November 2017	Did Not Investigate

Adults

Service area	Start date of complaint with LGO	Outcome
Access Team	22 November 2016	Partially Upheld
All Age Disability	14 October 2016	Upheld
All Age Disability	19 December 2016	Partially Upheld
All Age Disability	15 March 2017	Did not Investigate
Care Home Provider	30 March 2017	Upheld
Safeguarding	19 June 2017	Did not Investigate

CYPS

Service area	Cause of complaint	Start date of complaint with LGO	Outcome
Children in Care	Poor Service	14 December 2017	Upheld
Children's Social Work	Poor Service	15 June 2017	Did not Investigate
Children's Social Work	Poor Service	8 December 2017	Did Not Investigate
Children - Leaving Care	Poor Service	19 April 2017	Not Upheld
Children's Triage Team	Poor Service	31 March 2017	Did not Investigate
Home to School Transport	Poor Service	18 November 2016	Did not Investigate
Home to School Transport	Poor Service	9 October 2017	Upheld

Education

Service area	Start date of complaint with LGO	Outcome
Education	26 June 2017	Did Not Investigate

Resident Services (apart from Housing)

Service area	Cause of complaint	Start date of complaint with LGO	Outcome
Anti Social Behaviour Team	Poor Service	5 May 2017	Did not Investigate
Building Control	Poor Service	3 August 2017	Not Upheld
Green Spaces	Poor Service	4 May 2017	Upheld
Green Spaces	Poor Service	27 September 2017	Did not Investigate
Adaptations	Poor Service	27 October 2017	Did not Investigate

Service area	Cause of complaint	Start date of complaint with LGO	Outcome
Adaptations	Poor Service	20 November 2017	Upheld
Highways	Poor Service	23 March 2017	Not Upheld
Highways	Poor Service	30 November 2017	Did not Investigate
Parking	Poor Service	5 January 2017	Not Upheld
Parking	Poor Service	28 March 2017	Not Upheld
Parking	Poor Service	21 September 2017	Did not Investigate
Parking	Poor Service	29 March 2017	Did not Investigate
Planning	Poor Service	18 August 2017	Upheld
Planning	Poor Service	8 June 2017	Did not Investigate
Planning	Poor Service	17 November 2017	Did not Investigate
Planning	Poor Service	6 April 2017	Did not Investigate
Transport and Special Projects	Poor Service	8 May 2017	Not Upheld
Transport and Special Projects	Poor Service	27 September 2017	Did not Investigate
Transport and Special Projects	Poor Service	13 October 2017	Did not Investigate
Waste Services	Poor Service	26 January 2017	Not Upheld
Waste Services	Poor Service	2 October 2017	Did not Investigate