



# STANDARDS COMMITTEE

Monday, 18th February, 2019

at 6.30 pm

Room 102, Hackney Town Hall, Mare Street,  
London E8 1EA

**Committee Membership:**

Deputy Mayor Anntoinette Bramble (Chair)  
Councillor Humaira Garasia  
Councillor Katie Hanson  
Councillor Anna Lynch  
Councillor Sem Moema  
Councillor Jessica Webb (Vice-Chair)  
Councillor Caroline Woodley

**Co-opted Members:**

Adedoja Labinjo  
Onagete Louison

**Tim Shields**  
Chief Executive

**8 February 2019**

**Contact:**  
Clifford Hart  
Governance Services Officer  
Tel: 020 8356 3597  
Email: [Clifford.hart@Hackney.gov.uk](mailto:Clifford.hart@Hackney.gov.uk)

The press and public are welcome to attend this meeting

# AGENDA

## Monday, 18th February, 2019

### ORDER OF BUSINESS

Item No	Title	Page No
1	<b>APOLOGIES FOR ABSENCE</b>	
2	<b>URGENT BUSINESS</b>  The Chair will consider the admission of any late items of Urgent Business. Late items of Urgent Business will be considered under the agenda item where they appear. New items of unrestricted urgent business will be dealt with under Item 12 below. New items of exempt urgent business will be dealt with at Item 15 below.	
3	<b>DECLARATIONS OF INTEREST - Members to declare as appropriate</b>	

	<p>A Member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:</p> <p>(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and  (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.</p> <p>A Member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.</p> <p>Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 8.1-15.2 of Section Two of Part 5 of the Constitution and Appendix A of the Members' Code of Conduct.</p> <p>A Member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:</p> <p>(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and  (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.</p> <p>A Member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.</p> <p>Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 8.1-15.2 of Section Two of Part 5 of the Constitution and Appendix A of the Members' Code of Conduct.</p>	
4	<b>DEPUTATIONS/PETITIONS AND QUESTIONS</b>	
5	<b>UNRESTRICTED MINUTES OF THE STANDARDS COMMITTEE HELD ON 2 JULY 2018</b>	1 - 6
6	<p><b>Annual Report on Compliance with Guidance on Members' Use of ICT</b></p> <p>This annual report provides the Standards Committee with an update on Members' use of the ICT services provided by the Council.</p>	7 - 14
7	<p><b>Review of the Members' Training and Development Programme</b></p> <p>This report provides an update with regards to the Members' Training &amp; Development Programme the aim of which is to provide the necessary training and tools to members to enable them to reach their full potential in their various roles as councillors</p>	15 - 20

8	<p><b>REVIEW OF THE REGISTER OF MEMBERS' AND CO-OPTEEES' DECLARATION OF INTEREST FORM &amp; REVIEW OF THE CODE OF CONDUCT</b></p> <p>This report updates the Standards Committee on the review of register of Members' and Co-optees' declaration of interest form and also informs Members with regard to the Code of Conduct.</p>	21 - 24
9	<p><b>Review of the Member complaints process and form/toolkit</b></p> <p>This report advises the Standards Committee of the review of the Council's arrangements currently in place to investigate allegations made against Members under the Members' Code of Conduct under Section 28 of the Localism Act 2011.</p>	25 - 54
10	<p><b>Verbal Review of the number of complaints about Members</b></p> <p>To give a brief verbal update to the Standards Committee of the number of complaints about Members since the commencement of the Municipal Year 2018/19 to date.</p>	
11	<p><b>Verbal update on the outcome of the Committee of Standards in Public Life Consultation</b></p> <p>To verbally advise the Standards Committee of the Government's Committee on Standards in Public Life's recently published report and recommendations on ethical standards in local government, following a year-long review and wide consultation.</p>	
12	<p><b>TO CONSIDER ANY UNRESTRICTED ITEMS OF BUSINESS THE CHAIR CONSIDERS TO BE URGENT</b></p>	
13	<p><b>DATES OF FUTURE MEETINGS</b></p> <p>There are no other scheduled meetings of Standards Committee in the current Municipal Year 2018/19.</p> <p>The provisional 2019/20 meetings of the Committee are scheduled to take place on:</p> <p>1 July 2019 13 February 2020</p>	
14	<p><b>EXCLUSION OF THE PUBLIC AND PRESS</b></p>	

	<p><u>Note from the Governance Services Manager</u></p> <p>Item 15 allows for the consideration of exempt information.</p> <p><b>In the event that there are any urgent items of exempt business the Chair shall move the following resolution:</b></p> <p>THAT the press and public be excluded from the proceedings of the Standards Committee during consideration of Exempt item 15 on the agenda on the grounds that it is likely, in the view of the nature of the business to be transacted, that were members of the public to be present, there would be disclosure of exempt information as defined in Schedule 12A to the Local Government Act 1972 as amended.</p>	
<p><b>15</b></p>	<p><b>TO CONSIDER ANY EXEMPT ITEMS OF BUSINESS THE CHAIR CONSIDERS TO BE URGENT</b></p>	

## Access and Information

### Location

Hackney Town Hall is on Mare Street, bordered by Wilton Way and Reading Lane, almost directly opposite Hackney Picturehouse

**Trains** – Hackney Central Station (London Overground) – Turn right on leaving the station, turn right again at the traffic lights into Mare Street, walk 200 metres and look for the Hackney Town Hall, almost next to The Empire immediately after Wilton Way.

**Buses** 30, 48, 55, 106, 236, 254, 277, 394, D6 and W15.

### Facilities

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall. Induction loop facilities are available in the Assembly Halls, rooms 101, 102 & 103 and the Council Chamber. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

### Copies of the Agenda

The Hackney website contains a full database of meeting agendas, reports and minutes. Log on at: [www.hackney.gov.uk](http://www.hackney.gov.uk)

Paper copies are also available from the Governance Services Officers whose contact details are shown on page 1 of the agenda.

### Council & Democracy- [www.hackney.gov.uk](http://www.hackney.gov.uk)

The Council & Democracy section of the Hackney Council website contains details about the democratic process at Hackney, including:

- [Mayor of Hackney](#)
- [Your Councillors](#)
- [Cabinet](#)
- [Speaker](#)
- [MPs, MEPs and GLA](#)
- [Committee Reports](#)
- [Council Meetings](#)
- [Forward Plan](#)
- [Register to Vote](#)
- [Introduction to the Council](#)
- [Council Departments](#)

## RIGHTS OF PRESS AND PUBLIC TO REPORT ON MEETINGS

Where a meeting of the Council and its committees are open to the public, the press and public are welcome to report on meetings of the Council and its committees, through any audio, visual or written methods and may use digital and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

Those wishing to film, photograph or audio record a meeting are asked to notify the Council's Monitoring Officer by noon on the day of the meeting, if possible, or any time prior to the start of the meeting or notify the Chair at the start of the meeting.

The Monitoring Officer, or the Chair of the meeting, may designate a set area from which all recording must take place at a meeting.

The Council will endeavour to provide reasonable space and seating to view, hear and record the meeting. If those intending to record a meeting require any other reasonable facilities, notice should be given to the Monitoring Officer in advance of the meeting and will only be provided if practicable to do so.

The Chair shall have discretion to regulate the behaviour of all those present recording a meeting in the interests of the efficient conduct of the meeting. Anyone acting in a disruptive manner may be required by the Chair to cease recording or may be excluded from the meeting. Disruptive behaviour may include: moving from any designated recording area; causing excessive noise; intrusive lighting; interrupting the meeting; or filming members of the public who have asked not to be filmed.

All those visually recording a meeting are requested to only focus on recording councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed. Failure by someone recording a meeting to respect the wishes of those who do not wish to be filmed and photographed may result in the Chair instructing them to cease recording or in their exclusion from the meeting.

If a meeting passes a motion to exclude the press and public then in order to consider confidential or exempt information, all recording must cease and all recording equipment must be removed from the meeting room. The press and public are not permitted to use any means which might enable them to see or hear the proceedings whilst they are excluded from a meeting and confidential or exempt information is under consideration.

Providing oral commentary during a meeting is not permitted.

# ADVICE TO MEMBERS ON DECLARING INTERESTS

Hackney Council's Code of Conduct applies to **all** Members of the Council, the Mayor and co-opted Members.

This note is intended to provide general guidance for Members on declaring interests. However, you may need to obtain specific advice on whether you have an interest in a particular matter. If you need advice, you can contact:

- The Director of Legal & Governance;
- The Legal Adviser to the committee; or
- Governance Services.

If at all possible, you should try to identify any potential interest you may have before the meeting so that you and the person you ask for advice can fully consider all the circumstances before reaching a conclusion on what action you should take.

## 1. Do you have a disclosable pecuniary interest in any matter on the agenda or which is being considered at the meeting?

You will have a disclosable pecuniary interest in a matter if it:

- relates to an interest that you have already registered in Parts A and C of the Register of Pecuniary Interests of you or your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner;
- relates to an interest that should be registered in Parts A and C of the Register of Pecuniary Interests of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner, but you have not yet done so; or
- affects your well-being or financial position or that of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner.

## 2. If you have a disclosable pecuniary interest in an item on the agenda you must:

- Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you (subject to the rules regarding sensitive interests).
- You must leave the room when the item in which you have an interest is being discussed. You cannot stay in the meeting room or public gallery whilst discussion of the item takes place and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision.
- If you have, however, obtained dispensation from the Monitoring Officer or Standards Committee you may remain in the room and participate in the meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a pecuniary interest.



### 3. Do you have any other non-pecuniary interest on any matter on the agenda which is being considered at the meeting?

You will have 'other non-pecuniary interest' in a matter if:

- i. It relates to an external body that you have been appointed to as a Member or in another capacity; or
- ii. It relates to an organisation or individual which you have actively engaged in supporting.

### 4. If you have other non-pecuniary interest in an item on the agenda you must:

- i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you.
- ii. You may remain in the room, participate in any discussion or vote provided that contractual, financial, consent, permission or licence matters are not under consideration relating to the item in which you have an interest.
- iii. If you have an interest in a contractual, financial, consent, permission or licence matter under consideration, you must leave the room unless you have obtained a dispensation from the Monitoring Officer or Standards Committee. You cannot stay in the room or public gallery whilst discussion of the item takes place and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision. Where members of the public are allowed to make representations, or to give evidence or answer questions about the matter you may, with the permission of the meeting, speak on a matter then leave the room. Once you have finished making your representation, you must leave the room whilst the matter is being discussed.
- iv. If you have been granted dispensation, in accordance with the Council's dispensation procedure you may remain in the room. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a non pecuniary interest.

### Further Information

Advice can be obtained from Suki Binjal, Director of Legal & Governance, Services, on 020 8356 6237 or email [suki.binjal@hackney.gov.uk](mailto:suki.binjal@hackney.gov.uk)



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**STANDARDS COMMITTEE**

**18 FEBRUARY 2019**

**DRAFT UNRESTRICTED MINUTES  
OF STANDARDS COMMITTEE**

**2 JULY 2018**

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## MINUTES OF A MEETING OF THE STANDARDS COMMITTEE

MONDAY, 2ND JULY, 2018

**Councillors Present:** Deputy Mayor Anntoinette Bramble in the Chair  
Cllr Jessica Webb (Vice-Chair), Cllr Sem Moema,  
Cllr Anna Lynch, Cllr Caroline Woodley,  
Cllr Humaira Garasia and Cllr Katie Hanson

**Co optees Present** Onagete Louison and Adedoja Labinjo

**Officers in Attendance:** Dawn Carter-McDonald  
Tess Merrett

### 1 Approval of Chair and Vice Chair as nominated at the AGM

The Committee **RESOLVED** to approve the nomination by Full Council of Deputy Mayor Anntoinette Bramble as Chair of the Standards Committee and Cllr Jessica Webb as Vice-chair of the Standards Committee

### 1 Apologies for Absence

Apologies were received from Cllr Alex Kuye and apologies for lateness were received from Cllr Humaira Garasia

### 3 Declarations of Interest

There were no declarations.

### 4 Minutes from the previous meeting

The Committee **RESOLVED** to agree the minutes of the previous meeting held on 12 February 2018 as a true record.

### 5 Standards Committee Terms of Reference

The Committee noted the terms of reference.

### 6 Draft Standards Committee Annual Report

Deputy Mayor Bramble said that this was the second annual report under her remit. She expressed her disappointment that the opposition members had not taken up their place on the committee.

**Monday, 2nd July, 2018**

In terms of forward planning, Deputy Mayor Bramble had spoken to the Chief Whip and the Chief Executive about undertaking safeguarding training for members and this was being explored.

Deputy Mayor Bramble gave particular thanks to her vice-chair, Cllr Jessica Webb and long standing member of the committee Cllr Katie Hanson.

Dawn Carter-McDonald highlighted the following areas of the report

- The Members' Code of Conduct
- The Members' training and development programme
- Complaints about Member conduct
- Committee of Standards in Public Life consultation

Ade Labinjo said that the co-optees had not appeared to have received any invites for member training. Officers said that they would ensure that the co-optees were invited to any relevant member training.

It was suggested that some training on behaviour around social media would be beneficial for Members

Cllr Hanson asked if it would be possible to receive the statistics on the number of complaints against members. A review of this would be brought to the next meeting.

Dawn Carter-McDonald outlined the procedure for complaints and advised the committee that the form and guidance was being reviewed. This would be brought to the next Standards Committee meeting.

It was noted that the final bullet point in 6.3 should be removed.

The Committee **RESOLVED** that the co-opted members of the Committee be invited to any relevant training sessions arranged for Members.

The Committee **RESOLVED** to endorse the Annual Report for submission to Full Council with the agreed amendment to paragraph 6.3 of the report.

## **7 Dispensation Report**

Dawn Carter-McDonald introduced the report.

Cllr Sem Moema asked for clarification around Members' addresses and telephone numbers being given out by officers. Officers assured the Committee that Members' addresses and telephone numbers were not given out to members of the public. Cllr Jess Webb said that some Members however did give their numbers out.

The Committee **RESOLVED** to agree a dispensation for all Members to withhold their private addresses from the published Register of Interest Forms on the London Borough of Hackney's website.

## **8 Standards Committee Work Programme**

The Committee discussed the work programme in detail. Committee Members thought that some further good practice around Conduct could be developed such as scenario planning on different situations Members may encounter in their public duties. The Committee members suggested that Members should be involved in this.

Cllr Bramble said that the slides from the Code of Conduct training would be circulated with a covering letter reminding Members of their obligations around standards in public life.

It was also noted that there was a lot of helpful information already in the public domain from the Local Government Association for example and this could be circulated to Members.

The Committee **RESOLVED** to agree the draft work programme for 2018/2019 with the following additions for the meeting in February 2019

- Review of the Member complaints process and form.
- Review of the number of complaints about Members received during the year.
- Review of any good practice on Member conduct introduced.

**Duration of Meeting** 1 hour and 5 minutes

**Signed**

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**Chair of Committee**

**Contact:**

Gareth Sykes, Governance Services

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<b>MEMBERS USE OF ICT   8TH ANNUAL REPORT</b>	
<b>STANDARDS COMMITTEE</b> <b>18 FEBRUARY 2019</b>	<b>CLASSIFICATION:</b> <b>Open</b>
<b>WARD(S) AFFECTED</b> <b>All Wards</b>	
<b>CORPORATE DIRECTOR</b> <b>Ian Williams, Group Director of Finance and Resources</b>	

## **1. SUMMARY**

1.1. This annual report provides the Standards Committee with an update on Members' use of the ICT services provided by the Council.

1.2. This report covers the following topics:

- Members' use of ICT during the 2018 calendar year
- Further development of Data Protection guidance for Members
- Planning for refresh of Members' ICT provision during the 2019 calendar year

## **2. RECOMMENDATIONS**

2.1. Standards Committee is invited to:

- Note the update on Members' use of ICT (see section 6)
- Note that follow up work is taking place for a small number of Members to ensure that standard access and security arrangements are in place (see sections 6.5 and 6.6)
- Provide feedback on the proposed direction for Data Protection guidance and Members' ICT provision (see sections 7 and 8)

## **3. RELATED DECISIONS**

3.1. Revised Draft Guidance for Members on the Use of ICT: March 2011.

3.2. Report of the Internal Auditor on Ethical Standards: January 2010.

## **4. FINANCIAL CONSIDERATIONS**

4.1. There are no direct financial implications arising from this report.

## **5. COMMENTS OF THE DIRECTOR OF LEGAL**

5.1. This guidance is based on the Members' Code of Conduct which provides that Council resources must be used for carrying out Council functions and restrictions are imposed on any significant personal use of such resources. The guidance specifically addresses how Members should use Council provided ICT resources. There are no immediate legal implications arising from this report.

## **6. MEMBERS' USE OF ICT DURING THE 2018 CALENDAR YEAR**

- 6.1. Hackney Council's Member Code of Conduct provides that a Member must act in accordance with the Council's requirements and ensure that Council resources are not used for any unauthorised or political purpose (unless that use reasonably facilitates discharging the Council's functions). This includes Information & Communications Technology (ICT) resources.
- 6.2. Members' use of the Council's systems and information is covered by the Council's policies for *Using Systems and Data* and *Information Classification and Marking* which were updated in 2017 (and were included in draft form as part of the 2017 Annual Report to Standards Committee for comment and feedback prior to being adopted).
- 6.3. Following the municipal elections in May 2018 all Members have been contacted to arrange appointments for setting new Members up with ICT access and to arrange the transfer of returning Members onto the Council's new email and productivity systems (based on Google G Suite). The ICT Services team also participated in the Members' Induction event to help inform Members about the services and support provided.
- 6.4. At the time of writing there are some Members who have not yet arranged appointments to complete the migration to the Council's new email service (3 Members) and / or security updates to laptop computers (4 Members). These are being followed up through Member Services and group whips.
- 6.5. A further 22 Members have iPads which have not yet been updated to the Council's new device management standard. As these already have security controls in place which allow remote deletion of data in the event of a device being lost or stolen we propose to address this as part of the planned refresh of Members' ICT hardware (see section 8 below).
- 6.6. Monitoring of compliance with the guidance for Members' use of ICT is carried out by Corporate ICT staff. All potential incidents are reported to the ICT Services team, recorded on the ICT service management system and passed to the ICT Security Analyst for investigation and follow up.
- 6.7. There have been No incidents relating to Members' use of the Council's ICT systems recorded during the 2018 calendar year:

Category	Number of incidents	Description	Action taken
Telephony	0	n/a	
Web / internet	0	n/a	
Email	0	n/a	

Information security	0	n/a	
<b>Total Incidents / Breaches</b>	<b>0</b>		

6.8. The table below shows the historical pattern of incidents relating to Members use of ICT:

Year	Incident category				Description	Data breach	TOTAL
	Telephony	Web / internet	Email	Info security			
2018	0	0	0	0	N/A	N/A	0
2017	0	0	0	2	Lost / stolen iPads	N	2
2016	0	1	0	0	Inappropriate content	N	1
2015	0	0	0	0	N/A	N/A	0
2014	0	0	0	1	Lost / stolen laptop	N	1
2013	0	0	0	0	N/A	N/A	0
2012	0	0	0	1	Lost / stolen laptop	N	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>			<b>5</b>

## 7. DATA PROTECTION GUIDANCE FOR MEMBERS

7.1. As noted in previous reports, the UK's data protection laws (including the new Data Protection Act, 2018) place a number of requirements on elected Members, who handle information in three distinct roles:

- As Members of the Council, where the Council is responsible for the safeguards that are put in place, including the responsibility for any fines relating to breaches of the Data Protection Act.
- As members of political parties, where Members handle information such as canvassing information on behalf of their party.
- As Ward Councillors, where Members are **personally responsible** as Data Controllers for the safeguarding of information that constituents share with them. This includes **personal liability** for any fines for breaches of the Data Protection Act when Members are acting in this role.

- 7.2. To help Members fulfil their obligations as elected Members, the Council has arranged to register each Member as a Data Controller with the Information Commissioner's Office. This is a mandatory requirement for all Members and has been renewed by the Council following the election in May 2018 and is renewed annually.
- 7.3. Guidance sessions were offered in autumn 2017 to support Members in understanding their Data Protection responsibilities. Feedback from these sessions was positive but attendance was low, with four Members attending across the two sessions offered.
- 7.4. Officers have reviewed options to provide Members with online support to ensure that they are up to date with their data protection responsibilities. Following this review, work is close to completion with a modified bespoke version of the Data Awareness training package that has been delivered to officers. This has been updated to provide guidance that is relevant to the particular scenarios that apply to Members (eg when sharing information with other ward Members as part of casework) and following review with Deputy Mayor Bramble will be delivered to all Members. (Nearly 3,000 officers have now completed the training and feedback has been overwhelmingly positive.)
- 7.5. Members are also welcome to request in-person advice where required by contacting the ICT Services team. They will be able to advise on Data Protection considerations where the Council is responsible for information and indicate other resources that Members might find useful in other contexts that apply to Members' use of data.

## **8. MEMBERS' ICT PROVISION**

### **Current provision**

- 8.1. As reported in the 2018 report, the ICT equipment provided to Members is based on the findings of a pilot of upgraded ICT equipment that took place in early 2016. Members were given a choice of either being provided with a laptop PC or iPad (Members who prefer to use their own equipment continue to be able to do so). Members' response to these upgrades has been positive and the same model was used for new Members joining the Council following the municipal election in 2018.
- 8.2. Members have access to the Council's free wifi service which provides fast, consistent wifi across the core Council campus (Hackney Town Hall, Hackney Service Centre, Annex and Christopher Addison House).
- 8.3. Following low attendance by Members at support and advice sessions which were offered in July and October 2017 (a total of 2 Members attended the 2 evening sessions which were held) ICT support for Members is now based on access to telephone, online and bookable 1:1 support.

## **Developing the ICT offer for Members**

8.4. The ICT Services team presented outline recommendations for future changes to Members' ICT provision to the Member Reference Group in November 2018. Members' feedback will now be used to inform the direction taken for proposed hardware upgrades later in 2019.

8.5. The following provision is proposed:

### **Equipment**

- It is proposed that the devices that the Council has provided for Members (laptop PCs or iPads) will be refreshed as a full upgrade for all Members, with devices that have further serviceable life reused for other purposes within the Council.
- Members will continue to be offered a choice of iPad or laptop devices, based on a standard set of options for all Members.
- Other legacy equipment which is retained some Members will be recovered where there is an ongoing cost to the Council (eg mobile phones, which have call plans) and retained by Members where there is no ongoing cost if they wish (eg printers - noting that repairs and consumables will not be provided by the Council).

### **Services**

- Members will continue to be provided with access to email, calendar and Committee papers on the same basis as is currently available.

### **Support**

- The support offer will continue on the current basis with options of telephone, online and bookable in-person support in the Council offices.

8.6. The Standards Committee are invited to provide feedback on the above outline which can be taken into consideration as part of the Member Reference group's review.

## **Rob Miller, Director of ICT**

Report Originating Officer: Rob Miller                      ☎ 020 8356 2600

Financial considerations: Dawn Seers

Legal comments: Dawn Carter-McDonald

## **S.100D Local Government Act 1972 (as amended)**

### **List of Appendices**

- N/A

### **Background documents**

No documents which require listing have been relied upon in the preparation of this report.

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**UPDATE ON MEMBERS' TRAINING AND DEVELOPMENT PROGRAMME**

**STANDARDS COMMITTEE**

**18 February 2019**

**CLASSIFICATION:**

**OPEN**

**WARD(S) AFFECTED**

**ALL WARDS**

**GROUP DIRECTOR**

**TIM SHIELDS - CHIEF EXECUTIVE**

## **1. INTRODUCTION**

1. This report provides an update with regards to the Members' Training & Development Programme the aim of which is to provide the necessary training and tools to members to enable them to reach their full potential in their various roles as councillors.

## **2. RECOMMENDATION**

- 2.1 Standards Committee is recommended to note the update with regards to the Council's member training and development programme.

## **3. REASONS FOR THE DECISION**

- 3.1 To note.

## **4. COMMENTS OF THE GROUP DIRECTOR OF FINANCE AND CORPORATE RESOURCES**

- 4.1 The report seeks the Standards Committee to note the update with regards to the Council's member training and development programme.
- 4.2 The financial impact of the report is minimal as any cost arising will be funded from existing local budgets.

## **5. COMMENTS OF THE DIRECTOR OF LEGAL & GOVERNANCE SERVICES**

- 5.1 Standards Committee is responsible for monitoring the Council's training and development programme for elected Members and voting co-opted Members. The Member Training and Development Programme should be designed to provide appropriate, comprehensive support for Members' training and development requirements to enable them to fully undertake their roles as elected Members and voting co-optees.

## **6. BACKGROUND**

- 6.1 To continue with the sentiments expressed by Mayor Glanville's commitment in September 2016: "We have an amazing group of councillors, but they need to be supported - so I will launch a review of how we support them" - a fresh look at member training was undertaken resulting in a change of focus, launched in early 2017. Following the Council elections in May 2018 a whole programme of induction has been carried out and is on-going.

## 7. TRAINING & DEVELOPMENT OFFER

- 7.1 The training 'offer' has continued to focus on a more individual approach to training to meet individual needs and aspirations and includes:
- Individual Personal Development Plans (PDP), which are optional for members, help to formalise each Councillors' area of work (e.g. committee) and their stated interests and personal aspirations. The Mayor and his Cabinet Members have regular 121's where training and development needs are also discussed, any needs will be recorded in the members PDP.
  - Using established training resources from the LGA and LGIU with a focus on member individual development. These are tailored courses delivered through varying formats from e-learning to detailed multi courses and peer support. The LGA/LGIU offer is designed specifically for members and has had extensive member input in its design and delivery.
  - 'In house' briefing sessions on key subject areas for the borough, including 'hot topics' e.g. the Housing Bill and Social Housing in Hackney
  - Ensuring statutory or role enhancing training is delivered (e.g. Planning, Licensing)
  - Training and information around resident or personal welfare – e.g. personal safety and mental health first aid.
  - Making appropriate officer updates or notes available to all members via a web page
  - Access to the Council's 'learning hub' for on line learning courses including six courses dedicated to members.
  - One to one sessions with officers where in depth knowledge or briefing is required.
  - External training courses and briefings where required
  - An induction programme for new Councillors
  - Focussed training for Cabinet Members managed through the Mayor's office.
- 7.2 A dedicated members training web page has been introduced to ensure all the relevant information is easily accessible and in one place. This includes links to all the main components such as LGA/LGIU & the learning hub, dates of briefings, PDP templates and guidance, as well as key contacts. It will continue to be the main landing page for all training and development for members and they should be able to find either the information or a link to it.
- 7.3 New members need particular and focussed support in their role. Induction programmes are run at the start of each term of office with additional one off introductory sessions run when needed. However new councillors also start during administrations following by elections and particular attention needs to be given to these members to ensure they are able to start their role as fully

and as quickly as possible as the cycle of council meetings normally does not break for by elections.

A Members Induction Event was held following the election. Members were invited to attend the Town Hall to meet and engage with Directors, senior staff and key officers from services across the Council. The event provided an opportunity for new and returning members to network, gain information and updates from services and an insight into the key projects taking place.

Members also have the following available to them, alongside more wider training courses, to help them undertake their role as a councillor:

- Meeting with the Chief Executive to understand the strategy for the council
- Meeting with Member Services to develop a PDP
- Meetings with other key senior officers (as appropriate) to gain deep knowledge in areas of interest and ward issues
- Code of conduct (compulsory)
- Payroll & declarations information (compulsory)
- Training specific to any appointments (e.g. committee)
- Information and guidance around casework and surgeries including members support
- Information around the working and functions of the Council (officers and members)
- ICT hardware and practical set up including accessing emails and meeting papers, casework on Covalent
- Buddying with another Councillor
- Relevant LGIU or similar courses for new Councillors (e.g. personal safety)
- Member information booklet (A new resource developed to give Hackney specific information that members need all in one place)
- Ward profile information for their ward

7.4 General member training sessions have been arranged as shown below in the following areas:

May-Dec 2018

<b>Training Title</b>	<b>Training Date</b>	<b>Invitees</b>	<b>Attendees</b>
Hackney Members Event	10 May 2018	All Members	49
Member Inductions	May 2018	13 Members	13
Code of Conduct (M)	14, 21 & 29 May 2018	All Members	58
Licensing Training (M)	30 May 2018	All Licensing Committee Members	5
Planning Training (M)	31 May 2018	All Planning Committee	10

		Members	
121 Member Induction Sessions	May/June 2018	13 Members	13
Licensing Training (M)	4 June 2018	All Licensing Committee Members	3
Planning Training (M)	5 June 2018	All Planning Committee Members	5
Finance Training	11 June 2018	All Members	12
Meetings with Chief Executive	12 & 13 June 2018	13 Members	3
Housing Training	13 June 2018	All Members	14
Licensing Training (external provider)	12 July 2018	All Members	8
Safeguarding Training	24 July 2018	All Members	5
Overview & Scrutiny Chair Training	31 July 2018	O&S Chairs	5
Planning & Enforcement Issues	24 October 2018	All Members	8
Media Training	3 December 2018	All Cabinet Members	

#### Cancelled Sessions 2018

Training Title	Reason for cancellation
Manual Handling	No members attended on the day
Mental Health First Aid	No members booked a place on the session
Questioning Skills for Scrutiny Councillors	The session was to be provided by an external trainer but there were insufficient numbers of members who had booked a place on the session to make it financially viable.
Bullying & Harassment	No members booked a place on the session
Casework Advice	No members accepted the invite

#### Upcoming Training 2019

Training Title	Training Date	Invitees
Overview & Scrutiny Questioning Skills	13 Feb 2019	All Overview & Scrutiny Councillors
Stop Hate UK	18 March 2019	All Members
Personal Safety	21 March	All Members

	2019	
Community Leadership, Casework & Advocacy Skills	15 April 2019	All Members
Managing Stress	TBC	All Members

Members of the Audit Committee, Pensions Committee and the Pensions Board (which is formed of Co-opted members only) attend regular training and update sessions in advance of the meeting taking place. For example the following topics have been covered recently; responsible investment, investment strategy and an introduction to Hackney Fund Governance.

A number of Members have also attended external courses and programmes provided by the LGA (e.g. the Leadership Academy) and other external organisations including the Westminster Forum Projects, CIPFA and CFPS.

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**REVIEW OF THE REGISTER OF MEMBERS' AND CO-OPTES' DECLARATION OF INTEREST FORM & REVIEW OF THE CODE OF CONDUCT**

**STANDARDS COMMITTEE**

**18 February 2019**

**CLASSIFICATION:**

**Open**

**WARD(S) AFFECTED**

**All Wards**

**CORPORATE DIRECTOR**

**TIM SHIELDS – CHIEF EXECUTIVE**

## **1. SUMMARY**

- 1.1 The Localism Act 2011 requires all local authorities to adopt a Code of Conduct for its elected Members and voting co-optees.
- 1.2 The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 requires all Members to complete a declaration of interests form on their election to office, and for voting co-optees to complete a form on their appointment to office.

## **2. RECOMMENDATION**

- 2.1 That Standards Committee note the report; and
- 2.2 That Standards Committee note that a quarterly email will be sent from member services to remind members to review and update their form and advise Governance services accordingly.

## **3. REASONS FOR THE DECISION**

- 3.1 This report is for noting and an annual review of the forms, will continue to help develop the arrangements for managing Members' declaration of interests.

## **4. COMMENTS OF THE GROUP DIRECTOR OF FINANCE AND RESOURCES**

- 4.1 There are no financial implications arising out of this report.

## **5. COMMENTS OF THE DIRECTOR OF LEGAL & GOVERNANCE**

- 5.1 The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 provides that Members and co-optees must complete a declaration of interest form.
- 5.2 The Council's Code of Conduct has implemented the Regulations and provides that all Members and co-optees (including non-voting co-optees) must complete a declaration of interest form.
- 5.3 Standards Committee further requires regular review of compliance with the Regulations and the Code of Conduct by the Monitoring Officer.

## **6. BACKGROUND**

- 6.1 The Localism Act 2011 places an obligation on all local authorities to promote high ethical standards in public office.
- 6.2 Regulations also require Members and co-optees to be transparent and declare all disclosable interests on their declaration of interest form.
- 6.3 The declaration of interests forms are held in a hard copy register and on the Council's website as well.



- 6.4 Following on from the Municipal election in May 2018 , all elected Members were required to complete an ROI form within 28 days of taking up office. Governance and Member Services ensured that this was done.
- 6.5 Appropriate advice and guidance was sent to Members following their election in May 2018 and it is suggested that a quarterly email be sent from member services to remind members to review and update their form and advise Governance Services accordingly. It has been common practice to also keep Members updated as and when necessary, on case law relating to declarations of interest. Following on from the election in May 2018 all Members of the Council were required to, and attended mandatory training on the Members Code of Conduct.
- 6.6 Following the review by Central Government in early 2018 of standards in public life in England and Wales, as defined in the Localism Act 2011, the key findings and recommendations of that review were published on 30 January 2019. The headline findings will be part of a verbal update later in this agenda. It is likely that the review findings, if brought into effect by central government, will require revisions to Localism Act 2011, and subsequently revisions will be required to the existing Members Code of Conduct. It will be suggested during the verbal update that Members receive a further report in the early summer of 2019, following an in-depth review of the key findings and their implications.

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<b>Comments for and behalf of the Director of Legal and Governance</b>	Dawn Carter-McDonald Head of Legal and Governance 020 8356 4817

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<b>STANDARDS COMMITTEE: Review of Complaints Procedure and Form</b>	
<b>STANDARDS COMMITTEE</b> 18 February 2019	<b>CLASSIFICATION:</b> Open
<b>WARD(S) AFFECTED</b> All Wards	
Tim Shields, Chief Executive	

## SUMMARY

1. Under Section 28 of the Localism Act 2011 the Council must have arrangements in place to investigate allegations made against Members under the Members' Code of Conduct. Officers have reviewed and refreshed its arrangements and these are attached to this report.
2. **RECOMMENDATIONS**
  - 2.1 **That the Standards Committee considers and approves the updated complaints procedure and complaints form attached as appendices 1-3 to this report .**
3. **BACKGROUND**
  - 3.1 Under the requirements of Section 28 of the Localism Act 2011 Hackney Council has arrangements in place to investigate complaints made against Members under the Members' Code of Conduct.

3.2 As it has been some time since the process had been reviewed, the Standards Committee at its last meeting in July, asked officers to review this process and the accompanying documents.

3.3 The review has been completed and the documents refreshed. As part of the review, a flowchart of the process has been included and this should help officers and members of the public in following the process through.

#### **4. COMMENTS OF THE GROUP DIRECTOR, FINANCE AND CORPORATE RESOURCES**

4.1 There are no additional costs attached to the review of the complaints process.

#### **5. COMMENTS OF THE DIRECTOR OF LEGAL & GOVERNANCE**

5.1 The Localism Act 2011 places an obligation on the Council to ensure that high ethical standards are promoted and maintained among its Members.

5.2 The Council therefore established a Standards Committee to help promote and uphold high ethical standards amongst Members and co-opted Members.

5.3 Part of the Standards Committee's remit is to oversee the complaints process for complaints made against elected Members and co-opted Members. The documentation supporting this process was due for a review and officers have now completed this at the request of this Committee and where possible simplified the process to make it more user friendly.

#### **6. APPENDICES**

Public Appendices

**Appendix 1 - updated complaints procedure**

**Appendix 2 - complaints form**

**Appendix 3 – flow chart**

#### **7. EXEMPT APPENDICES**

No Exempt Appendices

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# **STANDARDS COMMITTEE**

**18 FEBRUARY 2019**

## **Review of Complaints Procedure and Form**

### **Appendix 1- Complaints Procedure**

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# Complaint Procedure

## 1. Introduction

1.1 These arrangements set out how the Council will deal with an allegation that an elected member or a co-opted member of Hackney Council has failed to comply with the Members' Code of Conduct.

1.2 Under Section 28 of the Localism Act 2011 the Council must have arrangements in place whereby allegations can be investigated and decisions upon them can be made. In addition the arrangements must provide for the Council to appoint at least one Independent Person whose views must be sought and taken into account by the Council before it makes a decision and who may be consulted by the Council at other stages in the process or by the member or co-opted member against whom an allegation has been made. These arrangements fulfil the Council's statutory obligations.

1.3 In these Arrangements a number of terms are used which have the following meanings:

Member An elected Councillor

Co-opted Member A person who is not an elected member of the Council but has been appointed to a committee or sub-committee of the Council.

Monitoring Officer A officer of the Council designated under section 5 of the Local Government and Housing Act 1989 to undertake the statutory duties prescribed which include ensuring that the Council and its members and officers act lawfully at all times. Under Section 29 of the Localism Act 2011 the Monitoring Officer must establish and maintain a register of interests of members and co-opted members.

Investigating Officer An appropriate person appointed by the Monitoring Officer to conduct an investigation into an allegation.

Independent Person A person appointed by the Council pursuant to Section 28 of the

Localism Act 2011, whose views are sought and taken into account before decisions upon allegations against members are taken and who may be consulted by a member who is the subject of allegations or the Council, generally.

Standards Committee

A committee of members responsible for promoting and maintaining high standards of member conduct within the Council.

Assessment Sub-Committee

A Sub-Committee of Standards Committee established to decide whether allegations against members are worthy of being investigated.

Review Sub-Committee

A Sub-Committee of Standards Committee established to review the assessment committee's decision on the allegation if required.

1.4 Submission of Complaints

Complaints should be submitted in writing to the Council's Monitoring Officer within 28 days of the alleged incident and should clearly set out how the councillor concerned has allegedly breached the Code of Conduct. The Council requires complainants to provide their name and contact details and anonymous complaints will not generally be considered, except in exceptional circumstances where the Monitoring Officer decides that the complaint raises a serious issue affecting the public interest which is capable of investigation and this outweighs the need for the complainant's identity.

- 1.5 Once your complaint is received, the Monitoring Officer will decide whether it can be investigated under the Code of Conduct. Complaints will not be accepted if they are considered to be malicious, vexatious or frivolous; or if the subject matter has already been considered by the Council (unless new evidence has now become available) or if legal action is already under way.

## **2. Where there isn't a breach**

If the complaint cannot be considered under the Code of Conduct, e.g. the complaint is not connected to the Code of Conduct ('CoC'), the Monitoring Officer ('MO') will write to you and let you know. However, the MO may decide to refer the matter to the appropriate person, for example, the Chief Whip of the political party.

Where the allegation appears to be a Code of Conduct complaint against a Councillor or Co-optee, the Monitoring Officer will acknowledge receipt of your completed complaint form within 10 working days and confirm that the allegation will be assessed by a Sub-Committee of the Standards committee.

## **3. When there is a potential breach**

The MO will discuss the complaint with the Independent Person ('IP') and notify the councillor or co-optee of the allegation and will provide a written summary of the allegation (unless the MO considers to do so might prejudice any investigation).

The MO will ask the Governance Manager to contact the Chair of Standards to arrange an assessment sub-committee which will make an initial assessment of your complaint and decide whether or not there has been a breach and, if so, what action needs to be taken.

The assessment sub-committee will be chaired by the Independent member (who is a member of the public) and will include two other Members of the Standards committee, one of whom will also be a co-optee

Meetings of the assessment sub-committee are held in private and neither you nor the person you are complaining about will be able to attend the meeting. There is also no public right of access to the documents considered by the assessment sub-committee.

The assessment sub-committee can decide to take on of the following courses of action:

- That no further action should be taken in respect of the complaint. If this happens, the Monitoring Officer will write to you to advise you of the decision and explain why the assessment sub-committee came to this decision. You will also be advised about the steps you can take if you want the assessment sub-committee's decision to be reviewed.
- To refer the complaint to the Monitoring Officer, instructing her either to arrange an investigation, or to arrange training, conciliation or other appropriate alternatives.
- Where the complaint is about someone who is no longer a Hackney Councillor, but who is now a Councillor elsewhere, to refer the allegation to the Monitoring Officer of that other relevant Council.

Once the assessment sub-committee has decided how the complaint will be dealt with, if the complainant asks for a review of that decision this will normally take place within 20 days of the request. The review hearing will be undertaken by a review sub-committee made up of three Members of the Standards Committee who were not involved in the original (assessment) decision. The review sub-committee will again be chaired by an Independent Member (who is a member of the public) and will include two other Members of the Standards Committee one of whom shall also be a co-optee of the Committee.

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# **STANDARDS COMMITTEE**

**18 FEBRUARY 2019**

## **Review of Complaints Procedure and Form**

### **Appendix 2 – Complaints Form**

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# COMPLAINT FORM

**This form should only be used for complaints which involve a breach of the Code of Conduct either by Hackney Councillors or by Co-optees to committees of the Council.**

Hackney Council is committed to open and transparent local democracy and to maintaining the highest standards of conduct among its Councillors and Co-optees.

We have a Standards Committee, made up from independent members (up to six) of the public and six elected Councillors. The main purpose of the committee is to promote and maintain high standards of conduct among the Council's elected and co-opted Members.

All Councillors and Co-optees have signed up to the Code of Conduct. You can find this on the Council's website ([www.hackney.gov.uk](http://www.hackney.gov.uk)), or you can ask us to send you a copy by contacting our Governance Services Team (telephone: 020 8356 3326/3578) or by e-mail to [governance@hackney.gov.uk](mailto:governance@hackney.gov.uk).

## **Making a complaint**

If you feel that a Councillor Co-optee of Hackney Council is not following the Code of Conduct or has breached the Code in any way and you want to complain about them, you will need to complete a complaint form obtainable from either the Council's website or from Governance Services (contact details above), or you can write to the Monitoring Officer who is also the Council's Director of Legal & Governance.

Please send the completed form together with any documents marked confidential to:

**Director of Legal & Governance Monitoring Officer**  
**London Borough of Hackney**  
**Town Hall**  
**Mare Street**  
**London E8 1EA**

E-mail: [monitoringofficer@hackney.gov.uk](mailto:monitoringofficer@hackney.gov.uk)

# COMPLAINT FORM:

CODE OF CONDUCT FOR COUNCILLORS OR CO-OPTES

## Your Details

### 1. Please provide us with your name and contact details:

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the Councillor(s) or Co-optee(s) you are complaining about
- the Monitoring Officer of the Council
- the Members of the Standards Committee who will be dealing with your complaint.



We will tell them your name and give them details of your complaint. If you have serious concerns about your name or details of your complaint being released, please complete section 5 of this form.

The Monitoring Officer will maintain a confidential register of all complaints to ensure that the Council is complying with its legal obligations.

The Monitoring Officer is authorised to maintain the confidentiality of the identity of the complainant where and for so long as in her opinion that would be in the public interest.

Unless the Monitoring Officer considers that it would prejudice any potential investigation into the allegation or would otherwise be contrary to the public interest, the Monitoring Officer will also inform the Councillor or Co-optee against whom the complaint is made that the matter will be referred to the Standards Committee's Assessment Sub-Committee, and will provide the Councillor or Co-optee with an outline summary of the complaint.

**2. Please tick which complainant type best describes you:**

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the standards committee
- Member of Parliament
- Local authority Monitoring Officer
- Other Council Officer or authority employee
- Other (please specify)

**The information we need from you**

**3. Please provide us with the name of the Councillor (s) or Co-optee(s) you believe have breached the Code of Conduct:**

Cllr. or Title	First name	Last name

**4. Please explain in this section (or on separate sheets) what the Councillor or Co-optee has done that you believe breaches the Code of Conduct. If you are complaining about more than one person you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.**

It is important that you provide all the information you wish to have taken into account by the assessment sub-committee when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the Councillor or Co-optee said or did. For instance, instead of writing that the Councillor or Co-optee insulted you, you should state what it was they said.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information.

**Please provide us with the details of your complaint.** Continue on a separate sheet if there is not enough space on this form.

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**5. Only complete this next section if you are requesting that your identity is kept confidential**

In the interests of fairness and natural justice, we believe Councillors or Co-optees who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless there appears to be a good reason to believe that it would prejudice any potential investigation into the allegation or would otherwise be contrary to the public interest.

Please note that requests for confidentiality and the non-disclosure of the complaint will not automatically be granted. The Assessment Sub-Committee will consider the request alongside your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:

**If you need additional help**

6. Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible.

**Please sign your name and insert date in the spaces below before you send your completed form to us:**

Signature:

Date:

**This form should be returned marked confidential to:**

**Bernadette Parkin  
PA to the Monitoring Officer  
London Borough of Hackney  
Hackney Town Hall  
Mare Street  
London E8 1EA**

**Equality Monitoring Questions (This is optional but would help us to ensure we serve all sections of the community fairly and equally)**

**Why do we monitor?**

Hackney Council has a moral and legal responsibility to promote equality. As part of our duty we need to monitor those who are using or would like to use our services. With up-to-date and accurate information we are able to:

- Better understand our service users/residents to meet their specific needs.
- Identify any possible discrimination or barriers to accessing our services (or information about our services) for different groups of people.
- Anticipate and avoid potential difficulties for some people and work to remove them.

**Data Protection**

All information is confidential and will only be used under the strict controls of the Data Protection Act 1998.

-----

**Age Monitoring Information**

**Which one of the following age groups do you fall into?**

16-19  20 -29  30-39  40-49  50- 59  60- 69  70- 79  80 +

**Gender Monitoring Information**

**Are you?** Male  Female

**Ethnicity Monitoring Information**

**What is your ethnic group?**

Our ethnic background describes how we think of ourselves. This may be based on many things, for example, our language, culture, ancestry or family history. Ethnic background is not necessarily the same as nationality or country of birth. It is not

possible to list all of the ethnic groups but those listed below reflect the largest ethnic groups in Hackney. Please study the list and tick which is closest to how you see yourself, or write in a more specific group if you wish.

<b>A) White</b>	
British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Traveller of Irish heritage	<input type="checkbox"/>
Gypsy Roma	<input type="checkbox"/>
Turkish Cypriot/Turkish-speaking (including Kurdish)	<input type="checkbox"/>
Other Kurdish	<input type="checkbox"/>
Greek/Greek Cypriot	<input type="checkbox"/>
White Eastern European	<input type="checkbox"/>
White Other European	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Charedi (Orthodox Jewish)	<input type="checkbox"/>
Any other White background (please specify if you wish)	<input type="checkbox"/>
<hr/>	
<b>B) Mixed</b>	<input type="checkbox"/>
White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Any other Mixed background (please specify if you wish)	<input type="checkbox"/>
<hr/>	



- C) Asian or Asian British**
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background (please specify if you wish)
- 
- D) Black or Black British**
- Caribbean
- African – Somali
- African – Congolese
- African – Nigerian
- African – Ghanaian
- Other West African
- Any other African or Black background (please specify if you wish)
- 
- E) Chinese or South East Asian / South East Asian British**
- Chinese
- Vietnamese
- Any other South East Asian (please specify if you wish)
- 
- F) Any other ethnic group**
- Any other group (please specify if you wish)
- 

## Disability Monitoring Information

### Do you have a disability?

The definition of disability according to the Disability Discrimination Act 1995 (DDA), is: “A physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities”. (Long term in this

definition is taken to mean more than 12 months). This definition also includes long term illness such as cancer and HIV or mental health.

Do you consider yourself to have a disability under the Disability Discrimination Act Definition? Yes  No

Are you registered for Disability Living Allowance? Yes  No

To help us classify our results, please tick the definition(s) below which best describe your impairment.

<b>Hearing</b> (deaf, partially deaf or hard of hearing)	<input type="checkbox"/>
<b>Vision</b> (blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	<input type="checkbox"/>
<b>Mobility</b> (wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis etc.)	<input type="checkbox"/>
<b>Speech</b> (speech impairments that can cause communication problems)	<input type="checkbox"/>
<b>Mental Illness</b> (substantial and lasting more than a year, severe depression, psychoses etc.)	<input type="checkbox"/>
<b>Learning Difficulties</b> (e.g. dyslexia)	<input type="checkbox"/>
<b>Physical Co-ordination</b> (manual dexterity, muscular control, e.g. cerebral palsy)	<input type="checkbox"/>
<b>Reduced Physical Capacity</b> (inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, e.g. asthma, angina or diabetes)	<input type="checkbox"/>
<b>Physical Disability</b>	<input type="checkbox"/>
<b>Long Term Illness</b> (such as cancer, HIV, multiple sclerosis)	<input type="checkbox"/>
<b>Other Disability</b> (please specify if you wish)	<input type="checkbox"/>

### Religion / Belief Monitoring Information

Hackney Council recognises that monitoring faith groups within the borough is a significant step to acknowledging the diversity of our service users' / residents' faith or beliefs and to understanding and responding to associated needs or issues.

Please tick the a box from the list below which best describes your belief or faith

Christian			Muslim	
Orthodox Jewish/Charedi			Other Jewish	
Hindu			Sikh	
Buddhist			Secular beliefs	
Other faiths/beliefs			Atheist/No beliefs	
Please specify: _____				
Not stated				

### Sexual Orientation Monitoring Information

Hackney Council also recognises that monitoring the sexual orientation service users / residents is important as it positively acknowledges the importance for everyone, of their own identity. It also allows us to better understand and respond to specific needs or issues affecting bisexual, lesbian or gay people in Hackney.

Please tick the box from the list below that best describes you.

**Are you?**    Bi-sexual     Gay     Heterosexual     Lesbian     Not Stated

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# **STANDARDS COMMITTEE**

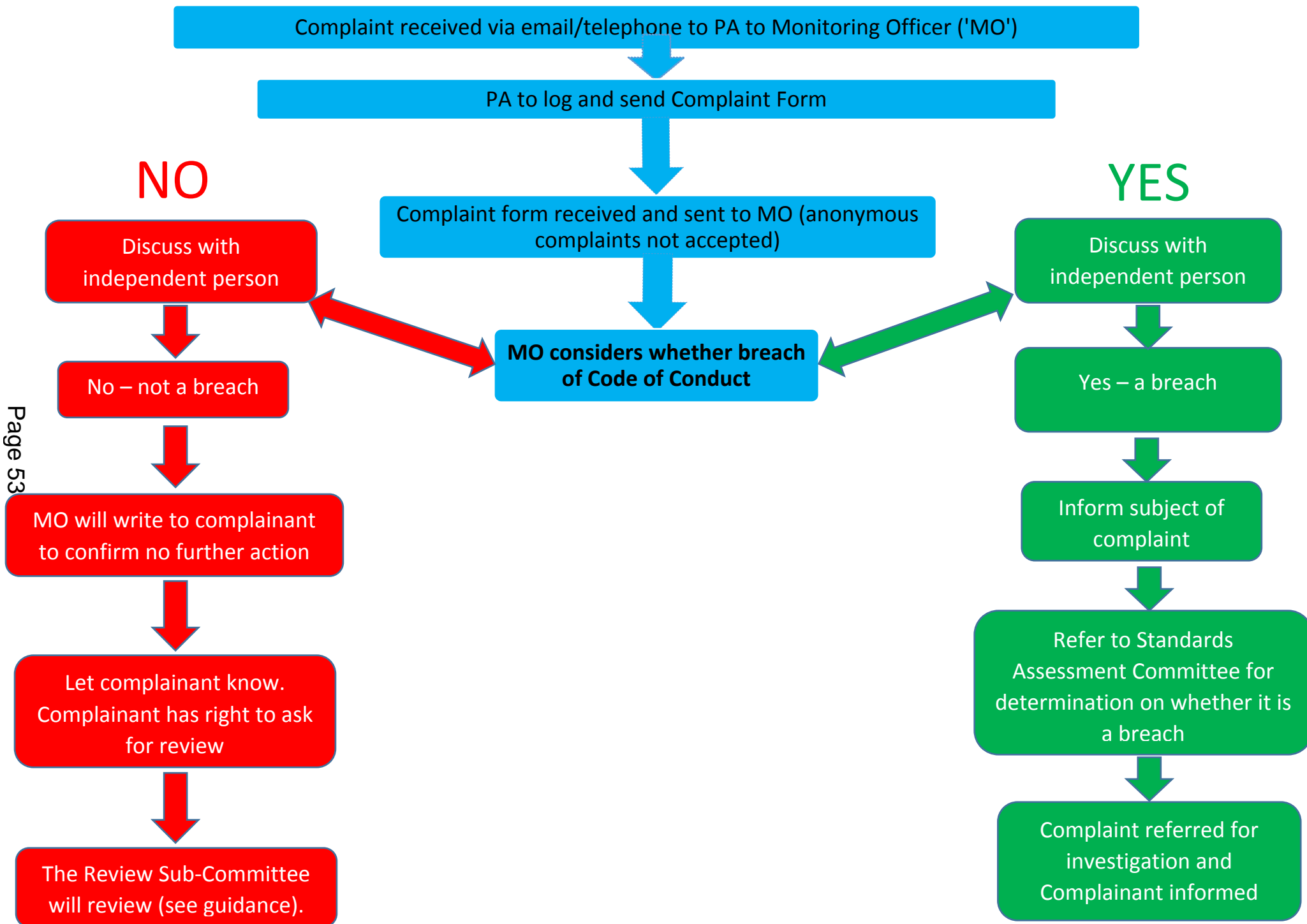
**18 FEBRUARY 2019**

## **Review of Complaints Procedure and Form**

### **Appendix 3 – Complaints Flow-chart**

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### COMPLAINT PROCEDURE FLOWCHART



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