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# Standards Committee

Wednesday, 27th September, 2017 at 9.30 am  
Pevensey & Rye Room, Parkside, Chart Way, Horsham

Councillors:

David Coldwell (Vice-Chairman)  
Roger Clarke  
Roy Cornell  
Brian Donnelly

Mike Morgan  
Godfrey Newman  
Michael Willett

## Co-opted advisory members

John Donaldson  
Mary Jagger  
Philip Baxter  
Val Court

Independent Person  
Independent Person  
Parish Council Representative  
Parish Council Representative

You are summoned to the meeting to transact the following business

Tom Crowley  
Chief Executive

## Agenda

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Page No.

1. **Election of Chairman**

2. **Appointment of Vice-Chairman (if required)**

3. **Apologies for absence**

4. **Minutes**

3 - 6

To approve as correct the minutes of the meeting held on 7 June 2017  
(Note: If any Member wishes to propose an amendment to the minutes they should submit this in writing to [committeeservices@horsham.gov.uk](mailto:committeeservices@horsham.gov.uk) at least 24 hours before the meeting. Where applicable, the audio recording of the meeting will be checked to ensure the accuracy of the proposed amendment.)

5. **Declarations of Members' Interests**

To receive any declarations of interest from Members of the Committee

6. **Announcements**

To receive any announcements from the Chairman of the Committee, the Chief Executive or the Monitoring Officer

To consider the following report of the Head of Customer Services

7. **The Local Government & Social Care Ombudsman Update 2016-2017** 7 - 14

To consider the following report of the Monitoring Officer:

8. **The Ethical Framework Update** 15 - 28

9. **Urgent Business**

Items not on the agenda which the Chairman of the meeting is of the opinion should be considered as urgent because of the special circumstances

**Standards Committee**  
**7 JUNE 2017**

Present: Councillors: David Coldwell, Brian Donnelly, Mike Morgan, Godfrey Newman, Michael Willett, Tricia Youtan, John Donaldson, Mary Jagger and Val Court

Apologies: Councillors: Roger Clarke and Philip Baxter

Also Present: Peter Burgess

SC/1 **ELECTION OF CHAIRMAN**

RESOLVED

That Councillor Tricia Youtan be elected Chairman of the Committee for the ensuing Council year.

SC/2 **APPOINTMENT OF VICE-CHAIRMAN**

RESOLVED

The Councillor David Coldwell be appointed Vice-Chairman of the Committee for the ensuing Council year.

SC/3 **TO APPROVE THE TIME OF THE MEETINGS OF THE COMMITTEE FOR THE ENSUING YEAR**

RESOLVED

That meetings of the Committee be held at 10.00am for the ensuing Council year.

SC/4 **MINUTES**

The minutes of the meeting of the Committee held on 15<sup>th</sup> March 2017 were approved as a correct record and signed by the Chairman.

SC/5 **DECLARATIONS OF MEMBERS' INTERESTS**

Councillor Michael Willett declared a personal interest in the local assessment section of the ethical framework update report as two of the complaints received related to Steyning Parish Council, of which he was a member.

SC/6 **ANNOUNCEMENTS**

The Chairman, on behalf of the Committee, wished Councillor Roger Clarke a speedy recovery following his recent accident.

The Monitoring Officer advised Members that the Council, at its annual meeting on 24<sup>th</sup> May 2017, had approved the appointment of Mr Philip Baxter as the second Parish Council representative on the Committee.

This was the last meeting of the Committee that Paul Cummins, the Monitoring Officer, would be attending before leaving to take up the position of Head of Legal Services at Milton Keynes Council. Members of the Committee congratulated him on his appointment and thanked him for his significant contribution during his three years as Head of Legal and Democratic Services and Monitoring Officer with the Council.

SC/7 **THE ETHICAL FRAMEWORK UPDATE**

The Monitoring Officer presented a report on developments in the ethical framework that affected the role and activities of Councillors and the Council's business.

Since the last Standards Committee the Monitoring Officer had given Ethical Governance and Code of Conduct training sessions at a number of parish councils. Further training sessions at Storrington Parish Council and Nuthurst Parish Council had been arranged for June 2017.

The local assessment schedule, which contained details of complaints that had been received since March 2017, was noted. The Committee noted that the schedule would be refreshed on a yearly basis so that it only contained current information.

Members discussed the importance of promoting the Standards Committee's role to Members of the Council, staff and parish councils. The Monitoring Officer indicated that a training/information event would be organised for all parish council chairmen and vice-chairmen and further work undertaken with parish clerks at a future clerks' meeting.

**RESOLVED**

That the contents of the report be noted.

**REASONS**

- (i) To ensure that the Committee, the Members of the Council and others to whom the report is circulated are kept up to date with developments in the ethical framework.

- (ii) To promote and maintain high standards of conduct amongst Members.

SC/8 **URGENT BUSINESS**

There was no urgent business.

*The meeting closed at 10.40 am having commenced at 10.00 am*

CHAIRMAN

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**Report to Standards Committee**  
27<sup>th</sup> September 2017  
By the Head of Customer Services  
**INFORMATION REPORT**  
Not exempt



## The Local Government & Social Care Ombudsman Update 2016/2017

### Executive Summary

The purpose of this report is to update Members on the number, nature and the outcomes of complaints made to the Local Government & Social Care Ombudsman (LGSCO) in 2016/17.

### Recommendations

The Committee is recommended to note the contents of the report.

### Reasons for Recommendations

- i) To ensure that the Committee has the necessary information to ensure that complaints can be made to the Council with ease and complaints are dealt with appropriately. In addition the Council uses its complaints process to improve services delivery.

**Background Papers:** None

**Consultation:** None

**Wards affected:** All

**Contact:** Richard Winch  
Feedback Officer  
Extension 5470

## **Background Information**

### **1 Introduction**

#### **The purpose of this report**

- 1.1 The purpose of this report is to update Members on the number, nature and the findings of complaints made to the LGSCO in 2016/17.

#### **Background/Actions taken to date**

- 1.2 On 6 June 2017 the Local Government Ombudsman was renamed as the Local Government & Social Care Ombudsman to make its full remit clearer for users.
- 1.3 The LGSCO requires complainants to exhaust the Council's internal complaints procedure before it will investigate a complaint. Where the LGSCO receives a complaint that has not first been processed internally by the Council, it will normally refer the complainant to the Council's internal complaints procedure. In urgent circumstances, however, the LGSCO will inform the Council that it has opted to investigate a complaint without referral to the Council's internal complaints procedure.
- 1.4 The LGSCO continues to investigate complaints following exhaustion of the Council's internal complaints procedure. However, it also issues decisions without investigation, for example, where the details provided by the complainant appear to show that a lengthy timescale has elapsed from the date of the subject matter of the complaint.
- 1.5 Details of all complaints, compliments and suggestions advised to the Feedback Officer are included in the corporate plan priorities, finance and performance report considered by the Overview & Scrutiny Committee.

### **2 Statutory and Policy Background**

#### **Statutory background**

- 2.1 The statutory background is found in the Local Government Act 1974 (as amended) and the Local Government and Public Involvement in Health Act 2007.
- 2.2 The Local Government Act 1974 (as amended) specifies the two main statutory functions for the LGSCO:
  - To investigate complaints against councils and some other authorities; and
  - To provide advice and guidance on good administrative practice.
- 2.3 The Local Government and Public Involvement in Health Act 2007, also sets out the LGSCO's role:
  - The LGSCO may look at service failure in addition to maladministration;
  - The LGSCO will have a limited power to investigate where an apparent case of maladministration comes to light even though they have received no complaint about the matter;



- Complaints about the procurement of goods and services are within its jurisdiction;
- The LGSCO may issue a 'statement of reasons' instead of a report if they are satisfied with the council's proposals to remedy its failures;
- The LGSCO may publish decisions other than reports.

2.4 The LGSCO also has jurisdiction in areas that do not directly relate to the Council's services, and its jurisdiction and operations are set out within the Local Government and Public Involvement in Health Act 2007, the Health Act 2009 and the Apprenticeship, Skills, Children and Learning Act 2009.

### **Relevant Government policy**

2.5 The relevant Government policy is contained within the legislation cited in paragraph 2.1 above.

### **Relevant Council policy**

2.6 The Council's Complaints Procedure for handling comments, representations, criticisms of policy and formal complaints can be found on the Council's website via the following link: <http://www.horsham.gov.uk/contact/comments-and-complaints>. It was decided that it should be removed from Part 5D of the Constitution at the meeting of the full Council on 25 February 2015.

## **3 Complaints**

3.1 There were 14 complaints about Horsham District Council made to the LGSCO in 2016/17 which have now been decided. A table of these complaints is included at appendix 2. These LGSCO investigations resulted in:

- 6 complaints being closed without investigation after initial enquiries being made by the LGCSO
- 5 complaints being referred back to the Council for local resolution
- 2 complaints being upheld
- 1 complaint not upheld

### Closed without investigation

3.2 When a complaint is lodged with the LGCSO the authority is not always made aware of the complaint and initial enquires can be made with no contact from the LGCSO. It is therefore not always possible to identify the complaints on the Councils systems and of the 6 complaints closed after initial enquiries 3 have been identified. These complaints relate to an environmental case, a housing case and a planning matter.

3.3 The environmental complaint related to the decision of the Council not to prosecute an allegation of littering due to insufficient evidence. The LGCSO decided not to investigate as their involvement could not be justified when it was very unlikely to have any effect on the outcome of the case.

- 3.4 The Housing case was an allegation that the Council had not provided adequate support to a customer. The LGSCO found that the customer had not notified the Council for a year that the property provided was not suitable and when we had been notified that the customer had been rehoused. There was therefore no injustice to investigate.
- 3.5 The planning matter related to 3 issues: conditions the Council attached when it approved an application in 2014, that the Council required another planning application because he started development before discharging pre-commencement conditions and that the Council did not remove conditions when it approved his second application. The LGSCO found that as the complainant had the right of appeal to the planning inspectorate or the courts and could have avoided the issues he complained of by discharging the pre-commencement conditions that no further action was necessary.

#### Referred back for local resolution

- 3.6 The Local Government Act 1974 requires the LGSCO to give authorities an opportunity to try and resolve a complaint before they get involved. Usually the LGSCO will tell complainants how to complain to an authority. In many instances, authorities are successful in resolving the complaint and the complainant does not re-contact the LGSCO. This accounts for the five complaints being referred back for local resolution.

#### Upheld

- 3.7 Of the 2 complaints that were upheld one related to a Council tax matter and the other related to a Housing matter. The Council tax complaint was from a customer who felt a housing officer misrepresented her intentions when setting up a repayment plan over 12 months for council tax arrears. The LGSCO found that the Council should not have taken the instruction to pay council tax arrears for one account to apply to more than the one account intended. It also found that there was not any significant injustice as a result.
- 3.8 The complaint referring to the housing matter concerned a customer who was on the housing register being offered a property for the second time. The council were then contacted by a housing association and advised that she had declined the offer. The customer was taken off the housing register as a result. The LGSCO found that the Council was at fault for relying on the information provided by the housing association and not confirming this with the customer direct as the customer missed the opportunity to accept the offer and was also removed from the housing register. To remedy the injustice the Council agreed to apologise to the customer, pay £400 to recognise her lost opportunity to move and the distress caused and to reinstate her on the housing register.

#### Not Upheld

- 3.9 The last complaint that was not upheld related to a planning matter. The complainant alleged that the Council made a planning decision based on inaccurate information and it ignored some of his objections. The LGSCO found that this was not the case and was satisfied by the Council's actions.

#### **4 Next Steps**

- 4.1 This report is based on the complaints that the LGSCO has investigated. It is intended that this report will assist with learning lessons and improve the Council's performance. Findings from the LGSCO are reviewed by the Feedback Officer with the relevant service manager to ensure improvements are made where necessary.

## **5 Outcome of Consultations**

- 5.1 Not applicable.

## **6 Other Courses of Action Considered but Rejected**

- 6.1 Not applicable.

## **7 Staffing Consequences**

- 7.1 There are no staffing consequences resulting from this report.

## **8 Financial Consequences**

- 8.1 Members should note that as the LGSCO can recommend compensation payments where it determines that complaints should be upheld, the Council must pay those compensation payments to the complainant(s). Only one such recommendation was made in 2016/17 for the amount of £400.

## **9 Other Consequences of the Proposed Action**

- 9.1 Other consequences of the proposed action are set out in Appendix 1.

## Appendix 1

### Consequences of the Proposed Action

What are the risks associated with the proposal?  Risk Assessment attached Yes/No	The report will assist the Council with learning lessons and improving its performance.  No.
How will the proposal help to reduce Crime and Disorder?	This report does not directly affect the Council's duty to reduce crime and disorder.
How will the proposal help to promote Human Rights?	Responding to complaints effectively and learning from the process, together with the adoption of the ethical framework will enhance citizens' human rights in all their aspects.
What is the impact of the proposal on Equality and Diversity?  Equalities Impact Assessment attached Yes/No/Not relevant	The Council is committed to the values of Equality and Diversity in relation to the provision of services and when serving residents.  It has adopted a Single Equality Scheme as a public commitment of how the Council will meet the duties placed upon it by equality legislation.  Having the right climate to accept and respond effectively to complaints against the Council will ensure the duties placed upon the Council by equality legislation are considered.  No.
How will the proposal help to promote Sustainability?	This report does not directly help to promote sustainability.

**Appendix 2 – Ombudsman Complaints – 2016/17**

<b>Column1</b>	<b>Column2</b>	<b>Column3</b>	<b>Column4</b>	<b>Column5</b>
<b>LGSCO Case ID</b>	<b>Department</b>	<b>Decision Date</b>	<b>Decision</b>	<b>Remedy</b>
15008751	Benefits & Tax	15-Jul-16	Upheld	Null
15018987	Housing	07-Sep-16	Upheld	Apology, Financial Redress of £400 & Miss X placed back onto the housing register.
16001050	Planning & Development	03-Nov-16	Not Upheld	Null
16006210	Planning & Development	21-Feb-17	Closed after initial enquiries	Null
16006544	Planning & Development	05-Aug-16	Referred back for local resolution	Null
16007215	Environmental Services	14-Sep-16	Closed after initial enquiries	Null
16010637	Housing	18-Nov-16	Closed after initial enquiries	Null
16012351	Highways & Transport	07-Dec-16	Referred back for local resolution	Null
16013799	Benefits & Tax	26-Jan-17	Closed after initial enquiries	Null
16014222	Housing	03-Jan-17	Referred back for local resolution	Null
16015055	Benefits & Tax	27-Feb-17	Closed after initial enquiries	Null
16017044	Housing	20-Feb-17	Referred back for local resolution	Null
16017157	Housing	06-Mar-17	Referred back for local resolution	Null
16017292	Benefits & Tax	06-Mar-17	Closed after initial enquiries	Null

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## Report to Standards Committee

27 September 2017

By the Monitoring Officer

### INFORMATION REPORT



**Horsham  
District  
Council**

Not Exempt

## Ethical Framework Update: September 2017

### Executive Summary

This report is to:

- (i) Inform and update Members of the Council about recent developments in the ethical framework, which affect the role and activities of Councillors and the Council's business. In particular this report gives details on the following matters:
  - Training and awareness;
  - Local assessment, other action, investigations and determinations;
  - Register of Interests;
  - Work programme update.

### Recommendations

The Committee is recommended:

- (i) To note the matters set out in the report.

### Reasons for Recommendations

- (i) To ensure that the Committee, the Members of the Council and others to whom the report is circulated are kept up to date with developments in the ethical framework; and
- (ii) To promote and maintain high standards of conduct amongst members.

### Background Papers

Standards Committee Documents

Relevant Legislation

### Wards affected:

All

**Contact:** Deputy Monitoring Officer, Ext 5399

## **Background Information**

### **1 Introduction and Background**

- 1.1 The purpose of this report is to inform and update Members of the Council of recent developments in the ethical framework, since the preparation of the last report in June 2017.
- 1.2 Members regularly receive reports on developments in the ethical framework and this report continues that approach. Members of this Committee are also reminded of the following helpful websites:
  - Department for Communities and Local Government:  
<http://www.communities.gov.uk/>
  - Local Government Ombudsman:  
[www.lgo.org.uk](http://www.lgo.org.uk)

### **2 Relevant Council and Government policy**

- 2.1 The statutory background can be found in the Localism Act 2011, Part 1 Chapters 6 and Chapter 7 and the Regulations made under that Act. The relevant Government policies, with regard to the ethical framework are contained in Department for Communities and Local Government Guidance 'Openness and Transparency on Personal Interests: A Guide for Councillors' and the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.
- 2.2 The Council's policy is set out in its Constitution and through the activities of this Committee and Council.

### **3 Details**

#### **Training and Awareness**

- 3.1 The authority has subscribed to the Hoey Ainscough Associates' interactive website, the Standards Exchange, which allows access to the latest news on standards issues, including cases and best practice from other authorities, access to help and support a dedicated forum and a regular standards bulletin. Learning from this resource is provided to this Committee.
- 3.2 The Monitoring Officer has prepared some training slides to undertake Ethical Governance and Code of Conduct. Training sessions have taken place at a number of Parish Councils. Further training sessions are due to be arranged for Storrington Parish Council and Nuthurst Parish Council.
- 3.3 Training on the subject of disclosable pecuniary interests and updating of members' register of interests has also been provided to parish clerks who attended the quarterly district wide clerks' meeting this month.



## **Local assessment, other action, investigations and determinations**

- 3.3 Attached as **Appendix 1** is the schedule of all assessment, other action, investigation and determination decisions issued since June 2017.

### **Reports**

- 3.4 Attached as **Appendix 2** is a recent article about a request from Thurrock Council to the Communities Secretary Sajid Javid for legislation to bring in a new 'Right to Recall' councillors in the event of significant conduct or ethical breach, similar to that put in place for Members of Parliament by the Recall of MPs Act 2015.

### **Work Programme update**

- 3.5 The Work Programme incorporates the key responsibilities of the Standards Committee. This is a live document and Members are asked to consider the current Work Programme for 2017-2018. A copy is attached at **Appendix 3**.

## **3 Next Steps**

- 4.1 The Committee is asked to note the matters contained in this report.

## **5 Views of the Policy Development Advisory Group and Outcome of Consultations**

- 5.1 Not applicable.

## **6 Other Courses of Action Considered but Rejected**

- 6.1 Not applicable.

## **7 Resource Consequences**

- 7.1 The delegation to the Monitoring Officer of the initial assessment of complaints does represent a reduction in cost of this part of the process.

## **8 Other Considerations**

- 8.1 There is a positive obligation on the Council under the Human Rights Act 1998 to have regard for human rights. The Convention rights are scheduled in the Act. The creation of the right climate for decision-making and adequate probity measures will ensure that human rights are regarded and in some cases enhanced.

The current code of conduct includes the expectation of respect for others defined in the General Principles as:

“Members should promote equality by not discriminating unlawfully against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability”.

In addition there is a general obligation in the code in which members undertake “Not to do anything which may cause your authority to breach any of the equality enactments.

## **APPENDICES TO REPORT**

Appendix 1 – Local Assessment Schedule

Appendix 2 –Report

Appendix 3 – Work Programme Update

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## Appendix 1 Local Assessment schedule (Complaints which have or are to be determined)

File ref	District or Parish Council	Decision Date	Complainant	Date complaint received	Nature of complaint (Personal data removed)  Paragraphs of the Code of Conduct breached	Monitoring Officer or Local Assessment Sub-Committee Decision	Decision
CES 140	Colgate Parish	12/06/17	Member of Public	12/04/17	Breach of: 3(2)(ci); 5; 6(a); mention of Nolan Principles (selflessness, integrity)	MO	No Breach
CES 141	Steyning Parish	23/08/17	Member of Public	23/05/17	Breach of: 3(1); 3(2); mention of Nolan Principles (accountability, openness, leadership)	LASC 23/08/17	No Breach
CES 142	Steyning Parish	23/08/17	Member of Public	23/05/17	Breach of: 3(1); 3(2); mention of Nolan Principles (accountability, openness, leadership)	LASC 23/08/17	No Breach
CES 143	Steyning Parish	23/08/17	Parish Councillor	31/05/17	Breach of: 3(2) (c); 5; 6(a)	LASC 23/08/17	
CES 144	Steyning Parish	23/08/17	2 Members of Public / Parish Councillor	02/06/17	Breach of 3(1); 4(a)	LASC 23/08/17	
CES 145	Steyning Parish	23/08/17	Member of Public	05/06/17	Breach of 2(4); 13(1)	LASC 23/08/17	No Breach

Appendix 1 Local Assessment schedule (Continued)

CES 146	Steyning Parish	23/08/17	2 Members of Public	06/06/17	Breach of 4(b); 5; mention of Nolan Principles (integrity, accountability, openness, honesty, public confidence)	LASC 23/08/17	
CES 147	Steyning Parish	23/08/17	3 Parish Councillors	11/06/17	Breach of 3(2); 5; 6	LASC 23/08/17	
CES 148	Steyning Parish		2 Parish Councillors	22/08/17	Breach of 8; 9; 10; 5; 6	LASC 27/09/17	

## **Appendix - 2**

From Local Government Lawyer – 1 September 2017

[link to Local Government Lawyer website article](#)

### **Council calls for new powers to discipline councillors**

Thurrock Council has written to the Communities Secretary Sajid Javid to request legislation for a new 'Right to Recall' councillors in the event of significant conduct or ethical breach, similar to that put in place for Members of Parliament by the Recall of MPs Act 2015.

The council said that it is also looking into the possibility of introducing its own recall scheme and has asked its monitoring officer to investigate ways that this could be established without new legislation.

Deputy Leader, Cllr Shane Hebb said: "The council's Monitoring Officer has been looking into the legalities of such a change, and I'm pleased there were many voices across the council chamber who were in favour of a higher form of accountability. "If changes were to be implemented then, should a councillor fall foul of an agreed set of criteria – like not attending meetings, conviction of a crime or breaching the members code of conduct – voters would have the choice to recall their representative and go to the ballot box to choose another candidate.

"As councillors, we are effectively immune from our residents calling time on any bad practices until a future election. It is the belief of this council that significant lapses of judgement and behaviour do warrant sanction far sooner in some instances, and that our bosses – the electorate – should have a say in calling time on such elected representatives."

The Localism Act 2011 removed many of the sanctions available to councils to discipline misbehaving members and a number of surveys of monitoring officers since then have found that the standards regime introduced by the act is considered inadequate to deal with code of conduct breaches.

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## APPENDIX 3

### STANDARDS COMMITTEE WORK PROGRAMME 2016/17

No	Activity	Who is responsible	Completion	Notes	Legislative Root
1	Undertake Local Assessment of Complaints	MO/Standards Committee	Ongoing	Effective July 2012. See also Local Arrangements adopted by the Council July 2012 and revised May 2014.	Localism Act 2011
2	Undertake investigations and Local determination hearings as necessary	MO/Standards Committee	Ongoing	Effective July 2012. See also Local Arrangements adopted by the Council.	Localism Act 2011
3	Consider dispensation requests	MO/Standards Committee	As received	Scheme of dispensations in Constitution.	Localism Act 2011
4	Prepare annual report for presentation to full Council	Chairman	Annually	At end of municipal year.	Good practice
5	Promotion of the role and work of the Standards Committee	Chairman/ Standards Committee and MO	Ongoing	Promote the work of the SC internally through the Members Bulletin and 'Grapevine'. SC to pursue programme of awareness raising within the Community. Promote the work of the SC through the Horsham District Council Magazine and use of the Council website to include biography pages for Independent Persons and Parish Representatives. Liaison with Parish Councils by regular attendance at Parish Clerks' quarterly meetings and the distribution of SC agenda and reports. Investigate other ways of raising profile of role and work of SC.	Localism Act 2011

No	Activity	Who is responsible	Completion	Notes	Legislative Root
6	Liaison Chief Executive, Leader of Council, Leader of Opposition, Chairman of Standards on standards issues	Chairman and Monitoring Officer	Six monthly	From April 2010. To include annual attendance of Chief Executive at Standards Committee meetings and as required.	Localism Act 2011 Good practice
7	Liaison Chief Executive and MO on standards issues	CE/MO	Monthly 121 and as required	From February 2010	Good practice
8	Standards Training	Chairman and MO	New Code July 2012 and as required. Member induction training May 2015.	MO to organise training throughout the year, to include awareness training for Parish Councils. Dedicated training on Local Assessment, Local Determination and Hearings for the Standards Committee, Independent Persons and Parish Representatives. Awareness training of the Code of Conduct for Members and Management Team of HDC to form a part of Member Development Programme. Use of on-line resources, DVDs etc. as training aide. Attendance at external training events as required.	Localism Act 2011 HDC Corporate Learning and Development Plan
9	Arrangements for dealing with standards complaints in relation to persistent complainants	Chairman and MO	ongoing	References:- Procedure for Local Investigation of Assessed Complaints <a href="http://horsham.moderngov.co.uk/documents/s1428/ProcedureforLocalInvestigationofAssessedComplaints.pdf">http://horsham.moderngov.co.uk/documents/s1428/ProcedureforLocalInvestigationofAssessedComplaints.pdf</a> Guidance for Potential Complainants <a href="http://horsham.moderngov.co.uk/ecSDDisplay.aspx?NAME=SD213&amp;ID=213&amp;RPID=265744">http://horsham.moderngov.co.uk/ecSDDisplay.aspx?NAME=SD213&amp;ID=213&amp;RPID=265744</a>	

No	Activity	Who is responsible	Completion	Notes	Legislative Root
9	Review of Register of Interests	MO	Annual	To ensure that Members of HDC and Parish Councils review the content of their Register of Interests at least once annually. To ensure that updated ROI are available online at HDC website for HDC members and at parish council website for parish members.	Localism Act 2011 and local Code of Conduct
10	Consider regular Ethical Framework update reports	MO/Standards Committee	Quarterly	To ensure that the Standards Committee Members are kept up to date with issues of ethics and governance. Provide access to reports for all HDC members through Members Bulletin on website.	Localism Act 2011
11	Consider regular Ombudsman update reports	MO/Standards Committee	Annually (after receipt of annual Ombudsman Letter summarising complaints received)	To ensure that the Committee has the necessary information to ensure that complaints can be easily made to the Council and properly responded to. To assist with learning lessons and improving performance following complaints made to the Local Government Ombudsman about the Council. To feed this information into the Finance & Performance Sub-Committee report on Complaints, Compliments and Suggestions.	Local Government Act 2000  Local Government Ombudsman good practice

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