

Merton Council

Standards Committee

Membership

Councillors

Peter McCabe (Chair)

John Dehaney

Karin Forbes

Janice Howard

Mary-Jane Jeanes

Philip Jones

Ian Munn BSc, MRTPI(Rtd)

Rod Scott

David Williams

Co-opted members

Sophie Bowen

Nigel Brotherton

Beverley Huie

Substitute Members:

Iain Dysart

Oonagh Moulton

Henry Nelles

Judy Saunders

A meeting of the Standards Committee will be held on:

Date: 23 October 2013

Time: 7.15 pm

Venue: Committee rooms D & E - Merton Civic Centre, London Road, Morden SM4 5DX

Merton Civic Centre, London Road, Morden, Surrey SM4 5DX

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Standards Committee

23 October 2013

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Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

Agenda Item 3

STANDARDS COMMITTEE

18 JUNE 2013

(19:15 TO 19:55)

PRESENT:

Councillors: Peter McCabe (in the chair), John Dehaney, Janice Howard, Mary-Jane Jeanes, Philip Jones, Ian Munn, Henry Nelles and David Williams.

Co-opted members: Nigel Brotherton

Caroline Holland (Director of Corporate Services), Paul Evans (Monitoring Officer, Assistant Director of Corporate Governance), Karin Lane (Head of Information Governance) and Colin Millar (Democracy Services)

ALSO PRESENT:

Sophie Bowen

1 DECLARATIONS OF INTEREST (Agenda item 1)

None were made

2 APOLOGIES FOR ABSENCE (Agenda item 2)

None were received

3 MINUTES OF THE MEETING HELD ON 26 FEBRUARY 2013 (Agenda item 3)

RESOLVED: That the minutes of the meeting held on 26 February 2013 are agreed as a correct record.

4 REGULATION OF INVESTIGATORY POWERS ACT 2012/13 UPDATE (Agenda item 4)

Officers discussed the report with members

- The level of use of investigations was still low although there were initiatives taking place in respect of underage alcohol sales, housing benefits fraud and fly-tipping which would mean that a steady level of investigative work was maintained.
- There are processes in place with the magistrates court which enable applications to be dealt with in a timely fashion, including urgent applications – officers normally only use covert surveillance or interception of communications data after they have tried other investigative approaches which have not been successful.
- There was some joint work going ahead with LB Croydon on recovering money from fraudulent housing benefits claims under proceeds of crime provisions.

The report was noted.

5 ANNUAL GOVERNANCE STATEMENT 2012/13 (Agenda item 5)

Officers discussed the report with members:

1

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STANDARDS COMMITTEE
18 JUNE 2013

- Merton did work with other boroughs in various activities and applied lessons for governance where appropriate. However, it was important that Merton's governance model also reflected local requirements;
- Internal audit benefitted from working with other organisations in specialist areas and from outside the public sector;
- Internal audit was working more to a risk based approach and looked at major cross-cutting work such as procurement;
- Caroline Holland pointed out that none of the outstanding actions on the annual audit report at page 33 were overdue – members asked to have overdue actions identified in future reports;
- Simon Williams as chair of the procurement board had attended General Purposes Committee in March to address the procurement issue at paragraph 3.7 of the annual audit report;
- In respect of paragraph 7.2 of the annual audit report the internal audit team role was to ensure that systems and procedures were robust, individual cases would also be investigated and pursued as appropriate by the investigations team;
- Merton had considered all of the options for the Director of Public Health role and had decided not to proceed with a shared service approach;

RESOLVED: That the Annual Governance Statement is agreed

6 COMPLAINTS AGAINST MEMBERS (Agenda item 6)

No complaints have been received since the last meeting

7 WORK PROGRAMME (Agenda item 7)

Code of conduct training for new members following 2014 election to be added to February 2014 meeting.

Committee: Standards Committee

Date: 23 October 2013

Wards: All

Subject: S106 agreements/undertakings – delegation to officers

Lead officer: John Hill, Head of Public Protection & Development

Lead member: Cllr Andrew Judge, Cabinet Member for Environmental Sustainability and Regeneration.

Contact officer: Tim Catley, S.106 Monitoring Officer / Jonathan Lewis Team Leader (Development Control)

Recommendations:

1. That the Standards committee discuss and comment on the officer's recommendation to widen the scope of planning applications that can be determined under delegated powers by amending Part 3F of the Council's Constitution as set out in Appendix 2 so that certain planning applications where standard heads of terms of S106 agreements or undertakings are proposed need not be referred to the Planning Applications Committee.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Growth and Infrastructure Act 2013 is the Government's latest attempt to reform the planning system and to foster economic growth. A key objective of the Act is to speed up the planning process. Secondary legislation flowing from the Act includes measures to allow for applicants to secure a refund of planning fees in the event of delays in determining a planning application.
- 1.2 Against this backdrop, this report is put to Committee as an initiative to help to improve performance, value for money and business effectiveness in the statutory duty of the Local Planning Authority to process and determine planning applications.
- 1.3 Officers are recommending to widen the scope of planning applications that can be determined under delegated powers by amending Part 3F of the Council's Constitution as set out in Appendix 2 so that certain cases where standard heads of terms of S106 agreements or undertakings are proposed need not be referred to the committee for decision.
- 1.4 Planning Applications Committee endorsed the recommendations at their meeting on the 10th of October 2013. Subject to Standards and General Purposes Committee endorsement of the above

recommendations, or any variation to the recommendations, officers are recommending that the matter be referred to the next available meeting of Full Council for consideration

2. DETAILS

- 2.1 The scheme of delegation by Full Council and committees is set out in section 3F of the Council's Constitution. Paragraph 7.2(d) of the scheme (see Appendix 2 for the full wording) requires that planning applications for development proposals that include S106 agreements or other legal agreements must be determined by Planning Applications Committee (PAC). Full Council sanctions the various parts of the scheme of delegation and would have the ultimate authority to authorise any amendments to it.
- 2.2 Reporting planning applications to PAC is a resource intensive exercise with significant additional resource applied to cases that are referred to Committee. Since the current restrictions on S106 agreements in the scheme of management were put in place, changes to Council planning policies have come into effect that have resulted in a significant increase in the number of proposals with S.106 agreements being brought to PAC. These policies include:
- The Core Strategy Policy CS8 which was adopted in July 2011 that requires all proposals involving a new dwelling (net) to agree to pay a standard S.106 charge for affordable housing (subject to viability).
 - The Planning Obligations Supplementary Planning Document (SPD) that was adopted in August 2006 provided a framework for calculating contributions from minor development via standard formulae. Since 2009 due to the identification of the borough wide shortfall of school places/classrooms a standard education contribution charge using formulae contained in the SPD has been applied to all proposals containing additional dwellings containing two or more bedrooms.
- 2.3 The Community Infrastructure Regulations 2010 (as amended) effectively will make it unlawful for Local Planning Authorities to grant planning permission subject to a S106 agreement for funding to be pooled with other contributions for infrastructure items or projects, other than affordable housing. This restriction is due to come into effect on 1 April 2014 for Merton with the type of contributions that will no longer be lawful including (but not be limited to) sustainable transport, open space, play space, public realm and education where these monies can be pooled with other similar contributions agreed since 1 April 2010. Affordable housing and permit free obligations (a standard requirement for new dwellings in Controlled Parking Zones with insufficient off-street parking provision prohibiting holders of residential parking permits from occupying the new dwellings) are standard requirements that will continue post 1 April 2014.

- 2.4 Appendix 1 assesses PAC cases involving S106 agreements for 2012-13, 2010-11, 2009-10 and 2005-06 and demonstrates the impact of the standard charges for affordable housing and education in terms of significant additional PAC applications being brought to Committee only due to the S.106 requirement.
- 2.5 Committee is being asked to endorse the recommendation of officers to delegate the decision of cases where there have been no reason for the case to be determined by Committee other than that a standard charge or standard head of term is proposed where no negotiation has resulted in a variation of the requirement (for example affordable housing or education contribution where viability has not resulted in a reduction of contribution, or permit free development requirement). It is considered the additional work associated with taking a case to PAC can be avoided, if the recommendation was implemented, on a significant number cases.
- 2.6 It might be argued that the introduction of the Merton CIL will reduce the importance of agreeing a change to the scheme of delegation because the standard education contribution charge will no longer be lawful from 1 April 2014 under CIL Regulation 123.
- 2.7 However if the proposed changes to the scheme of delegation are not implemented there would only be a negligible drop in cases with S106 agreements requiring authorisation by PAC as applications warranting education contributions and affordable housing contributions would be unaffected.
- 2.8 There are also likely to be other benefits as follows:
- It would enable a more timely processing of applications and improved performance thereby avoiding appeals for non-determination of planning applications within the statutory period.
 - It would reduce the risk to the Council of applicants seeking refunds on undetermined applications. New statutory provisions will come into force in 1 October 2013 provide applicants with recourse to require a refund of fees paid for planning applications where those applications have not been determined within 26 weeks of a valid application being received.
 - It would help PAC to make more conclusive decisions by allowing them to scrutinise justifications for reduced contributions including where the proposed heads of terms do not fulfil the Council's policy or SPD requirements?
 - It could reduce the number of enforcement cases where developers have commenced work on the back of a PAC decision to grant permission subject to contribution figures to be determined on the basis of viability where the viability arguments are protracted post-committee.

3. ALTERNATIVE OPTIONS

- 3.1 Members may choose to endorse the recommendation of officers in full.
- 3.2 Members may propose to widen the scope of planning applications that can be determined under delegated powers to include those applications requiring the completion of a S106 agreement or that are subject to a S106 unilateral undertaking where no objections have been raised as a result of consultation irrespective of the type of obligations that are proposed with no caveats; or
- 3.3 Members may propose alternative caveats, such as limiting powers of delegation to certain types of applications or number of dwellings, or additional caveats.
- 3.4 Opting for alternative or no caveats is not recommended on the basis that members may wish to scrutinise non-standard obligations particularly where negotiations have occurred surrounding viability or site specific issues. Members should carefully consider whether any proposed additional caveats would unnecessarily limit the scope for delegation and the associated efficiency savings.
- 3.5 Members may choose not to support the proposals and fail to make the associated efficiency savings.

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 Planning Applications Committee endorsed the recommendations at their meeting on the 10th of October 2013. Members are consulted by virtue of the impact of this item on their responsibilities.

5. TIMETABLE

- 5.1 The proposed changes would take effect on those applications with officer recommendations from the date the scheme of management is amended. The target date for a final decision authorising the changes is the 20th November 2013 being the next scheduled meeting of Full Council. The meetings that this proposal has been/is likely to be taken to are as follows:

- 10 October 2013 Planning Applications Committee
- 23 October 2013 Standards Committee
- 5 November 2013 General Purposes Committee
- 20 November 2013 Full Council

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 This report is put to Committee as an initiative to help to improve performance, value for money and business effectiveness in the

statutory duty of the Local Planning Authority to process and decide planning applications.

- 6.2 The recommended proposal would if implemented reduce the amount of resource and the costs associated with taking planning application cases to Planning Applications Committee.

7. LEGAL AND STATUTORY IMPLICATIONS.

- 7.1 Contained within the body of the report.

8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1 None

9. CRIME AND DISORDER IMPLICATIONS

- 9.1 None.

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1 There are no risk implications with this proposal as the types of proposals that would no longer be taken to PAC would be determined on pre-determined criteria by way of standard clauses or criteria that already do not trigger the need to take cases to PAC. Where negotiations on an individual application have changed the principle of an obligation or have resulted in the contributions being reduced then the cases would need to go to the committee.

11. APPENDICES

- 11.1 Appendix 1 – PAC cases involving S106 agreements for 2012-13, 2010-11, 2009-10 and 2005-06
11.2 Appendix 2 – Proposed revisions to the scheme of delegation

12. BACKGROUND PAPERS

- 12.1 The following documents have been relied upon in compiling this report but do not form part of this report.
- London Borough of Merton Constitution.
 - London Borough of Merton Core Strategy (July 2011)
 - London Borough of Merton Planning Obligations SPD (August 2006)
 - The Community Infrastructure Regulations 2010 statutory instrument no. 948 (as amended).
 - The Town and Country Planning (Fees for Applications, Deemed Applications, Requests and Site Visits) (England) (Amendment) Regulations 2013

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Appendix 1 - PAC cases involving S106 agreements for 2012-13, 2010-11, 2009-10 and 2005-06

Month (total pa cases)	2012-13				Month (total pa cases)	2010-11			
	S106 total	S106 only total	S106 only			S106 total	S106 only	S106 only	
			<10 units	standard HoT only				<10 units	standard HoT only
Apr (8)	4	3	3	3	Apr (11)	5	0	0	0
May (12)	5	4	4	2	May (na)	0	0	0	0
Jun (8)	4	3	2	1	Jun (17)	9	8	6	5
Jul (14)	9	7	7	5	Jul (12)	5	2	2	2
Aug (na)	0	0	0	0	Aug (9)	7	5	3	2
Sep (13)	12	9	8	6	Sep (4)	4	2	0	0
Sep (8)	7	6	5	3	Oct (13)	8	4	4	3
Nov (8)	6	3	3	3	Nov (1)	1	0	0	0
Dec (16)	10	6	6	5	Dec (11)	6	1	1	1
Jan (12)	7	4	4	3	Jan (10)	7	2	2	2
Feb (11)	7	7	6	4	Feb (8)	4	1	1	1
Mar (12)	9	5	5	5	Mar (10)	8	4	2	2
year total	80	57	53	40	year total	64	29	21	18
% of S106 total		71%	66%	50%	% of S106 total		45%	33%	28%
% of 2010-11		197%	252%	222%					
% of 2009-10		190%							
% of 2005-06		438%	408%						

Month (total pa cases)	2009-10				Month (total pa cases)	2005-06			
	S106 total	S106 only	S106 only			S106 total	S106 only	S106 only	
			<10 units	standard HoT only				<10 units	standard HoT only
Apr ()	9	5			Apr (9)	2	0	0	0
May ()	5	1			May (12)	5	1	1	0
Jun ()	6	6			Jun (8)	5	1	1	0
Jul ()	5	4			Jul (8)	2	2	2	0
Aug ()	4	2			Aug (11)	2	0	0	0
Sep ()	6	1			Sep (14)	6	2	2	0
Oct ()	1	0	0		Oct (6)	4	1	1	0
Nov ()	4	0	0		Nov (15)	6	4	4	0
Dec ()	7	3			Dec (12)	4	0	0	0
Jan ()	6	3			Jan (na)	0	0	0	0
Feb	7	2			Feb (9)	4	1	1	0
Mar	7	3			Mar (11)	6	1	1	0
year total	67	30			year total	46	13	13	0
% of S106 total		45%			% of S106 total		28%	28%	0%

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Appendix 2 – Proposed revisions to the scheme of delegation

The wording of paragraph 7.2 (d) of Part 3F of the Council's Constitution will be amended as follows (proposed new wording in bold):

"[...the Chief Executive is authorised to determine all planning applications, Listed Building Consent applications and Conservation Area Consent applications except the following which are reserved to Committee: -]

...(d) proposals which are subject to Section 106 agreement **that would contain any heads of terms or contributions that are not a standard requirement of the local plan or (for proposals where a standard requirement has been subject to modification through negotiation or otherwise) depart significantly from the standard requirement of the Local Plan;**
or applications for release or significant modification/variation from such obligations"

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Committee: Standards Committee

Date: 23 October 2013

Wards: All

Subject: Regulation of Investigatory Powers Act Authorisations

Lead officer: Karin Lane, Head of Information Governance

Lead member: Independent Chair of the Standards Committee

Contact officer: karin.lane@merton.gov.uk

Recommendations:

- A. That members note the purposes for which investigations have been authorised under the Regulation of Investigatory Powers Act (RIPA) 2000.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To inform members about investigations authorised since June 2013 under RIPA.

2 DETAILS

- 2.1. The council has a number of statutory functions that involve officers investigating the conduct of others with a view to bringing legal action against them. These functions include investigating anti-social behaviour, fly tipping, noise nuisance control, planning (contraventions), benefit fraud, contraventions of trading standards, licensing and food safety legislation.
- 2.2. Whilst the majority of investigations are carried out openly, some investigations must be carried out using covert surveillance techniques or involve the acquisition of communications data. Communications data is information about the times of calls or internet use and the location and identity of the callers, but not the content of the calls or details of the websites viewed.
- 2.3. RIPA regulates the authorisation and monitoring of these investigations to safeguard the public from unwarranted intrusion of privacy.
- 2.4. With effect from 1 November 2012, the Protection of Freedoms Act 2012, requires local authorities to obtain the approval of a magistrate for the use of covert surveillance.
- 2.5. In line with the revised Code of Practice, reports detailing the use of RIPA are submitted to Standards Committee on a quarterly basis.
- 2.6. Since June 2013, covert surveillance has been authorised on five occasions, with no requests refused. There is one authorisation for Waste Enforcement and four for Trading Standards. Three of the Trading Standards investigations have concluded leaving one Trading Standards and one Waste Enforcement investigation outstanding.

2.7. Since June 2013, no applications have been made for the acquisition of communications data.

3 ALTERNATIVE OPTIONS

3.1. The report is for information only.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. No consultation has been undertaken regarding this report.

5 TIMETABLE

5.1. N/A.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. All investigation using covert surveillance techniques or involving the acquisition of communications data is in line with the Regulation of Investigatory Powers Act 2000.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. RIPA was introduced to regulate existing surveillance and investigations in order that they meet the requirements of Article 8 of the Human Rights Act. Article 8 states:

1) Everyone has the right for his private and family life, his home and his correspondence.

(2) There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

9 CRIME AND DISORDER IMPLICATIONS

9.1. RIPA investigations are authorised for the prevention or detection of crime or the prevention of disorder.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

11.1. None.

12 BACKGROUND PAPERS

12.1. None.

Committee: Standards Committee

Date: 24 October 2012

Agenda item:

Wards: All

Subject: Annual Complaints report

Lead officer: Karin Lane, Head of Information Governance

Lead member: Independent Chair of the Standards Committee

Contact officer: karin.lane@merton.gov.uk

Recommendations:

1. That Members note the contents of the report.
-

Purpose of report and executive summary

- 1.1 To give Members an overview of the issues residents and customers felt strongly enough to complain about. Complaints are a valuable tool in helping to understand resident's and customers expectations of service delivery and should be an essential part in identifying service improvements across the council. Details of Member and MP enquiries are also included.

2. Details

- 2.1 Data for the annual report has been extracted from the departmental spreadsheets put in place by the Complaints Team.
- 2.2 The formal complaints procedure response timescales are:-
 - Stage 1 complaints within 15 working days; and
 - Stage 2 complaints within 20 working days.
- 2.3 Social services have different statutory timescales with Adult Social Care subject to a single stage review with a flexible timescale to be confirmed within 10 days and Children's Social Care subject to a 3 stage process with Stage 1 within 10 working days, Stage 2 within 25 working days and Stage 3 within 30 working days.
- 2.4 The complaints procedure was amended at the start of the 2012/13 financial year to make it a two stage procedure in line with Local Government Ombudsman guidance and current best practice.

- 2.5 To make it easier for people to submit a complaint, a single point of contact for all telephone and email complaints was introduced and promoted on the council's website.

3. Complaints

- 3.1 The council received a total of 828 complaints in 2012/13.

	Stage 1	Stage 2	Total
Corporate Services	236	31	267
Children, Schools and Families	60	6	66
Environment and Regeneration	341	38	379
Community and Housing	107	9	116
Total	744	84	828

- 3.2 The council received a total of 744 Stage 1 complaints in 2012/13 across all departments. This is a slight increase from 2011/12 where 734 Stage 1 complaints were received.

	2011/12	2012/13	% Variance
Corporate Services	210	236	12.4%
Children, Schools and Families	139	60	-56.8%
Environment and Regeneration	271	341	25.8%
Community and Housing	114	107	-6.1%
Total	734	744	1.4%

- 3.3 The council received a total of 84 Stage 2 complaints in 2012/13 across all departments. Stage 2 complaints have increased from only 48 in 2011/12. There has been a significant increase in Stage 2 complaints in Corporate Services, relating to bailiff action and council tax.

	2011/12	2012/13	% Variance
Corporate Services	13	31	138.5%
Children, Schools and Families	3	6	100%
Environment and Regeneration	27	38	40.7%
Community and Housing	5	9	80.0%
Total	48	84	75.0%

- 3.4 No Stage 3 complaints were received by Children's Social Care in 2012/13.

- 3.5 There has been an improvement in responding to Stage 1 complaints on time, but an overall decrease in responding to Stage 2 complaints on time. It should be noted that complaints about children's social care, which fall under Children, Schools and Families, are usually very complex. In these cases, the response deadline can be extended. Currently, there are no statistics to show how many of these complaints have had the response deadline extended, but these will be presented in future reports.

	2011/12		2012/13	
	% Stage 1 On Time	% Stage 2 On Time	% Stage 1 On Time	% Stage 2 On Time
Corporate Services	82.7%	90.0%	93.6%	83.9%
Children, Schools and Families	62.2%	100%	59.3%	28.6%*
Environment and Regeneration	81.1%	81.5%	90%	84.2%
Community and Housing	78.6%	100%	89.4%	100%
Total	80.2%	90.7%	88.7%	81.2%

*For 12/13 there were seven Stage 2 complaints

- 3.6 The council upheld / partially upheld 269 complaints in 2012/13, 32.5% of the total received, compared to 61 (7.8%) in 2011/12. However, recording whether complaints were justified or not, was only introduced across all departments for 2012/13, so there is no comparative data.

	2011/12		2012/13	
	Upheld	Partially upheld	Upheld	Partially upheld
Corporate Services	25	25	38	12
Children, Schools & Families	0	0	4	3
Environment & Regeneration	Not recorded	Not recorded	143	45
Community & Housing	4	7	20	4
Total	29	32	205	64

- 3.7 The Complaints Team received 223 compliments on departmental service delivery.

Corporate Services	79
Children, Schools & Families	26
Environment & Regeneration	18
Community & Housing	100
Total	223

- 3.8 The Complaints Team have worked closely with service areas where there are a large number of complaints, to identify any trends or problem areas that need to be addressed.
- 3.9 The Complaints Team have held networking meetings and training sessions for key officers that deal with complaints and have also worked closely with service areas to look at how dealing with complaints and improving turnaround times can be improved. A Data Quality checking template is sent to all officers dealing with complaints, to ensure all aspects of the complaint are addressed.

4. Policy and Informal Complaints

- 4.1 Policy complaints are defined as “expressions of dissatisfaction with the council’s policy in a specific service area, as opposed to the council’s failure to meet its service standards”. Policy complaints are dealt with under Stage 1 of the complaints process with issues fed back to team managers so that they are aware of the impact of their decisions. Policy complaints cannot be escalated without an appeal.
- 4.2 The Complaints Team have worked closely with departments in ensuring that when a complaint is classed a policy complaint, that the service user is signposted to the relevant policy.
- 4.3 Thirty three Policy complaints were received in 2012/13, a decrease from 44 in 2011/12.

Corporate Services	15
Children, Schools and Families	1
Environment and Regeneration	16
Community and Housing	1
Total	33

- 4.4 Of the 15 Policy complaints Corporate Services received five related to delays or turnaround time for Housing Benefit payments and three related to court summons. The rest related to:
- Housing Benefit assessment;
 - Council tax liability;
 - Costs being added to a council tax bill;
 - Housing benefit not being restarted;
 - Current situation with housing benefit and housing;
 - Non-response; and
 - Back payments.
- 4.5 Of the 16 Policy complaints Environment and Regeneration received four related to payments and charges for parking, two related to noise nuisance from neighbours and two related to waste charges. The rest related to:-
- Bay suspensions;
 - Merton’s interpretation of the Party Wall Act;
 - Not supplying grit bins;
 - Size of recycling bins;
 - Timings of waste collection;
 - What waste would be collected;
 - Fly-tipping on private property; and
 - Garden waste collections.

- 4.6 Community and Housing and Children, Schools and Families each received 1 policy complaint which related to concessions at Merton Adult Education and education grants.
- 4.7 Defining complaints correctly is key in ensuring complaints are dealt with effectively. Informal complaints are now monitored by the Complaints Team to demonstrate levels of contact by customers where the problem is considered easily resolvable quickly or where the customer was not sure how to contact the appropriate service to deal with a matter so contacted the Complaints Team. These enquiries are then directed to the relevant service area to allow them to correct a perceived failure.

5. Customer Base Information

- 5.1 The customer base information for the areas where most complaints are received is detailed below, to demonstrate the comparative low numbers of complaints against service users:-

Service Area	Customer base (approx)	Complaints received*	%
Customer Services (inc. Revs & Bens)	85,000	256	0.3%
Waste Refuse, recycling & food	255,000	242	0.001%
Garden Waste	4155	49	0.01%
Housing Needs (no. of people on register)	7,800	43	0.55%
Social Care and Youth Inclusion	50,000	39	0.001%

*Figures include informal, Stage 1 and Stage 2 for the relevant service areas only.

6. Local Government Ombudsman Enquiries

- 6.1 The council received 18 Local Government Ombudsman (LGO) complaints, a significant reduction compared to 32 received in 2011/12. However, the LGO has changed the way in which they enquire, categorise and request complaints. The LGO had contact with a total of 41 complainants giving advice and investigating complaints. The average for London Boroughs is 79 complaints per year.
- 6.2 The LGO no longer provides the detailed data to local authorities it did in previous years, so the data is taken from the council's own recording. Response times to LGO complaints have decreased slightly from an average of 26.6 days in 2011/12 to 26.1 days. The LGO generally uses a 28 day timescale but this is not always the case.

- 6.3 The LGO has introduced a new robust intake and assessment process, which requires councils to deal with potentially premature complaints or those that can be dealt with quickly at the assessment phase more quickly. This includes asking the council to take some action which will avoid the need for an LGO investigation.
- 6.4 Although there has been a significant increase in Stage 2 complaints, there has been a decrease in the number of Stage 2 complaints escalating to the LGO in 2012/13.
- 6.5 The LGO investigation team decisions were as follows:-

To discontinue investigation	9
Investigation not initiated	1
Investigation complete and satisfied that the authority actions and not appropriate to issue report	5
Investigation not complete	1
Mal-administration causing injustice - report	1
Re-opened complaint	1

- 6.6 The LGO received 5 premature complaints in 2012/13, a decrease from 38 premature complaints in 2011/12. A premature complaint is defined as when the council has not had a reasonable opportunity to deal with the complaint itself. However, due to the changes in the way the LGO deals with complaints this number is not comparable to last year.
- 6.7 The LGO has introduced a 'Not Pursued' category of which the council had 9 and 'enquiry' which the council received 9.
- 6.8 The council received a report of Mal-administration causing injustice for a complaint regarding charging for Adult Social Care services. The complaint was received in 2012/13 and completed 2013/14. http://www.merton.gov.uk/council/complaints/lgo_final_report_-_for_publication.pdf. This is to be reported to Cabinet on 21 October 2013.

7. Benchmarking

- 7.1 The complaints team is now working with a London wide complaints groups to share best practice.
- 7.2 There has been no benchmarking against the numbers of complaints received by neighbouring boroughs, because the recording of complaints varies greatly so there is no real comparative data which is of value.
- 7.3 Several London boroughs are reintroducing an annual complaints reports for the next financial year.

8. Members and MP Enquiries

- 8.1 The total number of Member and MP enquiries received in 2012/13 was 2,339, this is a decrease from 2,997 received in 2011/12:-

Service	2011/12	2012/13
Corporate Services	580	300
Children Schools and Families	176	159
Environment and Regeneration	1,506	1,156
Community and Housing	735	724
Total	2,997	2,339

- 8.2 Of the 300 received for Corporate Services, the majority, 254, related to Revenues & Benefits.
- 8.3 Of the 159 received for Children Schools & Families, the majority, 58, related to School Admissions and 26 for SEN.
- 8.4 Of the 1156 received in Environment & Regeneration, the majority, 309, related to Traffic & Highways and 283 for waste services issues.
- 8.5 Of the 724 received for Community and Housing, the majority, 622, related to Housing Needs.

9. Next Steps

- 9.1 The Complaints Team will analyse why the number of Stage 2 complaints have increased by such a high volume.
- 9.2 The Complaints Team will review the corporate and department procedures for dealing with complaints, Member enquiries and new legislation impacting on complaints.
- 9.3 The Complaints Team will monitor response times on children's social care complaints where the response deadline has been extended.
- 9.4 The Complaints Team will report on the number of upheld / partially upheld on both Stage 1 and Stage 2 complaints.

10. Alternative options

- 10.1 Not applicable.

11. Consultation undertaken or proposed

11.1 The Complaints Officers were consulted on this report.

12. Timetable

12.1 Dependant on receipt of the LGO annual letter as they are changing the way they report back.

13. Financial, resource and property implications

13.1 £2,510 has been paid in total during 2012/13 in compensation or in settlement for complaints. This is made up of payments ranging from £40 to £500. This is a significant decrease from £5,682 in 2011/12.

14. Legal and statutory implications

14.1 The council has a number of legal and statutory obligations with regard to complaints, in Community Care and Children, Social Services. However, there is no statutory requirement to publish this report.

15. Human rights, equalities and community cohesion implications

15.1 All officers involved in dealing with complaints must be mindful of ensuring a consistent approach in dealing with complaints in line with Equalities principles.

15.2 All complaints where there has been an allegation of discrimination or harassment are reviewed by the Equalities and Community Cohesion Officer. One complaint in 2012/13 alleged discrimination but this was not upheld.

16. Risk management and health and safety implications

16.1 Poor complaint handling could be a reputational risk to the council and also incur compensation payments to complainants.

17. Appendices – the following documents are to be published with this report and form part of the report

17.1 None.

18. Background Papers – the following documents have been relied on in drawing up this report but do not form part of the report

18.1 None.

19. Report author

- Name: Karin Lane
- Tel: 020 8545 4182
- Email: karin.lane@merton.gov.uk

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Standards Committee:

Date: 23 OCTOBER 2013

Wards: All

Subject: Receipt of Gifts and Hospitality by Members

Lead officer: Paul Evans, Monitoring Officer

Lead member: Chair of Standards Committee, Councillor Peter McCabe

Forward Plan reference number: N/A

Contact officer: Paul Evans

Recommendations:

A. That the committee considers the extract from the register

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To report entries made to the Register of Gifts and Hospitality for members since the last consideration of the register on 24 October 2012

2 DETAILS

2.1. Entries made to the register since the last report are attached at appendix 1.

3 ALTERNATIVE OPTIONS

3.1. None – it is for the Standards Committee to comment as it sees fit on the contents of the register

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. None

5 TIMETABLE

5.1. The register is updated whenever a declaration is made.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. Members are required by the Code of Conduct to report offers of gifts and hospitality. Failure to report may be a breach of the Code of Conduct.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. There are no specific human rights or equalities issues arising from this report. The requirement to ensure that the Council in conducting its activities has proper regard to issues relating to human rights and equalities and fair treatment of all people is a significant component of ethical governance.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1

12 BACKGROUND PAPERS

12.1. None

Name	Details	Date	Value
Councillor Agatha Mary Akyigyina	No entries		
Councillor Stephen Alambritis	Ticket to Arsenal v Fulham	10 November 2012	Over £25
	One night stay at Meridien Hotel with dinner at small business , of the 1st SME Assembly in Nicosia awards ceremony at Carob Mill in Limassol courtesy of Cyprus Presidency of the EU on the occasion	15 November 2012	In excess of £25
	gift of book commemorating the Olympics and Paralympics from Lord Sebastian Coe, Chair of London Organising Committee of the Olympics and Paralympic Games (LOCOG	18 November	£29.99.
	Ticket plus meal to AFC Wimbledon v Southend on 20 November 2012 from Morrisons Solicitors	20 November 2012	Over £25
	Guest Speaker at Christmas Lunch at Ganleys Pub, Morden.	12 December 2012	Over £25
	Ticket to WTG VIP/Press performance of Snow White Pantomime.	13 December 2012	Over £25
	Gift of book by Taschen " London-Portrait of a City" from Kubik of Wimbledon.	December 2012	Value of £44

Name	Details	Date	Value
	Guest of Ringley Ltd, Chartered Surveyors, to box for Arsenal v Stoke match.	2 February 2013	Unknown but over £25
	Opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets.	June 2013	Through the ballot I received 2 tickets for 5 July 2013 for which I paid £224
	Invitation to annual MJ awards at which Merton was nominated for two awards and won the Best Achieving Council, tickets paid for by Conways plc,	20 June 2013	Value unknown but in excess of £25.
	2 complimentary seats in the royal box at AELTCC on Thursday 27 June 2013.	27 June 2013	Value unknown, in excess of £25
Councillor Mark Allison	Invitation to annual MJ awards at which Merton was nominated for two awards and won the Best Achieving Council, tickets paid for by Conways plc,	20 June 2013	Value unknown but in excess of £25.

Name	Details	Date	Value
Councillor Stan Anderson	No entries		
Councillor Laxmi Attawar	No entries		
Councillor Mark Betteridge	No entries		
Councillor John Bowcott	No entries		
Councillor Margaret Brierly	No entries		
Councillor Richard Chellew	No entries		

Name	Details	Date	Value
Councillor David Chung	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon Championship tickets. Through the ballot I received one ticket and one concessionary ticket for 4 July 2013 for which I paid £101.	June 2013	£101.00
Councillor Caroline Cooper-Marbiah	No entries		
Councillor David Dean	No entries		
Councillor John Dehaney	No entries		
Councillor Nick Draper	Meal for 2 at Aya restaurant in Colliers Wood. Spa treatment at the new London Spa at Latimer Road (offered	6 July 2013 21 September 2013	£30.00 £55.00

Name	Details	Date	Value
	to all who attended the official opening		
Councillor Iain Dysart	No entries		
Councillor Chris Edge	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 1 July 2013.	1 July 2013	£172.00
Councillor Suzanne Evans	No entries		
Councillor Karin Forbes	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets.	3 July 2013	£202.00
Councillor Brenda Fraser	Opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 28 June 2013 for which	June 2013	£148.00

Name	Details	Date	Value
	I paid £148		
Councillor Samantha George	No entries		
Councillor Suzanne Grocott	No entries		
Councillor Maurice Groves	No entries		
Councillor Jeff Hanna	No entries		
Councillor Richard Hilton	No entries		

Name	Details	Date	Value
Councillor James Holmes	No entries		
Councillor Janice Howard	No entries		
Councillor Mary-Jane Jeanes -	No entries		
Councillor Philip Jones	No entries		
Councillor Andrew Judge	No entries		
Councillor Linda Kirby	June 2013, opportunity to partake in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets.	June 2013	£255.00

Name	Details	Date	Value
Councillor Gilli Lewis-Lavender	No entries		
Councillor Logie Lohendran	A box containing a pen and key ring from the Mayor of Markham Town, Ontario, Canada.	Not supplied	Not supplied
Councillor Edith Joan Macauley	No entries		
Councillor Russell Makin	No entries		
Councillor Maxi Martin	Opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 7 July 2013 for which I paid £260.	June 2013	£260.00
	13 July 2013, Tea for 2 at the Savoy. Gift from residents of	13 July 2013	Excess of £25.00

Name	Details	Date	Value
	Rougemont Avenue.		
Councillor Peter McCabe	Opportunity to partake in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Paid for two tickets for 29 June at face value, £148 in total.	June 2013	£148.00
Councillor Krystal Miller	In capacity as Mayor of Merton, invited by the All England Lawn Tennis Club (AELTC) to The Royal Box, Centre Court for the First Day of the 2013 Wimbledon Lawn Tennis Championships. Tickets and hospitality for myself and my guest without cover price but worth in excess of £25.	24 June 2013	Excess of £25.00
	In capacity as Mayor of Merton, accepted a candle, body scrub and body oil from Greenwich Leisure Limited (GLL) during the opening of the new SPA London at Wimbledon Leisure Centre. Total value in excess of £25. This gift will be used as a raffle prize to help raise money for the Mayor's Charities.	6 September 2013	£25.00

Name	Details	Date	Value
Councillor Oonagh Moulton	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 26 June 2013 for which I paid £116.	26 June 2013	£116.00
Councillor Ian Munn BSc, MRTPI(Rtd)	No entries		
Councillor Diane Neil Mills	No entries		
Councillor Henry Nelless	No entries		
Councillor Dennis Pearce	No entries		

Name	Details	Date	Value
Councillor John Sargeant	No entries		
Councillor Judy Saunders	No entries		
Councillor Linda Scott	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 2 July 2013 for which I paid £172.	2 July 2013	£172.00
Councillor Rod Scott	No entries		
Councillor Debbie Shears	Pre-match 3 course meal and two complimentary tickets to the AFC Wimbledon match vs Aldershot on Saturday 17 November 2012 courtesy of AFC Wimbledon. Approximate value £105.	17 November 2012	£105.00
	Bouquet of flowers from Merton Islamic and Cultural Centre (MICC) as chief guest at MICC Ladies Youth event on Saturday	16 March 2013	£25.00

Name	Details	Date	Value
	16 March 2013. Approximate value £25.		
Councillor David Simpson CBE	No entries		
Councillor Peter Southgate	The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 27 June 2013 for which I paid £116.	27 June 2013	£116.00
Councillor Geraldine Stanford	No entries		
Councillor Linda Taylor OBE	No entries		
Councillor Sam	No entries		

Name	Details	Date	Value
Thomas			
Councillor Ray Tindle	No entries		
Councillor Gregory Patrick Udeh	No entries		
Councillor Peter Walker	No entries		
Councillor Martin Whelton	No entries		
Councillor David Williams	No entries		

Name	Details	Date	Value
Councillor Richard Williams	Opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 25 June 2013 for which I paid £90.	June 2013	£90.00
	5th July 2013 - One ticket and hospitality, Wimbledon Tennis Championship - Aberdeen Asset Management. Value - Not known (Face value of ticket £112	5 July 2013	£112.00
Councillor Miles Windsor	Two Centre Court tickets at Wimbledon Tennis Championships, in Members' Draw. Paid £82, being full value of the tickets.	Not supplied	£82.00
Councillor Simon Withey	No entries		

Standards Committee:

Date: 23 October 2013

Agenda item: Gifts and Hospitality – Officers

Wards: All

Subject:

Lead officer: Paul Evans, Monitoring Officer

Lead member: Chair of Standards Committee, Councillor Peter McCabe

Contact officer: paul.evans@merton.gov.uk

Recommendations:

A. That the Committee notes the report.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Section 4 of the Council's Officers Code of Conduct for Employees deals with the acceptance of gifts and hospitality by members of staff. Officers are required to ensure that the receipt of gifts approved by their managers and hospitality which they may receive are recorded in their departmental hospitality registers.
- 1.2. This report provides information on gifts and hospitality recorded in the hospitality registers for the period 1 October 2012 to 30 September 2013

2 DETAILS

The Code of Conduct for Employees requires that:

- All offers of gifts must be reported to managers
- Significant gifts (over £25) must be registered on the departmental register.
- Acceptance of gifts should only occur in very limited circumstances and approved in advance by the manager;
- All offers of hospitality must be reported to managers;
- The hospitality (no minimum value) must be registered on the departmental register;
- There are limited circumstances where acceptance of hospitality may be acceptable

- Hospitality received in the course of business meetings and at free training does not need to be registered, but managerial approval is required.

2.1. The inspection by the Monitoring Officer of the various register shows that:

The departmental registers continue to be maintained electronically in the adopted corporate manner in all departments.

Notifications and registrations have taken place in the departments as follows:

Registrations:

Department	Registrations
Chief Executive's	9 (5 accepted)
Children Schools and Families	18 (11 accepted)
Community and Housing	8 (2 accepted)
Corporate Services	25 (16 accepted)
Environment & Regeneration	8 (5 accepted)

- The register for the period 1 October 2012 to the 30 September 2013 contained 68 entries, 39 of which were accepted. Of those accepted 3 were donated to the Mayor's charities and 7 were in relation to the tennis championships which this committee decided last year did not need to be declared individually.
- The nature of accepting gifts and hospitality accepted can be classified as falling within a number of categories:
 - Project and partnership working hospitality
 - Social events organised by commercial companies/external organisations, including awards ceremonies.
 - Gifts from businesses.
 - Gifts from individuals.

Generally the registers do not disclose inappropriate acceptances of gifts or hospitality..

3. ALTERNATIVE OPTIONS

- 3.1 The Committee could decide not to have this information reported to it but has previously recognised that this would not be compatible with its role as the proactive promoter and monitor of ethical standards.

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 A review of registers was reported to Corporate Management Team on 8 October 2013.

5. TIMETABLE

- 5.1 This is an annual report.

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 None

7. LEGAL AND STATUTORY IMPLICATIONS

- 7.1 Section 117 Local Government Act 1972 makes it an offence for an officer under the cover of office or employment to accept any fee or reward other than proper pay and benefits.
- 7.2 The receipt or gift of any reward or advantage for an act or omission that suggests favour to any person in their official capacity may constitute a criminal offence under the Bribery Act 2010.

8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1 None

9. CRIME AND DISORDER IMPLICATIONS

- 9.1 None

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1 Failure by officers to address their responsibilities under the Code of Conduct could result in disciplinary action by the Council. Failure of the Council to monitor and promote the observance of the Code could result in an unnoticed lack of compliance and managers which might result in complaints, damage to the reputation of the Council, possible adverse

impacts upon the quality of the Council's decision making processes and legal challenges to council actions.

11. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- 11.1 Appendix 1: Details of the Registers held by Directors for the period 1 October 2012 until the 30 September 2013

12. BACKGROUND PAPERS

- 12.1 None

London Borough of Merton

Gifts and Hospitality Register

01.10.12- 30.09.13

Entries 68

Chief Executives Department = 9

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
21.11.2012	Senior Officer	Alexander ECC, 2 City West, 67-71 Millbrook Road East, Southampton SO15 IHN Dinner £40	No	
19.12.2012	Officer	Mark Buck Graphic Designer Supplier James Chocolates Snowman	Yes	Would cause offence to refuse-donated to the Mayor's Charities
11.03.2013	Senior Officer	Merton Music Foundation Invitation to MJ awards with dinner - £100	Yes	Free place for awards Merton had entered
17.04.2013	Senior Officer	Saxton Bampfyide- Drinks and Canapés	No	
17.04.2013	Senior Officer	AELTC 2 Tickets to Tennis Champs and lunch- value not known	No	

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
20.06.2013	Senior Officer	4children Invitation to MJ awards with dinner - £100	Yes	Free place for awards Merton had entered
27.06.2013	Senior Officer	Berkeley Foundation Charity Ball Tickets £100	No	
03.07.2013	Senior Officer	PWC Dinner during LGA conference	Yes	Links with other public and private sector providers
30.07.2013	Senior Officer	AELTC, Wimbledon £30	Yes	Partnership building

Children Schools and Families = 18

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
19.10.2012	Senior Officer	Sky lakes Social Work, Neptune Marina, 27 Neptune quay, Ipswich, IP4 IQJ Invite to wine tasting and networking even on 24 th October in Eastbourne	No	
19.11.2012	Senior Officer	Philippe Lacey, Director, Ad Esse Consulting Ltd, Invitation to AD Esse networking event on 17 th January 2013	No	
28.11.2012	Officer	Dee's Day Nursery, 16 Durham Road, Raynes Park London, SW20 0TW Flowers and mulled wine	Yes	Thank you gift following good Ofsted 16.04.2013
03.12.2012	Senior Officer	Charles Ellis, 4Children – Charles.ellis@4children .org.uk	Yes	Items shared among the teams

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
		Invitation to LGC awards dinner on 13 March 2013		
09.12.2012	Officer	Member of public £10 Sweets	Yes	Not given
11.12.2012	Officer	Willow Tree Montessori, Dudley Hall, Dudley Drive, Morden, SM4 4RQ Manicure set, make up and make up bag	Yes	Small gift under £25
12.12.2012	Officer	Member of public Box of liquor ice all sorts	Yes	Thank you gift worth less than £25
17.12.2012	Officer	Member of public Small box of chocolates	Yes	Small gift under £25
31.12.2012	Officer	Member of public Bottle of white wine	Yes	Small gift under £25. Gift was accepted by another staff member while officer on leave. Gift accepted to avoid any distress to donor. Gift donated to Mayor's Charity
18.02.2013	Officer	Foster Carer Live Hedgehog (pet) and container, heat mat, water, food bowl, toy and plastic cover	Yes	The donor was insistent. This pet was not given in exchange of any preferential treatment favors etc.
11.03.2013	Senior Officer	Merton Foundation Invitation to Music is for Life 2013 concert	No	

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
16.04.2013	Senior Officer	Charles Ellis, Deputy Chief Executive, 4children Invitation to round table lunch meeting on 29.04.2013	No	
21.05.2013	Officer	Member of public Painting probably valued at less than £25	Yes	It would have offended not to accept
20.06.2013	Officer	Client 1 Box of Ferrero Rocher chocolates to thank me being his children's social worker	Yes	The chocolates were declined a number of times, explaining that there was no need to give and a gift as I was just doing my job. Client insisted that I take the chocolates so I reluctantly took them off him
25.06.2013	Senior Officer	AELTC Ticket to tennis championships value £100	No	
25.06.2013	Officer	AELTC The opportunity to participate in ballot, which is not open to the general public, for Wimbledon tennis championship tickets. Through the ballot I received 2 tickets for 5 July for which I paid £30	Yes	
21.08.2013	Senior Officer	Gatenby Sanderson –invitation to information networking dinner at National children and Adult Services conference on 16 th October 2013	No	
09.09.2013	Senior Officer	Redquadrant Invitation to conference supper on 17	No	

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
		October 2013		

Community and Housing = 8

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
03.10.2012	Senior Officer	McCarthy & Stone Free Breakfast seminar on Housing provision for older people in South London on 11 October at Croydon Park Hotel	No	
03.10.2012	Senior Officer	iMPower Consulting Ltd Two dinner invitations as part of the NCAS conference 24-26 October in East Bourne.	No	
16.10.2012	Senior Officer	Liquid Logic 3 course lunch at Quaglino's on 15 th November as part of private business briefing	No	
31.10.2012	Senior Officer	DAA Dementia Action Alliance Celebration Annual event – 22 November 2012 and induction of new members at Methodist Central Hall, Westminster Lunch and Refreshments provided	No	
28.12.2012	Officer	Sight and sound security Airport House, Purely Way, Croydon, Surrey, CR0 0XZ Excel Couriers, 188 West ferry Road Poplar, E14 3RY Low value chocs given as a seasonal gift	Yes	Did not want to cause offence
04.01.2013	Officer	Member of the public £25 for biscuits/chocolates for Staff	Yes	Bought on behalf of his mother who

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
				attended Eastway for 4 years until Christmas 2012 as a thank you to staff for looking after her
09.01.2013	Senior Officer	London Councils End of Life Care. National Conference on 22 January 2013 Complementary dinner after Conference & focus group	No	
28.01.2013	Senior Officer	Dinner following the AKTIVE Advisory Board which will be held on Thursday 11 April 2013	No	

Corporate Services = 25

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
01.10.2012	Senior Officer	Grant Thornton Invitation to CIPFA South East Annual Dinner 2012	No	
24.10.2012	Officer	Russell-Cooke Solicitors Drinks	Yes	Russell-Cooke are a firm of solicitors with whom Merton and Richmond Legal Services Social Care and Education Team work with in relation to child care matters and

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
				they have expanded their team. This is an opportunity to meet the new team and for the team to meet Merton & Richmond's Social Care and Education Team Lawyers
15.11.2012	Senior Officer	DRK Event Consultancy Investment Dinner Discussion	Yes	Ideas on how to increase income as reviewing pension fund returns and GF income.
03.12.2012	Senior Officer	Real Asset Management plc. Digital watch	Yes	Came through the post-donated to Mayor's raffle
11.12.2012	Officer	Greasbys 3 Calendars	Yes	Distributed amongst office staff
17.12.2012	Officer	Marston's Chocolates, Biscuits and stationery	Yes	Accepted and used by office staff
18.12.2012	Senior Officer	Solace Working lunch – 13 February 2013	Yes	Ideas for promoting growth
04.01.2013	Senior Officer	Core logic World Event 1 Day Seminar	No	
18.01.2013	Senior Officer	Crispin Derby Dinner Investment Discussion Dinner –	No	

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
		14.03.2013		
29.01.2013	Senior Officer	PWC Dinner during LGA conference £30	Yes	CIPFA Conference get together with update on pension fund investments
11.03.2013	Senior Officer	Health and Local Government LGC Investment Club Dinner	Yes	Review future of pension fund with LPFAs proposals
21.03.2013	Senior Officer	The Chemistry Club Evening Reception invitation – 21 May 2013	No	
02.04.2013	Senior Officer	Army Engagement Group Invitation to attend evening reception at St Mark's Academy, 24 th April	No	
05.04.2013	Senior Officer	Deloitte LLP Future Finance Leaders drinks reception	No	
22.05.2013	Officer	Member of public W H Smith Gift card	No	
13.06.2013	Senior Officer	Insight Investment 160 Queen Victoria Street London EC4V 4LA Invitation to attend Insight Dinner at CIPFA Conference	No	
17.06.2013	Officer	AELTC The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets	Yes	To attend tennis matches
17.06.2013	Officer	AELTC The opportunity to participate in a ballot,	Yes	To attend tennis matches

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
		which is not open to the general public, for Wimbledon tennis championship tickets.		
17.06.2013	Officer	AELTC. The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets.	Yes	To attend tennis matches.
18.06.2013	Officer	AELTC The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets	Yes	To attend tennis matches
19.06.2013	Officer	AELTC The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis champion tickets.	Yes	To watch tennis matches.
20.06.2013	Officer	AELTC. The opportunity to participate in a ballot, which is not open to the general public, for Wimbledon tennis championship tickets.	Yes	To attend tennis matches.
20.06.2013	Senior Officer	Dods and Liberata Lunchtime networking reception	No	
20.06.2013	Senior Officer	Conway's Invitation to attend MJ Awards	Yes	Merton Council and Merton and Richmond Legal Services were nominated for awards. I attended as part of the representation of Merton and Richmond Legal Services. Conway's were approached by the

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
				Council to sponsor a table at the awards ceremony
20.06.2013	Officer	Conways Invitation to attend MJ Awards	Yes	Merton Council and Merton and Richmond Legal Services were nominated for awards. I attended as part of the representation of Merton and Richmond Legal Services. Conways were approached by the Council to sponsor a table at the awards ceremony.

Environment and Regeneration = 8

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
03.10.2012	Senior Officer	SOLACE Dinner	No	
20.12.2012	Officer	Willows Nursery Bottle of Vodka (£12.50)	Yes	Christmas gift
21.05.2013	Officer	S J Berwin Seminar - CPD on 3 July 2013	Yes	CPD - L & T update
20.06.2013	Senior Officer	FM Conway MJ Awards Drinks and Reception	Yes	We were the winners and had to receive the award on behalf of the

Date	Name and Post	Donor & Details	Accept Yes/ No	if Yes reason
				Council
04.07.2013	Senior Officer	Iwona Hampson – Property week conference and gala dinner	No	
25.07.2013	Officer	Mayor Evangelos Evangelides and Chief Executive Matheos Alambritis from Cyprus Cyprus key ring in a box	Yes	A token of appreciation for showing them around two award winning housing developments in Mitcham
13.08.2013	Officer	Wilmott Dixon Celebrity Golf Event	No	
19.09.2013	Officer	S.J.Berwin, 10 Queen street Place, EC4 Annual Litigation Update ~Breakfast Seminar	Yes	Update CPD-Legal Casework

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Standards Committee

Complete forward work programme

23 October 2013

Annual complaints report - OCTOBER
Complaints against members - EVERY MEETING
Constitutional changes - delegations
Gifts and Hospitality Members - OCTOBER
Gifts and Hospitality Officers - OCTOBER
Planning delegations
Regulation of Investigatory Powers Act 2000 EVERY MEETING

25 February 2014

Annual Governance Statement, Code of Corporate Governance and Internal Audit
annual report UPDATE - FEBRUARY
Complaints against members - EVERY MEETING
Regulation of Investigatory Powers Act 2000 EVERY MEETING

Work programme - undated items

To add an item to a committee date select the date from the tabs on the left

Regulation of Investigatory Powers Act 2000 EVERY MEETING –
Annual Governance Statement, Code of Corporate Governance and Internal Audit
annual report UPDATE - FEBRUARY
Annual Governance Statement, Code of Corporate Governance and Internal Audit
annual report- JUNE
Appointment of co-opted members of the Standards Committee
Gifts and Hospitality Members - OCTOBER
Gifts and Hospitality Officers - OCTOBER
Constitutional amendments
Annual complaints report - OCTOBER
Complaints against members - EVERY MEETING

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