

Agenda Item 9.

TITLE Update on Complaints and Feedback

FOR CONSIDERATION BY Standards Committee on 4 July 2018

WARD (All Wards);

DIRECTOR Director of Corporate Services - Graham Ebers

OUTCOME / BENEFITS TO THE COMMUNITY

To inform and feedback results of the Member Complaints process.

RECOMMENDATION

To note the report and consider any issues arising.

SUMMARY OF REPORT

Since the last report on Complaints to the Committee on 18 January 2018 there has been one new complaint received.

Appendix A provides a summary of the complaint.

A verbal update will be given at the meeting on any specific patterns/trends or other matters that the Committee may need to consider.

Also, the Committee is asked to consider any broader training issues that arise from these and previous complaints.

Background

Under Section 9.1.13.5 of the Council's Constitution, the Monitoring Officer provides a report to the Standards Committee, on a quarterly basis, which contains the following: the number and nature of complaints received; progress on any investigations and associated costs; and identify areas where training or other action might avoid further complaints. However, the name(s) of the Member(s) will not be disclosed.

Since the last report to the Committee on 18 January 2018, there has been one new Code of Conduct complaint received.

Under the Council's adopted policy for the consideration of Code of Conduct Complaints, the Monitoring has delegated authority to decide whether the complaint:

- can be resolved informally i.e. by mediation with the two parties before making a decision on whether the complaint merits formal investigation;
- requires investigation;
- should be referred to the Standards Committee;
- no further action should be taken.

Analysis of Issues

The outcomes of the complaint is shown at Appendix A.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

| | How much will it Cost/ (Save) | Is there sufficient funding – if not quantify the Shortfall | Revenue or Capital? |
|-----------------------------------|-------------------------------|---|---------------------|
| Current Financial Year (Year 1) | £0 | Yes | Revenue |
| Next Financial Year (Year 2) | £0 | Yes | Revenue |
| Following Financial Year (Year 3) | £0 | Yes | Revenue |

Other financial information relevant to the Recommendation/Decision

None

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| Cross-Council Implications (how does this decision impact on other Council services, including properties and priorities?) |
| The work and conduct of Councillors can impact all aspects of the Council's services. |

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| Reasons for considering the report in Part 2 |
| Not applicable |

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| List of Background Papers |
| None |

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