

Meeting of the

STANDARDS COMMITTEE

Thursday, 12 January 2012 at 7.30 p.m.

A G E N D A

VENUE

Room C1, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

Members:	Deputies (if any):
Chair: Mr Patrick (Barry) O'Connor Vice-Chair: Mr Matthew William Rowe	
Ms. S. Bagum Mr Denzil Johnson Mr Barry Lowe Mr Eric Pemberton Ms Sue Rossiter Two Vacancies	
Councillor Zara Davis Councillor Carli Harper-Penman Councillor Fozol Miah Councillor Md. Maium Miah Councillor Zenith Rahman Councillor Rachael Saunders	Councillor Gloria Thienel, (Designated Deputy representing Councillor Zara Davis and Md. Maium Miah) Councillor Harun Miah, (Designated Deputy representing Councillor Fozol Miah) Councillor Khaled Uddin Ahmed, (Designated Deputy representing Councillors Carli Harper-Penman, Zenith Rahman and Rachael Saunders) Councillor Joshua Peck, (Designated Deputy representing Councillors Carli Harper-Penman, Zenith Rahman and Rachael Saunders) Councillor Motin Uz-Zaman, (Designated Deputy representing Councillors Carli Harper-Penman, Zenith Rahman and Rachael Saunders)

[Note: The quorum for this body is 3 Members, of whom two must be Independent Members].

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact: Antonella Burgio, Democratic Services, Tel: 020 7364 4881, E-mail: antonella.burgio@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS

STANDARDS COMMITTEE

Thursday, 12 January 2012

7.30 p.m.

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Chief Executive.

	PAGE NUMBER	WARD(S) AFFECTED
3. MINUTES		
To confirm as a correct record of the proceedings the minutes of the ordinary meeting of the Standards Committee held on 11 th October 2011.	3 - 6	
4. REPORTS FOR CONSIDERATION		
4 .1 Corporate Complaints:- Half year report 2011/12	7 - 24	
To note the summary of complaints received by the Council in the period 1 April 2011 to 30 September 2011 through the Corporate Complaints and Adults and Children's Social Care Complaints procedures and through the Local Government Ombudsman.		
4 .2 Annual Anti Fraud Report 2010-11	25 - 34	
To note the update of reactive and Anti Fraud work undertaken during 2010/11.		
4 .3 Covert Investigation Under the Regulation of Investigatory Powers Act 2000	35 - 46	
To consider and comment upon the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA) during 2011/12.		

4 .4 Members' Attendance, Timesheets and Declaration of Interests: Monitoring Report 47 - 58

To consider the Members' attendance and Declarations of Interest monitoring report.

4 .5 Localism Act 2011: Changes to the Standards Regime

To receive a presentation on the implications of the Localism Act 2011 on the Standards Committee

5. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

Agenda Item 2

DECLARATIONS OF INTERESTS - NOTE FROM THE CHIEF EXECUTIVE

This note is guidance only. Members should consult the Council's Code of Conduct for further details. Note: Only Members can decide if they have an interest therefore they must make their own decision. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending at a meeting.

Declaration of interests for Members

Where Members have a personal interest in any business of the authority as described in paragraph 4 of the Council's Code of Conduct (contained in part 5 of the Council's Constitution) then s/he must disclose this personal interest as in accordance with paragraph 5 of the Code. Members must disclose the existence and nature of the interest at the start of the meeting and certainly no later than the commencement of the item or where the interest becomes apparent.

You have a **personal interest** in any business of your authority where it relates to or is likely to affect:

- (a) An interest that you must **register**
- (b) An interest that is not on the register, but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of your authority more than it would affect the majority of inhabitants of the ward affected by the decision.

Where a personal interest is declared a Member may stay and take part in the debate and decision on that item.

What constitutes a prejudicial interest? - Please refer to paragraph 6 of the adopted Code of Conduct.

Your personal interest will also be a prejudicial interest in a matter if (a), (b) and either (c) or (d) below apply:-

- (a) A member of the public, who knows the relevant facts, would reasonably think that your personal interests are so significant that it is likely to prejudice your judgment of the public interests; AND
- (b) The matter does not fall within one of the exempt categories of decision listed in paragraph 6.2 of the Code; AND EITHER
- (c) The matter affects your financial position or the financial interest of a body with which you are associated; or
- (d) The matter relates to the determination of a licensing or regulatory application

The key points to remember if you have a prejudicial interest in a matter being discussed at a meeting:-

- i. You must declare that you have a prejudicial interest, and the nature of that interest, as soon as that interest becomes apparent to you; and
- ii. You must leave the room for the duration of consideration and decision on the item and not seek to influence the debate or decision unless (iv) below applies; and

- iii. You must not seek to improperly influence a decision in which you have a prejudicial interest.
- iv. If Members of the public are allowed to speak or make representations at the meeting, give evidence or answer questions about the matter, by statutory right or otherwise (e.g. planning or licensing committees), you can declare your prejudicial interest but make representations. However, you must immediately leave the room once you have finished your representations and answered questions (if any). You cannot remain in the meeting or in the public gallery during the debate or decision on the matter.

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE STANDARDS COMMITTEE

HELD AT 7.30 P.M. ON TUESDAY, 11 OCTOBER 2011

**C1, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE CRESCENT,
LONDON, E14 2BG**

Members Present:

Mr Patrick (Barry) O'Connor (Chair)
Mr Matthew William Rowe (Vice-Chair)
Mr Eric Pemberton (Independent Member)
Ms. S. Bagum (Independent Member)
Mr Denzil Johnson (Independent Member)
Ms Sue Rossiter (Independent Member)
Councillor Zara Davis

Councillor Joshua Peck

Officers Present:

Jill Bell – (Head of Legal Services (Environment), Legal Services)
Antonella Burgio – (Democratic Services)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Rachel Saunders; Councillor Joshua Peck attended as substitute.

John Williams, Service Head, Democratic Services apologised that he was unable to present the report at agenda item 4.1.

David Galpin, Head of Legal Services – Community apologised that he was unable to present the report at agenda item 4.2.

Jill Bell, Head of Legal Services, Environment attended the meeting to present the above reports on behalf of Mr Williams and Mr Galpin.

2. DECLARATIONS OF INTEREST

No declarations of personal or prejudicial interests were made.

3. MINUTES

RESOLVED

Subject to correction of a typographical error at the second paragraph at page five of the minutes, that the minutes of the meeting of the Standards

Committee held on 19 July 2011 be agreed as a correct record and signed by the Chair.

4. REPORTS FOR CONSIDERATION

4.1 Appointment of Two Independent Members to the Standards Committee

The Chair introduced the report which informed the Committee that, at the Council meeting on 21 September 2011, two Independent Members had been appointed to the Standards Committee for a three year term.

The Chair welcomed Mr Eric Pemberton who had been re-appointed and Mr Denzil Johnson who was newly appointed.

RESOLVED

That the appointments be noted.

4.2 Covert Investigation Under the Regulation of Investigatory Powers Act 2000

Jill Bell, Head of Legal Services – Environment presented the report circulated at agenda item 4.2 which formed part of the Councils arrangements for oversight of the Council's usage of Regulation of Investigatory Powers Act 2000 (RIPA). Mr Johnson joined the meeting at 7.45 p.m.

The Committee was advised that, as a result of Standards Committee's feedback on use of RIPA powers, procedures had been reviewed and changes implemented. In implementing these changes staff were now better aware of how other enforcement powers could be used effectively and therefore there had been increased enforcement without need to resort to RIPA use.

In response to Members' questions, the Head of Legal Services – Environment provided the following information:

RIPA activity had decreased and was being reserved for serious matters as directed within the legislation.

The Authority did not consider use of RIPA powers appropriate for dog fouling offences.

The Committee raised the following matters:

The Chair noted that the Committee had previously criticised the frequent use of RIPA, however to ensure that bureaucracy had not been the main cause of decreased RIPA activity future, reports should contain reasons why RIPA requests had been declined.

Action Andrew Bamber, Service Head, Community Service

The Chair asked that Andrew Bamber, Service Head, Community Service be invited to attend the next meeting to explain the how the decisions around RIPA applications had been made.

Action Democratic Services

The Committee noted the Authority's approach, however some Members of the Committee felt that, where there was evidence of repeated and persistent dog fouling offences, use of RIPA should not be prohibited. The Chair requested that Andrew Bamber, Service Head, Community Service be invited to answer questions around this issue.

Action Democratic Services

Councillor Peck requested that breakdown data for prosecutions be included in the quarterly report.

Action David Galpin, Head of Legal Services – Community

RESOLVED

That the report be noted.

5. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

Nil items.

The meeting ended at 7.55 p.m.

Chair, Mr Patrick (Barry) O'Connor
Standards Committee

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Agenda Item 4.1

COMMITTEE: Standards	DATE: 12 th January 2012	CLASSIFICATION: UNRESTRICTED	REPORT NO.	AGENDA ITEM NO.
REPORT OF: Isabella Freeman, Assistant Chief Executive (Legal Services)		TITLE: CORPORATE COMPLAINTS Half Year Report, 2011 / 2012		
ORIGINATING OFFICER(S): Ruth Dowden, Complaints & Information Manager		Wards Affected: ALL		

1. **SUMMARY**

- 1.1 This report contains a summary of complaints received by the Council in the period 1 April 2011 to 30 September 2011 through the Corporate Complaints Procedure, Adults and Children's Social Care Complaints Procedures, and those received and determined by the Local Government Ombudsman in the same period.
- 1.2 In general, improvements in complaint response times and early resolution of complaints are noted through the Corporate Complaints Procedure and by the Local Government Ombudsman.
- 1.3 The Service was awarded re-accreditation under the Customer Service Excellence scheme, (the new Chartermark) in March 2011.

2. **RECOMMENDATIONS**

- 2.1 Members are asked to note the contents of the report.

3. **BACKGROUND**

- 3.1 Complaints reports are considered by the Standards Committee twice a year and this is the half year update.
- 3.2 The report covers the Corporate Complaints procedure which deals with all matters not subject to an alternative means of review or appeal; the statutory Adults Social Care procedure; statutory Children's Social Care complaints procedure; and complaints received by the Local Government Ombudsman. Each procedure will be addressed in the following sections.
- 3.3 Under each procedure volumes are reported by directorate (and where appropriate by service) and compared to previous periods, as are response times against the target timeframe.

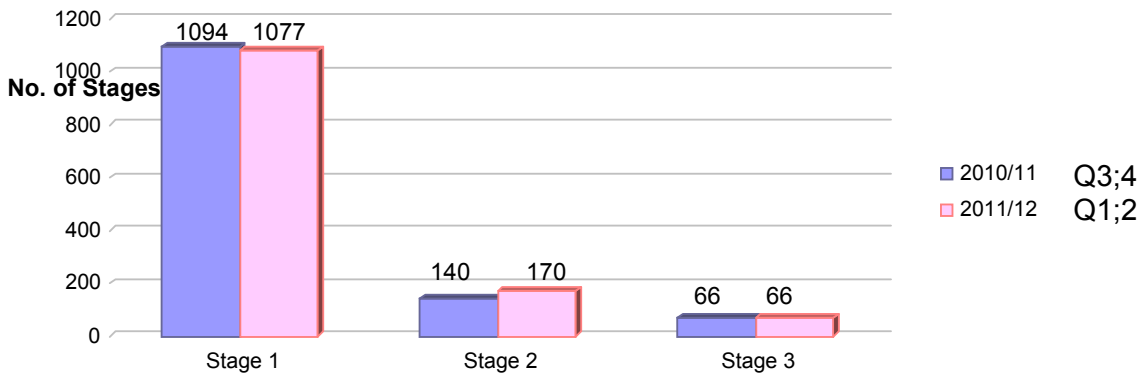
3.4 In general complaints volumes have increased in the period and escalation rates increased slightly.

4. CORPORATE COMPLAINTS

4.1 Figure 1 indicates the volume of corporate complaints received Council-wide, comparing the first six months of 2011/12 with the preceding six months.

4.2 There is a small fall in Stage 1 complaints overall but an increase in Stage 2 complaints. Stage 3 volumes remain static.

Figure 1: Corporate complaints volumes, half year comparison



4.3 The escalation rate of complaints is shown in figure 2, below. It is always a concern if an escalation rate is increasing and we will look this further in section 4.12.

Figure 2 Percentage of Stage 1 Complaints Escalated to Stage 2 and 3

	Escalated to Stage 2	Escalated to Stage3
2 nd half 2010/11	13%	6%
1 st half 2011/12	15.7%	6.1%

4.4 A breakdown of Stage 1 complaint volumes by directorate is shown in figure 3. Most Adults Health and Wellbeing and Children Schools and Families complaints fall under the statutory Social Care complaints procedures (see sections 5 and 6 respectively) and breakdowns by service follow for directorates with larger volumes.

Figure 3

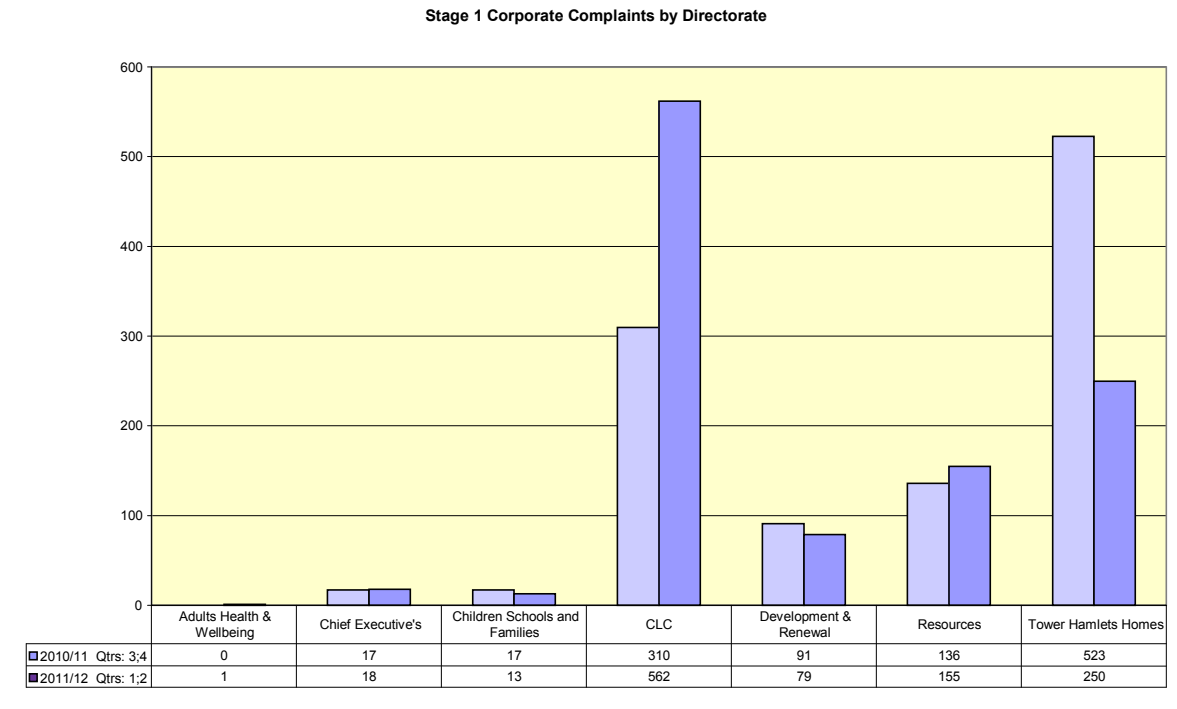
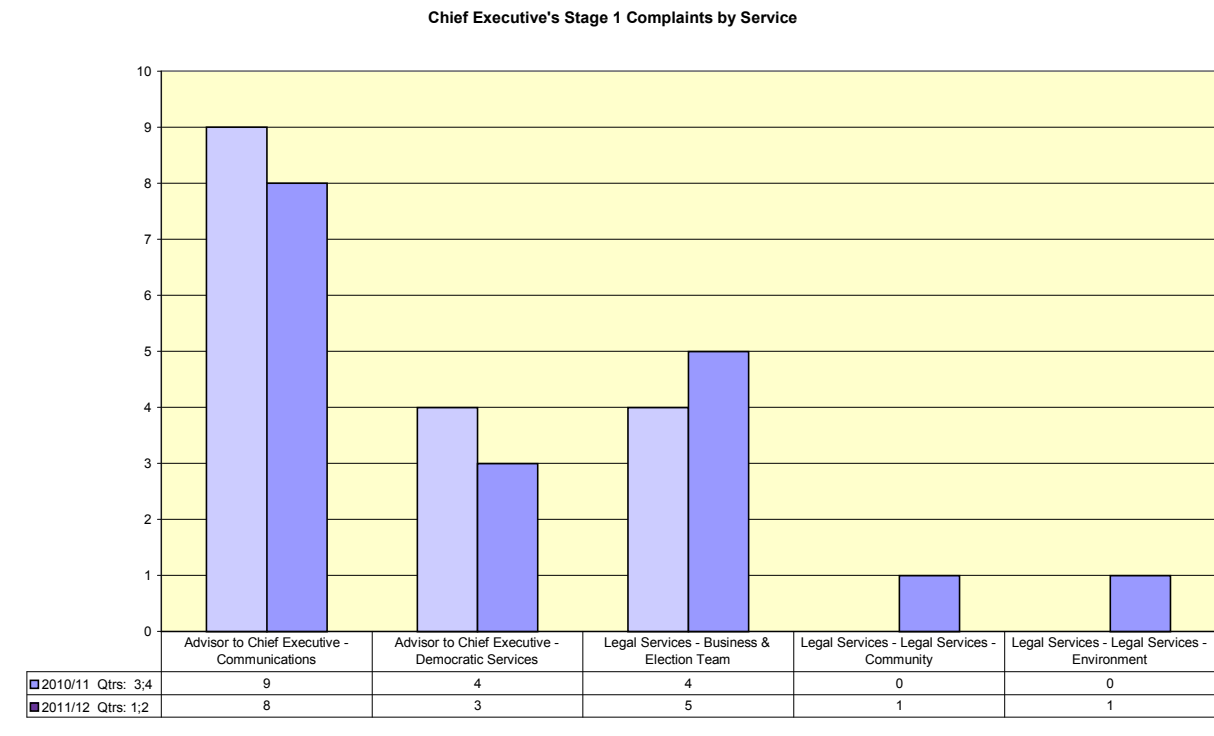


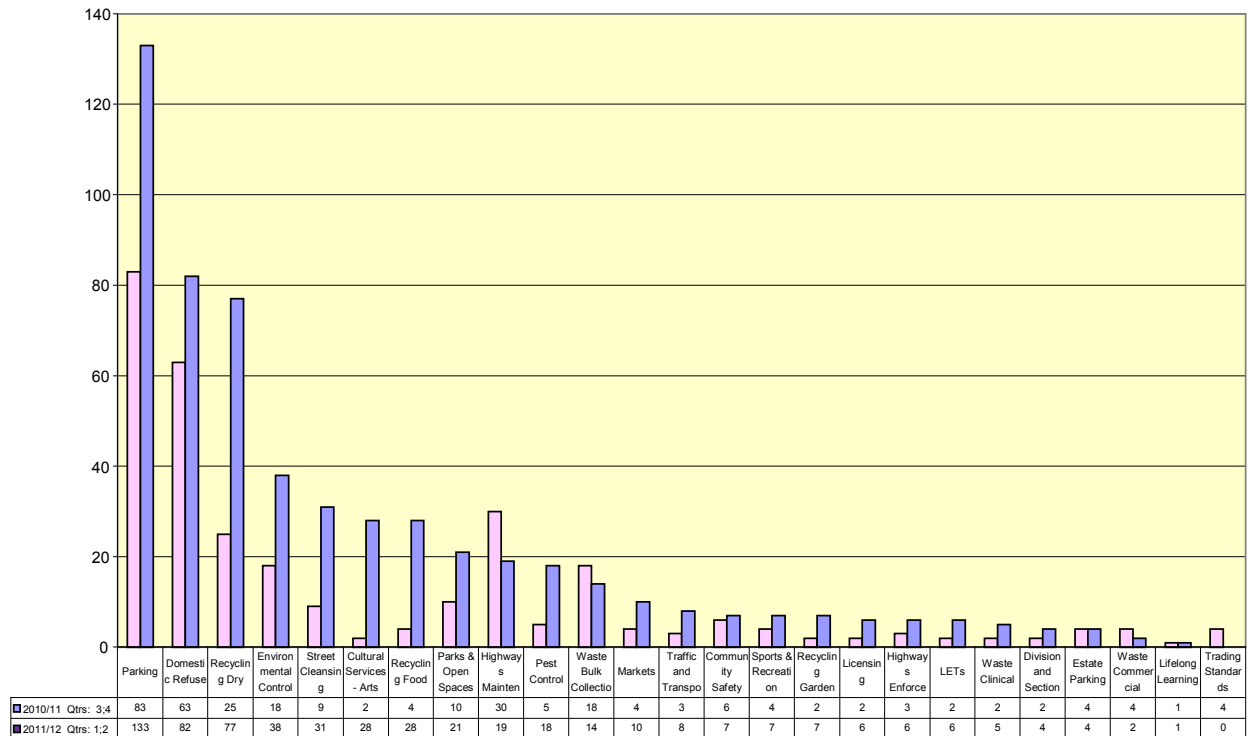
Figure 4



4.5 Volumes for Chief Executive’s directorate are small and any variance by service amounts to one complaint only.

Figure 5

CLC Stage 1 Complaints by Service



4.6 In Communities Localities and Culture, there has been a significant rise in complaints for some services. Parking; Domestic Refuse; Dry Recycling; Street Cleansing; Environmental Control; Arts & Events (although this is seasonal) and Food Recycling have all seen significant increases. Parking Services have implemented changes in permit renewal and scratch-card applications, and will review systems the way in which we manage parking permits but wish to avoid a piecemeal approach. Any changes made will be in line with the objective of facilitating and promoting on-line permits renewal.

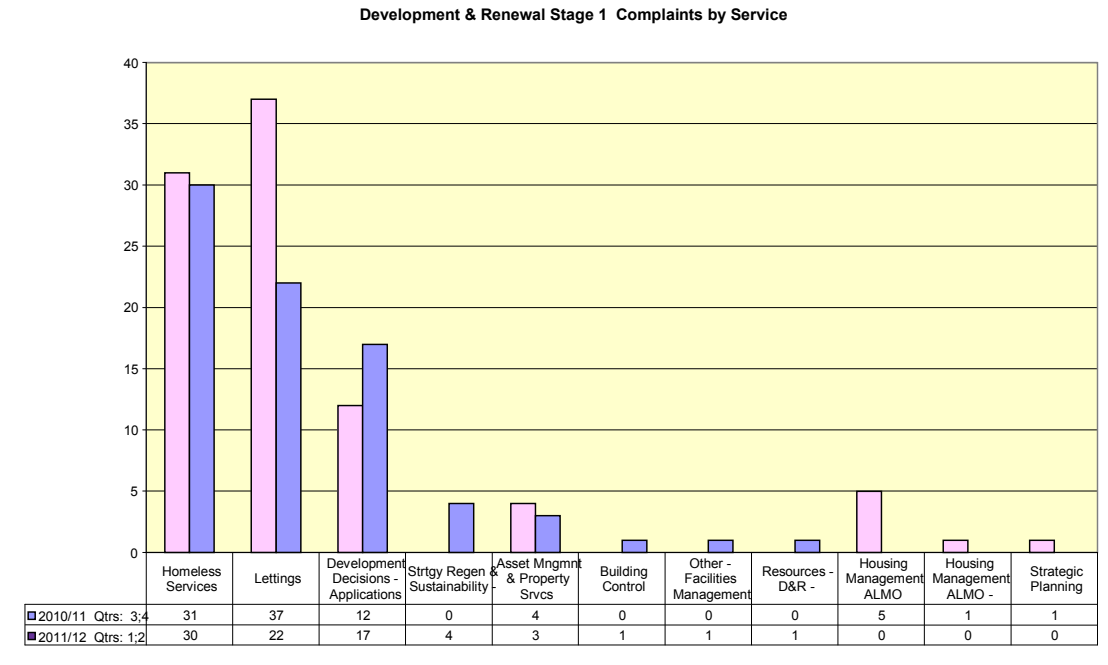
Pest control experienced management changes alongside the introduction of charges for service. An interim manager is now in place and the charges system is bedding down so hopefully complaints will reduce again.

From April to September 2011, 2,812,938 recycling collections were carried out. 105 complaints mean that 0.004% of all collections triggered a complaint, against 0.002% in the previous half year. The service experienced a spike in complaints following the introduction of new recycling rounds. These rounds have now bedded in and levels of complaints are returning to lower levels.

As levels of street cleanliness have improved, satisfaction with street cleansing has also increased and has remained steady around the 60% mark. Increased levels of reporting also demonstrate that the Council's efforts to improve access channels for reporting have been successful.

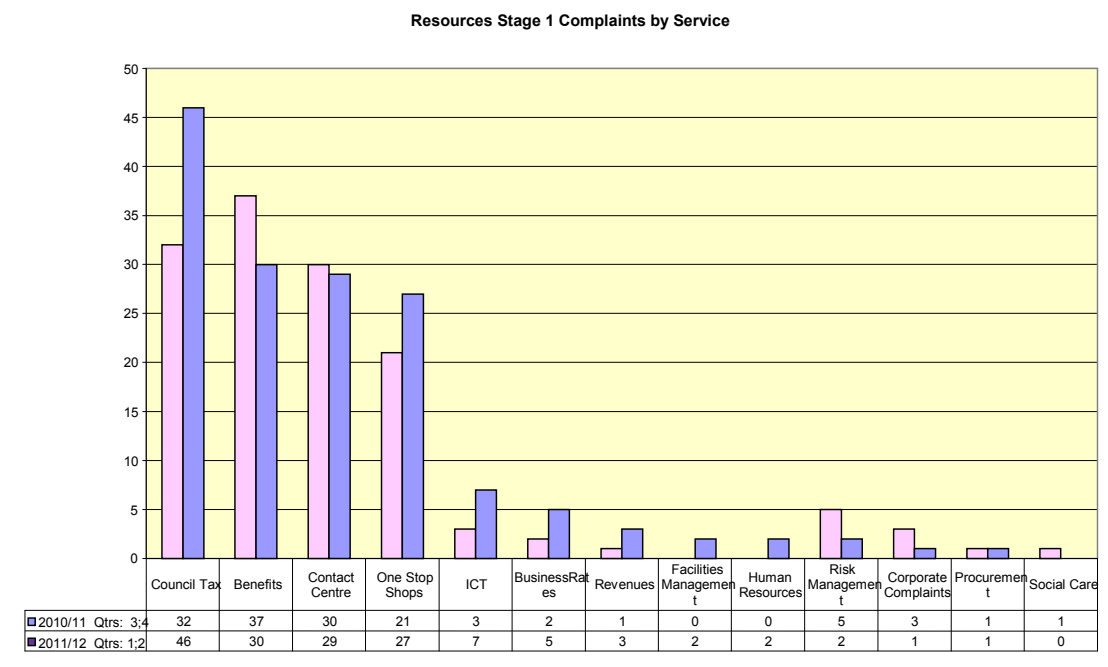
Encouraging residents to help us spot problems in the public realm is part of this.

Figure 6 Development & Renewal Stage 1 Complaints by Service



4.7 There is little variance in Development and Renewal complaints and relatively low numbers. The fall in Lettings complaints should be noted.

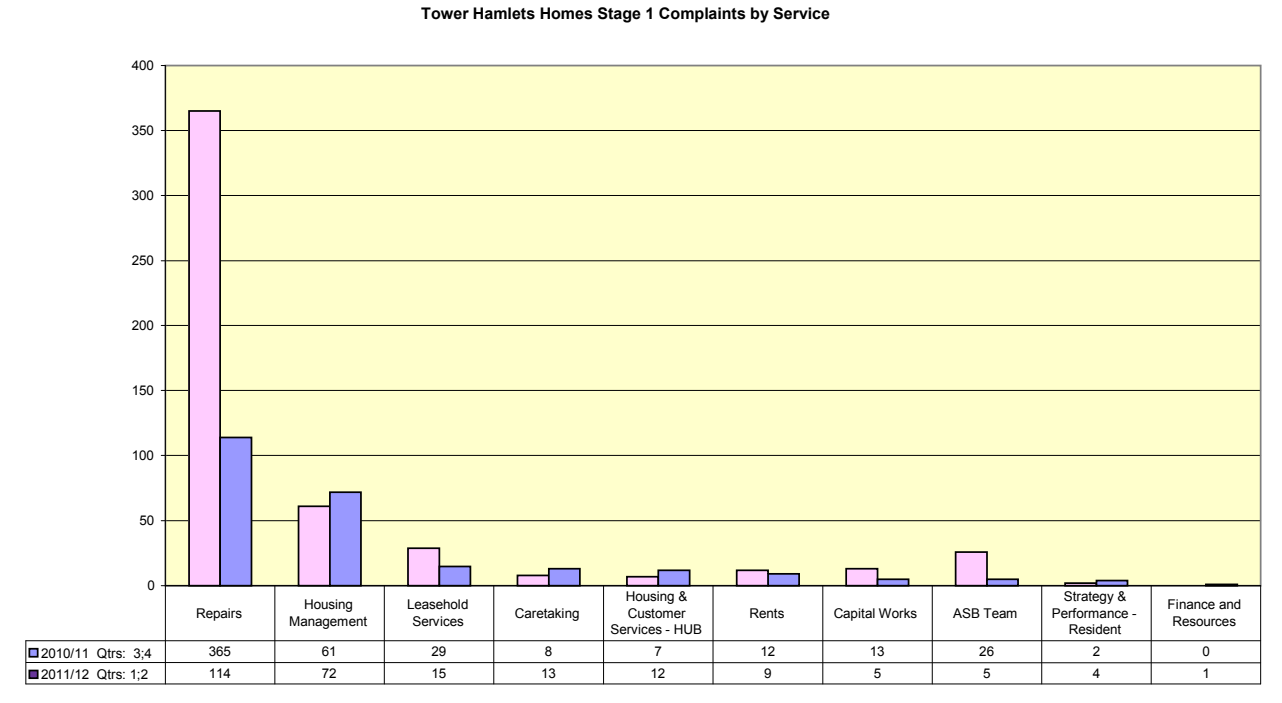
Figure 7



4.8 One Stop Shop complaints have increased and the service is actively looking at reducing waiting times. Footfall at Chrisp Street increased

following the closure of Jack Dash House and resources are being targeted to peak times to address this.

Figure 8



4.9 Tower Hamlets Homes have seasonal variation in repairs complaints (e.g. winter heating); this along with all other areas are still achieving a year on year reduction in volumes. However, when seen in conjunction with the rise in stage 2 complaints, the possibility of under recording of stage 1 complaints has been raised and is being explored jointly with THH to ensure that residents concerns are addressed.

4.10 Having explored the variance in volumes of Stage 1 complaints, it is also important to look at the outcomes. There is a consistently high percentage completed in time, see figure 9 below.

Figure 9

Stage 1 Complaints Response Times						
Period	Total Answered	Completed in Time	Answered outside timescale		Average response times (days)	
2010/11 Qtr: 3	518	493	95%	25	5%	7.08
2010/11 Qtr: 4	576	544	94%	32	6%	7.81
2011/12 Qtr: 1	488	437	90%	51	10%	8.35
2011/12 Qtr: 2	589	541	92%	48	8%	7.38

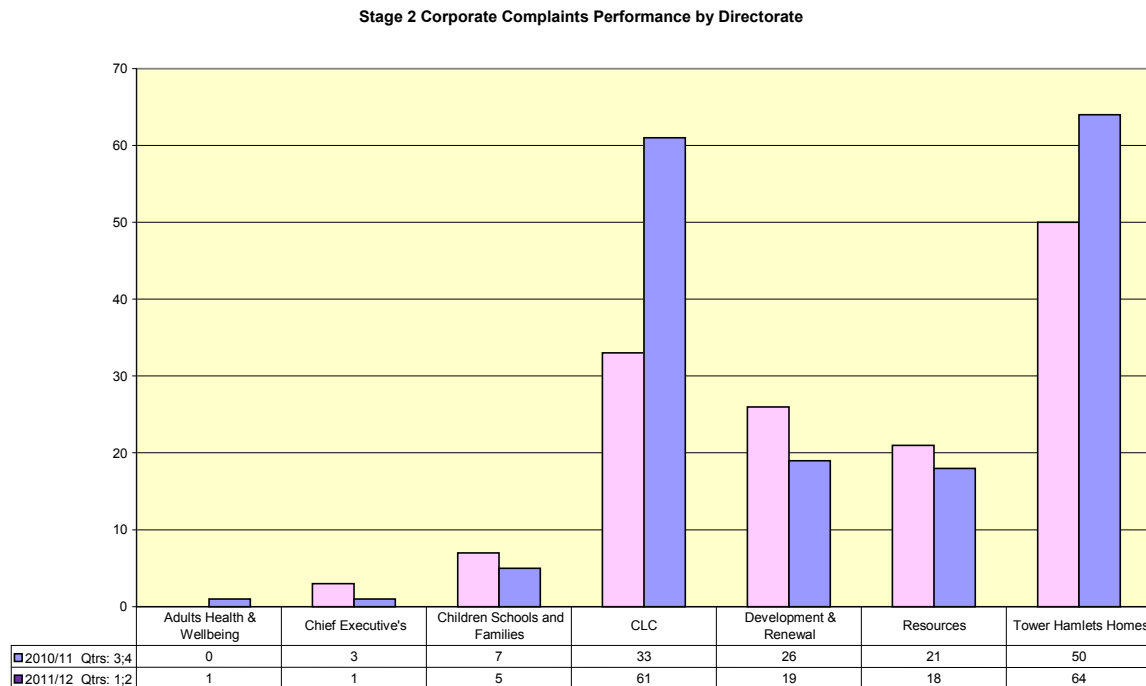
Figure 10 Stage 1 Complaints

Stage 1 Resolutions by Directorate													
	2011/12 Qtr: 1;2		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On		Closed In Time		Average Days to Close
Adults Health & Wellbeing	1	0%	0	0%	0	0%	0	0%	1	100%	1	100%	0
Chief Executive's	18	2%	4	22%	3	17%	9	50%	2	11%	15	83%	8
Children Schools and Families	13	1%	4	31%	3	23%	4	31%	2	15%	10	77%	7
CLC	561	52%	228	41%	115	20%	207	37%	11	2%	504	90%	8
Development & Renewal	79	7%	52	66%	8	10%	12	15%	7	9%	57	72%	10
Resources	155	14%	66	43%	53	34%	35	23%	1	1%	152	98%	5
Tower Hamlets Homes	250	23%	135	54%	23	9%	82	33%	10	4%	239	96%	9
Total Stage 1 Complaints	1077		489	45%	205	19%	349	32%	34	3%	978	91%	8

4.11 Table 10 above shows the resolution of complaints by directorate and for the Council as a whole. In general terms about 51% of stage 1 complaints are upheld in some part.

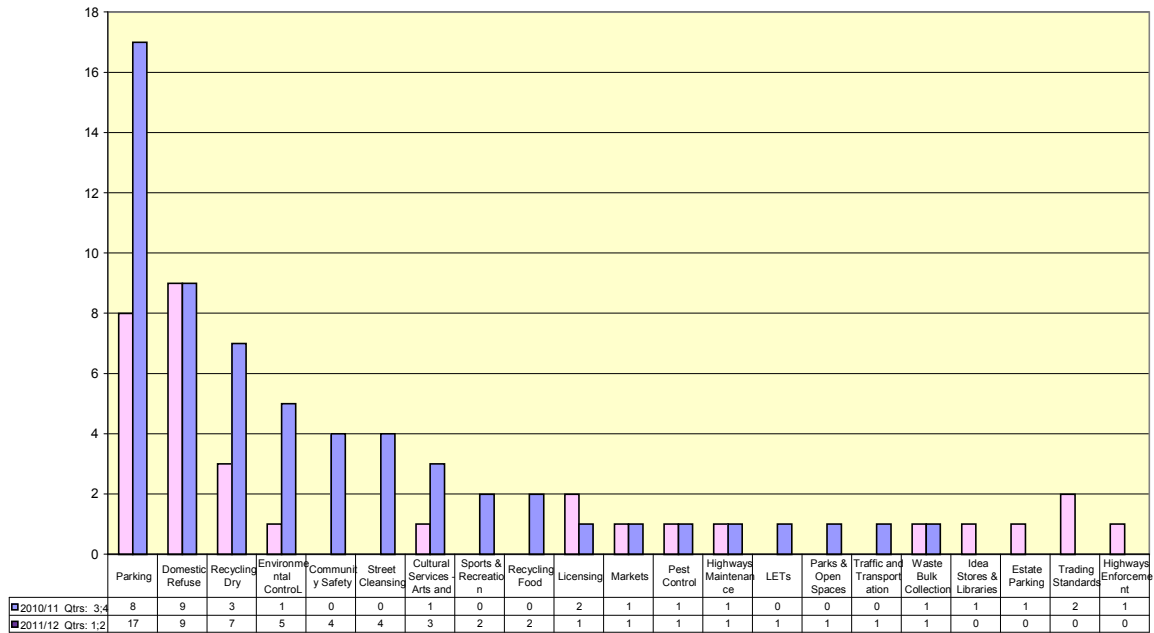
4.12 When examining the progression of complaints through the stages, it is noticeable that CLC and THH have seen a rise in stage 2 complaints.

Figure 11



The main areas of concern increasing in CLC are Parking and Dry Recycling, as can be seen in Figure 12.

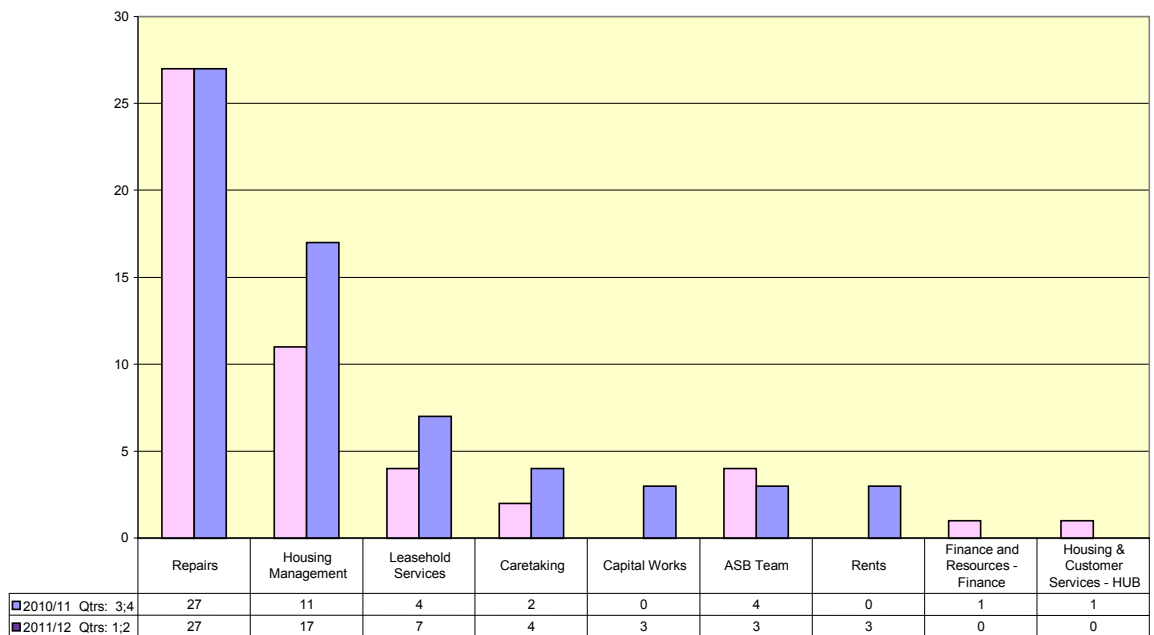
CLC Complaints Stage 2 by Service



For THH, increases are in Housing Management and Leasehold services, see below.

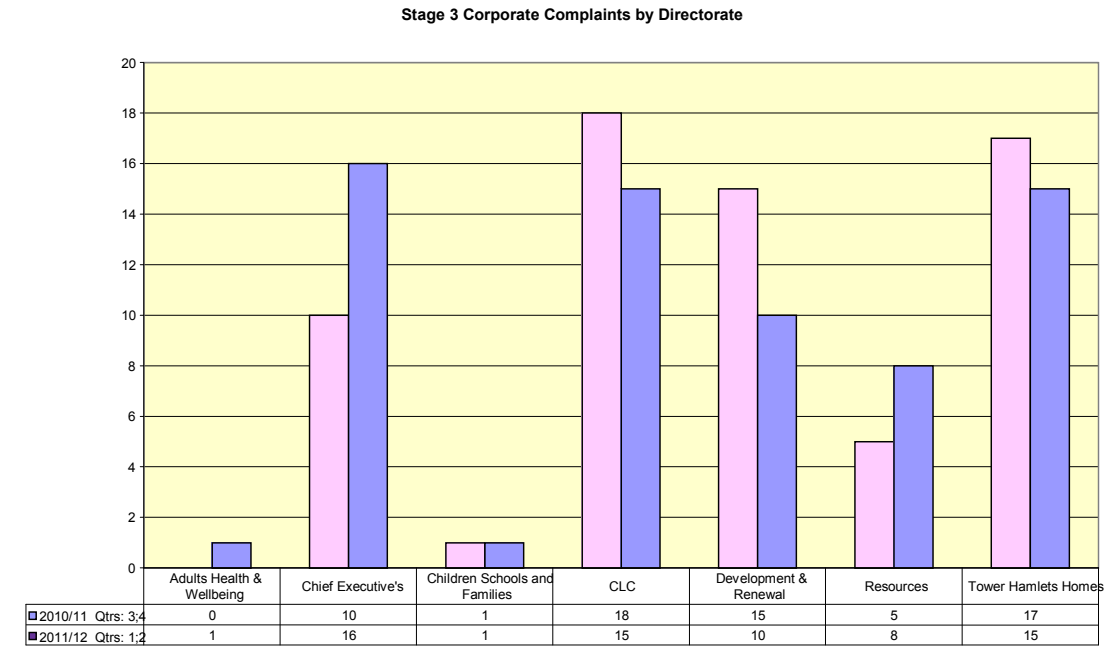
Figure 13

Tower Hamlets Homes Stage 2 Complaints by Service



4.15 Figure 14 below shows the volume of Stage 3 complaint by each Directorate.

Figure 14: Stage 3 complaints

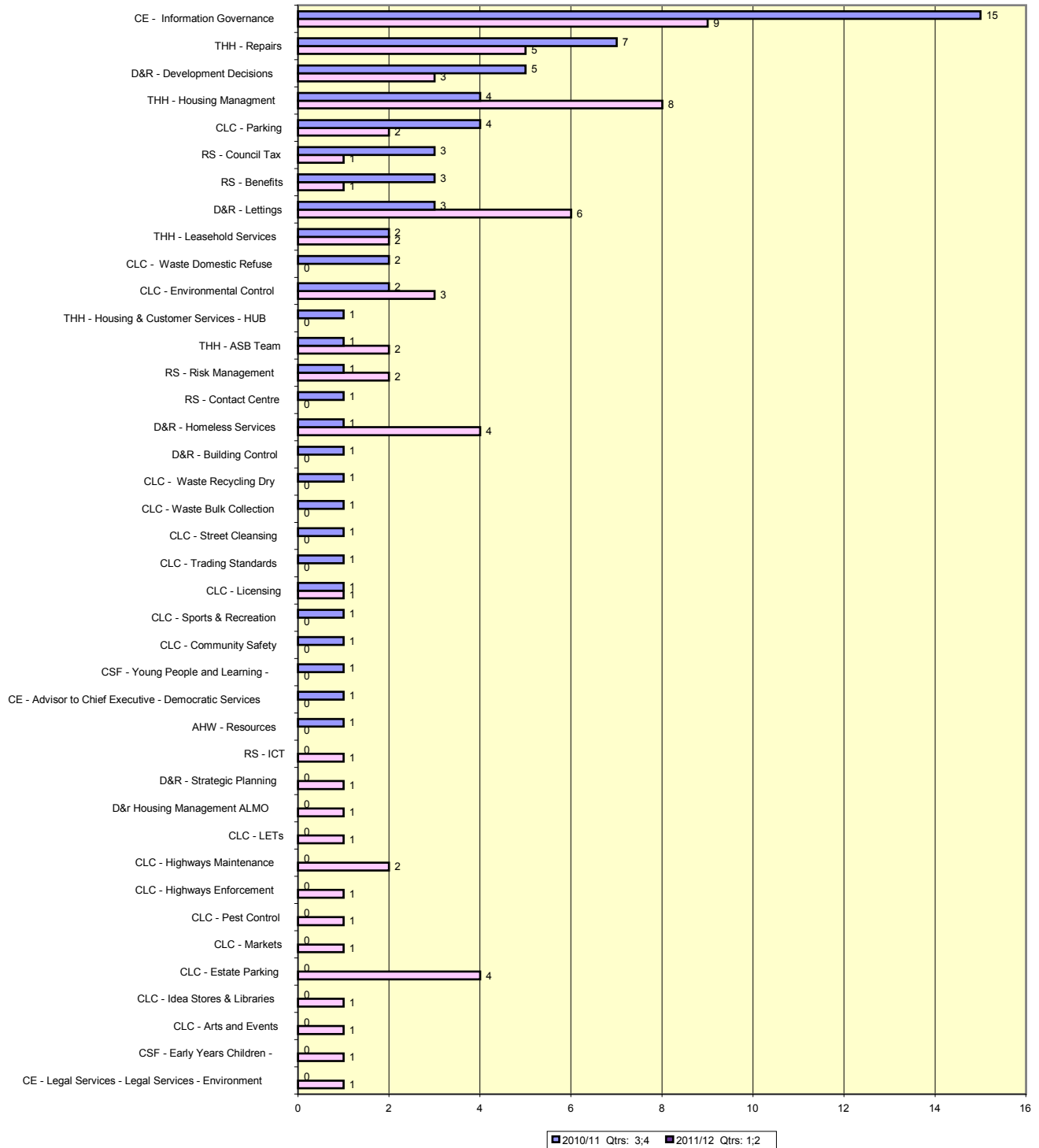


4.16 The detailed chart overleaf (figure 15) indicates which services the complaints fall in. The highest volumes fall under Information Governance, for Internal Reviews of FOI decisions. The other area with an increase in complaints is housing repairs. Further work will be undertaken to examine the increased escalation of repairs.

4.17 After an initial FOI request has been considered and responded to, the applicant can request an Internal Review. The volume of initial FOI requests considered in the period was 638 and 15 Internal Reviews were conducted under stage 3 of the complaints procedure. This is less than 2.5% escalation rate. The issues covered range from THH Service Charges (4) to CCTV, commercial waste, the cost of resident engagement, cost of software, parking, and records of data security issues.

Figure 15

Stage 3 Complaints by Service Issue



4.18 The proportion of complaints upheld in some part is around 44%. See figure 16 below.

Figure 16: Stage 3 Complaints Resolution

Stage 3 Resolutions by Directorate													
	2011/12 Qtr: 1;2		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On		Closed In Time		Average Days to Close
Adults Health & Wellbeing	1	2%	1	100%	0	0%	0	0%	0	0%	1	100%	19
Chief Executive's	16	24%	5	31%	3	19%	8	50%	0	0%	11	69%	18
Children Schools and Families	1	2%	1	100%	0	0%	0	0%	0	0%	1	100%	14
CLC	15	23%	11	73%	3	20%	1	7%	0	0%	15	100%	15
Development & Renewal	10	15%	9	90%	1	10%	0	0%	0	0%	7	70%	17
Resources	8	12%	5	63%	1	13%	1	13%	1	13%	8	100%	14
Tower Hamlets Homes	15	23%	4	27%	3	20%	8	53%	0	0%	13	87%	16
Total Stage 3 Complaints	66		36	55%	11	17%	18	27%	1	2%	56	85%	16

4.19 The proportion of Stage 3 complaints completed in time is 85%, and when broken down further (Q1 73% in time; Q2 97% in time) the quarter 2 performance indicates a significant improvement.

5. ADULTS SOCIAL CARE COMPLAINTS (Statutory)

5.1 In April 2009 new legislation regulating the handling of Adults Social Care Complaints came into force. This legislation moves away from the previous 3 stage process and fixed time scales for investigation.

5.2 It allows one single stage of investigation and close liaison with the complainant to ensure that the complaint is effectively understood and the scope of the investigation is agreed. This includes the best means of investigating and resolving the issues, who will be involved and how long it might take.

5.3 The type of investigation and time taken must be proportional to the complexity of the complaint, but will make comparisons between complaints and performance measures difficult.

5.4 It also places a responsibility to cooperate and when required undertake joint investigations of matters overlapping with health provision or other care providers.

5.5 The legislation places the complainant at the heart of the process and stresses the need to resolve matters to the complainant's satisfaction. The review will seek to identify whether there has been an impact on service based resolution of matters prior a formal complaint being registered.

Figure 17 Half year volume comparison

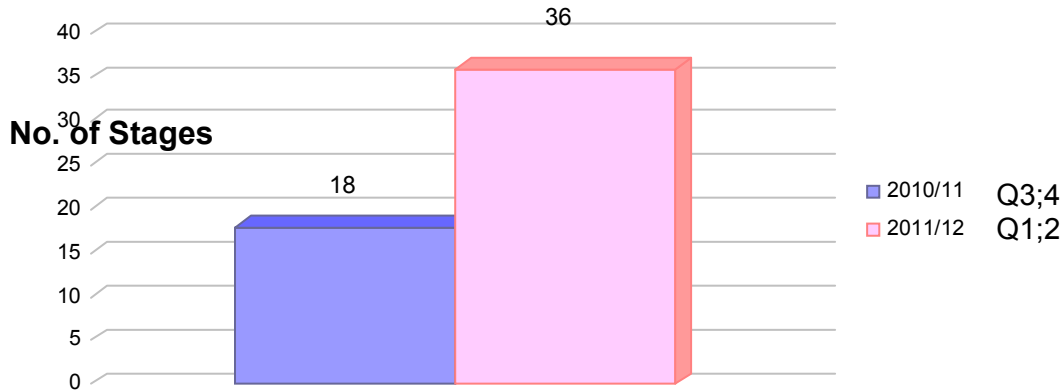


Figure 18 Adults Social Care Complaints

Adults Social Care Complaints by Division													
	2010/11 Q3, 4	Variance		2011/12 Q1, 2		Not Upheld		Partially Upheld		Upheld		Withdrawn or Referred On	
Disability and Health	7	3	43%	10	28%	3	30%	7	70%	0	0%	0	0%
Elders	6	12	200%	18	50%	12	67%	3	17%	1	6%	2	11%
Learning Disabilities	0	2	0%	2	6%	1	50%	0	0%	1	50%	0	0%
OT Services	3	0	0%	3	8%	2	67%	1	33%	0	0%	0	0%
Resources	2	0	0%	2	6%	2	100%	0	0%	0	0%	0	0%
	0	1	0%	1	3%	1	100%	0	0%	0	0%	0	0%
Totals	18	18	100%	36	100%	21	58%	11	31%	2	6%	2	6%

5.6 For this reporting period, the old categories are used for service provision, and this will be amended for the full year report

5.7 In order to obtain a better picture of fluctuating complaints levels, a detailed report will be reviewed with Adults Social Care managers shortly..

Figure 19 Response Times

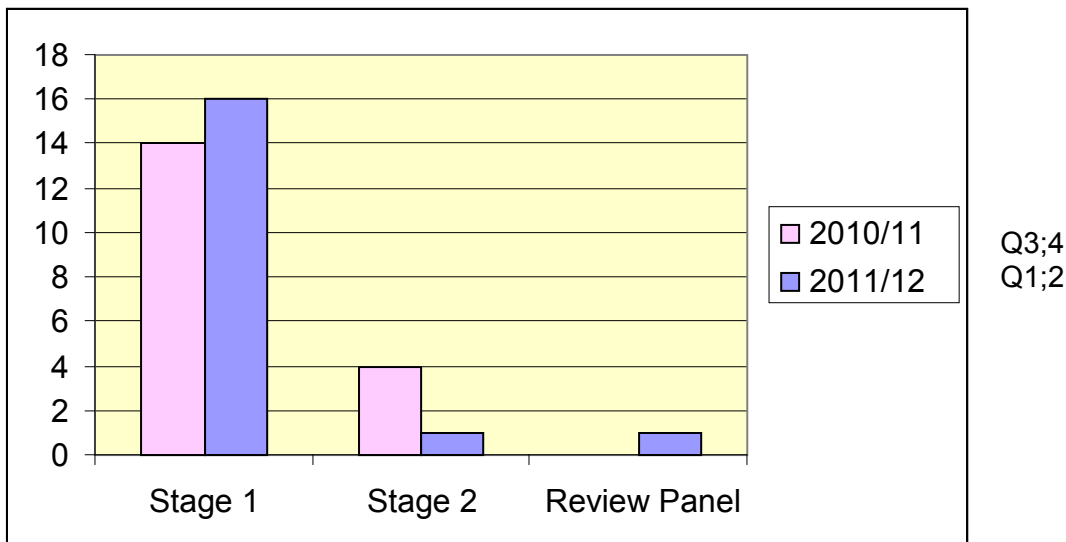
Adults Social Care Complaints - By Performance														
Complaints Answered	Totals	Within 10 working days		Within 20 working days		Within 30 Working Days		Within 40 Working Days		Within 50 Working Days		Over 70 Days		Average Days to Complete
2010/11 Q3;4	18	6	33%	9	50%	3	17%	0	0%	0	0%	0	0%	14
2011/12 Q1;2	36	20	56%	7	19%	5	14%	2	6%	1	3%	1	3%	16

- 5.8 Without fixed response times for this procedure, the Council is monitoring complaints under 10, 20, 30 etc working days. Whilst most complaints considered under this procedure have been resolved in less than 20 working days, three complaints took up to 40 working days.
- 5.9 We are also monitoring on the target agreed with complainant at the start of the investigation. All met the target, with the exception of these 3 complaints. For two of these complaints there were difficulties, beyond officers' control, in coordinating meetings with the complainants and their advocates.
- 5.10 The Complaints Team, and service managers, have put in considerable time and effort to find effective resolution, including holding three-way resolution meetings and negotiating individual outcomes as well as conducting formal investigations.

6. CHILDREN'S SOCIAL CARE COMPLAINTS (statutory)

6.1 Children's Social Care Complaints follow the statutory 3 stage procedure. Legislation for Children's Social Care complaints allows two target times at each stage. Stage 1 complaints have a target of 10 working days, which can be extended to 20 working days. At Stage 2, the target is 25 working days, which can be extended to 65 working days.

Figure 20: Children's Social Care Complaints



6.2 Escalation rates have fallen. The completion rates by quarter are shown in Figure 21.

Figure 21

Stage 1 Children's Social Care Complaints - By Performance								
	Total	Answered within 10 working days		Answered within 20 working days		Answered outside timescale		Average response times (days)
2010/11 QTR: 3	5	5	100%	5	100%	0	0%	4
2010/11 QTR: 4	9	7	78%	7	78%	2	22%	6
2011/12 QTR: 1	9	6	67%	9	100%	0	0%	5
2011/12 QTR: 2	7	3	43%	6	86%	1	14%	10

Figure 22

Stage 1 Children's Social Care Complaints by Section											
	2010/11 QTRS: 3;4	Variance		2011/12 QTRS: 1;2	Not Upheld		Partially Upheld		Upheld		
ChildLookedAfter&LeavingCare	4	3	75%	7	44%	4	57%	0	0%	3	43%
Child Protection and Reviewing	0	2		2	13%	2	100%	0	0%	0	0%
Children's Resources	5	-	-80%	1	6%	0	0%	0	0%	1	100%
Fieldwork Services	5	1	20%	6	38%	5	83%	0	0%	1	17%

6.3 Figure 22 above indicates the areas responsible for complaints and the numbers upheld for each service.

6.4 At Stage 2, the investigation is monitored by an independent person. Both complaints in the monitoring period were completed outside the extended timescale of 65 working days with one narrowly missing the deadline. These complaints are closely monitored.

Figure 23

Stage 2 Children Schools and Families Social Care Complaints - By Performance								
	Total	Answered within 25 working days		Answered within 65 working days		Answered outside timescale		Average response times (days)
2010/11 QTR: 3	0	0	0%	0	0%	0	0%	0
2010/11 QTR: 4	4	0	0%	2	50%	2	50%	70
2011/12 QTR: 1	0	0	0%	0	0%	0	0%	0
2011/12 QTR: 2	1	0	0%	1	100%	0	0%	49

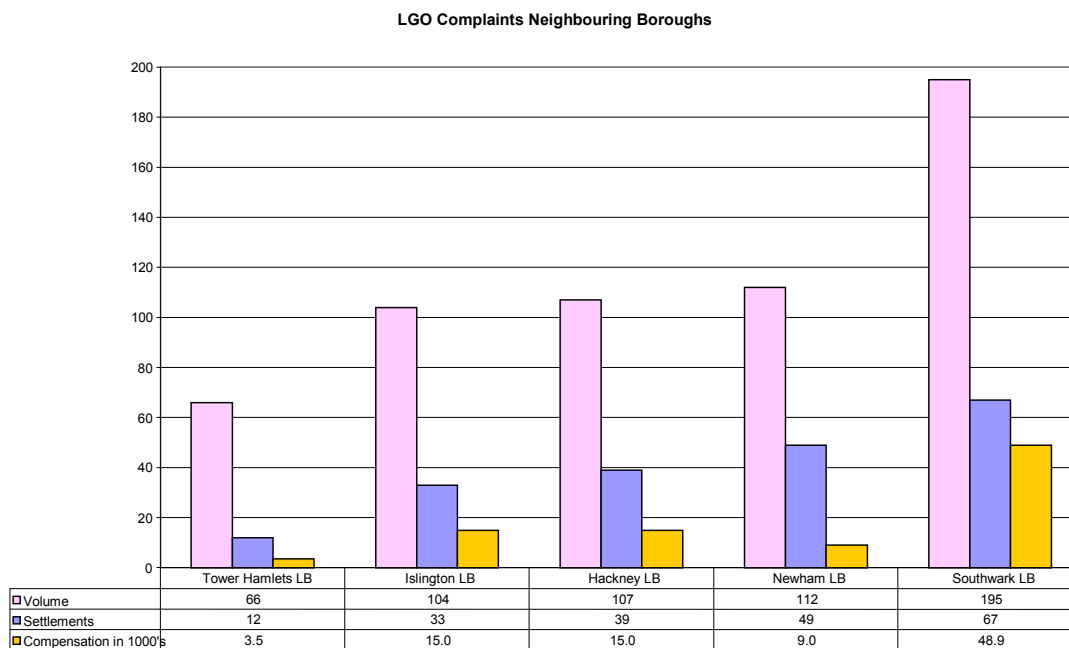
6.5 Two complaints went to the third stage, independent review panel. Both were upheld in some part. One was regarding the process of identifying and assessing extended family members to care for a baby, some errors in recording and communication were upheld. The second identified a delay in obtaining equipment for a disabled mother and insufficient time being given for her to read reports and prepare for a case conference. Both are now fully addressed.

7 LOCAL GOVERNMENT OMBUDSMAN (LGO)

7.1 Following the publishing of the Ombudsman’s Annual Reviews for all authorities, it is possible to benchmark the Council’s performance against other authorities.

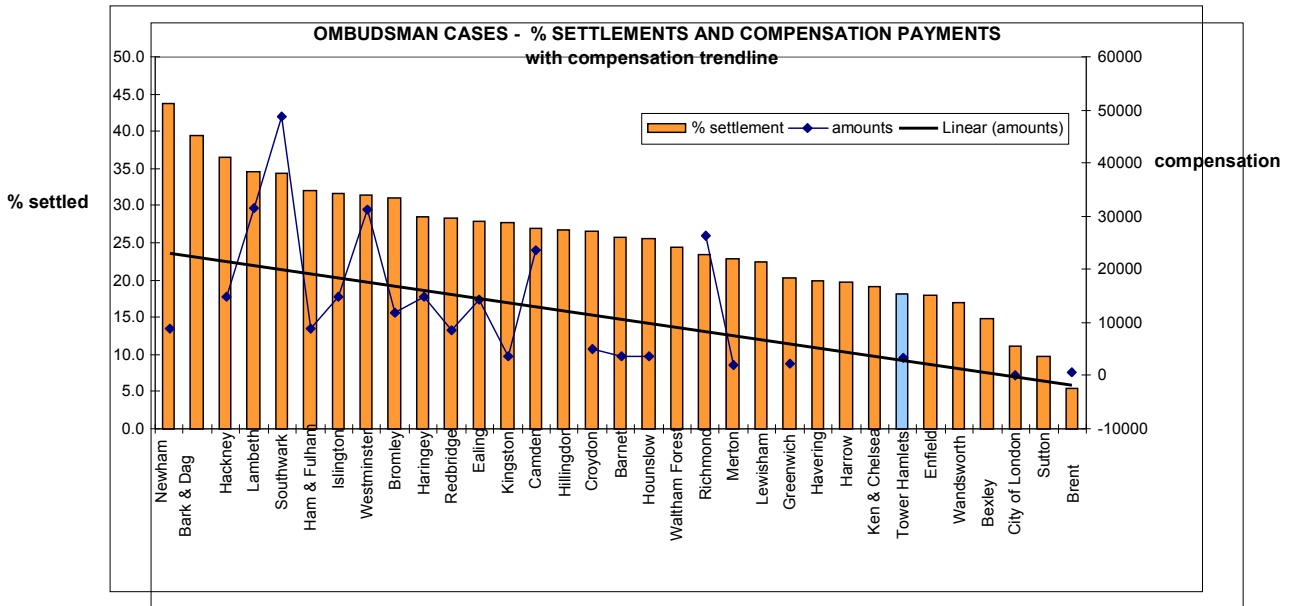
7.2 Figure 24 below compares the total volume of Ombudsman complaints, the number of Local Settlements and the total amount of compensation paid by for a number of neighbouring local authorities. Tower Hamlets compares favourably.

Figure 24



7.3 Similarly the table below compares the percentage of settlements against the overall volume of complaints and the amounts paid in compensation for all London boroughs.

Figure 25



7.4 Table 26 below sets out by directorate the volume of new Ombudsman complaints and Council’s response rates. The volume of matters referred for consideration is lower than in the previous 6 months, although there appears to be a pattern with fewer complaints in the spring/ summer.

Figure 26: First Response Rates

	number of initial enquiries		% in time	
	2nd Half 2010/11	1st Half 2011/12	2nd Half 2010/11	1st Half 2011/12
Adults Health and Wellbeing	1	3	100%	67%
Chief Executive’s	0	1	N/A	N/A
Children Schools & Families	1	0	100%	N/A
Communities, Localities and Culture	3	6	100%	100%
Development and Renewal	9	3	88%	67%
Resources	0	1	100%	100%
Tower Hamlets Homes	5	5	100%	40%
Total	19	19	89%	60%

7.5 The Council maintains a good response rate, averaging 20.1 working days. However the percentage of complaints completed within our stringent response target, has fallen in the past six months.

7.6 The Council has sought the early resolution of complaints where there is some indication of fault, or where it is appropriate to pay compensation or make a gesture of goodwill to improve the complainant’s position.

Figure 27

	Total	Report Maladministration	Local Settlement	No Maladministration	Ombudsman Discretion	Out of Jurisdiction	Premature
2nd Half 2010/11	33	0	2	10	5	3	13
1st Half 2011/12	50	0	7	16	2	6	19

7.7 The average percentage of Ombudsman complaints determined as upheld, i.e. Local Settlement is 27.1%. The Council is usually well below this average and the half year being reported is 22.5%.

Figure 28

Ombudsman Local Settlements by Directorate and Service Issue			
Directorate	Division	2010/11 QTRs: 3;4	2011/12 QTRs: 1;2
Adults Health & Wellbeing	Disability and Health		1
Children Schools and Families	School Roll	1	
CLC	Highways Maintenance		1
CLC	Parking		1
CE / CLC	Forwarding enquiry to Pest Control		1
Development & Renewal	Lettings		1
Tower Hamlets Homes	ASB Team		2
Tower Hamlets Homes	Asset Management - Repairs	1	
Totals		2	7

9. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 9.1 The report provides a summary of the complaints received by the Council in the period 1 April 2011 to 31 September 2011 through the Corporate Complaints Procedure, Adults and Children's Social Care Complaints Procedures, and those received and determined by the Local Government Ombudsman in the same period.
- 9.2 There are no financial implications arising from the recommendations in this report and Corporate Complaints procedures and quality checks are designed to minimise the cost of making good and compensation, but where this is necessary, payment is contained within the Directorate's budget.

10. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 10.1 Advice is tendered as required on any potential service breach of statutory or other responsibilities and local settlement advocated to avert other legal action.

11 ONE TOWER HAMLETS CONSIDERATIONS

- 11.1 Corporate Complaint Procedures have been subject to Equalities Impact Assessments and endeavour to capture data on the protected characteristics specified in the Equality Act 2010. Each complaint is considered in the light of any perceived discrimination and monitoring data is analysed annually to consider any wider trends or implications.
- 11.2 Continuing publicity, and analysis of levels of awareness of the process within the community, will ensure that all residents and service users will have better awareness of their right to voice any concerns.

12. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 12.1 There are no key considerations

13. RISK MANAGEMENT IMPLICATIONS

- 13.1 Risk is managed through the internal review processes, and where appropriate legal and risk management advice is sought when considering complaint resolution.

14 EFFICIENCY STATEMENT

- 14.1 Where appropriate, service improvements and efficiencies are proposed and considered by the relevant services.

**Local Government Act, 1972 Section 100D (As amended)
List of "Background Papers" used in the preparation of this report**

No background papers were used in the preparation of the report.

Agenda Item 4.2

COMMITTEE:	DATE	CLASSIFICATION	REPORT NO.	AGENDA NO.
Standards	12 th January 2012	Unrestricted		
REPORT OF: Corporate Director, Resources	TITLE: Annual Anti Fraud Report 2010-11			
ORIGINATING OFFICER(S): Tony Qayum, Corporate Fraud Manager Minesh Jani, Head of Risk Management and Audit	Ward(s) Affected: N/A			

1. Introduction

- 1.1 This report provides the Standards Committee with an update of reactive and Anti Fraud work undertaken during 2010/11.
- 1.2 The report captures the work of the Audit Service as well as that of the Housing Benefit Investigations Team, Parking Service and the insurance claims experience.

2. Recommendations

- 2.1 The Standards Committee is asked to note this report.

3. Background

- 3.1 This report provides the Standards Committee with a summary of work on sensitive and reactive enquiries undertaken during 2010/11. It includes an overview of the results of the investigations carried out by Housing Benefits Investigations, the Parking Service, and Insurance Services.
- 3.2 The following chart shows the resources expressed as full time equivalent (FTE) posts of the key services included within this report.

Service	FTE	Role
Risk Management	2	<ul style="list-style-type: none"> • Head of Audit Services • NFI Co-ordinator and Corporate Fraud Manager
	3 1	<ul style="list-style-type: none"> • Tenancy Fraud Officers • Insurance Claims Officer
Central Benefits Fraud Team	1	<ul style="list-style-type: none"> • Fraud Manager
	2	<ul style="list-style-type: none"> • Team Leaders
	8	<ul style="list-style-type: none"> • Investigation Officers
	1	<ul style="list-style-type: none"> • Intelligence Officer
	1	<ul style="list-style-type: none"> • Admin Support
Parking Services	2	<ul style="list-style-type: none"> • Parking Fraud Investigation Officers

3.3 A detailed analysis of the results of the anti fraud and reactive work carried out by the Audit service is attached as Appendix A.

4. Key matters arising from the Audit Service Outturn for 2010-11

4.1 There have been five substantial inquiries which have involved close working between the relevant Directorates, Audit Services, the Police and Legal Services. The matters arose from internal referrals.

4.2 The resultant investigations covered an extensive range of systems and processes and required substantial staff resources to finalise all of the issues relating to criminality. The matters were referred to the Metropolitan Police in all cases.

4.3 The Audit Service has also provided support to Directorates upon request. This included an ongoing review of the National Indicator Performance returns, a review of systems and procedures associated with the management of petty cash systems and arrangements for care assessments for officers required to work abroad.

4.4 We have also reviewed the control environment for the provision of services to those placed in residential care and for which the Council has taken responsibility for client's financial affairs and undertaken inquiries around officers working at two sites simultaneously.

4.5 We have continued to work closely with the Council's Legal Service on a number of matters including employment law issues and governance matters including Money Laundering, Data Protection and the Parking Service with regard to Blue Badge irregularity and worked corporately

where instances of Resident Parking Permits and Blue Badge irregularity has involved members of staff.

- 4.6 We have further developed the small team of Housing Tenancy Fraud Investigators to assist the Council in tackling Sub Letting of Tower Hamlets Homes and Registered Social Landlord properties. A separate paper on the progress of this initiative is covered in detail on a separate report elsewhere on the agenda.
- 4.7 We have organised and run several training sessions with staff on Risk Management and the Anti Fraud and Corruption Strategy as part of our proactive initiatives and more are planned for this financial year.
- 4.8 Appendix B attached is a summary of the results and value of anti fraud work carried out in 2010/11 including the outturn of the findings for the NFI 2008/09.

5. The National Fraud Initiative (NFI)

- 5.1 The National Fraud Initiative (NFI) data matching exercise has continued to be supported, and our efforts continue to maximise the benefits from its output. The Audit Commission manage this under their powers in the Audit Commission Act 1998.
- 5.2 The NFI is managed and co-ordinated by the Audit Service with joint working and protocols with all the key services including Central Benefits Investigations Team, Payroll, Pensions, Rents and Right-to-Buy services to examine, refine and investigate the data matches.
- 5.3 For this exercise there were also formal joint working arrangements in place between the Central Benefits Team and the local fraud team from the Department of Works and Pensions (DWP) to work on cases which affected both Housing and Council Tax benefits along with the DWP benefits.
- 5.4 The work on the NFI is largely finalised with all reports having been examined and refined. Investigations have also been generally completed although there are still some investigations in progress.
- 5.5 The Audit service has undertaken detailed reviews of all subject areas to ensure the final out turn for the exercise is robust and evidenced based.
- 5.6 The following is a summary of the results of the LBTH outcome from the NFI work -
 - § £641,455.46 has been identified as overpayment/loss and is in the process of recovery. This includes the following break down:-
 - § £238,267 in Housing Benefit / Council Tax overpayments.
 - § £15,675 representing 9 deceased pensioners

- § £79,840 representing Payroll to UK Visa's
- § 5 Staff members left the Councils employment following the NFI probity checks

5.7 In addition to the above there were thirteen employees who have left the Councils employment following investigative work

6. Other Audit Activity

6.1 The following work areas have been undertaken, during 2009/10 by the Audit Service:-

- ◆ On-going liaison and support to corporate and departmental personnel;
- ◆ Proactive joint working with other Local Authorities, the Police, the DWP and other government Agencies; and
- ◆ Training and Development via the Public Sector Partnership with the Metropolitan Police.

7. Insurance Claims Experience

7.1 The Council operates a system for the management of its Insurance risks through a specific team within Risk Management. During 2010-11 the Council introduced a new case management system that lends itself to better reporting of claims activity.

7.2 The table below shows the Councils claims experience for information. It is envisaged that this will be a regularly reported to reflect trends and the outcome of anti fraud initiatives designed to minimise the Insurance Fund's exposure to Fraudulent/ exaggerated claims.

Year	No Claims	Closed) (settled £0)	Closed (Paid)	Open	Total Paid £	Total Est Outstanding £	Total Claim £
2009	557	225	181	151	225,062	238,477	1,684,272
2010	510	157	110	243	36,405	2,295,879	2,332,285
2011*	183	24	8	151	1,162	1,519,945	1,521,107

* represents part year only.

8. Housing Benefits Investigation Service

8.1 The Housing Benefits Investigation Service is responsible for the reactive and proactive management and investigation of Local Government benefit fraud, including:-

- § Benefits Whistle-blowing hotline;
- § Internal Referrals;
- § External Referrals (Agencies and public);
- § Joint working with Department of Work and Pensions (DWP);and
- § Data matching referrals (NFI and Housing Benefit Matching Service output from DWP);

8.2 During 2010/11 the Service has had the following successes and has been evidenced as one of the most successful of London Boroughs with:-

- § 187 cases being dealt with;
- § 29 convictions at court;
- § 53 cautions (i.e. proven cases of fraud, whereby the amount was small or where there were mitigating circumstances to avoid prosecution);
- § 42 Parking Offence Cautions
- § 63 Administrative Penalties; and
- § Total Housing and Council Tax overpayments that represent these cases equates to £542,860.94.

9. Parking Services

9.1 The Parking Service investigations have resulted in twelve parking fraud cases being presented for prosecution.

9.2 Of the twelve cases investigated all resulted in convictions with fines amounting to £1,125 and costs in the sum of £1,550 - both of which were awarded to the Council.

10. Comments of the Chief Financial Officer

10.1 These are contained within the body of this report.

11. Concurrent Report of the Assistant Chief Executive (Legal Services)

11.1 There are no immediate legal implications arising from this report.

12. One Tower Hamlets

12.1 There are no specific one Tower Hamlets considerations.

12.2 There are no specific Anti-Poverty issues arising from this report.

13. Risk Management Implications

13.1 This report highlights fraud risks arising from weaknesses in controls. Effective risk management is an essential part of good governance and management is responsible for putting in place adequate controls to manage the authority's exposure to risks.

14. Sustainable Action for a Greener Environment (SAGE)

14.1 There are no specific SAGE implications.

Local Government Act, 1972 SECTION 100D (AS AMENDED)

List of "Background Papers" used in the preparation of this report

Brief description of "background papers"

Contact :

N/A

Tony Qayum, 0207 364 4773

APPENDIX A

<u>Tower Hamlets Homes</u>		
<i>No. of Days</i>	<i>Audit Activity</i>	<i>Comments/Outcome</i>
5	Whistle blow concerning in appropriate allocation of property.	Allegations of inappropriate allocation were not substantiated, although systems control weaknesses identified. Improved system of control being implement by management
10	Lettings and Housing Management Support and Advice	Close working on Lettings and General Housing Management issues arising from the work of Tenancy Fraud Team
5	RTB valuation and litigation	On-going support on the litigation resulting from in-appropriate valuations of RTB's
6	Follow-up work RTB employee	Support to management, employee has now left organisation
8	6 Police and other external agency referrals	Joint working with other agencies concerning THH current and employees
15	7 Whistle bows under 5 days	Management of whistle blows and investigations as necessary
10	Allegation that repairs recharges had been incorrectly applied through Council's Insurance	Investigation of complaint regarding misuse of Councils Insurance policy and misrepresentation by officers. Matter fully reviewed and outcome assessed independently to ensure transparency. No material issues found.
15	NFI investigations and apportionment of preparatory work for the 2010-11 exercise	National fraud initiative 2006-7 and 2008-9 meeting requirements for Section 151 officer under the Audit Commissions Code of Data matching Practice 2008
5	Governance	Examination of governance matters within THH
5	Allegation of manipulation of control by family of Caretakers	Management processes reviewed and reorganisation of workloads.
5	Theft of Cheque	Leaseholder refund received by the wrong person. Complicated case regarding entitlement. No loss to THH incurred and procedures revised.
19	8 Enquiries under 3 days	
10	Allegation of Lift Maintenance abuse	Allegation that Lift Maintenance/renewal was being manipulated for gain. Systems and procedures reviewed and enhanced. No evidence found to support allegation.
5	Anti fraud arrangements and partnership	
<u>123</u>		

<u>LBTH Re-active</u>		
<u>No. of Days</u>	<u>Audit Activity</u>	<u>Comments/Outcome</u>
3	Anti Fraud Forums	3 Anti fraud forum groups were setup across the Council as a proactive co-ordination of anti fraud work in key areas
20	Data Quality Review and National Indicator Performance verification	This output includes all internal Audit work on supporting data quality and joint working with the Performance Review Team including review and assurances on quality of services data sampling, testing and preparation of documentation for National Indicator returns. It also includes comprehensive reviews of high risk indicator's in preparation for the external auditor's review.
4	Freedom of information enquires	Investigating and responding to freedom of investigation enquiries
5	Allegation that officer provided false reference for staff member at PCT	Investigation found that officer had made a false reference and had been running own business without Councils consent. Officer dismissed.
12	Internal referrals	Joint working and referrals from Payroll Services, Benefits Services and Trading Standards
10	Officer working at two sites	Support to department where officer was working at two sites and claiming time for both -
15	Evidence of significant Petty cash abuse	Officer had mismanaged Petty cash system resulting in inability to adequately reconcile all monies due. Officer dismissed and case referred to the police
40	National Fraud Initiative	Finalising the 2006/07 exercise and publicising consulting and initiating the 2008/09 to meet the requirements of the Audit Commission Code of Data Matching Practice. Including resultant review of output data, and co-ordinating follow-up work.
11	Outside agencies	Requests for information, and whistle blow referrals from other local Authorities, DWP and other agencies, Banks, Building Societies, Health Authorities, etc.
15	Illegal Money Lending Team	Providing assurance that the functions and governance arrangements for the initiative met good practice and that risks were adequately managed
60	Setting up and management of the Social Housing Team	Recruitment, creation and development of the Social Housing Fraud team to tackle sub letting of property
15	Police Enquiries	Reactive support to police enquires from local Financial Investigation Units on recovery of assets and support to enquires to Metropolitan Police

<u>No. of Days</u>	<u>Audit Activity</u>	<u>Comments/Outcome</u>
20	Proactive Fraud Training and advertising	Preparing and providing training to Members, Senior Management for cascading to staff and Investigating Officers. Review of revised Anti Fraud and Corruption Strategy and Risk management awareness training
4	Public Sector Partnership (PSP)	Active members of the PSP Training Group with the Met Police, which meet during the year and feed into the overall PSP.
10	Scheme for undertaking care assessments abroad	Joint working with CSF on control arrangements associated with Staff allocated to work abroad on Child assessments as prescribed by Court.
28	Reactive work 3-5 days	11 jobs - include management inquiries and NFI investigations concerning code of conduct follow up including reporting and supporting any subsequent action.
9	Reactive work/enquiries under 3 days	45 Reactive responses to internal inquiries under three days, these include review and response to appropriate Service Head.
10	Support for evidence gathering on the Annual Governance Statement	This review was undertaken to support the Council's submission on its arrangements to discharge its governance effectively
8	Theft of client funds	Officer accused of manipulating system to abuse client funds. Officer dismissed, referred to Police and procedures improved.
5	Attempt to fraudulently change bank account details of major council contractor	Potential loss of £800,000 to false instruction to change bank details. Prompt action resulted in no loss to the Council but systems improvements introduced and matter being prosecuted. This was an early example of a now widespread attempt to re route large payments to contractors via false banking instructions.
3	Allegation of overcharging for dilapidation by former PLA provider.	Matter focused on sample of cases. Review found that all work had been reviewed by several staff within the Council and segregation of duties existed on the approval of payments made. No evidence of fraud but need to tighten procedures.
10	Servicing Committees and management support	
15	Theft of monies x2 cases	Investigations into theft of monies from clients within Ault services by employee's and support to both internal action and police
15	Third Sector Provider	Department and Third Sector provider invited Audit to under take a review of its governance arrangements following the concerns around adequacy of grant claims made
<u>347</u>		
<u>470</u>	<u>Total days</u>	

APPENDIX B				
	No.	Notional future savings value	Notional future savings value total	Actual Value
<u>NFI 2010/11 (Final 2 year outturn)</u>				
Identified value of overpayment/losses - recovery in the process				641,455.46
Housing properties recovered.	36	75,000.00	2,700,000.00	7,200,000.00*
5 Staff members left the Councils employment following the NFI probity checks	5	5,000.00	25,000.00	
			<u>2,725,000.00</u>	7,841,455.46
<u>Value of other anti Fraud work carried out in 2010/11</u>				
Employees leaving after identity checks	14	5,000.00	70,000.00	
Benefits Prosecutions	29	3,200.00	92,800.00	
Benefits Cautions	53	1,200.00	63,500.00	
Benefits Administrative penalties	63	1,200.00	75,600.00	
Housing benefits overpayments under recovery				542,860.94
Blue badge recoveries	12	1,500.00	18,000.00	
			<u>319,900.00</u>	<u>542,860.94</u>
<i>overall totals</i>			<u>3,044,900.00</u>	<u>8,384,316.40</u>

* Figure based on a conservative open value valuation of £200,000 per unit.

Agenda Item 4.3

Committee: Standards	Date: 12 th January 2012	Classification: Unrestricted	Report No:	Agenda Item:
Report of: Assistant Chief Executive (Legal Services) Originating officer(s) David Galpin, Head of Legal Services - Community		Title: Covert investigation under the Regulation of Investigatory Powers Act 2000 Wards Affected: All		

1. **SUMMARY**

- 1.1. The codes of practice issued by the Home Office in relation to Part 2 of the Regulation of Investigatory Powers Act 2000 (“RIPA”) recommend that elected members have oversight of the Council’s use of these provisions. The Standards Committee’s terms of reference enable the committee to receive reports on the Council’s authorisation of covert investigations under RIPA.

2. **DECISIONS REQUIRED**

Standards Committee is recommended to:-

- 2.1. Consider and comment upon the information provided in the report.

3. **BACKGROUND**

3.1. **Covert investigation and RIPA**

- 3.2. The Council has broad statutory functions and takes targeted enforcement action in relation to those functions, having regard to the Tower Hamlets Community Plan, the Council’s Local Development Framework, any external targets or requirements imposed under relevant legislation and the Council’s enforcement policy. There may be circumstances in the discharge of its statutory functions in which it is necessary for the Council to conduct directed surveillance or use a covert human intelligence source for the purpose of preventing crime or disorder.

- 3.3. RIPA was enacted to provide a framework within which a public authority may use covert investigation for the purpose of preventing or detecting crime or of preventing disorder. It is designed to ensure that public authorities do not contravene the obligation in section 6(1) of the Human Rights Act 1998 not to act

in a way which is incompatible with an individual's rights under the European Convention on Human Rights ("ECHR"). It is particularly concerned to prevent contravention of the qualified right in Article 8 of the ECHR to respect for private and family life, home and correspondence.

3.4. The Council's use of RIPA

3.5. The Assistant Chief Executive (Legal Services) ("ACE") is the Senior Responsible Officer for ensuring the Council complies with RIPA. The Head of Legal Services (Community) ("HLS") is her deputy.

3.6. The Council has policies on the use of directed surveillance or covert human intelligence sources. The current versions of these policies were approved by Cabinet on 8 September 2010, as appendices to the Council's enforcement policy. The Council also has in place guidance manuals to assist officers in the authorisation process. The policies and guidance are designed to help the Council comply with RIPA and the Codes of Practice issued by the Home Office in relation to directed surveillance and the use of covert human intelligence sources.

3.7. The Council's priorities for using RIPA, as specified in its policies are -

- Anti-social behaviour
- Fly-tipping
- Unlawful street vending of DVDs and tobacco
- Underage sales of knives, tobacco, alcohol and fireworks
- Fraud, including misuse of disabled parking badges and claims for housing benefit
- Illegal money-lending and related offending
- Breach of licences.

3.8. In accordance with the Council's policies and manuals, a central record is maintained in Legal Services of all authorisations granted to carry out either directed surveillance or to use covert human intelligence sources (authorisations under Part 2 of RIPA). To date this year, all applications for authorisation have been received from the Council's Communities Localities and Culture directorate ("CLC"). The Council provides an annual return to the Office of Surveillance Commissioners ("OSC"), based on the central record.

3.9. In order to ensure that applications for RIPA authorisation are of an appropriate standard, the Council's policies and manuals provide that all applications for authorisation to conduct directed surveillance or to use covert human intelligence sources should be considered by a gatekeeper before being passed on to the authorising officer. The Council has a single gatekeeper (the Head of Enforcement & Support Intervention within the Community Safety Service). In the absence of the Head of Enforcement & Support Intervention, the HLS may

act as gatekeeper. The gatekeeper must work with applicant officers to ensure an appropriate standard of applications, including that applications use the current template, correctly identify known targets and properly address issues of necessity, proportionality and collateral intrusion.

- 3.10. The Council has a single authorising officer (Service Head - Community Safety), who has responsibility for considering applications to use directed surveillance or covert human intelligence sources. The policies provide that the Head of Internal Audit may stand in for the Service Head - Community Safety where the ACE or HLS consider it necessary.
- 3.11. The Council's policies and manuals require officers who apply for RIPA authorisations to expeditiously forward copies of authorisations, reviews and cancellations to Legal Services for the central record. The HLS attends fortnightly at CLC's internal deployment meetings to ensure the central record is being kept up to date. Representatives of each service area in CLC attend these meetings. The Council's authorising officer and gatekeeper attend. The meetings provide an opportunity to check the status of applications and authorisations under RIPA and a forum at which officers may present any operations plans where covert investigation may be required and seek a steer from those at the meeting.
- 3.12. **The Council's RIPA applications**
- 3.13. **Quarter 3 of 2011/2012**
- 3.14. No authorisations were granted in the third quarter.
- 3.15. **Quarter 1 of 2011/2012**
- 3.16. In the report to the Committee of 11 October 2011, reference was made to the authorisation granted in respect of CS0001 on 4 July 2011. At the time of preparing that report, the authorisation was still current and so no details were provided in the report. Authorisation CS0001 was cancelled on 30 September 2011, slightly earlier than expected, and details of the authorisation are now set out in Appendix 1 to this report.
- 3.17. **Quarter 2 of 2011/2012**
- 3.18. At the meeting on 11 October 2011, the Committee requested further information concerning the outcome of authorisation number CS0002. For the sake of convenience, the summary provided in respect of CS0002 on 11 October 2011 is set out in Appendix 2. The police charged the alleged perpetrator on 20 October 2011 with nine counts of criminal damage, based on the incidents recorded by the Council on CCTV. On 23 November 2011, the defendant pleaded not guilty at Thames Magistrates' Court and a trial was fixed to take place (at Stratford

Magistrates' Court) on 3 February 2012. The action taken is considered to be consistent with the Council's objectives in respect of combating anti-social behaviour.

3.19. Reduction in covert activities

3.20. On 11 October 2011, the Committee asked officers to comment on the reduction in requests for RIPA authorisation in 2011/2012, compared to the previous financial year.

3.21. As reported to the Committee on 19 July 2011, there were 21 referrals in 2010/2011, but only 12 authorisations were granted. Of the remaining nine referrals (42%), two were refused authorisation, four were rejected by the gatekeeper and three were withdrawn. The reduction in referrals in 2011/2012 is considered to relate in part to increased scrutiny by managers in order to identify cases where covert investigation is appropriate. This includes giving consideration to whether ordinary methods of investigation have been fully explored.

3.22. The following table provides a comparison of authorisations in 2011/2012 to date, compared with 2010/2011.

Subject matter of investigation:	2010/2011	2011/2012
Anti-social behaviour	5	1
Consumer protection and counterfeit goods	2	0
Illegal money lending	1	0
Graffiti and fly-posting	1	0
Touting	2	1
Fly tipping	1	0
Total:	12	2

3.23. It should be noted that the London Illegal Money Lending Team ceased to be the responsibility of Tower Hamlets in the current financial year.

3.24. The Tower Hamlets Enforcement Officers (THEOs) have contributed to the reduction in applications. In the past there was no asset to task to a problem location, with the consequence that there was greater resort to the use of covert cameras. Now that there uniformed officers are available, they are tasked to attend problem locations as a first option and they gather evidence for use in enforcement. In relation to anti-social behaviour, the work of police, registered social landlords and Tower Hamlets Homes Ltd have also had an impact.

3.25. The report to the Committee on 19 July 2011 indicated that not all authorisations granted in that year were successful in the sense of obtaining evidence of

offences that could be used in enforcement action. By contrast, both authorisations granted to date in 2011/2012 have obtained evidence that can be used for enforcement. This may indicate that more sparing use of covert investigation is warranted.

- 3.26. There is no indication that the reduction in use of covert surveillance has led to a reduction in the Council's overall enforcement activity. As at 31 December 2011, the Council had already exceeded the 818 prosecutions conducted for the whole of 2010/2011, with 959 having been recorded at the time of preparing this report. There has likely been a shift in the types of cases handled and this can be analysed further at the end of the financial year. It is clear that the greatest increase in prosecution referrals has come from the Tower Hamlets Enforcement Officers, who had contributed 398 (42%) of the prosecution cases recorded to the end of December 2011.

4. COMMENTS OF THE CHIEF FINANCIAL OFFICER

- 4.1 This is a report of the Council's use of the Regulation of Investigatory Powers Act 2000 ("RIPA") to the Standards Committee. There are no financial implications arising from the recommendations in this report.

5. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 5.1. Legal implications are addressed in the body of the report.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1. Enforcement action that complies with the five principles expressed in the Council's enforcement policy should help to achieve the objectives of equality and personal responsibility inherent in One Tower Hamlets.
- 6.2. The enforcement policy should enhance Council efforts to align its enforcement action with its overall objectives disclosed in the Community Plan and other key documents such as the local area agreement and the Local Development Framework. For example, one of the key Community Plan themes is A Great Place to Live. Within this theme there are objectives such as reducing graffiti and litter. The enforcement policy makes clear the need to target enforcement action towards such perceived problems. At the same time, the enforcement policy should discourage enforcement action that is inconsistent with the Council's objectives.
- 6.3. The exercise of the Council's various enforcement functions consistent with the enforcement policy and its principles should also help achieve the following key Community Plan themes –

- A Safe and Supportive Community. This means a place where crime is rare and tackled effectively and where communities live in peace together.
- A Great Place to Live. This reflects the aspiration that Tower Hamlets should be a place where people enjoy living, working and studying and take pride in belonging.
- A Prosperous Community. This encompasses the objectives of reducing worklessness, supporting learning opportunities and fostering enterprise.

6.4. An Equality Impact Assessment was prepared prior to approval of the enforcement policy by Cabinet on 8 September 2010. Enforcement action may lead to indirect discrimination in limited circumstances, but this will be justified where the action is necessary and proportionate. Necessity and proportionality are key considerations in respect of every application for authorisation under RIPA.

7. **SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT**

7.1. The enforcement policy seeks to target the Council's enforcement action in accordance with the Community Plan. The Community Plan contains the Council's sustainable community strategy for promoting or improving the economic, social and environmental well-being of Tower Hamlets and contributing to the achievement of sustainable development in the United Kingdom. To the extent that the enforcement policy aligns enforcement action with the Community Plan it will tend to promote sustainable action for a greener environment.

8. **RISK MANAGEMENT IMPLICATIONS**

8.1. Enforcement action carries with it a variety of inherent risks, including the potential for allegations of over- or under-enforcement, discrimination, adverse costs orders and damage to the Council's reputation. It is considered that proper adherence to RIPA, the codes of practice, the Council's policies and guidance will ensure that risks are properly managed. Oversight by the Standards Committee should also provide a useful check that risks are being appropriately managed.

9. **EFFICIENCY STATEMENT**

9.1. The report does not propose any direct expenditure. Rather, it is concerned with regularising decision-making in areas in which the Council is already active. The enforcement policy seeks to ensure that enforcement action is targeted to the Council's policy objectives. This is more likely to lead to efficient enforcement action than a less-controlled enforcement effort. It is also proposed that members will have an oversight role through the Standards Committee. This will provide an opportunity to judge whether the Council's enforcement action is being conducted efficiently.

Local Government Act, 1972 Section 100D (As amended)
List of “Background Papers” used in the preparation of this report

Brief description of “back ground papers”	Name and telephone number of holder and address where open to inspection.
None	N/A

APPENDICES

- Appendix 1 – Summary of Quarter 1 RIPA authorisations
- Appendix 2 – Summary of Quarter 2 RIPA authorisations

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APPENDIX 1 - SUMMARY OF QUARTER 1 RIPA AUTHORISATIONS

CS0001	Summary information
Service area:	Community Safety
URN granted:	20 May 2011
Application on correct form?	Yes
Date of gatekeeper clearance:	This matter went direct to the authorising officer
Date of authorisation:	4 July 2011
Expiry date and time:	3 October 2011
Scheduled review date(s):	1 August 2011, 5 September 2011
Dates of reviews:	1 August 2011, 5 September 2011
Cancellation:	30 September 2011
Total time open:	89 Days
Type of covert investigation:	Directed surveillance
Subject matter of investigation:	Touting in the Brick Lane area
Necessity:	Touting continues in the Brick Lane, with potential offences contrary to section 136(1) of the Licensing Act 2003, section 237 of the Local Government Act 1972, regulations 9 and 11 of the Consumer Protection From Unfair Trading Regulations 2008. The associated anti-social behaviour affects residents and others in the Brick Lane area. The trading malpractices affect consumers and businesses that do not use touts.
Proportionality:	Other less intrusive investigative means were tried, including: prosecution of touts; a letter sent to restaurants warning them of the criminal consequences of touting; publicity of anti-touting enforcement; and overt walk-throughs. Evidence obtained through overt means (ie without recording) has been successfully challenged as unreliable.
Collateral intrusion:	Visual images would be recorded of passers-by and restaurant customers. A tape would be prepared of highlights and any remaining material kept under seal to be made available in criminal proceedings in accordance with the Criminal Procedure Rules.
Outcome:	Breaches were identified in relation to four businesses. Some licence reviews were triggered and further enforcement action is being considered.

APPENDIX 2 - SUMMARY OF QUARTER 2 RIPA AUTHORISATIONS

CS0002	Summary information
Service area:	Community Safety
URN granted:	27 July 2011
Application on correct form?	Yes
Date of gatekeeper clearance:	This matter went direct to the authorising officer
Date of authorisation:	29 July 2011
Expiry date and time:	28 October 2011
Scheduled review date(s):	26 August 2011
Dates of reviews:	26 August 2011
Cancellation:	13 September 2011 (However, the authorising officer instructed orally that the surveillance should cease on 12 September 2011 at 1700)
Total time open:	46 Days
Type of covert investigation:	Directed surveillance
Subject matter of investigation:	Homophobic hate crime and criminal damage in a housing property
Necessity:	Less intrusive investigation failed to identify the perpetrator. Homophobic graffiti causing harassment, alarm and distress to residents and visitors at the property. One resident felt targeted and notified a desire to move.
Proportionality:	There were potential offences under: section 1 of the Criminal Damage Act 1971 (graffiti); and section 4 of the Public Order Act 1986 (causing harassment, alarm or distress). Other less intrusive investigative means were tried, including: a letter to the block requesting information; a request for extra police patrols; a block "door knock" requesting information. Residents reported feeling intimidated, vulnerable and fearful. There was a threat to community cohesion as some residents felt they might be blamed. There were concerns about escalation of the situation.
Collateral intrusion:	The cameras were sited in communal areas and there was thus a risk of collateral intrusion. The cameras were placed so as not to view inside any private dwelling. The investigating officer undertook to delete any recording unrelated to the offences.
Outcome:	The perpetrator was identified and information provided to the police.

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Agenda Item 4.4

Committee Standards	Date 12th January 2012	Classification UNRESTRICTED	Agenda Item No.
Report of Service Head, Democratic Services	Title Members' Attendance, Timesheets and Declaration of Interests: Monitoring Report		
Originating Officer(s): John Williams	Wards affected ALL		

1. SUMMARY

- 1.1 This report updates the Committee on a range of matters related to Councillors' attendance at formal meetings and training events, completion of timesheets and the register of interests. Some amendments to the format and content of the report have been made and additional information included, as previously requested by the Committee.

2. RECOMMENDATIONS

- 2.1 That the Committee:

- (i) Note the information set out in Appendices 1, 2 and 3 in relation to Councillors' submission of timesheets, attendance at formal meetings and training events, and completion of the register of interests during the current municipal year;
- (ii) Consider whether there is a need to ask the Chair to write to any Councillor(s) in connection with any of the monitoring information; and
- (iii) Agree to receive further monitoring reports at six monthly intervals.

3. BACKGROUND

- 3.1 Since April 2004 the Standards Committee has received regular monitoring reports on the completion of Members' timesheets and attendance by Members at Council and other formal meetings.
- 3.2 At recent meetings the Committee has discussed how to build on this good practice by incorporating additional information in the reports and presenting the information in the most suitable way to enhance transparency and accountability. In April 2009 the Committee agreed a number of proposed changes to the monitoring regime and these are incorporated in this report.

4. MEMBERS' TIMESHEETS

- 4.1 Tower Hamlets Councillors have, since April 2002, completed monthly timesheets detailing the time spent on council duties, split into categories such as surgeries, casework, attendance at meetings/external bodies etc.
- 4.2 Members' timesheets are posted on the 'Meet your Councillor' pages of the Council's website which also contain information on the ward represented, committee/external appointments, surgery arrangements, contact and other details. Councillors are personally responsible for the accuracy and timely submission of their timesheets.
- 4.3 Completion of timesheets is not a statutory requirement and does not affect the Basic and Special Responsibility Allowances paid to Members. However, the London Councils Independent Panel on the Remuneration of Councillors have emphasised the need for an accountable and transparent allowances scheme. In their 2001 report, the Independent Panel identified the tasks and responsibilities which they believed were the essential remit of a Councillor. In proposing a Basic Allowance to apply to all Councillors, they assumed a "contribution" of 40 hours per month on top of a "voluntary commitment" of 20 hours for each Member. Tower Hamlets has voluntarily developed the timesheet system to enhance transparency.
- 4.4 The Standards Committee has placed great importance on the timely and accurate completion of timesheets and the monitoring arrangements have placed Tower Hamlets at the forefront of best practice in this area as very few other local authorities have any such formal monitoring system in place. In accordance with the Committee's previous request, the table at Appendix 1 now includes, in addition to a snapshot of timesheets completed as at the date of the Standards Committee meeting, information on when each timesheet was submitted and a figure at the bottom of each column showing the average number of total hours recorded on each of the timesheets submitted in respect of that month.

The current position – completion of timesheets

- 4.5 In relation to the submission of timesheets the current position, as at 3 January 2012 and set out in Appendix 1 attached, is that 9 Members (17.64% of the total) have completed their timesheets up to and including December 2011. 18 Councillors (35.29%) are more than three months in arrears. An updated schedule will be tabled at the meeting, if necessary.
- 4.6 The Committee may wish to follow previous practice and ask the Chair to write to those Members who are significantly in arrears, drawing his/her attention to the need to maintain an up to date record.

5. MEMBERS' ATTENDANCE AT MEETINGS

- 5.1 As with timesheets, attendance at committee/panel meetings is not a statutory requirement - the law simply says that if a Councillor fails to attend any Council or other qualifying meeting for a period of six months, he/she shall cease to be a Member of the local authority - and it is accepted that many important Council duties take place outside formal meetings. Nevertheless, attendance at meetings to which he/she has been appointed does represent a key part of a Councillor's work and the combination of attendance and timesheet monitoring information in this report provides a useful picture of a Councillor's activity for the purpose of accountability.
- 5.2 The Committee has previously agreed that detailed information on attendance at informal and discretionary meetings such as scrutiny working groups and LAP events was not required, but that greater prominence should be given to monitoring attendance at the formal Council committees.
- 5.3 In April 2009 the Committee asked that where a Councillor has failed to attend a formal meeting but has submitted apologies in advance, this should be noted in the report. The attached schedule has been amended to incorporate these changes.

The current position - attendance at meetings

- 5.4 The charts at Appendix 2 show the record of attendance by Councillors at formal constitutional meetings during the current municipal year (i.e. from 18 May 2011 to date).

6. MEMBERS' DECLARATION OF INTERESTS AND ATTENDANCE AT MANDATORY TRAINING EVENTS

- 6.1 The Committee has previously requested that information be included in the report on two matters that are key to Councillor accountability and ethical governance – (i) Members' completion of the register of personal interests, and (ii) attendance at mandatory training events including seminars on the Code of Conduct and further specific training for Councillors appointed to the quasi-judicial committees. This information is summarised in Appendix 3 attached and further explanatory information is below:-
- 6.2 **Updates to the register of Members' interests:** Members are required to complete a register of their interests within 28 days of becoming a Councillor and subsequently they must notify any change to this within 28 days of becoming aware of the change. Members receive six-monthly reminders to update the register with any changes. All Councillors were advised of the requirements immediately following their election on 6 May 2010 and the attached schedule lists the date of each Councillor's latest update to their register entry.

- 6.3 As a matter of good practice and for the purpose of clarity, Members are asked to provide a nil return if there are no changes to register at the six-monthly reminder. However it is important to note that failure to do so would not represent a breach of the Code of Conduct.

Gifts and hospitality register

- 6.4 The Committee has previously requested information on the recording of gifts and hospitality received by Members.
- 6.5 The Code of Conduct provides that a Councillor shall have a personal interest in any business of the authority that relates to the interests of any person from whom he/she has received a gift or hospitality with an estimated value of at least £25. Any such gifts or hospitality must be registered and, if they were received during the previous three years, must be declared at any relevant meeting. Gifts and hospitality are now recorded as part of the main register of Members' interests form.
- 6.6 **Attendance at training events:** The Committee has also sought assurance regarding Councillors' attendance at relevant mandatory training events such as those on the Code of Conduct and the specific sessions arranged for members of the Development, Licensing and Appeals Committees and the Appointments Sub-Committee. This information is now incorporated into the schedule at Appendix 3, together with the total number of attendances at other (non-mandatory) in-house Member seminars during the year.

7. OBSERVATIONS OF THE CHIEF FINANCIAL OFFICER

- 7.1 There are no direct financial implications arising from this report.

8. CONCURRENT REPORT OF THE ASSISTANT CHIEF EXECUTIVE (LEGAL)

- 8.1 The Relevant Authorities (General Principles) Order 2001 details principles which are to govern the conduct of Members of relevant authorities in England and police authorities in Wales. The Schedule sets out a number of general principles, including that Members should be accountable to the public for their actions and the manner in which they carry out their responsibilities. The schedule is attached as an appendix to the revised Code of Conduct for Members adopted by Tower Hamlets Council on 11 September 2007.

9. IMPLICATIONS FOR ONE TOWER HAMLETS

- 9.1 There are no specific implications for One Tower Hamlets arising from the proposals in this report.

10. ANTI-POVERTY IMPLICATIONS

10.1 There are no specific anti-poverty issues arising from the proposals in this report.

11. RISK MANAGEMENT IMPLICATIONS

11.1 There are no risk management implications.

12. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT (SAGE)

12.1 There are no SAGE implications arising directly from this report.

LOCAL GOVERNMENT ACT, 2000 (SECTION 97) LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Brief description of "background paper"	Name and telephone number of holder and address where open to inspection
Reports by the Independent Panel on the Remuneration of Councillors in London	John Williams 020 7364 4204 Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG
Councillors timesheets and attendance files	

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APPENDIX 1

MEMBERS MONTHLY TIMESHEETS – SUMMARY OF RETURNS
MADE FROM MAY 2011 TO DECEMBER 2011

Councillor	MAY 2011	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN 2012	FEB	MAR	APR
Helal Abbas	7.10.11	7.10.11	7.10.11	7.10.11	7.10.11							
Kabir Ahmed	14.12.11	14.12.11	14.12.11	14.12.11	14.12.11	14.12.11	14.12.11					
Khales U. Ahmed	6.6.11	8.8.11	8.8.11	28.9.11	10.10.11		8.12.11					
Ohid Ahmed	19.7.11	19.7.11	1.7.11	10.11.11	10.11.11							
Rajib Ahmed	Yes	19.7.11										
Rofique Ahmed	2.6.11	4.7.11	3.8.11	Yes	5.10.11	7.11.11	7.12.11					
Shelina Aktar	19.7.11	19.7.11										
Shahed Ali	18.7.11	18.7.11										
Timothy Archer	6.6.11	4.7.11	3.8.11	1.9.11	13.10.11	1.11.11	3.12.11					
Abdul Asad	Yes	1.8.11	1.8.11	1.10.11	1.10.11	7.11.11	2.12.11					
Craig Aston												
Lufia Begum	1.6.11											
Mizanur Chaudhury	22.12.11	22.12.11	22.12.11	22.12.11	22.12.11	22.12.11	22.12.11	3.1.12				
Alibor Choudhury	8.7.11	5.8.11	9.8.11	7.10.11	7.10.11	25.11.11						
Zara Davis	8.6.11	1.7.11	17.8.11	12.9.11	10.10.11	7.11.11	5.12.11	3.1.12				
Stephanie Eaton	19.7.11	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12				
David Edgar	10.8.11	10.8.11	3.8.11	22.12.11	22.12.11	22.12.11	22.12.11	3.1.12				
Marc Francis	14.7.11	27.7.11	2.9.11	2.9.11	4.11.11	4.11.11						
Judith Gardiner	19.7.11	19.7.11										
Carlo Gibbs	4.7.11	4.7.11	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12				
Peter Golds	1.6.11	13.7.11	17.8.11	9.9.11	4.11.11	4.11.11	21.12.11					
Shafiqul Haque	13.7.11	13.7.11	23.12.11	23.12.11	23.12.11	23.12.11	23.12.11					
Carli Harper-Penman	2.8.11	2.8.11	2.8.11									
Sirajul Islam	18.7.11	18.7.11	4.10.11	4.10.11	4.10.11	3.1.12	3.1.12	3.1.12				
Ann Jackson												
Denise Jones	19.7.11	19.7.11										
Emma Jones	8.6.11	14.7.11										
Aminur Khan	11.7.11	18.7.11	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12				
Anwar Khan			10.11.11	11.10.11	11.10.11							
Rabina Khan	14.7.11	14.7.11	5.10.11	3.12.11	3.10.11							
Rania Khan	14.7.11	14.7.11	6.10.11	6.10.11	6.10.11							
Shiria Khatun												
Anna Lynch												
Fozol Miah	14.7.11	14.7.11	13.12.11	13.12.11	13.12.11	13.12.11	13.12.11					
Harun Miah	11.8.11	20.10.11	20.10.11	20.12.11	20.12.11	20.12.11	20.12.11					

Councillor	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR
Maium Miah	25.7.11	25.7.11	14.9.11	14.9.11	Yes	Yes						
Md. Abdul Mukit MBE	19.7.11	19.7.11	7.12.11	7.12.11	7.12.11	7.12.11	7.12.11					
Ahmed Omer												
Lesley Pavitt	1.6.11	1.7.11	24.7.11	19.9.11	16.9.11	8.10.11	16.12.11					
Joshua Peck	27.5.11	4.7.11	1.8.11	1.9.11	7.11.11	7.11.11	2.12.11					
Oliur Rahman												
Zenith Rahman	9.8.11	9.8.11	Yes	1.9.11	3.10.11	2.11.11	3.12.11					
Rachael Saunders	19.7.11	19.7.11										
David Snowdon	13.7.11	13.7.11										
Gloria Thienel	8.6.11	14.7.11	17.8.11	28.9.11	5.10.11	1.11.11	6.12.11					
Bill Turner												
Helal Uddin	25.7.11	25.7.11	21.12.11	21.12.11	21.12.11							
Kosru Uddin	15.10.11	15.10.11	15.10.11	15.10.11	15.10.11	1.11.11	6.12.11	3.1.12				
Abdal Ullah												
Motin Uz-Zaman	1.7.11	1.7.11	1.8.11									
Amy Whitelock	4.7.11	4.7.11	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12	3.1.12				
AVERAGE HOURS RECORDED FOR MONTH	63.25	60.54	65.87	57.13	69.30	61.04	63.81	57.84				

MEMBERS' ATTENDANCE – 18 MAY 2011 – 31 DECEMBER 2011

APPENDIX 2

	Council	Cabinet	Dev Cttee	Licensing Cttee	O & S Cttee	Health Scrutiny Panel	Standards Cttee	Pensions Cttee	Human Resources Cttee	Appeals Cttee	Appts Sub Cttee	General Purposes Cttee	Strategic Dev Cttee	Licensing Sub-Cttee	Audit Cttee
Total Held	4	7	8	3	8	3	2	2 + (1 postponed)	3 + (1 postponed)	7 (incl 1 x training)	2	4	5	22	3
H. Abbas	4		7 (1Ap)										4 (1Ap)		
K. Ahmed	4			1 of 2 (1Ap)										*2	
K. U. Ahmed	4			3					2 of 2	**4	2		5	*13	2 (1 Ap)
O. Ahmed	4	7													
R. Ahmed	4			3										*10	
R. U. Ahmed	3 (1Ap)	5 of 6 (1 Ap)		1 of 1								1 of 1		*16	
S. Aktar	4		1 (1Ap)												
S. Ali	4	5 of 6								**0					
T. Archer	4		2 (dep)		8							1 (dep)			
A. Asad	4	6 of 6				1 of 2 (1 Ap)									
C. Aston	4		5 (3Ap)			0 of 1 (1 Ab)		1 (1 Ap)	1 (dep)			2 (dep)			2 (1 Ab)
L. Begum	3 (1Ap)														
M. Chaudhury	4			1 of 2 (1 Ap)								1 (3 Ap)		*1	
A. Choudhury	4	7													1 of 1
Z. Davis	4			2 of 2			2		2 of 2					*2	
S. Eaton	3 (1Ap)				4 (3Ap)										3
D. Edgar	4					3						1 (dep)			2 (1 Ap)
M. Francis	3 (1Ap)		8 (1Ap)	1 (2 Ap)								1 (dep)		*4	
J. Gardiner	4				4 (dep)						2		3 (1Ap) (1Ab)		
C. Gibbs	4												4 (1 Ap)		3
P. Golds	4		2 (dep)	2 (1Ap)	4 (dep)					1 (trng) 1 (dep)			4 (dep)	*12	
S. Haque	4	6 of 6		1 of 1								1 of 1			
C. Harper-Penman	3 (1Ap)			2 (1 Ap)			1 (1Ab)							*4	
S. Islam	4			1 (2 Ap)	6 (2Ap)							3 of 3		*2	
A. Jackson	4		2 (dep)		8				2 (1 Ab)						
D. Jones	4					3							1 (dep)		2 (1 Ap)
E. Jones	3 (1Ap)					3				1 (trng)			0 (4 Ap) (1 Ab)		

* Part of pool of Members to sit on Licensing Sub-Committees

** Part of pool of Members to sit on Appeals Committees

MEMBERS' ATTENDANCE – 18 MAY 2011 – 30 JUNE 2011

	Council	Cabinet	Dev Cttee	Licensing Cttee	O & S Cttee	Health Scrutiny Panel	Standards Cttee	Pensions Cttee	Human Resources Cttee	Appeals Cttee	Appts Sub Cttee	General Purposes Cttee	Strategic Dev Cttee	Licensing Sub-Cttee	Audit Cttee
Total Held	4	7	8	3	8	3	2	2 + (1 postponed)	3 + (1 postponed)	7 (incl 1 x training)	2	4	5	22	1
Aminur Khan	4							1 of 1							
Anwar Khan	3 (1 Ap)		1 (dep)	(1 Ap)				2		**2					
Rabina Khan	4	7													
Rania Khan	4	4 (3Ap)						0 of 1 (1 Ap)							
S. Khatun	4		5 (3 Ap)						1 of 1	**2		4			
A. Lynch	4					1 (dep)	1 (Ap)								
F. Miah	4				1 (4 Ap)					**3					
H. Miah	4						1 (1 Ab)					2 of 3 (1 Ap)			
M. Miah	4		2 of 3 (1Ab)						3			2 of 3 (1 Ap)			
M. A. Mukit	4														
A. Omer	3 (1 Ap)							1 (1 Ap)	2 (1 Ap)						
L. Pavitt	4					2 (1Ap)				1 (dep)					
J. Peck	4						1 (dep)		1 of 2 (1 Ap)		2				
L. Rahman	4	7													
O. Rahman	2 (2Ap)	4 (3 Ap)													
Z. Rahman	4				8		1 (1 Ab)	2							
R. Saunders	4				7 (1Ap)	3	1 (1 Ap)								
D. Snowden	4			2 (1Ap)	1 (dep)									*7	
G. Thienel	3 (1Ap)								2 (1 Ap)	**5	2	0 of 3 (3Ap)	1 (dep)		
B. Turner	4			1 of 1 (1 Ap)						**5 (1 Ap)			4 (1 Ap)	*1	
H. Uddin	4		5 (3Ap)		8	1 of 1									
K. Uddin	4		7 (1Ap)							1 (dep)					
A. Ullah	4			1 (2 Ap)				2		1 (dep)					
M. Uz-Zaman	4								1 (dep)		2		1 (dep)		
A. Whitelock	4			1 (2 Ap)	6 (2Ap)					1 (trng)				*5	

* Part of pool of Members to sit on Licensing Sub-Committees

** Part of pool of Members to sit on Appeals Committees

**APPENDIX 3: COMPLETION OF DECLARATION OF INTEREST FORMS AND ATTENDANCE AT TRAINING EVENTS
(MAY 2011 – DECEMBER 2011)**

	Declaration of Interest update received:	Mandatory Training				Non-mandatory Learning & Development Seminars attended (Max = 5)
		Planning & Probity	Appeals	Licensing	Appointments	
H. Abbas	12.9.11	Y – 11/12				4
K. Ahmed	14.11.11	11/12 - TBA		Y – 11/12		4
K. U. Ahmed	26.9.11	Y – 11/12	Y – 11/12	Y – 11/12		3
O. Ahmed	1.3.11				Y – 11/12	3
R. Ahmed	12.5.10			Y – 11/12		3
R. U. Ahmed	14.9.11			Y – 11/12		1
S. Aktar	12.5.10					3
S. Ali	18.8.10	Y – 11/12	N- TBA			2
T. Archer	7.6.11	Dep - Y – 11/2				1
A. Asad	18.5.10					2
C. Aston	1.7.11	Y – 11/12				2
L. Begum	29.9.11					1
M. Chaudhury	20.7.10			Y – 11/12		1
A. Choudhury	17.7.10					1
Z. Davis	27.11.11			Y – 11/12		3
S. Eaton	9.7.11					2
D. Edgar	5.8.11					2
M. Francis	13.4.11	Y – 11/12		Y – 11/12		3
J. Gardiner	12.5.10	Y – 11/12			Y – 11/12	4
C. Gibbs	1.2.11	Y – 11/12				2
P. Golds	11.10.11	Dep - Y - 11/12	Dep - Y – 11/12	Y – 11/12		2
S. Haque	14.9.11			Y – 11/12		2
C. Harper-Penman	15.9.10			Y – 11/12		2
S. Islam	26.9.11			Y – 11/12		1
A. Jackson	12.5.10	Dep - Y – 11/12				2
D. Jones	14.7.10	Dep - Y – 11/12				3
E. Jones	9.9.11	Y – 11/12	Dep - Y – 11/12			0

	Declaration of Interest update received:	Mandatory Training					Non-mandatory Learning & Development Seminars attended (Max = 5)
		Planning & Probity	Appeals	Licensing	Appointments		
Aminur Khan	5.12.11						4
Anwar Khan	27.6.11	Dep - Y - 11/12	Y - 11/12	N - TBA			2
Rabina Khan	1.6.10						0
Rania Khan	4.6.10						1
S. Khatun	7.11.11	Y - 11/12					4
A. Lynch	4.10.10		Y - 11/12				2
F. Miah	20.12.10		Dep - Y - 11/12				1
H. Miah	16.9.11		Y - 11/12				1
M. Miah	22.9.11	Y - 11/12					2
M. A. Mukit	25.5.10						2
A. Omer	1.9.10						2
L. Pavitt	16.9.11		Dep - Y - 11/12				4
J. Peck	14.12.11				Y - 11/12		2
O. Rahman	28.7.10						0
Z. Rahman	20.9.11	Y - 11/12					5
R. Saunders	6.1.11						4
D. Snowden	17.5.10			Y - 11/12			2
G. Thienel	21.11.11	Dep - Y - 11/12	Y - 11/12		Y - 11/12		1
B. Turner	7.11.11	Y - 11/12	Y - 11/12	Y - 11/12			3
H. Uddin	26.9.11	Y - 11/12					4
K. Uddin	19.9.11	Y - 11/12	Dep - Y - 11/12				2
A. Ullah	14.7.10		Dep - Y - 11/12	Y - 11/12			3
M. Uz-Zaman	26.10.11	Dep - Y - 11/12			Y - 11/12		3
A. Whitelock	15.11.10	Dep - Y - 11/12		Y - 11/12			2
L. Rahman (Mayor)	11.7.11						1

NB: Where a Member is appointed to a regulatory committee they may not serve on that committee until they have undertaken the relevant mandatory training