

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2015/2016

**STANDARDS COMMITTEE
26th November 2015**

AGENDA NO. 3(a)

**REPORT OF THE MONITORING
OFFICER**

**FEEDBACK FROM
STANDARDS CONFERENCE 2015**

1. PURPOSE OF THE REPORT

- 1.1. To receive feedback from the Standards Conference 2015 held at City Hall, Cardiff on Tuesday 20th October 2015.

2. RECOMMENDATIONS

- 2.1. That Members, following consideration of feed back from the Standards Conference, consider identifying matters for inclusion in the Committee's Work Programme; and
- 2.2 Note that Cardiff Council are currently producing a Standards Conference feedback document which will presented to a future Committee meeting.

3. BACKGROUND

- 3.1. The eighth Standards Conference to be held in Wales took place at City Hall, Cardiff on the 20th October.
- 3.2 The Conference papers noted that *"The Welsh Local Government landscape is changing at a tremendous rate. The current and immediate future economic conditions are placing an immense strain on councillors, officers and the services that are provided. Legal requirements from Welsh and UK Government and local initiatives are also creating demands to find new ways of working and increase efficiency and effectiveness. All of this is making it more important than ever for elected members to take the lead and help shape the future of local communities."*
- 3.3 The theme for the Conference was "Standards and Ethics in a changing world" delivered through a full programme of plenary sessions and workshops to reflect those changes noted above.

- 3.4 Copies of the materials and presentations made available from the plenary sessions and workshops are attached at the Appendix to this report for Members' information.
- 3.5 Cardiff Council are currently producing a Standards Conference feedback document which, when available, will be presented to a future Committee meeting.

4. PLENARY SESSIONS

- 4.1. The first plenary session and key note address was delivered by the Public Services Ombudsman for Wales, Mr. Nick Bennett, and questioned whether or not the Nolan Principles are fit for purpose in the current climate and for the next 20 years particularly in view of possible future constitutional changes with regards to the Human Rights Act and the new Wales Bill.
- 4.2 The Ombudsman advised that his office is subject to a limited amount of resource and that low level complaints against elected Members will increasingly need to be dealt with by local authorities at a local level. He made reference to the new two stage process for deciding whether or not to investigate complaints and stressed that he would take forward complaints where there is a public interest to do so in order to maintain standards. It is clear however that his offices' priority will be dealing with maladministration complaints in the Health and Social Services sector. It was interesting to note that 25% of complaints received by his office related to just five public bodies. The Ombudsman also commented that political leadership must set the tone for standards of expected behaviour by elected Members.
- 4.3 The Ombudsman also took the opportunity to announce his request to Welsh Government for additional powers under a new PSOW Bill 2015. This matter is subject to a separate report on the agenda for this Committee meeting.
- 4.4 The afternoon plenary session considered feedback from the various workshops held throughout the day, some key points noted from those sessions as well as the morning plenary session.

5. WORKSHOP SESSIONS

Workshops were held as set out below:

- Social Media – Staying out of Trouble.
- Whistleblowing.
- Community Councils – Governance and Standards.
- Local Complaints Resolution – Practicalities and the RCT CBC experience – Future Role.

- Are the Nolan Principles fit for purpose in the current climate and next 20 years (continuation of morning Plenary session)

6. MATTERS ARISING

A number of issues arose from the Conference which the Committee may wish to consider addressing in their future Work Programme: in addition to the matters set out above:

- Local Resolution process, available sanctions and adoption by Community Councils (where there are issues of capacity and resource).
- Community Council member/officer protocols
- Elected Members' attendance at meetings and training.
- Joint Standards Committees and training.
- Committee Members who attended the workshops may also have items they would like to suggest the Committee considers at a future meeting.

Local Government Act 1972

As Amended by

The Local Government (Access to Information) Act 1985

Standards Committee

26th November 2015

Report of Monitoring Officer

BACKGROUND PAPERS

Freestanding Matter

Standards Conference Wales 2015

The City of Cardiff Council is hosting a Conference on the **20 October 2015** at City Hall, Cardiff. For those involved in promoting and maintaining high standards of conduct within authorities in Wales, the event provides an opportunity to network and discuss issues of common interest and best practice.

The theme for this year's conference is **"Standards and Ethics in a Changing World"**.

The Conference will reflect on whether and if so, how, the Nolan principles, enunciated 20 years ago, remain relevant, in the context of the huge changes and pressures facing public authorities now; and current issues and concerns.

We are very pleased to confirm that this year's speakers and workshop facilitators are:

- Nick Bennett, Public Services Ombudsman for Wales

Panel Members:-

- Peter Davies, President of the Adjudication Panel for Wales
- Lyn Cadwallader, Chief Executive, One Voice Wales
- Jan Williams, Independent Police Complaints Commissioner for Wales
- Daniel Hurford, Welsh Local Government Association

Background Information - Standards Committees

Standards Committees are part of the 'ethical framework' established by the Local Government Act 2000 to regulate the conduct of those working in local government. Each local authority is required by law to establish its own Standards Committee. Standards Committees are given statutory responsibility for ensuring that elected members of councils and community councils within their area observe high standards of conduct, befitting their public office and in line with the principles enshrined in a statutory Members' Code of Conduct. Those principles include: the promotion of equality and respect for others, accountability and openness, duty to uphold the law, selflessness and stewardship, objectivity and propriety, and integrity.

Committees are composed of a majority of independent members (appointed by a statutory public appointment process), together with elected members from the authority and community council representative/s where appropriate.

The work of Standards Committees may include advising and training on the content and implementation of the Members' Code of Conduct; raising awareness of standards and ethics issues both within the authority and among the general public; hearing referrals of alleged misconduct by councillors; overseeing whistleblowing procedures; determining applications for dispensations where councillors declare a personal interest in decisions of the council or community council; advising on Council policy development; and considering reports from the Monitoring Officer and the Public Services Ombudsman for Wales.

Standards Conference Wales 2015 - Conference Programme

'Standards and Ethics in a Changing World'

Monday 19 October: Lord Mayor's Reception at the Mansion House, Cardiff

Tuesday 20 October: Conference at Cardiff City Hall

Conference Programme

9.15am – 10.00am	Registration & Tea/Coffee
10.00am – 10.15am	Welcoming Address Paul Orders – Chief Executive, The City of Cardiff Council
10.15am – 10.45am	Key Note Speech : Are the Nolan Principles fit for purpose in the current climate and for the next 20 years? Nick Bennett : Public Service Ombudsman for Wales
10.45am – 11.30am	Panel Session: Chaired by Richard Tebboth: Cardiff Standards and Ethics Committee Independent Chair Nick Bennett : Public Service Ombudsman for Wales Lyn Cadwallader: Chief Executive : One Voice Wales Peter Davies : President of the Adjudication Panel Wales Jan Williams: Independent Police Complaints Commissioner for Wales
11.30am – 12.00pm	Tea/Coffee
12.00pm – 1.00pm	Workshops – Session One 1. Social Media – Staying out of Trouble Workshop led by Daniel Hurford WLGA and a Monitoring Officer exploring best practice, latest cases and case law. 2. Whistle Blowing – Adapting to deal with new operating models for public services

Workshop led by a Monitoring Officer reviewing best practice, role of standards and ethics committee in reviewing cases and communication approaches.

3. Community Councils – Governance and Standards

Workshop led by One Voice Wales and a Monitoring Officer looking at proposed new WG tests of competency; democracy, capability, capacity and Governance.

4. Local Complaints Resolution – Practicalities

Workshop to look at Hearing panel process, role play session and dealing with media led by a Monitoring Officer.

5. Are the Nolan Principles fit for purpose in the current climate and for the next 20 years?

Workshop to continue the Panel Discussion led by a Monitoring Officer.

6. Probity in Planning - Update

Workshop to review current status of Planning Protocol required under Planning Act led by a Monitoring Officer.

1.00pm –
2.00pm

Lunch

2.00pm –
3.00pm

Workshops – Session Two

1. Social Media – Staying out of Trouble

Workshop led by Daniel Hurford WLGA exploring best practice, latest cases and case law.

2. Whistle Blowing – Adapting to deal with new operating models for public services

Workshop led by a Monitoring Officer reviewing best practice, role of standards and ethics committee in reviewing cases and communication approaches.

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3.00pm – **Tea/Coffee**
3.30pm

3.30pm – **Discussion and Closing Remarks**
4.00pm Richard Tebboth
Cardiff Standards and Ethics Committee Independent Chair

James Downe
Cardiff Standards and Ethics Committee Independent Vice-Chair

4.00pm **Close**

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Standards Conference Wales 2015 - Speaker Biographies

Jan Williams, IPCC Commissioner for Wales



Jan Williams became IPCC Commissioner for Wales in August 2013. Jan has responsibility for North Wales, Dyfed Powys, South Wales and Gwent police forces. Like all operational Commissioners, Jan is responsible for providing independent oversight of and taking ultimate responsibility for IPCC investigations, casework and the promotion of public confidence in the complaints system.

Jan was educated to postgraduate level at the University of Wales and the University of Aberdeen. She joined the NHS in 1979 and, over a 32-year career, held a number of chief executive posts at Health Authority, NHS Trust, and Health Board levels. She also worked at an all-Wales level and represented NHS Wales in a number of UK contexts.

Jan has a wealth of experience around public policy development and implementation, the management of organisational change and transition, public service governance and the delivery of quality services that reflect innovation and best practice. Jan Williams also has extensive experience of the management of a public service complaints system.

Jan retired from the NHS in March 2012 and, since that time, has developed a non executive career in the fields of public service regulation, effective complaints management and service improvement.

Jan holds an OBE, for services to the health sector.

Lyn Cadwallader, Chief Executive of One Voice Wales



Lyn is the Chief Executive of One Voice Wales having taken up his post on 6 September 2010. He has financial and operational responsibility for running One Voice Wales as the national representative body for the Community and Town Council sector in Wales. He has several other work interests and is a Director of the Participatory Budgeting Unit based in North Wales and also sits on

the advisory panels of the Sustainable Futures Commissioner for Wales and Participation Cymru respectively.

Prior to taking up his current post he had 19 years experience of local government and the housing sector in South East Wales latterly leading the corporate research and public engagement function of Torfaen County Borough Council. Over the last five years he has been involved in corporate business planning, a housing stock transfer process and formed part of a small team that led the development of Torfaen Local Service Board - the equivalent in England are the Local Strategic Partnerships. During this period he also successfully led a national pilot for the Welsh Government on research and public engagement by local authorities which paved the way for the establishment of the National Principles for Public Engagement in Wales.

He gained a BA (Hons) in Geography from Staffordshire University, is a fully qualified member of the Chartered Institute of Housing (MCIH) and has post graduate qualifications in housing, business administration and leadership of public services from Cardiff University, University of Wales, Newport and the University of the West of England respectively. In 2009 he became an IDeA Peer Review Consultant and carried out a review of Bridgend CBC's customer services in March 2009. He is also a qualified 'PRUB' systems thinker using Open Strategy methodologies. Lyn is committed to professional development as evidenced by his continuing education during his career highlighted above and professional qualification in housing.

Nick Bennett, Public Services Ombudsman Wales



Appointed Public Services Ombudsman for Wales in August 2014, Nick was previously Chief Executive of Community Housing Cymru.

Brought up on Anglesey, he attended Aberystwyth University taking a degree in Politics and an MBA. Between 1995 and 1999 he worked in Brussels, lobbying for Welsh regional policy interests.

Nick was Special Adviser to the Welsh Deputy First Minister between 2000 and 2002.

A former member of the All Wales Convention, the Public Services Commission for Wales and the Welsh Language Board, he is married with three children.

Peter Davies, President of the Adjudication Panel for Wales

The President of the Adjudication Panel, Mr J Peter Davies runs his own legal practice in Cardiff specialising in civil and commercial litigation and, in particular,



regulatory matters. He is a Deputy District Judge and chair of the Solicitors Disciplinary Tribunal. He was appointed as Independent Adjudicator to Local Authorities in Wales with effect from 1 May 2008.

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Are the Nolan Principles fit for purpose now & in 20 years?

NICK BENNETT

**Public Services Ombudsman
for Wales**

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

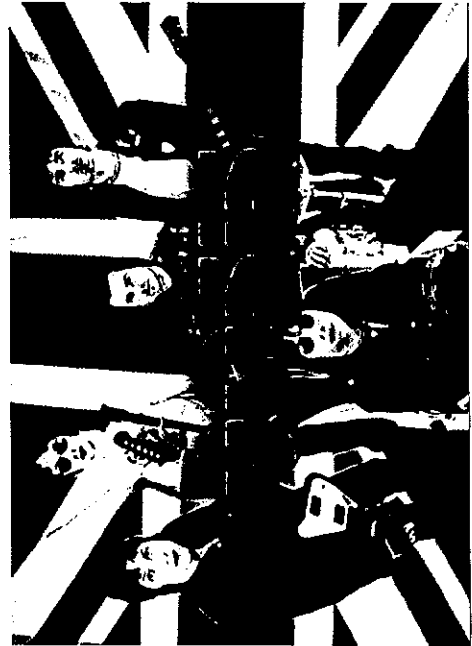
Context

- Ageing Population
- Public spending unlikely to return to 2011 levels until 2025?
- NHS/Social Services Integration
- Green Paper 'Our Health: Our Health Service'
- Local Government Reform?

The Future

- Constitutional issues
- Size of the state and level of state provision of public services
- Immigration
- Innovation?

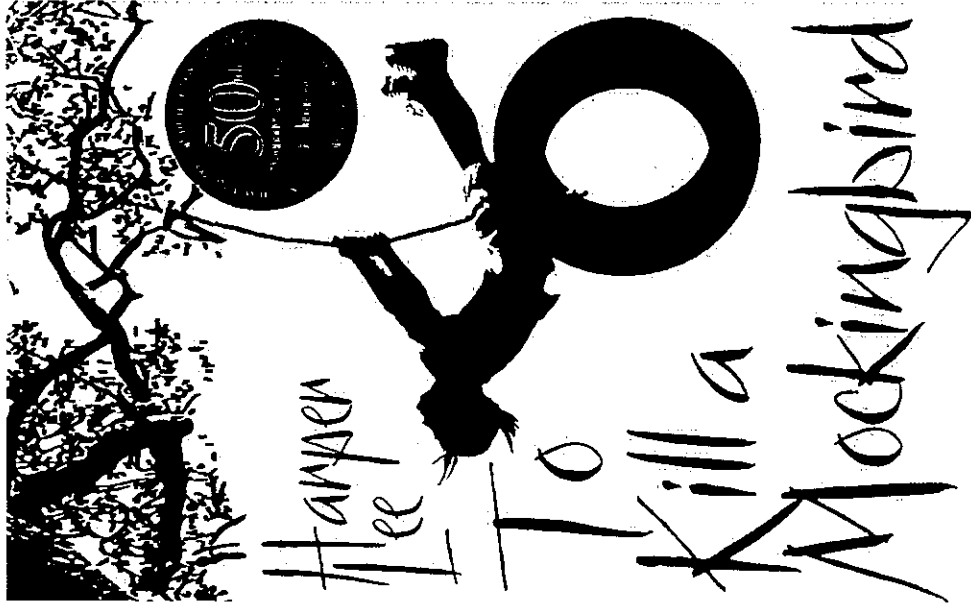
Looking back 20 years ...



Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

Back to School ... 1985 ...



Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

... 2015

HARPER LEE

GO SET A

WATCHMAN

“Every man’s
island...every man’s
watchman, is his
conscience. There is no
such thing as a
collective conscious.”

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

Groucho Marx said ...

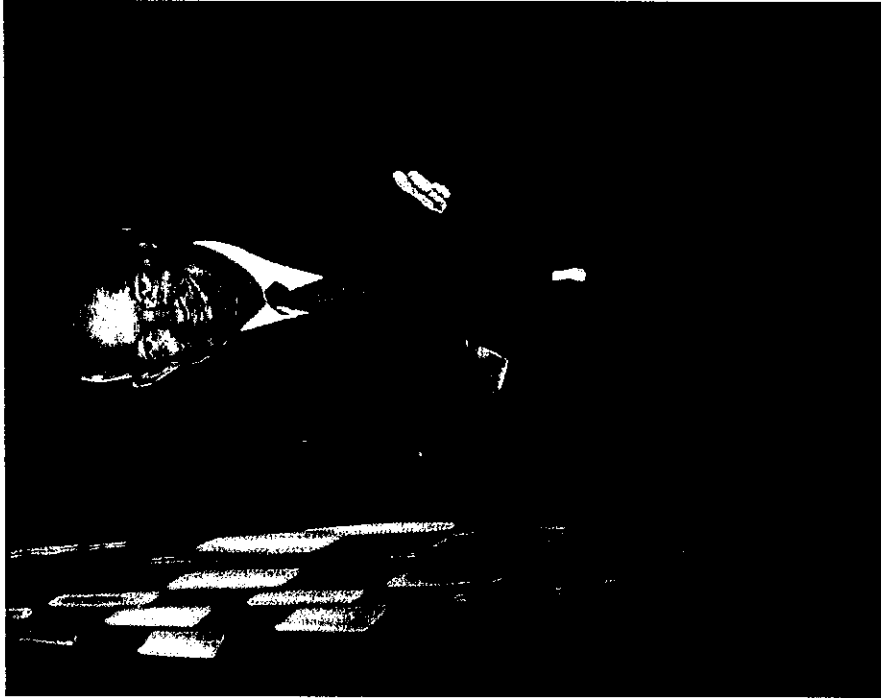
“Those are my
principles and if you
don’t like them ... well, I
have some more.”



Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

Dwight D Eisenhower said ...



“A people that values its
privileges above its
principles, soon loses
both.”

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

The Nolan Principles



1. Selflessness
2. Integrity
3. Objectivity
4. Accountability
5. Openness
6. Honesty
7. Leadership

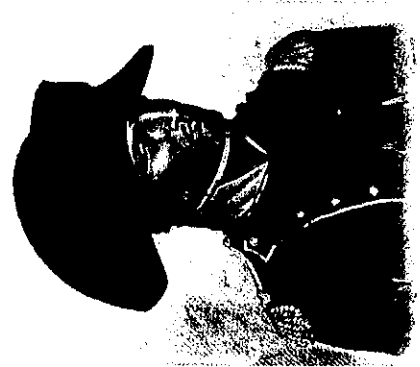
2014/15 – Code of Conduct Statistics

- **231** Code complaints received
 - **35%** - promotion of equality & respect
 - **22%** - disclosure & registration of interests
 - **16%** - integrity
 - **10%** - accountability & openness

2014/15 – Code of Conduct Statistics

- Of the **231** Code complaints received
 - **17** - identified a breach
 - **8** - no action necessary
 - **8** - referred to Standards Committees
 - **1** - referred to Adjudication Panel for Wales

Leadership



Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

Examples of vexatious Code complaints received by my office

- “Cllr X refused to shake my hand!”
- “Cllr Y cracked a bad joke in poor taste!”
- “Cllr P tutted and huffed whilst shaking his head!”
- “Cllr M referred to the public gathered in the street as a mob”
- “Cllr S was clicking his pen on and off in an aggressive manner!”

Management Guru, Peter Drucker said ...

“Culture eats strategy
for breakfast.”



Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

A new PSOW Act to provide the Ombudsman with:

- Own initiative investigation powers
- The ability to accept complaints orally, or other communication methods, as well as in writing
- The ability to consider complaints about private hospitals in certain circumstances
- A complaints standards role

And Finally ...

Go set a watchman for Wales!

Diolch yn fawr!

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau



WLGA • CLILC

SOCIAL MEDIA

Staying out of trouble

(Part 1)

Daniel Hurford
Welsh Local Government Association



SOCIAL MEDIA

Staying...in touch



WLGA • CILC

Overview

Part 1: Staying in touch

- What is Social Media?
- Why should you use it?
- What types of Social Media are out there?
- How to use it?

Part 2: Staying out of trouble

- Legal Issues
- Code of Conduct
- Reputation



WILGA • CLILC

What is social media?

- Social media broadly means online multimedia/apps which allow you to create and publish content and engage in two-way communication.
- Social media can be accessed via apps on your smartphone, computer, tablet, smart TV or smart watch.
- Social media accounts tend to be free can be set up quickly and easily



WILGA • CLILC

What is social media?

- It's just a new(ish) form of communication
- Humans have communicated and shared information through graphic, oral or written media for millennia...
- ...why should we be afraid of or dismissive of this relatively new media?
- It's free, available and open to all – information and mass-communication from the palm of your hand!



WIGA • CLILC

It's popular!

Facebook:

- Around 30 million users in UK.
- Facebook is the default social networking site for 96% of UK adults who are online (Ofcom)

Twitter:

- Twitter says 15m UK users (end of 2013)
- ONS suggests around 9.5m

Stats from <http://www.rosemcgrory.co.uk/>

Newspapers:

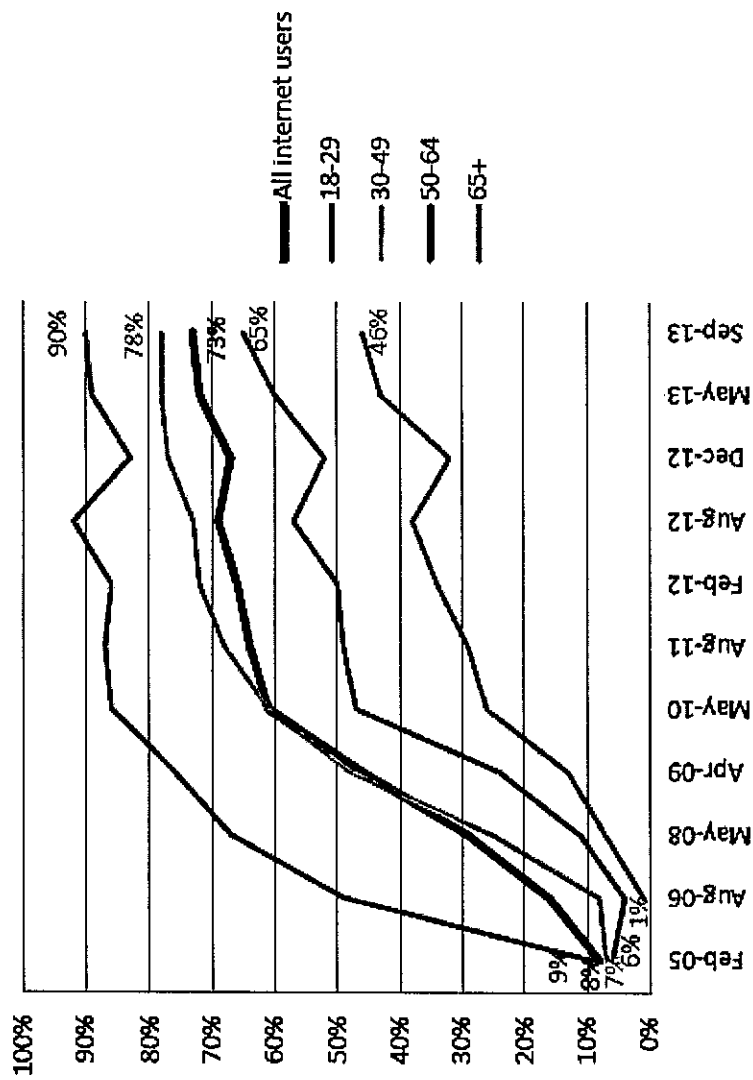
- 8m national newspaper circulation



WLGA • CLILC

It's growing!

Social networking site use by age group, 2005-2013 % of internet users in each age group who use social networking sites, over time



Source: Latest data from Pew Research Center's Internet Project Library Survey, July 18 – September 30, 2013. N=5,112 internet users ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on internet users is +/- 1.6 percentage points.



WLGA • CLILC

It's here to stay...or is it?

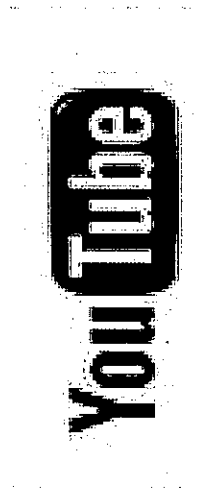
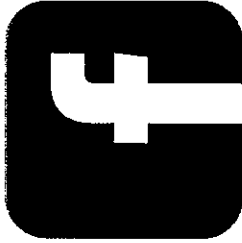
- **Who still paints caves?**
- **Who still relies on town criers for the latest gossip from Albert Square?**
- **Who still sends a postcard wishing your Great Aunt Mable was with you clubbing in Ayia Napa?**
- **Who still buys a daily newspaper?**
- **Who remembers 'Friends Reunited'?**



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What is Social Media?

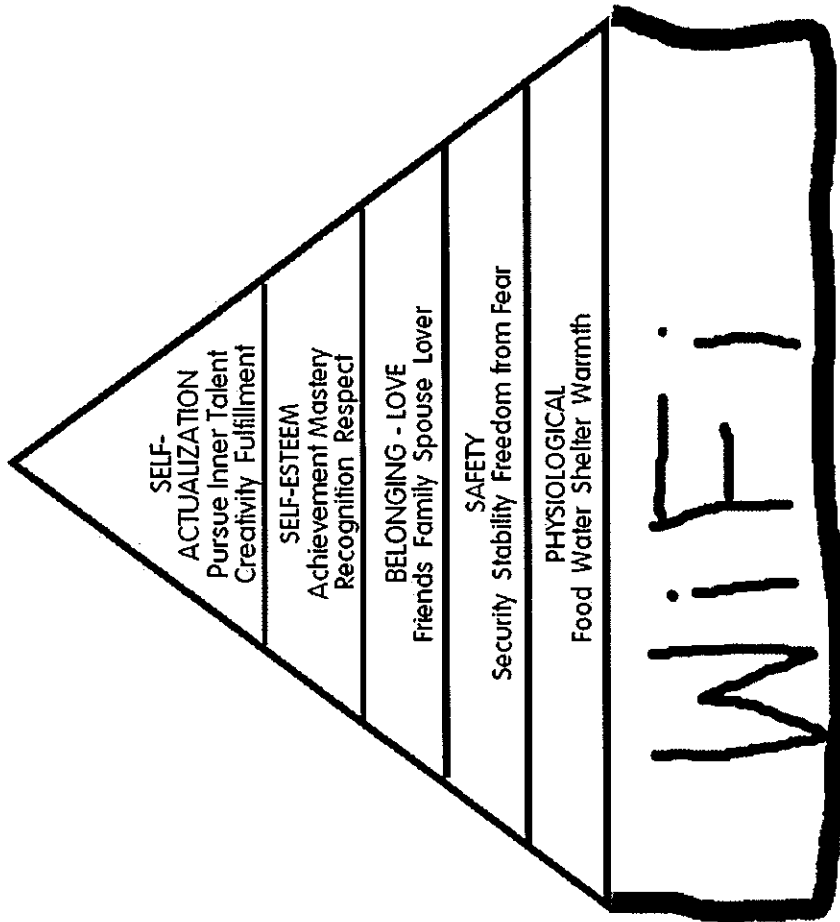
...online multimedia/apps allowing you to create and publish content and engage in two-way communication.





Increasingly part of everyday life

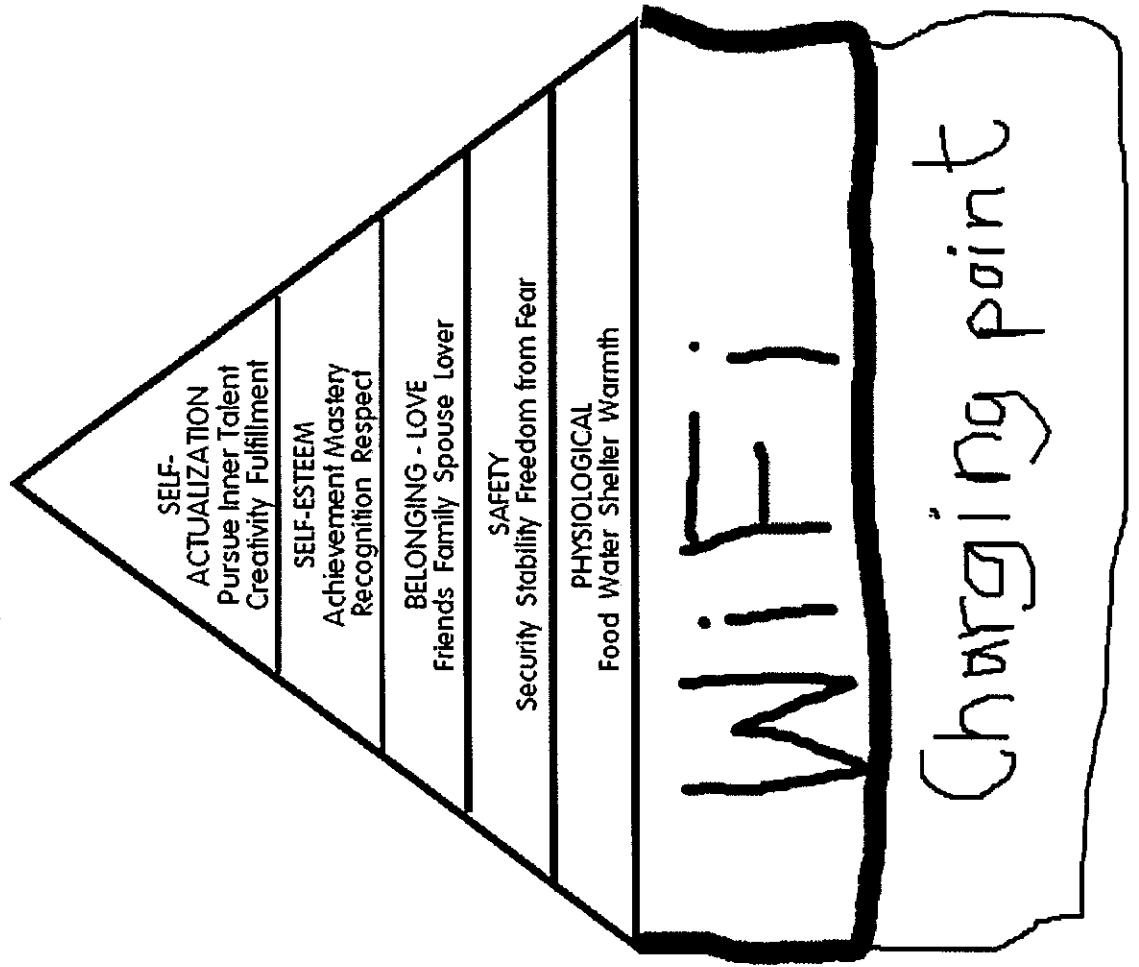
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WIGA • CLILC

Increasingly part of everyday life





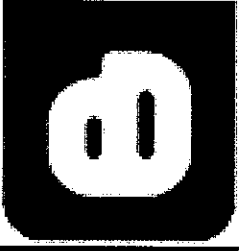
WILGA • CLILC

What is Social Media?

“LinkedIn is for the people you know.
Facebook is for the people you used to
know. Twitter is for people you want to
know” Unknown



Blogging



- Arguably, where social media started.
- Basically, a personal website which is easy to update and might typically include:
 - Diary or journal
 - Occasional Thoughts
 - Articles or thinkpieces – often to prompt debate and exchange of views.
 - Photos or media.





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Some live examples



<https://cardiffleadersblog.wordpress.com/>



CARDIFF
CAERDYDD

The Leader's blog

Cllr Phil Bale



[Home](#)
[Cymraeg](#)

Kelda, Cathays Cemetery and the success of the ball in the wall

Posted on October 13, 2015 by cllrbale

Kelda Ground Breaking

Earlier this year, the City of Cardiff and the Vale of Glamorgan signed a 15-year £13.4m joint organic waste deal with Kelda Organic Energy Limited to build a new facility to convert food waste into a soil fertiliser and use the gases produced to generate renewable energy.

This agreement reinforces the Council's commitment to meet the statutory Welsh Government targets around recycling as we work towards their 'Zero Waste' goal for 2050. The new plant will use the latest technology that will not only treat and recycle the organic waste but will also produce sustainable sources of energy and fertiliser for farming.



Search

RECENT POSTS

- Kelda, Cathays Cemetery and the success of the ball in the wall
- Foster for Cardiff and the Cardiff Half
- City Leaders and the Rugby World Cup visit Cardiff
- Top Marks for Cardiff Schools!
- Revamped Central Library and all change at Central Square

RECENT COMMENTS

ARCHIVES

- October 2015




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Some live examples

<https://pgriffithsblog.wordpress.com/>





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Why have Councillors?


Welsh Government is planning to complete a 40 year programme of reducing the number of councillors by 90%. Does it matter?

As in many walks of life, the less obvious a councillor the more effective she or he is likely to be. I have worked with councillors for many decades. I disagree with many. I like most. I respect almost all.

Let me share some experiences of the past week. I met two councillors who have been leading the governing body of brand new school. They were clearly the bridge between the community and local authority as the school was designed and built. They played their part in creating and supporting the professional leadership of a school which is now achieving well beyond expectations.

I listened to another councillor who shared the experience of working to untie the knots of Welsh Government's disjointed application of three competing anti-poverty programmes to one small community. He could have walked away; he was in no way a responsible player, indeed he was often made unwelcome, but instead he was committed to the hard graft of making the unworkable work better.

For myself, I spent a productive day talking to parents, transport managers and bus companies to ensure that a school bus could be re-routed to avoid a new construction site. Within 24 hours we turned a hostile stand-off into a new route to school.



[RECENT BLOG POSTS](#)

October 2015
September 2015
June 2015
February 2015
January 2015
November 2014
October 2014
September 2014
June 2014



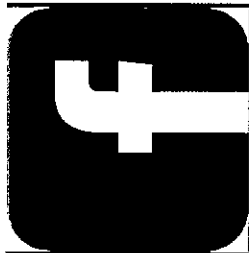
Facebook



- Most popular social media platform in the world.
- 1 billion users worldwide and around 30 million users in UK
- Public or Private forum to:
 - Blog
 - Post messages to friends and family
 - Share photos
 - Share things of interest, concern or humour
- Your contacts or “friends” can comment on your posts, share them with their “friends” or “like/dislike” things.



Some live examples



Plaid Cymru
Daniel Home 20+

Ymunwch â Phlaid Cymru

Join The Party of Wales

www.Plaid.Cymru
www.PartyofWales

Plaid Cymru
 Political Party

[Sign Up](#)
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[Message](#)

[Timeline](#)
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[Take Part / Cymryd Rhan](#)
[Events](#)
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20,068 people like this

Invite friends to like this Page

ABOUT

Plaid Cymru
 28 mins ·

"Never again should Welsh land, Welsh culture, or Welsh communities be allowed to be so drastically undervalued."
 "The Secretary of State has a chance to make his mark on Welsh history - the Wales Bill is an opportunity to put this right. I urge him to take it."
 Liz Saville Roberts AS/MP marks 50 years since the drowning of Capel Celyn to ensure the city of Llanwrnog with water

Post

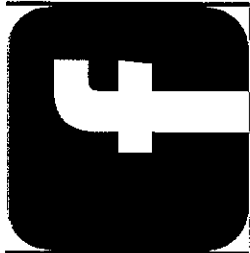
Write something...

Post



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Some live examples



The Labour Party Daniel Home 20+

Q

MAE'YR BERNIG BIERNIGING FOM
SALLOER TOLLYN TOLLYN
CARTHUR

Join us: join.labour.org.uk

The Labour Party Political Party

Timeline About Videos Photos More

399,360 people like this

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ABOUT

The Labour Party 15 hrs

READ: Why now is exactly the wrong time for a multi-billion pound cut to working people's tax credits:
<http://www.mirror.co.uk/.../six-million-workers-below-living-...>

Some live examples



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Conservatives
Daniel Home 20+

FOR YOU, YOUR FAMILY AND BRITAIN

KEEP OUR ECONOMY STRONG

Conservatives Political Party

Sign Up Like Share

Timeline About Photos Likes Videos

537,575 people like this

Conservatives shared David Cameron's post.

David Cameron

Today's employment rate is the highest since records began. Our long term plan is delivering security and opportunity for working people.


Like Comment Share


Strong leadership. A clear economic plan. A brighter, more secure future.




Some live examples




Liberal Democrats




Daniel
Home
20+



Liberal Democrats


Political Party




Join the Fightback

Sign Up
Like
Share
...

Timeline
About
Likes
Photos
Videos


Liberal Democrats
22 hrs ·

Welcome to the first "Tim Talks" edition, Tim Farron's take on the news.



127,018 people like this

Invite friends to like this Page

ABOUT

The Liberal Democrats are a political party working to build a stronger economy in a fairer society, creating opportunity for everyone.

<http://www.libdems.org.uk/>

Impressum [?]



Daniel Hurford

[Daniel](#) [Home](#) [20+](#)

Daniel Hurford

[Update Info](#) [View Activity Log](#)

Timeline

About

Friends 217

Photos

More ▾

Status
 PhotoVideo
 Life Event

What's on your mind?

Nerys Hurford shared Liz Laine's photo.
 6 October at 09:58 · [it](#) ▾

We need this message shared in our street Daniel Hurford Libby Crompton!

+ Add a short bio

+ Add info about you

+ Add featured photos

FRIENDS · 217



Why use Facebook?



- Very easy to set up
- You can have public or private groups (or pages)
 - you can act as an administrator or editor, so you can approve who joins your group and can remove inappropriate postings (if necessary)
- Can be used as a community mini-website



Why use Facebook?



- Useful for seeking views, engaging with people and promoting events etc.
- Easy to promote and share and get more 'friends', exposure and engagement

Watch-out for:

- Hearing things that may be challenging – it's all about engagement after all. These 'negative' comments will be seen by all.
- Inappropriate comments and postings
- It taking over your life!!



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Twitter



- Lot of users – between 9.5m and 15m in UK
- Each post is called a tweet
- Brevity is key - maximum of 140 characters per tweet (including all spaces, letters and numbers)
- You can add pictures and videos or links to websites etc.
- You can ‘favourite’ a tweet or ‘retweet’ a tweet



Twitter



- You can 'DM' (Direct Message) someone – i.e. a private message like a text or email
- You can 'follow' and have 'followers'

“On Twitter we get excited if someone follows us. In real life we get really scared and run away.” Unknown via @mozusa



WLGA • CLILC

Some Live Examples



Daniel Hurford
@dtthurf
TWEETS 82 FOLLOWING 1,393 FOLLOWERS 203

Fraser Nelson @FraserNelson · now
So are we arming the Syrian People's Front, or the People's Front of Syria? - Bradley on the never-ending madness: blogs.new.spectator.co.uk/2015/10/is-the...

Politics Home @politicshome · now
Karl McCartney opens with a puff Q about job stats - takes a dig at Corbyn ca him 'honorable' with no 'right': polho.me/1jyvACS

Faisal Islam @faisalislam · now
PMQs up now live on #skynews followed by panel of @ayeshahazarika @JuliaHB1 and @jennifers!

Ben Glaze @benglaze · now
LONG TERM ECONOMIC PLAN KLAXON #PMQs

Lamar Odom
Former NBA star Odom found unconscious at Nevada brothel
318K Tweets about this trend

Stephen Fry
Stephen Fry has quit as the host of QI - and will be replaced by...
Just started trending

Sanjiv Bhatt
Sacked IPS Sanjiv Bhatt didn't come with 'clean hands', tried to...
18.7K Tweets about this trend

Daniel Hurford @dtthurf
TWEETS 82 FOLLOWING 1,393 FOLLOWERS 203

Fraser Nelson @FraserNelson · now
So are we arming the Syrian People's Front, or the People's Front of Syria? - Bradley on the never-ending madness: blogs.new.spectator.co.uk/2015/10/is-the...

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LONG TERM ECONOMIC PLAN KLAXON #PMQs

Daniel Hurford @dtthurf
TWEETS 82 FOLLOWING 1,393 FOLLOWERS 203



WLGA • CLILC

Some Live Examples



The screenshot shows a Twitter mobile app interface. At the top, the status bar displays 'EE 4G', '12:38', and '100%' battery. The app header includes a search icon, a Twitter bird icon, and a notification bell icon with a '2' badge. The bottom navigation bar contains icons for Home, Notifications, Messages, and Me.

The first tweet is from Harry Cole (@MrHarryCole) 19s ago, with the text: "7 mins late and Bercow decides to give a sermon." It has 4 retweets and 1 like.

The second tweet is from PoliticsHome (@politicshome) 20s ago, with the text: "PMQs is overrunning by 7 minutes! Speaker Bercow tells MPs to be snappier with their questions. polho.me/fjyvACS". It has 4 retweets and 1 like.







The third tweet is from Telegraph Football (@TeleFootball) 24s ago, with the text: "With former #NUFC boss Big Sam taking charge at #SAFC, here's the best ever 'traitors' XI telegraph.co.uk/sport/football...". It includes a photo of a football team.




Some Live Examples

WLGA • CLILC



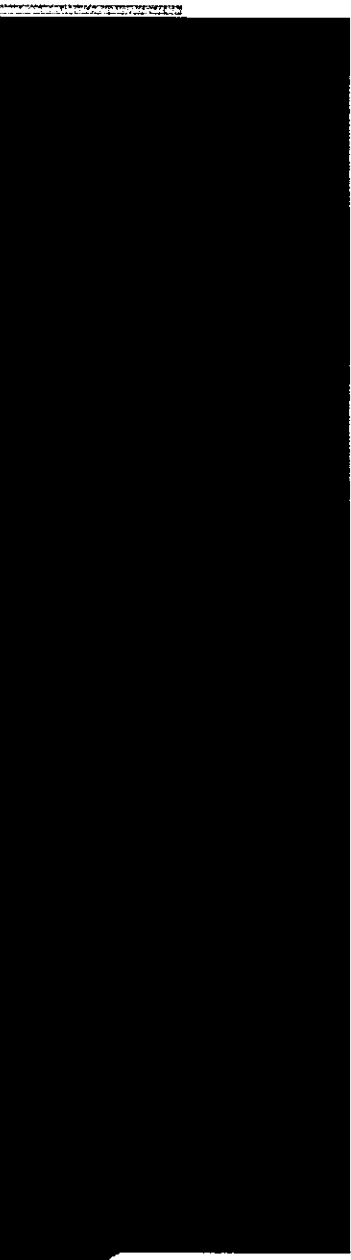
Search Twitter



WLGA • CLILC

TWEETS	FOLLOWING	FOLLOWERS	FAVORITES	LISTS
3,641	1,143	5,521	141	5

Follow



WLGA
@WelshLGA
The Welsh Local Government Association. Representing local government, and promoting local democracy in Wales. Tweets by @stu_hodges

Cardiff
wlg.gov.uk
Joined April 2011

Tweets Tweets & replies Photos & videos

WLGA @WelshLGA · 22h

The 16 Oct deadline to submit evidence commission on #localgov finance in #Wales is looming. Instructions here: ow.ly/TkFJW

Retweets 4 Likes 4

WLGA Retweeted
ICLGF_Wales @ICLGF_Wales · Oct 9



WLGA • CLILC

Some Live Examples



TWEETS 738 FOLLOWING 696 FAVORITES 83 LISTS 1



Following

Peter Fox

@PeterFox61 FOLLOWS YOU

Leader of Monmouthshire County Council, Councillor for Portskewett, White Ribbon Ambassador, livestock Farmer and an advocate of the Cardiff Capital Region

Portskewett, Monmouthshire

peterfox61blog.wordpress.com

Joined April 2010



113 Followers you know



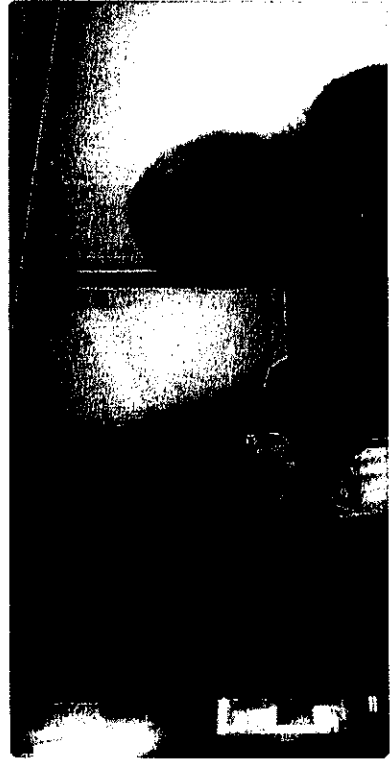
Tweets Tweets & replies Photos & videos

Peter Fox Retweeted



Monmouthshire SpLD @MonSpLD · 18h

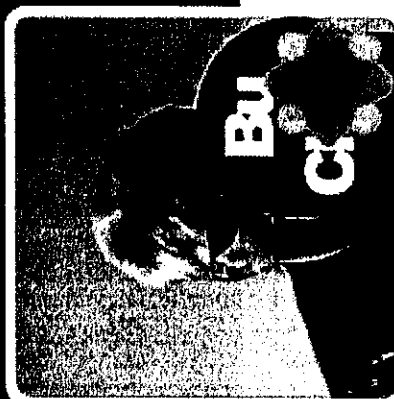
Wonderful Mon school staff determined to be dyslexia aware. Jane and Debbie with their certificates @thedelischool





WIGA • CLILC

Some Live Examples



Ellen ap Gwynn

@EllenapGwynn FOLLOWS YOU

Arweinydd/Leader Cyngor Sir Ceredigion
County Council, Cyng/Cllr Ward
Ceulanamaesmawr. Ganed yn
Albanes /Scots born, magwyd yng
Nghymru/ Welsh bred.

📍 Taly-bont, Ceredigion, Wales

🕒 Joined April 2011



👤 93 Followers you know



TWEETS
11.9K

FOLLOWING
1,102

FOLLOWERS
1,550

FAVORITES
6,043



Following

Tweets Tweets & replies Photos & videos



Ellen ap Gwynn Retweeted



Gruffudd Pritchard @grufffion · 13h

Gobeithio bydd defnydd amlwg a balch @FAWales o'r gymraeg yn
ysbrydoli @WelshRugbyUnion





WLGA • CLILC

Some Live Examples



Aaron Shotton

@AaronShotton FOLLOWING YOU

Leader of Flintshire County Council /
Deputy Leader Welsh Local Government
Association / Connah's Quay Central
Ward / Labour Party / Evertonian.

📍 Connah's Quay

🕒 Joined July 2011



👤 104 Followers you know



TWEETS	FOLLOWING	FOLLOWERS	FAVORITES	
2,355	763	1,253	480	Following

Tweets Tweets & replies Photos & videos

📷 Aaron Shotton Retweeted

DAILY POST **Daily Post Wales** @dailypostwales · 16h
North Wales Refugee and Homeless Aid Centre 'inundated' with
6,000kg of donations bit.ly/1LM6EEL



👍 11 🌟 8 📷 2



WLGA • CLILC

Some Live Examples



Leighton Andrews

@LeightonAndrews

Assembly Member for the Rhondda.
Minister for Public Services in Wales,
where Labour is still in government.
Sunny disposition. Personal Twitter.

📍 Rhondda, Wales

🌐 leightonandrews.wales

📅 Joined April 2008



👤 360 Followers you know



TWEETS 15.6K FOLLOWING 5,096 FOLLOWERS 11.8K FAVORITES 2,296 LISTS 1



Following

Tweets Tweets & replies Photos & videos

Leighton Andrews @LeightonAndrews · 4h
Party on #TogetherStronger



👤 1 🌟 1 🔄 1

Leighton Andrews Retweeted

Keith Edwards @KeithEdwards121 · 5h

X party Senedd support for new models of public services
@LeightonAndrews @SimonThomasAC @peterblackwales





Why use Twitter?



- Probably the easiest and most accessible social media to use
- Instantaneously communicate with your followers, and potentially within seconds millions of others!
- Share news stories or events from others
- Find out what other people are saying (maybe about you or things you care about – sophisticated searches and alerts)



Why use Twitter?



- Find out about intelligence or breaking news as it happens (careful here though....). Then share it and pass it on.
- Can be very, very funny!
- Can help make you appear human and normal!



Why use Twitter?



What to watch out for:

- ‘Trolls’ and abuse
- Getting drawn into protracted public arguments
- Tweeting when a text might be better
- Tweeting when you’re ‘tired and emotional’



Why use Twitter?



What to watch out for:

- Don't believe everything you read on twitter...
- Some of it is gossip and rumour
- Some of it is deliberately untrue
- There are some spoof accounts – people are not always who they purport to be
- 'Clickbait'



Why use Twitter?



What to watch out for:

- Retweeting some things... 'retweets do not necessarily mean endorsements' doesn't stand up in court
- The 'twitterati bubble' – twitter users are not necessarily a representative sample of society
- A tweet is permanent, even if you think you've deleted it...so think before you tweet something contentious



So, to recap:

1. Social media is simple and free to use
2. Mass and quick communication
3. To make the most of it, don't just tell people what you're doing, listen to feedback too
4. People can find out about the real you
5. It can be fun!
6. It's all going on already – you might be missing out



Tweet within twenty seconds...

WLGA • CLILC

- Go to twitter.com
- Sign-up (for free, no strings attached).
- Choose your twitter username (@somebody) and a password.
- Create your 'profile', with as much or as little detail as you'd like and maybe a picture or two.
- Tweet and retweet
- And remember to follow too, that's how you find out what people are doing or saying and how you get followers back.

Any Questions?



STANDARDS CONFERENCE WALES 2015

WHISTLEBLOWING WORKSHOP

**Sioned Wyn Davies, Deputy Monitoring Officer,
Wrexham County Borough Council**

Kumi Ariyadasa, Solicitor, City of Cardiff Council

What is “Whistleblowing”?

- When a worker reports suspected wrongdoing at work
- In the public interest
- May report the wrongdoing internally or externally
- Good governance requires effective internal whistleblowing arrangements

Legal framework

- Public Interest Disclosure Act 1998 ('PIDA')
- Legal protection for workers disclosing malpractice in the public interest
- Protection for disclosures of: A criminal offence / breach of legal obligation / miscarriage of justice / danger to health or safety / damage to the environment
- External disclosures only protected if justified
- Unlawful for an employer to dismiss or victimise a whistleblower under PIDA

How is it relevant?

- Exposing misconduct, corruption or illegal behaviour
- Supports Nolan principles – Openness, Honesty, Integrity
- “A key component in any strategy to challenge inappropriate behaviour at all levels of an organisation” (10th Report of the Committee on Standards in Public Life)

Effective Whistleblowing Arrangements (1)

- Clear policy to reiterate commitment to principles and effective implementation of PIDA
- Clear procedure for addressing concerns and providing feedback
- Offering an alternative to line management, both inside and outside the organisation

Effective Whistleblowing Arrangements (2)

- Communication – so that all staff are aware of whistleblowing avenues
- Training for managers on dealing appropriately with whistleblowing reports
- Monitoring and review – to consider how procedures are working, identify trends, possible system failures and issues arising

Other Council Service Providers

- Contractors & New service delivery models
- Risk that workers are not aware of their rights or how to report concerns
- NAO recommendations:
 - * Share own policies and procedures with delivery partners
 - * Review delivery partners' arrangements
 - * Seek information from delivery partners to oversee issues and risks

(NAO report, March 2014)

Best Practice Guidance

Public Concern at Work ('PCAW')

- Recommended Code of Practice (2013)
http://www.pcaw.org.uk/files/PCaW_COP_FINAL.pdf
- First 100 Campaign

Department for Business Innovation & Skills

- Guidance for Employers and Code of Practice (March 2015)
<https://www.gov.uk/government/publications/whistleblowing-guidance-and-code-of-practice-for-employers>

Cardiff's approach

- Standards & Ethics Committee has responsibility:
“To oversee and monitor the Council’s whistleblowing procedures and to consider ethical issues arising”
- Revised Policy and Procedure approved by Cabinet in October 2014
- Communications plan – posters in all Council buildings and leaflets for all staff and managers
- Monitoring Officer records cases and reports regularly to Standards & Ethics Committee

Wrexham's approach

- Standards Committee has responsibility for: “Overseeing the Council's Whistleblowing regime”
- Revised Policy and Procedure approved by Council in February 2015
- Communications plan – published on Council's intranet SAM, Friday Bulletin, management briefings
- Monitoring Officer records cases and reports annually to Standards Committee

Discussion

- What does your authority do?
- How is it being communicated?
- Who is responsible for monitoring?
- How many whistleblowing reports were made this year?
- Role of your Standards Committee?

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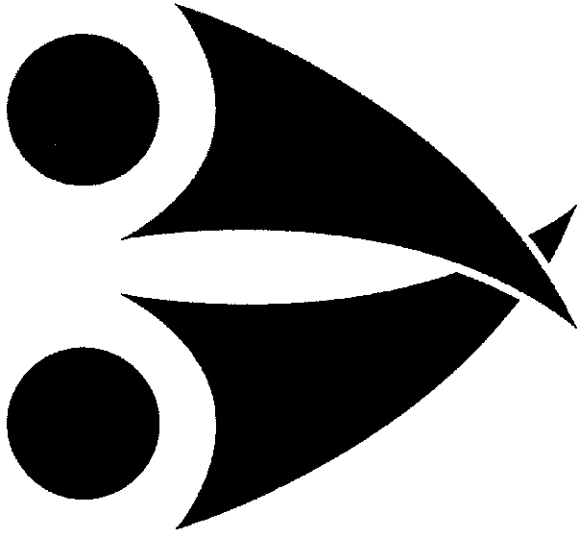


STANDARDS CONFERENCE WALES 2015

Workshop Community and Town Councils – Governance and Standards



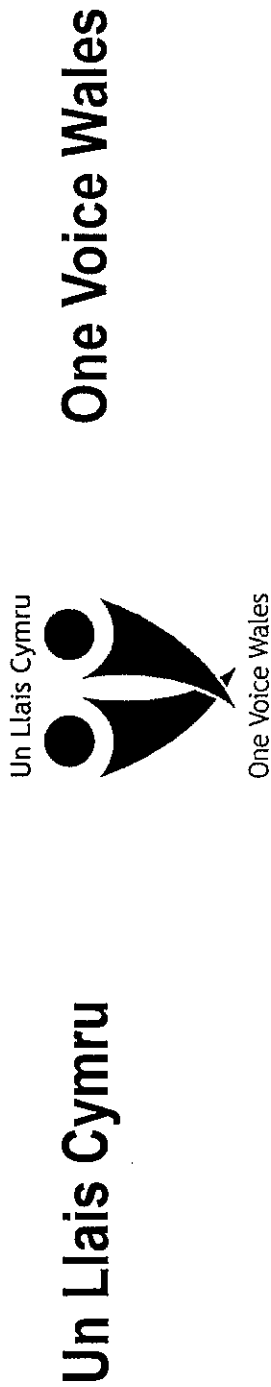
Un Llais Cymru



One Voice Wales

www.onevoicewales.org.uk

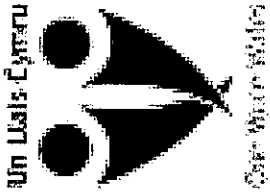




Vision:
*“Working with local councils in Wales to shape the
places communities want to live in”*

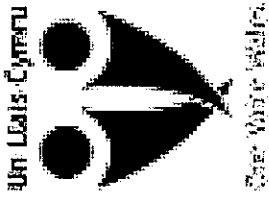
Mission Statement:

*To represent the interests of community and town councils; raise awareness
and understanding of this first tier of government; and work collaboratively
with our partners to ensure the sector contributes fully to the goal of
developing dynamic and sustainable communities in Wales.*



Theme for Today

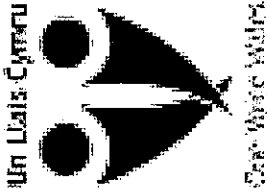
In this workshop I would like to explore with you the issues of governance and standards in community and town councils, proposed changes facing the sector and ways in which councillors can work more effectively, and efficiently, together



Community Council Governance and Standards

White paper: Power to local people...strong case
for bringing more consistency to the sector:

1. Higher standards of governance and financial management
2. Increased professional capacity and capability
3. And, greater democratic accountability

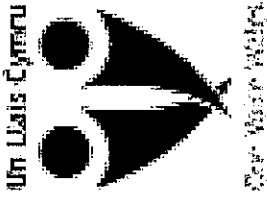


Community Council Governance and Standards

White paper: Power to local people...

Aims:

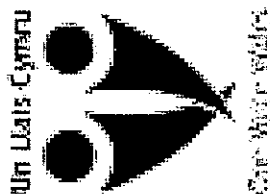
1. Enable Local Authorities to work with local council sector
2. Provide communities with more confidence in their community and town councils



Competent Community Councils

Competency tests:

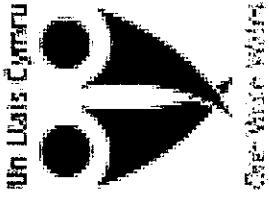
A democracy test: at least two-thirds of the Councillors on a Community Council have been declared elected at either an ordinary election or a by-election



Competent Community Councils

Competency tests:

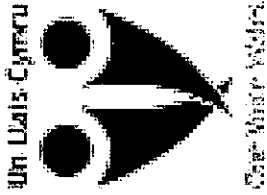
A capability test: the Community Council must employ a clerk with relevant professional qualifications. Relevant qualifications might include Certificate in Local Council Administration; Certificate of Higher Education in Local Policy; Certificate of Higher Education in Local Council Administration; the first level of the foundation degree in Community Engagement and Governance awarded by the University of Gloucestershire; or qualifying professional status such as a lawyer or accountant;



Competent Community Councils

Competency tests:

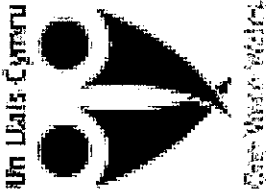
A **capacity test**: the Council has a minimum annual budget of £200,000 (since abandoned); and



Competent Community Councils

Competency tests:

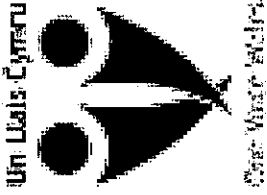
A governance test: the Council has implemented a sound system of financial management and internal control in line with statutory requirements, and meets certain other criteria such as having a website on which it publishes agendas, minutes and accounts and being contactable by email.



Competent Community Councils

Privileges:

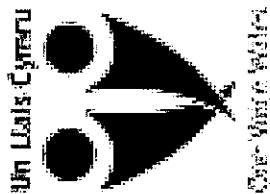
1. Extend the general power of competence to competent Community Councils, while prescribing that Community Council funding can not be used for political purposes. A competent Community Council would not be subject to the section 137 limits of the Local Government Act 1972;
2. They will be deemed to be community bodies, with certain rights or entitlements; and
3. they will not necessarily be subject to capping of the precept. Proposed other Community Councils should be subject to a cap on the annual increase in the precept which could be the same as the percentage increase in the Principal Local Authority's Council Tax in the same financial year.



Competent Community Councils

Expectations:

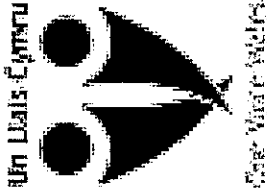
1. To see more extensive delegation of functions from Principal Local Authorities to competent Community Councils;
2. Community Councils which can demonstrate they meet these competency tests will need to pass a resolution to that effect and notify a committee of the Local Authority in their area.



Competent Community Councils

Potential implications for Principal Authorities:

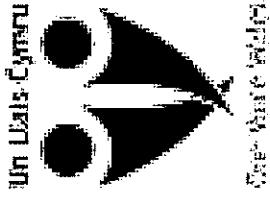
1. The Local Authority would be required to nominate one of its committees for this purpose.;
2. The committee nominated by the Local Authority should have powers to require a Community Council at any time to demonstrate its continuing competence and if it is not satisfied, revoke the Community Council's competency qualification.



Competent Community Councils

Other potential implications for Community Councils - other governance and transparency arrangements:

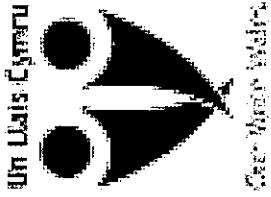
1. A requirement on the Chair of the Community Council to publish an annual report;
2. To set objectives for, or otherwise manage the performance of, the clerk to the Community Council.
3. For the public to have a right to attend, speak at and record meetings of their Community Council, including film and video recording.



Members of Community and Town Councillors

The GUIDING PRINCIPLE

**Councillors are there to serve
their communities**

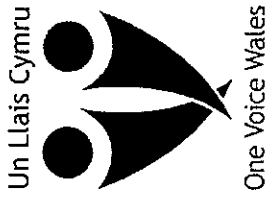


CODE OF CONDUCT

Applies to members of Community and Town Councillors

Reinforces the Guiding Principle of “service before self”





Ethics

- **Act openly and honourably in public**
- **Never secure personal advantage or avoid disadvantage, for you, friends, family or associates**
- **Not disadvantage others**
- **Never bring you or the council into disrepute**

What Councillors must do

- Promote equality
- Treat others with respect
- Provide access to information
- Make decisions on the merits of a case and with regard to the advice of officers
- Abide by rules on expenses
- Report any breaches of the code or criminal behaviour by another member



What Councillors must not do

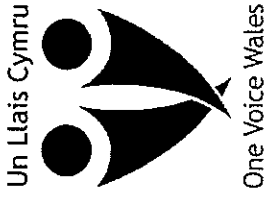
- **Accept unofficial gifts**
- **Disclose information given in confidence**
- **Use Council resources improperly**
- **Make vexatious or malicious complaints**



Personal Interests

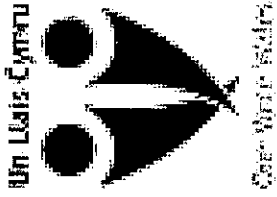
- A professional or personal interest outside your role may conflict with your duty as a councillor to serve the community
- You must declare a personal interest as soon as you are aware that you (or people close to you) may benefit more than other people in the community from the outcome of a matter under discussion.





What the Code protects...

- **Your electors**
- **Your council**
- **And YOU**



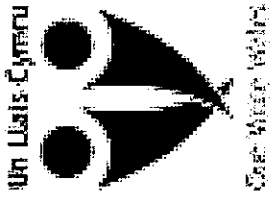
SELFLESSNESS

STEWARDSHIP

LEADERSHIP

**EQUALITY AND
RESPECT**

OBJECTIVITY



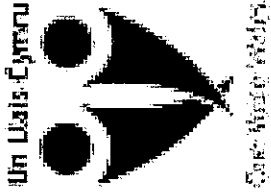
HONESTY

OPENESS

**INTEGRITY &
PROPRIETY**

ACCOUNTABILITY

A DUTY TO UPHOLD THE LAW



SELFLESSNESS

STEWARDSHIP

LEADERSHIP

EQUALITY

OBJECTIVITY

RESPECT

ACCOUNTABILITY

HONESTY

OPENESS

INTEGRITY & PROPRIETY

A DUTY TO UPHOLD THE LAW

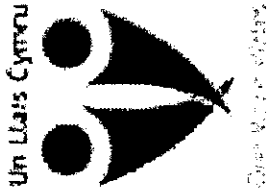


Managing Behaviour through Good Governance

What's the problem?

Bullying “may be characterised as a pattern of offensive, intimidating, malicious, insulting or humiliating behaviour; an abuse of this use of power or authority which tends to undermine an individual or a group of individuals, gradually eroding their confidence and capability, which may cause them to suffer stress.”

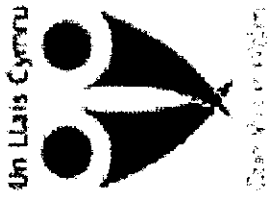
Harassment is “unwanted conduct that violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.” This usually covers, but is not limited to, harassment on the grounds of sex, marital status, sexual orientation, race, colour, nationality, ethnic origin, religion, belief, disability or age.



Managing Behaviour through Good Governance

Who bullies who?

- Councillors vs Councillors
- Councillors vs Officers
- Officers vs Councillors
- Members of the Public?



Managing Behaviour through Good Governance

What isn't bullying?

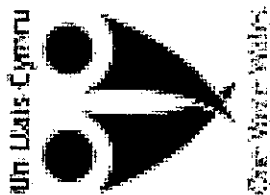
- Performance Management
- Robust Management
- Differences of Opinion
- Complaints about the Council



Independent Scrutiny

Organisation's regulating the local council sector:

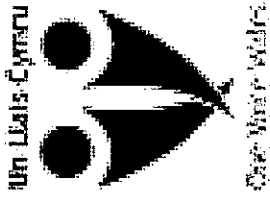
1. Wales Audit Office
2. Public Services Ombudsman
3. Independent Remuneration Panel



WAO Financial Management and Governance in Community and Town Councils 2013-14

Findings:

1. Although timeliness of accounts across the sector continues to improve, there remains a small core of councils which fail to provide complete and accurate accounts and other information for audit on a timely basis
2. The number of qualified audit opinions continues to decrease but too many councils have received qualified audit opinions for two or more of the last three years
3. Councils are making progress addressing the issues raised in previous reports but there is evidence of continuing failure to comply with statutory requirements
4. Local councils can learn lessons from the appointed auditor's report in the public interest



Public Services Ombudsman Annual Report 2014/15

Code of Conduct Complaints:

231 complaints received – a 1% increase on 2013/14

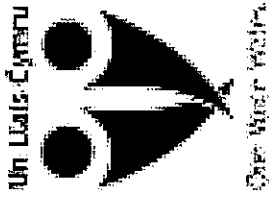
125 County Councillor complaints – a 13% increase

106 Community Council complaints – an 8% decrease

- 2 reported to Standards Committee
- 1 taken to Adjudication Panel

Case study Llansannan Community Council – Welsh Language / translation provision





One Voice Wales support

Training:

22 training courses including , for example (see handout for full list):

1. The Council
2. The Councillor
3. Local Government Finance
4. Code of Conduct
5. Devolution of Services

Consultancy:

Bespoke services tailored to individual councils needs including:

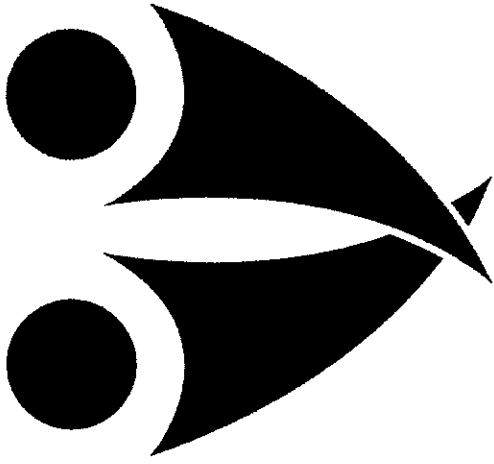
1. Accountancy support
2. Health and Safety
3. Human Resources



**Thank you –
any questions
Please help yourself to
the handouts**



Un Llais Cymru

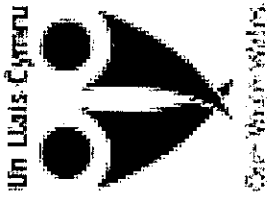


One Voice Wales

Lyn Cadwallader
Chief Executive, One Voice Wales
lyn.cadwallader@onevoicewales.org.uk

01269 595400

www.onevoicewales.org.uk

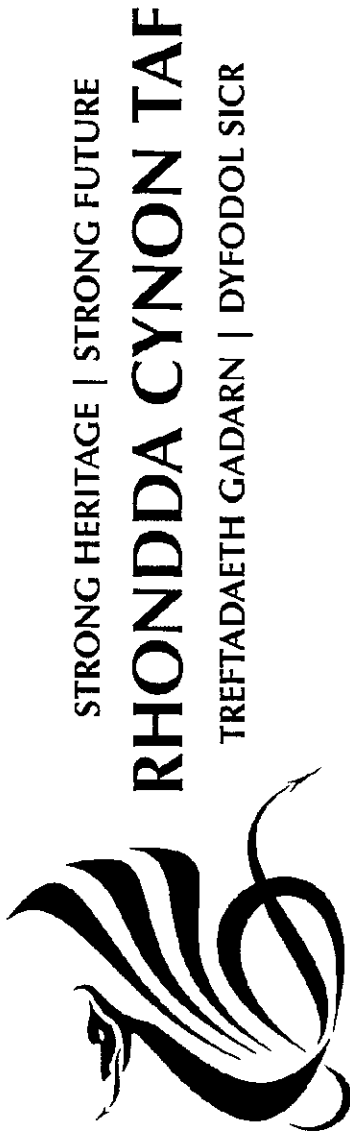


WORKSHOP GROUPS

**What are the main barriers to
meeting the Competent Councils
requirements?**

**How can we over come these
problems ?**





LOCAL RESOLUTION PROCESS – PRACTICALITIES AND THE RCT EXPERIENCE – FUTURE ROLE?

Paul Lucas
Monitoring Officer

Rhondda Cynon Taf County Borough Council

BACKGROUND - Nature of Code of Conduct Complaints / Ombudsman's Position

- Majority of complaints received during 2014/15 related to matters of 'equality and respect'.
- In 2014/15 this accounted for 35% of the code of conduct complaints received compared with 36% in 2013/14.
- Arrangements are proving to be effective at resolving many of these kinds of complaints.
- Councillors expected to make their complaints about other Councillors within their authority to their monitoring officer.

- Ombudsman continues to receive 'low level' complaints of this type. Generally involve allegations of failures to show respect and consideration of others under paragraph 4(b) and 6(1)(d) of the code.
- Ombudsman reviewed his practice in dealing with the complaints of this type - will be taking a firmer position in the future - referring these 'low level' complaints back to monitoring officers to be dealt with locally.
- Such complaints more appropriately resolved informally and locally in order to speed up the complaints process and ensure that his resources are devoted to the investigation of serious complaints.
- Where a member has reported a fellow member to their MO under the local resolution process - no need to report the matter to the Ombudsman as well.

REMINDER – Why have a Local Resolution Process?

- Speed up resolution / Resolve matters at an early stage.
- Encourage mediation and reconciliation - avoid the unnecessary escalation of the situation.
- Encourage collective responsibility.
- Reduce 'politically motivated' and vexatious complaints.

RCT Local Resolution Protocol and Procedures

- Adopted Gwynedd protocol model – 2011.
- Striking the balance between the formal and informal – intended to reduce time/administrative burden but requirement for set of procedures to be adopted to support protocol.
- Protocol and procedures amended as lessons were learnt from dealing with cases as they arose - e.g. using social media responsibly.
- Make up of panel dealing with complaints – In RCT - Standards Committee Members.
- Amended Member/Officer protocol to give access to local resolution process.

HEARING DATE	COMPLAINT	BREACH YES/NO	SANCTION
JULY 2011	At a full Council meeting Cllr X said to Cllr Y "Councillor, give your a**e a chance" – Cllr Y complained	Yes	Cllr X was reprimanded
DECEMBER 2011	At a Development Control meeting Cllr X described the conditions of an application site "as bad as a gypsy site" –Cllr Y complained	No Cllr X accepted he made the remark and apologised immediately after	N/A

HEARING DATE	COMPLAINT	BREACH YES/NO	SANCTION
DECEMBER 2011	At a Development Control meeting Cllr X was alleged to have made abusive remarks to Cllr Y and asked him 'to come outside and sort this' which Cllr Y took as a threat – Cllr Y complained	No Based on evidence no decision could be made on the context of the use of the words 'come outside and sort this' as the wording could be open to wider interpretation	N/A
DECEMBER 2011	At a meeting of full Council Cllr X made inappropriate comments by stating the word 'corrupt' in a venomous manner and which was directed at a particular political groups' Members – Cllr Y complained	No Concluded word corrupt was used but because of differing opinions Committee could not come to an agreement on the context in which the word 'corrupt' was used – he could have used the word corrupt to mean 'blatantly wrong' and not to connote any dishonesty on behalf of any Member.	N/A

HEARING DATE	COMPLAINT	BREACH YES/NO	SANCTION
JANUARY 2012	At a full Council meeting Cllr X during a debate referred to Members of a particular political group as 'hypocritical parasites' in a very threatening manner. Cllr Y complained. Cllr Y felt statement went beyond normal cut and thrust of political debate.	Yes Cllr X did not deny using term and evidence he continued to use it on Twitter.	Cllr X was reprimanded
MARCH 2013	At a full Council meeting Cllr X referred to Cllr Y as a 'bigot' during debate in response to a statement made by Cllr Y. Cllr Y complained and Cllr X put in a counter-complaint about the statement made by Cllr Y who referred to polish people as 'poles'	No Conflicting evidence presented to Committee as to the use of the word 'bigot' or 'bigotry' and the context in which the words were used No breach found and Committee Members noted the need for Members to appreciate the cut and thrust of political debate.	N/A

FINDINGS

- Members must take responsibility for the complaint – pursuing it and responding promptly to requests for information.
- Motives – spike in complaints before an election.
- Importance of a strong panel/committee membership hearing and dealing with complaints.
- Has led to improvement in behaviour – No new cases since April 2013 - Led to a better understanding of what would be considered a legitimate complaint – boundaries of cut & thrust of political debate.

FUTURE

- Increase in cases being dealt with under local resolution process.
- Community councils - member/officer protocols, roll out of the local resolution process? & sanctions.

DISCUSSION AND QUESTIONS FROM THE FLOOR

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