



Havering

LONDON BOROUGH

GOVERNANCE COMMITTEE AGENDA

7.00 pm

Tuesday
6 May 2025

Appointments Centre,
Rooms 7 and 8
Town Hall, Main Road,
Romford

Members 12: Quorum 5

COUNCILLORS:

**Conservative Group
(3)**

Keith Prince
Joshua Chapman
Nisha Patel

**Labour Group
(2)**

Keith Darvill
Mandy Anderson

**Residents' Association Independent Group
(1)**

John Tyler

**Havering Residents' Group
(5)**

Ray Morgon (Chairman)
Gillian Ford (Vice-Chair)
Stephanie Nunn
Barry Mugglestone
Reg Whitney

**East Havering Residents Group
(1)**

Martin Goode

**For information about the meeting please contact:
Anthony Clements tel: 01708 433065
e-mail: anthony.clements@onesource.co.uk**

Under the Committee Procedure Rules within the Council's Constitution the Chairman of the meeting may exercise the powers conferred upon the Mayor in relation to the conduct of full Council meetings. As such, should any member of the public interrupt proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room and may adjourn the meeting while this takes place.

Excessive noise and talking should also be kept to a minimum whilst the meeting is in progress in order that the scheduled business may proceed as planned.

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

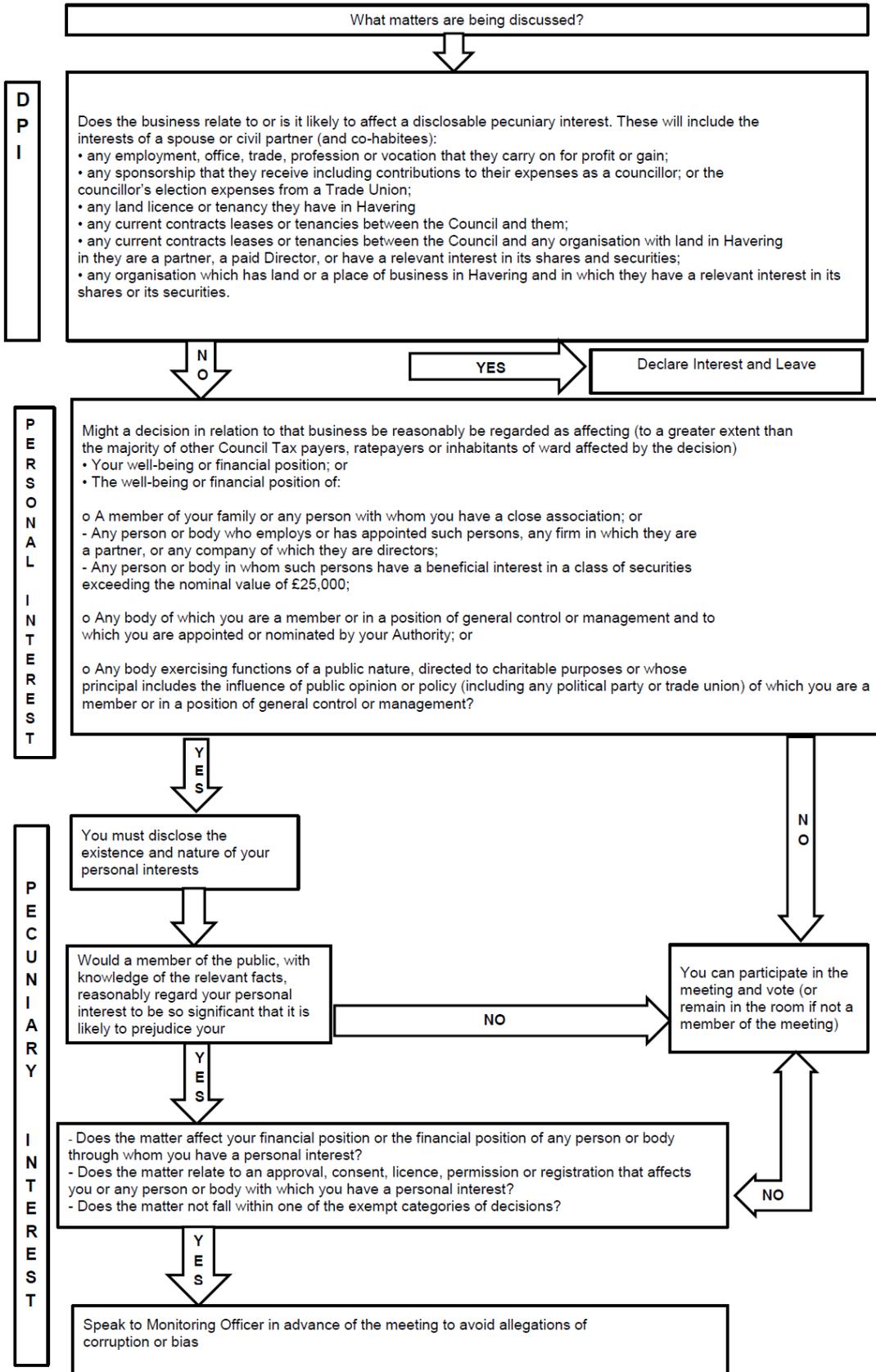
- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Principles of conduct in public office

In accordance with the provisions of the Localism Act 2011, when acting in the capacity of a Member, they are committed to behaving in a manner that is consistent with the following principles to achieve best value for the Borough's residents and to maintain public confidence in the Council.

SELFLESSNESS: Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

INTEGRITY: Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

OBJECTIVITY: In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

ACCOUNTABILITY: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

OPENNESS: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

HONESTY: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

LEADERSHIP: Holders of public office should promote and support these principles by leadership and example.

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

(If any) – receive.

3 DISCLOSURE OF INTERESTS

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any interest in any item at any time prior to the consideration of the matter.

4 MINUTES (Pages 7 - 10)

To approve as a correct record the minutes of the Committee held on 12 February 2025 (attached) and to authorise the Chairman to sign them.

5 APPOINTMENTS TO OTHER ORGANISATIONS 2025/26 (Pages 11 - 20)

Report attached.

6 MAYORAL HANDBOOK (Pages 21 - 50)

Report attached.

7 COUNCILLOR COMPLAINTS YEARLY REPORT (Pages 51 - 56)

Reports attached.

Zena Smith
Head of Committee and
Election Services

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**MINUTES OF A MEETING OF THE
GOVERNANCE COMMITTEE
Town Hall, Main Road, Romford
12 February 2025 (7.30 - 8.50 pm)**

Present:

COUNCILLORS

Conservative Group	Keith Prince, Joshua Chapman and Dilip Patel
Havering Residents' Group	Ray Morgon (Chairman), Gillian Ford (Vice-Chair), Stephanie Nunn, Barry Mugglestone and Reg Whitney
Labour Group	Keith Darvill and Jane Keane
East Havering Residents Group	Martin Goode
Residents' Association Independent Group	John Tyler

All decisions were taken with no votes against.

The Chairman reminded Members of the action to be taken in an emergency.

13 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

Apologies for absence were received from Councillors Mandy Anderson (Jane Keane substituting) and Nisha Patel (Dilip Patel substituting).

14 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

15 MINUTES

The minutes of the meeting of the Committee held on 13 November 2024 were agreed as a correct record and signed by the Chairman.

16 PENSIONS COMMITTEE - STAFF MEMBER VOTING RIGHTS

The Monitoring Officer reminded Members that the Trade Unions had asked for voting rights on the Pensions Committee but that the Committee had felt that a staff representative should be on the Committee but not necessarily be a member of a Trade Union. Rather, the position should be open to potentially wider staff representation.

The report detailed the principles by which the staff member could be selected. The terms of reference of the Pensions Committee could be amended in order that the staff representative did not have to declare an interest at each meeting. There had not been any problems reported from other Councils with this kind of representation. The logistics of voting for the staff representative would have to be worked out by the Monitoring Officer with the Council's communications section.

It was felt that the process should be more prescriptive but criteria in this area did vary between Councils. The only requirements that could be considered essential were attendance at meetings of Pensions Committee and undertaking the appropriate training.

It was suggested that former members of staff could also be eligible for the position but the consensus of the Committee was that the representative should be a serving member of staff.

It was **AGREED** unanimously that a staff representative, with voting rights, should be added to the Pensions Committee and that the representative should be a current member of staff.

The Constitution would be amended accordingly once the detail of election process, length of term etc had been confirmed by the Monitoring Officer. It was suggested that the representative could be given six months from election to complete the appropriate training.

It was **AGREED** that the Monitoring Officer would bring further detail of the election process and related issues for the staff representative to a future meeting of the Committee.

17 **CHANGES TO CONSTITUTION**

It was noted that entry in section 8.1.3 should state Director of Starting Well and this would be amended. The table in this section would also be amended to read 'Havering post' rather than 'Council post'. It was also agreed that the relevant section number could be put in the header at the top of each page.

It was also agreed that a sub-note should be added in the section on Rights of Citizens (Article 3) that meetings were held in public rather than public meetings and hence there was no automatic rights for members of the public to speak.

A Member suggested that the Mayor's opening remarks about Member behaviour should be revised, particularly as another Member had suggested including the Nolan Principles in agenda papers. The Committee Services Manager would take this forward. The suggestions of holding pre-Council prayers in another room and ceasing the playing of the National Anthem

would be considered at the Constitution Working Party although other Members were not in favour of these proposals.

It was clarified that decisions worth less than £1m could be taken by officers, those of £1-2m value could be taken by Cabinet Members and those above £2m were taken by Cabinet as a whole.

The Committee endorsed the review the Monitoring Officer was undertaking around the governance of Mercury Land Holdings and other companies established by the Council. The Monitoring Officer emphasised that these companies remained subject to company law. Members of the Committee felt there should be more Member involvement in Mercury Land Holdings. The company did have public liability insurance but only for its core business and a Member suggested an item on Mercury Land Holdings could be brought to the next meeting of the Committee. Members were invited to send any issues regarding Mercury Land Holdings to the Leader or Monitoring Officer.

It was agreed that section 4.3 of Article 4 should make clear that the Mayor represented Havering as First Citizen unless the Deputy Lieutenant or Monarch was present. It would also be clarified that the Deputy Mayor had to be chosen to chair a Council meeting in the absence of the Mayor, this was not automatic.

It was suggested that the Nolan Principles should also be included in Article 9 re decision making.

Subject to the changes outlined above, the Committee AGREED that the sections of the Constitution be to full Council for approval and adoption.

Chairman

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GOVERNANCE COMMITTEE 6 May 2025

Subject Heading:

**APPOINTMENTS TO OTHER
ORGANISATIONS, 2025/26**

SLT Lead:

Gavin Milnthorpe
Deputy Director, Legal Services
01708 432838

Report Author and contact details:

Jacqui Barr
Governance Officer
jacqui.barr@onesource.co.uk
01708 432439

Policy context:

The Council appoints Members and others to serve on a variety of other bodies

Financial summary:

There are no significant financial implications.

The subject matter of this report deals with the following Council Objectives

People - Supporting our residents to stay safe and well

Place - A great place to live, work and enjoy

Resources - Enabling a resident-focused and resilient Council X

SUMMARY

The Council makes appointments to a large number of other organisations, some statutory, others voluntary.

Since the current governance arrangements came into force in 2002, responsibility for making executive appointments has passed from this Committee to the Leader of the Council, but the Constitution provides that this Committee agrees appointments to non-executive positions.

RECOMMENDATIONS

That:

- 1 (a) The Committee determine appointments to the non executive organisations referred to in this report for the period until the meeting that deals with appointments for the municipal year, 2026/2027 (or such other period as may be relevant in any specific case).
- (b) Where the appointment is executive, the Committee **RECOMMEND** to the Leader that the appointment be made.
- 2 Where the Council's representative (or any deputy or alternative representative where applicable) is unable to attend a particular meeting and the constitutional arrangements of the body in question so permit, that representative may authorise the Chair of the meeting to exercise a proxy vote.
- 3 The Council's voting rights at the General Assembly of the Local Government Association be exercised by the Leader of the Council (5 votes, or his respective nominee in the event he is unable to vote in person).

REPORT DETAIL

- 1.1 The Committee is authorised to make all appointments to outside bodies and other organisations, apart from executive appointments, which are made by the Leader. Appointments are for the period expiring at the first meeting of this Committee in the municipal year 2026/27, except where otherwise specifically provided.
- 1.2 **Appendix 1** Executive appointments. **The Committee is asked to review the appointments and confirm recommendations to the Leader.**
- 1.3 **Appendix 2** lists the appointments made by office-held and by individual member, but are not executive. The number of appointees required for each organisation is indicated in brackets. **The Committee is asked to review these appointments and agree any changes to be made.**
- 1.4 Appointments that do not require review or renewal for the present are shown in italics. **The Committee is asked to note these appointments.**

2. Exercise of voting rights:

- 2.1 In some cases, the constitution of an organisation permits the casting of proxy votes if the appointed representative is unable to attend a meeting.
- 2.2 In order to avoid a possible loss of influence, it is the Council's usual practice to agree that, where the Council's representative (or any deputy or alternative representative where applicable) is unable to attend a particular meeting and the constitutional arrangements of the body in question so permit, that representative may authorise the Chair of the meeting to exercise a proxy vote.

The Committee is asked to agree to that practice continuing for the coming year.

- 2.4 The Council is entitled to 5 votes in the General Assembly of the Local Government Association. Previously, the Leader of the Council and the Leader of the Opposition were allocated 4 votes and 1 vote each respectively. At the meeting of Governance Committee on 12th August 2020, it was agreed that all 5 votes should be cast by the Leader.

The Committee is asked to ratify the voting arrangements for the forthcoming year.

3. Poyntz and Other Charities

- 3.1 The Poyntz Charity is a local charity, administering benefits for the poor, including two almshouses in North Ockendon. The Council appoints three of the trustees. Trustees can be Councillors, but it is not a requirement of the scheme of appointment.
- 3.2 The Parish Priest of St Mary Magdalene's, North Ockenden is the ex-officio Chair of the trust, but the incumbency is currently vacant and a new vicar has yet to be appointed
- 3.3 In December 2024, the long serving Secretary resigned and moved out of the area. This left only one Committee Member who is in full time employment, with limited time to spare. The Trust has therefore been unable to meet and faces an uncertain future.

The Committee is asked to **NOTE** the position in respect of the Poyntz Charity.

4. Hornchurch Housing Trust

- 4.1 In accordance with the Hornchurch Housing Trust's Constitution, the Council is required to appoint one Trustee to the Charity.
- 4.2 The late Mr John Mylod was the Council's representative and his term of office was due to expire in February 2026.

- 4.3 The Trust has requested that Mr Mylod be replaced by Councillor Carol Smith, who already sits on the Charity as a non-Council appointed Trustee.

At the request of the Trust, the Committee is asked to **AGREE** the appointment of Councillor Smith as the Council's representative on the Hornchurch Housing Trust until such time as Councillor Smith chooses to resign.

IMPLICATIONS AND RISKS

Equalities and Social Inclusion Implications and Risks

There are no specific implications or risks. Appointments should be made with the Council's equalities policies in mind.

Legal, Finance and Environmental Implications and Risks

These appointments are administrative and have no direct legal, financial or environmental implications or risks. In instances where membership of an organisation is dependent upon the Council paying a subscription, the subscription will be met from within an appropriate budget provision.

BACKGROUND PAPERS

None

APPOINTMENTS RECOMMENDED BY THE COUNCIL TO OTHER ORGANISATIONS, 2024/25

ORGANISATION AND NUMBER OF APPOINTEES	EXECUTIVE MEMBER APPOINTMENTS	
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Capital Letters- 1

Cabinet Member for Housing Need – ***Cllr Natasha Summers***

CEME (Centre for Engineering & Manufacturing Excellence) - 1

Strategic Director of Place

East London Waste Authority - 2

Cabinet Member for Environment and Cabinet Member for Finance – ***Cllr Barry Mugglestone*** and ***Cllr Chris Wilkins***

East London Waste Authority Board (officer)

Director of Environment
Assistant Director of Environment

London Councils
(Leaders' Committee)

Representative (1): Leader of the Council – ***Cllr Ray Morgon***
Deputy: (1) Deputy Leader of the Council – ***Cllr Gillian Ford***

Transport & Environment Committee

Representative (1): ***Cllr Barry Mugglestone***
Deputies (up to 4): ***Cllr Graham Williamson, Cllr Paul McGeary***

Appointments to other organisations, 2024/25

Grants Committee

Representative (1): ***Cllr Gillian Ford***

Deputy (up to 4): ***Cllr Oscar Ford, Cllr Natasha Summers***

Pensions CIV (Sectorial Joint Committee)

Representative (1): Chairman of Pensions Committee – ***Cllr Mandy Anderson***

Deputy (up to 2): Vice Chair of Pensions Committee – ***Cllr Stephanie Nunn***

Greater London Employment Forum

Representative (1): ***Cllr Ray Morgon***

Deputy Representative (1): ***Cllr Graham Williamson***

Local London Inter Authority

Representative: Leader of the Council – ***Cllr Ray Morgon***

Deputy: Deputy Leader of the Council – ***Cllr Gillian Ford***

*Agreed by
Executive Decision
on 04/05/2023*

Newable (formerly Greater London Enterprise Limited) -1

Cllr Graham Williamson

London Riverside (BID) Ltd

Representative (1): Cabinet Member for Regeneration - ***Cllr Graham Williamson***

Thames Freeport Governance Board

Leader of the Council – ***Cllr Ray Morgon***

Appointments to other Organisations 2025/26

ORGANISATION AND NUMBER OF APPOINTEES	MEMBER APPOINTED (Non-Executive Appointments)	COMMENTS AND NOTES
Adoption & Permanency Panel-2	Cabinet Member for Children & Young People – Cllr Oscar Ford and Cllr Joshua Chapman	
Children’s Executive Board	Cabinet Member for Children & Young People – Oscar Ford	
Coopers Company & Coborn Educational Foundation -1	Cllr Christopher Wilkins	
Havering Chamber of Commerce and Industry	Cabinet Member for Regeneration- Cllr Graham Williamson	
Havering Community Safety Partnership – 2	Cabinet Member for Environment – Cllr Barry Mugglestone & the Chief Executive – Andrew Blake-Herbert	
Havering Joint Forum - 6	Leader of the Council – Cllr Ray Morgon Deputy Leader of the Council – Cllr Gillian Ford Leader of the Opposition Group – Cllr Keith Prince <u>Cllr Michael White</u> Cllr Keith Darvill Cllr Martin Goode Cllr John Tyler	
Havering Local Board (formerly Havering Sixth Form College & Havering College of Further and Higher Education)– 1	Cllr Keith Darvill (until October 2024)	<i>Proposed to be removed as Council appointments at the end of term of office</i>
Havering Theatre Trust	Cllr Trevor McKeever Cllr Paul Middleton Cllr John Wood	<i>Cllr Middleton appointed by Council on 17.1.24</i>

Appointments to other Organisations 2025/26

ORGANISATION AND NUMBER OF APPOINTEES	MEMBER APPOINTED (Non-Executive Appointments)	COMMENTS AND NOTES
<i>Hornchurch Housing Trust (Nomination Trustees) - 1</i>	<p>Mr John Mylod (until February 2026) Councillor Carol Smith (sine dies)</p> <p>Mr Roger Evans and Mr Peter Salisbury (until February 2025)</p>	<p><i>Under the Trust's new Constitution, only one Council representative is required. This is currently was Mr John Mylod. As other appointments expire, they will not be replaced. Proposed to be removed as Council appointments at the end of term of office</i></p>
Local Government Association General Assembly - 4	<p>Leader of the Council – Cllr Ray Morgon Councillor Gillian Ford Councillor Keith Darvill Councillor Keith Prince</p>	<p><i>Appointed at Annual Council on 24th May, 2023</i></p>
Local Government Information Unit - 1	<p>Leader of the Council- Cllr Ray Morgon</p>	
London Road Safety Council - 2	<p>Cabinet Member for Environment – Cllr Barry Mugglestone and Cllr Jane Keane</p>	
London Youth Games-1	<p>Cabinet Member for Adults & Wellbeing – Cllr Gillian Ford</p>	
<i>Lucas Children's Play Charity Nominative Trustees – 2</i>	<p>Councillor Jane Keane (until June 2028) Councillor Matthew Stanton (until June 2028)</p>	
NELFT NHS Council of Governors	<p>Cllr Jacqueline McArdle (until July 2026)</p>	<p><i>Appointed 21.03.24</i></p>
North East London NHS Foundation Trust – 1	<p>Strategic Director of People – Barbara Nicholls</p>	
Poyntz (a.k.a. Richard Poyntry's) and other charities	<p>Vacancy (until March 2028) Vacancy (until March 2028)</p>	<p><i>Cllr Williams resigned as at 31.12.2024</i></p>

Appointments to other Organisations 2025/26

ORGANISATION AND NUMBER OF APPOINTEES	MEMBER APPOINTED (Non-Executive Appointments)	COMMENTS AND NOTES
Reserve Forces & Cadets Association -1	Champion for the Armed Forces- Cllr Barry Mugglestone	
Romford Town Management Partnership	Cabinet Member for Regeneration- Cllr Graham Williamson	
<i>Romford Combined Charity</i> <u>Nominative Trustees</u> – 2	Mrs Wendy Brice Thompson and Councillor Jane Keane (until 3.11.26) Mr Melvin Wallace (until 3.11.27) Councillor Viddy Persaud (until 3.11.28)	<i>Mr Wallace's appointment agreed by Chair's decision on 19 October 2023.</i> <i>Cllr Persaud appointed by Governance on 13.11.24</i>
Safer Neighbourhood Board	Cabinet Member for Environment – Cllr Barry Mugglestone	
Standing Advisory Council for Religious Education (SACRE) - 5	Vacancy Councillor Jacqueline McArdle Councillor Philip Ruck Councillor David Taylor Councillor Katharine Tumilty	
Tenant Management Organisations - 3	BETRA (Gooshays) – Councillor Paul McGeary DELTA (Squirrels Heath)- Ward Councillor – Councillor Keith Prince PETRA (St Andrews') – Councillor Bryan Vincent	
<i>Wennington Quarry Community Liaison Committee- 1 (until May 2026)</i>	Councillor Sarah Edwards	<i>Cllr Edwards appointed on 21.3.24</i>

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MAYORAL HANDBOOK AND PROCEDURES MANUAL

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Introduction

The creation of a comprehensive Mayoral Handbook and Procedures Manual stands as a cornerstone in the governance of our council, embodying principles of transparency, accountability, and political neutrality. This essential document not only outlines the responsibilities and protocols governing the role of the Mayor, but also serves as a beacon of public scrutiny, ensuring that activities and expenses, associated with the position, are meticulously accounted for and justified.

By adhering to agreed-upon protocols and criteria, the manual promotes robust and evidence-based decision-making, safeguarding the reputation of both the mayoralty and the council. Through its detailed guidance, the handbook fosters a shared understanding among stakeholders, providing crucial support and focus for the effective execution of the Mayor's duties and service to the Council and community.

The Mayor of Havering holds a distinguished position, embodying both statutory duties outlined in the council's constitution and additional ceremonial responsibilities that contribute to the borough's community spirit.

The ancient office of Mayor dates back to the days when Mayors had much wider authority and power than they do today. The position today is a civic role except for the chairing of Council meetings. However, the importance of the position is still widely recognised and remains the highest office that the citizens of a borough, through their elected representatives, can confer. It makes the holder their first citizen, and, within the borough, the Mayor takes precedence over everyone except for the sovereign or the sovereign's representative. The Mayor is responsible for upholding the dignity of the office, whilst championing, protecting, and respecting the principles of the Members Code of Conduct.

This document acts as the definitive guide and reference in relation to the Mayor's role, powers, and responsibilities. It aims to support and outline procedures, guidelines, and formalities of the mayoralty, all underpinned by the council's constitution. It also acts as a reference in relation to the role of the Deputy Mayor and the Mayoress/Consort.

This handbook has been produced in line with documented guidance provided by the National Association of Civic Officers (NACO) and supersedes any previous versions.

This document is to be interpreted and applied in a manner that is fully complementary and consistent with the council's constitution and shall not supersede or override any statutory legislation. Should there be any contradiction, the constitution shall always take precedence.

The incoming Mayoralty, by way of signing the declaration agreement, agree to endorse and abide by the guidance and procedures outlined in this document.

The handbook will be subject to annual reviews by the Governance Committee, in conjunction with the end of each mayoral term. A proactive measure to maintain the relevance and effectiveness of the guidance provided, with the opportunity to consider any end-of-year feedback, for the successful execution of successive terms.

Role and Responsibilities

Constitutional Duties

Per Section 3 of the Local Government Act 1972, the mayor shall be elected at the Annual Meeting of the Council from among its members. The mayor's statutory duties, as defined by the council's constitution, include:

- **Presiding Over Council Meetings:** The Mayor presides over and chairs full council meetings, ensuring orderly proceedings and adherence to council protocols. Under Council Procedure Rule 7 (b), the ruling of the Mayor in relation to any aspect of the conduct of the meeting shall not be questioned. Committee Services will fully prepare the Mayor for this role and will meet with the Mayor prior to each Council meeting.
- **Autonomy to call Extraordinary Council Meetings:** As per Council Procedure Rule 4.1, the Mayor can call an extraordinary meeting of Council at any time (subject to governance procedures) and the timetable and rules for amendments will be set by the Mayor. The Mayor is required to fix an extraordinary meeting if a requisition, signed by at least five members, is received. Failure to do so within seven working days, as per Schedule 12 part III of the Local Government Act 1972, automatically allows the members concerned to do so.
- **Presiding over Citizenship Ceremonies:** Citizenship ceremonies are held twice a month at Langton's House and are the final formalities in becoming a British citizen. With approval from Langtons Registry Office, the Mayor, the Deputy Mayor, Deputy Lieutenant, or another agreed dignitary (such as a past mayor) can preside over these ceremonies. A rota of attending dignitaries shall be agreed and approved at the beginning of each mayoral term. An agreed script is prepared by Langtons House, on behalf of the Home Office, officially welcoming new British citizens to the London Borough of Havering. The attending dignitary will present the Naturalisation certificates, and at the personal choice and preference of the recipient, shaking of the hand can occur.
- **First Citizen:** Serving as the borough's First Citizen, the Mayor during their mayoral term has the prestigious role of representing the Council and all its citizens. Acting as Ambassador of the London Borough of Havering at official functions and ceremonial occasions, both within Havering and neighbouring boroughs.

Ceremonial Responsibilities:

In addition to these statutory duties, the Mayor may also engage in ceremonial activities that enhance community cohesion and celebrate the borough's identity. These activities include:

- **Community Outreach:** participating in community events, forums, and activities to foster a sense of belonging and inclusivity within Havering and neighbouring boroughs.
- **Educational Initiatives:** Supporting educational institutions and initiatives aimed at promoting learning and skill development among Havering's residents and those in neighbouring boroughs.
- **Cultural Events:** Attending cultural events, performances, and exhibitions that celebrate the diversity and heritage of Havering's communities and those of neighbouring boroughs.
- **Environmental Initiatives:** Serving as a green climate change advocate by supporting environmental conservation efforts, promoting sustainability practices, and advocating for policies that address climate change within Havering and neighbouring boroughs.

Role of the Mayoress/Consort

It is customary that the incoming mayor will nominate a Mayoress or Consort, who shall accompany them to mayoral engagements and personally support their mayoralty. Traditionally this has been the Mayor's partner, but it may be any other persons. It is completely within the Mayor's prerogative not to nominate a companion, however it is recommended.

The Mayoress/Consort shall be announced during Mayor Making at Annual Council, and names shall then be registered with the London Mayors' Association (LMA).

This is not a role recognised by law, and there is no civic responsibility bestowed upon a chosen Mayoress/Consort. The expectations, responsibilities, and decision-making capabilities of a 'first citizen of the Borough' lies solely with the Mayor. This means that the Mayoress/Consort has no authority nor power to influence, change, or be directly involved with any decision-making processes throughout the mayoral year.

Attendance at events is purely to accompany the mayor and to offer support. Under no circumstances shall the Mayor ask their Mayoress/Consort to represent them at a chosen event or ask them to carry out a specific duty in their absence. Nor shall they attend events independently and in an official capacity as the Mayoress/Consort. This is because they do not represent the Borough in the same way that the Mayor does. The expectations and responsibilities of a 'first citizen of the borough' are bestowed upon the Mayor only.

Notwithstanding this, the expectation remains that the Mayoress or Consort will always uphold the dignity of the office and act in accordance with the Members' Code of Conduct.

Concerning mayoral engagements, it is completely within the organiser's right to request that just the Mayor attend, without the Mayoress/Consort, and this can be for several reasons. In these instances, the request shall be respected and not challenged.

On the occasion that the Mayoress/Consort is unavailable to accompany the Mayor, and the Mayor wishes to still be accompanied, a suitable replacement can be organised. However, this representative shall not wear the Chains of Office, under any circumstances. The Mayor shall also notify the office in advance, to allow the organisers to be appropriately informed. If the Mayor does attend an event on their own, the expectation is that a Mayoral Support Officer will accompany them.

Precedence and Civic Protocol

Precedence

The Mayor is the First Citizen of the Borough and the Local Government Act 1972, Schedule 2 Paragraph 2 (5) provides that The Mayor "shall have precedence in the Borough, but not so as prejudicially to affect His Majesty's Prerogative".

Accordingly, and subject to the proviso, The Mayor should be seated on the immediate right of the Chairperson, or other person presiding, and the Mayoress/Mayor's Escort should be seated on the immediate left of the Chairperson.

However, should the Lord Lieutenant of Greater London be present, the Mayor should sit on the immediate left of the Chairperson and the Mayoress/Mayor's Escort should sit on the Mayor's left.

Should Mayors of other Boroughs or Guests of Honour be present, arrangements should be made for the Mayor of Havering to receive and introduce them to the principal person of the organisation concerned. If desired, the remaining introductions can be then affected by the principal persons of the organisation.

In the case of Members of the British Royal Family being present, please contact the Mayoral Support Team for advice.

Titles and Form of Address

The correct title for the Mayor is *"The Worshipful, The Mayor of Havering"* and when the Mayoress is present *"The Worshipful the Mayor and Mayoress of Havering."*

The correct forms of verbal address are:

- **The Mayor** - Mr Mayor or in the case of a lady, Madam Mayor
- **The Mayoress** - Madam Mayoress or Mayoress
(it is incorrect to refer to the Mayoress as Lady Mayoress)
- **Consort/Escort** - Mr, Mrs, Miss followed by name
- **The Deputy Mayor** - Mr Deputy Mayor or Madam Deputy Mayor
- **The Deputy Mayoress** - Madam Deputy Mayoress or Deputy Mayoress

The use of certain terms is typically reserved for official events and engagements that align with the responsibilities of the Mayor. These terms serve to emphasise the ceremonial and civic aspects of the Mayor's role. During formal occasions such as public ceremonies, award presentations, or diplomatic visits, adhering to proper protocol is required.

However, it is important to recognise that this protocol is not always necessary in less formal settings. For instance, when interacting with the Mayoral Support Team during practical planning sessions or administrative discussions, a more relaxed approach is appropriate. In these non-formal contexts, the focus shifts from ceremonial language to practical communication, facilitating efficient planning, and administrative co-ordination.

Neutrality

There are distinct differences between the elected role of a Councillor and the distinguished position of the Mayor of Havering. The Mayor shall uphold absolute impartiality and remain apolitical throughout their term in office. A reduction of the Member's political role, for their mayoral term, is advisable.

The Mayor is appointed to represent and promote the borough as a whole, without discrimination. It is therefore important to refrain from commenting on any matters of a political nature and to always uphold a neutral stance concerning council business. Attendance at party political functions should be avoided, however if in attendance, this must not be in the capacity as Mayor, and instead just as an individual.

Whilst each Mayor will adopt their own personal approach to the role, and establish their own priorities and interests, it must be remembered that this is a civic appointment, and the mayoralty must not be compromised.

Fellow Councillors should respect this position and support their Mayor in this regard.

Role of the Deputy Mayor

At Annual Council, the incoming Mayor will appoint a deputy from among serving councillors.

Precedence

In the absence of the Mayor, the Deputy Mayor or Mayor's Representative should be given the same precedence as the Mayor. As stated previously, the representative shall not wear the Chains of Office, under any circumstances (other than the Deputy Mayor's chain).

Upholding the Dignity of the Office

In the same way as the Mayor and Mayoress/Consort, there is an expectation that the Deputy Mayor will always uphold the dignity of the office and have a commitment to acting in accordance with the Members' Code of Conduct.

Nominating a Mayoress/Consort

In the same way as the Mayor, the Deputy Mayor shall nominate a Mayoress or Consort, who shall accompany them to mayoral engagements. Rules and procedures, as outlined within the *Role of the Mayoress/Consort* section remain the same for the Deputy Mayor and their chosen companion.

Engagements

Where the Mayor is unable to attend an event, the Mayor may ask the Deputy Mayor to deputise on their behalf. Alternatively, there may be multiple invites received for the same date. In both these instances, the invitations may be passed to the Deputy Mayor for consideration.

It would therefore be advantageous for the Deputy Mayor to avoid being unavailable at the same time as the Mayor. This can be co-ordinated and supported via the Mayoral Support Team.

There will be a number of events throughout the Mayoral year where attendance from the entirety of the Mayoral party shall be requested. Where it is not acceptable, and shall not be agreed to, is where unsolicited requests are made for additional tickets to be purchased for accompanying deputies.

It is also within the Mayor's prerogative to decide to pass a received invitation to their deputy, should they feel the event aligns more to the Deputy Mayor's personal attributes and interests.

Important: Under no circumstances should a Deputy Mayor accept an invitation to any event, prior to the invitation being considered by the Mayor. The Deputy Mayor shall not attend functions in their own right, only when deputising for the Mayor.

Full Council

Under Council Procedure Rule 2 (a) in the absence of the Mayor, members of the Council, at the start of a meeting must collectively choose and formally approve an alternative member to preside. In instances where the Mayor is not present at Full Council, it is convention that the Deputy Mayor will preside. On rare occasions, this has been extended to a Past Mayor.

Citizenship Ceremonies

The Deputy Mayor shall be asked to preside over Citizenship ceremonies throughout the year, in accordance with an agreed and approved rota of attending dignitaries. In the same way as the Mayor, the Deputy Mayor at these ceremonies will be supported by a registrar and will be provided with a script that has been prepared and approved by Langtons House, on behalf of the Home Office. It is important to note that the Mace will only process into the Citizenship ceremony with the Mayor, and not with the Deputy Mayor.

In the same way as the Mayor, the Deputy Mayor will present the Naturalisation certificates, and at the personal choice and preference of the recipient, shaking of the hand can occur.

Transport Provision

When deputising for the Mayor, the Deputy Mayor will have optional use of Council Transport. However, should an occasion arise where the Mayor and Deputy Mayor are attending an event at the same time, the expectation would be for the Deputy Mayor to make their own way to the event.

Notwithstanding, that individual situations, safety, and personal circumstances must always be regarded with empathy and understanding, ensuring that reasonable and appropriate accommodations are made where necessary.

Consideration shall be given, on an ad-hoc basis, to any Civic or Ceremonial events where it may be more appropriate for the Deputy Mayor to use Council Transport with support staff. Just in the same way as the Mayor, this will be agreed and communicated in advance. Instances, but not an exhaustive list, would include:

- St George's Day Parade
- Hornchurch Remembrance Day Service and two-minute silence ceremony
- Armed Forces Day

Engagements

The Mayor as 'First Citizen' shall represent the Borough at Civic and Non-Civic events within Havering. Furthermore, to promote Havering, events in nearby authorities can also be attended, as well as key events for Greater London.

With a commitment to fostering greater transparency and a dedication to effective service to the community, a list of the Mayor's previous calendar month engagements shall be publicised on a monthly rolling basis.

Furthermore, and in accordance with Part 5.3 of the Constitution, the Mayor shall be responsible for registering "any gifts or hospitality with an estimated value of £25 or more". The Mayoral team will support the Mayor in the management of this process.

In addition to this, there are within a mayoral year several recurring events, both civic and ceremonial, alongside Council promoted events, that the Mayor will attend. A summary list can be viewed in [appendix 1](#).

It should be noted that January, February, August and school holidays may be quieter periods. Alternatively, May, June, July and December can be extremely busy.

To allow for effective planning, requests and invitations should be submitted **14** days in advance of the event. Invitations received with **less than 14 days' notice** shall be considered on a case-by-case basis, with every effort made (where appropriate) to accommodate the request. However, for last-minute events, staff and official transport is not guaranteed. This will be understood and respected by the Mayoralty.

Invitations should always be routed via mayor@havering.gov.uk, or by the submitting of an online engagement request form, which is managed by the Mayoral Support Team. Here, organisers will be asked to complete a series of set questions, which shall sufficiently provide all the necessary and relevant information, in support of mayoral attendance at an event or engagement.

All event invitations will be screened and assessed for suitability against the event weighting practice and key event scoring criteria, see [appendix 1](#), which is based on a categorisation used nationally and developed by the National Association of Civic Officers (NACO). Following this assessment, all event invitations will be presented to the Mayor. Where appropriate, options and advice will be proposed by the Mayoral Support Team, ratified with clear rationale and explanation.

Importantly, in recognising the value of the Mayor's attendance at a particular engagement, invitations to events hosted within the Borough should always be given priority over those occurring outside the Borough. With an importance of committing to an event, once accepted, unless in very exceptional unforeseen circumstances.

Furthermore, in safeguarding the reputation of both the mayoralty and the Council, careful consideration and open discussion should always be given to an out-of-borough engagement that necessitates more time for travel than the duration of the engagement itself.

Neither the Mayor nor Deputy Mayor shall personally accept invitations, it is the responsibility of the Mayoral Support Team who are best placed to review the invitation, against agreed criteria. In conjunction with the Mayor, the Mayoral Support Team will then review schedules and availability and, where required, confirm attendance and make the necessary arrangements.

Additionally, the Mayor shall take care, always, not to solicit invitations or be seen to do so. Where it is not acceptable, and shall not be agreed to, is where unsolicited requests are made to the Mayoral Support Team for additional tickets to be requested and then purchased.

Acceptance of invitations not defined in the agreed programme of events, or where they fall outside of the agreed criteria, shall only be accepted where there are special grounds to do so. Should the Mayor choose to contest the advice provided by the Mayoral Support Team, the matter will be escalated for decision to the Leader of the Council, in consultation with the Monitoring Officer and the Chief Executive.

The Leader, in consultation with the Monitoring Officer and the Chief Executive, will thoroughly review the recommendations provided by the Mayoral Support Team and consider any concerns raised by the Mayor. Taking into account whether the Mayor's involvement aligns with Havering's interests, values, and non-political stance. Assessing the cost and value to the Borough, to ensure that events are beneficial to the Borough as a whole. All decisions made will be meticulously documented, ratified with clear rationale and explanations, and will be made available for review upon request. This ensures transparency and accountability in the decision-making process.

Mayoral Car

For prominent local and external engagements, official transport and assistance will be provided. However, for last-minute events, the availability of these resources may not be guaranteed.

Where practical and cost-effective, the Mayor can ask that a guest or councillor colleague share their journey. This should be discussed with the Mayoral Support Team at the earliest opportunity.

The consideration and procurement of a mayoral vehicle shall be made in collective consultation between the Mayor, Mayoral Support Team, and Passenger Transport, adopting an efficient, cost-effective, and fit-for-purpose approach. The Mayoral Support Team will ensure compliance with the Council's governance arrangements and procurement rules.

Advocate for efficiencies

The Mayor of Havering acknowledges the current financial challenges faced by both the Borough and its residents. To address this, the Mayor will adopt an efficient approach to spending, seeking cost-effective ways to support the community.

Careful decisions regarding spend will be prioritised, and in collaboration with the Mayoral Support Team, efforts will be made to find affordable solutions that provide the required services. This approach includes exploring innovative methods to benefit and engage with the community. Additionally, there will be a strong focus on promoting more sustainable and efficient practices. This could include optimising transportation methods for official duties, aligning with practices of other elected officials.

For certain council-related activities, personal transport arrangements may be considered more appropriate. At Council Building events and meetings, the Mayor will be expected to arrange their own transportation which is consistent with other elected officials. The exception being for Full Council meetings.

The Mayoralty is equipped with a public transport pass, facilitating travel across the city and neighbouring areas. This initiative not only curtails expenses but also supports environmental sustainability and endorses the use of public transport as a viable choice.

Notwithstanding, that individual situations, safety, and personal circumstances must always be regarded with empathy and understanding, ensuring that reasonable and appropriate accommodations are made where necessary.

Role of Mayoral Support staff

The Mayoral Support Team are to be considered subject matter experts on the contents of the Mayoral Handbook and Procedures Manual and shall rightly act in line with its principles. They shall be afforded the respect and dignity that they rightly deserve, as per the Council's iCARE values. Notwithstanding, that the Mayor should also be afforded the same respect and dignity.

Should the Mayor wish to contest a decision made by the Mayoral Support Team, the matter will be escalated to the Leader of the Council, in consultation with the Head of the Service, the Monitoring Officer, and the Chief Executive.

It is to be noted that the Mayoral Support Team are not directly line-managed by the Mayor, nor are they employed as a private service to the Mayor. They are Council Officers, working in support of the Mayor, but above all working for the Council, undertaking a range of tasks, including, but not limited to, supporting the Mayoralty. They work in-line with the Council's Code of Conduct policies.

Clothing and the Use of Civic Insignia and Regalia

Stipulated dress codes can vary, but typically fall under one of the following categories:

- **Black tie:** Formal attire where male mayors will wear dinner suits and women mayors a cocktail style dress.
- **Black tie optional:** Male mayors have the option to wear dinner suits, alternatively a dark suit and tie. Women mayors, as above, would usually wear a cocktail style dress.
- **White tie:** Ultra formal. Male mayors will wear full dress with white tie and women mayors a long gown or formal cocktail dress.
- **Cocktail attire:** elegant dresses for women mayors and dark suits for male mayors.

Dress code shall usually be stipulated on the online engagement request form of a particular event, and the Mayoral Support Team shall be on hand to offer guidance where appropriate. However, there is an expectation that the Mayor and Deputy Mayor shall dress formally and suitably, particularly when wearing the Chains of Office.

Smoking is not permitted whilst wearing the Mayoral Robes or Chains of Office. This policy is extended to smoking within any Council property or building, including the Mayor's Parlour, and within the Mayoral Car.

The weekly Engagement Schedule shall stipulate whether Chains of Office, Mayoral Robes or Civic Badge on ribbon should be worn.

Mayoral Robes

Traditionally the Mayoral Robes are worn only for key ceremonial engagements.

Examples:

- Civic Service
- Remembrance Sunday
- Holocaust Memorial Day
- Citizenship Ceremonies
- Royal visits
- Specified Greater London ceremonial events
- Full Council Meetings (at the choice of the Mayor)

Additionally, at the Mayor's request, the robes can be worn for 'special' occasions, school visits being a key example. Other examples are Flag Raising ceremonies at the Town Hall and ribbon-cutting ceremonies.

Whilst the wearing of the Mayoral Robes is at the discretion of the Mayor, consideration should be given that in certain circumstances, the Mayoral Robes would not be the most appropriate choice of Civic Regalia. Despite a particular request from organisers. This request would be fully considered in line with agreed policy and organisers would be advised accordingly.

The Chains of Office

Traditionally the Chains of Office are worn for all ceremonial and official borough engagements. If visiting another borough, permission must be sought from the invitee borough and permission granted to wear the Borough's Chains of Office. The Mayoral Support Team shall action this and notify the Mayor accordingly.

Badge on Ribbon

Badge on Ribbon shall be the correct Civic Insignia and Regalia for any engagements taking place at Royal Palaces or any events hosted by the City of Westminster, Buckingham Palace for example. Unless Mayoral Support Officers have been advised of an exception to this rule, which shall be appropriately communicated to the Mayor.

One exception is the annual Royal Garden Party, where Mayors are granted permission to wear their Chains of Office.

Another exception to the rule is in the instance of the the Deputy Mayor attending an event on behalf of the Mayor, which is at an in-borough event, and where other Mayors are likely to be in attendance. Correct protocol outlines that other attending, out-of-borough Mayors, shall be asked to wear Badge on Ribbon, instead of their Chains of Office.

Past Mayors

At Annual Council, the outgoing Mayor and Mayoress/Consort shall be presented and gifted with a Past Mayor and Past Mayor's Consort/Mayoress badge, in commemoration of their mayoralty and their year in service to the Borough. This badge shall be worn on the following occasions:

- Full Council Meetings
- When attending Civic Functions within the Borough
- During Mayoral Processions
- When attending an event in capacity as Past Mayor of Havering.

Mayor's Regalia: The Mace

Romford Borough Council in 1937, alongside The Mayor's Chain and the Mayoress' Chain, was gifted the Mace, which is used today as a fully-fledged ceremonial piece. Its presence indicates the authority of the Borough's First Citizen and is only used for civic occasions and at Full Council meetings. The Mace is carried by a Mace Bearer and always proceeds the Mayor in any procession. It does not process with the Deputy Mayor.

The mace as a historical artefact is made of Hallmarked solid silver and is entirely hand wrought. Because of the extremely fragile nature and value of the Mace, alongside the importance of conforming to insurance policy protocols, and reducing any possible security risks posed with improper and impromptu use, the Mace shall only be used as outlined above. Requests, not in line with agreed principles for its use, shall always be declined.

Religious Advisor

Traditionally, the incoming Mayor would appoint a Mayor's Chaplin or Religious/Spiritual Advisor who would be prepared to retain this honorary position for the entirety of the mayoral year. This is not, however, a requirement.

If appointed, the responsibilities of a Mayor's Chaplin, in support of the Mayor, would include but are not exhaustive to:

- Attending Full Council meetings and offering spiritual prayers/words at the opening of each meeting.
- Offering religious advice, to support the Mayor in their role as advocate and ambassador of all cultures, faiths, and the entire community of the London Borough of Havering. Also in tandem with the varying religious services that the Mayor will attend.
- Acting as a nominated figurehead for all religious groups within the Borough.
- Officiating at an agreed number of civic events during the municipal year, including the Mayors' Civic Service and the Council-led Remembrance Sunday Parade and Service.
- Attendance at Council-led flag raising ceremonies, offering spiritual prayers/words before the Mayor raises the flag.
- Ad-hoc appropriate requests received from the Mayor throughout their mayoral term.

Allowances and the Civic Purse

Guide personal/Special Responsibility Allowances:

- **Event-Related Purchases:** The Mayor's allowance may be used to procure items necessary for events, such as raffle tickets, charity auction items, and contributions to charitable fundraisers. Procurements should align with the purpose and nature of the event, supporting community causes and initiatives.
- **Clothing and Personal Items:** The Special Responsibility Allowance should cover expenses related to clothing and personal items required to fulfil the Mayor's role, such as formal attire for official functions or specific items needed for ceremonial duties. These purchases should be reasonable and directly related to the Mayor's responsibilities.
- **Event Participation:** Costs associated with participating in community activities, including refreshments, reasonable travel expenses, can be covered by the allowance. The expenses should be justifiable and contribute to effective representation of the Mayor and the council.
- **Support for Local Causes:** The allowance can be used to support local causes, charities, or initiatives that benefit the community.
- **Event Attendance:** Tickets for approved events shall be purchased from the Civic Purse cost code, in the usual way.

Contributions should be transparent, ethical, and align with the values of the Mayor's office and the council.

Guide Civic Purse usage:

- **Maintenance of Regalia and Ceremonial Items:** The Civic Purse is designated for maintaining all regalia, including robes, mace, chains, and other ceremonial items used by the Mayor. Costs related to repair, cleaning, or replacement of regalia should be covered by the Civic Purse.
- **Official Civic Events:** Expenses for hosting official civic events, such as receptions, dinners, or ceremonies, may be drawn from the Civic Purse. This includes costs for venue hire, catering, decorations, and related event logistics.
- **Gifts and Recognition:** The Civic Purse can be used to purchase gifts given on behalf of the Mayor, such as certificates, awards, flowers, badges, plaques, or photography services. These gifts should reflect the dignity and significance of the occasion and align with the council's protocols.
- **Transportation:** Costs associated with the Mayor's official transportation, including maintenance of the mayoral car (if available), other council or non-council transport costs including Oyster top up, taxis and parking, may be covered by the Civic Purse. This could include fuel, insurance, repairs, and other operational costs such as traffic orders and road closures.
- **Staffing Support:** In some cases, the Civic Purse may be used to cover staffing costs and staff overtime payments related to the Mayor's duties and official events. Staffing expenses should be linked to supporting the Mayor's responsibilities and the successful execution of civic duties.

Transparent Accounting:

All expenditures from the Civic Purse must be accurately recorded and reported in accordance with council financial procedures. Detailed records, including receipts and invoices, should be maintained to ensure transparency and accountability.

On occasion it may be deemed necessary to consult the Havering Spend Panel in line with Council procedure.

These criteria ensure that both the Mayor's allowance and the Civic Purse are used responsibly, in line with the duties and expectations of the Mayor's role, while maintaining transparency and accountability to the Council and the community. For further information, see [appendix 3](#).

Charities and Fundraising

The Mayor can have a meaningful impact by supporting a charity during their term. This guidance outlines two options for supporting a charity, each with its own approach to engagement and involvement.

It is important to note that the adoption of a charity is not a statutory role for the Mayor of Havering. While supporting a charity can be a valuable and impactful aspect of the Mayor's role, it is not a requirement dictated by statute. The decision to support a charity should align with the Mayor's personal interests and community values.

Option 1: Acting as a Figurehead or Sponsor for a Charity - recommended

In this option, the Mayor becomes a figurehead or sponsor for a chosen charity or charities, and it is not recommended to support more than two at a time. The selected charities, in turn, will benefit from the Mayor's support in many ways, including events, fundraising, and increasing visibility.

Responsibilities:

- **Figurehead Role:** The Mayor will act as the spearhead for the chosen charity, representing its values and mission.
- **Supporting Events:** The Mayor will actively participate in events organised by the charity, such as fundraisers, awareness campaigns, and community outreach programs.
- **Raising Funds:** Using their position, the Mayor can assist in fundraising efforts for the charity, whether through personal appeals, attending fundraising events, or leveraging their network.
- **Facilitating Attendance:** The Mayor will work closely with the charity to facilitate their attendance and visibility at events, ensuring maximum impact.

Benefits:

- **Increased Awareness:** The Mayor's involvement will raise awareness about the charity's cause and activities within the community.

- **Enhanced Fundraising:** The Mayor's support can lead to increased fundraising opportunities and donations for the charity.
- **Community Engagement:** The Mayor's participation in events helps foster community engagement and support for the charity's initiatives.

Option 2: Support from an existing Charity Panel

In this option, it is assumed that the Mayor has an established connection to a Charity that has an active support team or panel that facilitates the administration of all aspects of the Mayor's involvement with said Charity.

Responsibilities:

- **Charity Selection:** The Mayor's charity should align with Havering's values and priorities.
- **The Panel:** A charity panel consisting of trusted individuals from the community, council, or relevant stakeholders will be in place.
- **Overseeing Events and Functions:** The panel will be responsible for planning, organising, and overseeing all events and functions related to the charity.
- **Administration:** The panel will handle administrative tasks such as fundraising coordination, budgeting, communication with the charity, and reporting.

Benefits:

- **Expertise and Support:** The panel brings together diverse skills and expertise to effectively support the charity's initiatives.
- **Efficiency:** Centralised management through the panel ensures smooth coordination of events and activities.
- **Transparency:** Having a panel in place ensures transparency in decision-making and accountability.

Further considerations:

- **Time Commitment:** The Mayor should be prepared to allocate time for attending events and functions organised by the charity.
- **Alignment of Values:** It is essential to choose a charity whose mission aligns with the Mayor's values and interests.
- **Collaboration:** Regular communication and collaboration with the charity's representatives are key to a successful partnership.
- **Council Officers' Involvement:** While the Mayor's office may coordinate some of the Mayor's involvement with the charity, it is important that council officers do not get involved in excessive detail regarding the administration of the charity's work. The Mayor's office should maintain a supportive role rather than becoming directly involved in day-to-day operations.
- **Management of Charity donations:** It is strongly advised that the Mayor does not become heavily engaged in any direct activity that involves collecting, holding, banking, or administering charitable donations.

Conclusion:

Both options offer valuable ways for the Mayor of Havering to support a charity and make a positive impact on the community. The choice between being a figurehead for a charity or selecting an

existing charity with a charity panel depends on factors such as existing partnerships, time, availability, personal interests, and desired level of involvement.

Please also review Appendix 3 – Finances, charity payments, civic purse, and processes.

Media, Social Media, and Correspondence

The Mayor may wish to engage with the community through social media to highlight and promote Borough activities and events. It is expected that the Mayor will possess or acquire the necessary skills to effectively utilise various social media tools and techniques. Should there be a need, training options are available to ensure proficiency in these areas.

While the Mayoral Support Team and the Authorities Communications team can provide some support, it is important to note that there are no allocated resources or budget specifically for marketing and promotions. Additionally, strict adherence to the protocols associated with the secure use of social media tools is imperative to maintain the integrity and security of communications.

The Mayoral Support team can support in overseeing the Mayor's correspondence by meticulously logging and directing enquiries, as well as assisting with the drafting of responses. It is essential for the Mayor to collaborate closely with the team to establish a unified approach for managing these tasks. Together, they should delineate clear roles and responsibilities, ensuring a seamless operation that upholds the standards of Mayoral communication and public service.

Appendix 1 – Events

The engagements and events that the Mayor will attend throughout their mayoralty can be divided into the listed main categories below. Further information appertaining to what is expected and how these events will be organised is documented below.

- Annual Civic Events.
- Events that are directly organised or promoted by the Council, and/or the Mayor.
- Events where the Mayor is expected to attend.
- Engagements which the Mayor may be invited to attend.

Annual Civic Events:

There are several annual civic events that are organised and supported by the Mayoral Support Team, which have been categorised below. It should be emphasised that these functions are civic in nature and are not personal engagements of the Mayor.

- Civic Awards
- Civic Dinner
- Civic Service
- Civic Carol Service

Events Promoted by the Council or the Mayor:

There is not an expectation, nor is it anticipated, for the Mayor to actively be involved/to participate in every event endorsed by the Council. However, typically, the Mayor shall be engaged with the following:

- Remembrance Sunday
- Armed Forces Day
- Holocaust Memorial Day
- St George's Day
- D-Day 80th Anniversary

There shall be well-coordinated and timely notice from Havering's Communications team when there is an expectation for the Mayor to attend a particular event. The relevant Council Officer will liaise directly with the Mayoral Support Team, to facilitate the Mayor's attendance. The Communications team will ensure that the Mayor is well-informed and prepared.

Events which the Mayor is expected to attend:

Throughout a Mayoral year, there shall be a number of external events which the Mayor is expected to attend, on behalf of the Borough.

The Mayor will typically receive approximately 500 invitations per year. However, the number of engagements fulfilled by the Mayor is not a sign of quality. The Mayor shall always be cautious not to solicit invitations or be seen to do so. The soliciting of invitations affords neither the office of the Mayor, nor the Mayoralty, any credit.

Invitations to functions are exclusively for the Mayor and the designated Mayoral Party, and the presence of additional family members or friends is not anticipated, unless an invitation is expressly extended to them. Requesting invitations for additional guests could pose a significant reputational risk and could potentially lead to an uncomfortable situation for the hosting organisation. Furthermore, it could be a difficult position for the Mayoral Support Officer, who would be tasked with facilitating a request of this kind.

Invitations should be made directly to the Mayoral Support Team via our online form, and the Mayor or Deputy Mayor must not personally accept invitations. The Mayoral Support Team will receive and acknowledge the request (or enquiry), check the current schedule, review the event for alignment against the agreed criteria and if recommended, this will be placed and confirmed in the Mayoral diary.

Acceptance of invitations not defined in the agreed programme of events, or where they fall outside of the agreed criteria, shall only be accepted where there are special grounds to do so. Should the Mayor choose to contest the advice provided by the Mayoral Support Team, the matter will be escalated for decision to the Leader of the Council, in consultation with the Monitoring Officer and the Chief Executive.

The Leader, in consultation with the Monitoring Officer and Chief Executive, will thoroughly review the recommendations provided by the Mayoral Support Team and consider any concerns raised by the Mayor. Taking into account whether the Mayor's involvement aligns with Havering's interests, values, and non-political stance. Assessing the cost and value to the Borough, to ensure that events are beneficial to the Borough as a whole. All decisions made will be meticulously documented, ratified with clear rationale and explanations, and will be made available for review upon request. This ensures transparency and accountability in the decision-making process.

Criteria for evaluating event attendance

An event weighting practice, alongside a scoring criterion is used to evaluate the Mayor's attendance at events, considering the benefit to Havering, the values of the council and borough, cost-effectiveness, and priority for local events, charities and networks. This brings transparency and consistency to the decision-making process. Events should score no lower than 70%, which is a minimum of 32 of the available 45 points.

Table 2 - Scoring criteria for an event		Score 1 - 5
Relevance to Havering's Goals and Values	Alignment with the strategic objectives and priorities of Havering. Support of initiatives that promote community well-being, economic growth, and cultural enrichment in Havering.	/5
Community Impact	Potential for positive impact on the local community. Opportunities for community engagement, empowerment, and cohesion.	/5

Council and Borough Values	Consistency with the values and principles of Havering Council. Promotion of diversity, inclusivity, and sustainability.	/5
Cost-Effectiveness	Consideration of the cost to the council and taxpayers. Evaluation of potential return on investment, including long-term benefits to Havering.	/5
Benefit to the Borough	Potential for enhancing the reputation and image of Havering. Opportunities for networking, partnerships, and collaborations beneficial to Havering.	/5
Priority for Local Events	Preference for events organised by local institutions, businesses, community groups and neighbouring boroughs. Emphasis on supporting Havering-based initiatives and projects.	/5
Charitable and Non-Profit Events	Priority given to events hosted by local charities and non-profit organisations. Evaluation of the impact of the event on charitable causes and community welfare.	/5
Public Representation	Consideration of the event's visibility and public interest. Evaluation of how the Mayor's attendance reflects positively on Havering and its residents.	/5
Evaluation of Alternatives	Consideration of whether the Mayor's presence is essential or if representation could be achieved through other means. Evaluation of the potential impact if the Mayor does not attend the event.	/5
TOTAL		/45

Civic Year and Annual Events

Typical / Example Annual Timetable		
Month	Event	Code
May (Incoming Month)	Annual Mayor Making	△
	Annual London Mayors' Association 'Induction and Protocols Day	Ⓢ
June	Langton's Summer Concert	×
	Annual London Borough Mayor's Service	△
	Armed Forces Day Parade	△
	New Mayors London Mayor Association Reception	×
July	London Mayors' Association AGM	Ⓢ
October	London Mayors' Association Civic Service	△
	Mayor of Havering Civic Service	△
	LBH Memorial Service	Ⓢ
November	Remembrance Day Parade and Service	△
	Lord Mayor's Show	△
January	New Year's Day Parade	△
	London Government Dinner	Ⓢ
	Holocaust Memorial Day	△
February	London Mayors' Association Dinner	Ⓢ
	LBH Memorial Service	Ⓢ

March	London Mayor's Walk	Δ
April	Mayor of Havering Civic Dinner	×
	Mayor of Havering Civic Awards	Δ
	St George's Day Parade	Δ
May (outgoing month)	Royal Garden Parties (attendance is the decision of the Leader of the Council)	\$

CODE:

Δ - Green Civic

× - Blue Ceremonial

\$ - Other

Appendix 2 - Chairing Council Procedures

As per the Council's Constitution, part 4.5 - Council Procedure Rules, ordinary meetings of the Council (exceptions being annual council, council tax setting and extraordinary) will take place in accordance with a programme decided by the Council at the last ordinary meeting of the preceding municipal year. Ordinary meetings will:

- a) choose a member to preside if the Mayor is absent and to receive apologies for absence;
- b) approve the minutes of the last meeting and of any subsequent extraordinary meeting;
- c) receive any declarations of interest from members;
- d) at the first ordinary meeting after the Annual Meeting immediately following an ordinary election of Councillors, consider whether to:
 - i. confer on any former Member who has rendered eminent service to the Council the office of Honorary Alderman;
 - ii. to present to any other Member a certificate of service; and
 - iii. confer on any person of distinction or who has rendered eminent service to the borough the Honorary Freedom of the Borough
- e) receive any announcements from the Mayor, the Leader of the Council and/or the Chief Executive;
- f) receive any petitions pursuant to rule 14;
- g) receive and consider the following business, in the order indicated:
 - i. recommendations from the Cabinet and the Council's committees;
 - ii. reports of the Chief Executive, Monitoring Officer or Chief Finance Officer;
 - iii. proposals from the Cabinet in relation to the Council's budget and policy framework;
 - iv. reports of the Overview and Scrutiny Board and/or the Member Champions;
 - v. any statutory or other plans submitted for the Council's approval;
 - vi. at the last ordinary meeting in the Municipal year, approve a programme of ordinary meetings of the Council for the following year;
 - vii. any motions relating to the appointment of Chairmen or Vice-Chairmen of Committees (which shall be submitted in accordance with Rule 11 following);
- h) receive reports for the previous year from the Chairmen of the Overview and Scrutiny Committees, the Audit Committee and the Pensions Committee:
 - i. except in the year when there are Borough Elections, at the first ordinary meeting in the Municipal Year; and
 - ii. in the year when there are Borough Elections, at the last ordinary meeting before those elections;
- i) at the annual meeting of each Municipal Year, receive reports for the previous year from the Member Champions;
- j) consider questions from members submitted in accordance with Rule 10;
- k) debate any petition exceeding the threshold of 3,500 signatories, and reach a decision on it, in accordance with the procedure set out in Rule 14
- l) consider any motions submitted in accordance with the procedure set out in Rule 11; and
- m) consider any other business specified in the summons to the meeting.

The Council Procedure Rules in its entirety can be viewed [here](#), where protocols for Annual Meetings of the Council, Council Tax Setting meetings and Extraordinary meetings are fully outlined, alongside other procedural rules. Committee Services will fully prepare the Mayor for Council meetings and will meet with the Mayor in advance of every meeting.

Appendix 3 – Finances, charity payments, civic purse, and processes

Mayor's Appeal Procedure Notes

Provided and Approved by Strategic Finance – all relevant templates outlined below are saved in MS teams.

New Mayor

Upon appointment, the New Mayor will decide which charity/charities are to be supported. The new Trustee form shall need to be completed and returned to Strategy Finance (1st floor Central Library) **within one month of appointment.**

Bank Account

In order to comply with Charity Commission requirements, the Mayor's Appeal Fund account (maintained by Strategy Finance) will be the sole account used only for donations and the surplus of events.

Details are as follows:

Account name: Mayor of Havering Appeal Fund

Sort code: 60-18-01

Account no: 14908646

Events

Any income from events in the form of a cheque needs to be made payable to the "London Borough of Havering". All details of income and expenditure relating to events needs to be recorded on the events template.

Any expenses relating to the Mayor's appeal events need to be paid for via purchasing card, I-procurement or through the Shared Services payables team (if not on I-Procurement), these then need to be journalled from the code they have been paid from to the Mayor's Appeal balance sheet code (234900 100747 – for 1166 Payments; and for 1176 Receipts).

Ticket sales should be made payable to the following account (**only**):

Account Name: London Borough of Havering

Sort Code: 60-18-01

Account No: 14871734

Fis Codes for Reconciliations team/ Cashier Control Team is:

A01 A00000 234900 100747 1176 (Receipts)

A01 A00000 234900 100747 1166 (Payments)

Civic Purse FIS Code A40740

Donations

A comprehensive record of all donations received during the Mayoral year should be recorded on the *Contributions for Mayoral Appeal Fund* template within MS Teams. This process will be overseen by the Mayoral Support Team.

Any donations in the form of a cheque need to be made payable to “The Mayor’s Appeal Fund”. We have two card readers that can also take donations.

Cash donations shall be securely placed in the Council safe until they can be banked by the Mayor or the Mayoral Support Team. Every effort will be made to complete this process promptly and at the earliest opportunity. To ensure accuracy and prevent any potential disputes, it is recommended that two individuals jointly count any cash donations. This practice promotes transparency and accountability.

Procedures established by Strategy Finance shall be meticulously adhered to and complied with at all times. These activities are governed by key legislation, and the accounts are subject to full audits and reporting.

Gift Aid

The Gift Aid template only needs to be completed once the option for “All donations that I make from the date of this declaration until I notify you otherwise as Gift Aid donations” has been marked.

Gift Aid needs to be claimed from HMRC. It is therefore important that all necessary paperwork for the Gift Aid donations is handed over as soon as possible to avoid any delay in the claim process. Please note, that if at the end of the term a payment for gift aid is expected from HMRC, the charity payment will not be able to occur until this has been made.

Investment

There is a small investment with M&G Charities, the interest is received on a quarterly basis and this is then added to the Mayor’s Appeal Fund Account and goes towards the Mayor’s total at the end of their term.

End of term

At the end of the Mayor’s term, once all of the event income and expenditure has been processed, the total surplus from events will be transferred into the Mayor’s Appeal Fund account and the Mayor will be notified of the total money raised and available for payment. It will then be up to the Mayor to notify Strategy Finance of the details for the cheque(s) to be written and if a presentation cheque is required.

Typically, funds will be transferred to the Mayor’s chosen charities in September, following an internal audit and the completion of an annual return to the Charities Commission. Charities will be duly informed of this process at the start of each Mayoral year.

Should there be any changes to this timescale, owing to delays outside of the Council’s control (from the Charity Commission for example) this will be fully communicated to the outgoing Mayor.

The Mayoral Support Team are responsible for chasing any income expected or expenditure due to be paid, anything outstanding at the end of the Mayor's term will result in a delay of pay out.

Strategy Finance

Strategy Finance will complete the annual return to the Charities Commission.

Appendix 4 – Mayor’s Civic Award Criteria

The Mayor’s Civic Award is a prestigious recognition bestowed upon a local resident by the Mayor of Havering. Every Year the Mayor will award **ten** Civic Awards. However, discretion may be exercised to recognise more than ten recipients, if there is strong feeling that additional worthy individuals should be honoured.

Nominations should be sent to the Mayor's Office within the specified timeframe, including a comprehensive description of how the nominee fulfils the essential criteria listed below. Guidance on the nomination process will be made available.

When defining criteria for a Civic Award, the panel consider incorporating elements such as the promotion of civic service values like honesty, integrity, impartiality, and objectivity. Consideration will also be given to the nominees outstanding achievements and, where applicable going beyond the routine responsibilities of the day job.

The scoring criteria for the awards are designed to ensure fairness, transparency, and consistency in the selection process. Each criterion is assigned a maximum score, and the total score will determine if the nomination is successful.

The scoring criteria for the Awards are as follows:

1. Community Impact (Maximum Score: 5 points)

Demonstrates significant impact on the community through their actions or initiatives. Evidence of improving the lives of residents in Havering. Examples of community engagement, such as volunteering, organizing events, or leading community projects.

2. Leadership and Initiative (Maximum Score: 5 points)

Displays exceptional leadership qualities in their endeavours.
Took initiative to address community needs or challenges.
Inspires and motivates others to get involved in community service or projects.

3. Dedication and Commitment (Maximum Score: 5 points)

Consistent and long-term dedication to serving the community.
Evidence of ongoing commitment to community causes or organisations.
Demonstrates reliability and perseverance in their civic service activities.

4. Innovation and Creativity (Maximum Score: 5 points)

Introduced innovative approaches to solving community problems.
Creatively implemented projects or initiatives that had a positive impact.
Showed a willingness to think freely to achieve community goals.

5. Collaboration and Partnerships (Maximum Score: 5 points)

Successfully collaborated with other individuals, organisations, or groups for community benefit.
Built strong partnerships that enhanced the effectiveness of their civic service efforts.
Demonstrates the ability to work with diverse stakeholders to achieve common goals.

Total Maximum Score: 25 points

Total Minimum Score: 18 points

Advice on approach and content

Invitation example:

Nominate an Unsung Hero for the Mayor of Havering's Civic Awards

Do you know an unsung hero who has gone beyond to better their borough? Or whose achievements are helping make Havering a better place to live, work, or study? We want to hear about them.

Make a nomination to the Mayor of Havering's Civic Awards and help recognise, celebrate, and reward the special people of our borough. Your nomination will be evaluated based on the following criteria:

- Community Impact
- Leadership and Initiative
- Dedication and Commitment
- Innovation and Creativity
- Collaboration and Partnerships

Please provide a minimum of 100 words per category, any incomplete nominations will not be considered. Advice on making a nomination is included below.

Your nomination will play a crucial role in identifying those individuals who have made exceptional contributions to our community. Together, let us honour those who are making a difference in Havering.

Nominate someone today and help us shine a light on our local heroes.

Advice and Guidance

Writing a nomination for an award, such as the Mayor of Havering's Civic Awards, is an opportunity to highlight the outstanding contributions and achievements of an individual. Here are some tips on how to write an effective and compelling nomination:

- **Know the Criteria:** Before you begin writing, familiarise yourself with the criteria for the award. Understand what qualities and achievements the award organisers are looking for. Tailor your nomination to address these specific points.
- **Gather Information:** Take the time to gather relevant information about the nominee. This may include their accomplishments, contributions to the community, leadership roles, volunteer work, achievements, and any other relevant details. If possible, provide specific examples and evidence to support your points.
- **Highlight Achievements:** Use the body of your nomination to elaborate on the nominee's achievements and contributions. Be specific and provide examples. Describe how their actions have made a positive impact on the community, whether through volunteer work, leadership roles, innovative projects, or other initiatives.

- **Include Personal Stories:** Personal anecdotes or stories can bring the nomination to life. If you have witnessed the nominee's impact first-hand or have benefited from their work, share these experiences. Personal stories can add depth and emotion to your nomination.
- **Focus on Impact:** Emphasise the impact the nominee has had on individuals, groups, or the community. Describe how their efforts have made a difference, improved lives, or addressed prominent issues. **Be Concise and Clear:** While it is important to provide details, ensure your nomination is clear, concise, and easy to read. Avoid jargon or overly technical language. Use bullet points or subheadings to organise information.
- **Proofread and Edit:** Before submitting your nomination, carefully proofread it for any errors or typos. Ensure your nomination flows well and effectively communicates your message. Ask someone else to review it for feedback if possible.
- **Submit by the Deadline:** Be mindful of the nomination deadline and ensure you submit your nomination on time. Late submissions may not be considered.

Remember, a well-written nomination can impact the selection process. It is an opportunity to shine a light on someone who is making a difference in the community. Your words can help the award committee see the nominee's achievements and contributions in a compelling way.

Appendix 5 - Declarations:

Mayor's Declaration Agreement

Introduction

I, [Mayor's Full Name], hereby accept the esteemed position of Mayor for [City/Town Name]. As the First Citizen of our community, I recognise the importance of upholding the highest standards of conduct, professionalism, and civic responsibility. This declaration serves as my solemn commitment to adhere to the guidelines set forth in the Mayoral Handbook and Procedures Manual.

Role and Responsibilities

- **Impartiality:** I pledge to maintain impartiality during formal Council meetings and civic functions, ensuring fairness and respect for all.
- **Community Engagement:** I will actively participate in civic engagements, community events, and public ceremonies, promoting our town's values and aspirations.
- **Protocol and Precedence:** I shall adhere to established protocols, recognising the significance of our traditions and the dignity of the office.
- **Dress Code:** I will adhere to appropriate dress codes for each occasion, maintaining a dignified appearance.
- **Punctuality:** I recognise the importance of punctuality and will ensure timely arrival at all engagements.
- **Communication:** I will promptly respond to invitations and queries related to my mayoral duties.
- **Costs and Expenses:** I appreciate the Council's support in arranging and funding events, transport, staff time and support.
- **Representative Role:** I understand that my role extends beyond mere administration. As Mayor, I am a symbol of unity, pride, and service to our residents.

Conclusion

By signing this declaration, I affirm my commitment to serve our community with integrity, dedication, and honour. I pledge to uphold the principles outlined in the Mayoral Handbook and Procedures Manual throughout my tenure.

Name: _____

Signed: _____

Date: _____

Deputy Mayor’s Declaration Agreement

Introduction

I, [Deputy Mayor’s Full Name], hereby accept the honourable position of Deputy Mayor for [City/Town Name]. As the Second Citizen of our community, I recognise the importance of supporting the Mayor and upholding the highest standards of conduct, professionalism, and civic responsibility. This declaration serves as my solemn commitment to adhere to the guidelines set forth in the Deputy Mayoral Handbook and Procedures Manual.

Role and Responsibilities

- **Impartiality:** I pledge to maintain impartiality during formal Council meetings and civic functions, ensuring fairness and respect for all.
- **Community Engagement:** I will actively participate in civic engagements, community events, and public ceremonies, promoting our Borough’s values and aspirations.
- **Protocol and Precedence:** I shall adhere to established protocols, recognizing the significance of our traditions and the dignity of the office. I shall not attend functions in my own right, only when deputising on behalf of the Mayor.
- **Dress Code:** I will adhere to appropriate dress codes for each occasion, maintaining a dignified appearance.
- **Punctuality:** I recognise the importance of punctuality and will ensure timely arrival at all engagements.
- **Communication:** I will promptly respond to invitations and queries related to my deputy mayoral duties.
- **Costs and Expenses:** I appreciate the Council’s support in arranging and funding events, transport, staff time and support.
- **Representative Role:** I understand that my role extends beyond mere administration. As Deputy Mayor, I am a symbol of unity, pride, and service to our residents.

Conclusion

By signing this declaration, I affirm my commitment to serve our community with integrity, dedication, and honour. I pledge to uphold the principles outlined in the Deputy Mayoral Handbook and Procedures Manual throughout my tenure.

Name: _____

Signed: _____

Date: _____

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GOVERNANCE COMMITTEE 6 MAY 2025

Subject Heading:

**COUNCILLOR COMPLAINTS –
ANNUAL UPDATE**

SLT Lead:

Gavin Milnthorpe
Deputy Director, Legal Services
01708 432838

Report Author and contact details:

Gavin Milnthorpe
Gavin.milnthorpe@havering.gov.uk

Policy context:

A well run Council that delivers for People and Place.

Financial summary:

There are no financial implications arising from this report.

The subject matter of this report deals with the following Council Objectives

People - Things that matter for residents

Place - A great place to live, work and enjoy

Resources - A well run Council that delivers for People and Place. X

SUMMARY

1. This report presents a summary of the number and type of complaints received by the Monitoring Officer (“MO”) between 1 April 2024 and 31 March 2025. It also details the progress and / or resolution of the same.
2. Governance Committee has Member Conduct within its remit and is obliged to “to promote and maintain high standards of conduct by the members.”

RECOMMENDATIONS

3. Governance Committee is asked to note the contents of this report.

REPORT DETAIL

4. Between the period of 1 April 2024 to 31 March 2025 the MO received 18 “referrals”. These are emails or other contact which suggest that / question whether / enquire as to whether a potential breach of the Code of Conduct may have been committed.
5. However, only 6 of the referrals were treated as formal complaints.
6. 12 of the referrals were not deemed by the MO to be classified as formal complaints. The reasons are as follows:
 - (a) After an initial discussion with the MO the complainant decided not to proceed (x4);
 - (b) The complaint related to a decision of the Council with no individual impropriety unidentified; (i.e., the complainant disliked a decision the Council had made) (x1);
 - (c) Dismissed for lack of information (despite further information being requested by the MO) (x6);
 - (d) Wished to be progressed anonymously without justification (x1).
7. A table is attached showing more detail regarding each of the formal complaints, although anonymised.
8. No referrals have been made to the Assessment Panel this year, although one complaint was recommended for such referral before being withdrawn by the complainant.

Observations

9. The number of complaints is much reduced on the year 2023-24 (16 complaints).

IMPLICATIONS AND RISKS

Equalities implications and Risks

10.. None.

Legal implications and Risks

11.. None.

Financial implications and risks:

12. There are no financial implications arising from the contents of this report.

Human Resources implications and risks:

13. The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

Environmental and climate change implications and risks

14. None.

BACKGROUND PAPERS

None.

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1 Apr 24-31 Mar 25				
12 May 24	Cllr A	Cllr B	Insulting comment on social media.	IA completed 7 June 2024. No further action recommended.
29 May 24	Cllr A	Cllr B	Election day argument.	IA completed 25 June. No further action recommended.
3 June 24	Cllr C	Group A	Lying within press release / articles.	IA issued. No further action recommended.
24 Jun 24	Resident A	Cllr A	Insulting post on social media.	Cllr A apologised and removed post. Resident A happy to close complaint.
24 June 24	Residents B-F	Cllr D	Bad behaviour at public meeting.	IA issued 12 September 2024. Cllr D apologised. No further action required.
24 June 24	Resident E	Cllr D	Personal insult.	IA issued 12 September 2024. Referral to Assessment Panel was recommended. Resident E withdrew complaint.

IA – Initial Assessment of the complaint.

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