County Hall
Cardiff
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Neuadd y Sir
Caerdydd
CF10 4UW
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AGENDA

Pwyllgor	PWYLLGOR SAFONAU A MOESEG
Dyddiad ac amser y cyfarfod	DYDD MERCHER, 28 MAWRTH 2018, 4.30 PM
Lleoliad	YSTAFELL BWYLLGORA 4 - NEUADD Y SIR
Aelodaeth	Richard Tebboth (Cadeirydd) Cynghorwyr Cunnah, Sandrey, Williams, Aelodau Annibynnol: Lizz Roe, James Downe, Hugh Thomas a Thora Lewis Cynghorydd Cymuned Stuart Thomas

1 Croeso i'r Aelod Annibynnol newydd

2 Ymddiheuriadau am Absenoldenb

To receive apologies for absence.

3 Datgan Buddiannau

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

4 Cofnodion *(Tudalennau 3 - 10)*

To approve as a correct record the minutes of the previous meeting.

5 Pasi Teithio Bws Caerdydd *(Tudalennau 11 - 30)*

6 Swyddogaethau mewn perthynas â Chynghorau Cymuned *(Tudalennau 31 - 32)*

7 Canllawiau Cyfryngau Cymdeithasol i Aelodau *(Tudalennau 33 - 62)*

8 Adroddiadau Chwythu'r Chwiban 2017 *(Tudalennau 63 - 64)*

9 Briffio Aelodau *(Tudalennau 65 - 68)*

10 Cwynion Cod Ymddygiad Aelodau - Chwarter 3 o 2017/18 *(Tudalennau 69 - 72)*

11 Cynllun Gwaith *(Tudalennau 73 - 76)*

12 Dyddiad y cyfarfod nesaf.

13 Mehefin 2018.

Davina Fiore
Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol
Dyddiad: Dydd Iau, 22 Mawrth 2018
Cyswllt: Kate Rees, 029 2087 2427, KRees@cardiff.gov.uk

STANDARDS & ETHICS COMMITTEE

22 NOVEMBER 2017

Present: Councillor Richard Tebboth (Chairperson)
Councillors Cunnah, Sandrey, Williams,
Independent Members: Hollie Edwards-Davies, James Downe, Hugh Thomas and
Community Councillor Stuart Thomas

1 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Lizz Roe.

2 : DECLARATIONS OF INTEREST

Hugh Thomas declared a personal interest in Agenda item 9 (Work Plan) as Vice-Chair of Audit Committee.

Councillor Cunnah declared a personal interest in Agenda item 9 (Work Plan) as a member of the Audit Committee.

Councillor Sandrey declared a personal interest in Item 6 (Gifts and Hospitality) in respect of her register entry.

3 : MINUTES AND MATTERS ARISING

The minutes of the meeting held on 4 September 2017 were agreed as a correct record and signed by the Chairperson.

Matters Arising

With reference to the Member Exit Survey and the media coverage it received, Members were advised that the Director of Governance and Legal had met with the Head of Communications. It was noted that another Survey would be run asking for experiences since the election and when the results of this survey come back then the Communications team need to be ready for further press interest.

With reference to the Standards and Ethics Committee Annual Report, the Chairperson noted that it had provoked a lively discussion at Full Council especially concerns raised regarding conduct in Council meetings and the survey results regarding bullying. The Monitoring Officer emphasised the important distinction between attacking policies (which was a proper part of a Member's role) and personal attacks on individuals.

The Chairperson added that there had been much better conduct at Full Council recently with more respect for the Chair, mutual respect and less disorderly behaviour. It was noted however that the Budget Council meeting would be a further test of behaviour.

4 : WELCOME TO NEW COMMUNITY COUNCIL MEMBER

The Chairperson welcomed Community Councillor Stuart Thomas as a new member of the Committee.

The Monitoring Officer advised that induction for new members needed to be arranged. This would also be open to all other members of the committee, and would include a short session on Code of Conduct.

It was considered useful for new independent members to meet and have discussions with back bench Members, who understand the role of a councillor and the pressures that can come from constituents.

Members considered that it would be helpful to also include the role of a Member on the Committee and provide examples of the different issues Committee has covered.

Additionally it would be useful for new Members to familiarise themselves with the Committee's Terms of Reference and to attend other Committee Meetings and Council, or view meetings on the webcasts.

5 : FUNCTIONS IN RESPECT OF COMMUNITY COUNCILS

Members were advised that the Standards and Ethics Committee and the Monitoring Officer under statue have a role in relation to Community Councils and Complaints. Committee had spoken previously about not being as focussed on Community Councillors as Cardiff Councillors and now was a good time to refocus the Committee's work and efforts to build relations with Community Councils.

The Report set out ideas and suggestions, which could be achieved within available resources.

The Director of Governance and Legal outlined the suggestions in the report as follows:

The Director of Governance and Legal advised Members that she had written to all Community Council Clerks requesting meetings to discuss any concerns they may have; these meetings were currently being diarised.

The regular Member Briefing sent to Cardiff Councillors could also be sent to Community Councillors and could be adapted to include things of interest to them.

Invitations could be sent to Community Council Clerks/Chairs to attend a Standards and Ethics Committee and also Observation of Community Council Meetings by Standards and Ethics Members.

The Standards and Ethics Committee Annual Report could include more on Community Councils.

Representatives of Community Councils could get together to discuss any issues.

Members considered this was a very helpful report and just wanted to note they would not want to duplicate any work undertaken by One Voice Wales. The Chair

advised that One Voice Wales had indicated previously that the relationship with Community Councils needed to be strengthened.

Members noted the challenges arising from the fact that not all of Cardiff is covered by the six Community Councils.

Community Councillor Stuart Thomas presented a questionnaire to Committee which he suggested was passed to all Community Council Clerks as a checklist of measures to be put in place. The Director of Governance and Legal suggested that the questionnaire could be taken to the meetings that were being established and filled in there as then more support could be offered.

Members discussed the Community Council Charter, noting a meeting had taken place on 21st October 2017 which was attended by 5 of the 6 Community Councils. Members noted that the revised Charter needed to be agreed, signed up to and used. It was noted that better communication with Community Councils was needed, barriers to be broken down and an end to the Them and Us attitude.

Members sought clarification on the One Voice Wales Local Resolution Protocol. The Director of Governance and Legal clarified that the protocol was understood to have been initiated by the Ombudsman as they were receiving many low level complaints straight to them. Clerks were encouraged to try and resolve issues locally. There remained some concerns as to whether some Clerks have the skills to be able to do this. This was one of the issues that could be discussed when they meet with the Director of Governance and Legal. The Chair noted that this was also difficult if the Clerk was involved in the complaint, and that Standards and Ethics could provide a form of back up rather than the complaint being sent straight to the Ombudsman.

Members referred to the use of resources in the report and felt it was important that any promises made are kept, but noting that resources are finite. The Director of Governance and Legal assured Members she was confident that the Committee could deliver what was in the report.

RESOLVED: to agree

i. that the Monitoring Officer should discuss with the Clerks any further training needs on the Code of Conduct to follow on from the training undertaken to date;

ii. that the Monitoring Officer should offer to meet annually with the Clerks to discuss any issues of common concern;

iii. that all future Member Briefings should be circulated to Cardiff Community Councillors (via their Clerks), and the content of the Briefings should include reference to Community Councillors and any issues which may be of particular interest to them.

iv. that the Monitoring Officer should check whether Community Councils have adopted the One Voice Wales model Local Resolution Protocol, and to offer any necessary advice, training and support to the Clerks and Community Councillors in relation to implementing such protocol;

v. members of the Standards & Ethics Committee be encouraged to attend a Community Council meeting in order to observe proceedings and any Member conduct issues, familiarise themselves with the work of a Community Council, and raise awareness of the Standards and Ethics Committee and its remit. The schedule of Council meetings for observation should be extended to include meetings of Community Councils, in order to facilitate this; and

vi. that the Committee's Annual Report should be circulated to the Community Councils for their information and to allow the opportunity for comments.

6 : REGISTRATION OF GIFTS AND HOSPITALITY RECEIVED BY MEMBERS

Members were provided with a report which set out the gifts and hospitality received by Members, which have been registered in accordance with rules set under the Members' Code of Conduct.

The Members' Code of Conduct (paragraph 17), requires Members to register the receipt of any gifts, hospitality or other benefits where the value of the item or benefits exceeds a threshold determined by the Council from time to time.

The Council's threshold for registration of gifts and hospitality received by Members has been set, on the recommendations of this Committee (in October 2007), at £25 (in line with the threshold then applied to all local authorities in England by the Standards Board for England).

Members asked if there was provision in the policy to recognise if Members are regularly receiving gifts of under £25, or regular gifts from the same people. Members were advised that these should be disclosed as normal but if Members were offered gifts regularly or from the same people they should refuse them.

Members considered that the register could be sorted by Name Order for ease of reference; the Director of Governance of Legal stated that this was something that could be looked at but she would not want to change it half way through the year.

Members reiterated previous requests to remove gifts and hospitality for the Lord Mayor and Deputy Lord Mayor from the list, considering it should be on a different list and making both lists more manageable. Members were advised that officers would look to see if the lists could easily be separated out.

Members sought clarification of whether the Register was available online. The Monitoring Officer confirmed it was.

It was suggested that senior officers, as decision makers, if in receipt of gifts and hospitality, should be on a public list and be accountable to Standards and Ethics Committee. The Chair stated that the Committee had discussed this previously and were happy that the forms are completed and kept. It was noted that any change in Policy would mean consultation with Trade Unions. Members sought clarification on what the Policy states and whether there is currently a distinction between junior and senior officers. The Director of Governance and Legal Services stated that audits into officer registers do take place, but she would check the Committee's Terms of Reference and if appropriate, bring a report on this issue to a future meeting.

A Member asked if there was any correlation between Personal Interest and Gifts and gave the example of Planning Committee. The Director of Governance and Legal stated that lots of questions would have to be asked to establish the precise context. She assured Members that officers are particularly careful around Planning Committee; and explained that officers would advise on specific circumstances, but could not offer 'hypothetical advice'.

Queries were raised with regard to the entries on the register in relation to Cardiff Bus.

Councillor Sandrey declared a prejudicial interest and left the room for the discussion of this issue.

Members noted that the register contained a number of entries for free bus passes received by a number of Members in their capacity as Council nominated Non-Executive Directors of Cardiff Bus and were concerned that this may be perceived as unfair as other Members have to declare publicly any claimed mileage, train tickets etc.

Members considered clarification was needed on the value, purpose and scope of the bus pass, and how it was used in each case i.e. to check services, routes etc, rather than for personal travel use.

It was considered appropriate to write to the Members concerned to seek clarification on this matter.

RESOLVED:

i. to note the information supplied at **Appendix A** on the registration of hospitality, gifts and other benefits received by Members during the period from 1st October 2016 to 30th September 2017;

ii. to write to all Members who are Non-executive Directors of Cardiff Bus, with a copy to the Chair of the Board, to ask for clarification on the nature and extent of use and monetary value of benefit of the free bus pass.

7 : MEMBERS CODE OF CONDUCT COMPLAINTS - QUARTER 2 OF 2017/18

Members were advised that there had only been 1 complaint received this quarter and that it was very encouraging to see that behaviour had improved and complaints significantly decreased.

Historically there had been more complaints received and certain times throughout the year had previously seen increased numbers. The Chairperson advised that he did not recall a quarter this low in complaints. He had also noticed a marked improvement in behaviour at full Council since the election.

In relation to the complaint that was received, Members asked if the complaint was made by a member of the public and whether the Councillor in question was made aware of the complaint. The Director of Governance and Legal advised that the Councillor would normally always be made aware of the complaint and be given the opportunity to respond; on this particular occasion the Councillor was already aware

as the Police had been involved. The complainant had become frustrated by the length of time taken by the Police and then raised it with the Monitoring Officer. The Committee noted that the Police had carried out a thorough investigation but found no evidence to corroborate the allegations and had therefore closed the case. No further action was considered necessary or appropriate.

RESOLVED: To note the report.

8 : PERSONAL AND PREJUDICIAL INTEREST DISPENSATIONS

Members were advised that the Standards & Ethics Committee's terms of reference include authority for the Committee:

(f) To grant or refuse requests for dispensations in respect of Members' interests under the Members Code of Conduct in accordance with the relevant statutory provisions.

A Member with a personal and prejudicial interest in a matter may apply to the Standards and Ethics Committee for a dispensation using the Dispensation Application Form.

The circumstances in which the Committee may grant a dispensation are prescribed by law – the Standards Committees (Grant of Dispensations) (Wales) Regulations 2001.

The Committee has adopted a Dispensations Policy, which sets out the factors to be taken into account when considering applications for dispensation. The Policy was last amended in June 2016 to reflect minor changes to the relevant statutory provisions (considered by the Committee in March 2016).

A number of changes to the Policy were recommended. The timescale for applications had been amended as it will often not be practical for a member to submit an application at least 10 days before a Standards and Ethics Committee meeting, bearing in mind that the Committee usually only meets 4 or 5 times every year and that often members will not be aware that they have a personal and prejudicial interest in a matter until the agenda and reports for a meeting are published three clear working days ahead of a meeting. It was suggested that Members should submit any application as soon as they realise that they need a dispensation and that a subcommittee be set up to deal with any applications made so that it is possible to deal with them at short notice if necessary.

Members discussed political balance and whether dispensation being granted could alter that balance and asked if a subcommittee without elected Members on it would work better. The Director of Governance and Legal explained that, by law, Independent Members would constitute at least half of the subcommittee membership so potentially an elected member could be voted down. She added that it would be useful to have elected Members views on the subcommittee.

Members asked if Dispensations could be delegated to the Chair/Vice Chair and were advised that it couldn't, it had to be delegated to an Officer in consultation with the Chair/Vice.

It was noted that the need to convene a subcommittee was likely to arise very rarely. Some Members considered that as this is the case it could be dealt with by the Monitoring Officer. Members were advised that for transparency and to have Elected and Independent Member views, a subcommittee should be established in the first instance and dealt with by the Monitoring Officer only if a subcommittee couldn't be convened and the dispensation application was urgent. It would be possible to remove 'Urgent' from the recommendations, to have this option available if it was appropriate at the time.

Members noted that any dispensations granted would be reported to Standards and Ethics Committee.

The Chairperson considered that the subcommittee option would be best practice.

RESOLVED: To

i. approve the proposed amendments to the Dispensations Policy (**Appendix A**) and Application Form (**Appendix B**);

ii. approve the establishment of a Dispensations Sub-Committee, comprised of 2 Independent Members (to include the Chair or Vice-Chair) and one elected Member (to be convened by the Monitoring Officer on an ad hoc basis, as and when required);

iii. delegate authority to the Dispensations Sub-Committee established under recommendation II above to consider and determine any dispensation applications received; and

iv. for dispensation applications where it is not possible to convene a Dispensations Sub-Committee in time, to authorise the Monitoring Officer, in consultation with the Chair (or Vice-Chair) to determine such applications and report back to the Committee for information.

9 : WORK PLAN 2017/18

Members were advised that as well as those items outlined in the plan, additional items may come in. Should this happen then items will be prioritised and resources allocated accordingly.

Members were invited to make comments and suggestions on the Work Plan.

It was noted that the item on Officers' Gifts and Hospitality needed to be added into the work plan.

With reference to Observations on Committee Meetings, Members considered that Community Council's should be added in to the schedule of meetings.

Members considered that Training should remain a high priority on the plan to keep on the Committee's radar. It was explained that the priority was listed as low as the training for this year had completed and was up to date. Members considered it may be useful to have attendance figures for the essential training courses and to know

who is yet to complete the training. It was explained that for Standards and Ethics Committee it was the Code of Conduct training that was relevant, a few sessions had been held on this and it could also be competed online. The Director of Governance and Legal advised that she could bring these figures to the next meeting. With regards to the rest of the training, figures on this were taken to Whips each month.

Members suggested that training could be split and that Induction Training for New Members could be on a separate line and listed as High priority.

One Member queried the Social Media Guidance, specifically section 4 which related to the distinction between use as a private citizen and a Councillor. The Director of Governance and Legal explained that the Code of Conduct would always apply to Members when acting as a Councillor, but some duties would also apply to Members acting in their private capacity. She agreed to put this issue on the agenda for the next meeting for review.

Members discussed the priority and RAG ratings further, it was noted that the priority rating related to urgency than importance. Members suggested that it may be useful to add columns for Status/Completed/Actions.

RESOLVED:

i. To bring attendance figures for essential Code of Conduct training to the next meeting;

ii. To put an item for discussion on Social Media on the agenda for the next meeting.

10 : DATE OF NEXT MEETING.

The next meeting of the Standards and Ethics Committee is scheduled for 28 March 2018.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

CARDIFF COUNCIL
CYNGOR CAERDYDD

CARDIFF
CAERDYDD

STANDARDS & ETHICS COMMITTEE:
28 MARCH 2018

REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING OFFICER

CARDIFF BUS TRAVEL PASSES

Reason for this Report

1. To allow the Committee to consider further information in respect of Cardiff Bus Travel Passes received by Cardiff Councillors nominated by the Council as Non-Executive Directors of Cardiff Bus; and to consider any recommendations the Committee may wish to make in this regard.

Background

2. The Standards and Ethics Committee's terms of reference include the following:
"(a) To monitor and scrutinise the ethical standards of the Authority, its Members, employees and any associated providers of the Authority's services, and to report to the Council on any matters of concern.
(b) To advise the Council on the content of its Ethical Code and to update the Code as appropriate.
(c) To advise the Council on the effective implementation of the Code including such matters as the training of Members and employees on the Code's application."

3. The Members' Code of Conduct imposes a number of duties on Members which must be considered before accepting any gifts, hospitality or other benefits; and requires the registration of any gifts, hospitality or other benefits received which exceed a threshold value (set by the Council as £25). The Standards and Ethics Committee has issued guidance for Members on this issue; and considers regular reports on the registration of gifts and hospitality received by Members.

4. At its meeting on 22nd November 2017, the Committee considered the gifts and hospitality registered by Members (the Hospitality Register) during the period from 1st October 2016 to 30th September 2017. Within the Hospitality Register, the Committee noted the registration of Cardiff Bus Travel Passes received by a number of Members in their capacity as Council nominated directors of Cardiff Bus. Some concern was

expressed about whether the Passes may constitute a significant benefit which the public may find unacceptable. However, the Committee agreed it had insufficient information to form a view on this and agreed that the Chair should be asked to write to the Members concerned to seek further information for consideration by the Committee. This report presents further information in this regard.

Issues

5. The Guidance on Hospitality, Gifts and Other Benefits Received by Members (**Appendix A**), provides information and advice to assist Members to comply with their duties under the Code of Conduct in relation to the receipt of gifts, hospitality and other benefits. The Guidance sets out the relevant Code duties, specifies the threshold for registration (£25) and explains the circumstances in which an offer of a gift, hospitality or other benefit should be refused.

6. Members will note that under the Members' Code of Conduct:

   (i) Paragraph 7(a), states that:

   "You must not in your official capacity or otherwise, use or attempt to use your position improperly to confer on or secure for yourself, or any other person, an advantage or create or avoid for yourself, or any other person, a disadvantage" and

   (ii) Paragraph 9(b) states that:

   "You must…avoid accepting from anyone gifts, hospitality (other than official hospitality, such as a civic reception or a working lunch duly authorised by your authority), material benefits or services for yourself or any person which might place you, or reasonably appear to place you, under an improper obligation."

7. Cardiff Bus (Cardiff City Transport Services Ltd) is a wholly owned, 'arms length' bus company established by Cardiff Council in 1986 (under the provisions of the Transport Act of 1985). It is the main operator of bus services in Cardiff and the surrounding areas. The Council appoints 7 elected Members as Non-Executive Directors of the company, in accordance with the company's Articles of Association; and at the Annual Council meeting in May 2017, Council approved the appointments of Councillors Ed Stubbs (Chair), Adrian Robson (Vice-Chair), Chris Lay, Ramesh Patel, Elaine Simmons, Gavin Hill-John, and Emma Sandrey. As Directors of Cardiff Bus, each Councillor is bound by a number of statutory duties and responsibilities to the company (pursuant to the Companies Act 2006), including a general duty to promote the success of the company.

8. Six out of the seven Council appointed Directors of Cardiff Bus have accepted a Cardiff Bus Travel Pass; and their Hospitality Registration Forms are attached as **Appendix B**.

9. In accordance with the Committee's decision at its last meeting, on 6th December 2017 the Chair wrote to all six of the Members who registered the receipt of a Cardiff Bus Travel Pass. The Chair explained that whilst the Committee recognised the benefit to Cardiff Bus of providing its Board members with the opportunity to travel on its buses, to experience the service and engage with the staff and other service users, the Committee had expressed some concerns that in accepting a free annual bus pass from the company, councillors were potentially (depending on their level of usage) receiving a significant benefit which it thought the public may find unacceptable. The Chair asked each of the Members concerned to confirm what they considered to be the approximate annual value to them individually of the Travel Pass and to provide additional background information on the nature and purpose of the Pass and how often they used it.

10. A joint response was received by email dated 19th December 2017 from the Council's nominated Cardiff Bus Directors suggesting an informal meeting between the Chair of the Committee, the Monitoring Officer and the Chair and Vice-Chair of Cardiff Bus (two of the Members who had registered receipt of a Pass), to provide further information on this matter. A meeting was duly held on 1st February 2018 with Councillors Stubbs (Chair of Cardiff Bus), Robson (Vice-Chair of Cardiff Bus) and Councillor Patel, to discuss and clarify the relevant information.

11. At the meeting, the following key points were clarified:

    a) The Members confirmed that the Travel Passes were offered by Cardiff Bus to all Directors and employees of the company for the purpose of enabling them to experience the bus services provided. It was submitted that this first hand experience was important so that they could acquire an informed oversight of the company's service provision from the bus users' perspective. The Passes were not intended to be used for the Directors' primary means of transport.

    b) The Passes could be used for travel on all Cardiff Bus buses (and also buses operated by partner companies such as Stagecoach, on a reciprocal basis). However, priority would be given to fare paying passengers if a bus was full to capacity.

    c) It was believed that the Travel Passes had been offered to all previous Directors appointed by the Council (over a period of 30 years or so), so this was not a new arrangement.

    d) The Directors had been advised by the Managing Director of Cardiff Bus that the Travel Passes had no financial value from the company's perspective. However, further advice had been sought

from the Monitoring Officer, who had advised that the Passes would have a financial value to a member of the public and should be registered in the Members' Hospitality Register. It was suggested that an Annual Travel Pass would cost a member of the public approximately £500. However, it was submitted that the value of the financial benefit acquired by a Member would be dependent on the level of usage of the Pass.

e) The usage of the Pass by each Member varied; with two Members saying they had used the Pass approximately 15 times (since June 2017) and one Member saying he had not used the Pass to date but intended to do so. All three Members confirmed that they did not use the Travel Pass for their primary transport needs.

f) In order to clarify the terms of usage of the Travel Passes accepted by the Directors, the Directors have individually agreed the policy attached as **Appendix C**, which is to be presented to the Board of Cardiff Bus.

12. On the basis of the information presented in this report, in particular, the fact that the receipt of the Passes is transparently recorded in a public register; the purpose of the Passes is to enable the Councillors to discharge their duties to Cardiff Bus; and the use of the Passes is not unlimited, the Monitoring Officer's view is that the receipt of the Passes complies with the Council's guidance on gifts and hospitality.

13. Members may wish to note that Councillor Robson has indicated that he intends to attend the Committee meeting on 28th March 2018 to answer any questions or provide any further clarification the Committee may require.

Legal Implications

14. The relevant legal implications are set out in the body of the report.

Financial Implications

15. The findings in the report state that the use of the bus pass for directors is to assist them in their role and therefore it cannot be directly compared with the cost of £500 to a customer. Assurances have been given that the use of the bus pass is not commensurate to the full charge of the pass and if they are no further controls / monitoring steps need to be put in place. The cost of producing the bus pass will be negligible and as stated in the report no fee paying customers would be displaced by the use of the bus pass by the directors.

RECOMMENDATIONS

The Committee is recommended to:

Note the information set out in the report in respect of Cardiff Bus Travel Passes received by the Council's nominated directors of Cardiff Bus; and provide any comments or recommendations considered appropriate in this regard.

DAVINA FIORE
DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING OFFICER
21st March 2018

APPENDICES

Appendix A Guidance on Hospitality, Gifts and Other Benefits Received by Members
http://vmweb22.cardiff.gov.uk/cis/documentsearch.php?search_text=hospitality&service_id=0&document_type=ALL&searchmode=EXECUTE&search_ref

Appendix B Members' Hospitality Registration Forms recording receipt of Cardiff Bus Travel Passes by Councillors Stubbs, Robson, Patel, Lay, Gavin Hill-John and Sandrey

Appendix C Cardiff Bus Terms of usage for employee travel pass scheme for Non-Executive Directors

Background papers
Constitution Committee report 22nd November 2017 'Registration of Gifts and Hospitality Received by Members'
Email dated 06/12/17 from Chair of Standards and Ethics Committee to Councillors Stubbs, Robson, Lay, Patel, Gavin Hill-John and Sandrey
Email dated 19/12/17 from Councillors Stubbs, Robson, Lay, Patel, Gavin Hill-John and Sandrey to Chair of Standards and Ethics Committee

Mae'r dudalen hon yn wag yn fwriadol

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

27 SEP 2017

MEMBER REGISTRATION FORM

All Elected Members and Co-opted Members must complete this form in order to register the receipt of any hospitality, gifts and other benefits **which have an estimated value of £25 or greater** for each relevant occasion, item or payment.

If there is any doubt about whether any hospitality, gift(s) and other benefit(s) received exceeds the £25 threshold value, Members are advised to register its receipt. However, for the avoidance of any doubt, items below the threshold value do not need to be registered. Members should also refer to the Council's guidance on Hospitality, Gifts & Other Benefits, which is issued in accordance with the Code of Conduct for Members.

DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED			
Name of Member:	Cllr Emma Sandrey		
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit:	Cardiff Bus Leckwith Depot & Offices Sloper Road Cardiff CF11 8TB		
Nature & Purpose of Hospitality / Gift / Other Benefit:	free bus pass		
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader, Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*	Non Executive Director		
Gift/ Hospitality/Other Benefit Accepted?	***YES / ~~NO~~** (*please delete as appropriate)		
Date of Receipt:	19/7/2017	**Approximate Value:**	£2,825 £565x5 years
Location / Venue: *(if applicable)*	N/A		

SIGNATURE:	[signature]	**DATE:**	26/9/2017

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to the Democratic Services Manager (Room 286A, County Hall) for registration purposes. Please note that the register will be made available for public inspection.

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

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27 SEP 2017

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DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED	
Name of Member:	Christopher Lay
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit	Cardiff bus Ltd Sloper Road Lechwith
Nature & Purpose of Hospitality / Gift / Other Benefit	Free bus Pass
Date:	19th July 2017
Location / Venue: *(if applicable)*	Cardiff Bus Ltd.
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader, Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*	Representative of outside body

SIGNATURE:	C. N	DATE:	26/9/17

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to Gill Nurton, Committee & Members Services Manager (Room 286, County Hall) for registration purposes. Please note that the register is available for public inspection.

4.C.039	Issue 8	Date: Oct 2012	Process Owner: Legal & Democratic Services	Authorisation: Democratic Services Manager	Page 1 of 1

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

MEMBER REGISTRATION FORM

All Elected Members and Co-opted Members must complete this form in order to register the receipt of any hospitality, gifts and other benefits **which have an estimated value of £25 or greater** for each relevant occasion, item or payment.

If there is any doubt about whether any hospitality, gift(s) and other benefit(s) received exceeds the £25 threshold value, Members are advised to register its receipt. However, for the avoidance of any doubt, items below the threshold value do not need to be registered. Members should also refer to the Council's guidance on Hospitality, Gifts & Other Benefits, which is issued in accordance with the Code of Conduct for Members.

DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED			
Name of Member:		Gavin Hill-John	
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit:		Cardiff City Transport Services Ltd Leckwith Depot and Offices Sloper Road Leckwith Cardiff CF11 8TB	
Nature & Purpose of Hospitality / Gift / Other Benefit:		Bus Pass	
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader; Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*		Non Executive Director	
Gift/ Hospitality/Other Benefit Accepted?		*Yes**YES / NO** (*please delete as appropriate)	
Date of Receipt:	**Ongoing**	**Approximate Value:**	**£ Depends on usage**
Location / Venue: *(if applicable)*	Various		

SIGNATURE:	**G Hill-John**	**DATE:**	**28/09/2017**

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to the Democratic Services Manager (Room 286A, County Hall) for registration purposes. Please note that the register will be made available for public inspection.

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

MEMBER REGISTRATION FORM

All Elected Members and Co-opted Members must complete this form in order to register the receipt of any hospitality, gifts and other benefits **which have an estimated value of £25 or greater** for each relevant occasion, item or payment.

If there is any doubt about whether any hospitality, gift(s) and other benefit(s) received exceeds the £25 threshold value, Members are advised to register its receipt. However, for the avoidance of any doubt, items below the threshold value do not need to be registered. Members should also refer to the Council's guidance on Hospitality, Gifts & Other Benefits, which is issued in accordance with the Code of Conduct for Members.

DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED			
Name of Member:	Adrian Robson		
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit:	Cardiff City Transport Services Limited, Leckwith Depot & Offices Sloper Road Leckwith Cardiff, CF11 8TB		
Nature & Purpose of Hospitality / Gift / Other Benefit:	Bus Pass		
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader, Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*	Non-Executive Director of Cardiff Bus		
Gift/ Hospitality/Other Benefit Accepted?	*Yes **YES / NO** (*please delete as appropriate)		
Date of Receipt:	**Ongoing**	**Approximate Value:**	**£ N/A – depends on usage**
Location / Venue: *(if applicable)*	N/A		

SIGNATURE:	**Adrian Robson**	**DATE:**	**27th September 2017**

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to the Democratic Services Manager (Room 286A, County Hall) for registration purposes. Please note that the register will be made available for public inspection.

4.C.039	Issue 9	Date: Oct 2013	Process Owner: Democratic Services Manager	Authorisation: Democratic Services Manager	Page 2 of 1

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

MEMBER REGISTRATION FORM

27 NOV 2017

All Elected Members and Co-opted Members must complete this form in order to register the receipt of any hospitality, gifts and other benefits **which have an estimated value of £25 or greater** for each relevant occasion, item or payment.

If there is any doubt about whether any hospitality, gift(s) and other benefit(s) received exceeds the £25 threshold value, Members are advised to register its receipt. However, for the avoidance of any doubt, items below the threshold value do not need to be registered. Members should also refer to the Council's guidance on Hospitality, Gifts & Other Benefits, which is issued in accordance with the Code of Conduct for Members.

DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED			
Name of Member:		Edward Stubbs	
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit:		Cardiff bus	
Nature & Purpose of Hospitality / Gift / Other Benefit:		bus pass	
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader, Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*		non exec Director of Cardiff Bus	
Gift/ Hospitality/Other Benefit Accepted?		***YES / ~~NO~~** (*please delete as appropriate)	
Date of Receipt:	June ~~May~~ 17	**Approximate Value:**	£ unspecified
Location / Venue: *(if applicable)*	—		

SIGNATURE:	[signature]	**DATE:**	27-11-17

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to the Democratic Services Manager (Room 286A, County Hall) for registration purposes. Please note that the register will be made available for public inspection.

28 SEP 2017

RECEIPT OF HOSPITALITY, GIFTS & OTHER BENEFITS

MEMBER REGISTRATION FORM

All Elected Members and Co-opted Members must complete this form in order to register the receipt of any hospitality, gifts and other benefits **which have an estimated value of £25 or greater** for each relevant occasion, item or payment.

If there is any doubt about whether any hospitality, gift(s) and other benefit(s) received exceeds the £25 threshold value, Members are advised to register its receipt. However, for the avoidance of any doubt, items below the threshold value do not need to be registered. Members should also refer to the Council's guidance on Hospitality, Gifts & Other Benefits, which is issued in accordance with the Code of Conduct for Members.

DETAILS OF HOSPITALITY, GIFTS AND OTHER BENEFITS RECEIVED	
Name of Member:	Ramesh Patel.
Name & Address of Organisation, Business or Individual who provided the Hospitality / Gift / Other Benefit	Cardiff Bus
Nature & Purpose of Hospitality / Gift / Other Benefit	Buss Pass
Date:	28/9/17
Location / Venue: *(if applicable)*	
In what role or capacity did you receive the Hospitality / Gift / Other Benefit? *(e.g. Lord Mayor/Chairman, Deputy Lord Mayor/Vice Chairman, Leader, Deputy Leader, Cabinet Member, Ward Member, representative on outside body)*	Board Member of Cardiff Bus

SIGNATURE:	Ramesh Patel	DATE: 28/9/17	

Please note that you must register any hospitality, gifts or other benefits with an estimated value of £25 or greater **within 28 days of receipt**.

When completed, this form must be sent to the Democratic Services Manager (Room 286A, County Hall) for registration purposes. Please note that the register will be made available for public inspection.

Terms of usage for employee travel pass scheme for Non-Executive Directors

As Non-Executive Board members you are entitled to partake in the current employee travel pass scheme which applies to all employees, both part time and full time, including the Executive Directors. The entitlement is for all employees, therefore as a Board Members of Cardiff City Transport Services Limited you fulfil this requirement. This practice is common amongst municipal bus operators.

Terms of usage and ownership are:

1. By issue of the employee travel pass it will allow you to experience the service from a customer perspective, so that you can understand at first hand the impact of delays, cancellations, or other service problems. Having direct knowledge of the product is deemed vital in terms of decision making as this creates a more cross representative "customer" view.
   Any feedback gathered from your time using the employee travel pass needs to be forwarded to the Executive Team to review at subsequent Board meetings.
2. The employee travel pass is issued for use as a secondary mode of transport only. Users who use this as their primary mode of transport need to advise accordingly.
3. In line with the issue of this employee travel pass Non-Executive Directors are reminded that the travel pass does not give an entitlement to travel – if the bus is otherwise full then that space has to be given up to a paying passenger.
4. The travel pass is only issued, for and during, the period that the Councillor, who has been appointed by the Shareholder, is a serving Non-Executive Director of the Board.
5. The travel pass remains in the ownership of Cardiff City Transport Services Limited and must be returned on cessation of the term of office as a Non-Executive Director on the Board. Should the card not be returned the Company will hot list the travel pass and deactivate its use without further contact.
6. Loss of the pass must be reported immediately to Cardiff Bus.

It has been a longstanding arrangement for Non-Executive Directors to receive a travel pass, the consistent view of all the previous and current Board have been that this does not constitute payment, reflecting the fact that the benefit for tax purposes is calculated as nil. The tax status of the benefit of travel pass was confirmed by our auditors in 2012. On this basis there would appear to be no difference between a pass for the Non-Executive Director personally, or an arrangement that mirrored the company scheme as applied to all other employees.

Mae'r dudalen hon yn wag yn fwriadol

CARDIFF COUNCIL
CYNGOR CAERDYDD

STANDARDS & ETHICS COMMITTEE: 28 MARCH 2018

REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING OFFICER

FUNCTIONS IN RESPECT OF COMMUNITY COUNCILS

Reason for this Report

1. To provide the Committee with information on work undertaken on its behalf in respect of Community Councils, and invite any comments or further suggestions in this regard.

Background

2. The Committee's terms of reference authorise it:

   '(g) To undertake those functions in relation to community councils situated in the area of the Council and members of those community councils which are required by law.'

3. There are 6 Community Councils in Cardiff:

- Lisvane Community Council
- Old St Mellons Community Council
- Pentrych Community Council
- Radyr and Morganstown Community Council
- St Fagans Community Council
- Tongwynlais Community Council

4. Each Community Council has between 9 and 13 Community Councillors, with a total of 62 Community Councillors in Cardiff. However, there are many communities In Cardiff which are not represented by a Town or Community Council.

5. Community Councils and their Members are governed by the same statutory ethical framework which applies to Principal Authorities and their Members (under Part 3 of the Local Government Act 2000). In particular, Community Councils are required to adopt a Members' Code of Conduct (incorporating certain mandatory provisions); and Community Councillors are obliged to comply with the Code of Conduct adopted by their Council.

6. The Standards and Ethics Committee has the same statutory functions in relation to the Community Councils and Community Councillors in Cardiff as it has in relation to Cardiff Council and Cardiff County Councillors (detailed in the Legal Implications section of this report).

7. At its last meeting (in November 2017), the Committee agreed a number of recommended actions in respect of Cardiff's Community Councils; and instructed the Monitoring Officer to put in hand the necessary arrangements.

Issues

8. In accordance with the actions approved by the Committee at its last meeting, a email was sent to the Clerks of all six Cardiff Community Councils on 29 November 2017, explaining the Committee's role in respect of the Community Councils; and enclosing a copy of the Committee's report on 'Functions in respect of Community Councils' (22nd November 2017) and the Committee's Annual Report 2016/17. The Clerks were invited to meet with the Monitoring Officer to discuss the role of the Committee and the guidance and assistance available to the Community Councils.

Meeting with Clerks

9. Despite repeated attempts to arrange a meeting between the Monitoring Officer and the 6 Community Council Clerks, this meeting has not yet taken place. Although most Clerks have indicated their willingness to meet with the Monitoring Officer, it has not been possible to agree a mutually convenient date and time. A meeting was scheduled for 1st February 2018, but was unfortunately cancelled as it subsequently transpired that only 1 Clerk (who was due to retire shortly) was planning to attend. The Monitoring Officer is continuing to try to arrange a meeting.

Training

10. The Monitoring Officer has offered training on the Code of Conduct to all Community Councils. The Clerk to Tonygwynlais Community Council accepted the offer; a training session was scheduled for 19th March 2018; and the invitation to attend this session was extended to other local community councils. The session was subsequently attended by six community councillors from Tongwynlais and Radyr and Morganstown Community Councils. Feedback from the Clerk confirmed that councillors found the training 'very well delivered, clear and informative.'

11. Members will recall that a number of Community Councils have undertaken Code of Conduct training provided by One Voice Wales, the organisation representing Community Councils in Wales.

Member Briefing

12. Members will note from the separate report on this matter that it is proposed to issue the next edition of the Member Briefing to all Community Councillors as well as Cardiff Councillors; and that the proposed content of the Briefing includes reference to the Committee's work with Community Councils. (The last edition of the Member Briefing, issued in September 2017, was also issued to Community Councillors.)

Observation of Community Council meetings

13. Members are encouraged to attend a Community Council meeting in order to observe proceedings and any Member conduct issues, familiarise themselves with the work of a Community Council, and raise awareness of the Standards and Ethics Committee and its remit. Scheduled dates of forthcoming Community Council meetings are set out in **Appendix A**, but Members are advised to contact the Clerk to check there have been no changes to the schedule. The Meeting Observation Feedback Proforma attached at **Appendix B** may be used to record Members' observations to report back to the Committee.

Community Councils Charter

14. Members may wish to note that a positive meeting was held on 12th March between the Leader and Community Council representatives to discuss the Community Councils Charter. However, under the Council's constitution, the Charter is a Cabinet responsibility, so reports on the Charter will be made to Cabinet and not to this Committee in future.

Other

15. The Committee may also wish to note that the Welsh Government has commissioned an independent review of community councils which is currently in progress. It is expected that recommendations will be made about the future role of community councils.

Legal Implications

16. The Standards and Ethics Committee has the same statutory functions in relation to the Community Councils and Community Councillors in Cardiff as it has in relation to Cardiff Council and Cardiff County Councillors. Specifically, it has responsibility for:

General functions:

- promoting and maintaining high standards of conduct by the members and co-opted members of the authority, and
- assisting members and co-opted members of the authority to observe the authority's code of conduct.

Additionally, it has the following specific functions:

- advising the authority on the adoption or revision of a code of conduct,
- monitoring the operation of the authority's code of conduct, and
- advising, training or arranging to train members and co-opted members of the authority on matters relating to the authority's code of conduct

(pursuant to sections 54 and 56 of the Local Government Act 2000).

17. The Committee is also responsible for hearing and determining the outcome of complaints against Community Councillors alleging a breach of the Members' Code of Conduct, following a referral to the Committee by the Ombudsman or the Monitoring Officer (in accordance with SI 2001/2281).

Financial Implications

18. There are no financial implications arising from this report.

RECOMMENDATIONS

The Committee is recommended to note the information set out in this report in respect of actions taken in respect of Cardiff Community Councils; and provide any comments or further suggestions considered appropriate.

Davina Fiore
Director of Governance and Legal Services and Monitoring Officer
21st March 2018

APPENDICES

Appendix A	Schedule of forthcoming Community Council meetings
Appendix B	Meeting Observation Feedback Proforma

Background papers
Standards and Ethics Committee report 'Functions in respect of Community Councils', 22nd November 2017

Lisvane Community Council www.lisvanecommunity.org.uk

Clerk	Haydn Davies
Tel	07979 530 278
Email	clerk.lisvanecc@btinternet.com
Clerks Working Hrs	Wed - Fri
Meetings Venue	Old School Cabin
Meeting Time	16th April, 14th May 11th June

Old St Mellons Community Council www.oldstmellonscommunitycouncil.org.uk

Clerk	Neried Evelyn-Gauci
Tel	07543 791 759
Email	clerk@oldstmellonscommunitycouncil.org.uk
Clerks Working Hrs	Mon - Fri
Meeting Venue	The Village Hall, Newport Road
Meeting Time	12th April, 10th May, 14th June

Pentyrch Community Council www.pentyrch.cc

Clerk	Helena Fox
Tel	02920 891 417
Email	clerk@pentyrch.cc
Clerks Working Hrs	9.00 – 2.30 Mon to Thur
Meeting Venue	Rotates between the 3 villages on a quarterly basis.
Meeting Time	16th April, 21st May, 18th June

Radyr and Morganstown Community Council www.radyr.org.uk

Clerk	Ceri Mortimer
Tel	02920 842 213 or 07933 725 094
Email	clerk@radyr.org.uk
Clerks working Hrs	9.30 – 5.30 Monday & Tuesday
Meeting Venue	Old Church Rooms Park Road Radyr
Meeting Time	19th April, 17th May, 21st June

St Fagans Community Council www.stfaganscommunitycouncil.org.uk

Clerk	David Barnard
Email	stfaganscc@aol.com
Tel	02920 610 861 or 07855 093 125
Clerks Working Hrs	Tue to Fri afternoons
Meeting Venue	The Village Hall
Meeting Time	9th April, 3rd May, 4th June

Tongwynlais Community Council www.tongwynlais.org

Clerk	Nadine Dunseith
Tel	02920 813 538
Email	clerk@tongwynlais.org
Clerks Working Hrs	
Meeting Venue	The Tanyard, Market Street, Tongwynlais
Meeting Time	Last Monday of the Month (30th April, 28th May, 25th June)

Mae'r dudalen hon yn wag yn fwriadol

STANDARDS AND ETHICS COMMITTEE

FEEDBACK ON OBSERVATIONS OF COUNCIL & COMMITTEE MEETINGS

Meeting:	
Date:	

Please provide feedback on the following:

Topic	Comments
Room Layout:	
Name plates/ identification of Committee; Witnesses and Officers:	
Ability to hear proceedings:	
Agenda and reports availability:	
Management of meeting:	
Clarity of decision making:	

Possible Code of Conduct/ Standards and Ethics Issues:

I agree that my feedback can be shared with the Council and/ or the Community Council (if applicable).

Name:	
Date:	

Mae'r dudalen hon yn wag yn fwriadol

CYNGOR CAERDYDD
CARDIFF COUNCIL

CARDIFF
CAERDYDD

STANDARDS AND ETHICS COMMITTEE: 28th MARCH 2018

REPORT OF DIRECTOR OF GOVERNANCE & LEGAL SERVICES AND MONITORING OFFICER

SOCIAL MEDIA GUIDANCE FOR COUNCILLORS

Reason for this Report

1. To allow the Committee to review the Social Media Guidance for Councillors issued by the Council.

Background

2. The growing use of social media presents varied opportunities and challenges for Councillors. In recognition of this, the Standards and Ethics Committee considered this issue in 2013/14, and at its meeting in July 2014, following consultation with political Group Leaders and Whips, approved the Social Media Guidance for Councillors ('the Guidance').

3. The Committee reviewed the Social Media Guidance in July 2016 and agreed that the guidance remained fit for purpose, so no changes were made.

4. At the Committee's last meeting, in November 2017, the Committee agreed to review the Guidance again, having regard to the fact that it was originally drafted several years ago, and to allow new Committee members an opportunity to suggest any changes considered appropriate.

Issues

5. The Social Media Guidance for Councillors issued by this Committee in July 2014 is attached as **Appendix A**. The Guidance is intended to:

   • Give guidance in relation to the use of social media by Councillors;
   • Highlight sections of the Members' Code of Conduct that relate to the use of social media; and
   • Highlight some of the pitfalls for councillors to be aware of.

6. Members are invited to review the Guidance and consider any appropriate amendments, which will then be consulted on with the Group Whips and the Head of Communications.

7. Members may wish to note that social media guidance has also been issued by the Welsh Local Government Association (WLGA). The WLGA 'Social Media: A Guide for Councillors', August 2013 (the 'WLGA Guidance') is attached as

Appendix B. It is understood that the WLGA Guidance is being reviewed, but there is no indication of the timescale for revised guidance to be issued.

8. In response to growing concerns about online abuse and bullying or 'trolling', the WLGA last month produced draft guidance 'Councillors Guide to Handling Online Abuse' ('WLGA Handling Online Abuse Guidance') – attached as **Appendix C**.

9. One issue raised by a Committee member is the advice regarding Councillors using separate social media accounts for their Council and personal use. This issue is addressed on page 13 of the Council's Guidance (Appendix A); and pages 6-7 of the WLGA Guidance (Appendix B).

10. The advice to use separate accounts is intended to make it clearer when a Councillor is commenting or acting in a personal capacity, rather than in their official Councillor role. It should, however, be noted that the capacity in which a Councillor is acting will be considered from the perspective of a member of the public; and that the Members' Code of Conduct will apply whenever a Councillor is acting as a councillor or has created the impression that they are acting as a Member. Also, certain duties under the Members' Code (specifically, the duty to not act in a manner which could reasonably be regarded as bringing your office or authority into disrepute; and the duty to not misuse your position or the authority's resources) apply to Members at all times. This means that Councillors are best advised to be aware that any social media comments may be linked to their role as a councillor, even if they are on a personal account, if that account identifies them as a Councillor or if the topic commented on is one related to the Council.

11. Although it will be noted from the Council's Guidance (page 13) that 'The Committee recommends using separate social media accounts for Council and private business', it must be emphasised that the question of whether or not to use separate social media accounts is a matter for each individual Member to decide for themselves, having regard to the guidance and their own particular circumstances.

10. Members may also wish to note that training on social media was included in the WLGA New Councillor Induction session held in November 2017; and is included in the Council's Member Learning and Development Programme.

Legal Implications

11. The relevant legal implications are set out in the report and its appendices.

Financial Implications

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

RECOMMENDATION

The Committee is recommended to consider the Council's Guidance attached as **Appendix A** and recommend any changes considered appropriate for consultation with members and a report back to this Committee.

Davina Fiore
Director of Governance and Legal Services and Monitoring Officer
22nd March 2018

APPENDICES

Appendix A	Social Media Guidance for Councillors, July 2014
Appendix B	WLGA 'Social Media: A Guide for Councillors', August 2013 http://www.wlga.wales/SharedFiles/Download.aspx?pageid=62&mid=665&fileid=344
Appendix C	WLGA Draft 'Councillors Guide to Handling Online Abuse', February 2018

Background papers

Standards and Ethics Committee report 'Social Media Guidance', July 2016

Mae'r dudalen hon yn wag yn fwriadol

Democratic Services - *Supporting Elected Members*
Gwasanaethau Democrataidd - *Cefnogi Aelodau Etholedig*

CARDIFF
CAERDYDD

Cardiff Council

Social Media Guidance for Councillors

Section 1

Introduction – Why Social Media is Important

People are now turning first to the web to find everything from information and entertainment to shopping and making connections with friends and colleagues. People expect to be able to comment and contribute on everything; from online versions of newspapers to items they purchase from retailers.

Residents will increasingly expect that local government will be able to provide its services online, with the same level of interactivity that they find everywhere else. It wasn't that long ago that email was a novel way to contact your Councillor and Council. Already many Councillors and Councils are interacting with the people they represent online through social media, and it won't be long before this is common expectation.[1]

However, there are challenges that may discourage Councillors and the Council from engaging in social media use. For example, inappropriate use (which may occur inadvertently) can cause significant damage to a Councillor's (or even the Council's) reputation and can lead to legal claims. In addition the technology involved is changing at a fast pace. This can mean that it is hard to keep up and maintain useful interaction with residents.

> *The problem for Councils though, is that not engaging now represents a far greater risk than engaging. Citizens will still use these networks to talk about us, whether we add our voice to the conversation or not. The national infrastructures being built to improve government and public services will still exist, and Councils will be expected to engage with them. Citizens will expect their council to engage with them on their terms, via their channels, and to be openly available online. In fact, it is becoming increasingly clear that if councils don't use these tools, the citizens will do it for them, and bypass the council entirely.*[2]

In response to these new opportunities and challenges this handbook is intended to:

- Introduce various forms of social media;
- Give guidance in relation to the basic use of social media by Councillors;
- Highlight sections of the Members' Code of Conduct that relate to the use of social media; and
- Provide guidance in relation to the use of social media by Councillors and to highlight some of the pitfalls to be aware off.

The Members Code of Conduct

It is vital to remember that Members must follow the Code of Conduct at all times. This includes your online activities – there are many aspects of the Members' Code of Conduct that will apply to your online activities in the same way it does to your offline life.

Why should and how can Social Media be used?

[1] Extracted from 'Connected Councillors – A guide to using social media to support local leadership' LGA
[2] Extracted from 'Local by Social – how Local Authorities can use social media to achieve more for less' I&DeA

The Home Office has produced a guide on the use of social media and highlights the following uses and benefits of social media:[3]

Communicate with citizens where they are

Many of Cardiff's citizens are already on social media, and expect to find you there too. Britons are the most prolific social networkers in Europe, with over 50% of the UK population now using Facebook. For many, it's already the place to go for debate, information and to find contact information.

However, the use of social media is not simply a numbers game. The quality of interaction and audience demographics should influence your choice of how and when to use social media. It's also important to know who is using different channels so you can better target your audience.

It's also important to remember that despite the growth of social media, many citizens are not on social media and likely never will be so traditional methods of communication should not be abandoned!

Consult and engage

Social media can be a great way to disseminate or gather information to many people quickly and cheaply. This could include asking questions to crowd-source views, but also something as simple as raising awareness of roundtables and consultation events.

Social media can be used to have discussions with service users or the people whose behaviour you want to change. Social media is one of the few ways you can directly and instantly receive feedback on your policies and decisions

Increase the impact of your communications

Most social media users will testify to the fact that you will get far greater traction with your audience if you add a social media layer to your communications - whether in an emergency, for one-off or more regular events.

Buzz generated around communications on Twitter can very quickly escalate. Stories and discussions start on Twitter but are quickly picked up, firstly by amateur bloggers, then by professional bloggers, then via news websites and often make it onto the front pages of newspapers 12-24 hours later. You have a real chance to either reinforce or prevent those front-page headlines with the effective use of social media.

Also, communicating 1-to-many rather than repeatedly 1-to-1 directly, quickly and cheaply is one of the major opportunities that social media offers.

[3] Based on extracts from 'Social Media Guidance for Civil Servants' Home Office

Be more transparent and accountable

Explaining what Council and Councillors do (and why and how they do it) is already embedded in our culture through the use of public meetings, consultations and the publication of information online and in hard copy. Social media can add a further level of transparency and accountability to the public.

It allows citizens to input into decisions, to question them and for replies to be broadcast to many instead of 1-2-1. So you can hear direct from those affected by your decisions – the positive and negative – and explain and/or defend decisions.

Be part of the conversation

Most commentators will agree that there is more value to be gained from engaging in the social media conversation than not - whether you are aiming for better service delivery or behaviour change. Being present in the conversation means engaging and a core part of any good conversation is listening.

If you are not aware of rumours circulating within a particular citizen group who use a particular service regularly, you cannot address that rumour. But if you are, you can respond there quickly and easily.

To bring people together

Using social media can be a great way to connect with individuals and organisations who want the same things as you do. Social media is a quick, easy and effective way to network. Bringing together like minded people can have a multitude of benefits and have a real impact on the quality of services offered by the Council.

Section 2

Social Media – an Introduction

Social media describes a range of online services that provide easy ways to create and publish on the internet. People generally use the term to describe how content (i.e. text, video and pictures) can be shared and discussed online.

It is transforming the way that business is done and how individuals interact with each other. It is providing a voice for those who might otherwise struggle to get a platform. As a result social media will change the way that councillors and councils interact with local people.

A lot of the language used can initially seem like impenetrable jargon. However, the important thing to remember about social media is that it's social. It's about communication. It's about putting the transformative power of the printing press into the hands of the people. Just like the ability to publish political pamphlets and talk about them in public was the foundation of our democracy, social media will have just as big an effect on the way we govern and do business.

Now anyone can publish and share their views, and more importantly can engage in conversation with others about those views, with just a few clicks of a mouse. It's the political leaflet and public meeting all rolled into one.[4]

Types of Social Media

It's impossible to list all the types of social media, but the following is a very brief summary of the main popular social media platforms commonly used at the moment:

- Facebook – this is a service mainly used for telling people what you like and what you've done.
- Twitter – for telling people what your doing or thinking – right now!
- Instagram and Flickr – both for showing people your pictures.
- Foursquare – for telling people where you are.
- You Tube – for showing people your videos.
- Linked In – for professional networking.

[4] Based on material in 'Connected Councillors – A guide to using social media to support local leadership' by the Local Government Association.

Section 3

Staying out of trouble on Social Media[5]

Any form of communication is rife with the possibility of misunderstandings. But Social media is especially vulnerable to this risk. For example, it's very difficult to convey irony in the 140 characters of a Twitter post. So a comment that would be seen as harmlessly humorous in normal conversation could be seen as seriously offensive on Twitter.

The serious legal bits and actual guidelines are at the end of this section and you should read and make sure you understand these. However, the following is intended to be a more practical guide to ensuring you stay on the straight and narrow when using social media. As a general rule, all of the below will seem like common sense – and a lot of it is.

Don't rush in!

The problems that arise from social media often stem from users forgetting two key characteristics of social media:

1. What you are saying is **permanently published, to the world** – once you say something online, it's nearly impossible to take it back. Before you know it, the off-hand comment you made when you were angry could have gone global. As it's attributed to you, your name (and that of the Council or your party of you are a Councillor) could be forever tarnished.

2. You're just using text or pictures and people reading or viewing them may not be aware of the background to the issue you're discussing. Because of this **posts can easily be misinterpreted or taken out of context**. Yes, social media is interactive, but not in the same way as a face to face conversation. Therefore, an ambiguous comment may have already done its damage before you realise it and get the chance to explain what you really meant.

Be secure

Officers of the Council and Councillors, just like anyone else, should be careful about internet security. If you lose control of a social media account to a hacker, you could suddenly find all sorts of inappropriate comments being published to the world in your name!

Use secure passwords (generally over eight characters long and using a mix of letters, numbers and symbols) and never share your password with anyone. If you are using shared IT equipment, don't store your password on the computer.

Allow disagreement but don't get into arguments

As you begin to use social media, you'll find that there are some argumentative users out there. You need to be aware that getting into an online argument rarely results in either party looking good.

[5] This section adapts and adds to principles from the LGA publication "Connected Councillors – a guide to using social media to support local leadership".

Some comments may be out of line, but on the other hand deleting the comments of people who disagree with you will often backfire. You can't stop them from posting the same comment elsewhere, and then linking back to your site and saying you are "gagging" those who disagree with you. It's best not to get bogged down. You don't have to respond to everything – it's OK to ignore comments if necessary.

It's also worth bearing in mind that people will have a lot more confidence to say things behind the protection of their keyboard than they would in a face-to-face conversation. So you'll probably need to have an even thicker skin than normal!

Moderate your account

You will need to take note of the comments that other people make. It may be a fine line to tread, but if you allow offensive or disrespectful comments to stand then it can put off other members of the community. The easiest way to handle this is to "moderate" comments.

The process of moderation involves identifying, deleting or reporting comments or content that is inappropriate. If you do so, it's best to clearly set out somewhere on your account the reasons why comments may be rejected.

A couple of sample Moderation Policies can be found here:

The BBC's very detailed Moderation Policy -
http://news.bbc.co.uk/1/hi/help/4176520.stm

Welsh Government's shorter Moderation Policy –
http://wales.gov.uk/topics/tourism/workingtourismindl1/socialmediause/?lang=en

For Facebook or other social networks, including multi-media sites like YouTube and Flickr where people can post public or semi-public messages to your profile, you will need to regularly check on messages or, far less preferably, disable message posting. It is worth noting that you cannot moderate Twitter as such but you can 'block people' who are posting inappropriate comments or report then to Twitter.

Think about who you contact and engage with

Some of the terminology in social media, like 'friending' can imply an intimacy or support that's not really there. Both terms just mean you have linked your account to someone else so you can share information.

Savvy internet users are used to this, but some people may find it obtrusive if their council or councillor begins following them online. It's probably best to let other people initiate online contact with you, and then to respond rather than actively trying to "friend" or otherwise make contact with residents.

Most social media platforms restrict or limit use by minors, however these rules are hard to monitor and are therefore often breached. You should be very careful about contacting, 'liking', or 'friending' those who are or appear to be under the age of 18. If you have any doubt at all about whether it's appropriate to engage in any sort of online contact with a minor, it's probably best to err on the side of caution.

Equally, you should be aware that creating a social media account rarely involves any checks on identity. Therefore, people may not always be who they say they are.

Beware the irony

Very few writers are able to communicate sarcasm or irony well through short online messages. It's probably best to assume that you're among the vast majority who can't.

Own up

Social media is great at transparency. The best users admit mistakes rather than try to cover them up (which isn't normally possible anyway).

Amending your text and acknowledging your mistake – perhaps by putting a line through the offending words and inserting a correction or providing an update section at the bottom of a post – shows you are not pretending it didn't happen, and is much better than just deleting it when dealing with online misfires.

Legal considerations[6]

This section does not purport to be a complete assessment of all the legal pitfalls that may catch out a social media user, but it highlights some of the main concerns. If you have any questions or concerns in relation to a particular issue please contact the Council's legal services team.

It's worth remembering that most of these pitfalls can be avoided if you make sure that everything you say online is objective, balanced, informative and accurate.

Libel

If you publish an untrue statement about a person which is damaging to their reputation they may take a libel action. This will also apply if you allow someone else to publish something libellous on your website if you know about it and don't take prompt action to remove it.

A successful libel claim may result in an award of damages.

Copyright

Placing images or text on your site from a copyrighted source (for example extracts from publications or photos) without first seeking proper permission is likely to breach copyright. Avoid publishing anything you are unsure about, or seek permission in advance.

Breach of copyright may result in an award of damages.

[6] This section is adapted from CivicSurf's Legal Guidance for councillor blogs. Included here under Creative Commons attribution, non-commercial license.

Data Protection and Confidentiality

Avoid publishing the personal data of individuals unless you have their express written permission.

In addition, some information that you receive in your role as a Councillor will be confidential. Obviously, this sort of material should not be published online.

Further guidance can be sought from the Council's Improvement & Information Management Team or Monitoring Officer.

Obscene or offensive material

It goes without saying that you should avoid publishing anything that people would consider obscene or offensive. Publication of obscene material (and some types of offensive material) is a criminal offence.

The Council's use of Social Media

Material published by the Council itself is, for obvious reasons, restricted in terms of content. It must not:

- contain party political material;
- persuade the public to a particular political view;
- promote the personal image of a particular councillor or party; or
- promote an individual councillor's proposals, decisions or recommendations, or personalise issues.

In addition, the Council should not assist (such as by re-tweeting) in the publication of any material that does any of the above.

What does the Council consider to be inappropriate or offensive?

The Council will not tolerate inappropriate or offensive use of social media and will take action against anyone found to have made any such comments. For Councillors, this could result in comments being reported to the Standards & Ethics Committee or the Public Services Ombudsman for Wales.

It's impossible to write a list of everything that could be seen as inappropriate or offensive. Below is a list of examples of the type of comment or material that might fall into this category, but you should be aware that this is not an exhaustive list.

You should not use social media in a way that:

- is illegal;
- breaches confidentiality, for example by:
    - revealing confidential or commercially sensitive information belonging to the Council;

    - giving away personal or confidential information about an individual (such as a fellow Councillor, officer or a service user) or organisation (such as a service provider or partner authority); or
    - improperly discussing the Council's internal workings (such as agreements that it is reaching or its future plans that have not been communicated to the public) or;
- does anything that could be reasonably considered insulting, threatening, discriminatory against, or bullying or harassment of, any individual, for example by:
    - making offensive or derogatory comments (in particular in relation to any of the Protected Characteristics contained in the Equality Act 2010, being: age, disability, gender reassignment, marriage or civil partnership, pregnancy, race, religion or belief, gender or sexual orientation);;
    - using social media to bully another individual (such as an officer or service user of the Council); or
    - posting images or comments that are offensive, obscene or links to such content or;
- brings the Council into disrepute, for example by:
    - making defamatory comments about the Council, officers, individuals, organisations or groups;
    - promotes illegal activity or is intended to deceive; or
- breaches copyright, for example by:
    - using someone else's images or written content without permission; or
    - failing to give acknowledgement where permission has been given to reproduce something.

If you have any doubt at all about whether content is appropriate, it probably isn't! If you are still in any doubt, you should contact the Council's Monitoring Officer before posting.

Section 4

Social Media Issues that are Specific to Councillors

As you get started in social media and build your online profile, there are a few things to bear in mind. While there's no additional legal or ethical burden around using social media, the usual rules still apply and you need to think about them in this new context.

In the main, Councillors have the same legal duties online as anyone else, but failures to comply with the law may have more serious consequences. There are some additional duties around using social media websites for electoral campaigning and extra care needs to be taken when writing on planning, licencing and other regulatory matters.

Use of social media by members of planning, licensing or other regulatory committees is not permitted during the course of such meetings.

This section looks at some issues that are particularly relevant to the life and work of a Councillor and builds on the principles set out in Section 3.

Bias and pre-determination

If you are involved in determining planning or licensing applications or other quasi-judicial decisions, avoid publishing anything online that might suggest you don't have an open mind about a matter you may be involved in determining.

If not, the decision runs the risk of being invalid.

Interaction with Councillors by the Council Online

Whilst it is important to remember the principles set out in this guide in relation to the Council itself not promoting political views, the Council must acknowledge that social media channels are now used for communication and finding information by many residents. Therefore, Council materials may make reference to the social media accounts of Councillors as a means of contacting that Councillor.

Electoral periods

The Electoral Commission requires that candidates provide a return of expenditure on any form of advertising or campaign literature and that includes web advertising. And there are additional requirements, such as imprint standards for materials which can be downloaded from a website. Full guidance for candidates can be found at www.electoralcommission.org.uk. In particular you should also read the useful guidance that can be found here: www.electoralcommission.org.uk/guidance/those-we-regulate/candidates-and-agents

The Members' Code of Conduct[7]

Aspects of the Members' Code of Conduct will apply to your online activity in the same way it does to other written or verbal communication you undertake.

[7] This section is adapted from CivicSurf's Legal Guidance for councillor blogs. Included here under Creative Commons attribution, non-commercial license.

The nature of a Councillor's hours and work on local issues may mean that the line between work life and home life is not always clear. Councillors can have 'blurred identities'. This means you may have a social media account where you comment both as a Councillor and as an individual. For example a Facebook account where you've posted about a great night out (personal) and another time explained the Council position on pothole repair (Councillor). It may be clear in your mind when you are posting in a private capacity or as a Councillor, but it could be less clear to others.

Whilst there are a number of factors which will come into play which are more a question of judgment than a hard and fast line, it is worth assuming that any online activity can be linked to your official role. This is because the judgment of whether you are perceived to be acting as a Councillor will most likely be taken by someone else. Unless you've gone to significant effort to keep an online persona completely separate from your Councillor identity, you are unlikely to be able to claim that you were acting in a completely private capacity.

As a result the Council's Standards and Ethics Committee strongly recommends that Councillors separate their social media use. **The Committee recommends using separate social media accounts for Council and private business**. Whilst this will not always protect comments that you intended to be "private", it will help to keep your identities separate; and reduce the risk of a comment you intended to be private as being viewed as having been made in a public capacity.

Such blurred identities might also have implications where your views are taken as those of your organisation or political party, rather than your personal opinion. There is a need therefore to get your position on social media accounts/profiles clear so that it cannot be misinterpreted that you are acting as the corporate voice for the Council. Indeed, there is an important difference between communicating on behalf of the Council, or as a Councillor or as a private citizen and the former will be held to a higher standard than the latter.

With this latter point in mind, you need to be aware that how you use your online identity will also determine how online content will be treated in respect of the Members' Code of Conduct. Councillors are expected to communicate politically. The key, however, to whether your online activity is subject to the Code of Conduct is whether you are giving the impression that you are acting as a Councillor. And that stands whether you are in fact acting in an official capacity or simply giving the impression that you are doing so.

As has already been mentioned, aspects of the Members' Code of Conduct will apply to your online activity in the same way it does to other written or verbal communication you undertake. Members should comply with the general principles of the Code in what they publish and what they allow others to publish.

You will need to be particularly aware of the following sections of the Code:

- Treat others with respect. Avoid personal attacks and disrespectful, rude or offensive comments.

- Comply with equality laws.
- Refrain from publishing anything you have received in confidence.
- Ensure you don't bring the Council, or your Councillor role, into disrepute.

If you have any doubt about any online issues, please contact the Monitoring Officer.

"Although these warnings may seem stark, they shouldn't put you off engaging online. Use your common sense. The things that can get you in hot water anywhere else are the same things to avoid in social media. Most councillors who are using social media engage with citizens in entirely constructive and often colourful fashions without ever engaging the Code of Conduct or running foul of the law"[8]

[8] Connected Councillors, Social Media Handbook.

Section 5

References to other relevant Council Polices, Acknowledgements and Further Materials

Further Reading Materials

You may also wish to look at:

- Connected Councillors – A guide to using social media to support local leadership' Local Government Association
- Local by Social – how Local Authorities can use social media to achieve more for less' Improvement and Development Agency
- CivicSurf's website: www.civicsurf.org.uk
- The Local Government Associations webpages on Social Media: http://www.local.gov.uk/socialmedia

Other Council Policies

These Council's IT policies are also relevant: They can be found here: http://cmsweb/cardiff/content.asp?nav=3011%2C4058%2C4062%2C4069&parent_directory_id=3094

Acknowledgements

Material in this Policy has been based on and/or reproduced with thanks from the following publications:

- Connected Councillors – A guide to using social media to support local leadership' Local Government Association
- Local by Social – how Local Authorities can use social media to achieve more for less' Improvement and Development Agency
- CivicSurf's Legal Guidance for councillor blogs. Included here under Creative Commons attribution, non-commercial license
- Social Media policies in use by other Local Authorities including Cheshire East, Lincolnshire and Devon
- Social media guidance for civil servants. Published by the Cabinet and Home Offices and reproduced under the terms of the Open Government Licence

Mae'r dudalen hon yn wag yn fwriadol

Councillors Guide to Handling Online Abuse

February 2018

Social media has become a powerful tool for councillors, helping them to engage with communities, raise awareness of community issues, events, or council initiatives and to seek views and receive feedback.

Social media however has its darker side; online abuse and bullying or 'trolling' has reached record levels and politicians, particularly women, are often the target of unacceptable, unpleasant and, sometimes, threatening online abuse.

"Abuse of public servants is unacceptable and the online abuse of councillors should not be tolerated"

The abuse of public servants is unacceptable and the online abuse of councillors should not be tolerated. Councillors are committed individuals who invest a huge amount of time, energy and emotion into serving their communities and the public. Councillors do not often receive thanks or recognition for their efforts, but they should not expect abuse and harassment.

Being a councillor can be a challenging and often vulnerable role. In the era of austerity and cuts to public service funding, the Cabinet Secretary for Local Government Alun Davies AM recently recognised that '…the most difficult job in politics in Wales today is that of a councillor'. Councillors often take difficult or controversial decisions, which may affect the communities in which they live; councillors are local, accessible and visible and can therefore be subjected to personal challenge, criticism or, worse, abuse.

Elected politicians in general are increasingly subject to personal abuse and threats; these issues were explored and several recommendations were made in the December 2017 Report of the Committee on Standards in Public Life Review into 'Intimidation in Public Life'.[1]

In February 2018, Prime Minister Theresa May MP announced that the UK Government intends to consult on making it an offence in electoral law to intimidate candidates and campaigners[2]. Politicians will continue to take a personal and collective stand in challenging intimidation, however until a change in law, candidates and politicians will unfortunately have to continue to seek support from colleagues in managing or reporting any abuse.

[1] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/666927/6.3637_CO_v6_061217_Web3.1__2_.pdf

[2] https://www.gov.uk/government/speeches/pm-speech-on-standards-in-public-life-6-february-2018

Online abuse is an unfortunate feature of modern society and it is difficult to prevent in the age of social media. Online abuse is on the increase; the overall number of 'malicious communications' recorded by Welsh police forces more than doubled in 2015, to 2,915 reports of cyberbullying, trolling, online harassment and death threats[3].

Concerns about online abuse of councillors are growing[4] and several councillors who stood down at the 2017 elections did so due to general abuse from members of the public.

"Challenge and scrutiny is a key part of democratic accountability and should be welcomed; but it should remain constructive and courteous"

Challenge and scrutiny is a key part of democratic accountability and should be welcomed; but it should remain constructive and courteous. Some residents may feel frustrated about an issue or wish to raise a legitimate complaint; but it should be polite and respectfully raised.

Occasionally such instances can cross the line but can be managed as they are well-intentioned; other instances however can be malicious and vexatious.

Online abuse is sadly likely to be an inevitable downside of being a councillor, so it is important that councillors prepare themselves and consider the steps they can take to manage, minimise and respond to any incidents.

"Councillors need to be particularly careful about what they post online themselves"

Councillors need to be particularly careful about what they post online themselves. Councillors are expected to uphold the highest of standards and are subject to a statutory code of conduct. Councillors should therefore ensure that what they say and how they say things online do not cause undue distress or upset to members of the public or other councillors. The WLGA has produced a separate Social Media Guide for Councillors which outlines the "Dos and Don'ts" of social media and the legal and code of conduct risks (and protection) for councillors.

Some unsympathetically say that politicians should 'grow a thicker skin' and whilst it is true that councillors do have to prepare themselves for likely abuse and sometimes the best approach is to ignore it if you can, there are some approaches you can take, social media companies and, ultimately, the law are all on your side.

"Social media companies and, ultimately, the law are on your side"

[3] http://www.bbc.com/news/uk-wales-41729206
[4] http://www.bbc.co.uk/news/uk-wales-41263983

Your response to a particular online post or to a repetitive troll however requires personal judgement, circumstances will vary and each post may require a different response depending on the nature and subject matter of the message, the history of the individual and so on.

This guide provides advice on how to manage or report online abuse or harassment and points you in the direction of online resources[5] which will guide you through the process of blocking, unfriending, muting, hiding or reporting online posts.

In summary, if you don't like a social media comment you might choose to ignore it or challenge it but if a social media comment is libellous, threatening or becomes harassment, you can take action and report it.

If you are concerned about any social media activity, you may wish to seek the advice of your Monitoring Officer in the first instance; should you wish to seek other support you may wish to approach the Head of Democratic Services or other councillors in your group or in your ward.

Tackling abuse on Twitter™

1. "No tit for tat on twitter"

No matter how tempting it might be, entering a 'tit-for-tat' debate with a troll is a risky approach. You are unlikely ever to have the 'last word' and trolls, like all bullies, seek attention and are looking for a reaction; a response may just fuel them further.

"Shall I put you down as a 'Maybe' then?"

Humour and sarcasm can sometimes work: one councillor who received unpleasant abuse from a troll during the local elections succeeded in silencing the troll by responding: 'Shall I put you down as a 'Maybe' then?'

Sometimes it can work and it can certainly make you feel better, but it may end up encouraging a more vitriolic and prolonged response and sarcasm does not always translate well on social media, so you may confuse or offend some of your normal followers as a result.

It is also more than likely that you will have many, many more followers than the troll will. Most trolls have few followers and many of them may be sympathetic to the troll's opinions and style. If you do decide to react and reply to a troll's tweet, all your many hundreds or thousands of followers will see the troll's original tweet and you will just help spread the

[5] Links to resources are embedded in the text but are also included in footnotes, should the reader be using a hard copy version.

troll's abuse, allegations or misinformation on his or her behalf. On balance, it is probably not worth giving the troll the oxygen of publicity.

2. Whistling in the wind?

Check to see if the troll has many followers and who those followers are. As noted above, the chances are that a troll will have few followers. If that's the case, no matter how concerning the comments made it is likely that few people (and few people you care about) will have seen them.

3. Your right of reply

If a troll has posted some inaccurate information about you or the council, you may of course wish to set 'the record straight'. You should balance up the risks and likely success of this approach and, if the information is libellous, you may wish to receive legal advice or follow up through alternative routes.

4. Move the tweet into a different domain

If the tweet is a complaint about a council service, ask for contact details and pass the information to officers to follow-up on. Inform the individual that this is the course of action you are taking. This may help defuse any tensions.

5. Take a record of the abused

If you have received online abuse, even if you are not overly concerned or if you intend to ignore it, you should consider keeping a record should any incidents escalate in the future. You can simply 'screen shot', 'clip' or 'snip' tweets on your phone or computer. You may also decide to warn the troll that you are keeping a record of all messages and may refer them to the appropriate authorities, which may scare them off posting further comments or might encourage them to delete them.

6. Mute or Block Trolls

You may wish to unfollow, mute or even block a troll or someone who is persistently tweeting you. Guidance about to mute and block is available from Twitter, but in summary:

Muting[6] allows you to remove an account's Tweets from your timeline but does not go as far as unfollowing or blocking the account. Muted accounts will not know that they have been muted and you can 'unmute' them at any time.

Blocking[7] allows you to restrict specific accounts from contacting you, seeing your Tweets or following you. Unlike muting, trolls can find out that they have been 'blocked' and may accuse you of avoiding their scrutiny; this may be a small price to pay if their behaviour is checked and can be easily rebutted if necessary.

According to Twitter, blocked accounts cannot:

- Follow you
- View your Tweets (unless they report you, and your Tweets mention them)
- Find your Tweets in search when logged in on Twitter
- Send Direct Messages to you
- View your following or followers lists, likes or lists when logged in on Twitter
- View a Moment you've created when logged in on Twitter
- Add your Twitter account to their lists
- Tag you in a photo

7. Report the abuse to Twitter

Twitter itself promotes 'Rules' encouraging constructive debate but it explicitly prohibits behaviour '…that crosses the line into abuse, including behaviour that harasses, intimidates, or uses fear to silence another user's voice.'[8]

If tweets are so offensive that you believe they violate Twitter's rules, you can report them to Twitter who may decide to take action. For further information about how to report 'violations' visit Twitter's **How to report violations**[9] page.

8. Report the abuse to the Police

If someone sends threatening, abusive or offensive messages via any social networking site, they could be committing an offence. The most relevant offences are 'harassment' and 'malicious communications'.

According to the Police, harassment means a 'course of conduct' (i.e. two or more related occurrences) and the messages do not necessarily have to be violent in nature, but must be oppressive and need to have caused some alarm or distress.

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[6] https://support.twitter.com/articles/20171399
[7] https://support.twitter.com/articles/117063
[8] https://support.twitter.com/articles/18311?lang=en#
[9] https://support.twitter.com/articles/15789#

An offence relating to malicious communications may be a single incident, but a for an offence to have been committed, a message must be indecent, grossly offensive, obscene or threatening or menacing.

The Police advise that you may wish to initially report the matter to Twitter, but if you wish to report either of these alleged offences to your local police force, you should not respond to the message as it may encourage the sender and make the situation worse. The Police also advise that you take a screen shot of the message so if it gets deleted later there will still be a record of what was said.

Further information about social media and criminal offences is available via the **Police**[10] and **Crime Prosecution Service**[11]

Tackling abuse on Facebook™

You can take a similar approach to responding to abuse and harassment as you would to Twitter or any other social media platform; you need to weigh up whether it's best to ignore, respond, refer or report any incidents.

That said, Facebook has slightly different 'Community Standards'[12] and alternative methods of dealing with complaints.

You are also more likely to encounter community or campaign groups or pages which facilitate scrutiny of you, fellow councillors or your local council and some have been set up specifically with that purpose in mind. Scrutiny and constructive challenge should be supported, but if these groups are not moderated effectively, they can provide a conduit for abuse and harassment.

Although Facebook encourages respectful behaviour and takes action to protect 'private individuals'[13] from bullying and harassment, it permits 'open and critical discussion of people who are featured in the news or have a large public audience based on their profession or chosen activities' but does take action around 'credible threats' and 'hate speech'[14].

[10] https://www.askthe.police.uk/content/Q770.htm
[11] http://www.cps.gov.uk/legal/a_to_c/communications_sent_via_social_media/
[12] https://www.facebook.com/communitystandards#attacks-on-public-figures
[13] https://www.facebook.com/communitystandards#bullying-and-harassment
[14] https://www.facebook.com/communitystandards#attacks-on-public-figures

Responding to abuse or harassment

There are a range of options for you to manage abuse or harassment on Facebook and full instructions are available on the Facebook help page[15]:

- If you want a post removed from Facebook, you can ask the person who posted it to remove it.
- If you don't like a story that appears in your News Feed, you can hide it.
- If you are not happy with a post you're tagged in, you can remove the tag.
- You can leave a conversation at any time, though the other people in the conversation will be notified and you will no longer receive messages from the conversation.
- You can unfriend or block another user; they will no longer be able to tag you or see things you post on your timeline.
- If the post goes against Facebook's Community Standards you can report it to Facebook.

Responding to abuse or harassment in Groups or Pages

Scrutiny and constructive challenge should be supported, although both can provide a conduit for abuse and harassment from individuals or groups if they are not moderated effectively.

Your council may have a policy or tactic on communicating and engaging with such groups, particularly if they have been set up to criticise the council, so you should take advice from the council's communications officers.

There is no right or wrong way with regards responding to a group or page which regularly criticises the council or councillors; some believe that it is beneficial to engage constructively, to explain, inform or signpost and hopefully improve awareness, understanding and support, whilst others are more reluctant as it will require emotional energy and time and the likelihood of successful engagement may be limited.

If you are concerned about comments or postings about you in a group or page, you can report the post to the Group Administrator.[16] If you concerned about a group that is abusive and you think it has broken Facebook's Community Standards, you can report the group to Facebook.[17]

Managing and moderating your own Group or Page

[15] https://www.facebook.com/help/408955225828742?helpref=search&sr=6&query=unfriend
[16] https://www.facebook.com/help/436113899837980?helpref=search&sr=1&query=report%20to%20admin
[17] https://www.facebook.com/help/266814220000812?helpref=related

You may wish to set up your own personal, councillor or community page on Facebook. These are valuable platforms to promote local information, news, events or council developments or seek people's views on community or council proposals.

Members or the community and others can contribute and comment in an interactive manner and whilst most is constructive and uses acceptable language, some individuals may use bad language or 'cross the line' into abuse or harassment.

The use of bad language can sometimes be unintentional and if you are the group or page administrator you can politely rebuke the individual and advise on expected conduct and an apology is often forthcoming.

If you are a Group or Page administrator, Facebook provides you with a range of tools to manage and moderate other people's content or contributions to your Group or Page for more serious breaches of standards.

You can:

- Block certain words or apply a 'profanity filter' in the settings, this will stop such postings appearing in your page;
- Hide or delete comments, photos or tags; and
- Ban or remove someone from your pages.

Useful guidance and instructions are available on the 'Banning and Moderation'[18] section of Facebook.

Administering a large Group can be a lot of work, particularly if group members are active. If that's the case, you might want to share the responsibility with other councillors, friends or trusted community members. Guidance on making other people administrators or 'moderators is available on Facebook[19].

Tackling abuse on blogs

Blogs are a quick and easy way for members of the public or councillors to set up mini-websites to discuss and air views on matters of interest.

Occasionally, blogs may take an interest in local, community matters and some have been set up specifically to scrutinise the local council or councillors.

Whilst scrutiny is a key part of local democracy and accountability, on occasions, some blogs may make unfair comments or untrue allegations or may include abusive or threatening commentary. Unlike Facebook and Twitter, there are no 'community rules or standards' to moderate or challenge such content.

Depending on the nature of the comments, councillors therefore have several choices:

[18] https://www.facebook.com/help/248844142141117/?helpref=hc_fnav
[19] https://www.facebook.com/help/148640791872225?helpref=search&sr=3&query=group%20admin

- Ignore the blog altogether and hope that few people read and become aware of the comments;
- Engage with the blogger and seek to assure, inform or correct the comments as appropriate. As with trolls however, this course of action may fuel and prolong the debate and abusive comments further; or
- If you are concerned that the blogger is harassing you, threatening you, spreading malicious communications or is defaming or libelling you, you may wish to record any evidence (e.g. take some screen shots) and seek further legal advice or refer the matter to the Police.

Mae'r dudalen hon yn wag yn fwriadol

CARDIFF COUNCIL
CYNGOR CAERDYDD

STANDARDS AND ETHICS COMMITTEE **28th MARCH 2018**

REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING OFFICER

AGENDA ITEM:

WHISTLEBLOWING REPORTS 2017

Reason for this Report

1. To provide the Committee with information to enable it to oversee and monitor the Council's whistleblowing procedures and to consider any ethical issues arising.

Background

2. The Standards & Ethics Committee has responsibility to 'oversee and monitor the Council's Whistleblowing procedures and to consider ethical issues arising' (paragraph (e) of the Committee's terms of reference).

3. The Whistleblowing Policy sets out the arrangements adopted by the Council aimed at ensuring that workers are able to raise concerns in the public interest about a danger, risk, malpractice or wrongdoing within the Council without fear of adverse consequences. The Policy explains the statutory protection available to workers under the Public Interest Disclosure Act 1998, and is intended to encourage and enable workers to raise serious concerns within the Council rather than overlooking a problem or blowing the whistle outside.

4. The Whistleblowing Policy was revised and approved by Cabinet in October 2014 on the recommendations of this Committee, to reflect legislative changes, clarify certain provisions and adopt best practice. The Policy is publicised through posters in all core Council buildings, and articles in the Core Brief, Your Inbox and Our News disseminated to all staff; and guidance for staff and managers is published on the Council's intranet.

5. Under the Policy, the Monitoring Officer is required to keep a record of all reports made and their outcomes and to report periodically to the Standards Committee. At its meeting in March 2017, the Committee noted that four whistleblowing reports had been made during 2016, and the concerns raised and outcome in each case.

Issues

6. The number of whistleblowing reports notified to the Monitoring Officer during 2017 is three. Further information on the concerns raised and the outcomes in each case will be provided to Members at the Committee meeting on an exempt and confidential basis.

7. The Committee is invited to note the contents of this report and further information provided at the meeting, and make any observations considered appropriate.

8. Members are also invited to note that a review of the Whistleblowing Policy is currently being programmed and will be reported to this Committee in due course.

Legal Implications

9. The legal implications are contained within the body of the report.

Financial Implications

10. There are no direct financial implications resulting from this report.

RECOMMENDATIONS

The Committee is recommended to note the information provided and make any observations as appropriate.

Davina Fiore
Director of Governance and Legal Services and Monitoring Officer
22nd March 2018

The following Background Papers have been taken into account:

Report of Monitoring Officer to the Standards & Ethics Committee - 'Whistleblowing Update' March 2017

CARDIFF COUNCIL
CYNGOR CAERDYDD

STANDARDS & ETHICS COMMITTEE: 28th MARCH 2018

REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL SERVICES & MONITORING OFFICER

AGENDA ITEM:

MEMBER BRIEFING

Reason for this Report

1. To enable the Committee to consider the content of its next Member Briefing and approve arrangements for the Briefing to be finalised and issued.

Background

2. In response to the Wales Audit Office Corporate Assessment Follow-On Report, the Cabinet decided that the Standards and Ethics Committee should be asked to publish a biannual Member Briefing on the work of the Committee (Action reference P5a, approved by Cabinet in March 2016). The aim of the Briefings is to underline the importance of the Cardiff Undertaking and Member conduct and behaviour, and provide relevant guidance as necessary.

3. The Committee has issued three previous Briefings; the first in August 2016; a second short Briefing in March 2017; and the last Briefing in September 2017.

Issues

4. The Committee is invited to consider and provide comments on the contents of its next Member Briefing. Suggested contents include:

<u>Chair's Foreword</u>

- Welcome and introduction
- General observation that standards of conduct have improved, with Council meetings being noticeably more business focussed and less fractious.

Member Conduct Complaints

- To explain the Committee's regular monitoring of the number of complaints made about Members' conduct and any themes or patterns emerging
- To report that the number of complaints received during 2017/18 remains low – a total of six complaints during the first three quarters of the year, which represents a significant decrease from previous years.
- To report that all six cases have been closed with no findings of misconduct.

Local Resolution Protocol

- To confirm that the local resolution protocol continues to provide a helpful process for resolving Member disputes in a timely and proportionate way.
- To report that no cases were referred to a formal Hearings Panel during the last 6 months.
- To explain that Community Councils are being encouraged to adopt their own local resolution protocols, using a model developed by One Voice Wales in consultation with the Ombudsman.

Community Councils

- To explain that the Committee has agreed a programme of actions to improve its engagement with Community Councils and promote high standards of conduct
- To report that the Monitoring Officer is trying to arrange a meeting with all Clerks to discuss this and other matters of common interest
- To report that members of the Committee are being encouraged to attend a Community Council meeting to familiarise themselves with the work of Community Councils
- To reiterate that Community Councillors are welcome to attend the Committee's meetings

Training and Development

- To invite Members to contact the Monitoring Officer if there are any specific conduct issues they would like further training or advice on
- To offer to arrange a session specifically for Community Councillors if there is sufficient interest

'The Cardiff Undertaking'

- To note that all Members will be asked to publicly reaffirm their commitment to the principles set out in the Undertaking at the Annual Council meeting in May.

New Committee Members

- To introduce our two new Committee members – Community Councillor Stuart Hughes, Chair of Pentyrch Community Council; and Thora Lewis, our newly appointed Independent Member.

Meeting with Cardiff Group Leaders and Whips

- To inform Members that the Committee's annual meeting with group leaders and whips is due to take place in June 2018; and invite them to put forward any relevant issues for discussion here

Advice

- To confirm that advice on any conduct issue is available from the Monitoring Officer or her Deputy (with contact details)

Feedback or Further information

- To invite feedback.
- To inform Members that they can contact the Standards and Ethics Committee Chair, Richard Tebboth, directly (and give contact details)

5. It is proposed that the Member Briefing should be issued to all Members of Cardiff Council and Cardiff's six Community Councils.

Legal Implications

6. There are no direct legal implications arising from this report.

Financial Implications

7. There are no direct financial implications arising from this report.

RECOMMENDATION

The Committee is recommended to:

1) Provide comments on the contents of the Member Briefing, as set out in the report;

2) Delegate authority to the Monitoring Officer, in consultation with the Chair, to finalise the Briefing, having regard to comments provided by Members of the Committee; and

3) Instruct the Monitoring Officer to issue the finalised Member Briefing to all Members of Cardiff Council and Cardiff's six Community Councils.

Davina Fiore
Director of Governance and Legal Services and Monitoring Officer
21st March 2018

Background papers

Standards and Ethics Committee report, 'Member Briefing', September 2017

CITY & COUNTY OF CARDIFF
DINAS A SIR CAERDYDD

CARDIFF
CAERDYDD

STANDARDS AND ETHICS COMMITTEE **28th MARCH 2018**

REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL SERVICES & MONITORING OFFICER

MEMBERS' CODE OF CONDUCT COMPLAINTS – QUARTER 3 OF 2017/18

Reason for Report

1. To provide the Committee with an update on complaints made during Quarter 3 of 2017/18 (the period running from 1st October 2017 to 31st December 2017) against Members of Cardiff Council or any of Cardiff's Community Councils, alleging a breach of the Members' Code of Conduct.

Background

2. The Committee receives regular reports from the Monitoring Officer on complaints made against Members of Cardiff Council and Community Councils within its area, alleging a breach of the Members' Code of Conduct. (There are six Community Councils in Cardiff: Lisvane; Old St. Mellons; Pentyrch; Radyr and Morganstown; St. Fagans; and Tongwynlais.) These reports provide information to assist the Committee to discharge its functions, in particular:

   i. To monitor and scrutinise the ethical standards of the Authority, its Members, employees and any associated providers of the Authority's services, and to report to the Council on any matters of concern;

   ii. To advise the Council on the effective implementation of the Code including such matters as the training of Members and employees on the Code's application; and

   iii. To undertake those functions in relation to community councils situated in the area of the Council and members of those community councils which are required by law',

(paragraphs (a), (c) and (g) respectively, of the Committee's terms of reference).

3. The Committee considers the number of complaints made and any themes or patterns emerging, but does not consider the specific details of each individual case, unless the complaint is formally referred to the Committee for a decision.

4. Complaints received during Quarter 2 of 2017/18 were considered at the Committee's last meeting, in November 2017.

Issues

5. One complaint alleging a breach of the Members' Code of Conduct was received by the Monitoring Officer during Quarter 3 of the current financial year, 2017/18, covering the period running from 1st October 2017 to 31st December 2017.

6. The table below shows the type of complaint received in Quarter 3 of this year and provides comparative figures for the previous 4 quarters.

	Q3 Oct, Nov, Dec 2016	Q4 Jan, Feb, Mar 2017	Q1 Apr, May, Jun 2017	Q2 Jul, Aug, Sept 2017	**Q3 Oct, Nov, Dec 2017**
Total	4	7	4	1	**1**
Member on Member	2	2	2	0	**0**
Public on Member	2	5	2	1	**1**
Officer on Member	0	0	0	0	**0**
Community Councillors	0	0	0	0	**1**

7. The single complaint received during Quarter 3 was from a member of the public, who was an unsuccessful applicant for an advertised vacancy which a Community Council proposed to fill by co-option. The complaint was made against the Chair of the Community Council, alleging that he had cyber-stalked the applicant in order to encourage other Councillors not to co-opt him. (The complainant also made various other allegations of bias on the part of the Community Council as a whole.) The complaint was referred to the Ombudsman. The Ombudsman decided there was no evidence of a breach of the Code and decided not to investigate the matter.

8. The Committee will note that the number of complaints received during Quarter 3 remains low in comparison with the number of complaints received during previous quarters.

Legal Implications

9. There are no legal implications arising from the recommendations of this report.

Financial Implications

10. There are no direct financial implications arising from this report.

Recommendation

The Committee is recommended to note the contents of the report.

Davina Fiore
Director of Governance and Legal Services, and Monitoring Officer
21st March 2018

Background papers
Standards and Ethics Committee report 'Member Code of Conduct Complaints, Quarter 2 of 2017/18', 22nd November 2017.

Mae'r dudalen hon yn wag yn fwriadol

CYNGOR CAERDYDD
CARDIFF COUNCIL

STANDARDS AND ETHICS COMMITTEE: 28 MARCH 2018

REPORT OF THE DIRECTOR OF GOVERNANCE & LEGAL SERVICES AND MONITORING OFFICER

WORK PLAN

Reason for this Report

1. To consider the Committee's Work Plan and agree the items for consideration by the Standards and Ethics Committee in 2018/19.

Background

2. The Standards and Ethics Committee's Terms of Reference, as detailed on the agenda for this meeting, sets out the remit of the Committee to monitor, review and advise on matters relating to the Ethical code; Members Code of Conduct; matters of governance and probity; and compliance of Members in completing the essential Code of Conduct session.

3. To enable the Committee to fulfil its role an annual work plan is developed to reflect the Council's Annual Governance Statement; give consideration to standard monitoring reports; and any issues arising from the Committee's work in promoting high standards of conduct and managing complaints. The views of this Committee assist in the development of an ongoing work plan.

Issues

4. Attached as Appendix A is the Work Plan for 2018/19 which reflects ongoing priorities and standard reports and the frequency of reporting. The Committee is invited to review the plan taking into account available resources, and add or remove items and agree the frequency of reporting.

Legal Implications

5. There are no direct legal implications arising from the content of this report. However, the Committee is reminded of its statutory role contained in the extract from the Local Government Act 2000 set out below which should be considered alongside its terms of reference when setting the Forward Plan:

   54 Functions of standards committees

(1) The general functions of a standards committee of a relevant authority are--

(a) promoting and maintaining high standards of conduct by the members and co-opted members of the authority, and

(b) assisting members and co-opted members of the authority to observe the authority's code of conduct.

(2) Without prejudice to its general functions, a standards committee of a relevant authority has the following specific functions—

(a) advising the authority on the adoption or revision of a code of conduct,

(b) monitoring the operation of the authority's code of conduct, and

(c) advising, training or arranging to train members and co-opted members of the authority on matters relating to the authority's code of conduct.

6. The Committee has the same statutory functions in relation to Community Councils and Community Councillors as it has in relation to the County Council and County Councillors (pursuant to section 56(1) of the Local Government Act 2000).

Financial Implications

7. Consideration needs to be given as to whether or not the work plan can be delivered within existing financial resources. If not, then either the work plan needs to be refined or the budget allocated to the service is reprioritised in order for the plan to be delivered.

RECOMMENDATION

The Committee is recommended to consider the Work Plan as set out in Appendix A, and, taking into account its terms of reference and available resources, to agree with the Director of Governance and Legal Services and Monitoring Officer any amendments and how it wishes to progress the various items or topics contained therein.

Davina Fiore
Director of Governance and Legal Services and Monitoring Officer
18 March 2018

Appendix
Appendix A Work Plan 2018/19

Background Papers
Standards & Ethics Committee Annual Report 2016/17.

STANDARDS AND ETHICS COMMITTEE –WORK PLAN 2017/18 – 2018/19

APPENDIX A

TOPIC	OBJECTIVE/OUTCOME	WHO IS RESPONSIBLE?	PRIORITY	STATUS	REPORT TO COMMITTEE
(1) Annual Report	Prepare Annual Report	Committee Chair/ Monitoring Officer	**Medium**	**Scheduled**	**June 2018**
(2) Annual Meeting with Group Leaders and Whips	To facilitate ongoing engagement with representatives from all political groups.	Elected Members	**Medium**	**Ongoing**	**June 2018 (tbc)**
(3) Gifts and Hospitality *Frequency of reporting – annual*	(1) To monitor and review the acceptance of gifts and hospitality by Members; and (2) To monitor and review the Councils procedures for the acceptance and provision of gifts and hospitality by Officers, and their implementation.	Monitoring Officer	**Medium**	**(1) Ongoing re. Cardiff Bus Travel Passes – On Agenda** **(2) Scheduled**	**(1) March 2018** **(2) June 2018**
(4) Code of Conduct Complaints *Frequency of reporting – quarterly*	To receive information on complaints made against Members of the Council alleging breaches of the Code of Conduct.	Monitoring Officer	**Medium**	**Ongoing**	**March 2018** **June 2018**
(5) Promoting high standards of conduct in Community Councils	For Committee to consider how best to discharge its functions in respect of Community Councils	Chair/ Monitoring Officer	**Medium**	**Ongoing - Update report on Agenda**	**March 2018**

TOPIC	OBJECTIVE/OUTCOME	WHO IS RESPONSIBLE?	PRIORITY	STATUS	REPORT TO COMMITTEE
(6) Member Briefings *Frequency of briefing - twice a year*	To publish biannual Member Briefings on the work of the Committee and member conduct issues	Chair / Monitoring Officer	**Medium**	**On Agenda**	**March 2018**
(7) Training *Frequency of monitoring - twice a year*	To monitor Members' attendance at Essential Code of Conduct sessions including Induction and refresher sessions	Monitoring Officer	**High**	**Completed for Induction sessions**	**TBA**
(8) Member Survey	To receive feedback from Members in relation to issues within the remit of the Committee	Monitoring Officer	**High**	**Scheduled**	**June 2018**
(9) Observation of Committee meetings	Independent Members to attend Council, Committee and Community Council meetings to become more acquainted with the work of the Councils.	Independent Members of the Committee	**High**	**Ongoing**	**March 2018**
(10) Whistleblowing Policy *Frequency of monitoring – annual*	To monitor and review the operation of the Council's whistleblowing arrangements; and consider any ethical issues arising.	Monitoring Officer	**Medium**	**On Agenda**	**March 2018**
(11) Social Media Guidance for Members	To review the Council's Guidance for Members on Social Media	Monitoring Officer	**Medium**	**On Agenda**	**March 2018**