



# ISLINGTON

Law and Public Services  
Town Hall, Upper Street, London N1 2UD

Report of : Director of Law and Public Services

Meeting of		Agenda Item	Ward(s)
Standards	11 October 2004		

Delete as appropriate	Exempt	Non-exempt

If exempt under paragraph 10.4, category (1-15) of the Access to Information rules give reasons. Because:

## Subject: STANDARDS AND ETHICS INDICATORS

### 1. Synopsis

This report sets out a series of indicators which will help give members an indication of the health of the authority in relation to Standards and Ethics.

### 2. Recommendation

That the Committee consider the indicators for the second and third quarters, April – June, July – September 2004, and comment as appropriate.

### 3. Background

3.1 This report pulls together existing information which will help give members an indication of the health of the authority in relation to Standards and Ethics.

3.2 The information and indicators for the 2<sup>nd</sup> and 3<sup>rd</sup> quarters are set out below:

#### District Audit Public Interest Reports

Quarter 1	Quarter 2	Quarter 3
January – March	April – June	July - September
0	0	0

## **Objections to the Council's Accounts**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
0	0	1

On 26<sup>th</sup> September the District Auditor received objections to the Council's account for the financial years 01 / 02 and 02 / 03. In essence it is alleged that few Council departments spent more than the Council had agreed they should spend when it set their budgets in February. The Council has submitted a formal response to the objection and it is likely that a hearing will now take place.

## **Referrals to and Investigations undertaken by the Standards Board for England**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
0	0	0

## **Number of Whistleblowing Incidents reported**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
1	0	0

There has been one incident of an anonymous complaint in relation to staffing and procurement practice in the public protection division of Environment and Conservation. This was investigated under the whistleblowing procedure and was found to be unfounded.

## **Number of challenges to procurements**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
0	0	0

## **Industrial Action taken or notified**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
0	0	0

## **Number of Employment Tribunals received**

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
12 new cases 13 for same period last year	11 new cases 10 for the same period last year	10 new cases 8 for the same period last year

## **Outstanding Cases**

The number of outstanding cases as at 30 June 2004 is 24. This figure includes 2 multiple claims namely 34 Pension claims and 48 Equal Pay (Homecarers) claims. As at 30<sup>th</sup> June 2003 there were 25 claims outstanding.

The number of outstanding cases as at 30 September 2004 is 25. This figure includes 2 multiple claims namely 34 pension claims and 48 equal pay (homecarers) claims. As at 30 September 2003 there were 25 claims outstanding.

## **Disposed of Cases**

10 cases were disposed of during the period 1 April to 30 June 2004 (3 from Regeneration and Education, 2 from Social Services, 3 from Housing, 1 from Environment and Conservation, 1 from Finance and Property).

9 cases were disposed of during the period 1 July to 30 September 2004 (3 from Regeneration and Education, 1 from CEA, 1 from for Social Services, 1 from Housing and Performance Management, 1 from Transport and Design, 1 from Finance and Property, 1 from Homes for Islington). During the same period in 2003 13 claims were disposed of.

## **Number of New Ombudsman complaints received**

	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
	<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
	33	24	23
- Benefit	10	5	4
- Other housing	16	13	12
- Environment & Conservation	3	5	4
- Finance	3	-	2
- Social Services	1	-	1
- Law and Public Services	-	1	-

## **Number of Ombudsman complaints settled**

	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
	<b>January – March</b>	<b>April – June</b>	<b>July - September</b>
	38	30	36
Total number where compensation paid	15	8	10
- Benefit	5	6	4
- Other Housing	10	2	4
- Education	-	-	-
- Law & Public Services	-	-	1
- Environment & Conservation	-	-	1

## **Ombudsman maladministration cases**

There were no maladministration reports issued against the Council by the Ombudsman during the second quarter. Figures for the third quarter will be laid round at the meeting.

## **Highlights from the complaints 2003/04 annual report**

The 2003/04 annual report was considered by Overview Committee on 6<sup>th</sup> July and by the Executive on 15<sup>th</sup> July.

The main points from the report are:

- A clear downward trend in the number of complaints to the Council
- The achievement of the Council's target of responding to 85% of complaints within 10 working day, and
- A substantial increase in customer satisfaction about complaint handling recorded in the recent MORI survey (as a result Islington has moved from the bottom of the London borough list in 2001 to a middle position in 2004).

## **5. Conclusion and Reasons for Recommendation**

These indicators are provided at the request of the committee to help give the committee an indication of the health of the authority in relation to Standards and Ethics.

### **Background papers:**

Statistics provided by the relevant departments.

Final Report Clearance

Signed by

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Director of Law and Public Services

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Date

Received by

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Head of Scrutiny and Democratic Services

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Date

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