



Borough of Telford and Wrekin

Governance Committee

Friday 28 March 2025

Councillor Code of Conduct Complaints Update

Lead Director:	Anthea Lowe - Director: Policy & Governance
Service Area:	Policy & Governance
Report Author:	Richard Phillips - Service Delivery Manager, Legal & Democracy
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Wards Affected:	All Wards
Key Decision:	Not Key Decision
Forward Plan:	Not Applicable
Report considered by:	Governance Committee – 28 March 2025

1.0 Recommendations for decision/noting:

Governance Committee is recommended to:

- 1.1 Note the update on complaints received under the Councillor Code of Conduct during the 2024/25 municipal year.

2.0 Purpose of Report

- 2.1 The report provides an update on the activity of the Council's Monitoring Officer (and her Deputy Monitoring Officers) in relation to complaints received under the Councillor Code of Conduct arrangements during the 2024/25 Municipal Year.

3.0 Background

- 3.1 Full Council adopted the LGA Model Code of Conduct in July 2021. Since that time, it has been used by the Monitoring Officer when complaints are made about the conduct of elected members across the Borough. The Monitoring Officer is responsible for ensuring the Code of Conduct is upheld and for dealing with

complaints made pursuant to the Code of Conduct about Borough Councillors and Town and Parish Councillors from across the Borough.

3.2 Complaints are dealt with, in accordance with the arrangements for Standards Complaints and Investigation Process which were adopted by the Council in September 2022.

4.0 Complaints received during the 2024/25 Municipal Year

4.1 Governance Committee has oversight of the Council's ethical governance framework and arrangements for dealing with complaints received under the Code of Conduct in relation to elected Members.

4.2 The table at Appendix A provides anonymised details in relation to the complaints received during the Municipal Year, including a brief synopsis of the nature of the complaint and the outcome.

5.0 Alternative Options

5.1 There are no alternative options in relation to this report. Whilst it is not a legal requirement to report the numbers of complaints made to the Monitoring Officer, it is considered best practice to do so.

6.0 Key Risks

6.1 There are no risk associated with this report.

7.0 Council Priorities

7.1 The provision of this information promotes the following Council objective:

- A community-focussed, innovative council providing efficient, effective and quality services.

8.0 Financial Implications

8.1 There are no financial implications arising directly from this report. The activity of the Monitoring Officer in relation to the Code of Conduct is met from existing budgets.

9.0 Legal and HR Implications

9.1 The Local Government Act 2000 (as amended) and the Localism Act 2011 set out the Council's legal obligations in respect of conduct by elected Members. This includes the requirement to have a Code of Conduct, for the Monitoring Officer to have oversight of compliance with the Code of Conduct, to appoint at least one Independent Person to consult with regarding complaints and the applicable sanctions should a breach of the Code of Conduct be found to have taken place.

10.0 Ward Implications

10.1 There are no direct ward implications arising from this report.

11.0 Health, Social and Economic Implications

11.1 There are no direct health, social and economic implications arising from this report.

12.0 Equality and Diversity Implications

12.1 There are no direct equality and diversity implications arising from this report.

13.0 Climate Change and Environmental Implications

13.1 There are no direct climate change and environmental implications arising from this report.

14.0 Background Papers

- 1 Code of Conduct for Elected Members - https://www.telford.gov.uk/info/20242/councillors_and_mps/358/councillor_code_of_conduct
- 2 Standards Complaints and Investigation Process - https://www.telford.gov.uk/downloads/file/845/process_for_making_a_complaint_about_a_councillor

15.0 Appendices

- A Complaints received during the 2024/25 Municipal Year

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Legal	19/03/2025	20/03/2025	RP