

RESOURCES AND CORPORATE PERFORMANCE SCRUTINY COMMITTEE

TUESDAY, 23 MARCH 2021 AT 7.30 PM
REMOTE MEETING VIA MICROSOFT TEAMS. THE MEETING CAN BE WATCHED
LIVE VIA [HTTPS://COUNCILMEETINGS.CAMDEN.GOV.UK](https://councilmeetings.camden.gov.uk).

Enquiries to: Ben Lynn, Committee Services
E-Mail: ben.lynn@camden.gov.uk
Telephone: 020 7974 5653 (Text phone prefix 18001)
Fax No: 020 7974 5921

MEMBERS

Councillor Andrew Parkinson (Chair) (C)
Councillors Thomas Gardiner (L), Alison Kelly (L), Jenny Mulholland (L),
Lazzaro Pietragnoli (L), Luisa Porritt (LD), Abdul Quadir (L) and
Ranjit Singh (L)

SUBSTITUTE MEMBERS

Councillors Douglas Beattie (L), Marcus Boyland (L), Oliver Cooper (C),
Gail McAnena (L), Simon Pearson (L), Lorna Russell (L), Tom Simon
(LD) and Paul Tomlinson (L)

L = Labour, C = Conservative, LD = Liberal Democrats

Issued on: Monday, 15 March 2021

REMOTE MEETINGS IN CAMDEN

Everyone is welcome to watch public meetings in Camden. Agendas for these meetings are available in advance on the Council's website at www.camden.gov.uk/democracy. If you are interested in a particular item being considered at a meeting and you wish to speak (called making a deputation), please write to the Committee Officer listed on the front of the agenda. The deadline for deputation requests for this meeting is **5pm on Friday, 19 March 2021**.

The Council is allowed to discuss some items in private, although this does not happen often; any such items will be discussed, as far as possible, at the end of the meeting. The live meeting stream will be paused and public speakers will be asked to leave the remote meeting.

Members of the public have a right to take their own recordings of public meetings for reporting purposes. This does not apply to any of the Council's meetings which are private or not open to the public. Laws on public order offences and defamation still apply, and you should exercise your rights with responsibility. Please respect the views of others when reporting a meeting.

You may be asked to stop filming, photographing or recording a meeting if this in some way becomes disruptive to the meeting.

This meeting will be broadcast live via <https://councilmeetings.camden.gov.uk> and will be viewable for six months afterwards at www.camden.gov.uk/webcast.

If you have any views or questions about meetings at Camden Council please call Committee Services on 020 7974 1915.

REMOTE MEETING ETIQUETTE

Participants¹ in remote meetings are asked to adhere to the following guidelines:

Preparing for the meeting

- If you are planning to attend, make sure you have informed the committee officer named on the agenda front sheet, so that a full list of those expected at the meeting can be prepared.
- Ensure you have read the report(s) before the meeting.
- Ensure that you are located in an area where you are unlikely to be disturbed.
- Ensure that your broadband connection is sufficiently stable to join the meeting. If your connection has low bandwidth, you might need to ask others using your broadband connection to disconnect their devices from the broadband for the duration of the meeting. If this does not help, you may wish to try connecting your device to your router using an Ethernet cable.
- Ensure that your background is neutral (a blank wall is best) and that you are dressed appropriately for a meeting held in public.
- Ensure that the camera on the device that you are using is positioned to provide a clear, front-on view of your face. This may involve thinking about lighting in the room you are in (for example, sitting in front of a window may plunge your face into shadow) or putting your webcam, laptop or tablet on top of a couple of books so that you can look into the camera face on.
- Ensure that you are familiar with the functions of the software you are using. The committee officer will be online 15 minutes before the meeting start time to give everyone time to join and deal with any technical challenges, so try to join the meeting at least 5 minutes before the meeting start time to make sure that everything is working.
- Ideally, you should use earphones or a headset to participate in meetings as it reduces the risk of feedback from using your device's external speaker and reduces background noise from your surroundings.

At the meeting

- Join the meeting promptly to avoid unnecessary interruptions.
- Mute your microphone when you are not talking. If you are an officer or a depute, please turn off your video when not speaking in order to reduce bandwidth.
- Only speak when invited to do so by the Chair.
- When speaking for the first time, please state your name.
- Keep comments, questions and other contributions brief and to the point.
- If referring to a specific page on the agenda, mention the page number.
- The 'chat' function must only be used by committee members to indicate a wish to speak, to indicate that they are having a connection issue or to make a request for a formal vote. It is not to be used for conversations and should be used in an appropriate and professional manner at all times.

¹ Participants are defined as members of the committee; other councillors who seek to address the committee; officers advising the committee or presenting reports; any external partners / third-parties invited to address or advise the Committee; and deputees (including any member of the public with speaking rights).

- Once you no longer need to participate in the meeting, please leave the call; you can still watch via the public video stream if you wish. Once the Chair closes the meeting, all remaining participants should leave the call promptly.

Exempt or confidential items

Occasionally, the committee may need to go into closed session to consider information that is confidential or exempt from publication. If this happens, the committee will pass a resolution to that effect, the public feed will be cut and any participant who is not a member of the committee will be asked to leave the meeting. If you are asked to leave the meeting, please end your connection promptly. Any connections that are not ended promptly will be terminated by the committee officer.

ENDS

WEBCASTING NOTICE

This meeting will be broadcast live by the Council on the Council's website via <https://councilmeetings.camden.gov.uk>. The whole of the meeting will be filmed and recorded, except where there are confidential or exempt items, and the footage will be on the website for 6 months. A copy of it will also be retained in accordance with the Council's data retention policy.

If you make a representation to the meeting you will be deemed by the Council to have consented to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

The Council is obliged by law to allow members of the public to take their own recordings and images from this remote meeting. The Council will only seek to prevent this should it be undertaken in a disruptive or otherwise inappropriate manner.

We have a privacy notice that explains our use of webcasting data which you can see via <https://camden.public-i.tv>.

If you have any queries regarding webcasting or the recording of meetings by the public, please contact the webcasting co-ordinator on 020 7974 5653.

**RESOURCES AND CORPORATE PERFORMANCE SCRUTINY
COMMITTEE
23 MARCH 2021**

THERE ARE NO PRIVATE REPORTS

PLEASE NOTE THAT PART OF THIS MEETING MAY NOT BE OPEN TO THE PUBLIC AND PRESS BECAUSE IT MAY INVOLVE THE CONSIDERATION OF EXEMPT INFORMATION WITHIN THE MEANING OF SCHEDULE 12A TO THE LOCAL GOVERNMENT ACT 1972, OR CONFIDENTIAL WITHIN THE MEANING OF SECTION 100(A)(2) OF THE ACT.

AGENDA

Wards

**1. GUIDANCE ON THE REMOTE MEETINGS HELD DURING THE
CORONAVIRUS NATIONAL EMERGENCY**

To agree the Council's procedure rules for remote meetings.

(Pages 9 -
16)

2. APOLOGIES

**3. DECLARATIONS BY MEMBERS OF PECUNIARY, NON-
PECUNIARY AND ANY OTHER INTERESTS IN RESPECT OF
ITEMS ON THIS AGENDA**

4. ANNOUNCEMENTS

Broadcast of the meeting

The Chair to announce the following: 'In addition to the rights by law that the public and press have to record this meeting, I would like to remind everyone that this meeting is being broadcast live by the Council to the Internet and can be viewed on our website for six months after the meeting. After that time, webcasts are archived and can be made available on DVD upon request.

If you have asked to address the meeting, you are deemed to be consenting to having your contributions recorded and broadcast, including video when switched on, and to the use of those sound recordings and images for webcasting and/or training purposes.'

Any other announcements

5. DEPUTATIONS (IF ANY)

6. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR CONSIDERS URGENT

7. LONDON BOROUGH OF CAMDEN ANNUAL COMPLAINTS REPORT 2019/2020

All Wards

(Pages 17 -
54)

Report of the Borough Solicitor.

This is London Borough of Camden's annual complaints report for the period 1st April 2019 to 31st March 2020.

It is a single report that includes information on complaints across all directorates. The report also provides information for decisions issued by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) in the same period.

Part III of the Local Government Act 1974 sets out the role of the Ombudsman in terms of investigating and reporting maladministration. Section 5A of the Local Government and Housing Act 1989 then sets out requirements for the Monitoring Officer of a local authority – who in Camden is the Borough Solicitor – to report to the Cabinet on those cases where an Ombudsman has made a finding of maladministration.

This report is therefore presented to Cabinet as well as the Resources and Corporate Performance Scrutiny Committee and covers those cases where there have been routine mistakes or failings and the Council has agreed to make remedies and changes in line with the Ombudsman's recommendation.

8. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS