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1 Lord Mayor and Deputy Lord Mayor Protocol

1 Introduction

1.1 On 22 March 1982, HM Queen Elizabeth II graciously granted to the City of Swansea letters patent which elevated the status of the Mayor to that of Lord Mayor. The Unitary Authority of the City and County of Swansea which came into being on 1 April 1996 was successful in having both the City and Lord Mayor status re-bestowed on 29 March 1996.

1.2 The actual wording of the letters patent is shown below:

“Elizabeth the Second by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of our other Realms and Territories Queen Head of the Commonwealth Defender of the Faith To all to whom these presents shall come, Greeting. Know ye that our will and pleasure is and We do hereby declare and ordain that from and after the date of these presents the Mayor of the City of Swansea and his successors in office shall be styled entitled and called LORD MAYOR OF SWANSEA And we do hereby authorise and empower the Mayor of the City of Swansea and his successors in office henceforth at all times to assume and use and to be called and to be named by the style title and appellation of Lord Mayor of Swansea and to enjoy and use all and singular the rights privileges and advantages to the degree of a Lord Mayor in all things duly and or right belonging. In witness whereof we have caused these our letters to be made patent. Witness Ourselves at Westminster the twenty second day of March in the thirty first year of our reign”.

1.3 The Lord Mayor and Deputy Lord Mayor Protocol aims to cover all aspects relating to the eligibility, nomination and behaviour of the Lord Mayor / Deputy Lord Mayor.

1.4 A “Civic Protocols and Guidance” document is provided to each Lord Mayor / Deputy Lord Mayor. The document is provided by the Lord Mayor’s Office and is maintained by the Civic and Corporate Marketing Manager.

2 Eligibility to be Lord Mayor / Deputy Lord Mayor

2.1 For the period that a person is elected as Lord Mayor / Deputy Lord Mayor, they must remain a Councillor of the City and County of Swansea.

2.2 From the moment that the person ceases to be a Councillor of the City and

County of Swansea, they automatically also cease to be the Lord Mayor / Deputy Lord Mayor.

- 2.3 If the existing Lord Mayor / Deputy Lord Mayor is suspended or partially suspended from being a Councillor by the Standards Committee, Public Services Ombudsman for Wales and / or Adjudication Panel for Wales they shall not conduct any Lord Mayor / Deputy Lord Mayor duties.

3 **Criteria for the Nomination of Lord Mayor and Deputy Lord Mayor**

- 3.1 Councillors MUST satisfy the following **criteria** prior to being nominated as Deputy Lord Mayor / Lord Mayor:

- a) Candidates for the position of Lord Mayor and Deputy Lord Mayor must be serving members of the Council and have the longest total length of service (**Appendix A1**).

Note: If the Candidate is suspended or partially suspended from being a Councillor then they do not meet the criteria at that point in time.

- 3.2 The Head of Democratic Services shall inform the Political Group Leaders and their Deputies via e-mail whether the candidate(s) meet the criteria.

4 **Councillors Total Length of Service**

- 4.1 Councillors shall be elected to the position of Deputy Lord Mayor and Lord Mayor based on their total length of service with the City and County of Swansea Council and its predecessor Authorities. [Appendix A1](#) (The List) highlights the "Councillors Total Length of Service with the City and County of Swansea and each of its predecessor Authorities" (As at Date Printed on [Appendix A1](#)).
- 4.2 Simultaneous service on more than one of the City and County of Swansea Council's predecessor Authorities will count as one period of service i.e. If a Councillor was an Elected Member with Lliw Valley Borough Council and West Glamorgan County Council during 1990-1994, only 4 years would be counted towards the Councillors total length of service during that time.
- 4.3 If a Councillor has broken service with the City and County of Swansea Council or any of its predecessor Authorities, then the time of each of the periods of service will be added together in order to establish the total length of service. For details of a Councillors Period(s) of Service with the City and County of Swansea and its predecessor Authorities, please refer to www.swansea.gov.uk/councillors
- 4.4 If a Councillor has accrued service with another Authority, then that time will not be counted, as the time has not been spent representing the people of the City and County of Swansea Council.
- 4.5 A Councillor shall be honoured with the title Deputy Lord Mayor / Lord Mayor once.
- 4.6 If two or more Councillors have exactly the same length of service, then the nomination will be determined as follows:
- a) Between the Councillors involved;
- b) The drawing of lots between the Councillors involved.

5 Procedure for the Nomination of Lord Mayor and Deputy Lord Mayor

5.1 Once a Councillor has been deemed to meet the criteria to be nominated Lord Mayor / Deputy Lord Mayor; the procedure is as follows:

- a) Head of Democratic Services to consult with Political Group Leaders and their Deputies (all of whom have a vote) via email to determine whether the candidate(s) are appropriate. Whether a candidate is appropriate is to be decided on an individual basis. Considerations may include whether a candidate has been found in breach of the Code of Conduct, whether the breach was a serious breach and what sanction, if any, was imposed. Other considerations include whether the Councillor has been found guilty or pleaded guilty to a serious criminal offence;
- b) If **unanimous decision** that the candidate(s) are appropriate, and a report be presented to Council;
- c) If there is **not a unanimous decision** then a meeting of the Constitution Working Group (CWG) shall be convened. CWG will consider the appropriateness of the candidate(s) and decide what action to take based on the Protocol.

6 Appropriateness Test

6.1 The Appropriateness Test seeks to determine the appropriateness of candidate(s) nominated for the role of Deputy Lord Mayor and Lord Mayor. It is a measure of their appropriateness at a current point in time. Questions by the Constitution Working Group may include whether the candidate(s) is subject to any investigation by the Public Services Ombudsman for Wales in relation to any breach of the Code of Conduct, any sanctions imposed, any court proceedings or any other matter they consider relevant.

6.2 Depending on outcome of paragraph 6.1 above, the Constitution Working Group may hear representations from the candidate prior to making any final decision.

6.3 The powers of the Public Services Ombudsman for Wales and the Adjudication Panel for Wales are outlined in [Appendix B1](#) to this report.

6.4 If a candidate is considered not appropriate for the role of either Lord Mayor or Deputy Lord Mayor they will be replaced on “the list” in accordance with their seniority and will be subject to the Appropriateness Test at the following round of Lord Mayor / Deputy Lord Mayor nominations.

7 Constitution Working Group Report to Council

7.1 The Constitution Working Group shall present a report to Council recommending the appropriate candidate(s) for the role of Deputy Lord Mayor / Lord Mayor to Council. The report shall nominate one Councillor for the role of Deputy Lord Mayor and one Councillor for the role of Lord Mayor.

7.2 In the year of a **Local Government Election**, there will be a third and fourth recommendation seeking a resolution to name the next 5 Councillors as being eligible should the initial nominations fail to be re-elected. These additional 5 Councillors shall be appointed in line with the Protocol.

7.3 When a Councillor is elected to the position of Deputy Lord Mayor, then that person would become Lord Mayor the following municipal year, subject to the Appropriateness Test.

8 **Role of Council**

8.1 Council will receive the report of the Constitution Working Group regarding nominations for the Deputy Lord Mayor and Lord Mayor. It shall consider whether to accept the recommendations of the Constitution Working Group or not.

8.2 In the year of a **Local Government Election**, Council shall also be asked to accept the nominations of the next 5 Councillors under the Protocol in order to have an automatic fall-back position should the initial nominations fail to be re-elected. The automatic fall-back would mean that the next eligible Councillor who had been subjected to and passed the appropriateness test by the Constitution Working Group would be elected to the position of Lord Mayor / Deputy Lord Mayor as necessary.

8.3 Should Council not accept the recommendations of the Constitution Working Group, then the matter should be deferred to either the next Ordinary meeting of Council or to an Extraordinary meeting of Council in order for the appropriateness test to be considered for the next Councillor in line based on length of service by the Constitution Working Group.

9 **Deferment of Term of Office**

9.1 A Councillor may request that their term of Office be deferred for any length of time or even an unspecified length of time. However such a request must gain the support of the majority of the Political Group Leaders. In the event of a tie, then the Constitution Working Group will consider the matter.

9.2 Once a Councillor has completed their deferment they will be replaced back on the Seniority List in accordance with their seniority. They shall follow the next person in line to be Deputy Lord Mayor but shall not be permitted to replace the next person in line if the period until the next selection is less than 6 months.

10 **Title and Chain of Office of Lady Mayoress / Lord Mayor's consort / Deputy Lady Mayoress / Deputy Lord Mayor's Consort**

10.1 The Title and Chain of Office of Lady Mayoress / Lord Mayor's consort / Deputy Lady Mayoress / Deputy Lord Mayor's Consort is conferred at the Ceremonial Meeting of Council on an annual basis.

10.2 Any other person may accompany the Lord Mayor / Deputy Lord Mayor to any civic engagement to which the same courtesies and precedence would be extended, however, the Chain of Office may not be worn.

11 **Behaviour of Lord Mayor / Deputy Lord Mayor during their Term of Office**

11.1 Should the behaviour of the Lord Mayor / Deputy Lord Mayor be brought into question during their term of office, then the behaviour should be reported to the Chief Executive, the Monitoring Officer, the Head of Democratic Services and the relevant Political Group Leader.

11.2 However, if the alleged behaviour may lead to any investigation by the Public Services Ombudsman for Wales in relation to any breach of the Code of Conduct, any sanctions imposed, any court proceedings or any other matter considered relevant then the complainant should refer the matter to the Public Services Ombudsman for Wales or Police as appropriate.

11.3 The allegation will be passed to the Constitution Working Group for them to consider whether it requires any immediate action to be taken. The Group should consider the point that people are presumed innocent and should not make any decision to impede that basis of law. However, the CWG may determine any appropriate sanction based on the Appropriateness Test following the outcome of the Ombudsman's or Police investigation (if any).

12 **Suspension from Office as a Councillor**

12.1 Should a Councillor be suspended from the Office of Councillor for a period of time following a breach of the Councillors Code of Conduct, the following actions are to be followed:

- a) A suspended, partially suspended or disqualified Councillor would no longer meet the criteria to be Lord Mayor / Deputy Lord Mayor and would therefore automatically relinquish that Office.
- b) The issue shall also be automatically referred to the Constitution Working Group for it to consider whether to appoint a new Lord Mayor, Deputy Lord Mayor etc.

13 **Behaviour of Lord Mayor's Consort, / Deputy Lord Mayor's Consort, Lady Mayoress / Deputy Lady Mayoress during their Term of Office**

13.1 Should the behaviour of the Lord Mayor's Consort, / Deputy Lord Mayor's Consort, Lady Mayoress / Deputy Lady Mayoress be brought into question during their term of office, then the behaviour should be reported to the Chief Executive, the Monitoring Officer, the Head of Democratic Services and the relevant Political Group Leader.

13.2 The allegation(s) will be passed to the Constitution Working Group for them to consider whether it requires any immediate action to be taken. Action could include suspending the individual for a period of time or seeking a Council resolution to remove the individual from Office.

[Appendix A1](#)

[Appendix B1](#)

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Appendix A1

Councillors Total Length of Service with the City and County of Swansea and each of its predecessor Authorities (20/12/2021).

Last Name	First Name(s)	Total Time Served	Municipal Year served as LM
Lewis	Richard	48 years, 7 months, 10 days	2010-2011

Thomas	Des	46 years, 1 months, 20 days	1996-1997
Burtonshaw	June	38 years, 7 months, 15 days	2002-2003
Francis-Davies	Robert	38 years, 7 months, 15 days	2001-2002
Holley	Christopher	36 years, 7 months, 18 days	2006-2007
Sullivan	Gareth	34 years, 7 months, 13 days	2008-2009
Hopkins	David	30 years, 7 months, 18 days	2016-2017
Downing	Philip	25 years, 6 months, 19 days	2017-2018
Phillips	David	28 years, 7 months, 14 days	2018-2019
Black	Peter	37 years, 7 months, 17 days	2019-2020
Lloyd	Paul	24 years, 8 months, 23 days	Deferred
Child	Mark	22 years, 7 months, 14 days	2020-2021
Jones	Mary	22 years, 7 months, 14 days	Current Lord Mayor
Day	Mike	22 years, 7 months, 14 days	Current Deputy Lord Mayor
Thomas	Graham	22 years, 7 months, 14 days	
Stewart	Robert	18 years, 7 months, 19 days	
Fitzgerald	Wendy	17 years, 6 months, 10 days	
Hood-Williams	Paxton	17 years, 6 months, 10 days	
Kirchner	Erika	17 years, 6 months, 10 days	
Philpott	Cheryl	17 years, 6 months, 10 days	
May	Peter	14 years, 11 months, 23 days	
Matthews	Penny	14 years, 5 months, 1 days	
Doyle	Ryland	13 years, 7 months, 19 days	
Evans	William	13 years, 7 months, 19 days	
Jones	Jeff	13 years, 7 months, 19 days	
Jones	Sue	13 years, 7 months, 19 days	
Morris	Hazel	13 years, 7 months, 19 days	
Richards	Christine	13 years, 7 months, 19 days	
Smith	Paulette	13 years, 7 months, 19 days	
Jardine	Yvonne	13 years, 6 months, 14 days	
Curtice	Jan	9 years, 7 months, 17 days	
Davies	Nick	9 years, 7 months, 17 days	
Evans	Mandy	9 years, 7 months, 17 days	
Gordon	Fiona	9 years, 7 months, 17 days	
Hale	Joe	9 years, 7 months, 17 days	
Hennegan	Terry	9 years, 7 months, 17 days	
Hopkins	Beverley	9 years, 7 months, 17 days	
James	Lynda	9 years, 7 months, 17 days	
Lewis	Andrea	9 years, 7 months, 17 days	
Lloyd	Clive	9 years, 7 months, 17 days	
Raynor	Jennifer	9 years, 7 months, 17 days	
Smith	Robert	9 years, 7 months, 17 days	
Tanner	Gloria	9 years, 7 months, 17 days	
Thomas	Mark	9 years, 7 months, 17 days	
Tyler-Lloyd	Linda	9 years, 7 months, 17 days	
Walker	Gordon	9 years, 7 months, 17 days	
Walton	Lesley	9 years, 7 months, 17 days	
White	Mike	9 years, 7 months, 17 days	
Anderson	Cyril	6 years, 7 months, 13 days	
Evans	Ceri	6 years, 7 months, 13 days	
King	Elliott	6 years, 7 months, 13 days	
Lewis	Mike	5 years, 7 months, 15 days	
Durke	Mike	4 years, 7 months, 15 days	
Gallagher	Stephen	4 years, 7 months, 15 days	
Gibbard	Louise	4 years, 7 months, 15 days	
Griffiths	Kevin	4 years, 7 months, 15 days	
Helliwell	David	4 years, 7 months, 15 days	
James	Oliver	4 years, 7 months, 15 days	
Jones	Lyndon	4 years, 7 months, 15 days	
Jones	Peter	4 years, 7 months, 15 days	
Langstone	Myles	4 years, 7 months, 15 days	

Lewis	Wendy	4 years, 7 months, 15 days	
Mann	Irene	4 years, 7 months, 15 days	
Pritchard	Samuel	4 years, 7 months, 15 days	
Pugh	Alyson	4 years, 7 months, 15 days	
Roberts	Kelly	4 years, 7 months, 15 days	
Rowlands	Brigitte	4 years, 7 months, 15 days	
Sherwood	Mary	4 years, 7 months, 15 days	
Stevens	Andrew	4 years, 7 months, 15 days	
Thomas	William	4 years, 7 months, 15 days	
Jones	Matthew	0 years, 7 months, 13 days	
Lawson	Hannah	0 years, 7 months, 13 days	



Appendix B1

Public Services Ombudsman for Wales and the Adjudication Panel for Wales Powers

- 1 The Public Services Ombudsman for Wales considers complaints that Members of Local Authorities in Wales have broken the Code of Conduct. The Ombudsman investigates such complaints under the provisions of Part III of the Local Government Act 2000 and the relevant Orders made by the National Assembly for Wales under that Act. Where the Ombudsman decides that a complaint should be investigated, there are four findings, set out under Section 69 of the Local Government Act 2000, which the Ombudsman can arrive at:
 - a) That there is no evidence that there has been a breach of the Authority's Code of Conduct;
 - b) That no action needs to be taken in respect of the matters that were subject to the investigation;
 - c) That the matter be referred to the Authority's Monitoring Officer for consideration by the Standards Committee;
 - d) That the matter be referred to the President of the Adjudication Panel for Wales for adjudication by a tribunal (this generally happens in more serious cases).

- 2 In the circumstances of c) and d) above, the Ombudsman is required to submit the investigation report to the Standards Committee or a Tribunal of the Adjudication Panel for Wales and it is for them to consider the evidence found by the Ombudsman, together with any defence put forward by the Member concerned. It is also for them to determine whether a breach has occurred and, if so, what penalty (if any) should be imposed.

- 3 The **maximum penalty that a Standards Committee can apply** is suspension for **6 months**. In considering whether the Councillor or Co-opted Member has failed to comply with the relevant Authority's Code of Conduct it may also determine that:
 - a) No action needs to be taken in respect of that failure;
 - b) The Councillor or Co-opted Member should be censured (A censure takes the form of a public rebuke of the Member concerned);
 - c) The Councillor or Co-opted Member should be Suspended or Partially

Suspended from being a Member of that Authority for a period not exceeding six months.

- 4 The **maximum that a Tribunal of the Adjudication Panel for Wales can determine** is **5 years'** disqualification from office. The Tribunal may:
- a) Suspend or Partially Suspend a person from being a Councillor or Co-opted Member of the Relevant Authority concerned for a period not exceeding one year or, if shorter, the remainder of the person's term of Office;
 - b) Disqualify a person for being, or becoming (whether by Election or otherwise), a Councillor of that or any other relevant Authority for a period **not exceeding 5 years**.



2 How Councillors and Officers Deal with Planning Applications

1. Introduction

- 1.1 The planning system involves taking decisions about the development and use of land in the wider public interest, in accordance with the provisions of the Development Plan, unless there are overriding material planning consideration which indicate otherwise.

2. Role of Councillors

- 2.1 Councillors determine the Council's Planning Policy. They must abide by the provisions of the Code of Conduct during the development plan process. It is essential that they exercise their own responsibility to declare any personal interests such as land ownership or business interests which may be affected when plans are in preparation.
- 2.2 When Planning Committee Members come to make a decision on a planning application they will:
- a) Act fairly and openly;
 - b) Approach each application with an open mind;
 - c) Carefully weigh up all relevant issues;
 - d) Determine each application on its own merits;
 - e) Avoid undue contact with interested parties;
 - f) Ensure that the reason for their decisions are clearly stated.
- 2.3 Non-Planning Committee Members are not bound by rules of pre-determination and are generally free to:
- a) Discuss any planning application with an applicant and/or lobby group;
 - b) Attend any meeting arranged by an applicant and/or lobby group;
 - c) Attend and speak at a Community / Town Council meeting;
 - d) Relay relevant information about an application to the planning officer;
 - e) Seek information from the planning officer.
- 2.4 They must at all times abide by the Member Code of Conduct and cannot improperly influence planning officers.

3. Role of Officers

- 3.1 The officers' function is to advise and assist Councillors in matters of Planning Policy and in their determination of planning applications by:
- a) Providing impartial and professional advice;
 - b) Making sure that all information necessary for the decision to be made is given;
 - c) Providing a clear and accurate analysis of the issues;
 - d) Assessing the application against the Council's Development Plan policies and all other material considerations;
 - e) Giving a clear recommendation;
 - f) Carrying out the decisions of Councillors in Committee or Council.

4. Lobbying

- 4.1 It is quite common for applicants or other interested parties to wish to discuss a proposed development with Councillors before a planning application is determined.
- 4.2 This can help Councillors' understanding of the issues and concerns associated with an application. However, to avoid compromising their position before they have received all the relevant information, Planning Committee Members will:
- a) Avoid as far as possible meeting an applicant or potential applicant alone;
 - b) Avoid making it known whether they support or oppose the proposal;
 - c) Restrict their response to giving Procedure advice;
 - d) Not pressurise officers to make a particular recommendation in their report;
 - e) Direct lobbyists or objectors to planning officers who will include reference to their opinions where relevant in their report;
 - f) Advise the Head of Planning & City Regeneration or the Cabinet Member of the existence of any lobbying.
- 4.3 Where a Councillor feels that his/her impartiality has been compromised he/she will need to decide whether to declare a personal interest and withdraw from the decision making process.
- 4.4 Membership of a Community / Town Council which has expressed a view on an application does not by itself give rise to a conflict provided that the Member retains an open mind. The Council's Monitoring Officer will give advice on whether an interest should be declared in cases of doubt.

5. Discussions with potential applicants

- 5.1 Pre-application meetings with potential applicants are encouraged, but to avoid them being misunderstood they will normally be at officer level and:
- a) Where they involve Planning Committee Members they will be at a forum prescribed for the purpose;
 - b) Potentially contentious meetings will be attended by at least two officers including the Head of Planning & City Regeneration or his representative;
 - c) A note of the discussion will be taken and placed on file and made available for public inspection at the appropriate time;

- d) It will be made clear at such meetings that only personal and provisional views based upon the Development Plan can be given and no decisions can be made which would bind or otherwise compromise the Planning Committee or Council.

6. Decisions contrary to officer recommendation

- 6.1 From time to time Members of the Planning Committees or Council will disagree with the professional advice given by the Head of Planning & City Regeneration.
- 6.2 In such cases the reasons for rejecting an Officer's recommendation will be clearly stated and recorded in the minutes of the meeting. Where an appeal arises against such a decision, Officers will give support to the relevant members in preparing evidence for the appeal.

7. Site Visits

- 7.1 Site visits can be useful to identify features of a proposal which may be difficult to convey in a written report, but site visits do delay the decision on an application.
- 7.2 When appropriate, however, they will be normally requested by a ward member at the time of calling an application to Committee; or
- 7.3 Be authorised by the relevant Committee or by the of Planning & City Regeneration, or his representative, in consultation with the Chair of the relevant Committee;
- 7.4 Normally, the site visits will be held between the publication of the Committee Agenda and the Committee meeting.

8. Planning Applications by Councillors or Officers of the Council

- 8.1 When an application is submitted by anyone involved in the planning process, the Member or officer will:
 - a) Inform both the Head of Planning & City Regeneration and the Council's Monitoring Officer;
 - b) Take no part in processing or determining the application.
- 8.2 The Head of Planning & City Regeneration will ensure that all such applications are determined at the Committee meeting and not under delegated powers.

9. Planning applications by the Council

- 9.1 The Council itself requires planning permission to carry out or authorise development on land it owns. These applications will be treated in the same way as those from private applicants.

10. Complaints

- 10.1 Any issues or concerns arising from the Code of Practice can be raised with the relevant Cabinet Member with responsibility for Planning, the Corporate Director (Place), or the Head of Planning & City Regeneration.
- 10.2 The Council also have a formal complaints system in operation which can be

used if necessary and accessed via the following link:

<http://www.swansea.gov.uk/article/7326/Corporate-complaints-procedure>

- 10.3 The Council's Complaints Team can be contacted on 01792 63 7345.
- 10.4 Issues of maladministration can be referred to the Public Services Ombudsman for Wales who can be contacted at:
- 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
 - 0300 790 0203
 - ask@ombudsman-wales.org.uk
 - www.ombudsman-wales.org.uk



3 Title of Lord Mayor or Deputy Lord Mayor in Councillors Correspondence

1. Introduction

- 1.1 This protocol provides Councillors with guidance on the Use of the Title Lord Mayor or Deputy Lord Mayor in Councillors Correspondence. A breach of this protocol is deemed a breach of the Members Code of Conduct. As such should a breach occur then it should be reported to the Public Services Ombudsman for Wales.

2. Personal Motto and / or Civic Crest

- 2.1 The use of a Personal Motto or an attempt to use or amend the Civic Crest by the Lord Mayor, Deputy Lord Mayor or any Councillor in correspondence shall not be allowed.

3 Use of the Title Lord Mayor or Deputy Lord Mayor

- 3.1 The use of the Title Lord Mayor or Deputy Lord Mayor in personal correspondence shall not be allowed.



4 Access to Political Group Rooms and Other Councillor Areas by Members of the Public

1. Introduction

- 1.1 This protocol provides Councillors with guidance on access to Political Group Rooms and other Councillor areas by members of the public. A breach of this protocol is deemed a breach of the Members Code of Conduct. As such should a breach occur then it should be reported to the Public Services Ombudsman for Wales.
- 1.2 Whilst access to rooms is outlined below, Members of the public should not be allowed to use the Council's ICT equipment or any other facility prohibited by other Council protocols. Use of Council telephones in Councillor Areas may be

allowed but only with the prior consent of the Councillor. Such use must be modest, necessary and appropriate.

2. Access to the Political Group Rooms & Other Councillor Rooms by Members of the Public

- 2.1 Political Group Leaders / Deputy Group Leaders shall have the responsibility for deciding whether or not members of the public should be allowed to remain unattended in their Political Group Rooms.
- 2.2 Political Group Leaders / Deputy Group Leaders are advised to consider whether or not the member of the public has a legitimate reason for being invited in the Political Group Room.
- 2.3 The relevant Political Group Leader / Deputy Group Leader shall have the responsibility of policing their own Political Group Rooms.



5 Councillors Correspondence

1. Introduction

- 1.1 This protocol provides Councillors with guidance on Use of Political Party / Political Group Logo, Personal Imagery and/or Colour in Councillors Correspondence.
- 1.2 Councillors must not use Council facilities and resources including letterheads and other correspondence to promote their Political Group / Political Party purposes.
- 1.3 A breach of this protocol is deemed a breach of the Members Code of Conduct. Any such breach may be reported to the Public Services Ombudsman for Wales.

2. Councillors Political Party / Political Group Names / Colours / Logos and / or Personal Imagery

- 2.1 The Council shall not print or allow its equipment / facilities to be used to print (or publish) correspondence for Councillors containing their Political Party / Political Group Names / Colours / Logos and / or Personal imagery.

3. Councillors Surgery Posters

- 3.1 Councillors Surgery Posters printed by the Council shall be allowed providing they are either printed using the corporate colours or in black and white.
- 3.2 A colour image of the Councillor shall be allowed for Councillor Surgery Posters; however the Political Group / Party Name / Logo shall not be permitted.



6 Response to Councillor Correspondence Protocol

1. Introduction

1.1 The “Customer Service - Guidelines for Staff” booklet outlines the Customer Request Response Guidelines. These guidelines do not differentiate between members of the public and Councillors. This Protocol makes a differentiation between Councillors and the public.

2. Service Requests

2.1 On occasion it is likely that a Councillor will approach an Officer directly in order to request a service (e.g. reporting a faulty street light, requesting an appointment etc.). In such occasions this Protocol does not apply. The Officer will simply pass the Service Request to the relevant section and they will be dealt with in the normal way.

3. Councillor Request Response Guidelines

3.1 All requests, where possible (and unless legislation allows otherwise e.g. FOIA gives 20 working days), shall be responded to within 5 clear working days of receipt.

3.2 If the response can be produced within 5 clear working days, no acknowledgement of receipt of the request is necessary.

3.3 Where this is not possible (e.g. due to complexity), an acknowledgment shall be sent within the 5 clear working days. The acknowledgment can be by written letter or e-mail and must contain the reason for the delay and a realistic timescale as to when the response will be made.

3.4 These guidelines apply equally to all forms of correspondence (written or verbal) including those received in the Welsh Language.



7 Personal Safety - Councillors Guide

The relationship between Councillors and their communities is at the heart of what being a Councillor is all about. The face-to-face contact when constituents can share problems and concerns is vital to enhancing that relationship. This guide aims to help Councillors carry out their role safely and effectively.

An important role of Councillors is to keep in touch with their communities. This includes helping individuals with any problems they might have. Often this extends beyond just the delivery of Council services. These contacts are usually rewarding and non-adversarial. Councillors become experienced in calming down and treating with respect and sympathy angry and frustrated residents who often resort to their elected representative when they feel that they are getting nowhere in resolving their problems through other channels.

The purpose of this guide is not to make Councillors nervous, but to set out what personal safety measures can be taken to prevent and to deal with those rare circumstances when they might find themselves in situations where they become anxious for their safety. In general terms the guidance follows advice given to others who, by virtue of public duties or employment, meet many people whom they do not know.

You need to take the same precautions as most car owners do:

- Have your keys in your hand or easily accessible;
- Consider whether an area will be dark and isolated when you return to your car;
- Park where possible, under street lighting;
- Lock the car doors when you get into the car;
- Take boxes/bags to the car when other people are around;
- Try to park on the left hand side of the road facing the way you want to drive off;
- In a cul de sac do not park facing the dead end;
- Try to park in a space where you will not be blocked in;
- At service stations always lock the car when you go to pay.

Dealing with Emotional Constituents

It is inevitable that some of the people you will meet will be angry or upset. You need to be prepared to handle all types of emotion. For example, it is worth having some tissues on hand.

Councillors have to develop the quiet skill of being concerned about constituents' problems without being so involved that they become too emotional to be of help. Calmness in the face of whatever comes up will help you and your constituents.

You may find that racist or offensive remarks are made. If they are directed at you - do not respond - this will only make the situation worse. Instead, bring the interview to an end as quickly as possible. If they are more general remarks, you should state that this is not acceptable and that you cannot continue the interview. Often this will elicit an apology. Otherwise ask the person to leave. However, you must use your own judgement and if you are alone and in a vulnerable situation do not put yourself at risk no matter how angry the remarks make you.

Ward Surgeries

Where ward surgeries are held, the arrangements each Councillor makes will vary according to local circumstances and it will be a fortunate Councillor who can find premises for their surgery which meet every aspect of good practice and are also accessible to their constituents. What follows are suggestions about how to make a surgery safe and effective. Most Councillors will go through their entire service on the Council without experiencing any problems but a little time given to preparation and planning can reduce the already small risk further.

The Basics

1	Do not hold surgeries alone in an otherwise empty building. Try to get someone to act as a receptionist. This not only makes you safer, but also makes it much easier to manage a busy surgery. If you are currently doing surgeries alone, discuss how this can be changed with fellow Councillors or Council Officers.
2	If you cannot avoid doing surgeries on your own, make sure you remember a few simple guidelines. The layout of the room should suit you, i.e. you should sit nearest the door with the constituents seated on the other side of the table. Seating is best set out at an angle of 45 degrees (seating directly opposite can be confrontational).
3	If there is no separate waiting room, try to ensure that the waiting constituents are as far as possible away from those whom you are talking to.

4	Make sure there are no heavy items in the room that could be used as weapons.
5	Inform the Police when and where your surgeries are held.
6	<p>If you are at the stage of looking for suitable premises in which to hold a surgery, try to get a space with as many as possible of the following features:</p> <ul style="list-style-type: none"> • Council premises (e.g. community centres) during opening hours or other premises where there are many other people about. • Premises where the names of any visitors for Councillors are recorded. • Premises where there is a comfortable waiting area. • Try to ensure the surgery (interviewing) room: <ul style="list-style-type: none"> ○ Is in view of the reception or public area; ○ Is connected to the reception by an alarm and there is a procedure for dealing with call for assistance; ○ Has a vision panel in the door; ○ Has a swift means of escape and any visitors are not able to lock the door from the inside.

Personal Callers

Most Councillors seek to maintain a balance between their personal and public lives and do not want to encourage any callers at their private homes. Good publicity as to how to contact Councillors and details of ward surgeries reduces the chances of unwanted callers.

Mail

As with telephone calls, Councillors on rare occasions can become the target of malicious anonymous letters. Any such letters should be given immediately to the Police.

Home Visits

Councillors do sometimes visit residents in their homes, especially those who are elderly, disabled or where they simply want to see for themselves the conditions that are the subject of complaints.

It is for each Councillor to decide whether a particular visit should be made, especially if the person to be visited is unknown to the Councillor. Most Councillors trust their own instincts as to whether to meet someone alone. Sometimes the Councillor might prefer to be accompanied by a ward colleague or invite the person to a more public place. It is always advisable for you to keep a record of your whereabouts. If necessary, you can let the person whom you are visiting know there is such a record or that you are expected at another place by a certain time etc. or make a call on your mobile phone during the visit.

Malicious and Nuisance Telephone Calls

Councillors occasionally get the odd nuisance or abusive call. Although such calls are likely to be rare, you might become the target of a persistent, anonymous caller with a grudge against the Council. These calls need to be dealt with in accordance with Police advice:

- Keep the caller talking;
- Note any clues the caller may provide as to sex, age, accent, etc.;
- Listen for any clues as to the caller's motive and intention;
- Write down the details immediately to assist police at a later stage;
- Listen for background noise that may provide valuable information (e.g. railway

sounds, industrial noises, machinery, music, animals);

- Inform the Police;
- Inform the Council.

Reporting Incidents

Any incidents of concern, even if fairly minor or 'near-misses', should be reported to the PC and Head of Democratic Services. This enables the authority to undertake proper monitoring and decide if any action is needed to prevent a recurrence. You may also consider it advisable to warn ward colleagues.

Emergency Contact Details

It is advisable to provide this information to the Head of Democratic Services should it be necessary to contact your family / next of kin in the event of an emergency.

Additional Useful Guidance

[Personal Safety for Members](#): Welsh Local Government Association (WLGA) guidance.

[Personal Safety Guidance for Councillors](#): Local Government Information Unit (LGIU) guidance.

[Personal Safety Advice](#): Susie Lamplugh Trust guidance covers canvassing and campaigning, dealing with aggression, stalking, lone working, personal alarms, hate crime and internet safety.

[Online Abuse Guidance for Councillors](#): WLGA guidance.

[Get Safe Online guidance](#): Government supported website, Get Safe Online. This covers everything from protecting your devices to social networking to information security.

[Recognising the Terrorist Threat Guidance](#): The national counter terrorism security office guidance - dealing with suspect packages and what to do in the event of terrorist threats.

[City and County of Swansea - Corporate Health & Safety Policy](#). Authority's StaffNet Page

