

Meeting of:	STANDARDS COMMITTEE
Date of Meeting:	12 FEBRUARY 2026
Report Title:	LOCAL RESOLUTION PROTOCOL
Report Owner: Responsible Chief Officer / Cabinet Member	MONITORING OFFICER
Responsible Officer:	LAURA GRIFFITHS GROUP MANAGER LEGAL AND DEMOCRATIC SERVICES
Policy Framework and Procedure Rules:	There is no effect upon the Policy Framework and Procedure Rules.
Executive Summary:	To present to the Committee the revised Local Resolution Protocol for consideration.

1. Purpose of Report

- 1.1 The purpose of this report is to present to the Standards Committee the revised Local Resolution Protocol for consideration following a review carried out by the Public Services Ombudsman for Wales (PSOW) of all the local resolution protocols of principal local authorities across Wales and recommendations made by the All Wales Monitoring Officers' Group.

2. Background

- 2.1 The Committee will be aware that the formal route for complaints relating to the conduct of another Member under the Code of Conduct for Members would be for the complaint to be made directly to the PSOW. In September 2012, the PSOW revised its Guidance for Members to encourage informal local resolution of low-level complaints in order to avoid the need for a formal investigation by the Ombudsman and to avoid unnecessary escalation of the situation which might impact on personal relationships and potentially cause wider damage to corporate governance or the reputation of the Council.
- 2.2 In 2013, the Council adopted a Local Resolution Protocol (LRP) for the determination of complaints made by a Member against another Member(s) in response to the PSOW guidance.

3. Current situation / proposal

3.1 The PSOW has carried out a review of the LRPs of each of the principal local authorities in Wales. The review identified a varied approach to local resolution in terms of:

- the type of complaints which were deemed to be 'low level'
- the role of the Standards Committee or members of it
- the inclusion of an agreement not to refer a matter to PSOW whilst the protocol is in operation
- reference to the statutory duties on Group Leaders in managing standards of conduct and
- the outcomes available when the protocols are used

3.2 As part of its review, the PSOW sought Counsel's opinion which was shared with Monitoring Officers for consideration. A Working Group of Monitoring Officers was established to review the advice note and the Group subsequently recommended that each local authority should review its LRP to reflect Counsel's advice. The findings of the Working Group are outlined at **Appendix 1**.

3.3 Having regard to the Monitoring Officers' Group recommendations (reflecting Counsel's advice on local resolution processes) the Council's LRP has been reviewed and updated (**Appendix 2**). It is proposed that the Committee agree the revised LRP for submission to full Council for approval.

4. Equality implications (including Socio-economic Duty and Welsh Language)

4.1 The protected characteristics identified within the Equality Act 2010, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

5.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of wellbeing goals/objectives as a result of this report.

5.2 Standards are an implicit requirement in the successful implementation of the corporate well-being objectives.

6. Climate Change and Nature Implications

6.1 There are no climate change or nature implications.

7. Safeguarding and Corporate Parent Implications

7.1 There are no safeguarding and corporate parent implications.

8. Financial Implications

8.1 There are no financial implications arising from this report.

9. Recommendation

9.1 It is recommended that the Committee agree the revised Local Resolution Protocol for submission to full Council for approval.

Background documents:

None