

# Glasgow City Council

## Scheme of Establishment for Community Councils (2018)



## **The Scheme of Establishment for Community Councils (2018)**

The following is the Scheme of Establishment for Community Councils as approved for implementation by the City Administration Committee of Glasgow City Council on Thursday 13<sup>th</sup> December 2018.

This Scheme of Establishment for Community Councils (2018) (hereafter the 'Scheme (2018)') describes how Community Councils in Glasgow are formed; the conditions under which they operate, and the minimum standards to be met for recognition as a Community Council.

Any breach of the Scheme (2018) under the terms of the Local Government (Scotland) Act 1973 may be reported to Glasgow City Council, which may in turn advise Community Councils of what action, if any, might be taken.

### **Review and Amendment of the Scheme**

The City Council, having regard to changing circumstances and to any representations made to it, shall from time to time review the Scheme and, where it considers that the Scheme ought to be amended, shall proceed in accordance with the procedure specified in Section 53 of the Local Government (Scotland) Act 1973, as amended by the Local Government (Miscellaneous Provisions) (Scotland) Act 1981.

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## Introduction

- A** Community Councils were first established in Scotland following the Local Government (Scotland) Act 1973. Thereafter, the Local Government etc. (Scotland) Act, 1994, which produced the current system of unitary local authorities, made provision for the continuation of Community Councils. Under the legislation, every local community within an identified Community Council boundary area in Scotland is entitled to Petition their local authority to establish a Community Council.
- B** The general purpose of Community Councils established under the Scheme is set out in Section 51 (2) of the Local Government (Scotland) Act 1973, as follows: -
- “In addition to any other purpose which a Community Council may pursue, the general purpose of a Community Council shall be to ascertain, co-ordinate and express to the local authorities for its area, and to public authorities, the views of the community which it represents, in relation to matters for which those authorities are responsible, and to take such action in the interests of that community as appears to it to be expedient and practicable”*
- C** Community Councils are voluntary bodies which exist within a statutory framework and which have been granted statutory rights of consultation. They can complement the role of the local authority but are not part of local government.
- D** Recognised Community Councils, unlike other community organisations, are included in the consultation process for all planning applications. They have the right to receive copies of applications, and will be recognised as competent bodies to make representations regarding applications.
- E** Community Councils are statutory consultees in terms of section 21 of the Licensing (Scotland) Act 2005 and are consulted on all applications for provisional/premises licences and major variations to premises licences. They are also consulted on the development of the Licensing Policy Statement and any supplementary Licensing Policy Statement.
- F** Community Councils may also undertake other functions within the terms of their Constitution. It is the responsibility of a Community Council to satisfy Glasgow City Council that it has taken positive steps to ascertain the views of the wider community within their area, before making representations on any matter, on behalf of the community, which for the most part is comprised of local residents.
- G** It is essential that these views are shown to be accurately representative of the community i.e. evidenced consultation; agendas and minutes from special meetings; questionnaire responses. The legitimate consultative mechanisms will be recognised by Glasgow City Council as validation of the wider community’s views and their engagement.
- H** A summary on page 5 of the Scheme lists the general rights and responsibilities of Community Councils, and obligations of Glasgow City Council to assist Community Councils, their members, and prospective members. Further explanation of these is contained within the Scheme and the Induction and Guidance documents for Community Councils (these documents are subject to ongoing review by Glasgow City Council).

## Rights and Responsibilities

### 1 A Community Council which conforms fully to the Scheme has rights:

- a. to be consulted, and to make representations about planning applications;
- b. to be recognised as a competent body to comment on licensing applications;
- c. to be recognised as an appropriate body to apply for Glasgow City Council funding;
- d. to seek information and assistance from Glasgow City Council.

### 2 A Community Council's responsibilities include:

- a. to conform with the requirements of this Governance, which includes the Appendices;
- b. to be representative of all sectors of the community within their area;
- c. to conduct a minimum number of meetings each year i.e. 7 within the Community Council's financial year (see Scheme clause 6.1);
- d. to produce and distribute minutes of every meeting of the Community Council;
- e. to annually prepare and publish an audited financial statement and inventory;
- f. to hold elections for membership to the Community Council in liaison with Glasgow City Council;
- g. to advertise throughout its area, in advance, all of its meetings;
- h. to identify effective consultation methods which enable effective engagement with the community on issues of significant public interest, and be able to provide evidence of these methods to Glasgow City Council;
- i. to conduct all meetings and business in accordance with this Governance;
- j. to ensure the practice of equal opportunities can be evidenced if required (see Scheme clause 16);
- k. to ensure that every member conforms to their responsibilities as laid down in this Governance;
- l. to immediately advise Glasgow City Council when its constituted membership falls to half of its total.

### 3 Glasgow City Council's obligations

- a. to review the Scheme periodically, including consultation with Community Councils and the public;
- b. to support Community Councils to conform to the requirements of this Scheme;
- c. to provide structured support to Community Councils and their members as or when deemed appropriate;
- d. to arrange Inaugural and Full elections for new Community Councils;
- e. to conduct and administer interim elections for Community Councils;
- f. to provide publicity for common election dates for Community Councils;
- g. to provide such financial and administrative assistance as is possible, subject to the various constraints placed on Glasgow City Council;
- h. to consult with and/or notify Community Councils e.g. on planning applications & licensing applications.

## Establishment of Community Councils

### 1. Boundary Areas

- 1.1 Glasgow City Council has produced a List of Approved Community Council Areas (see Scheme Appendix 1) for Glasgow. Maps which outline these boundaries can be requested by contacting Glasgow City Council on 0141 287 0060. The area of the Community Council will be as designated on said map.

### 2. New Community Councils

#### *Where no Community Council exists*

- 2.1 The forming of a new Community Council shall be initiated in an approved area on receipt of a Petition bearing the names of not less than 20 local residents (Electors) whose names appear on the Electoral Register. This is in accordance with section 52(7) of the Local Government (Scotland) Act 1973.
- 2.2 Glasgow City Council shall, within not more than six weeks from the date of receipt of the Petition, organise wider consultation and engagement procedures which would aim to culminate in elections or other voting arrangements for the purpose of establishing the Community Council.
- 2.3 In the first instance, a steering committee and/or appropriate structure may be formed from amongst the 20 local residents, and be supported by a relevant officer to familiarise themselves with the Governance for Community Councils i.e. the Scheme of Establishment for Community Councils (2018); including adopting the Constitution on behalf of the proposed Community Council.
- 2.4 Each Community Council is required to adopt the Constitution which has been approved by Glasgow City Council (see Scheme Appendix 2). Following adoption of the Constitution, on behalf of the proposed Community Council, Glasgow City Council can proceed with the establishment process.
- 2.5 A steering committee and/or appropriate structure which is recognised by Glasgow City Council may be eligible to be supported by appropriate start-up costs i.e. meeting and venue hire costs incurred during the establishment process for a Community Council. Appropriate start-up costs will be determined and managed by Glasgow City Council.

#### *Where a Community Council already exists*

- 2.6 Where a Petition is received to start a new Community Council in an area where an existing Community Council operates, the proposal will be referred initially to the existing Community Council for comment before Glasgow City Council determines whether action should be taken in terms of Section 53 of the Local Government (Scotland) Act 1973 (see Guidance clause 1.4A).

### 3. Composition & Criteria for Membership

- 3.1 A Community Council shall consist of elected Community Councillors (local residents) and Ex-Officio members (Elected Members). A Community Council may also appoint Associate Members where a need arises for individuals with particular skills, knowledge or experience.
- 3.2 The number of Community Councillors shall be stated in clause 5 of the Community Council Constitution. The minimum number of Community Councillors is 10 and the maximum number of Community Councillors for an established Community Council is 20.
- 3.3 The absolute minimum number of members for a Community Council to remain established is one third of its stated constituted membership e.g. the quorum. However, Glasgow City Council should be advised immediately if the Community Council membership falls to half or less of its voting membership (see Constitution clause 5a).

- 3.4 The Community Council's Constitution shall also acknowledge the right of membership of those Ex-Officio and Associate Members as designated by this Scheme (see Constitution clauses 8a and 9b). Ex-Officio and Associate Members are not counted as any part of reaching a quorum or the minimum or maximum numbers for members i.e. only elected Community Councillors are counted.
- 3.5 Representation to change the stated constituted number of Community Councillors for a Community Council can be made in writing e.g. by email at any time to Glasgow City Council Chief Executive's Department (Community Empowerment Services) for consideration, and if agreed, can be subsequently approved in writing e.g. by email.

### ***Community Councillors***

- 3.6 To qualify to be nominated and elected to serve on a Community Council, prospective Community Councillors require to:
- i. reside within the Community Council boundary area; and
  - ii. have reached the minimum age of 16; and
  - iii. be included on the Electoral Register (alternative measures for identification and residency status of candidates may be undertaken in certain circumstances).
- 3.7 Only the above members are included in the constituted membership i.e. the quorum, of the Community Council (see Constitution clause 5a). All these members have full voting rights, and it is expected that Community Councillors shall be residents from across the whole Community Council area, to ensure widespread representation of all residents.
- 3.8 Any individual who is elected to serve on Glasgow City Council; the Scottish, Westminster, European or Scottish Youth Parliaments; shall be ineligible to stand for election to a Community Council or remain an elected Community Councillor (see Scheme clauses 3.11 and 3.12).
- 3.9 Any previously eligible elected Community Councillors who move to reside outwith the Community Council boundary area shall become ineligible to remain as a member of the Community Council. The resultant vacancy shall be subject to the conditions contained within clauses 3.22 through 3.25 of the Scheme. **Note:** it is the Community Council's responsibility to advise the City Council of any changes to its membership.
- 3.10 Community Councillors have a responsibility to make sure that they are familiar with, and that their actions comply with, the principles set out in this Governance for Community Councils, which includes the '*Code of Conduct for Community Councillors*'.

### ***Ex-Officio Members***

- 3.11 Duly elected members of Glasgow City Council; Scottish, Westminster or European Parliaments, and constituency members of the Scottish Youth Parliament become Ex-Officio members of Community Councils that fall within their constituencies or regions.
- 3.12 All Ex-Officio members have no voting rights; are not eligible to take 'office' in the Community Council; cannot propose or second any nominations for 'office' positions; or act as a representative on the Community Council's behalf. However, all Ex-Officio views on matters concerning the Community Council should be actively sought.

### ***Associate Members***

- 3.13 Associate Membership can be by invitation made to any individuals or to local organisations that are active within the Community Council boundary or alternatively by a request made by individuals or local organisations. The decision of who can become an Associate Member lies exclusively with the elected Community Councillors, as does the duration of their appointment (see Scheme clause 3.15).

- 3.14 Associate Members need not reside within the Community Council boundary. They should only be appointed where Community Councillors have agreed by a simple majority that a need has arisen to appoint individuals with particular skills, knowledge or experience; and the reasoning and decision are recorded in the relevant minute.
- 3.15 As determined by the Community Council; Associate Members may serve for a maximum period of the same term of office as the office bearers i.e. 12 months, although all Associate Membership should be reviewed at the October AGMs if this occurs sooner than the 12 months. Associate Members' status is similar to that of all other Ex-Officio members i.e. see Scheme clause 3.12, although they may attend meetings of external bodies to observe on the Community Council's behalf, and report back, but only following a minuted agreement for them to do so.

### ***Inaugural / Full Elections***

- 3.16 Full Community Council membership elections shall be held on a 4-yearly cycle in October by each Community Council. It shall be the responsibility of Glasgow City Council to conduct and administer Community Council elections; including the inaugural election and elections thereafter on a 4-yearly cycle.
- 3.17 Where the number of valid candidates nominated to be Community Councillors is less than or equal to the number of advertised vacancies i.e. the constituted (maximum) membership for the Community Council (see Constitution clause 5a), then no contested election shall be held, and those standing shall be declared to be duly elected on the election date by an appointed City Council Officer.
- 3.18 Where the number of valid candidates nominated to be Community Councillors is greater than the constituted membership or number of advertised vacancies, a contested election shall be prepared and held by Glasgow City Council. Those standing for election and receiving the greater number of votes shall be declared by an appointed City Council Officer to be duly elected at the next scheduled meeting of the Community Council. **Note:** see Scheme clause 3.22; following Interim Elections to fill vacancies it is a matter for the existing Community Council membership to consider and ratify appointments.
- 3.19 **Note:** a minimum return of nominations equalling 50% of the constituted (maximum) membership must be reached for the initial establishment or re-establishment of the Community Council to proceed i.e. anything less than a 50% return rate will not support a Community Council being formed.
- 3.20 When advertising elections, all Community Councils must make all reasonable efforts to advertise across their entire boundary area; with the aim of securing a geographical and demographical spread of members to enhance the Community Council's overall representational membership (see Scheme clause 3.26).

### ***Interim Elections (Vacancies)***

- 3.21 As clause 3.16 (above), it shall be the responsibility of Glasgow City Council to conduct and administrate the process for an Interim Election to fill vacancies e.g. producing nomination forms, public notices, validating nomination forms, and notifying the Community Councils of the status of returned nominations.
- 3.22 The process for an Interim Election to fill vacancies and the associated checklist (see Guidance clause 2.2) reflects that outlined in the above clause i.e. where the number of candidates nominated to be Community Councillors is greater than the number of vacancies, a contested election shall be held, or alternatively, where the number of candidates is less or equal to the number of vacancies, then no contested election shall be held. In either of these instances, it is the existing Community Council members who will consider and ratify any appointments.



- 3.23 Before advertising any vacancies the Community Council must have first agreed and minuted its decision to do so. This decision should then be notified to the City Council to enable it to confirm the number of vacancies, the nature by which they arose e.g. mortality, resignation, non-attendance at meetings, and the current status of the remaining membership i.e. checking the Community Council Membership Database.
- 3.24 When advertising vacancies Community Councils must make all reasonable efforts to ensure that public notices have been placed in at least three, but ideally more, public venues across the whole Community Council area. In the event of vacancies occurring within three months before the date of the next '*Full*' election a Community Council may leave the vacancy unfilled until that election.
- 3.25 If however, the membership should fall to half or less of the voting membership, then Glasgow City Council shall be informed immediately, to enable it to provide support and undertake appropriate action to fill the vacancies as way of ensuring the Community Council is sustained.
- 3.26 **Note:** If due process outlined within clauses 3.16 through to 3.25 of this Scheme is not followed by Community Councils, then any appointment of new members, either notified to or discovered by the City Council, will be invalid and void. In the event that such circumstances arise then the Community Council can 'legitimise' appointments by undertaking the appropriate election process (see Scheme clauses 3.16 and 3.21 for role of Glasgow City Council in election processes; also see Guidance clause 2.2 for 'Interim Election Checklist').

### ***Proposers and Seconders***

- 3.27 Community Council candidates standing for scheduled or interim elections could seek proposers and seconders to sign their nomination form who are (1) not a member of the appointing Community Council, or (2) directly related to the nominee (see Scheme clause 8.3 for definition of direct relative). **Note:** this proposed action is aimed at strengthening the democratic representation of candidates; helping to advertise elections; and extending a geographical and demographical spread of new members.

## **4. Terms of Office**

### ***Community Councillors***

- 4.1 Each Community Council shall hold '*Full*' elections across their boundary area every 4 years in October, which aims to achieve the constituted membership level for each Community Council. Publicity for these elections will be provided by Glasgow City Council.
- 4.2 Community Councillors elected during '*Full*' elections are eligible to hold their position for the 4 year period until the next '*Full*' election; so long as they continue to conform to the requirements of this Scheme.
- 4.3 Community Councillors appointed as office bearers, following '*Full*' elections and/or Annual General Meetings (AGM) shall hold office for the period specified in clause 9c of the Constitution i.e. 1 year, or until the next scheduled AGM, at which they shall be eligible for re-election to hold office.
- 4.4 Where a Community Councillor resigns, they shall not be eligible to stand for re-election to the same Community Council for a minimum period of 6 months from the date of the meeting which minuted the resignation. However, if the date of the Community Council's next '*Full*' election is shorter than this minimum period of 6 months then they are eligible to submit a nomination; otherwise, they will not be eligible to submit a nomination form within this minimum period of 6 months, even should the Community Council decide to undertake an interim election process to fill vacancies within this period.

They shall be eligible to stand for election to another Community Council, subject to clause 3.6 of the Scheme (eligibility), when it next holds its '*Full*' or interim elections.

## 5. **Qualifications**

### ***Electors***

- 5.1 All persons who are resident in the Community Council boundary area; are 16 years of age or over, and whose names appear on Glasgow City Council's Electoral Register for the same Community Council boundary area shall be entitled to vote in or propose/second candidates for Community Council elections (alternative measures for identification and residency status of candidates may be undertaken in certain circumstances).

### ***Nomination or Election of Community Councillors***

- 5.2 See Scheme clauses 3.6 through to 3.10.

### ***Members***

- 5.3 An individual can act in only one capacity, as a Community Councillor; an Ex-Officio member or an Associate Member. Members resign one membership upon taking up another.

### ***Declaration of Members' Interests***

- 5.4 All members, as outlined in clause 3 of the Scheme i.e. all elected Community Councillors, Ex-Officio and Associate Members, shall declare all interests and/or make it known if their interests have been made available elsewhere and whether these are accessible to the Community Council i.e. do previous declarations and/or registers of interest exist in the public domain.
- 5.5 All members shall declare in advance any financial or any other interest however minor that they may have in relevant matters coming before the Community Council e.g. planning; licensing; financial etc. The member shall withdraw from the meeting during consideration of this item of business and shall take no part in the discussions or decision thereon. All declarations are to be formally minuted.

## **Operations of Community Councils**

### 6. **Meetings**

#### ***Ordinary Community Council Meetings***

- 6.1 All meetings of Community Councils are open to members of the public and wherever possible should be held in an appropriate community venue (i.e. fully accessible) contained within the Community Council boundary area. Each Community Council shall meet at least seven times during the financial year of the Community Council (i.e. between the 1<sup>st</sup> of September and the following 31<sup>st</sup> August), which can include the Annual General Meeting (AGM). Members of the public may only speak with the consent of the Chairperson; see clauses 4b & c of the Standing Orders.
- 6.2 The Secretary should co-ordinate the circulation of an agenda, and the draft minutes from the previous meeting, at least seven days before the date of the next meeting to all members of the Community Council i.e. Community Councillors; Ex-Officio members and Associate Members. The agenda should also be shared electronically wherever possible e.g. email, websites, social media.
- 6.3 The agenda (and draft minutes), if requested, must be presented to Glasgow City Council at least seven days before the next meeting. Otherwise, all full and approved copies of minutes and associated papers (note Scheme clause 6.5viii) should be forwarded electronically to Glasgow City Council within 14 days from the date of the meeting which approved them as a true record.

**NOTE:** A formal motion is a proposal, and it is usual practice that the proposal should be followed by a seconder. The wording of the motion should be accurate, agreed and recorded in the minutes, and can be passed unanimously, or be subject to a vote. In the case of Annual General Meetings (AGM) and Special Meetings, the wording of the motion is set out on the agenda calling the meeting

as per the Governance (see Constitution clause 11j). The results of any vote must be detailed in the minutes and, if they so request, the names of those opposing the motion listed.

### ***Quorum at Meetings***

- 6.4 Every meeting of the Community Council shall have a quorum of voting members present before the meeting can proceed. The quorum for each meeting shall be one third of the stated voting membership as specified in clause 5b of the Constitution. If a quorum cannot be achieved within 15 minutes of the advertised meeting start time, then the meeting and all items of business will be subject to clause 6.7v of the Scheme.

### ***Minutes of Meetings***

- 6.5 The Community Council is the originator of the minutes, and the Secretary shall have responsibility for the production of a true and accurate record of the business of every meeting in the form of a minute. The minute should record as a minimum:

- i. the date, time and venue of the meeting;
- ii. the names and status of those members and other persons attending the meeting;
- iii. the names and status of those members unable to attend but who have submitted apologies;
- iv. reports e.g. Ex-Officio; Police; invited guests; planning/licensing; Treasurer; Area Partnership / Community Council Discussion Forum meetings, etc.
- v. all decisions taken; actions approved; timescales involved and who has responsibility for the action;
- vi. the date, time, and venue of the next meeting.

### ***When circulating minutes the Secretary will:***

- vii. send an approved minute within 14 days from the date of the meeting which approved them to Glasgow City Council as a matter of course, and make same available to the public for inspection via websites; libraries; and any other appropriate public space;
- viii. provide a minimum of 7 approved minutes to the City Council during the year (the City Council is simply a recipient of the minutes for monitoring purposes);
- ix. in instances of private discussions being held in whole or in part within a Community Council meeting, acknowledge that an approved redacted minute may be made available to the public if available; Glasgow City Council reserves the right of access to a full copy of all minutes; (see Scheme clause 6.3 and Constitution clauses 11g and h).
- x. provide copies of, or electronic links to, the Community Council's approved minutes and financial accounts to members of the public and/or third parties as or when requested. It would be reasonable, in the first instance if requested, for a justification/reason to be provided to the Community Council where such requests are being made. **NOTE:** Certain information may require to be redacted before circulation i.e. personal data.

### ***The Annual General Meeting***

- 6.6 Any Office Bearer reports to be presented at the AGM (or any other Community Council meetings), should be delivered by the appropriate and current Office Bearer – whenever possible. If this is not possible then an appropriate alternative should be agreed by the Community Council members e.g. Vice-Chairperson standing in for the Chairperson.
- 6.7 In addition to ordinary meetings of the Community Council; an Annual General Meeting (AGM) shall be held in October of each year to:
- i. Record membership attendance and apologies received;
  - ii. Approve the presented minutes of the last Annual General Meeting (AGM) (see paragraph 2 of clause 3ii of the Standing Orders);

- iii. Approve Chairperson's annual report (written or minuted at the AGM);
- iv. Approve Treasurer's submission of Independently Examined Statement of Accounts;
- v. \*Note implementation/continuation of the Scheme of Establishment for Community Councils;
- vi. Current office bearers step down;
- vii. Election of office bearers;
- viii. \*Confirm that the Constitution is signed and dated by the Chairperson and 2 other members of the Community Council;
- ix. Note appointment of Community Councillors to Outside Bodies e.g. Area Partnerships;
- x. Note the appointment of an Independent Examiner of accounts for the next year;
- xi. Note the appointment of Associate Members;
- xii. Review the Inventory and Additional Resources (see Scheme clause 8.7);
- xiii. Chairperson to declare that a date in October of following year will host the next AGM;
- xiv. Chairperson closes meeting.

*(\*not all of the above items may be necessary to include as agenda items)*

### **Special Meetings**

6.8 A Special Meeting may be called by a simple majority of the total voting membership present and eligible to vote (any such decision should be clearly minuted) in the following circumstances; although these are not exhaustive:

- i. Community Councils can call a Public Meeting other than the Annual General Meeting, at which members of the public are given the right to speak, and every reasonable opportunity to be heard;  

Or
- ii. In the event of the Chairperson's annual report and/or the Treasurer's independently examined statement of accounts not being approved at the AGM by the Community Council or thereafter by Glasgow City Council;  

Or
- iii. In the event that a motion of censure or vote of no confidence is raised against the Community Council, or members thereof, by no less than two thirds of constituted members themselves or by at least 20 Community Council electors of the area (see Scheme clause 13.10);  

Or
- iv. Receipt of a Petition by Glasgow City Council (written request) signed by 20 Community Council electors of the area (all signatories will be subject to validation as per clause 5.1 of this Scheme). The Petition shall specify the matter and reasons for calling such a meeting; (see Constitution clauses 11j and k);  

Or
- v. If a quorum cannot be achieved within 15 minutes of the advertised meeting start time, then the meeting and all items of business can either be deferred to the next scheduled meeting date; unless items of business are urgent then a Special Meeting could be arranged; or those members in attendance can hear reports as information only and defer any decisions and/or actions until the next quorate meeting;  

Or
- vi. In cases where the Community Council deems it necessary to hold a meeting, or parts of a meeting, in private; see clause 11k of the Constitution;  

Or
- vii. In cases deemed to be an emergency, a Community Council meeting may be held after giving less than the usual seven day notice;  

Or
- viii. In receipt of a request for a private meeting outwith of scheduled meetings, from Glasgow City Council.

***Advertising of all Meetings***

- 6.9 All meeting notices will indicate the date, time and venue of Community Council meetings and will be published at least seven days prior to the meeting taking place; (except in cases deemed to be an emergency meeting being called under the Special Meetings clauses 6.8vii).
- 6.10 The Community Council as a collective membership should share the responsibility to post and/or circulate public notices, and not hold any individual member solely responsible for this task, unless it has been a previously minuted individual's agreed action.
- 6.11 All meetings will be widely advertised so that all the electorate has the opportunity to be informed of the meeting. In cases of proposed amendments to the Governance of the Community Council e.g. the Constitution, or Special Meetings called under clause 6.8 of the Scheme, the meeting notice should include the proposed amendment or motion for the agenda calling the meeting. At least three, but ideally more public places, which serve the Community Council's area should be identified where notices will always be placed to advertise meetings. Additional means may include websites, social media and emails (see Guidance section 9).
- 6.12 These public places should be notified to Glasgow City Council upon request.

***Delegation of Authority to Committees***

- 6.13 The Community Council may from time to time form committees of at least three Community Councillors to consider specific matters e.g. to consider planning applications. It is the responsibility of the Community Council to set a clear remit and to specify the limits of delegation and ensure adequate accountability of any committee.
- 6.14 The details of the remit and delegated powers of any committee should be agreed by a simple majority of Community Councillors and recorded in the Community Council minutes as soon as is practicable. Any Community Councillor claiming to represent the views of a Community Council must be able to demonstrate that they have this authority (i.e. minuted decision by the Community Council's collective membership), and that any committee is acting within the limits of its delegation (see Scheme clause 6.5iv and Constitution clauses 10 and 12b).

**7. Financial and Other Assistance**

- 7.1 Although the Treasurer has responsibility for the day-to-day monitoring of finances, each Community Council retains collective responsibility to maintain proper financial records and to expect regular financial reports at scheduled Community Council meetings. In addition, it is a requirement for Community Councils to submit a satisfactory and independently examined annual statement of accounts (see Guidance Appendix 1) from the correct financial year to Glasgow City Council i.e. the financial year of the Community Council shall be from 1 September until 31 August of the following year.

***Administration Allowance & Discretionary Grant Fund***

- 7.2 Each Community Council can be considered eligible to receive an annual Administration Allowance from the City Council, which may also take account of the population size included in the Community Council's boundary (see clause 7.10). To ensure eligibility, each Community Council must comply with the terms of this Governance e.g. in relation to membership; meetings; minutes etc.
- 7.3 Administration Allowances shall be for Community Council administration and/or promotion purposes only, and shall not be expended on any other purpose. The Discretionary Grant Fund (see Guidance Appendix 8) may support additional items and/or activities (see clause 5 of the Discretionary Grant Fund Guidelines).
- 7.4 Payment of the allowance will be made in accordance with a procedure determined by Glasgow City Council, which determines that all Community Councils must provide BACS details on the form

provided. After an inaugural allowance, all subsequent allowances will be made subject to Community Councils continuing to comply with the terms of this Governance.

- 7.5 When Glasgow City Council is in receipt of a satisfactory and independently examined statement of accounts from the correct financial year; and a Community Council's bank balance is in excess of twice its net annual Administration Allowance (i.e. after any deductions e.g. Insurance); then Glasgow City Council may consider that that year's Administration Allowance and/or an additional Discretionary Grant is not required, although a Community Council's eligibility for receipt of financial support from the City Council can remain subject to future review.
- 7.6 In relation to the above paragraph, Glasgow City Council may take into consideration the Community Council's actual bank balance at the time which is recognised as the beginning of the next financial year i.e. 1 September.
- 7.7 In addition, and in relation to the previous paragraph, it is only previous Administration Allowance awards, Discretionary Grant Fund awards, and any other awards from Chief Executive's Department (Community Empowerment Services) that will be taken into consideration in relation to a Community Council's bank balance. Any other funding from alternative sources for specific purposes (i.e. ring-fenced) should be itemised separately within the independently examined statement of accounts.
- 7.8 To enable Glasgow City Council to make accurate considerations, all copies of correspondence which clearly identifies alternative funding sources shall be submitted with the Community Council's independently examined statement of accounts upon request by the City Council. If correspondence which clearly identifies alternative funding sources cannot be submitted upon request, then these funds may be included in Glasgow City Council's consideration of a Community Council's total bank balance.
- 7.9 A further consideration with regard to current and/or future provision of Administration Allowances, which Glasgow City Council will take into account as part of the Annual Self-Assessment (RAG Analysis) for Community Councils (see Scheme Appendix 5), includes Community Councils having to return the previous year's Confirmation of Receipt and Acceptance of Conditions Form which relates to BACS transfers of Administration Allowances to a Community Council's bank account. **Note:** the blank Confirmation of Receipt and Acceptance of Conditions Form will be provided by Glasgow City Council in the first instance.
- 7.10 The Administration Allowance shall be fixed at a minimum flat rate, to be determined periodically by Glasgow City Council, which may include an additional minimum 1p per head of population, again to be determined periodically by Glasgow City Council.
- 7.11 Steering committees and suspended Community Councils recognised by Glasgow City Council may receive start-up or interim costs respectively to offset any legitimate administrative expenses (see Scheme clause 2.5).

### ***Other Grants***

- 7.12 Community Councils with specific needs are free to apply for grants from other Glasgow City Council Departments, and payments will be made in accordance with the procedure determined by the City Council.

## **8. Independent Examination of Accounts**

### ***Community Council's Financial Year***

- 8.1 The financial year of each Community Council shall be from 1 September to 31 August in the following year. This provides the full calendar month of September in each year to enable the Treasurer to oversee an appropriate independent examination of accounts which enable a formal Statement to be prepared for the Community Council's Annual General Meeting held in October each year.

***Independent Examination***

- 8.2 Each Community Council shall appoint a competent Independent Examiner annually (at the AGM) to examine the Community Council's accounts; and who may charge a reasonable fee for their services. Glasgow City Council considers a reasonable fee to be no more than 10% of the basic Administration Allowance i.e. £50. 'Competent' need not be considered restricted to a qualified accountant and/or bookkeeper, but could be an individual who has the ability to itemise and balance income and expenditure figures accurately.
- 8.3 The Independent Examiner of the Community Council's accounts shall not be a member, a direct relative of a member, or related by birth, marriage, civil contract or co-habitation to a member, of the appointing Community Council. Direct relatives are considered to be spouse; partner; parent; sibling; child by blood, adoption, or marriage; grandparent or grandchild; 1<sup>st</sup> and 2<sup>nd</sup> generation aunts; uncles; cousins; nieces; and nephews.
- 8.4 The accounts are required to be forwarded immediately, following their approval at the Community Council's Annual General Meeting in October of each year, to be received by Glasgow City Council no later than 31 December each year.
- 8.5 If no valid reason as deemed by Glasgow City Council can be provided by the Community Council and/or Independent Examiner, in a case of the statement of accounts not being forwarded and received by Glasgow City Council by the last day of DECEMBER in any given year; then Glasgow City Council may consider that financial year's Administration Allowance to have been forfeited.
- 8.6 Glasgow City Council may, at its discretion and in consultation with the City Council's Chief Financial Officer, in circumstances of unclear and/or substantial financial transactions, require the Community Council to produce records such as vouchers; receipts; account books and/or provide a full 'Audit of Accounts' undertaken by a professionally qualified accountant. The cost of this latter undertaking shall be borne by the relevant Community Council should sufficient funds be held within its account.

***Inventory and Additional Resources***

- 8.7 The Treasurer shall prepare and maintain an inventory of all assets owned by the Community Council, and make this inventory available to the Independent Examiner for the annual statement. The inventory should include the following detail as a minimum: make, model and serial number; purchase date; perceived value; location; disposal date; reason for disposal. The inventory must also be made available upon request to Glasgow City Council.
- 8.8 Community Councillors should be deemed ineligible to receive payment for any activities or work initiated by, relating to, or which benefits their Community Council. The only payments which Community Councillors should be eligible to receive from their Community Council are travel and reasonable out of pocket expenses which have previously been agreed by the collective membership. However, it is acknowledged that Community Councillors, operating as individual citizens, may receive imbursement for particular skills, knowledge or experience which may benefit other Community Councils.

**9. Exchange of Information**

- 9.1 Glasgow City Council will continue ongoing discussions with Community Councils and public agencies in its area, to promote the exchange of information between these bodies. Furthermore, it is Glasgow City Council's wish to make available the following measures where it can:

***Providing support to Community Councils which may:***

- i. circulate information which may be common to Community Councils;
- ii. provide information for Community Councils and members of the public;
- iii. advise external organisations how to contact Community Councils;

- iv. act as sign-post to other Glasgow City Council Departments & Arm's Length External Organisations (ALEOs);
  - v. respond to enquiries from external organisations and Council Departments regarding Community Councils;
  - vi. advise on any requests for additional support and resources for Community Councils;
  - vii. facilitate advice, assistance, training and/or capacity building to Community Councils on the duties and responsibilities of office bearers; the role of Community Councils; the functions of Glasgow City Council and other relevant topics.
- 9.2 Community Councils, as the representative voice of their communities, should be readily contactable by the general public. All Community Councils should establish a generic email which can be circulated freely in the public domain. In addition, it would be best practice to have more than one means for the general public to contact a Community Council e.g. Community Councils could provide a generic contact telephone number (both of these means of contact can be included in the Community Councils' Public Contact List and Meeting Schedule).
- Other Public Agencies:**
- 9.3 Facilitate, wherever practicable, other public agencies to:
- i. communicate with Community Councils, before taking decisions, which may affect their areas, and with a view to ascertaining the views of the local community.

## Obligations

### 10. Review of Community Councils and the Scheme of Establishment

- 10.1 Glasgow City Council undertakes to oversee the workings of Community Councils, on an ongoing basis, to ensure that they are operating efficiently and in an appropriate manner, and in accordance with the Scheme. The methodology for this to be undertaken is for all Community Councils to complete an Annual Self-Assessment i.e. Red, Amber, Green (RAG) Analysis, at the earliest opportunity following an AGM (to be completed by the last day of February each year). This is a Good Practice Item which Community Councils must submit (as 1 of 6 Good Practice items) to Glasgow City Council to conform to GREEN status on the RAG Analysis (see Scheme Appendix 5).
- 10.2 There is no statutory timeframe for the Scheme of Establishment for Community Councils to be subject to review; the Local Government (Scotland) Act 1973 Part IV Community Councils – Section 53 states that “*every local authority shall from time to time review Schemes*”.
- 10.3 There could be a number of factors which may trigger a review e.g. a number of requests from Community Councils and/or members of the public; emerging knowledge of a Scheme requiring improvement following practical experience of implementation; or changes to geographic and/or demographic circumstances; particular regard may be paid to boundaries of individual Community Councils, where the City Council observes significant permanent changes to the population.
- 10.4 All, or a combination of, these factors could be viewed as “*changing circumstances*”, as stated in Section 53 of the Local Government (Scotland) Act 1973.

### 11. Suspension of a Community Council

- 11.1 Where for any reason, and after due consideration and appropriate notice (see Scheme clause 11.2) by a relevant officer from Glasgow City Council Chief Executive's Department (Community Empowerment Services), it is deemed that a Community Council is unable to and/or is not conforming to the Scheme, an initial decision on suspending the Community Council can be taken by the relevant officer. **Note:** Suspension need not be viewed as punitive action; it is intended as providing a Community Council a period of time to reflect and assess current Governance arrangements and/or operational circumstances with a view to identifying a way forward to fully conform to the Scheme.



- 11.2 An initial decision on suspension can be appealed in writing to the Director of Governance and Solicitor to the Council within 14 days of the decision being notified to the Community Council (the initial notification and any appeal should be in writing, in the form of a dated formal email and/or letter).
- 11.3 Any decision taken on an appeal by the Director of Governance and Solicitor to the Council should be made available within 28 days of the dated receipt of said appeal. An appeal which is upheld can conclude with the Community Council's previous status being re-instated.
- 11.4 Following an appeal not upheld, or not submitted within the 14 day timeline of an initial decision, the Community Council will revert to the status of a steering committee and/or appropriate structure whose main task will be to consider such matters, and take such action, as is necessary to ensure the Community Council can conform with the Scheme. Appropriate support costs, e.g. meeting venues, may be eligible for consideration of financial assistance from Glasgow City Council.
- 11.5 Following a steering committee and/or appropriate structure satisfying a relevant officer from Glasgow City Council Chief Executive's Department (Community Empowerment Services) that the Community Council will in the future be able to conform to the Scheme, then re-instatement to full status may be granted by written notice from the Director of Governance and Solicitor to the Council.
- 11.6 In the event that a steering committee and/or appropriate structure is unable to, and/or is unlikely to be able to conform with the Scheme within a period of three months from the date of an initial suspension, then the Chief Executive's Department (Community Empowerment Services) may request that the Director of Governance and Solicitor to the Council may wish to consider recommending to Glasgow City Council City Administration Committee to formally dissolve the Community Council.
- 11.7 Although, if a steering committee and/or appropriate structure is demonstrating sufficient progress towards conforming with the Scheme, to the satisfaction of relevant officers from; then the period of suspension may be extended by an additional 3 months.

## **12. Dissolution of a Community Council**

- 12.1 **Note:** Representations and/or decisions in reference to dissolution of a Community Council should be considered as a last resort and ideally to be avoided. All efforts should be taken in accordance with the Scheme to ensure that all Community Council members are included in exploring options which may avoid a Community Council being dissolved.
- 12.2 Dissolution of a Community Council will only take place following a formal and final decision by Glasgow City Council City Administration Committee on the recommendation of the Director of Governance and Solicitor to the Council. Such a recommendation may be made in the following circumstances:
- 12.3 Following a suspension made in terms of Scheme clause 11.1 above, and where after a reasonable time (see Scheme clause 11.7) a Community Council remains unable to conform with the Scheme a recommendation to dissolve the Community Council may be made.
- 12.4 Prior to such a recommendation being made to Glasgow City Council City Administration Committee, the Community Council will be advised in writing, and given 14 days from the date of the notification to make written representation to the Chief Executive of Glasgow City Council, as to why such a recommendation should not be made.
- 12.5 Where no such representation is received within 14 days, or where having considered such representation, the Chief Executive confirms said recommendation, a report recommending dissolution of the Community Council shall be submitted to Glasgow City Council City Administration Committee.

- 12.6 Glasgow City Council City Administration Committee shall consider the above report and may decide to dissolve the Community Council. In the event of such a decision the Community Council will be deemed to have been dissolved with immediate effect.
- 12.7 The dissolution will be intimated by Glasgow City Council, by giving appropriate public notice including on the Glasgow City Council Community Council web page.
- 12.8 Alternatively, where Glasgow City Council has reasonable grounds to believe that a Community Council has been 'abandoned', and is no longer functioning, then the Chief Executive's Department (Community Empowerment Services) will notify the Director of Community Empowerment & Equalities, who in turn may advise (depending on the individual circumstances) Glasgow City Council City Administration Committee and intimate this by appropriate notice.
- 12.9 Furthermore, and where for any reason, the number of Community Council members falls below the minimum number of members for a Community Council to remain established i.e. less than 50% of the constituted membership. Glasgow City Council Chief Executive's Department (Community Empowerment Services) can suspend the Constitution of the Community Council and may recommend to the Director of Governance and Solicitor to the Council the subsequent dissolution of the Community Council (following all reasonable efforts by a relevant Officer not leading to a satisfactory and sustainable increase of membership.) **Note:** a membership of less than 50% will trigger a RAG notification for a RED status.
- 12.10 In the event of the dissolution of a Community Council, all of its assets shall transfer to Glasgow City Council, which shall hold these in trust for a period of one year in the event that a future Community Council becomes established in that area. Following this period all assets will be subsumed into Glasgow City Council and/or may be redistributed by the Area Partnership which the Community Council boundary area population is greatest. This latter consideration will be wholly subject to advice and guidance being sought from the Director of Finance for Glasgow City Council.
- 12.11 Transfer and acceptance of all assets will be subject to due process and the approval of Glasgow City Council Director of Community Empowerment & Equalities; and only after the City Council is completely satisfied that there are no outstanding debts or liabilities attached.
- Voluntary Basis by Resolution of the Community Council***
- 12.12 If the Community Council by a two-thirds majority of the constituted membership who are eligible to vote and present at the meeting, resolves at any time that it is necessary or advisable to dissolve the Community Council, it shall agree a date for a Special Meeting to discuss the resolution; see Scheme clause 6.7.
- 12.13 It is a requirement that not less than seven days prior to the date of such a Special Meeting, public notice be given by means of notification in appropriate local venues and/or websites, or other social media.
- 12.14 If the resolution for dissolution is supported by a two thirds majority of the total voting membership who are present at the Special Meeting, and the decision is subsequently notified to Glasgow City Council, the Community Council shall be deemed to be dissolved with immediate effect.
- 12.15 The provisions relating to assets included in clause 12.10 above may also apply in this instance.
- 12.16 In the event that the Community Council is dissolved under the above procedure, and twenty or more electors subsequently wish to re-establish a Community Council for the area, these electors shall submit a Petition to Glasgow City Council in accordance with Section 52(7) of the Local Government (Scotland) Act 1973.
- 12.17 On receipt of a Petition, Glasgow City Council shall arrange for elections to be held in accordance with the Scheme of Establishment for Community Councils (see Scheme clause 2).

**13. Censure / Take a vote of No Confidence / Disqualification of Community Councillors; including Nominated Candidates following a formal call for nominations.**

- 13.1 Clause 13 of the Scheme of Establishment for Community Councils (2018) is for addressing matters of concern and/or complaints which may arise internally from within individual Community Councils. Similar to the '**General Public: Complaints Procedure for Community Councils**', which is for use with all third party complainants (see Scheme Appendix 6), all complaints relating to individual Community Councillors should be directed for the attention of the appropriate office bearer/s or member/s of the relevant Community Council in the first instance.
- 13.2 All Community Councils should keep a clear audit trail of any complaints from within its members to ensure transparency of process whilst retaining the appropriate level of confidentiality e.g. a complaint against another member may be shared with that member only in the first instance, to provide them with time to reflect on the content of the complaint and to prepare an appropriate response, before the complaint is shared with the collective membership for discussion.
- 13.3 All complaints should be made formally in writing (either by surface mail or email), making clear:
- i. the nature of the complaint;
  - ii. the grounds which support it; and
  - iii. including evidence which substantiates the grounds.

Following clauses 13.1 through 13.3 being accounted for, any remaining issues can be subsequently dealt with in accordance with the remaining clauses within this section.

- 13.4 The Community Council can invoke Scheme clause 6.8vi and Constitution clause 11k which enable a Community Council to hold a meeting, or parts of a meeting, in private where it considers it appropriate to do so e.g. to discuss internal complaints and/or Governance matters.
- 13.5 A Community Councillor's membership of a Community Council will cease if they move to reside out with of the Community Council boundary area, although they may be invited to continue as an Associate Member where Community Councillors agree by a simple majority; (see Scheme clause 3b). However, before any invitation is extended, the 'test' for appointment of an Associate Member should be invoked (see Scheme clause 3.15).
- 13.6 Furthermore, a Community Council may Censure / take a vote of No Confidence / disqualify Community Councillors and Nominated Candidates should they:
- i. Be unable to demonstrate that they could work with and respect fellow members of the Community Council, and any third party, regardless of their position, in their capacity as a Community Councillor (see Code of Conduct clause 9); or
  - ii. Fail to attend any scheduled Community Council meeting (excluding meetings called under Scheme clause 6.8), with or without submitting apologies, throughout a period of 3 consecutive meetings; or
  - iii. Be proven beyond reasonable doubt to have deliberately contravened the Community Council's Constitution; been in deliberate breach of the Code of Conduct; deliberately caused the Community Council to come into disrepute; deliberately conducting themselves in general breach of this Scheme; or
  - iv. Been disqualified under the Representation of the People Act 1983 (which covers corrupt or illegal electoral practices and offences relating to donations). The disqualification for an illegal practice begins from the date a person has been reported guilty or convicted and lasts for 3 years. The disqualification for a corrupt practice begins from the date a person has been reported guilty or convicted and lasts for 5 years.

- 13.7 With regard to clause 13.6ii; existing members should be written to in the first instance to request notice of the status of their membership; this letter should include a closing date for response and an outline of the options available for the Community Council to take e.g. following receipt of a response, a Community Council may decide to grant a leave of absence in advance or retrospectively for an individual member.

- 13.8 This leave of absence can extend up to a maximum of 6 months or until the next AGM, whichever period is sooner. However, if no response is received by the closing date, then the Community

Council may take an option to undertake an interim election process to fill a vacancy (see clauses 3.19 through to 3.23).

- 13.9 A leave of absence may also be granted/requested by individual members should personal matters and/or certain circumstances arise e.g. upon receipt of a complaint or see Scheme clause 14.6.
- 13.10 With additional regard to clause 13.6i and ii, as well as presentation of attendance records or other evidence at a Community Council meeting; a majority of no less than two thirds of the constituted membership who are present must be reached before any initial suspension or sanction of censure / vote of no confidence / disqualification of a Community Councillor can be proposed and carried by the Community Council.
- 13.11 With further regard to clause 13.6iii; consideration should be given to the source of any disclosures i.e. whether self-declaration or third party; in any event, a majority vote of no confidence of no less than two thirds of the constituted membership who are present must be reached before any sanction of censure / disqualification of a Community Councillor can be proposed and carried by the Community Council.
- 13.12 All Community Councillors who are present are eligible to cast a vote. All voting can be conducted by secret ballot if a simple majority is reached in the first instance from amongst those present and eligible to vote.
- 13.13 The Secretary of the Community Council shall put in writing to the subject, by special delivery, the outcome from the meeting; to be received by the subject no later than 14 days from the date of the meeting which made the proposal.
- 13.14 The subject can appeal in writing within 14 days of receipt of the special delivery letter to a specially appointed trained Panel of 3 Office Bearers from Community Councils from Sectors abutting the Sector that the Community Council experiencing an issue of censure / disqualification sits within. The letter of appeal should be sent to Glasgow City Council Chief Executive's Department (Community Empowerment Services) in the first instance to ensure receipt within the 14 day timeline.
- 13.15 This letter of appeal should state the grounds on which the proposal reached by the Community Council to censure / disqualify is being challenged; if this stage of appeal is reached, the final decision to uphold the proposal or overturn it rests solely with the specially appointed trained Panel of 3 Office Bearers, and any decision will be notified in writing to the appellant and affected Community Council within 28 days of the Panel meeting to discuss the letter of appeal and making a decision.
- 13.16 Responsibility for inviting and appointing the Panel will rest with Glasgow City Council.
- 13.17 Any period of censure / disqualification taken against a Community Councillor will last for a maximum of 12 months from the date on the written notice. This period can be shortened at the discretion of the Community Council which raised the original proposal.
- 13.18 After the period of censure / vote of no confidence / disqualification; and if any vacancies remain; and if the previous subject of censure / no confidence / disqualification wishes to stand for election onto the Community Council; then the process for an interim election as prescribed by Glasgow City Council can be undertaken, (see clause 3.21 through 3.26).
- 13.19 **Note:** Glasgow City Council does not censure, vote for, or disqualify Community Council members; and it should be clearly understood that these are matters for the existing membership and/or local community where appropriate, to discuss within an appropriate platform e.g. Special Meeting. Chief Executive's Department (Community Empowerment Services) can offer guidance in relation to the content of the overall Governance for Community Councils i.e. the Scheme (2018), which describes the standards of conduct and behaviour that Community Council members should display, and that the local community and wider agencies should observe from a Community Council. Similarly, and although Glasgow City Council administer the processes of nominations and elections for candidates to sit on a Community Council, the ratification of appointment/s of members of a

Community Council remains a matter for existing members or the local community within a specific boundary area following an interim election process or receipt of Petition.

#### 14. **Activities of a Party Political Nature**

##### ***Community Council Elections***

- 14.1 Candidates for election to Community Councils must ensure that they do not engage in activities that are considered by Glasgow City Council to be of a party political nature at any time during the Community Council election process.

##### ***Local; Parliamentary; or European Elections***

- 14.2 When acting in their role as Community Councillors, Community Council members must ensure that they do not engage in activities that are considered by Glasgow City Council to be of a party political nature at any time during Local; Scottish; Westminster or European elections. If reporting the results of such elections through Community Council's media i.e. headed stationary; posters; flyers; and websites equal parity must be afforded to successful candidates.
- 14.3 A Community Council shall be non-party political in all its activities. It shall therefore not be permissible for Community Councils to engage in activities such as the sponsoring, endorsing or supporting of candidates or Elected Members during Local, Scottish, Westminster or European elections; and administration periods of Glasgow City Council respectively.
- 14.4 When acting in a private capacity, it is permissible for individuals to undertake such activities but they must ensure, that in doing so, there is no association with the Community Council of which they are a member.
- 14.5 Political organisations shall not be permitted to request the appointment of an Associate Member to the Community Council.
- 14.6 Community Council members are free, when acting in a private capacity, to undertake political activities. However, to ensure there is no risk of ambiguity and confusion on the part of the general public, Community Council members, who are also prospective political candidates, may wish to consider requesting a leave of absence from the Community Council (see Scheme clause 13.5).
- 14.7 To be clear, a request for a leave of absence based upon the above circumstances arising, is a suggested course of action for consideration by the Community Council members in the first instance. The formal position is that a Community Councillor who may be standing for election is not obligated to undertake a leave of absence from the Community Council.

##### ***Hustings Events***

- 14.8 If Community Councils decide to organise and host Hustings events; they should abide by their non-party political status and shall ensure that they are seen by the entire community which they represent, as being non-party political during any such event.
- 14.9 Meetings of Community Councils are open to the public and therefore any prospective political candidates would be able to attend in their capacity as a member of the public. **However, they should not be invited to address the meeting** unless it would be as part of an appropriately organised Hustings event, with all candidates having been invited and given equal opportunity to address the meeting.
- 14.10 To be clear in relation to hosting a Hustings, Community Councils should ensure that they invite all prospective political candidates standing in the area, or alternatively do not extend an invitation to any of them i.e. all or none.

##### ***Email and Social Media***

- 14.11 Additional advice (of particular significance during a local authority election period) is that in order for Community Councils to be seen to maintain their political neutrality, that if they include any electronic links to political parties by email and/or social media, this should be in the same vein as

extending invitations to prospective candidates to attend a Hustings event i.e. include electronic links to all political parties or none of them.

**15. General Public: Complaints Procedure for Community Councils**

- 15.1 Community Councils should adhere to the Governance, including the Code of Conduct, for Community Councils. However, from time to time, complaints from the general public may be made about Community Councils and individually against Community Councillors.
- 15.2 If you are dissatisfied or have concerns about the standard of service, actions or lack of action provided by your Community Council or one or more of its members, these can be reported through the Complaints Procedure for Community Councils (see Scheme Appendix 6).

**16. Equal Opportunities**

- 16.1 It shall be the duty of every Community Council to ensure that its general responsibilities and activities are carried out fully in accordance with current Equalities legislation e.g. in accordance with Glasgow City Council policies and practices (see Guidance Appendix 4).

**17. Guidance and Induction**

- 17.1 This Scheme can be read in conjunction with the Guidance and Induction for Community Councils which each provide additional information to assist Community Councils with interpretation of the Scheme. The Guidance and Induction documents are subject to ongoing internal review by the City Council and can be made available upon request, or alternatively they can be accessed via the Glasgow City Council Community Council web page (see page 2 of the Scheme (2018)).

# **Glasgow City Council**

## **List of Approved Community Council Areas**

**Population Estimates for Community Council Areas  
Constituted Memberships  
Election Years**



**This Appendix forms part of the core Governance  
Arrangements for Community Councils in Glasgow**

**TOTAL 94: 79 active; 14 inactive; 0 suspended; 1 emerging as at 16<sup>th</sup> January 2019**

Community Council (in alphabetical order)	Sector & Ward	Pop.	Members	Elections
1. Anderston	NW 10	6,081	14	2021/25
2. Arden, Carnwadric, Kennishead & Old Darnley	S 02	9,322	0	TBC
3. Auchenshuggle / Tollcross	NE 19	5,488	12	2019/23
4. Baillieston	NE 20	6,206	11	2022/26
5. Barrowfield / Camlachie	NE 09	2,285	10	2019/23
6. Blairdardie & Old Drumchapel	NW 14	4,272	10	2020/24
7. Blythswood & Broomielaw	NW 10	2,230	12	2021/25
8. Bridgeton & Dalmarnock	NE 09	8,556	11	2021/25
9. Broomhill	NW 12	4,642	12	2019/23
10. Broomhouse	NE 20	2,139	10	2022/26
11. Cadder	NW 16	3,098	10	2021/25
12. Calton	NE 09	7,739	12	2021/25
13. Carmunnock	S 01	1,321	10	2020/24
14. Carmyle	NE 19	2,663	10	2022/26
15. Castlemilk	S 01	14,755	20	2020/24
16. Cathcart & District	S 01	8,129	12	2022/26
17. Central Maryhill	NW 15	7,239	0	TBC
18. Claythorn	NW 23	1,608	10	2021/25
19. Craigton	S 06	2,994	12	2019/23
20. Cranhill	NE 18	4,115	15	2021/25
21. Crofffoot & Menock	S 01	6,168	0	TBC
22. Crosshill & Govanhill	S 08	12,591	15	2020/24
23. Darnley & South Park Village	S 03	5,182	0	TBC
24. Dennistoun	NE 22	16,402	17	2022/26
25. Dowanhill, Hyndland & Kelvinside	NW 23	12,278	20	2020/24
26. Drumchapel	NW 14	12,281	12	2019/23
27. Drumoyne	S 05	5,957	15	2019/23
28. Dumbreck	S 06	1,436	12	2020/24
29. Dundasvale	NW 10	1,709	0	TBC
30. Easterhouse	NE 21	7,450	15	2021/25
31. Fullarton	NE 19	2,086	0	TBC
32. Garnethill	NW 10	2,968	10	2022/26
33. Garrowhill	NE 20	5,861	11	2020/24
34. Gartcraig	NE 18	12,367	15	2020/24
35. Garthamlock, Craigend & Gartloch	NE 21	7,057	14	2019/23
36. Govan	S 05	7,463	14	2021/25
37. Govan East	S 05	3,272	15	2023/27
38. High Knightswood & Anniesland	NW 14	12,211	10	2019/23
39. Hillhead	NW 11	5,754	10	2020/24
40. Hillington, North Cardonald & Penilee	S 04	14,634	12	2022/26
41. Hurler & Brockburn	S 03	9,083	18	2021/25
42. Hutchesontown	S 08	6,223	18	2020/24
43. Ibrox & Cessnock	S 05	5,215	12	2022/26
44. Jordanhill	NW 12	5,169	12	2020/24
45. Kelvindale	NW 23	6,565	10	2022/26
46. King's Park	S 07	4,589	0	TBC
47. Kinning Park	S 05	5,187	10	2019/23
48. Knightswood	NW 13	10,954	18	2019/23
49. Lambhill & District	NW 16	1,638	17	2019/23
50. Langside, Battlefield & Camphill	S 07	9,641	13	2019/23



Community Council (in alphabetical order)	Sector & Ward	Pop.	Members	Elections
51. Laurieston	S 08	2,080	14	2021/25
52. Levern & District	S 03	11,698	20	2019/23
53. Mansewood & Hillpark	S 02	4,088	11	2021/25
54. Maryhill & Summerston	NW 15	10,939	15	2021/25
55. Merchant City & Trongate	NW 10	4,808	10	2019/23
56. Milton	NW 16	6,924	15	2022/26
57. Molendinar	NE 21	4,439	15	2020/24
58. Mosspark & Corkerhill	S 04	4,388	15	2021/25
59. Mount Florida	S 07	5,213	12	2021/25
60. Mount Vernon	NE 19	4,540	12	2022/26
61. Newlands & Auldhouse	S 02	5,882	13	2020/24
62. North Kelvin	NW 11	8,571	13	2019/23
63. Oatlands	S 08	1,380	12	2022/26
64. Parkhead	NE 09	7,992	11	2021/25
65. Parkhouse	NW 16	2,943	0	TBC
66. Partick	NW 23	8,682	12	2019/23
67. Pollok	S 03	2,554	0	TBC
68. Pollok North	S 04	3,589	0	TBC
69. Pollokshaws & Eastwood	S 02	5,242	11	2021/25
70. Pollokshields	S 06	14,331	15	2022/26
71. Possilpark	NW 16	6,851	12	2021/25
72. Robroyston	NE 17	4,816	10	2019/23
73. Ruchazie	NE 21	2,450	0	TBC
74. Ruchill	NW 16	3,614	10	2021/25
75. Sandyhills	NE 19	3,571	11	2022/26
76. Scotstoun	NW 13	7,730	13	2021/25
77. Shawlands & Strathbungo	S 06	13,551	15	2019/23
78. Shettleston	NE 19	5,964	0	TBC
79. Sighthill / Royston / Germiston	NE 22	6,721	0	TBC
80. Simshill & Old Cathcart	S 01	3,604	10	2020/24
81. South Cardonald & Crookston	S 04	7,144	12	2020/24
82. Springboig / Barlanark	NE 18	10,423	0	TBC
83. Springburn	NE 17	13,112	12	2019/23
84. Swinton	NE 20	4,337	20	2019/23
85. Thornwood	NW 12	8,657	11	2019/23
86. Toryglen	S 07	4,259	10	2022/26
87. Townhead & Ladywell	NW 10	5,864	10	2021/25
88. Wallacewell	NE 17	8,089	13	2020/24
89. Wellhouse & Queenslie	NE 20	3,287	12	2019/23
90. Whiteinch	NW 12	3,940	12	2019/23
91. Woodlands & Park	NW 11	6,530	10	2019/23
92. Woodside	NW 11	7,305	15	2022/26
93. Yoker	NW 13	11,198	15	2021/25
94. Yorkhill & Kelvingrove	NW 10	8,740	15	2019/23
<b>TOTAL 94: 79 active; 14 inactive; 0 suspended; 1 emerging as at 16<sup>th</sup> January 2019</b>				

# Glasgow City Council

## Constitution for Community Councils

Name of individual Community Council



This Appendix forms part of the core Governance  
Arrangements for Community Councils in Glasgow

## 1. Name

- (a) The name of the Community Council shall be [insert name] Community Council, which will subsequently be referred to as “the Community Council” in this Constitution.

## 2. Area of the Community Council

- (a) Glasgow City Council has produced a list of approved Community Council areas for Glasgow, and maps which outline their boundaries. Access to maps can be requested by contacting Glasgow City Council on 0141 287 0060. The area of the Community Council will be as designated on said map.

## 3. Objectives

The objectives of the Community Council shall be to:

- (a) Seek to develop a Local Vision e.g. a mission statement (see Guidance clause 1.1);
- (b) Gather and articulate the views of the community which it represents;
- (c) Express fairly the views, diversity of opinions and outlooks of the community to Glasgow City Council; and other public/private organisations;
- (d) Act as a voice for their local area on any matters affecting their community’s lives, welfare and environment;
- (e) Liaise with other community groups within their local area;
- (f) Take any such action in the interests of the community as appears to be practicable;
- (g) Promote the well-being of the community and to foster community spirit.

## 4. Role and Responsibilities

- (a) The role and responsibilities of the Community Council and its membership are governed by Glasgow City Council’s Scheme of Establishment for Community Councils (2018); see page 4 ‘Introduction’ and page 5 ‘Rights and Responsibilities’ sections of the Scheme.

## 5. Membership (see Scheme clause 3)

- (a) The stated constituted membership of the Community Council is [insert #], and is governed by the Scheme.
- (b) The minimum number of Community Councillors is 10, with additional members being suggested at the rate of 1 per 1,000 head of population. The absolute maximum number of Community Councillors for an established Community Council is 20. The following quorums will apply to membership;
  - (i) 10, 11 or 12 requires a quorum of 4
  - (ii) 13, 14 or 15 requires a quorum of 5
  - (iii) 16, 17 or 18 requires a quorum of 6
  - (iv) 19 or 20 requires a quorum of 7
- (c) If a quorum cannot be achieved within 15 minutes of the advertised meeting start time, then the meeting and all items of formal business will be deferred to the next scheduled meeting date; see Scheme clauses 6.4 and 6.7v.
- (d) It should be noted that the minimum number of Community Councillors is 10, and this is the minimum number of vacancies that will be subject to a call for nominations when establishing a Community Council. If 50% of the minimum number is achieved i.e. submission of 5 validated nominations, then Glasgow City Council may progress initial establishment (or re-

establishment) of a Community Council. Further progress will be dependent on clear evidence that the Community Council can be sustained.

- (e) All Ex-Officio members within the boundary area of the Community Council are members of the Community Council and their views on matters concerning the Community Council should be actively sought. However, it should be noted that Ex-Officio members have no voting rights; are not eligible to take 'office' in the Community Council; cannot propose or second any nominations for 'office' positions; or act as a representative on the Community Council's behalf.

## 6. Method of Election

- (a) Election procedures are governed by the Scheme clauses 3.16 through 3.26.

## 7. Vacancies on the Community Council (see Scheme clauses 4; 14.1; 15 & 3.21 through to 3.26)

- (a) Where a vacancy arises which does not result in the number of Community Councillors falling to a half or less of the overall elected membership, the Community Council can agree to fill the vacancy in accordance with the Scheme, or the Community Council could leave the vacancy unfilled until local public awareness is raised and interest is expressed.
- (b) The ratification of appointments of new members following an interim election process to fill vacancies rests wholly with the current and existing constituted membership; although the validation of nomination forms rests wholly with Glasgow City Council.

## 8. Voting Rights of Members of the Community Council

- (a) The right to vote at any meeting of the Community Council or any committee thereof shall be held by all Community Councillors, but not by Ex-Officio members or Associate Members, (see Scheme clauses 3.13 and 3.15).
- (b) Although all Community Councillors hold the right to vote; a recommended approach to decision-making is working together to support Community Council's to make decisions based upon reaching a consensus.
- (c) Notwithstanding, and with the exception of instances relating to clauses 16 and 17 of this Constitution, all decisions of the Community Council, which may require a vote, will be decided by a simple majority of those present and eligible to vote (see Scheme clause 3.15 exception relating to Associate Members). **There is no provision for proxy votes.**
- (d) In the event of a vote of the Community Councillors that results in a majority not being achieved, the chairperson shall have a casting vote in addition to their deliberative vote, whether or not exercised; (see Standing Orders clauses 5c and d).

## 9. Election of Office-Bearers (see *Note within Guidance clause 1.4D*)

- (a) In October of each year, as part of the Annual General Meeting, the Community Council shall elect a Chairperson, Secretary and Treasurer; and other such office-bearers as it may decide necessary e.g. Vice-chair, Minute Secretary.
- (b) The right to hold office in the Community Council or any committee thereof shall be held by all Community Councillors, but not by Associate Members or Ex-Officio members; (see Scheme clauses 3.13 and 3.15).
- (c) All office-bearers shall be elected for a maximum period of one year or until the date of the next Annual General Meeting and/or 'Full' election; whichever period of time is completed first; (see Scheme clause 4.3).
- (d) Office-bearers and/or bank account signatories may not be directly related by birth, marriage, civil contract or co-habitation etc., (see Scheme clause 8.3 for definition of direct relatives).

- (e) No single Community Councillor shall hold more than one of the following offices at any one time; Chairperson, Vice-chair, Secretary or Treasurer, without written approval from Glasgow City Council.

**10. Committees of the Community Council** (see Scheme clauses 6.12 and 6.13)

- (a) The Community Council may appoint Community Councillors to committees of the Community Council and shall determine their composition, terms of reference, duration, duties and powers.

**11. Meetings of the Community Council** (see Scheme clause 6)

- (a) The Community Council shall abide by the Scheme, Code of Conduct and Standing Orders to ensure the proper conduct of its meetings.
- (b) The quorum for Community Council meetings shall be as stated in clause 5 of the Constitution.
- (c) In October of each year the Community Council shall convene an Annual General Meeting (AGM); see Standing Orders clause 3.
- (d) Including the Annual General Meeting (AGM), the Community Council shall meet not less than 7 times throughout the year.
- (e) Dates, times and venues of regular meetings of the Community Council should be identified at the first meeting of the Community Council following the Annual General Meeting (AGM) and/or elections. Meeting arrangements can be subject to review by the Community Council periodically thereafter but no later than at the following year's AGM.
- (f) Glasgow City Council has the discretion to call a meeting of the Community Council at any time.
- (g) Copies of all minutes of meetings of the Community Council and of committees thereof shall be approved at the next prescribed meeting of the Community Council subject to the special circumstances outlined at clause 6.5viii of the Scheme.
- (h) A draft minute shall be circulated at least 7 days prior to its next meeting, to all members, and any other appropriate parties as agreed by the Community Council. Glasgow City Council can receive these upon request. An approved minute will be forwarded to Glasgow City Council within 14 days of the date of the meeting; a minimum of 7 minutes per year must be provided to Glasgow City Council.
- (i) Should the Community Council receive a written request (Petition), signed by at least 20 residents within the Community Council area to convene a Special Meeting for a particular matter or matters to be debated, it shall call such a meeting within 4 weeks of receipt of such a request.
- (j) Special Meetings shall require at least 7 days public notice, and the wording of the motion calling the meeting should be set out on the agenda; (note Scheme clause 6.8vii and see clauses 6.8 through 6.12).
- (k) All meetings of the Community Council are open to members of the public. However the Community Council shall retain the right to discuss items of business in private where it considers it appropriate to do so e.g. internal Governance matters, complaints, etc.

**12. Public participation in the work of the Community Council**

- (a) Proper provision is to be made for the accommodation of members of the public and the opportunity should be afforded at each meeting to permit members of the public to address the Community Council, under the guidance of the Chairperson; see Standing Orders clauses 4b & c.

- (b) Notices publicising meetings of the Community Council and/or its committees shall be posted within the Community Council area for a minimum period of seven days before the date of any such meeting e.g. public venues; notice boards; websites etc. (see Scheme clauses 6.8 through 6.12).

### 13. Information to Glasgow City Council

- (a) Glasgow City Council shall be sent an annual calendar of the Community Council's prescribed meeting dates, times and venues; minutes of all meetings; the annual chairperson's report; the Independently Examined Statement of Accounts and any other information, as may reasonably be required by Glasgow City Council.
- (b) When Special Meetings of the Community Council are to be held, Glasgow City Council should be advised of the date, time, venue and subject(s) of debate at such meetings 7 days in advance of the meeting date; (see Scheme clause 6.8 and note 6.8vii).

### 14. Control of Finance

- (a) Each Community Council is to maintain proper financial records and present regular financial reports at scheduled Community Council meetings. The Treasurer shall keep proper accounts of the finances of the Community Council.
- (b) All monies provided by Glasgow City Council and other sources or raised by alternative means on behalf of the Community Council shall only be applied to further the objectives and fulfil the responsibilities of the Community Council.
- (c) The monies provided by Glasgow City Council in the annual Administration Allowance shall be for Community Council administration and/or promotion purposes only, and shall not be expended on any other purpose; (see Scheme clause 7.3).
- (d) Monies raised from other sources for non-administration purposes may be used in accordance with the donor's terms so long as they do not conflict with the objectives of the Community Council. In the absence of any such terms, monies used will be to further the objectives and fulfil the responsibilities of the Community Council.
- (e) A minimum number of three authorised signatories should be appointed to authorise financial transactions i.e. signing of cheques, on behalf of the voting members of the Community Council.
- (f) Any two of the three authorised signatories, who need not be office-bearers of the Community Council, may sign cheques on behalf of the Community Council; the Treasurer should assume one of the three authorised signatory roles. Authorised signatories may not be related by birth, marriage, civil contract or co-habitation; (see Scheme clause 8.3).
- (g) A statement of accounts for the last financial year, examined by a competent independent examiner appointed by the Community Council, shall be submitted to the October Annual General Meeting of the Community Council and shall be available for inspection at a public location e.g. libraries, no later than 31 March following.
- (h) The independent examiner will not be a member of the Community Council. This includes Ex-Officio and Associate Members; (see Scheme clause 8).
- (i) The financial year of the Community Council shall be from 1 September in any year until 31 August in the succeeding year; (see Scheme clause 7.1).
- (j) An independently examined statement of accounts as received and approved by the Community Council should be submitted to Glasgow City Council following the Community Council's October Annual General Meeting to be received no later than 31 December each year (see Scheme clauses 8.4 and 8.5).

**15. Assets**

- (a) An inventory of all assets e.g. equipment and materials, shall be produced and maintained by the Treasurer. Assets belonging to the Community Council shall be vested in the whole membership of the Community Council; (see Scheme clause 8.7).

**16. Alterations to the Constitution**

- (a) Any proposal by the Community Council to amend this Constitution must be first considered and minuted at a meeting of the Community Council, before representation is made to Glasgow City Council.
- (b) Any proposed amendments may not conflict with the Scheme of Establishment for Community Councils (2018) and the objectives contained within the Constitution.
- (c) If the proposal is supported by a simple majority of the total voting membership of the Community Council present and eligible to vote (see Constitution clause 8c), and is acknowledged (accepted) in writing (e.g. email acknowledgement) by Glasgow City Council, the amendment shall be deemed to have been duly authorised and can then come into effect at the next following meeting e.g. change to constituted membership level.
- (d) The authorised amendment to the Constitution shall be stated on the 7 day notice calling the next meeting.

**17. Suspension and Dissolution (see Scheme clauses 11 & 12)**

- (a) Where for any reason it is deemed by Glasgow City Council that a Community Council is not conforming to the Scheme, then Glasgow City Council, subject to the terms of clause 12 of the Scheme, can formally suspend the Community Council by giving appropriate notice.
- (b) Dissolution may occur either on a decision of Glasgow City Council City Administration Committee, or on a voluntary basis by resolution of the Community Council. Such a resolution by the Community Council would require support by two thirds majority of the total voting membership present; (see Scheme clauses 12.12 through 12.17).

**18. Adoption of the Constitution**

**(a) Constitution adopted and signed on behalf of the Community Council on:**

- Date .....
- Chairperson (*signature*) .....
- Member (*signature*) .....
- Member (*signature*) .....

**(b) Confirmed on behalf of Glasgow City Council (GCC) by:**

- GCC Officer (*signature*) .....
- Print name .....
- Date .....

# **Glasgow City Council**

## **Code of Conduct for Community Councillors**



**This Appendix forms part of the core Governance  
Arrangements for Community Councils in Glasgow**



## CODE OF CONDUCT FOR COMMUNITY COUNCILLORS

The Code of Conduct for Community Councillors is largely based on the Code of Conduct for Glasgow City Council councillors and relevant public bodies as provided for in:

- ***The Ethical Standards in Public Life etc. (Scotland) Act 2000***

Community councillors, as elected representatives of their communities, have a responsibility to make sure that they are familiar with, and that their actions comply with, the principles set out in this Code of Conduct.

The Code of Conduct and its principles, shall apply to all Community Councillors and those agreed and minuted as representing the Community Council. These principles are as follows:

1. ***Service to the Community (Public Service)***
2. ***Selflessness***
3. ***Integrity***
4. ***Objectivity***
5. ***Accountability and Stewardship***
6. ***Openness***
7. ***Honesty***
8. ***Leadership***
9. ***Respect***

### 1. Service to the Community

As a Community Councillor you have a duty to act in the interests of the local community, which you have been elected or nominated to represent.

You also have a duty to act in accordance with the remit of Glasgow City Council's Scheme of Establishment for Community Councils (2018) (the 'Scheme'), as set out by Glasgow City Council under the terms of the Local Government (Scotland) Act 1973.

You have a duty to establish and reflect, through the Community Council, the views of the community as a whole, on any issue, irrespective of personal opinion.

You should ensure that you are, within reason, accessible to your local community and local residents. You should not attend meetings or events in your capacity as a Community Councillor under the influence of any substance which may impair your judgement or conduct.

Various mechanisms to enable the general community to express their views, i.e. suggestion boxes, community surveys, opinion polls should be made available where appropriate.

### 2. Selflessness

You have a duty to take decisions solely in terms of the interests of the community that you represent.

You must not use your position as a Community Councillor to gain financial, material, political or other personal benefit for yourself, family or friends.

### **3. Integrity**

You must not place yourself under any financial or other obligation to any individual or organisation that might reasonably be thought to influence you in your representation of your community.

If you have any such private and/or personal interest in a matter to be considered by the Community Council, you have a duty to declare this and if deemed necessary by other members, withdraw from discussions and the decision making process with regard to that matter.

You should not accept gifts or hospitality that may be seen to influence or be intended to influence your opinion or judgement. The offer and/or receipt of any gifts, regardless of form, should always be reported to and noted by the Secretary and Treasurer of the Community Council.

### **4. Objectivity**

In all your decisions and opinions as a Community Councillor, you must endeavour to represent the overall views of your community, by taking account of information which is provided to you or is publicly available; assessing its merit and gathering information as appropriate; whilst laying aside personal opinions or preferences.

You may be appointed or nominated by your Community Council to serve as a member of another representative body. You should ensure that this Code of Conduct is observed when carrying out the duties of the other body.

You are free to have political and/or religious affiliations; however you must ensure that you represent the interests of your community and Community Council and not the interests of a particular political party or other group.

### **5. Accountability and Stewardship**

You are accountable for the decisions and actions that you take on behalf of your community through the Community Council. You must ensure that the Community Council uses its resources prudently and in accordance with the law.

Community councillors will individually and collectively ensure that the business of the Community Council is conducted according to Glasgow City Council's Scheme.

Community councillors will individually and collectively ensure that annual accounts are produced showing the financial undertakings of the Community Council as set out in Glasgow City Council's Scheme.

Community councillors must also ensure that all resources are used efficiently, effectively and fairly and are used strictly for the purposes of Community Council business and for no other purpose.

Draft minutes of meetings recording all actions and decisions made should be produced and circulated to all members of the Community Council as soon as possible after each meeting and no later than seven days prior to the next meeting (see Scheme clause 6.1 through 6.5).

### **6. Openness**

You have a duty to be open about your decisions, actions and representations, giving reasons for these where appropriate. You should be able to justify your decisions and be confident that you have not been unduly influenced by the views and/or opinions of others.

If you have dealings with the media, members of the public, or others not directly involved in your Community Council, you should ensure that an explicit distinction is made between the expression of your personal views and opinions from any views or statement made about or on behalf of the Community Council.

## **7. Honesty**

You have a duty to act honestly. You also have an obligation to work within the law at all times. You must declare any private interest relating to your Community Council duties and take steps to resolve any conflicts arising in a way that protects the interest of the community and the Community Council.

## **8. Leadership**

You have a duty to promote and support the principles of this Code of Conduct by leadership and example, to maintain and strengthen the community's trust and confidence in the integrity of the Community Council and its members in representing the views and needs of the local area. You must also promote social inclusion and challenge discrimination in any form.

You should act to assist the Community Council, as far as possible, in the interest of the whole community that it serves. Where groups' concerns are in conflict with those of other groups or other areas you should help to ensure that the Community Council is aware of them.

## **9. Respect**

You must respect fellow members of your Community Council and those that you represent, treating them with courtesy, respect and in a non-discriminatory manner at all times. This should extend to any person, regardless of their position, you have dealings with in your capacity as a Community Councillor.

Recognition should be given to the contribution of everyone participating in the work of the Community Council. You must comply with Equal Opportunities legislation and ensure that equality of opportunity be given to every participant to have their knowledge, opinion, skill and experience taken into account.

You should ensure that confidential material, including details about individuals, is treated as such and that it is handled with dignity and discretion and is not used for personal, malicious or corrupt purposes.

# **Glasgow City Council**

## **Standing Orders**

### **for Community Councils**



**This Appendix forms part of the core Governance  
Arrangements for Community Councils in Glasgow**

## 1. Meetings

- (a) All meetings of Community Councils are open to members of the public subject to clause 6.7vi of the Scheme.
- (b) The frequency of meetings will be determined by each Community Council, subject to a minimum of one Annual General Meeting (AGM) and 6 ordinary meetings being held each year.
- (c) Annual General Meetings (AGMs) are held each year in October.
- (d) Ordinary meetings of the Community Council should ideally be held on the same day in each of the months where a meeting is scheduled e.g. first Monday; third Wednesday etc.
- (e) The notice of ordinary and Annual General Meetings of the Community Council, featuring the date, time and venue, shall be provided to each Community Council member and Glasgow City Council by the Secretary of the Community Council, at least 7 days before the date for the meeting.
- (f) Special Meetings may be called at any time under Clause 6.8 of the Scheme of Establishment for Community Councils (2018).
- (g) Glasgow City Council has the discretion to call a meeting of the Community Council (see Scheme clause 6.8viii).

## 2. Minutes

- (a) Minutes of the proceedings of a meeting of the Community Council shall be drawn up timeously and be distributed in accordance with clauses 6.2, 6.3 & 6.5 of the Scheme of Establishment for Community Councils (2018) and be submitted for approval to the next meeting of the Community Council.

## 3. Order of Business

### *(i) Ordinary Meeting*

Order of business at Ordinary meetings of the Community Council should include: -

- i. Recording of membership present and apologies received.
- ii. The minutes of the last meeting are submitted for approval.
- iii. Any matters arising are addressed
- iv. Correspondence
- v. Reports e.g. Treasurer; Elected Members; Police; Weekly Planning List; Licensing; Area Partnerships; Community Council Discussion Forums, etc.
- vi. Consideration of other agreed items of business; as directed by the Chairperson
- vii. Any other competent business.
- viii. Questions from the floor.
- ix. Chairperson to declare date of next meeting and close meeting.

### *(ii) Annual General Meeting*

It will not be uncommon that the Community Council has arranged for an Ordinary meeting of the Community Council to begin at the close of the Annual General Meeting (AGM), to enable any outstanding reporting on business matters to be heard; and for Community Council members and members of the public to have an opportunity to bring matters to the attention of the Community Council, possibly for inclusion on a future agenda.

The AGM minutes should be presented to the next ordinary meeting of the Community Council following the AGM for the purposes of establishing accuracy and noting their availability to the public. Although they remain in draft form until approved at the following year's AGM.

The order of business at Annual General Meetings (AGM) of the Community Council shall be as follows:

- i. Record membership attendance and apologies received;

- ii. Approve the presented minutes of the last Annual General Meeting (AGM) (see paragraph 2 of clause 3 ii of the Standing Orders);
- iii. Approve Chairperson's annual report (written or minuted at the AGM);
- iv. Approve Treasurer's submission of Independently Examined Statement of Accounts;
- v. \*Note implementation/continuation of the Scheme of Establishment for Community Councils;
- vi. Current office bearers step down;
- vii. Election of office bearers;
- viii. \*Confirm that the Constitution is signed and dated by the Chairperson and 2 other members of the Community Council;
- ix. Note appointment of Community Councillors to Outside Bodies e.g. Area Partnerships;
- x. Note the appointment of an Independent Examiner of accounts for the next year;
- xi. Note the appointment of Associate Members;
- xii. Review the Inventory and Additional Resources (see Scheme clause 8.7);
- xiii. Chairperson to declare that a date in October of following year will host the next AGM;
- xiv. Chairperson closes meeting.

*(\*not all of the above items may be necessary agenda items)*

### ***(iii) Special Meeting (see Scheme clause 6.8)***

The order of business at Special Meetings of the Community Council shall be as follows: -

- i. Recording of membership present and apologies received.
- ii. The nature of the calling notice for the Special Meeting.
- iii. The business for debate, as described in the calling notice for the Special Meeting.
- iv. Chairperson to close meeting.

## **4. Order of Debate**

- (a) In instances of the Chairperson's absence, the meeting should proceed through the Vice-Chairperson or other interim Chairperson as agreed by the members present.
- (b) The Chairperson shall decide the order of all questions, relevancy and competency arising at meetings of the Community Council and their ruling shall be final and shall not be open to discussion.
- (c) The Chairperson shall also determine the order, relevancy and competency of all questions from the public in attendance at meetings of the Community Council.
- (d) The Chairperson in determining the order, relevance and competency of business and questions shall have particular regard to the relevance of the issue to the community and ensure that the discussion and proceedings are conducted in such a manner that decisions are reached in a democratic manner.
- (e) The Chairperson shall have the power, in the event of disorder arising at any meeting, to adjourn the Community Council meeting to the next scheduled meeting or another fixed time and/or date.
- (f) Every motion or amendment shall be proposed and seconded.
- (g) After a proposer of a motion has been called on by the Chairperson to reply, no other members shall speak to the motion or amendment.
- (h) A motion or amendment once made and seconded shall not be withdrawn without the consent of the proposer and seconder thereof.
- (i) A motion or amendment which is contrary to a previous decision of the Community Council shall not be competent within 6 months of that decision; unless an error or new information becomes available which requires further consideration. Any subsequent decision taken by the Community Council, which is contrary to a previous decision, can be implemented with agreement in writing from Glasgow City Council.

## **5. Voting**

- (a) Voting shall be taken by a show of hands of those present and eligible to vote i.e. the elected membership of the Community Council.
- (b) An exception can be taken to a show of hands at Community Council meetings; in that voting may be held by secret ballot e.g. the election of office bearers at the Annual General Meeting (AGM) (see Constitution clause 8c).

- (c) The Chairperson of a meeting of the Community Council shall have a casting vote as well as a deliberative vote.
- (d) In instances of the Chairperson's absence their casting vote is transferred to the Vice-Chairperson or other interim Chairperson, as previously agreed by the members present.

**6. Alteration to Standing Orders**

- (a) A proposal to alter or add to these Standing Orders may be proposed to Glasgow City Council at any time by the Community Council, provided that notice of a motion to that effect is given at the meeting of the Community Council previous to that at which the motion is discussed.
- (b) Glasgow City Council shall have final discretion on any proposed change to these Standing Orders.

**7. Committees (see *Scheme clauses 6.13 and 6.14 and Constitution clause 10a*)**

- (a) The Community Council may appoint committees as it may from time to time decide and shall determine their composition, terms of reference, duration, duties and powers.

**8. Suspension of Standing Orders**

- (a) These Standing Orders shall not be suspended except at a meeting at which two-thirds of the stated constituted membership number of Community Council members are present and then only if the proposer states the object of their motion and if two-thirds of the Community Council members present consent to such suspension.
- (b) Glasgow City Council shall have final discretion on any proposed suspension of these Standing Orders.

# Glasgow City Council

## Annual Self-Assessment (RAG Analysis) for Community Councils

### CONSIDERED GOVERNANCE STATUS

- **RED** – 1 or more CORE ADMINISTRATION items remain outstanding.
- **AMBER** – All (7) CORE ADMINISTRATION items met; and Any 1 GOOD PRACTICE item being met.
- **GREEN** – All (7) CORE ADMINISTRATION items met; and evidence of 6 GOOD PRACTICE items being met; which must include the Annual Self-Assessment (RAG Analysis).
- **RAG Analysis should be completed by last day of February each year. Community Councils with RED status will be ineligible to receive their annual Administration Allowance; AMBER status is satisfactory and provides eligibility to receive the Administration Allowance; GREEN status Community Councils will receive their Administration Allowance and can be held up as MODELS of GOOD PRACTICE.**



This Appendix forms part of the core Governance Arrangements for Community Councils in Glasgow



- **Name of Community Council:** \_\_\_\_\_
  
- **Year of Self-assessment:** \_\_\_\_\_
  
- **Date of Meeting which agreed Self-assessment:** \_\_\_\_\_
  
- **Considered RAG status**
  - Green**
  
  - Amber**
  
  - Red**
  
- **Completed by:**
  - (name block capital) \_\_\_\_\_
  
  - (signature) \_\_\_\_\_
  
  - (position) \_\_\_\_\_
  
  - (date assessment completed) \_\_\_\_\_

CORE ADMINISTRATION	MONITORING QUESTION	YES	NO	COMMENTS / EVIDENCE / CONCERNS
1. <b>Constitution</b>	is there a signed Constitution held on file and by the City Council? <i>(see Scheme clause 2.4)</i>			
2. <b>Minutes</b>	is the minimum number of minutes from the last 2 years held on file by the City Council? <i>(see Scheme clause 6.5 viii and Constitution clauses 11d &amp; h)</i>			
3. <b>Annual General Meeting</b>	has an AGM been held in October of the most recent year? <i>(see Scheme clause 6.6)</i>			
4. <b>Finances</b>	have the most recently approved accounts been submitted to the City Council? <i>(see Scheme clause 8.1)</i>			
5. <b>Allowance Receipt</b>	has the previous year's Confirmation of Receipt & Acceptance of Conditions form been returned? <i>(see Scheme clause 7.9)</i>			
6. <b>Treasurer Reports</b>	are regular financial reports presented at scheduled meetings? <i>(see Constitution clause 14a)</i>			
7. <b>Chairperson's Report</b>	is a Chairperson's Report available from the most recent AGM? <i>(see Scheme clause 6.7 iii)</i>			

GOOD PRACTICE	MONITORING QUESTION	YES	NO	COMMENTS / EVIDENCE / CONCERNS
1. <b>Annual Self-Assessment (RAG Analysis)</b>	has the most recent self-assessment been submitted by the last day of February? <i>(see Scheme clause 10.1)</i>			
2. <b>Area Partnership (AP) Reports</b>	do AP representative's reports appear as regular/rolling agenda items? <i>(see GCPP Governance clause 5.5(6))</i>			
3. <b>Elected Members' Reports</b>	do Elected Members' reports appear as regular/rolling agenda items? <i>(see Scheme clause 6.5iv and Standing Orders clause 3(i)v)</i>			
4. <b>Police Reports</b>	do Police reports appear as regular/rolling agenda items? <i>(see Standing Orders clause 3(i)v)</i>			
5. <b>Planning</b>	is Planning included or acknowledged as a regular/rolling agenda item? <i>(see Scheme Introduction D)</i>			
6. <b>Licensing</b>	is Licensing included or acknowledged as a regular/rolling agenda item? <i>(see Scheme Introduction Paragraph E)</i>			
7. <b>CC Discussion Forum (DF) Reports</b>	do CCDF representative's reports appear as regular/rolling agenda items? <i>(see Guidance clause 1.5.2)</i>			
8. <b>Notice Board</b>	does the community council have a Notice Board? <i>(see Constitution clause 12b)</i>			
9. <b>Email</b>	does the community council have a generic email? <i>(see Scheme clause 9.2)</i>			
10. <b>Website</b>	does the community council have a website? <i>(see Guidance clause 9.4)</i>			
11. <b>Facebook</b>	does the community council have a Facebook group, or equivalent? <i>(see Guidance clause 9.4)</i>			
12. <b>Twitter</b>	does the community council have a Twitter Account, or equivalent? <i>(see Guidance clause 9.4)</i>			
13. <b>Training &amp; Development Opportunities</b>	is there uptake of any of the Modules? <i>(see Guidance Appendix 9)</i>			
14. <b>Wider Participation</b>	does the community council liaise with other community groups? <i>(see Constitution Objectives)</i>			
15. <b>Consultations</b>	have any consultations been conducted within the previous 12 months? <i>(see Scheme Introduction G and Constitution Objectives)</i>			
16. <b>Local Vision</b>	does the community council have a Local Vision or Mission Statement? <i>(see Guidance clause 1.1)</i>			

**FOR OFFICIAL USE:** Chief Executive's Department (Community Empowerment Services) confirmation of RAG status:

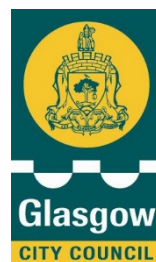
**Green**  **Amber**  **Red**

Relevant Officer: \_\_\_\_\_

Date: \_\_\_\_\_

# **Glasgow City Council**

## **General Public: Complaints Procedure for Community Councils**



This Appendix forms part of the core Governance Arrangements for Community Councils in Glasgow

## GENERAL PUBLIC COMPLAINTS PROCEDURE FOR COMMUNITY COUNCILS

**NOTE:** The importance of transparency of process whilst retaining the appropriate level of confidentiality must be noted and practiced by all Community Council members upon receipt of any complaint e.g. a complaint against the collective membership of a Community Council may be considered appropriate to share with all members simultaneously, whereas a complaint against an individual member may be shared with that member only in the first instance, to provide them with time to reflect on the content of the complaint and to prepare an appropriate response, before the complaint is shared with the collective membership for discussion (see clauses 9.1 & 9.2 of this Complaints Procedure).

In any event, Community Councils may consider whether it would be appropriate to invoke Constitution clause 11k when in receipt of a complaint and undertaking an appropriate procedure.

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7. What do I tell the Community Council when complaining?
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## Quick guide to the General Public Complaints Procedure for Community Councils

### Complaints Procedure

- You can complain in writing or in person to the Secretary of the Community Council or any of its Office Bearers.
- There is a two stage Complaints Procedure – **Resolution** and **Investigation Stages**. Community Councils should always try to deal with your complaint as quickly as possible, but if it is clear that the matter will require a detailed investigation you will be notified on progress.

### Stage 1 – Resolution

- Community Councils should always try to resolve your complaint as soon as possible (within four weeks of their meeting schedule).
- If you are unhappy with a resolution response, you can request in writing that the Community Council considers your complaint as a Stage 2 Investigation.

### Stage 2 – Investigation

- A specially appointed trained Panel of Community Councillors may consider investigating your complaint at this stage if you are unhappy with the stage 1 response. Certain types of complaints which are complex or require detailed investigation may progress straight to Stage 2.
- The Panel will acknowledge your request for investigation of your complaint within four weeks of it being established. It will give you its decision within 30 working days, unless particular circumstances do not make this possible.

### Further Advice

If, after receiving the specially appointed Panel's response following the Stage 2 Investigation, you are still unhappy with the decision or the way your complaint has been handled; you can ask the Chief Executive's Department (Community Empowerment Services) for advice.

## The General Public Complaints Procedure for Community Councils

### 1 Introduction

- 1.1 Community Councils should aim to represent all people in the area without prejudice: they are non-party political and non-sectarian. They must call for nominations publicly and hold elections when becoming established and/or filling vacancies.
- 1.2 Any person resident in the Community Council boundary area, aged 16 years or over, and included on the Electoral Register can be nominated to join their local Community Council.
- 1.3 Community Councils are regularly consulted by the local authority and public bodies on a wide range of issues which affect their area, such as planning and licensing.
- 1.4 All Community Council meetings are open to the public. See more at: <https://www.glasgow.gov.uk/communitycouncils>
- 1.5 Community Councils should adhere to the Code of Conduct included in the Scheme of Establishment for Community Councils (2018). However, from time to time, complaints may be made by the general public about Community Councils and/or individually against Community Councillors.
- 1.6 If you are dissatisfied or have concerns about the standard of service, actions or lack of action provided by your Community Council or one or more of its members, these can be reported through the General Public Complaints Procedure for Community Councils.
- 1.7 Please note that Glasgow City Council has a separate Complaints Policy to record and manage complaints by members of the public against the City Council and Council Officers, and this should not be confused with the General Public Complaints Procedure for Community Councils.

### 2 What is a Complaint?

- 2.1 A complaint against a Community Council is an expression of dissatisfaction or concern by members of the public. This may be about the conduct; standard of service; actions or lack of action by a Community Council and/or its members.

### 3 Who can complain?

- 3.1 Any member of the public who may be affected by a Community Council can make a complaint. Sometimes you may be unable or reluctant to make a complaint on your own. Complaints may be brought by third parties as long as evidence of personal consent from the complainant can be provided upon request. Anonymous complaints will generally not be accepted, although legal guidance may be sought depending on the nature of allegations made.
- 3.2 If you are under 16 and wish to complain, you may wish to contact Glasgow City Council in the first instance or if you would prefer; you can ask a trusted adult such as a parent; older brother or sister, or a guardian to contact us on your behalf.
- 3.3 If you believe yourself to be a vulnerable adult, you may likewise wish to contact Glasgow City Council directly or if you would prefer, you can ask someone you trust to contact us on your behalf.

3.4 An Officer of the City Council can be provided to offer guidance on how you may wish to make your complaint if you would prefer.

#### **4 What can I complain about?**

4.1 You can complain about things such as:

- Neglect by or contrary attitude of a Community Councillor when dealing with a Community Council issue which affects the local community;
- Breaches to the Scheme of Establishment for Community Councils (2018) by Community Councils and/or their members;
- Financial irregularities and fraud of public funds held by the Community Council;
- Breaches of confidentiality, including data breaches;
- Misusing social media, email or letters for the purpose of personal, political and/or financial gain;
- Bringing the Community Council into disrepute e.g. misrepresenting the views and interests of the local community.

4.2 This list is not exhaustive and complaints may involve more than one thing.

#### **5 What can't I complain about?**

5.1 There are some things that Community Councils can't deal with. These include:

- Any decisions Glasgow City Council has made;
- A request for compensation on a decision the Community Council has made.

#### **6 How do I complain?**

6.1 All complaints relating to Community Councils and/or individual Community Councillors should be directed for the attention of the appropriate office bearer/s or member/s of the relevant Community Council in the first instance.

6.2 All complaints should be made formally in writing (either by surface mail or email), making clear:

- iv. the nature of the complaint;
- v. the grounds which support it; and
- vi. including evidence which substantiates the grounds.

6.3 However, it may be appropriate for complaints to be resolved if they are made quickly and directly to the Community Council concerned. You may consider speaking to a member of the Community Council so they can try to resolve any problems on the spot.

6.4 If your complaint is about more than one issue or you feel that it is not appropriate for the Community Council to deal with the complaint, you can contact the Community Council Officer at Glasgow City Council, who can provide advice and guidance, and who may forward your complaint to the relevant Community Council on your behalf.

## **7 What do I tell the Community Council when complaining?**

- 7.1 It may be considered easier for complaints to be resolved more quickly if they are not anonymous, although it is acknowledged that in some cases e.g. fear of reprisals, individuals may not wish to provide and/or share their personal details. Therefore the provision of such details to Community Councils should be considered optional.
- 7.2 However, Glasgow City Council reserve the right to request personal contact details if contacted to deal with a complaint to enable a transparent dialogue – any personal contact details provided to Glasgow City Council when a complaint is received will not be shared with any Community Councils and/or third parties.
- Your name and address (and email if available);
  - As much detail about the complaint as possible i.e. making clear the nature of the complaint and the grounds which support it, including any available evidence;
  - Any circumstances leading up to, or surrounding what has gone wrong;
  - How you want the Community Council to address and/or resolve the matter.

## **8 How long do I have to make a complaint?**

- 8.1 You should make your complaint within a reasonable period of time e.g. within four weeks of the event you want to complain about.
- 8.2 You may wish to consider the meeting cycle of the Community Council to ensure the complaint is included as correspondence at the earliest opportunity i.e. check recess periods for the Community Council, especially during the summer and during December and January.
- 8.3 It is anticipated that most complaints would be submitted immediately or within a matter of days from the date of the incident.
- 8.4 In particular circumstances, a complaint may be accepted by the Community Council or Glasgow City Council after the suggested period of time. If you feel that the suggested period of time should not apply to your complaint, then this should be included in the formal written complaint.

## **9 What happens when I have complained?**

- 9.1 All Community Councils should keep a clear audit trail of any complaints received to ensure transparency of process whilst retaining the appropriate level of confidentiality e.g. a complaint against the collective membership of a Community Council may be considered appropriate to share with all members simultaneously, whereas a complaint against an individual member may be shared with that member only in the first instance, to provide them with time to reflect on the content of the complaint and to prepare an appropriate response, before the complaint is shared with the collective membership for discussion.
- 9.2 In both examples provided in clause 9.1 above, the Community Council can invoke Scheme clause 6.8vi and Constitution clause 11k which enable a Community Council to hold a meeting, or parts of a meeting, in private where it considers it appropriate to do so e.g. to discuss complaints and/or Governance matters.



9.3 The Complaints Procedure for Community Councils should provide two opportunities to resolve complaints:

- Stage 1 – Resolution
- Stage 2 – Investigation

#### 9.4 **Stage 1 – Resolution**

9.4.1 Most complaints may be able to be resolved quickly by the Community Council without it proceeding to a Stage 1. This could mean providing a written apology and explanation if something has clearly gone wrong i.e. in instances where the grounds and evidence, which substantiates the grounds, are not disputed by the recipient of the complaint. In such circumstances, appropriate steps should be taken to prevent such a problem re-occurring.

9.4.2 In the event that a complaint can't be resolved quickly, a Community Council should give its response to a Stage 1 complaint within two weeks or less of the date of the meeting at which it was discussed, unless there are particular circumstances which may not make this possible. If the latter arises, then the Community Council should notify the complainant that their complaint remains subject to ongoing consideration.

9.4.3 If the Community Council can't resolve a complaint at Stage 1, it should be automatically moved to Stage 2 Investigation; by the Community Council reaching a consensus or at least a decision by simple majority (see Constitution clauses 8b & c). If this is the decision of the Community Council, it should write to you within two weeks or less of the date of the meeting which acknowledged and discussed a complaint to advise the complainant that further investigation of the complaint may be required.

9.4.4 In circumstances where a Community Council moves a complaint from Stage 1 Resolution to Stage 2 Investigation then the Community Council will inform Glasgow City Council within two weeks of the date of the meeting which made the decision. The City Council will be provided with all details of the complaint, and may take any action deemed to be appropriate e.g. seek appropriate opinion, guidance or advice.

#### 9.5 **Stage 2 – Investigation**

9.5.1 Stage two deals with two types of complaint:

- Those that have not been resolved at Stage 1 Resolution; and
- Those that are complex and require detailed investigation from the outset.

9.5.2 Stage 2 Investigations may go to a Panel of Community Councillors similar to that outlined in clauses 13:10 to 13:12 of the Scheme i.e. a specially appointed trained Panel of 3 Office Bearers from Community Councils from Sectors separate to, but abutting, that Sector containing the Community Council / Community Councillors subject to a complaint. Scheme clauses 13.10 and 13.11 also outline the steps for appeal by the recipient of a complaint.

9.5.3 A Community Council may consider offering and/or accepting a request for a leave of absence for a member (as recipient of the complaint) at this point until a full investigation has taken place (see Scheme clause 13.5).

- 9.5.4 Alternatively, the City Council may consider suspending a Community Council should a complaint be against the collective membership, and if the grounds and submitted evidence can't be proven beyond reasonable doubt as being unsubstantiated at this point in the process, (suspension of a Community Council will be in accordance with Scheme clause 11).
- 9.5.5 It should be clearly understood that a leave of absence or suspension is not an acceptance of the grounds and submitted evidence being upheld; it is an opportunity for all parties to gather materials regarding the circumstances of a complaint in an impartial and fair manner.
- 9.5.6 When conducting a Stage 2 Investigation, the specially appointed trained Panel, with appropriate support from Glasgow City Council, will:
- Send an acknowledgement to all parties of the request for further investigation of the complaint within two weeks of it being set up;
  - Where appropriate, discuss a complaint with the complainant to understand their dissatisfaction and what outcome they are looking for;
  - Give the complainant, and all other relevant parties, a full response to the complaint within 30 working days or sooner, from the date of the Panel meeting which arrives at a conclusion, unless there are particular circumstances which may not make this possible. If the latter arises then the Community Council should notify the complainant that their complaint remains subject to ongoing consideration.

## **10 What happens if I'm still unhappy?**

- 10.1 If, after receiving the specially appointed trained Panel's response following the Stage 2 Investigation, a complainant is still unhappy with the decision or the way their complaint has been handled; they can ask the Chief Executive's Department (Community Empowerment Services) for advice.

For clarification – any advice provided does not act as an additional stage to the Complaints Procedure and should not form a review or revision of any conclusion drawn up by the specially appointed trained Panel.

- 10.2 The City Council will not normally look at events that happened, or that a potential complainant becomes aware of, from more than a year ago, unless there are exceptional circumstances which may make it necessary (although this will be at the sole discretion of Glasgow City Council).