

Disciplinary Processes

Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<i>Reform of the Party's disciplinary processes</i>							
116	7	Guidance to case examiners should be formulated and made available on the Party website and should cover time-limits, indicative sanctions and conduct of hearings.	The Party already publishes its Complaints Policy and Complaint Handling Handbook on its website (since 2021). Service levels are being further considered, some of this as part of the interim review of the Independent Complaints Process which will conclude in early 2023 (and will publish its findings on the Party's website).	GLU	When designing its new independent complaints process, the Party considered, and rejected, establishing a separate directorate early in the process - this was due to the myriad of legal, constitutional, governance and financial issues attached to this. Accordingly, the introduction of case managers as envisaged by the Forde Report - namely, into this new separate directorate - is not proposed to be accepted.  However, significant changes had already been made under the EHRC Action Plan, including greater transparency (via publishing a Complaint Handling Handbook and Complaints Policy on the Party's website) as well as greater professionalisation in GLU, through training and improved processes. The work on service levels is underway and will be significantly helped by the new data processing systems. The Independent Complaint process review will also be published.  New category (split actions):	The GLU recommendations in this action are complete. The issue of service levels agreements is actively under discussion.	Service levels continue to be monitored within GLU, and the implementation of the new People Case Management System will further assist with the monitoring of service levels and time limits.  <b>Complete</b>
117	8	Complaints should be processed as far as reasonably practicable in accordance with the time limits we propose in the detailed recommendations; and only in exceptional cases should it take more than nine months to dispose finally of any such complaint.	Caution needs to be expressed with arbitrary time limits for all complaints, given certain types of complaints take longer to investigate than others (for example, sexual harassment complaints take longer than a complaint relating to a single tweet). Accordingly, we do not recommend one time limit for all types of complaints. However, this is forming part of our existing consideration on the issue of service levels and will be considered as part of the aforementioned interim review.	GLU	As above.	As above.	As above.
Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<i>2. Process</i>							

120	2.7	Where there is an absence of evidence or if the investigating caseworker/case manager concludes that the conduct alleged does not breach Party rules in relation to conduct, or the case is vexatious, the case can be concluded as long as cogent reasons are given in writing for so doing, and communicated to both the complainant and the respondent.	This is being further considered, though it may require rule changes to facilitate this.	GLU	This is still under consideration and, if narrowly framed, could prove to be effective. A rule change would be required, which staff would need to be put to NEC for consideration and agreement.	Under active consideration.	This continues to be something under careful consideration, which may be a matter for a proposed rule change at a future Annual Conference. <b>Complete</b>
-----	-----	--	--	-----	---	-----------------------------	---

Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<b>4. Systems</b>							
123	4.6	(including those we recommend above specifically in relation to hearings before a Complaints and Disciplinary Panel) should be set for each stage of the investigation. We would suggest: <ul style="list-style-type: none"> <li>Respondent to reply to the complaint within 28 days;</li> <li>the period between initial complaint and the decision by the case examiners (whether or not to refer to a hearing) should not normally exceed three months; and</li> <li>the period</li> </ul>	As per the above, service levels are under current consideration as part of the interim review of the Independent Complaints process.	GLU	As discussed above. The work on service levels is ongoing.	As above.	Service levels continue to be monitored within GLU, and the implementation of the new People Case Management System will further assist with the monitoring of service levels and time limits. <b>Complete.</b>

<b>Party culture</b>							
Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<b>Reform of Party culture</b>							
125	1	Behaviour change is required at all levels of the Party. Senior leadership should consistently demonstrate respectful behaviour.	This is on-going work, not least considered in line with the implementation of suitable recommendations from the Forde Report.	HR/GLU/GSO	Since April 2020, it has been a priority to create a more positive inclusive and effective organisational culture in the Party. This is on-going, and recent examples include running a leadership programme focussing on the need for change.	This is on-going work, as noted in March 2023.	Considerable effort and focus has gone into behaviour change. A new leadership programme led by the Civil Service College has been run for the top 50 leaders. Also focus on management training in particular on our positive management of people is underway. Currently all employees are required to attend a 'Dignity, Respect and Valuing Others' training module. Additionally the employee Code of Conduct directly addresses behaviour expected of all employees. This work will not conclude with the completion of specific recommendations but the process of making the Labour Party more diverse and inclusive will continue with a variety of measures including training, exit interviews, well being provision and more. <b>Complete (on-going)</b>

125	4	The Code of Conduct should be adapted for staff and incorporated into employment contracts.	A separate code of conduct will be developed for staff which will form part of their employment contracts.	HR	Code of conduct drafted and first round of consultation complete. Needs to align with Code of Conduct being produced for members and leaders.	The Code of Conduct for Staff will follow agreement by the NEC of the Code of Conduct: Members' Pledge. The Staff code will be based on the wording in the strengthened Members' Pledge, but will reflect contractual differences for staff and be in-line with employment law.	A separate code of conduct has been developed for staff and is currently out for consultation with the staff trade unions. <b>Complete</b>
-----	---	---	--	----	---	---	--

Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<b>3. ACAS states that a clear policy statement that 'sets out expected behaviour for all employees' is good practice. We agree, and</b>							
126	3.1	the Party's commitment to supporting and treating everyone fairly;	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
126	3.2	the kind of behaviour	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
126	3.3	discrimination and the law and what is not acceptable;	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
126	3.4	social media policy, both for personal and Party social media accounts (including group messaging services such as WhatsApp);	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
126	3.6	detail of where to find the procedures for resolving any problems experienced by the staff; and	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
126	3.7	the Party's disciplinary process.	To be considered as part of the work outlined in 125.4 - code of conduct for staff.	HR	As above. Underway	As above. Code of Conduct for Staff.	as above <b>Complete</b>
Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<b>Social Media Policy</b>							

127	2	<p>In order to minimise the risks referred to above, we recommend the Party develops and implements as soon as possible a revised policy on the use of all social media platforms by Party staff.</p>	<p>of a feasibility study surrounding the proposed staff social media policy. This is complex as not all Party staff are also Party members, thereby the Social Media Policy code of conduct will not automatically apply to those who aren't. And for those who are, then we must treat members fairly (vis-a-vis our contractual obligations in the Rule Book) but, of course, employees have layered on top of that an employment relationship. It may be that those contracts require amendment to allow for this, or rather that our existing employment contracts and/or policies give us the latitude to make this change right now. Analysis will need to</p>	HR	<p>Review of members' social media policy underway. We will determine its applicability for staff and issue an updated social media policy as a result.</p> <p>Underway</p>	<p>HR team has been bolstered to complete the work on the social media policy for staff and other priorities.</p>	<p>A social media policy has been developed for staff and is currently out for consultation with the staff trade unions. <b>Complete</b></p>
127	3	<p>"It should:  <ul style="list-style-type: none"> <li>• set out the standards of behaviour expected from Party staff when engaging in social media; and</li> <li>• apply to all staff and all forms of social media, irrespective of how, where or when the platforms are accessed."</li></ul></p>	<p>To be considered as part of the feasibility study surrounding the proposed staff social media policy.</p>	HR	<p>As above.</p> <p>Underway</p>	<p>As above.</p>	<p>1. <b>Complete</b> 2. <b>Complete</b> in line with our definition of social media</p>
127	4	<p>Social media use for Party business should be confined to the Party's IT equipment and communications resources.</p>	<p>This will require further analysis, to ensure that the Party's digital and other functions are not unnecessarily impeded.</p>	HR	<p>As above.</p> <p>Underway</p>	<p>As above.</p>	<p>This recommendation has been seriously considered. However in an organisation which operates 24/7 this is not a practical approach. We need the ability to contact people on their personal devices for work purposes. <b>Complete</b></p>
127	5	<p>Clear guidelines and restrictions should be established to ensure social media use is consistent with – for example – the Party's values and other policies.</p>	<p>To be considered as part of the feasibility study surrounding the proposed staff social media policy. GLU to be involved to the extent this touches on member disciplinary procedures (pursuant to the Rule Book).</p>	HR	<p>As above.</p> <p>Underway</p>	<p>As above.</p>	<p><b>Complete.</b></p>

127	6	The consequences of non-compliance with the revised staff social media policy – particularly as regards disciplinary action – should be set out clearly.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	Complete.
-----	---	--	---	----	-----------------------	-----------	-----------

Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC :28 Nov 2023
-------------	-----------------------	----------------	----------	-----------------------	--	--------------------------------------	-------------------------------------

**1. Scope of revised social media policy**

127	1.2	Staff and unions should be consulted on the proposals for the revised staff social media policy referred to in our first core recommendation.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	Complete before the launch of the policy.
127-128	1.3	<ul style="list-style-type: none"> <li>apply to all Party staff (including permanent, temporary and contract workers employed or engaged by the Party, whether on a voluntary or paid basis) and any third party organisations engaged on Party business. (For the avoidance of doubt, the reference to 'staff' includes those employed by the Party in HQ and the regions, and in LOTO, as well as those employed by the Shadow Cabinet and paid for under Short Money);</li> <li>provide a framework for using any and all forms of</li> </ul>	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	Accepted. The policy differentiates between social media and messaging apps in a way that is appropriate to the Labour Party. Complete.
128	1.5	Party business should	This is current policy, but we will consider whether this needs strengthening.	HR	As above. Underway	As above.	In an organisation which operates 24/7 this is not a practical approach and will not be implemented. We need the ability to contact people on their personal devices for work purposes. Complete
128	1.6	Use of social media (in particular, WhatsApp groups) to discuss work matters on personal devices outside of Party systems should be prohibited.	This is current policy, but we will consider whether this needs strengthening.	HR	As above. Underway	As above.	In an organisation which operates 24/7 this is not a practical approach and will not be implemented. We need the ability to contact people on their personal devices for work purposes. Complete.

128	1.7	The Party should review its other policies to ensure consistency with the revised staff social media policy, which should itself be reviewed at regular intervals to reflect the continuously evolving nature of social media.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above.	Underway	As above.	This has been carried out and an updated employee code of conduct is out for consultation. <b>Complete</b>
128	1.8	The Party may wish to review its policy for those individuals authorised to use social media on behalf of the Party itself. If a member of staff is representing the Party online, appropriate rules should be set for what information they may disclose and the range of opinions they may express.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above.	Underway	As above.	This is covered in the new social media policy and employee code of conduct. <b>Complete</b>

Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC :28 Nov 2023
<b>2. Compliance with related policies</b>							
128	2.1	media policy should reflect the overarching principle that social media should never be used in a way which breaches any of the Party's other policies, including any policies on bullying and/or discrimination. If a social media post would constitute a breach of another policy in another forum, it should be considered a breach of that policy in an online forum. For example, staff should be prohibited from using social media to breach any obligations they may have relating to confidentiality or	We will review this in line with the wider work going on regarding members on this issue.	HR	As above.	Underway	This is covered in the new social media policy and employee code of conduct. <b>Complete</b>

Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action for NEC: 25 July 2023	Updated action for NEC :28 Nov 2023
<b>3. Restrictions on use</b>						

128	3.1	While we recognise that social media platforms are widely used in Westminster for a variety of purposes, staff should be required to consider carefully on a case-by-case basis whether social media platforms are appropriate communication tools for the particular purpose at hand and, if so, which particular platform is most appropriate.	We will review this in line with the wider work going on regarding members on this issue. We have carried out a training needs analysis which led to the development of the Operation Change Training Plan. This was not identified as a priority area.	HR	As above. Underway	As above.	This is covered in the new social media policy and employee code of conduct. <b>Complete</b>
-----	-----	--	---	----	-----------------------	-----------	--

Page number	Recommendation number	Recommendation	Comments	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023
<b>4. Guidelines for responsible use</b>							
129	4.1	A balance should be struck to ensure staff do not feel 'gagged', and feel protected against online bullying, and that the Party feels confident its reputation will be upheld. Our primary concerns relate not to the use of social media as a mode of communication per se, but to the content of such communications.	This will need to be considered in accordance with the Party's existing employment policies.	HR	As above. Underway	As above.	This is covered in the new social media policy and employee code of conduct. <b>Complete</b>

129	4.2	media policy should provide clear guidelines for responsible use of social media, including the following: <ul style="list-style-type: none"> <li>• Social media use should be consistent with the Party's values of treating all people with dignity, courtesy and respect.</li> <li>• Social media use should champion diversity and inclusion, such that everyone feels welcome to take part in discussion about the Party, country and world.</li> <li>• Staff should have regard to the need to act carefully and responsibly to</li> </ul>	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above.  Underway	As above.	Accepted. <b>Complete</b>
129-130	4.3	media policy should also clearly state what behaviour is prohibited, including: <ul style="list-style-type: none"> <li>• Creating or transmitting material that might be defamatory or incur liability for the Party.</li> <li>• Posting messages, status updates or links to material or content that is inappropriate. Content that should be regarded as inappropriate includes: pornography, racial or religious slurs, derogatory gender-specific comments, information encouraging criminal activity or terrorism,</li> </ul>	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above.  Underway	As above.	All accepted. Discussing colleagues without their approval is accepted unless it is for legitimate organisational and management purposes. <b>Complete</b>
<b>Page number</b>	<b>Recommendation number</b>	<b>Recommendation</b>	<b>Comments</b>	<b>Responsible unit/team</b>	<b>Updated action from NEC: 28 March 2023</b>	<b>Updated action for NEC: 25 July 2023</b>	<b>Updated action for NEC: 28 Nov 2023</b>
<b>5. Compliance with the policy</b>							
130	5.1	The Party may wish to reserve the right to monitor staff activities on its IT resources and communications systems (in accordance, of course, with data protection laws).	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above.  Underway	As above.	This is covered in our technology policies. <b>Complete</b>



130	5.2	The staff social media policy should include clear guidance on how to raise any queries regarding the policy and/ or report misuse of social media.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	This is included in the social media policy. <b>Complete</b>
130	5.3	It should also deal with how any such allegations will be investigated by the Party, including a requirement for any member of staff suspected of committing a breach of the policy to cooperate with the Party's investigation, which may involve providing relevant passwords and login details.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	This is covered in the employee code of conduct. <b>Complete</b>
130	5.4	Likewise, the policy should set out the consequences of non-compliance; for example, that a breach may result in disciplinary action in accordance with the Party's disciplinary procedures. For this purpose, the Party should apply the same standards of conduct in online matters as it would in offline matters.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	This is covered in the new social media policy and employee code of conduct. <b>Complete</b>
130	5.5	We recommend provision is made for the Party to require members of staff to remove or amend postings which are deemed to constitute a breach of the policy and, on a related note, that failure to comply with such a request may in itself result in disciplinary action.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	This is included in the social media policy. <b>Complete</b>

130	5.6	Whether one instance of misuse of social media platforms constitutes a breach of the social media policy giving rise to disciplinary action – or whether a pattern of conduct is required – should be considered on a case-by-case basis.	To be considered as part of the feasibility study surrounding the proposed staff social media policy.	HR	As above. Underway	As above.	This is agreed. <b>Complete</b>
130	5.7	The Party should consider whether disciplinary action should be time-limited so that, for example, staff are not unduly prejudiced by historical use of social media platforms.	To be considered in further detail.	HR	As above. Underway	As above.	This was considered and we are not adopting this. Cases will be decided on the basis of the evidence, the seriousness of the offence and following a fair process. <b>Complete</b> .
130	5.8	social media platforms for recruitment purposes, this should also be reflected in the staff social media policy (and any recruitment policies). For example, if the Party accesses social media platforms to perform due diligence on candidates in the course of recruitment (acting in accordance with its data protection and equal opportunities obligations) it should say so explicitly when sending application forms or interview invitations.	To be considered in further detail.	HR	As above. Underway	As above.	This is included in the social media policy. In line with our response to 5.7 we will not time limit use. <b>Complete</b>
<b>Page number</b>	<b>Recommendation number</b>	<b>Recommendation</b>	<b>Action</b>	<b>Responsible unit/team</b>	<b>Updated action from NEC: 28 March 2023</b>	<b>Updated action for NEC: 25 July 2023</b>	<b>Updated action for NEC: 28 Nov 2023</b>
<i>Recruitment and Management of Staff</i>							

131	5	The Party should create formal development/promotion frameworks for staff within each directorate setting out the skills and experience required at each level and for each post.	We are developing plans to put this in place. We will begin this work in the Nations and Regions because this is the largest overall team.	HR/GSO/Nations and Regions	Underway	This work will be progressed after the local elections.	The HR team has been bolstered to complete this piece of work as a priority.	HR continue to work on this. It will start with the nations and regions although the start has been delayed due to large number of Parliamentary by-elections in recent months. <b>Complete</b>
131	8	There should be a formal staff wellbeing plan, which informs meetings between line managers and those who report to them.	This is in place but we will review it and identify areas for improvement.	HR	Underway	Review on the wellbeing plan is ongoing.	The HR team has been bolstered to complete this piece of work as a priority.	Wellbeing review has concluded and we are satisfied with the quality and extent of provision available for employees. The priority is to raise awareness and communicate what is available to encourage uptake of services and support available. <b>Complete</b>
Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023	
<b>3. Staff Development</b>								
133	3.1	The review of staff well-being should be informed by a formal staff wellbeing plan which includes provisions covering: <ul style="list-style-type: none"> <li>workplace mental health and stress;</li> <li>working from home;</li> <li>pregnancy, childbirth and parenthood;</li> <li>support for disabled employees;</li> <li>safeguarding; and</li> <li>the "long hours culture".</li> </ul>	To be considered in further	HR	Underway	A strong wellbeing plan, including employee assistance programme, is already in place; however, it will be reviewed.	The HR team has been bolstered to complete this piece of work as a priority.	As above.
Page number	Recommendation number	Recommendation	Action	Responsible unit/team	Updated action from NEC: 28 March 2023	Updated action for NEC: 25 July 2023	Updated action for NEC: 28 Nov 2023	
<b>4. Staff retention</b>								
133	4.2	Exit interviews should be conducted with all departing members of staff, and the results recorded and analysed, with a view to taking any necessary action.	Arrangements are in place but we recognise that we need to improve take up and feedback. We will put plans in place to achieve this.	HR	Underway.	This work is on-going.	The HR team has been bolstered to complete this piece of work as a priority.	The review of exit interviews is complete. Actions are to encourage and enable managers to have regular and constructive 2-way conversations and improvements to the exit process will be made by on-boarding it to the HR online system. <b>Complete.</b>