

STANDARDS COMMITTEE

3 July 2017

Present:-

Councillors R Radford (Chairman), M Asvachin, R Bloxham, P Colthorpe, B Greenslade, G Gribble, J Mathews, Sir Simon Day, R Hodgins and A Mayes

Apologies:-

Mrs R Saltmarsh

1 Minutes

RESOLVED that the Minutes of the meeting of the Committee held on 27 March 2017 be signed as a correct record.

2 Items Requiring Urgent Attention

There was no item raised as a matter of urgency.

3 Customer Feedback Monitoring Report

The Committee considered the Report of the Head of Digital Transformation and Business Support (BSS/176) on feedback, compliments, representations and complaints received and handled by the County Council during 2016/17.

Members noted that overall there had been a reduction not only in the number of individual items of customer feedback received but also in the numbers of complaints and compliments received over the previous year. There had also been a decrease in the number of complaints made to the Local Government Ombudsman in 2016/17 as compared to the previous year although there was no clear discernible reason for that to be so or any evidence of a longer term trend in any specific area.

It was **MOVED** by Councillor Radford, **SECONDED** by Councillor Gribble, and

RESOLVED that the Report be noted.

4 Ethical Governance Framework: Monitoring

The Committee received the report of the County Solicitor (CSO/17/20) summarising feedback from Co-opted Members of this Committee on their attendance at meetings of the Council, Cabinet and Committees since the previous meeting monitoring compliance by Members and Officers with the Council's ethical governance framework.

The Committee were pleased to note that there had been no areas of significant concern or any indication of actions or behaviours that might be felt to have resulted in a potential breach of the Code, acknowledging also that steps would continue to be taken to address practical and procedural matters in light of Member's comments arising from both this and the previous monitoring reports in future training sessions.

It was **MOVED** by Councillor Radford, **SECONDED** by Councillor Gribble, and

RESOLVED that the Report be noted.

5 **Membership**

The Chairman welcomed those new Members to the meeting and the Committee also noted that an approach had been made to an individual to fill the current vacancy for a co-opted members.

6 **Annual Report**

The Committee received a copy of the Standards Committee's Annual Report for 2016/17 is attached for the benefit of new members of Committee, illustrating and commenting upon its work and developments during the previous year and on any issues for consideration or development in the future.

7 **Local Determination of Complaints**

The County Solicitor reported that, since the last meeting, one complaint had been received concerning an alleged breach of the Members Code of Conduct by an individual member: that could not be investigated under this procedure as it related generally to the Council's processes and actions of Officers and would instead need to be pursued under the Council's separate complaints procedure.

8 **Deputy County Monitoring Officer**

Members noted that this would be the last meeting of the Committee to be attended Mr. Hooper and formally recorded their thanks to him for his service to the Council.

***DENOTES DELEGATED MATTER WITH POWER TO ACT**

The Meeting started at 2.15 pm and finished at 3.00 pm