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To: The Chair and Members
of the Standards
Committee

County Hall
Topsham Road
Exeter
Devon
EX2 4QD

Date: 21 June 2021

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STANDARDS COMMITTEE

Tuesday, 29th June, 2021

A virtual meeting of the Standards Committee is to be held on the above date at 2.15 pm to consider the following matters.

Phil Norrey
Chief Executive

A G E N D A

PART I - OPEN COMMITTEE

1 Apologies for absence

2 Minutes

Minutes of the meeting of the Committee held on 23 March 2021, previously circulated.

Electoral Divisions(s): All Divisions

3 Items Requiring Urgent Attention

Items which in the opinion of the Chair should be considered at the meeting as a matter of urgency.

STANDING ITEMS

4 **Ethical Governance Framework: Monitoring** (Pages 1 - 2)

Report of the County Solicitor ([CSO/21/12](#)) on Co-opted Members' attendance at meetings of the Council, Cabinet and Committee meetings, monitoring compliance with the Council's ethical governance framework, attached.

Electoral Divisions(s): All Divisions

5 **Customer Feedback Monitoring Report** (Pages 3 - 20)

Report of the Head of Digital Transformation & Business Support on Customer Feedback for the Financial Year 2020-21 (1st April 2020 to 31st March 2021), attached.

Electoral Divisions(s): All Divisions

MATTERS FOR INFORMATION

6 **Local Determination of Complaints**

County Solicitor to report on complaints or allegations of a breach of the Council's Members' Code of Conduct received since the last meeting, if any.

PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF PRESS AND PUBLIC ON THE GROUNDS THAT EXEMPT INFORMATION MAY BE DISCLOSED

NIL

Members are reminded that Part II Reports contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). They need to be disposed of carefully and should be returned to the Democratic Services Officer at the conclusion of the meeting for disposal.

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