

STANDARDS COMMITTEE

At a meeting of this Committee held on
13 January 2020

(Present) **Councillor Bond (Chairman)**
 Councillor Greaves, Jones, D Long, Murphy and Sims

(Not Present) **Councillors Groucutt, J Jackson, Sweeney and Quinn**

9 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Groucutt, J Jackson, Sweeney and Quinn.

10 **MINUTES**

* **Resolved that the Minutes of the meeting held on 1 July 2019 be approved and signed.**

11 **DECLARATIONS OF INTEREST FROM MEMBERS**

No Declarations of Interest from Members were made.

12 **LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN ANNUAL REVIEW LETTER 2018/19**

A report was submitted which informed the Committee of the Local Government and Social Care Ombudsman Annual Review Letter 2018/19.

The Local Government and Social Care Ombudsman (LGSCO) provided an Annual Review Letter to each Council to help inform Members of their respective Council's performance in relation to complaints. A copy of the letter was attached at Appendix 1 to the report.

The Annual Review Letter provided information in relation to the number of complaints received by the LGSCO in the twelve-month period ending 31 March 2019, as well as the decisions reached by the LGSCO in the same period. Members noted that in the period, five complaints were upheld, which, in comparison to 2017/18, was three less.

The significant challenges facing the Council in terms of budget reductions meant that it was harder to continue to meet expectations and could impact on the scope for and level of complaints. The Council continued to treat all complaints seriously and ensures we take on board any learning points and make necessary changes to processes where appropriate.

Members asked if statistics for neighbouring authorities could be submitted to future reports for comparison.

* **Resolved that the report be noted.**

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13 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINTS 2019/20

A report was submitted which informed the Committee of Ombudsman cases from 1 June 2019 to 31 December 2019.

The report summarised the number of complaints against the Council determined by the Ombudsman which were explained by the Monitoring Officer.

* **Resolved that the report be noted.**

14 MEMBERS' TRAINING AND DEVELOPMENT

A report was submitted which informed Members of a summary of the Training and Development Courses offered to Members from 19 June 2019 to 31 December 2019.

A Member Training and Development Events Report was attached at Appendix 1 to the report.

Member Training had always been promoted and supported as an effective way to ensure that Members were properly equipped to fulfill the wide-ranging important roles required of them.

* **Resolved that the report be noted.**

15 UPDATE ON COMPLAINTS

A verbal report was made by the Monitoring Officer which updated the Committee on complaints received alleging breaches of the Code of Conduct. Council had delegated powers to the Monitoring Officer to consider complaints and determine if they should be the subject of a full investigation.

Since the last meeting, the Monitoring Officer had received 21 complaints against Members. Ten of which had been dealt with under delegated powers and the remaining 11 were being assessed.

* **Resolved that the verbal update be noted.**