

**MINUTES** of the meeting of the **STANDARDS COMMITTEE** held at 10.30am on Wednesday 26 September 2007 at County Hall, Kingston upon Thames.

These minutes will be confirmed by the Standards Committee at its next meeting on 19 December 2007.

**Members:**

\*+ Mr Nicolas Davies LVO JP DL (Chairman)  
Mrs Angela Fraser DL (Vice-Chairman)

Mr Victor Agarwal  
+ Ms Karen Heenan  
\* Mr Daniel Kee  
\* Mr Geoff Marlow  
+ Mr SFI Rutter  
\* Mr Chris Slyfield  
Mrs Jean Smith

**Substitute Members**

Mr Chris Frost as a substitute for Mrs Jean Smith

+ = Independent Representatives  
\* = Present  
x = Present for part of the meeting

**PART 1**

**IN PUBLIC**

**29/07 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies for absence were received from Mrs Angela Fraser, Mr Victor Argawal, Ms Karen Heenan, Mr SFI Rutter and Mrs Jean Smith. Mr Chris Frost substituted for Mrs Jean Smith.

**30/07 MINUTES OF THE PREVIOUS MEETING: 18 July 2007 [Item 2]**

The minutes were agreed as an accurate reflection of the meeting.

**31/07 DECLARATIONS OF INTEREST [Item 3]**

There were no declarations of interest.

### **32/07 QUESTIONS AND PETITIONS [Item 4]**

There were no questions or petitions.

### **33/07 RESPONSES TO LETTERS TO THE STRATEGIC DIRECTORS FOR CORPORATE SERVICES, FAMILIES AND COMMUNITIES RE. COMPLAINT RESPONSE TIMES [Item 5]**

Nigel Bartlett-Twivey (Customer Relations Manager) reminded the Committee that it receives a performance report on responding to complaints on a quarterly basis. The Heads of Service and Strategic Directors receive reports monthly and there are weekly reports to assist operational managers.

Nigel informed Members that the Families Directorate had just reorganised its safeguarding service. It also faced a challenge in having to respond to complaints within ten days. Following Andrew Webster's response, Customer Services had arranged a meeting to discuss any issues with the Families Customer Relations Manager. The need to close off complaints was a particular issue.

The data highlighted in Andy Robert's letter did not seem to stack up with the data that Customer Services reported on. The response also did not respond on the delays identified in Surrey Highways (West area). Nigel had gone over the figures again and it is clear that while East Highways is doing well, there are problems in the West. He had met with Jenny Isaac (Head of Surrey Highways) two days previously and she had recognised that there is a problem in West area Highways. Jenny has stated that she will address the problem but it was not clear at the time what action she would take. It was suggested that the Committee invite Jenny to a future meeting to discuss the situation further. Nigel also commented on Andy's surprise at the Committee's focus on Transport for Surrey due to the small number of complaints. Nigel felt that it was right that the Committee look at performance with responding to complaints as opposed to the volume of complaints, since the fewer complaints a Service receives, the better it should be able to perform.

It was

#### **RESOLVED:**

1. To invite the Head of Surrey Highways to a future meeting of the Committee.
2. That whenever the Chairman writes to a Strategic Director, the letter be copied to the Chief Executive.

### **34/07 MEMBER'S CODE OF CONDUCT: TRAINING [Item 6]**

Ann Charlton highlighted that the list of Members circulated were those who had attended the joint Surrey County Council/Spelthorne Borough Council Code of Conduct training at County Hall. Two further training days were being held at Spelthorne Council offices.

Ann agreed to let Group Leaders know who had received training at Spelthorne Council offices so that the issue could be addressed in group meetings.

Some Members who were also Borough Councillors had received training from their own Borough Council. It was suggested that a letter went to Members who had not received the Surrey County Council/Spelthorne Borough Council training asking whether they had received training elsewhere and whether they required further training from Ann.

### **35/07 PROMOTING THE MEMBERS' CODE OF CONDUCT THROUGH THE INTERNAL STAFF MAGAZINE 'JIGSAW' [Item 7]**

A draft article on the Members' Code of Conduct for the internal staff magazine 'Jigsaw' was circulated at the meeting and amendments were suggested. It was suggested that a version of the article be placed in the external magazine 'Surrey Matters'.

It was

#### **RESOLVED:**

That the revised article be published in 'Jigsaw' and a version of the article be placed in Surrey Matters.

**36/07 DATES OF FUTURE MEETINGS [Item 8]**

The next meeting of the Committee will be on 19 December 2007 at 10.30am.

Future meetings will be on:

20 February 2008  
29 April 2008  
25 June 2008  
17 September 2008

[Meeting ended: 11.05am]

---

**Chairman**