

## Standards Committee Actions Tracker

<b>Date</b>	<b>Item</b>	<b>Actions</b>	<b>To</b>	<b>Response</b>	<b>Progress Check On / Completed</b>
13/03/09	Chairman's Report on Meeting the Local Government Ombudsman	That Standards Committee should begin to think about the implications of partnership-related complaints and see whether we need to generate a framework for dealing with them.	Ann Charlton	Officers are considering how to address this point.	TBS
13/03/09	Chairman's Report on Meeting the Local Government Ombudsman	That the Monitoring Officer approach Surrey Police Authority with regard to the possibility of establishing a joint Standards Committee.	Ann Charlton	Ann Charlton discussing with Sue Martin.  Guidance on Joint Committees has now been published and will be considered by the Committee on 30 November 2009.	30 November 2009
17/04/09	Making Experiences Count	A review of the changes to the Statutory Complaints procedure in Adult Social Care to be undertaken after six months and reported to Committee, with the aim of extracting learning to be applied elsewhere.	Belinda Newth/Nigel Bartlett-Twivey	Report scheduled for 30 November 2009.	30 November 2009
17/04/09	Making Experiences Count	On 30 November 2009, to receive a report on the review of the changes to the Statutory Complaints procedure in Adult Social Care to be undertaken after six months.	Belinda Newth/Nigel Bartlett-Twivey	Scheduled for 30 November 2009.	30 November 2009
03/07/09	Members' Correspondence	That the Monitoring Officer draft a policy statement on responding to correspondence for approval by Standards Committee at a future meeting.	Ann Charlton	Scheduled for 30 November 2009	30 November 2009

## Standards Committee Actions Tracker

03/07/09	Code of Conduct: Member Knowledge	That a survey combining questions from the Standards of Conduct survey and the Audit survey be undertaken in 2010 to measure the effectiveness of training on the Code of Conduct.	Ann Charlton/ Cheryl Hardman	Draft survey scheduled for 15/02/10 meeting. Survey to be carried out during March/April.	15/02/10
03/07/09	LGC Standards and Ethics Award: Learning Points	That Standards Committee produce an annual report, reporting it to Annual Council, circulating it to officers and publishing it on the Surrey County Council website.	Ann Charlton/ Cheryl Hardman	Draft Annual Report scheduled for 12 April 2010 meeting.	12/04/10
03/07/09	LGC Standards and Ethics Award: Learning Points	That the Chairman should hold regular meetings with the leadership of the Council, including Group Leaders.	Cheryl Hardman	Initial meetings have been held.	30 November 2009
03/07/09	LGC Standards and Ethics Award: Learning Points	That in-house publications such as Surrey Matters and Jigsaw be approached to include articles on Standards Committee	Cheryl Hardman	The Surrey Matters editorial team is considering the suggestion but has turned it down for the next issue. Jigsaw is currently being refreshed.	30 November 2009
03/07/09	Bringing Standards into Focus: 2009 Annual Assembly of Standards Committees	That Simon Edge attend the Annual Assembly of Standards Committees, with Karen Heenan as second substitute and Nicolas Davies as third substitute.	Simon Edge, Karen Heenan	Karen Heenan will be attending the Conference. A report back will be provided at the meeting on 30 November 2009.	30 November 2009
2/10/09	Chairman's Report to Standards Committee	Standards Committee to review the briefing note on the investigation process at its next meeting and contribute its views	Cheryl Hardman	Scheduled for 30 November 2009	30 November 2009
2/10/09	Dispensations: Guidance from Standards for England	Officers to produce a standard form for Members to make requests for dispensation to the Monitoring Officer. Use of the form will be optional.	Ann Charlton/ Cheryl Hardman	A form has been produced and has been published on the Standards Committee web pages.	Completed

## Standards Committee Actions Tracker

2/10/09	Dispensations: Guidance from Standards for England	Democratic Services Officers and Local Committee and Partnership Officers to be advised on the dispensation procedure.	Rachel Crossley	Officers to be advised.	15 February 2010
2/10/09	Dispensations: Guidance from Standards for England	That the statement provided in Annexe 2 be amended to state that "A dispensation expires after a maximum of four years"	Cheryl Hardman	Amendment has been made.	Completed.

## Standards Committee Actions Tracker

2/10/09	Dispensations: Guidance from Standards for England	<p>a) That Standards Committee agree the process for making a request for dispensation as outlined in Annexe 2 to the report.</p> <p>b) That Standards Committee agree the process to determine the granting of dispensations as outlined in Annexe 2 to the report, including:</p> <ul style="list-style-type: none"> <li>(i) that the granting of dispensations be delegated to Sub-Committee A and Sub-Committee B;</li> <li>(ii) that provision be made for allowing oral representations to the Committee by the Member making the request for dispensation.</li> </ul> <p>c) That Standards Committee adopts the local criteria against which requests for dispensation will be considered, as outlined in Annexe 2 to the report.</p> <p>d) That Standards Committee will make the process for making requests for dispensations, the criteria that will be applied and the process that will be followed when the request is considered known to Members and co-opted Members of the Council through inclusion in the constitution and by making it available on the Standards Committee web pages.</p>	Cheryl Hardman	Sub-Committee terms of reference amended. To be approved by Standards Committee on 30 November 2009.	30 November 2009
---------	--	---	----------------	--	------------------

## Standards Committee Actions Tracker

2/10/09	Determination Hearings Sub-Committee	<ol style="list-style-type: none"> <li>1. That responsibility for determination hearings be delegated to the existing Assessment Sub-Committees, which will be renamed General Purpose Sub-Committees.</li> <li>2. That responsibility be delegated to the Monitoring Officer, in consultation with the Chairman of Standards Committee, to decide which General Purposes Sub-Committee should undertake a determination.</li> <li>3. That responsibility be delegated to the Monitoring Officer, in consultation with the Chairman of the General Purposes Sub-Committee, to agree on three Members of the Sub-Committee to undertake a determination hearing.</li> <li>4. That the agreed approach to determination hearings be reviewed after three hearings have taken place.</li> </ol>	Cheryl Hardman	Sub-Committee terms of reference amended. To be approved by Standards Committee on 30 November 2009.	30 November 2009
2/10/09	Other Action Guidance	<p>That the criteria to be taken into account if the assessment sub-committees are considering referring a complaint to the monitoring officer for other action, as outlined in Annexe 2 be agreed subject to the following amendment: Add "or Deputy Monitoring Officer" to the end of criteria 8.</p>	Cheryl Hardman	Assessment criteria has been amended and published on the How to Complain About a County Councillor web page.	Completed.

## Standards Committee Actions Tracker

2/10/09	Other Action Guidance	Publish the agreed criteria to be taken into account if the assessment sub-committees are considering referring a complaint to the monitoring officer for other action.	Cheryl Hardman	Assessment criteria has been amended and published on the How to Complain About a County Councillor web page.	Completed.
2/10/09	The Standards Committee's Role in the Grant and Supervision of Exemptions from Political Restriction	<ol style="list-style-type: none"> <li>1. That the protocol attached at Appendix A to the report be approved and it be recommended to Council that it is included in the Constitution and published on S-Net.</li> <li>2. That the function be delegated to Sub-Committee A and Sub-Committee B.</li> </ol>	Cheryl Hardman	Sub-Committee terms of reference amended. To be approved by Standards Committee on 30 November 2009.	30 November 2009
2/10/09	The Standards Committee's Role in the Grant and Supervision of Exemptions from Political Restriction	The Monitoring Officer will liaise with the Head of Human Resources to ensure that the protocol is made widely available to staff and HR professionals in the Council.	Ann Charlton	Officers are taking this forward.	15 February 2010
2/10/09	Surrey Highways: Standards Committee Concerns About Responses to Complaints	Chairman of Standards Committee to write to the Head of Customer Services to clarify that the primary concern of the Committee is whether contacts are accurately recorded as complaints.	Simon Edge	A letter was sent on 20 October 2009.	Action completed.

**Shaded rows will be moved below following consideration by Committee and deleted after 12 months.**

## Standards Committee Actions Tracker

### Previous Actions

#### From 3 July 2009 meeting:

Item	Action	Response
13/03/09 Standards of Conduct Survey – Feedback on Findings	That the Monitoring Officer address technical issues raised in the survey results, such as Members' differing views about what should be included in the Register of Interests.	Addressed as part of induction and ongoing training.
13/03/09 Standards of Conduct Survey – Feedback on Findings	That the Monitoring Officer researches which areas of the Code of Conduct Members do not understand.	Audit report on Members' understanding of the Code of Conduct considered at 3 July 2009 meeting.
13/03/09 Standards of Conduct Survey – Feedback on Findings	That the Monitoring Officer ensures that information is available on how to complain about Members and officers.	Information on how to complain about Members' conduct is easily available. Information on the complaints process is also available.
17/04/09 Families Directorate Statutory Complaints Annual Report 2007/08	The Customer Relations Service Manager to discuss forging links between the Families Directorate Statutory Complaints Annual Report and the Joint Area Review Action Plan with the Strategic Director for Children, Schools and Families.	The directorate response is below:  "The JAR improvement notice provided the service with a specific set of challenges in response to the inspection findings. The Directorate have accepted the findings of the JAR and have developed an improvement plan to respond to the issues raised. Complaints Management was not raised in relation to this and therefore it would not be appropriate to subsequently add it to part of the Improvement process".

## Standards Committee Actions Tracker

<p>17/04/09 Report under the Local Government &amp; Housing Act 1989, Section 5a – Complaint by “Mrs Browning”</p>	<p>The Principal Legal Assistant to the Head of Legal Services to clarify whether the role of the Standards Committee with regard to findings of maladministration by the Local Government Ombudsman was statutory or constitutional or both, and advise Members of the answer.</p>	<p>On 21 April 2009, an email from Geraldine Newbold clarifying the situation was sent to the Committee. It stated:</p> <p>“... the Committee's role in relation to LGO findings of maladministration arises from our constitution and is not statutory. When the Standards Committee was established it was included in their remit as this provided some independent scrutiny of such findings.</p> <p>That said it appears that this arrangement is accepted good practice as the Standards Committee of most local authorities consider such reports. In at least one case where this was not happening the Audit Commission has recommended that these arrangements be adopted by the local authority considered”.</p>
<p>17/04/09 Sub-Committee A recommendations</p>	<p>The Monitoring Officer to establish the situation with regard to expenses and to advise Area Directors of her findings.</p>	<p>Geraldine Newbold clarified the situation by email on 29 April 2009:</p> <p>“I was also asked to clarify whether or not co-opted members could claim travel expenses as there appears to be some discrepancy in practice. SCC's constitution provides in the Members Allowance Scheme that co-opted members may claim travel expenses”.</p>
<p>17/04/09 Sub-Committee A recommendations</p>	<p>That all co-opted Members on Surrey County Council Local Committees should undertake training on the processes and policies applicable to the conduct of Local Committees. Training should include a focus on the specific difficulties associated with Traffic Regulation Orders and Rights of Way.</p>	<p>Training has been provided to each Local Committee as part of induction following the County Council elections.</p>
<p>17/04/09 Sub-Committee A recommendations</p>	<p>That further training of Members on the Code of Conduct needs to be undertaken as a matter of priority as there is a clear lack of understanding on some of the implications associated with the Code of Conduct, particularly in relation to the Local Committee.</p>	<p>Training has been provided to each Local Committee as part of induction following the County Council elections.</p>



## Standards Committee Actions Tracker

17/04/09 Sub-Committee A recommendations	That there needs to be an improved process for assisting members to understand their role, to identify issues well in advance of any meeting, and to ensure that Meetings of the Council are conducted to high standards in accordance with the Local Protocols.	New procedure and undertaking forms for Local Committees have been approved and circulated to Area Directors for further dissemination on 30 April 2009.
17/04/09 Sub-Committee A recommendations	That in the course of the investigation it became apparent that Members may not have a complete understanding of the two categories of personal interest, in particular the registerable interests, as is evidenced by the failure to register membership of the SCC Local Committee. Further training of Members on personal and prejudicial interests needs to be undertaken as a matter of urgency.	Training has been provided to each Local Committee as part of induction following the County Council elections.
17/04/09 Sub-Committee A recommendations	That the draft procedure and undertaking form appended to the report be approved, subject to amendments by the Chairman.	Final procedure and undertaking form circulated to Area Directors on 30 April 2009
17/04/09 Induction for New Councillors and Raising Awareness of the Ethical Standards Regime	That Members' induction packs should include the Standard Board's Pocket Guide to the Code of Conduct and a letter from the Chairman of the Standards Committee.	Letters to candidates and newly elected Members have been sent.  Pocket Guide to the Code of Conduct circulated at 15 June 2009 training on Code of Conduct.
17/04/09 Induction for New Councillors and Raising Awareness of the Ethical Standards Regime	That the Chairman of the Standards Committee should join the Member/Officers buffet lunch on 8 June.	The Chairman to attend the buffet lunch on 8 June.

## Standards Committee Actions Tracker

<p>17/04/09 Induction for New Councillors and Raising Awareness of the Ethical Standards Regime</p>	<p>That the Chairman should be involved in presenting training on 15 June 2009, and that the Chairman would review the presentation material with officers taking account of the Committee's views.</p>	<p>Chairman produced and delivered a short presentation. Ann Charlton developed and delivered the rest of the 15 June training.</p>
<p>17/04/09 Induction for New Councillors and Raising Awareness of the Ethical Standards Regime</p>	<p>That the Chairman consider with officers how to measure the effectiveness of training.</p>	<p>At a meeting it was suggested that the Audit survey re. Member's knowledge of the Code be repeated after a year. To include question from Standards Ethics survey. Results to be sustained.</p>

### From 2 October 2009 meeting:

<p>03/11/08 Letter to the Chief Executive re the Local Government Ombudsman's Annual Letter 2007/08</p>	<p>Committee to receive a progress update from the Head of Special Educational Needs at its meeting in February 2009 and a report on outcomes in April 2009.</p>	<p>An update was provided on 13 March (postponed from 2 February). A report on the outcomes of the SEN process review was scheduled for 17 April 2009 and finally included within a report on data showing complaints not picked up through complaints reporting on 2 October.</p>
<p>13/03/09 SEN Complaint Feedback – Response from the Strategic Director for Children, Schools and Families</p>	<p>To receive data on the types of work dealt with daily that were not being picked up through complaints reporting through a future quarterly report on complaints handling.</p>	<p>A report on results of data collection between 20 April and 15 May 2009 was considered on 2 October 2009.</p>

## Standards Committee Actions Tracker

<p>17/04/09 Complaints Handling Performance – Year End 2008/09</p>	<p>Chairman to write to the Chief Executive, Operations Director for Environment and Infrastructure, and the Executive Member for Transportation to ask how substantive responses by the Highways service to complainants are being improved.</p>	<p>Letter sent on 5 May. Response dated 21 May considered by Standards Committee on 3 July 2009. The Head of Customer Services attended the meeting on 2 October 2009.</p>
<p>17/04/09 Complaints Handling Performance – Year End 2008/09</p>	<p>Standards Committee to invite the Operations Director for Environment and Infrastructure, the Executive Member for Transportation, and the Head of Highways to the meeting of 3 July 2009 to discuss the ways in which the Highways service can improve their substantive responses to complaints and the apparent discrepancy between the formal complaints recording and member's perception of the number of informal complaints.</p>	<p>Letter sent on 5 May. Response dated 21 May considered by Standards Committee on 3 July 2009. The Head of Customer Services attended the meeting on 2 October 2009.</p>
<p>17/04/09 Families Directorate Statutory Complaints Annual Report 2007/08</p>	<p>To receive the Families Directorate Statutory Complaints Annual Report 2008/09.</p>	<p>Considered on 2 October 2009.</p>
<p>17/04/09 Report under the Local Government &amp; Housing Act 1989, Section 5a – Complaint by “Mrs Browning”</p>	<p>A report of the Executive’s response to the Ombudsman’s recommendations will be prepared.</p>	<p>Members have received the report of the Executive’s response.</p>

## Standards Committee Actions Tracker

17/04/09 Induction for New Councillors and Raising Awareness of the Ethical Standards Regime	That Members be asked how they wish to receive training, and that the Chairman consider how to take this forward with officers.	Democratic Services is establishing how Members wish to receive training. Training was considered at the meeting on 3 July 2009.
03/07/09 Initial Assessment Sub-Committees	That the terms of reference of the Assessment and Review Sub-Committees include a clause delegating authority to the Monitoring Officer, in consultation with the Chairman of the Sub-Committee, to substitute Members onto a Sub-Committee where necessary, for example where an existing Member has a conflict of interest.	The clause has been added and the updated terms of reference published on the Surrey County Council website.
03/07/09 Initial Assessment Sub-Committees	A schedule of dates to be agreed with the two Sub-Committees.	A schedule of dates has been agreed.
03/07/09 Code of Conduct: Member Knowledge	That further training be provided in 2011 and a quarterly briefing note be published.	'Briefings' on the Code of Conduct will be provided in 2011 prior to Committee meetings. A quarterly briefing note to be published, beginning September 2009.
03/07/09 LGC Standards and Ethics Award: Learning Points	That e-learning options be researched further and reported back to Committee.	Forwarded to Katie Booth on 10 July 2009. The use of the e-learning package <i>moderncouncillor.com</i> is being researched.
03/07/09 Complaints Handling Performance	An explanation about below target performance in Schools and Learning to be circulated to Standards Committee members.	Information circulated by email on 14 July 2009.
03/07/09 Complaints Handling Performance	That the Head of Surrey Highways and Head of Customer Services be requested to attend the meeting on 2 October to discuss the Committee's concerns.	The Head of Customer Services attended the meeting on 2 October 2009.

## Standards Committee Actions Tracker

03/07/09 Actions Tracker and Work Plan	That any Members who had not returned their Register of Interests would be reported to the next Initial Assessment Sub-Committee meeting.	All Members had completed their Register of Interests.
--	---	--