

STANDARDS COMMITTEE: WORK PLAN

Date	Item	Description	Contact Officer / Member
February			
15/02/10	Standards survey	To repeat Audit and Standards & Ethics survey from 2008. Results of Audit survey to be sustained. To consider questions.	Cheryl Hardman
15/02/10	Review initial assessment process	To review the process, including assessment criteria	Ann Charlton
15/02/10	Complaints Handling Performance	To ensure that the Council's complaints procedures are effective.	Loulla Woods/Belinda Newth
April			
12/04/10	Annual Report (Draft)	To agree an Annual Report for Standards Committee to be reported to Annual Council, circulated to officers and publish on the SCC website.	Cheryl Hardman
12/04/10	Surrey Highways: Responses to Complaints	To receive an update following the meeting on 2 October and a subsequent letter from Mr Simon Edge to the Head of Customer Services.	Simon Pollock
12/04/10	Complaints Handling Performance	To ensure that the Council's complaints procedures are effective.	Loulla Woods/Belinda Newth

Recommendation:

To hold a workshop in early 2010 to consider lessons learnt so far during operation of local handling of complaints about Member conduct. This workshop would include consideration the Standards for England Annual Review report, local findings, and a viewing of the new DVD by Standards for England on the assessment process.