

Standards Committee



Date & time
Monday 30
November 2009
at 10am

Place
Committee Room B
County Hall,
Kingston upon
Thames
Surrey, KT1 2DN

Contact
Cheryl Hardman
Room 122, County Hall

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Chief Executive
David McNulty

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email cherylh@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Cheryl Hardman on 020 8541 9075.

Members

*Mr Simon Edge (Chairman), *Ms Karen Heenan (Vice-Chairman), *Mr Nicolas Davies LVO JP DL, +Mrs Angela Fraser DL (Banstead East), +Eber Kington (Epsom and Ewell North), +Mr Geoff Marlow (The Byfleets), +Mr David Munro (Farnham South), *Mr SFI Rutter, +Mrs Lavinia Sealy (Bisley, Chobham and West End), +Mr Colin Taylor (Epsom and Ewell South East)

+ = Elected Member

* = Independent Representative

NOTES:

1. Members are requested to let the Democratic Services Officer have the wording of any motions and amendments not later than one hour before the start of the meeting.
2. Substitutions must be notified to the Democratic Services Officer by the absent Member or group representative at least half an hour in advance of the meeting.

PART ONE - IN PUBLIC

REPORT COLOUR

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| 1 | APOLOGIES FOR ABSENCE AND SUBSTITUTIONS | Agenda Item |
| | To receive any apologies for absence and notices of substitutions | |
| 2 | MINUTES OF PREVIOUS MEETING: 2 October 2009 | White |
| | To confirm the Minutes of the meeting of the Standards Committee held on 2 October 2009, which are attached. | |
| 3 | DECLARATIONS OF INTERESTS | Agenda Item |
| | To receive any declarations of personal and/or prejudicial interests from Members in respect of any item to be considered at the meeting. | |
| | (Notes: Declarations of interest should be made on a form available from the Democratic Services Officer before the meeting. | |
| | Members are reminded that in accordance with the Constitution any Member declaring a prejudicial interest is required to withdraw from the meeting unless he/she has obtained a dispensation from the Standards Committee.) | |
| 4 | QUESTIONS AND PETITIONS | Agenda Item |
| | To receive any questions or petitions. | |
| | Notes: | |
| | 1. The deadline for Member's questions is 12.00 noon four working days before the meeting (<i>24 November 2009</i>). | |
| | 2. The deadline for public questions is seven days before the meeting (<i>23 November 2009</i>). | |
| | 3. The deadline for petitions was 14 days before the meeting, and no petitions have been received. | |
| 5 | STANDARDS CONFERENCE: REPORT BACK | Agenda Item |
| | To receive verbal reports on the Standards Conference from the Council's delegates. | |
| 6 | JOINT STANDARDS COMMITTEE GUIDANCE | Green |
| | To note the Joint Standards Committee Guidance, published by Standards for England on 1 July 2009. | |

- 7 TERMS OF REFERENCE OF THE GENERAL PURPOSES SUB-COMMITTEES** **White**
- Standards Committee is asked to consider and approve the draft terms of reference of the General Purposes Sub-Committees.
- 8 GUIDE TO THE INVESTIGATION PROCESS** **Green**
- To review the briefing note on the Investigation Process provided to any Member subject to an investigation into an allegation that they have breached the Code of Conduct.
- 9 RECRUITMENT OF INDEPENDENT REPRESENTATIVES** **White**
- To inform the Committee of the steps that need to be taken with regard to the appointment of the Independent Representatives on the Committee and what process has been put in place.
- 10 GUIDANCE ON MEMBERS' CORRESPONDENCE** **Green**
- To decide on guidance to Councillors on correspondence and to explicitly add a criterion into the Assessment Criteria for considering complaints.
- 11 COMPLAINTS HANDLING PERFORMANCE** **White**
- a) Complaints Handling Performance: June to October 2009
- To note this performance report for June to October 2009 and ensure that the Council's complaints procedures are effective.
- Loulla Woods (Customer Relations Manager, Customers and Communities Directorate), Mona Saad (Customer Relations Officer, Children, Schools and Families Directorate) and Jessica Brooke (Customer Relations Officer, Children, Schools and Families Directorate) will be in attendance.
- b) Surrey Highways: Standards Committee Concerns About Responses to Complaints
- Standards Committee to note the letter from the Chairman of Standards Committee to the Head of Customer Services.
- 12 ADULT SOCIAL CARE COMPLAINTS PROCESS REVIEW** **Green**
- To inform Standards Committee of the review of Adults Social Care Service complaints arrangements. To enable Standards Committee to consider the appropriateness of adapting this approach as a countywide complaints process.
- 13 ACTIONS TRACKER AND WORK PLAN** **White**
- To note the Committee actions tracker and agree the forward work plan.

14 DATES OF FUTURE MEETINGS

The date of the next scheduled meeting is 15 February 2009 at 10am.

The dates of future scheduled meetings are:

Monday 12 April 2010

DAVID McNULTY
Chief Executive

Published: 19 November 2009

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- Distract other people
- Interrupt presentations and debates
- Mean that you miss a key part of the discussion

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