

## Standards Committee Actions Tracker – 18/02/2011

<b>Date</b>	<b>Item</b>	<b>Actions</b>	<b>To</b>	<b>Response</b>	<b>Progress Check On / Completed</b>
30/11/09	Guide to the Investigations Process	Officers to produce a guide to consideration and determination hearings.	Allan Wells	Report to be drafted. To take account of lessons learned from the handling of the most recent complaints.	Complete
15/02/10	Rec. to Council re change of Constitution	To change Members right to attendance at confidential or exempt meetings unless there was a compelling 'need to know'.	Ann Charlton/ Rachel Crossley	Reports submitted to Council 23 March and 14 July but deferred. (See also 30/11/09 Guidance to investigation process). Chairman to consult Group Leaders on way forward.	Agreed No further action (18/02/11)
12/04/10	Member/ Officer Protocol	Working Group (Allan Wells, Karen Heenan, Colin Taylor) to meet to prepare draft for Cttee	Ann Charlton Allan Wells	Last considered by Committee 3 September. To be subject to Member/Staff consultation before final presentation to Committee and Council (date to be agreed).	9/05/11
03/09/10	Audit Commission Ethical Governance Survey	Issues arising from the 2010 survey and general behaviour issues be considered as part of the Member/officer consultation on the Protocol (Mins 42/10, 43/10 refer)	Ann Charlton Rachel Crossley Allan Wells	See 12/04/10 above.	9/05/11
03/09/10	Audit Commission Ethical Governance Survey	Consideration be given to holding joint Member/officer training on the Code of Conduct and Member/Officer Protocol (Min 41/10 refers)	Rachel Crossley	To await adoption of the new Member/Officer Protocol	9/05/11

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03/09/10	Applications for dispensation - Airtrack and Spelthorne Local Committee	Authority delegated to Monitoring Officer to grant further dispensations on the same grounds until 03/09/12. (Min 47/10(2))	Ann Charlton	Letters sent confirming dispensations and registers of interest up-dated.	03/09/12
13/12/10	Complaints Procedure Improvement Plan	Consideration of removal of Stage 3 process. Review in six months.	Nigell Bartlett Twivey	Agreed by the Corporate Leadership Team	04/07/11
<b>COMPLETED ACTIONS</b>					
12/04/10	Draft Annual Report	To be amended in the light of ctees comments. Submitted to Council and published.	Elaine Bayfield	Report was submitted to Council 11 May 2010. Surrey Matters Editorial asked to promote. 14/06/10 Committee agreed no further action.	Completed
14/06/10	Chairman's Report	Letter to be sent to Chair or Standards for England re future of Standards	Chairman/ Elaine Bayfield	Letter sent 1 July 2010	01/07/10
14/06/10	Appointment of Standards Sub-Committees	Dates of Sub-Committees to be circulated to all Members of the Sub-Committee	Elaine Bayfield	Dates confirmed to all Committee Members	23/06/10
14/06/10	Complaints Monitoring Reports	Adult Services, Children, Schools and Families and Corporate complaints	Mona Saad Jessica Brooke Loulla Woods	Reports considered by Standards Committee	14/06/10
14/06/10	Improvements to Customer Complaints	Report to be submitted to Standards Committee on Improvements to be made to Customer Complaints procedure.	Loulla Woods	Report submitted to 29 October meeting.	Complete

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14/06/10	Politically Restricted Posts	New procedures in light of changes to legislation	Allan Wells	Considered by Committee 3 September 2010. Reported to and agreed by Council 12 October 2010	12/10/10
03/09/10	Applications for dispensation - Airtrack and Spelthorne Local Committee	Dispensations to be granted as agreed at Committee (Min 47/10(1)).	Elaine Bayfield	Letters sent confirming dispensations and registers of interests up-dated.	13/09/10
03/09/10	Complaint Performance 1 <sup>st</sup> Quarter 2010/20111	The below target performance of families be drawn to the attention of the Children and Families Select and Adult Social Care Select Committees and appropriate Strategic Directors. (Min 46/10)	Belinda Newth	Item going before C&F Select Committee in November 2010 as Bulletin Item. August Performance for CSF was at 94% And for Adults was at 92% - both reflect a marked improvement of performance.	Complete
03/09/10	Complaint Performance 1 <sup>st</sup> Quarter 2010/20111	The Committee's Role in monitoring customer complaints be investigated as part of any review of the roles of Committees	Rachel Crossley	A report to be submitted to the 29 October 2010 meeting (item 7 on this agenda).	Complete
29/10/10	Complaint performance summary report – 2 <sup>ND</sup> Quarter 2010/11	That concerns regarding performance figures against timescales in Adults Social Care be brought to the attention of the Strategic Director and Cabinet Member.	Nigel Bartlett-Twivey Mona Saad	Complete. From January 2011, monitoring and reporting on Adults services complaints will be handed over to the Adults 'Policy and Performance' Service.	Complete

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