

## Notice of Meeting

# Standards Committee



Date & time	Place	Contact	Chief Executive
<b>Monday 9 May 2011 at 10am</b>	<b>Committee Room B</b> County Hall, Kingston upon Thames Surrey, KT1 2DN	Helen Rankin Regulatory Committee Manager Room 122, County Hall  Tel 020 85419 126 Email: Helen.rankin@surreycc.gov.uk	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 [Helen.rankin@surreycc.gov.uk](mailto:Helen.rankin@surreycc.gov.uk)**

**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Helen Rankin on 020 85419126**

### Members

\*Mr Simon Edge (Chairman), \*Ms Karen Heenan (Vice-Chairman), \*Mrs Sally De la Bedoyere, +Eber Kington (Epsom and Ewell North), +Mr Geoff Marlow (The Byfleets), +Mr David Munro (Farnham South), \*Mrs Marion Roberts,+ Mrs Dorothy Ross-Tomlin (Horley East), +Mrs Lavinia Sealy (Bisley, Chobham and West End), +Mr Colin Taylor (Epsom and Ewell South West)

+ = Elected Member

\* = Independent Representative

### NOTES:

1. Members are requested to let the Regulatory Committee Manager 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 Regulatory Committee Manager by the absent Member or group representative at least half an hour in advance of the meeting.

## **PART 1** **IN PUBLIC**

- |          |  |                                 |
|----------|--|---------------------------------|
| <b>1</b> | <b>APOLOGIES FOR ABSENCE AND SUBSTITUTIONS</b>   | <b>Agenda<br/>item<br/>only</b> |
| <b>2</b> | <b>MINUTES: 18 February 2011</b><br>To confirm the minutes of the meeting of the Standards Committee held on, which are attached.  | <b>White</b>                    |
| <b>3</b> | <b>DECLARATIONS OF INTERESTS</b><br><br>To receive any declarations of personal and/or prejudicial interests from Members in respect of any item to be considered at the meeting.<br><br><b>Notes:</b><br>1. Declarations of interest should be made on a form available from the Committee Manager before the meeting.<br>2. 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. | <b>Agenda<br/>item<br/>only</b> |
| <b>4</b> | <b>QUESTIONS AND PETITIONS</b><br><br>To receive any questions or petitions.<br><br><b>Notes:</b><br>1. The deadline for Member's questions is 12.00 noon four working days before the meeting (03 May 2011)<br>2. The deadline for public questions is seven days before the meeting (2 May 2011)<br>3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.   | <b>Agenda<br/>item<br/>only</b> |
| <b>5</b> | <b>RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME</b><br>To note the Committee actions tracker and agree the forward work plan.  | <b>Green</b>                    |
| <b>6</b> | <b>CORPORATE COMPLAINTS ANNUAL SUMMARY REPORT 2010/11</b><br><br>To provide Standards Committee with an initial report for review that details complaint handling performance for all services except Adult Social Care and Children's, Schools and Families.  | <b>White</b>                    |
| <b>7</b> | <b>ADULT SOCIAL CARE ANNUAL COMPLAINTS SUMMARY REPORT 2010/2011</b>  | <b>Green</b>                    |

To provide Standards Committee with an initial report for review that details complaints handling performance for Adult Social Care.

**8 CUSTOMER COMPLAINTS REPORT – CHILDREN’S, SCHOOLS AND FAMILIES DIRECTORATE** **White**

To update the Standards Committee on:

Improvement on performance against timescale at stage 1 of the process

Focus on learning from complaints

Focus on improving communication with children and you people

**9 NOMINATION OF CHAIRMAN** **Agenda item only**

To elect a new Chairman and Vice-Chairman of Standards Committee for the remainder of the year 2011/12.

The Chairman of the Committee should be selected from amongst the Independent Representatives on the Committee.

In accordance with the Constitution, Members are asked to notify Helen Rankin before the meeting if they intend to nominate another Member as Chairman or Vice-Chairman.

**10 DATES OF FUTURE MEETINGS** **Agenda Item**

The date of the next scheduled meeting is 4 July 2011 at 10am. The dates of future meetings are:

**David McNulty**  
**Chief Executive**

**Published: 27 April 2011**

**MOBILE TECHNOLOGY – ACCEPTABLE USE**

Use of mobile technology (mobiles, BlackBerries, etc.) in meetings can:

- Interfere with the PA and Induction Loop systems
- Distract other people
- Interrupt presentations and debates
- Mean that you miss a key part of the discussion

**Please switch off your mobile phone/BlackBerry for the duration of the meeting.** If you wish to keep your mobile or BlackBerry switched on during the meeting for genuine personal reasons, ensure that you receive permission from the Chairman prior to the start of the meeting and set the device to silent mode.

*Thank you for your co-operation*