

Standards Committee Actions Tracker – 4 July 2011

Date	Item	Actions	To	Response	Progress Check On / Completed
12/04/10	Member/ Officer Protocol	Working Group (Allan Wells, Karen Heenan, Colin Taylor) to meet to prepare draft for Committee	Ann Charlton Allan Wells	At the meeting on 9 May 2011, the Monitoring Officer advised that consultation with staff had been delayed due to the Public Value Review and subsequent restructuring of the Chief Executive's Office Directorate. The Monitoring Officer agreed to liaise with HR to determine the next steps.	4/07/11
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.	4/07/11
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	4/07/11
18/02/11	Guide to Sub-Committee Meetings and Hearings Dealing with Allegations of Breaches of the Code of Conduct	Clarification to be sought regarding the retention of documents on the abolition of the Standards regime.	Allan Wells	To await guidance and formal date for abolition of Standards regime.	02/09/11

Standards Committee Actions Tracker – 4 July 2011

09/05/11	Corporate Complaints Annual Summary report 2010/11	The Customer Relations Manager to report back at a future meeting on results of the investigation into why the number of Stage 2 complaints being upheld had risen so significantly	Julia Montalbetti	A full update on the impact of the removal of Stage 3 complaints will be presented to the Committee in September.	02/09/11
09/05/11	Customer complaints report – Children's Schools and Families directorate	The Customer Relations Officer to report back to the Committee on whether the finding of fault by the Local Government Ombudsman in a SEN Transport case could have an impact on other, ongoing cases.	Jessica Brooke	The Principle Manager Admission and Transport has confirmed that there were no other 'ongoing cases' but all new cases since the ruling were considered taking the decision into account.	04/07/11
COMPLETED ACTIONS					
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.	Completed 18/02/11
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	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

Standards Committee Actions Tracker – 4 July 2011

03/09/10	Complaint Performance 1 st 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 st 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 ND 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
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
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)
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

Standards Committee Actions Tracker – 4 July 2011

18/02/11	Guide to Sub-Committee Meetings and Hearings Dealing with Allegations of Breaches of the Code of Conduct	Authority delegated to MO to edit final version of guide and publish to Members. Copies to be made available to Districts. Adapted version to be put on Website.	Ann Charlton/Allan Wells	Guidance to be finalised and published.	09/05/11
----------	--	---	--------------------------	---	----------

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