Standards Committee



| Date & time | Place | Contact | Chief Executive | |
|-------------------|----------------------|--------------------------|--------------------|--|
| Friday 28 | Committee Room B | Helen Rankin | David McNulty | |
| October 2011 at | County Hall, | Regulatory Committee | | |
| 10am | Kingston upon | Manager | | |
| | Thames | Room 122, County Hall | | |
| | Surrey, KT1 2DN | | | |
| | | Tel 020 85419 126 | | |
| | | Email: | | |
| | | Helen.rankin@surreycc.go | rreycc.gov.uk | |
| If you would like | a a conv of this age | and ar the attached n | anara in | |

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

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), *Mrs Marion Roberts (Vice-Chairman), *Mrs Sally De la Bedoyere, *Ms Karen Heenan, +Eber Kington (Epsom and Ewell North), +Mr Geoff Marlow (The Byfleets), +Mr David Munro (Farnham South), + 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

| 1 | APOLOGIES FOR ABSENCE AND SUBSTITUTIONS | Agenda item only | |
|---|--|------------------------|--|
| 2 | MINUTES: 4 JULY 2011 To confirm the minutes of the meeting of the Standards Committee held on, which are attached. | Green | |
| 3 | DECLARATIONS OF INTERESTS | | |
| | To receive any declarations of personal and/or prejudicial interests from Members in respect of any item to be considered at the meeting. | item only | |
| | Notes: Declarations of interest should be made on a form available from the Committee Manager 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: | only | |
| | The deadline for Member's questions is 12.00 noon four working days before the meeting (24 October 2011) The deadline for public questions is seven days before the meeting (21 October 2011) The deadline for petitions was 14 days before the meeting, and no petitions have been received. | | |
| 5 | RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME | White | |
| | To note the Committee actions tracker and agree the forward work plan. | | |
| 6 | RECRUITMENT OF INDEPENDENT REPRESENTATIVES ON STANDARDS COMMITTEE | Green | |
| | Two Independent Representatives on the Standards Committee are approaching the end of their current four-year term of office. The Committee is asked to consider the options for appointing | | |

7 CUSTOMER COMPLAINTS REPORT [SCHOOLS AND LEARNING - White SERVICES FOR YOUNG PEOPLE]

That the Standards Committee note the contents of the report detailing complaints activity across Schools and Learning and Services for Young People for the period 2010/11.

8 CORPORATE COMPLAINTS – IMPACT OF REMOVAL OF STAGE Green 3: UPDATE REPORT

To inform the Committee and demonstrate the effect of removal of stage 3 from the complaints process, and provide the Committee with a verbal update on the Corporate Complaints Annual Report for 2010/11

9 DATES OF FUTURE MEETINGS

Agenda Item

The date of the next scheduled meeting is 12 December 2011 at 10am. The dates of future meetings are:

17 February 2012 30 March 2012

> David McNulty Chief Executive Published: 20 October 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*