

Standards Committee Actions Tracker – 20 October 2011

Ref:	Date	Item	Actions	To	Response	Progress Check On / Completed
A1	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	The Member/Officer Protocol was reviewed by the Corporate Board on 22 August and it was agreed that it should be circulated to senior managers for comment. The deadline for comments was the 16 September. The updated Protocol will be presented to the Standards Committee at its meeting in December.	4/07/11
A2	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 A1 above.	4/07/11
A3	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

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A4	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
A5	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 is on the October Committee agenda.	28/10/11
A7	04/07/11	Adult Social Care annual complaints and compliments report	That the Adult Social Care annual report on complaints be shared with the Members of the Overview & Scrutiny Committee and that the Committee have a role in monitoring service complaint performance.	Bryan Searle	The report was forwarded to the Senior Manager for Scrutiny & Regulation on 14 July 2011 to share with the Chairman & Vice-Chairman of the Council Overview & Scrutiny Committee. The Committee now receive quarterly Cabinet business reports that include 'customer feedback'.	28/10/11

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A8	04/07/11	Customer Complaints Report – Children's, Schools & Families Directorate	That the relevant select committee scrutinise the number of complaints in Children's Services recorded as needing 'no corrective action'.	Cheryl Hardman	The Chairman of the Children & Families Select Committee has arranged a meeting with the Customer Relations Officer to discuss how the Committee best scrutinise this matter. In addition, the Committee now regularly receive a performance report card that includes information on customer feedback.	28/10/11
A9	04/07/11	Standard's Committee Annual Report 2010/11	That subject to amendments agreed by the Committee at their meeting on 4 July 2011, the Annual Report be submitted to Council on 19 July 2011	Simon Edge	The Chairman presented the annual report to Council on 19 July 2011.	28/10/11
COMPLETED ACTIONS						
	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

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	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
	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
A6	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

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