

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 is on the December Standards Committee agenda. | 12 December 2011 |
| 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. | 12 December 2011 |
| 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 | 12 December 2011 |
| 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. | 12 December 2011 |

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| COMPLETED ACTIONS | | | | | | |
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| 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 | |

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| | 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 |
| 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 |

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