



Meeting **GOVERNANCE AND ETHICS COMMITTEE**

Date **Wednesday 22 January 2020 (commencing at 10.30 am)**

membership

Persons absent are marked with `A`

COUNCILLORS

Bruce Laughton (Chairman)
Andy Sissons (Vice-Chairman)

Nicki Brooks
Steve Carr
Kate Foale
John Handley
Errol Henry JP

Rachel Madden **A**
Phil Rostance **A**
Keith Walker
Jonathan Wheeler **A**

SUBSTITUTE MEMBERS

Richard Butler for Phil Rostance

Steve Vickers for Jonathan Wheeler

OTHER COUNTY COUNCILLORS IN ATTENDANCE

John Longdon

OFFICERS IN ATTENDANCE

Tracey Montgomery Adult Social Care and Public Health Department
Malcom Potter

Adam Crevald Chief Executive's Department
Heather Dickinson
Keith Ford
Angela Howat
Simon Lacey
Marie Rowney
Simon Smith
Marjorie Toward
Nigel Stevenson

Jon Hawketts Children and Young People's Department
Claire Morgan

James Silveston Place Department

1. MINUTES

The Minutes of the last meeting held on 22 January 2020, having been previously circulated, were confirmed and signed by the Chairman.

2. APOLOGIES FOR ABSENCE

The following apologies for absence were reported:-

Phil Rostance – on other Nottinghamshire County Council business

Jonathan Wheeler – other reasons.

3. DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None

4. UPDATE ON LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN (LGSCO) DECISIONS OCTOBER -DECEMBER 2019

Heather Dickinson, Group Manager, Legal, Democratic and Complaints, introduced the report which detailed the LGSCO decisions received in this latest monitoring period.

Tracey Montgomery, Team Manager, Quality and Market Management, responded to Members' queries which sought assurances that the lessons learnt from the complaint about care providers had been shared to help avoid such communication problems with users occurring in the future.

RESOLVED: 2020/001

That no further actions were required in relation to the issues contained within the report.

5. REVISED CORPORATE COMPLAINTS PROCEDURE

Marie Rowney, Group Manager – Customer Service, introduced the report which sought approval for a revised corporate complaints process following a review recommended by the Local Government and Social Care Ombudsman.

In response to Members' queries, it was agreed to amend the procedure to ensure that all County Councillors were sent quarterly updates on any complaints within their electoral divisions.

RESOLVED: 2020/002

That the revised corporate complaints procedure, subject to the amendment to include quarterly updates to County Councillors on any complaints within their electoral divisions, be approved.

6. UPDATE ON THE NATIONAL AUDIT OFFICE CYBER SECURITY AND INFORMATION RISK GUIDANCE FOR AUDIT COMMITTEES

Adam Crevald, Group Manager – Customer and Service Design, introduced the report which updated the Committee on this guidance.

RESOLVED: 2020/003

That a further update be submitted to the Committee in six months' time.

7. FOLLOW-UP OF INTERNAL AUDIT RECOMMENDATIONS

Rob Disney, Group Manager Assurance, introduced the report which updated the Committee on progress with the implementation of agreed management actions arising from Internal Audit recommendations.

Angela Howat, Senior Practitioner - Health and Safety, Jon Hawketts, Group Manager – Placements and Commissioning and Malcolm Potter, Commissioning Officer, responded to Members' queries around progress with the recommendations in their areas of work.

During discussions, Members highlighted the discussions at Policy Committee on 15 January 2020 about the possibility of internal audit looking into the lack of take-up of exceptional payments for school clothing and footwear. Discussions were ongoing about this proposal. The Chairman underlined that other suggestions from Members about potential issues to audit were welcomed.

RESOLVED: 2020/004

That no further and more detailed updates on progress on the areas covered in the report were required at this point.

8. UPDATE ON USE OF RESOURCES BY COUNCILLORS

Keith Ford, Team Manager, Democratic Services, introduced the report which summarised the use of resources by Councillors and their support staff during the period April -September 2019 and provided an update on actions previously agreed by the Committee.

RESOLVED: 2020/005

- 1) That no further information or actions were required in relation to the actions previously agreed by the Committee.
- 2) That no further information or actions were required in relation to the use of resources within the April-September 2019 period.

9. WORK PROGRAMME

RESOLVED: 2020/006

That the work programme be agreed, with no further changes required.

The meeting closed at 11.20 am.

CHAIRMAN