

## minutes

Meeting STANDARDS COMMITTEE

Date Tuesday 17 January 2012 (commencing at 2.00 pm)

### Membership

A Mr Charles Daybell (Chairman)  
Councillor Les Ward (Vice-Chair)  
Councillor Chris Barnfather  
Councillor Steve Carroll  
Councillor Stan Heptinstall MBE  
Mr Robert Lilley  
Mr Ian McLaren  
Councillor Sue Saddington  
Ms Christine Southwell  
Councillor Martin Suthers OBE  
Vacancy

### OFFICERS IN ATTENDANCE

Kate Revell, Group Manager, Performance, Complaints and Research  
Jo Kirkby, Team Manager, Complaints and Information  
Sue Bearman, Senior Solicitor  
Paul Davies, Governance Officer

### MINUTES

The minutes of the last meeting held on 29 November 2011 were agreed as a correct record and signed by the Chair.

### APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Barnfather (other reason).

### DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None.

### SUMMARY OF COMPLAINTS TO THE COUNTY COUNCIL 2010/11

Kate Revell introduced the report which summarised complaints against the County Council during 2010/11. She drew particular attention to the issues arising from complaints and how they would be addressed, and to priorities for 2011/12.

Members asked questions about the percentage of service users who complained, complaints about independent providers of social care, delays at Stage 3 of the complaints procedure, recording compliments, and the cost of dealing with complaints.

**RESOLVED 2012/001**

That the report be noted.

**WHISTLEBLOWING**

Sue Bearman introduced the report on the operation of the Council's Whistleblowing Policy.

**RESOLVED 2012/002**

That the report be noted, and the Whistleblowing Policy be publicised to employees as set out in the report.

**LOCALISM ACT UPDATE**

Sue Bearman introduced the report on the Localism Act, which included arrangements for the abolition of Standards for England, and anticipated regulations about local arrangements for standards matters.

**RESOLVED 2012/003**

That the report be noted.

**INDEPENDENT MEMBERS' OBSERVATIONS**

The report summarised independent members' comments on meetings which they had attended.

**RESOLVED 2012/004**

That the independent members' observations be noted.

**USE OF URGENCY POWERS**

There was no use of urgency powers to report.

The meeting closed at 2.55 pm.

**CHAIR**