

8 June 2015 – At a meeting of the Committee held at 2.15 p.m. at County Hall, Chichester.

Present: Mrs Arculus (Chairman), Mr Acraman, Mr Barnard, Mr Burrett, Mr Petch, Mr Peters, Mr R Rogers and Mrs Urquhart.

Apologies for absence were received from Mr Smith.

**Declaration of Interests**

1. None declared.

**Minutes**

2. Resolved – That the minutes of the meeting of the Committee held on 9 June 2014 be approved as a correct record and that they be signed by the Chairman.

**Annual Monitoring Report of Complaints regarding levels of Service Delivery**

3. The Committee received a report by the Chief Operating Officer and Director of Customer Services (copy appended to the signed minutes), which provided a summary of complaints received by the County Council during 2014.
4. The report was introduced by Dave Loveman, Customer Relations Manager, who gave an overview of complaints trends and highlighted that the County Council takes complaints seriously and amends and improves its practices as a result of complaints.
5. The Committee noted the report but was concerned to learn that contracted services were not always required to provide detailed feedback to the County Council on their complaints handling. It agreed to highlight to the appropriate Cabinet Member that this should be a requirement of future contracts.
6. Resolved –
  - (1) That the report be noted.
  - (2) That the Cabinet Member for Corporate Relations be asked to ensure that all future contracts for front line services have clear requirements for complaints handling and a consistent standard of reporting of this to the County Council.

**Standards Committee Annual Report**

7. The Committee considered a report by the Director of Law, Assurance and Strategy (copy appended to the signed minutes), which proposed a draft annual report for submission to the County Council on 24 July 2015.

8. The Committee supported the draft report, but highlighted that the list of members who had comprised the Hearing Sub-Committee was incorrect.
9. Resolved – That, subject to the correction of the Hearing Sub-Committee to read 'Mr Peters, Mr R Rogers and Mr Smith', the draft annual report by approved for submission to the County Council on 24 July 2015.

### **Confidential Reporting Policy**

10. The Committee noted that the Director of Law, Assurance and Strategy had not received any referrals via the Policy since the last meeting of the Committee.

### **Review of Confidential Reporting Policy**

11. The Committee considered a report by the Director of Law, Assurance and Strategy (copy appended to the signed minutes), which set out the reasons for the review and the proposed amendments to the Policy.

12. The Committee was supportive of the review and agreed to recommend it for adoption by the County Council on 24 July 2015 subject to the following additions and clarifications:

- The Council covering report should clarify whether any consultation has been carried out other than with the Corporate Leadership Team (such as trade unions) and whether any benchmarking with other local authorities has taken place.
- The word 'or' be added to 'Chief social workers' in the list of officer contacts in paragraph 6.2.
- As strong a statement as possible that our contracting arrangements ensure that/encourage contractors have a whistleblowing policy in place, probably at the end of section 2.
- County Councillors shouldn't be listed as a point of last resort 'outside the County Council' as currently appears in paragraph 9.1, but it should be possible for them to be contacted by officers at an earlier stage, provided that they were mindful of the correct reporting channels set out in the Policy. This provision should be listed in section 6.

13. The Committee welcomed the commitment of the CLT to being named within the document, but hoped that this would not discourage more junior officers from coming forward.

14. The Committee welcomed the commitment to dissemination, training and publicity given and asked for a report to be submitted to the Committee in November 2015 to set out what had been carried out, including any feedback received from officers about the new scheme.

15. Resolved –

- (1) That subject to the additions requested in minute x above, the draft revised Confidential Reporting Policy be endorsed for submission to the County Council on 24 July 2015 for approval.
- (2) That a report be submitted to the Committee in November 2015 setting out the dissemination, training and publicity carried out and any feedback from it.

The meeting ended at 3.15 p.m.

Chairman