

PUBLIC

MINUTES of a meeting of the **STANDARDS COMMITTEE** held on 4 October 2017 at County Hall, Matlock

PRESENT

Councillor C Short (in the Chair)

Councillors K Buttery, J A Coyle, A Fox, L Grooby and W Major

Also in attendance – Mr L Newby MBE (Independent Person)

Apologies for absence were received on behalf of Councillors D McGregor and C Moesby, and K Jackson-Horner and P Smith (Independent Persons)

8/17 **MINUTES RESOLVED** that the minutes of the meeting of the Standards Committee held on 19 July 2017 be confirmed as a correct record and signed by the Chairman.

9/17 **COMPLIMENTS AND COMPLAINTS – ADULT CARE** The terms of reference of the Standards Committee provided that the Committee had an overview of complaints handling. The Committee was invited to receive the report which was presented by the Strategic Director Adult Care to the Cabinet Member on 27 July 2017 entitled ‘Annual Compliments and Complaints Report 2016-17’. David Gurney, Group Manager (Performance) and Aimee Allen, Complaints Officer, attended the meeting to inform Members of work on compliments and complaints in Adult Care.

It was highlighted that 35% of complaints were either fully or partially upheld which reflected an openness to admit errors and learn from them. Some examples of how the department had improved their services as a result of a complaint were provided.

David Gurney reported on the complaints that had been received by the Local Government Ombudsman (LGO) during the year and examples of compensation that had been made to service users following recommendation by the LGO. Examples of compliments that had been received in Adult Care within the period were highlighted.

The Chairman thanked David Gurney and Aimee Allen for their attendance at the meeting and informative presentation.

RESOLVED to note the position in respect of compliments and complaints received by the Adult Care Department in 2016-17.

10/17 COMPLAINTS AGAINST COUNCILLORS – 2016-17 The Council's procedure for considering complaints that Members had breached the Code of Conduct provided that the Monitoring Officer, in consultation with one of the Independent Persons from the Standards Committee, decided how complaints should be dealt with. During the year ending 31 March 2017 no complaints had been received.

RESOLVED to note the report.