

PUBLIC

MINUTES of a meeting of the **STANDARDS COMMITTEE** held on 22 March 2017 at County Hall, Matlock

PRESENT

Councillor C M Cox (in the Chair)

Councillors K Buttery, P A Gilby, T Kemp, C R Moesby, I Ratcliffe and D J Wilcox

Also in attendance – Messrs K Jackson-Horner and L Newby MBE (Independent Persons)

Apologies for absence were received on behalf of Councillor C A Hart and Mr P Smith (Independent Person)

1/17 MINUTES RESOLVED that the minutes of the meeting of the Standards Committee held on 5 October 2016 be confirmed as a correct record and signed by the Chair.

2/17 COMPLIMENTS AND COMPLAINTS OVERVIEW 2015-2016
The terms of reference of the Standards Committee included ‘the overview of complaints handling and Local Government Ombudsman investigations’. Accordingly, the Committee was invited to receive the Chief Executive’s report on the complaints dealt with under the Council’s Complaints Procedures, the Local Government Ombudsman’s Annual Review Letter for the year ended 31 March 2016 and compliments received by the Council during the financial year 2015-16. The report, which had been presented to Cabinet on 22 November 2016 was attached at Appendix 1 to the report.

Cath Walker from the Policy Unit attended the meeting and summarised the report and highlighted the key issues. Members suggested that in future, year on year comparisons would be helpful. Members were provided with an example of a remedy that had been implemented following a complaint. In the Economy, Transport and Communities Department, following complaints relating to lack of action, dashboards available on the Single Asset Management System were currently being reviewed to highlight enquiries and jobs due in chronological order. This would enable Officers to view commitments on a priority basis and to plan their daily workload accordingly.

The Chair thanked Cath for her attendance and informative presentation.

RESOLVED to note the report of the Chief Executive to Cabinet entitled 'Compliments and Complaints Overview 2015-16'.

3/17 ANNUAL COMPLIMENTS AND COMPLAINTS REPORT 2015-16 ADULT CARE DEPARTMENT In order to inform Members of the procedure for complaints in Adult Care, the Committee was invited to receive the report which had been presented by the Strategic Director Adult Care to the Cabinet Member on 20 July 2016 entitled 'Annual Compliments and Complaints Report 2015-16. David Gurney, Group Manager (Performance) and Jenny Hudson, Service Manager, attended the meeting to inform Members of work on compliments and complaints in the Adult Care Department. Members were informed of the relatively high volume of complaints relating to Direct Care Services. Examples of complaint outcomes were presented which Members found very useful.

Jenny Hudson 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 last 12 months were highlighted. The Chair thanked David Gurney and Jenny Hudson for their presentation.

RESOLVED to note the position in respect of compliments and complaints received by Adult Care in 2015-2016.