

PUBLIC

MINUTES of a meeting of the **STANDARDS COMMITTEE** held on 16 April 2018 at County Hall, Matlock

PRESENT

Councillor C Short (in the Chair)

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

Also in attendance – Messrs K Jackson-Horner, L Newby MBE and P Smith (Independent Person)

Apologies for absence were received on behalf of Councillor D McGregor

1/18 **MINUTES RESOLVED** that the minutes of the meeting of the Standards Committee held on 4 October 2017 be confirmed as a correct record and signed by the Chairman.

2/18 **ECONOMY, TRANSPORT AND ENVIRONMENT COMPLAINTS AND COMPLIMENTS** The terms of reference of the Standards Committee provided that the Committee had an overview of complaints procedures. In order to inform Members of the procedure for dealing with complaints in the Economy, Transport and Environment Department, Angela Glithero (Assistant Director – Resources and Improvement Division) and David Massey (Performance and Engagement Manager) attended the meeting to provide an overview of the complaints received by the Department during the last twelve months. A breakdown of the compliments and complaints received by the Department was attached at Appendix 1 to the report.

It was reported that 343 compliments had been recorded by the department during the period 1 April 2017 to 31 March 2018. Compliments information was shared in poster format via email to all staff within the department. For those staff not included on the email system, the posters were displayed in the various offices and depots around the County. An example of this information was provided in Appendix 2 to the report.

Members were informed that 428 complaints were handled either at Stage 1, Stage 2 or as part of a Local Government Ombudsman investigation during the three year period 2015-2018. In line with previous years' reporting, the majority of complaints received during the three year period 2015-18 related to highway services (74%) of which, just under half (44%) were either upheld or partially upheld. Out of the total number of complaints received by the department during this period, just under half (43%) were upheld or partially upheld. Complaints were recorded using the categories: driving incident; lack

of action; lack of response; policy/procedure; quality of work; and staff attitude/action. Appendix 3 to the report showed examples of complaints received under these categories.

The Departmental Management Team considered complaints at quarterly Performance Clinics. In addition, highways and fleet management related complaints were reported as part of the Department's Quality Management Systems every six months. Opportunities for service improvement were always a key focus of these discussions and where a complaint fell within scope of the Quality Management Systems, a Corrective Action Report was raised. A Corrective Action Report identified where an action or change to a process was implemented to prevent similar complaints being raised in the future. Members were provided with details of actions undertaken as a result of partially upheld/upheld complaints during 2017-18.

Members welcomed the report and noted the information provided and it suggested that comparisons with other, neighbouring highways authorities would be useful.

The Chairman thanked David Massey and Angela Glithero for their attendance at the meeting and informative presentation.

RESOLVED to note the information provided on the number and detail of the Economy, Transport and Environment Compliments and Complaints received in the last 12 months, together with comparisons for previous years.

3/18 CONSULTATION BY THE COMMITTEE ON STANDARDS IN PUBLIC LIFE TO INFORM THE REVIEW OF LOCAL GOVERNMENT ETHICAL STANDARDS The Committee on Standards in Public Life was undertaking a review of local government ethical standards. The review would consider all levels of local government in England, including principal authorities such as Derbyshire County Council. The consultation was aimed particularly at a number of stakeholders including local authorities, standards committees, individual Members and Independent Persons.

Attached at Appendix 1 to the report was the Summary and Consultation Description. The document outlining the consultation questions entitled 'Review of Local Government Ethical Standards: Stakeholder Consultation' was attached at Appendix 2 to the report. The documents could also be accessed electronically. The consultation closes on 18 May 2018 and details of how a response to the consultation should be provided were included in the documents.

RESOLVED to note the review and encourage individuals to respond.