

## STANDARDS COMMITTEE

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### MINUTES OF THE STANDARDS COMMITTEE MEETING HELD ON 21 SEPTEMBER 2011 AT COUNCIL CHAMBER - COUNCIL OFFICES, MONKTON PARK, CHIPPENHAM, SN15 1ER.

#### Present:

##### Wiltshire Council Members

Cllr Nigel Carter, Cllr Ernie Clark, Cllr Peter Fuller, Cllr Howard Marshall and  
Cllr Ian McLennan

##### Town/Parish Council Co-opted Members

Mr William Bailey, Mr Craig McCallum, Mr Robert Oglesby JP, Miss Pam Turner and  
His Hon David MacLaren Webster QC

##### Independent co-opted Members

Mrs Jane Bayley, Mr Michael Cronin, Mrs Isabel McCord (Chairman), Mr Stuart  
Middleton and Mr Gerry Robson OBE (Vice Chairman)

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#### 61. **Apologies**

Apologies were received from Mr Philip Gill MBE JP, Cllr Julian Johnson, Mr  
Paul Neale, Mr John Scragg and Mr Keith Wallace.

#### 62. **Minutes of previous meeting**

The minutes of the meeting held on 20 July 2011 were presented

#### **Resolved:**

**To approve and sign the minutes as a correct record**

#### 63. **Chairman's announcements**

The Chairman welcomed Mrs Barbara Hedley, Assistant Local Government  
Ombudsman and Mr Nick Breakwell, Strategic Operations Manager,  
Department for Children and Education.

The Chairman drew attention to the proposed senior management restructure and said that the proposal was to reduce the senior management team by the chief executive post and one corporate director post. This would be considered by Cabinet on 6 October 2011. Although the substantive proposal was not a matter for this committee, if the proposal was agreed, there could be some changes to the constitution which would need to be addressed by the Constitution Focus Group.

The Chairman and Monitoring Officer had met with the Chief Executive and the Leader of the Council at the beginning of August 2011. They had discussed the ongoing culture development work including the introduction of a behaviours framework, which underpins the values of the Organisation. The Monitoring Officer will prepare a report on this which will be brought to the November meeting.

**64. Declarations of Interest**

There were no declarations of interest

**65. Public participation**

There were no members of the public present.

**66. Local Government Ombudsman Presentation and Report**

Mrs Barbara Hedley, Assistant Local Government Ombudsman, gave a presentation on the role of the Ombudsman including recent changes and possible future development. Mrs Hedley also spoke on the Ombudsman's annual letter to Wiltshire Council for the year ended March 2011.

The Chairman thanked Mrs Hedley for her presentation. She added that it was disappointing to see that response times had slipped but would look forward to receiving the results of the systems review of complaints when this is completed.

The Committee discussed the merits of the Overview and Scrutiny Committee having sight of complaint outcomes, to help ensure lessons are learnt and delivery of services is improved.

**Resolved**

- 1. To bring a report on the scope and timetable for a systems review of the complaints service to the next meeting of the Committee.**
- 2. To request that the review considers giving the Overview and Scrutiny Committees sight of complaint outcomes.**

**67. Review of the Standards Committee Plan 2010-2014**

The Chairman apologised to the Committee that the incorrect document had been circulated. She agreed to work on the plan with the Vice Chairman and issue a revised version to the Committee in mid-October.

**68. Status Report on Complaints made under the Code of Conduct**

The Head of Governance presented the report. The Committee noted the high workload at present due to the large numbers of complaints received over the summer period.

**Resolved**

**To note the report**

**69. Forward Plan**

The Committee's forward plan was presented. There were 2 items to be added:

A report on the behaviours framework

A scoping report on the systems review of complaints.

**Resolved**

**To note the forward plan and add the above items.**

**70. Urgent Items**

There were no urgent items

(Duration of meeting: 2.00 - 3.45 pm)

The Officer who has produced these minutes is Pam Denton, of Democratic Services, direct line 01225 718371, e-mail [pam.denton@wiltshire.gov.uk](mailto:pam.denton@wiltshire.gov.uk)

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