

Standards Committee
29 NOVEMBER 2023

Present: Councillors: Tony Bevis (Chairman), Mark Baynham, Joan Grech, Lynn Lambert, David Skipp, Belinda Walters (Vice-Chairman), Tricia Youtan,

Independent Persons: John Donaldson and Michael Rumble
Parish Representatives: David Green and Stephen Watkins

SC/10 **MINUTES**

The minutes of the meeting held on 26 July were approved as a correct record and signed by the Chairman.

SC/11 **DECLARATIONS OF MEMBERS' INTERESTS**

There were no declarations of interest.

SC/12 **ANNOUNCEMENTS**

The Chairman welcomed new Parish Council Representative David Green to the Standards Committee and looked forward to working with him in the future.

SC/13 **THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN ANNUAL REVIEW 2022/23**

The Information Governance Officer gave an overview of the complaints made against the Council to the Ombudsman in 2022/23.

10 complaints against the Council had been decided by the Ombudsman, no complaints were being upheld; eight complaints had been closed after initial enquiries; one had been referred back to the Council for local resolution; one complaint was incomplete/invalid and no complaints were not upheld.

It was noted that this was a significant decrease from the 18 complaints received and resolved during 2021/22.

Members felt the report was extremely encouraging this year with the decrease in complaints and felt lessons had been learnt and complaints to the Council successfully managed which was a credit to Officers.

It was noted that the majority of complaints listed in the report related to Planning & Development. Members felt that moving forward improved

procedures could be considered to give clarity and signpost complaints to the correct planning routes.

Following the meeting, feedback and discussion will be reported to the Development Planning Team to look at current procedures with the possibility of separate letters being sent out depending on complaints. Members hoped this could significantly reduce complaints in the future.

SC/14 **URGENT BUSINESS**

There was no urgent business.

The meeting closed at 5.44 pm having commenced at 5.30 pm

CHAIRMAN