

STANDARDS COMMITTEE30 June 2004
(6.00pm – 7.10pm)

PRESENT: Barrett-Payton, Boyce, Hymans, Stebbings (Chair).
External Members: Dr Clark, Ms Hobbs (Vice Chair)
Councillor Baker attended for 04/s/17.

FOR INFORMATION OF THE COUNCIL04/s/11 **MINUTES**

The minutes of the meeting on 31 March were confirmed as a correct record and signed by the Chair.

04/s/12 **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors McPherson and R Smith.

04/s/13 **DECLARATIONS OF INTEREST**

There were none.

04/s/14 **PUBLIC QUESTION TIME**

There were no members of the public present.

04/s/15 **PUBLICATION OF REPORT ON THE COUNCIL'S COMPLAINTS
HANDLING PERFORMANCE IN 2003/04**

During discussion members of the Committee made the following points:

Our Complaints Procedure - 3rd Bullet point.
add "so that we can record customers' complaints and suggestions"

Independent Complaints Investigator – 2nd paragraph.
Change the word "employed" to "paid"

How many complaints were received? – 1st paragraph.
Explain what improvements have been made to our complaints monitoring systems.

How did people send us their complaints? – end of 3rd paragraph.
Change the last sentence to read: "However, given the volume of telephone calls that the Council received last year, it could also be that complaints received by telephone are not being properly recorded."

Our Target is to answer 100% of complaints within 10 working days
Why are we not achieving this target?

How satisfied were people with the outcome of their complaint?

Include a statement comparing the results of the ethnicity monitoring to the 2001 Census categories.

We get compliments too

If possible, can we record the numbers of compliments that we receive?

04/s/16 **ANNUAL REPORT ON CONFIDENTIAL REPORTING
("WHISTLEBLOWING") POLICY**

The report was received and noted.

04/s/17 **ANNUAL REPORT ON PREVENTION OF FRAUD AND CORRUPTION
POLICY**

The report was received and noted.

04/s/18 **DATES OF MEETINGS IN 2005**

The Committee agreed to meet on 5 January and 2 March 2005.

The meeting ended at 7.10pm

Chair

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Councillor Baker attended for 04/s/10.

FOR ADOPTION BY THE COUNCIL04/s/10 **PLANNING CODE OF GOOD PRACTICE**

With the permission of the Committee, the Chair of Planning Committee (Cllr Baker) contributed to the discussion.

The Committee noted a tabled update making two revisions to the draft Code (in 4.2 and 5.4) following consideration by Planning Committee on 2 June.

The following comments were made for amending the draft Code:

For greater clarity to what would constitute as a formal meeting, paragraph 5.4 second line to read 'or groups of objectors (for instance residents' associations) or supporters'.

Delete in 5.5 the second sentence starting 'Please let the case officer have a copy of any correspondence or other written material you receive' as members thought that this would be impractical.

Paragraph 6.3 – first line add 'or premises' after land.

Paragraph 8.3 – second sentence to be amended to read 'The views, opinions and recommendations of planning officers may on occasion differ from the views, opinions or decisions of the Committee or its members.

Paragraph 9.4 - should cross-refer to para 4.6 which refers to the Council's own applications.

Council is recommended –

To adopt the draft Planning Code of Good Practice [attached to this adoption minutes] which will supplement the Code of Conduct for Members (Councillors).