



MINUTES OF MEETING

STANDARDS MEETING

FRIDAY, 16TH MARCH, 2018

PRESENT: J Morgan (In the Chair)
I Cathrew (Vice Chair)

Councillors:
J Amos and C Tovey

Independent Members:
N Fear, D McCarthy and A L Morgan

Community Council Representative:
H Thomas

Officers:
S Jones (Senior Solicitor)

M Morgan (Democratic Services Officer)

ITEM NO.	AGENDA MATTER	DECISION
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Welcome

The Chair welcomed Anne Morgan to her first Standards Committee Meeting.

825	Apologies for absence	Apologies for absence were received from Councillor G Richards.
826	Declarations of Interest	No Declarations of Interest were made.
827	Analysis of Data in respect of Complaints	The Chair referred the Committee to the 'Analysis of Data in respect of Complaints received by the Authority' report.

	received by the Authority	<p>Simon Jones also referred to the report and advised that future reports could contain more of a breakdown of data in relation to Departments.</p> <p>The Committee then agreed that a further report be presented to the next Committee Meeting giving a more detailed breakdown of areas where Complaints had been received.</p>
828	Standards Conference 2018	<p>Simon Jones referred to the Standards Conference scheduled for 14 September 2018 to be held in Aberystwyth and advised that three places were allocated to each Authority. There would be one place for the Monitoring Officer accompanied by two Committee Members.</p> <p>Simon Jones then gave an outline of the Conference agenda and advised that if individual Workshop were attended then a brief summary could then be shared back with the Committee.</p> <p>The Chair then suggested that any Member interested in attending the Conference contact the Monitoring Officer prior to the next Committee Meeting.</p> <p>This proposal was then agreed by the Committee.</p>
829	Ombudsman's Training Day	<p>Simon Jones referred to an Ombudsman for Wales Training Day that he had recently attended and shared with the Committee a Presentation that had been given by Nick Bennett, Public Services Ombudsman for Wales in relation to:</p> <ul style="list-style-type: none"> • Ending Groundhog Day: Learning from Complaints • The last twelve years • Trends – Enquiries and Complaints 2011/12 to 2016/17 • Trends – Health Body Complaints 2008/09 to 2016/17 • Trends – County Borough Council Complaints 2008/09 to 2016/17 • Complaints Sector Comparison • Implications • Culture • Thematic Reports • New Public Services Ombudsman for Wales Bill <p>Questions were then raised by the Committee on the Presentation and were responded to by Simon Jones.</p>
830	Training and Development	<p>Simon Jones advised that appointments had now been made by Neighbouring Authorities on their respective Standards Committees and that the Monitoring Officer would be making contact to put training in place.</p> <p>The Chair then requested an update on this at the next Committee Meeting.</p>

831	Any other item deemed urgent by the Chair	The Chair advised that there were no items deemed urgent.
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