

## **Standards Committee – 21 July 2014**

### **Update report on Enquiries from Constituent report**

#### **Summary of report:**

This is an updating report in respect of a previous report that was considered by the Standards Committee on the 27<sup>th</sup> January 2014.

#### **Background papers:**

Previous Report at Appendix 1

#### **Recommendation:**

1. To note the content of the report and Appendices

#### **1.0 Background**

1.1 The report was outlined to members and they agreed to provide feedback to the next meeting of the committee in respect of the General Guidance to Elected Members for Managing Constituents Enquiries. If the document is approved subject to any comments members may have the document will be circulated to all elected members; be made available in the group rooms; and be put on the council's intranet.

#### **2.0 Resource and legal considerations:**

2.1 None directly related to this report.

#### **3.0 Performance and Risk Management issues:**

3.1 Performance and risk management are a feature of all council functions. It is important that council policies and procedures are reviewed and updated on a regular basis. If the council fails to do this there is an increased risk that the council will be subject to legal challenge or litigation.

3.2 In terms of performance it is important that both Elected Members have a clear framework of standards to follow in delivering services to the community. These frameworks provide accountability and transparency in respect of the way in which the council delivers services. Briefing notes and guidance should assist elected members in fulfilling their roles and responsibilities and reduce the risk of complaint or challenge.

#### **4.0 Equality Implications:**

4.1 In maintaining up to date policies and procedures the council will ensure that services are delivered fairly in an open and transparent manner. There are specific requirements in both codes that elected members and officers observe equalities. It is important that complaints are dealt with in a fair and transparent manner.

#### **5.0 Consultation:**

5.1 Consultation has been carried out with the Standards Committee, comprising the council's Independent Member.

#### **Author:**

A handwritten signature in cursive script, appearing to read 'Anthony C', is written over a faint, dotted grid background.

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