

SOUTH STAFFORDSHIRE COUNCIL

STANDARDS AND RESOURCES COMMITTEE – 6 JUNE 2024

REPORT ON WORK PROGRAMME/COMPLAINTS

REPORT OF MONITORING OFFICER (CORPORATE DIRECTOR OF GOVERNANCE)

PART A – SUMMARY REPORT

1. SUMMARY OF PROPOSALS

To inform and update Members in respect of Code of Conduct and Complaint matters and to agree the work programme for the committee for the 2024/25 year.

2. SUMMARY IMPACT ASSESSMENT

POLICY/COMMUNITY IMPACT	Do these proposals contribute to specific Council Plan objectives?	
	Yes	The work of the Committee underpins the work of the Council and delivery of the Council Plan objectives
	Has an Equality Impact Assessment (EqIA) been completed?	
	No	Not required.
SCRUTINY POWERS APPLICABLE	No	
KEY DECISION	No	
TARGET COMPLETION/ DELIVERY DATE	Standards and Resources Committee 6 June 2024	
FINANCIAL IMPACT	No	None
LEGAL ISSUES	No	None
OTHER IMPACTS, RISKS & OPPORTUNITIES	None	
IMPACT ON SPECIFIC WARDS	No	

PART B – ADDITIONAL INFORMATION

3.1 *Code of Conduct/Disclosable Pecuniary Interest Forms*

3.2 There are currently no active Code of Conduct complaints. The two previously reported parish complaints were dismissed at initial assessment stage.

Local Government Ombudsman (LGO)

- 3.5 There has been one new decision from the Local Government Ombudsman since the last meeting. In this case, the LGO found the Council was at fault in relation to delays experienced by a Disabled Facilities Grant (DFG) recipient. This can be seen at Appendix 1. The Council had acknowledged fault prior to the complainant complaining to the LGO and had made an offer of compensation. This was rejected by the complainant, but the LGO agreed that the level of compensation offered was appropriate and this has now been paid to the complainant. It should be noted that the issues experienced in respect of the DFG were when the contract for provision of the service was with an external contractor. As members may be aware, the service was in 2023 brought back to an in-house service delivered by way of a shared service agreement with Stafford Borough Council. Reports on performance of the service are taken to the Council's Overview and Scrutiny Committee to ensure member oversight in this area.

Formal Complaints

- 3.6 In terms of complaints that have gone to stage 2 of the Council's own complaints procedure (which is the step before an Ombudsman complaint) we have had 0 complaints upheld in the municipal year 2024/25 to date.

Data Protection

- 3.7 There have been no significant data breaches that require reporting to the Information Commissioner's Office or to the data subjects.

Work programme

- 3.8 The work programme for 2024/25 is set out below:

6 June 2024

- Annual Corporate Health and Safety Update
- Review of Conduct/Complaints/Work Programme

12 September 2024

- Review of Conduct/Complaints/Work Programme
- Elections report post May 2024 PFCC election
- Data Protection report
- Annual report of the Local Government Ombudsman

21 November 2024

- Review of Conduct/Complaints/Work Programme
- Elections Act 2022 update
- Health and Safety policy

23 January 2025

- Review of Conduct/Complaints/Work Programme
- Post UKPGE report (may vary depending on timing of election)

27 March 2025

- Annual Corporate Health and Safety Update
- Review of Conduct/Complaints/Work Programme
- Employment trends

If Members have any items they wish to add to the work programme they should let the Monitoring Officer know. A report updating on progress against this programme will come to each meeting of the Committee and identifying any potential additional items or changes to the programme.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

None

6. PREVIOUS MINUTES

None

7. BACKGROUND PAPERS

None

8. RECOMMENDATION

- 8.1** That the Standards and Resources Committee notes the contents of the update on Code of Conduct and Complaint Matters and agrees the work programme for 2024/25.

Report prepared by: Lorraine Fowkes – Corporate Director of Governance (Monitoring Officer)