

GOVERNANCE COMMITTEE

MINUTES of a meeting of the Governance Committee held at County Hall, Lewes on 20 September 2016.

PRESENT: Councillors Keith Glazier (Chair), Ian Buchanan, David Elkin, David Tutt and Trevor Webb

24 MINUTES OF THE MEETING HELD ON 19 JULY 2016

24.1 RESOLVED – that the minutes of the previous meeting of the Committee held on 19 July 2016 be confirmed as a correct record

25 APOLOGIES FOR ABSENCE

25.1 Apologies for absence were received from Councillor Howson and Councillor Daniel. It was noted that Councillor Buchanan and Councillor Webb were substituting for them.

26 REPORTS

26.1 Copies of the reports referred to below are included in the minute book

27 ANNUAL COMPLAINTS REPORT INCLUDING THE LOCAL GOVERNMENT OMBUDSMAN'S ANNUAL LETTER AND SUMMARY OF FORMAL INFORMATION REQUESTS RECEIVED IN 2015/16

27.1 The Committee considered a report by the Director of Communities, Economy and Transport regarding the annual complaints report including the Local Government Ombudsman's annual letter and formal information requests received in 2015/16.

27.2 The Committee RESOLVED to:

- 1) note the number and nature of complaints made to the County Council in 2015/16;
- 2) note the contents of the Local Government Ombudsman's annual letter to the Chief Executive; and
- 3) note the progress of the Customer Board in the development of a series of measures to improve customer experience

28 MEMBERSHIP OF THE PENSION BOARD

28.1 The Committee considered a report by the Chief Operating Officer regarding a proposed appointment to the Pension Board.

28.2 The Committee RESOLVED to agree to the appointment of the Pension Board member as set out in paragraph 2.1 of the report.