

## GOVERNANCE COMMITTEE

MINUTES of a meeting of the Governance Committee held in the Committee Room, County Hall, Lewes on 14 November 2017.

---

PRESENT: Councillors Keith Glazier (Chair), Godfrey Daniel, David Elkin, Rupert Simmons and David Tutt

ALSO PRESENT: Councillor Phil Boorman

### 25 MINUTES OF THE MEETING HELD ON 19 SEPTEMBER 2017

25.1 RESOLVED – that the minutes of the previous meeting of the Committee held on 19 September 2017 be confirmed as a correct record.

### 26 REPORTS

26.1 A copy of the reports referred to below are included in the minute book.

### 27 CUSTOMER EXPERIENCE ANNUAL REPORT 2016/17

27.1 The Committee considered a report by the Director of Communities, Economy and Transport regarding measures being taken to further improve customer experience, information regarding the complaints report including the Local Government and Social Care Ombudsman's annual letter and formal information requests received in 2016/17

27.2 The Committee RESOLVED to:

- 1) note the progress of the Customer Project Board in the development of a series of measures to improve customer experience;
- 2) note the number and nature of complaints made to the Council in 2016/17; and
- 3) note the contents of the Local Government & Social Care Ombudsman's annual letter to the Chief Executive

### 28 CONSULTATION ON THE DISQUALIFICATION CRITERIA FOR COUNCILLORS

28.1 The Committee considered a report by the Assistant Chief Executive regarding consultation on the disqualification criteria for councillors

28.2 The Committee RESOLVED – to approve the response to the Department for Communities and Local Government consultation on the disqualification criteria for councillors as set out in paragraph 1.3 of the report

### 29 APPOINTMENTS TO OUTSIDE BODIES

29.1 The Committee considered a report by the Assistant Chief Executive regarding appointments to outside bodies

29.2 The Committee RESOLVED to appoint Councillors to the outside bodies as listed below:

Organisation	No. of representatives	Members Appointed
Dungeness A & B Power Stations – Local Community Liaison Council	3	Glazier, Maynard and Simmons
Woodland Enterprises Ltd	1	Barnes
Chailey Common Local Nature Reserve Management Committee	2	Philip Daniel and Sheppard
Coombe Valley Countryside Park Community Interest Company	2	Maynard and Pragnell
Rye Harbour Nature Reserve Management Committee	2	Barnes and Glazier
Harbour of Rye Advisory Committee	1	Glazier