

GOVERNANCE COMMITTEE

MINUTES of a meeting of the Governance Committee held at County Hall, Lewes on 18 September 2018.

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

ALSO PRESENT Councillor Bill Bentley

15 MINUTES OF THE MEETING HELD ON 17 JULY 2018

15.1 RESOLVED – that the minutes of the previous meeting of the Committee held on 17 July 2018 be confirmed and signed as a correct record.

16 REPORTS

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

17 URGENT ITEMS

17.1 It was agreed that a report on a revised staff relocation and travel expense scheme, that had previously been circulated, would be considered under item 7 as an urgent item. The reason for urgency is that the proposals in the report support the social worker recruitment that is to take place later this month.

18 CUSTOMER EXPERIENCE ANNUAL REPORT 2017/18

18.1 The Committee considered a report by the Director of Communities, Economy and Transport on measures being taken to further improve customer experience and information about the Council's performance in 2017/18 in handling complaints, compliments and formal requests for information, including the Local Government and Social Care Ombudsman's annual letter.

18.2 The Committee RESOLVED to –

- 1) note the progress of the Customer Project Board in the implementation of a series of measures to improve customer experience;
- 2) note the number and nature of complaints made to the Council in 2017/18; and
- 3) note the contents of the Local Government and Social Care Ombudsman's annual letter to the Chief Executive.

19 RESERVIST AND ARMED FORCES COMMUNITY POLICY

19.1 The Committee considered a report by the Chief Operating Officer regarding a Supporting the Armed Forces Community Policy.

19.2 It was RESOLVED to – approve the adoption of the Supporting the Armed Forces Community Policy as set out at Appendix 1 of the report.

20 REVISED STAFF RELOCATION AND TRAVEL EXPENSE SCHEME

20.1 The Committee considered a report by the Chief Operating Officer regarding a revised staff relocation and travel allowance scheme.

20.2 It was RESOLVED to – approve the adoption of the revised staff relocation and travel allowance scheme as set out in Appendix 1 of the report