

**Minutes of a Meeting of the Executive
held at on 20 June 2023**

+ Cllr David Whitcroft (Chair)

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| + Cllr Alan Ashbery | + Cllr Leanne MacIntyre |
| + Cllr Kel Finan-Cooke | + Cllr Morgan Rise |
| + Cllr Lisa Finan-Cooke | - Cllr John Skipper |

+ Present

- Apologies for absence presented

In Attendance: Cllr Jonny Cope, Cllr Nirmal Kang, Cllr Lewis Mears, Cllr Jonathan Quin, Cllr Pat Tedder, Cllr Kevin Thompson, Cllr Victoria Wheeler, Cllr Helen Whitcroft and Cllr Richard Wilson

5/E Minutes

The minutes of the meeting held on 30 May 2023 were confirmed and signed by the Chair.

6/E Complaints Policies

The Executive considered a report proposing changes to the Complaints & Compliments Policy (C&C) and the Unreasonably, Persistent and Vexatious Communication & Complaints (UPVC) Policy & Procedure.

Arising from the discussions, it was agreed to further consider:

- (i) whether the C&C Policy should incorporate complaints received from social media;
- (ii) adding reference in the C&C Policy to how responses were made to Stage 1 and Stage 2 complaints;
- (iii) including reference in the C&C Policy to reminding the complainant of their right to discuss the matter with their local councillor;
- (iv) adding reference in both policies to the central register of complaints; and
- (v) including reference in the UPVC Policy, to online channels for meetings.

Members also noted that the C&C Policy provided that responses to Stage 3 complaints would be made within 10 working days, as this was consistent with the other stages of the Policy. It was advised that this deadline was usually met but, where this was not possible, complainants were kept informed of the progress of their complaint.

RESOLVED that, subject to any further changes relating to matters raised at the meeting

- (i) the revised Complaints & Compliments policy, as set out at Annex A to the agenda report, be agreed;**

(ii) the revised Unreasonably, Persistent and Vexatious Communication & Complaints (UPVC) Policy & Procedure as set out at Annex B the agenda report, be agreed; and

(iii) the revised policies take effect from 1 June 2023.

7/E Safeguarding Policy

The Executive considered an updated Safeguard Policy. Members were advised that it was an inward facing policy designed to support officers in reporting safeguarding concerns, which complemented and supported the agreed multi-agency procedures set down by the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board.

The key changes within the policy related to senior staff changes and the increase in safeguarding champions as the first point of contact for any concerns. It was also noted that the Council had reviewed and updated its training programme for staff.

RESOLVED that the revised Safeguarding Policy and Procedure, as attached at Annex A to the agenda report, be adopted.

8/E End of Year Performance Report

The Executive received a report detailing the Council's performance in 2022/23. It was reported that the Performance and Finance Scrutiny Committee would be considering the report at its meeting in July and any feedback from the Committee would be considered at a future meeting.

RESOLVED to note the End of Year Performance Report, as set out at Annex A to the agenda report.

9/E Exclusion of Press and Public

In accordance with Regulation 4 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the press and public were excluded from the meeting for the following items of business on the ground that they involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Local Government Act 1972 as set out below:

Minute	Paragraph(s)
10/E	3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

10/E Procurement

The Executive considered a report seeking a decision to award of a contract for the Council's telephony services following a procurement exercise.

RESOLVED that a contract be awarded for the Council's telephony services, as set out in the exempt agenda report.

Chair