

Friday, 6 September 2019

**Notice of meeting**

**Standards Committee**

**Monday, 16th September, 2019 at 10.00 am,  
Conference Room - Usk, NP15 1AD**

**AGENDA**

<b>Item No</b>	<b>Item</b>	<b>Pages</b>
1.	Apologies for absence	
2.	Declarations of interest	
3.	<b>PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER 2018/19 AND MCC WHOLE AUTHORITY COMPLAINTS, COMMENTS AND COMPLIMENTS REPORT 2018/19</b>	1 - 30
4.	<b>RECENT ADJUDICATION PANEL FOR WALES OUTCOME</b>	31 - 42
5.	<b>CLERKS CONFERENCE - FEEDBACK AND DISCUSSION</b>	
6.	<b>GUIDANCE ON ASSESSING COUNCIL MEETINGS</b>	
7.	<b>MINUTES OF THE PREVIOUS MEETING</b>	43 - 46
8.	<b>To exclude the press and public from the meeting during the consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information</b>	47 - 48
9.	<b>MONITORING OFFICER EARLY STAGE COMPLAINT HANDLING</b>	
10.	<b>NEXT MEETING TO BE HELD MONDAY 16TH DECEMBER 2019 AT 10AM</b>	

**Paul Matthews  
Chief Executive**



MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

R Williams-Flew  
P. Easy  
D. Evans  
S. Woodhouse  
P. Clarke  
T. Auld (Independent Representative)  
R. Stow (Independent Representative)  
R. McGonigle (Independent Representative)  
I. Cameron (Community Representative)

## Public Information

### Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

### Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) or by visiting our Youtube page by searching MonmouthshireCC.

### Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

# Aims and Values of Monmouthshire County Council

## Our purpose

Building Sustainable and Resilient Communities

### Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

## Our Values

**Openness.** We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

**Fairness.** We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

**Flexibility.** We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Teamwork.** We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

