

**MINUTES OF THE MEETING OF THE GMCA STANDARDS COMMITTEE HELD
ON FRIDAY 15 DECEMBER 2023**

Present:

Geoff Linnell	Independent Member
Councillor Nick Peel	Bolton
Councillor Bev Craig	Manchester
Councillor Arooj Shah	Oldham
Councillor Mark Hunter	Stockport

Also present:

Eamonn Boylan	Chief Executive Officer, GMCA
Melinda Edwards	Deputy Monitoring Officer, GMCA
Gwynne Williams	Deputy Monitoring Officer, GMCA
Nicola Ward	Statutory Scrutiny Officer, GMCA

GMSC/09/23 Apologies

RESOLVED/-

Apologies were received and noted from Councillor Ged Cooney (Tameside).

GMSC/10/23 Chairs Announcements and Urgent Business

RESOLVED/-

There were none.

GMSC/11/23 Declarations of Interest

RESOLVED/-

There were no declarations of interest.

GMSC/12/23 Terms of Reference

RESOLVED/-

That the Terms of Reference for the GMCA Standards Committee be noted.

GMSC/13/23 Minutes of the GMCA Standards Committee 10 February 2023

RESOLVED/-

That the minutes of the GMCA Standards Committee meeting held on 10 February 2023 be approved.

GMSC/14/21 Review of GMCA Complaints Procedure

Nicola Ward, GMCA Statutory Scrutiny Officer took members through a report which highlighted suggested amendments following an internal review of the GMCA Complaints Procedure.

The review had been undertaken in line with the latest guidance provided by the Local Government & Social Care Ombudsman on effective complaint handling to ensure that the GMCA's practices were as simple, accessible and effective as possible.

Specifically, attention was drawn to the suggested two stage process that begins with a formal complaint and ends in a complaint review, removing the requirement for an informal complaint ahead of this process. This removed the need for the complaint process to be initiated through an enquiry, comment or suggestion. Instead, if a resident was unhappy about how an issue had been dealt with, a formal complaint would enable it to be escalated further through the complaints procedure.

The revised procedure also made it clear where there were exclusions to the policy, i.e. those complaints regarding data protection or in relation to the code of conduct, further improving the clarity as to where the procedure would apply.

Finally, assurances were provided that the procedure itself had been assessed against accessibility criteria to ensure that there were no physical or typographical barriers for readers.

RESOLVED/-

1. That the report be noted.
2. That officers apply the suggested amendments to the procedure.

GMSC/15/23 Review of the Code of Corporate Governance

Gwynne Williams, Deputy Monitoring Officer GMCA, introduced a report which presented the GMCA's Code of Corporate Governance for review in accordance with the Standards Committee's Terms of Reference.

Members attention was drawn to section 4 of the Code which had been updated to reflect the evolving governance of the GMCA in relation to transport functions and the Bee Network Committee and in relation to overview and scrutiny following the introduction of a single committee.

Section 4.10 was added to the Code following the review of the constitution this year and other suggested amendments are of a typographical nature.

RESOLVED/-

1. That the report be noted.
2. That the revised Code be recommended to the GMCA for adoption.

GMSC/16/23 Standards Committee Work Programme 2023/24

RESOLVED/-

That the GMCA Standards Committee Work Programme be noted.