

**Minutes of the Administrative Committee  
12 October 2023**

**Present:**

Councillor S. Bhadye (Chair)  
Councillor L. E. Nichols (Vice-Chair)

Councillors:

M. Arnold	J. Caplin	B. Weerasinghe
E. Baldock	R. Geach	
L. Brennan	J. Turner	

**Substitutions:** Councillor M. Beecher (In place of A. Gale)

**Apologies:** Councillors J.R. Boughtflower and J.T.F. Doran, and A Gale

**In Attendance:** Councillor C. Bateson

**17/23 Apologies for absence**

Apologies were received from Councillors John Boughtflower, John Doran, and Adam Gale. Councillor Beecher attended as Councillor Gale's substitute.

**18/23 Minutes**

The minutes of the meeting held on 8 June 2023 were agreed as a correct record.

**19/23 Disclosures of interest**

There were none.

**20/23 Annual Report on Complaints**

The Committee received a report from the Group Head Commissioning and Transformation on the Annual Report from the Local Government and Social Care Ombudsman for the period from April 2022 to March 2023. The report provided an overview of complaints about Spelthorne Borough Council received by the Ombudsman and how they were dealt with. All complaints received by the Ombudsman were from direct approaches, and the Ombudsman did not uphold any of the complaints filed for the period.

The Group Head Commissioning and Transformation provided a summary of how complaints were dealt with by the Council and explained that complaints were a tool in helping the Council understand residents concerns and were used to identify learning points and improvements to services. The rise in complaints in 2022/23 was acknowledged, but this may be due to the launch of the online Complaints Portal which made it easier for residents to raise a complaint rather than the Council failing in service delivery.

The Committee sought clarification on the financial remedies relating to complaints. It was explained that due to the nature of the complaint, it may be appropriate in some cases to issue a refund to resolve the complaint.

The Committee wished to place on record their congratulations to officers for their performance for the year.

The Committee **resolved** to endorse the Annual Report on Complaints for 2022-2023.

### **21/23 Appointment of Charity Trustees - Laleham Charities Village Hall and Recreation Ground**

The Committee considered a nomination for a representative trustee to Laleham Charities Village Hall and Recreation Ground. The trustees of the charity were responsible for the administration and management of the Village Hall and Recreation Ground and any buildings for the recreation, entertainment, enjoyment and benefit of the inhabitants of the parish of Laleham. One nomination for the vacancy had been received from the charity: David (Dominic) O'Malley.

The Committee noted the vacancy arose due to the four-year term of one of its trustees ending.

The Committee **resolved** to appoint David (Dominic) O'Malley as a representative trustee to Laleham Village Hall and Recreation Ground for a period of four years.

### **22/23 Appointment of Charity Trustees - Staines Parochial Charity**

The Committee considered a nomination for a representative trustee to Staines Parochial charity. The trustees of the charity provided relief either generally or individually to residents of Staines who are in conditions of need,

hardship or distress. One nomination for the vacancy had been received from the charity: Mrs Jean Pinkerton OBE.

The Committee spoke in support of the nominee and endorsed the nomination.

The Committee **resolved** to appoint Mrs Jean Pinkerton OBE as a representative trustee to Staines Parochial Charity for a period of four years.

### **23/23 Appointments to Outside Bodies 23-24**

The Committee considered a nomination to the Surrey Environment Partnership from a group leader. The Committee were informed that after non-appointment to the position in June, the Council were asked if a nomination could be sought again and one nomination had been received.

The Committee **resolved** to appoint Councillor Karen Howkins as a representative to the Surrey Environment Partnership for the remainder of the municipal year.

### **24/23 Review of Charity Appointments Process**

The Committee received a report from the Group Head Corporate Governance regarding the review of the Charity Appointments Process. Following the call-in of a charity appointment to Council in February 2023, it was highlighted that there was no proper selection process to demonstrate suitability of appointments which allowed charities to put forward reasons for nominations. The process now ensures the Charity as well as ward councillors are aware of the vacancies and nominations received in advance of the meeting.

The Committee endorsed the implemented process and noted that in future charities will be asked to demonstrate how they reached the decision for their nomination.

The Committee **resolved** to note the implemented process for charity appointments.

### **25/23 Forward Plan**

The Committee considered the forward plan for future Committee business.

The Committee **resolved** to note the forward plan.