

## Joint Scrutiny Committee Report

### 1. **Joint Scrutiny Committee Meeting of 19 October 2016 (Chaired by Rachel Eburne – Mid Suffolk District Council)**

A summary of key items follows - for full details of all the discussions please see the reports and the minutes.

- 1.1 Complaints Process:** In line with the new public access strategy a review is underway to look at how the councils deal with, and learn from, complaints. Members heard about the proposed changes to principally improve the tracking of feedback (whether complaints or compliments) and how the councils learn from this feedback.
- 1.2** Questions were asked about how the tracking would work – especially in relation to the current system; what constituted a complaint – to ensure all comments are logged and dealt with; and how members would be kept informed of learnings from the process.
- 1.3** There was also some concern about how members of the public could provide feedback if they did not have access to the internet and also how complaints that related to multiple organisations or agencies (such as Suffolk County Council) would be dealt with.
- 1.4 Forward Plan:** Due to last minute changes to the agenda, there was a more detailed discussion of the Joint Scrutiny Committee Forward Plan.
- 1.5** Members discussed a proposed review of the councils' approach to community engagement and agreed this should be on the next meeting's agenda.
- 1.6** Key points raised were the importance of engaging (right place and right time); ensuring community engagement is genuine and people are listened to; reviewing best practice from other local authorities; and improving communication overall.
- 1.7 Next meeting:** The meeting on 6<sup>th</sup> December 2016 will be held at Hadleigh and chaired by Babergh District Councillor Mark Newman. The agenda includes a review of the councils' approach to community engagement; a scoping review on the councils' approach to Neighbourhood Plans and an update on the review of Planning Appeals.

Councillor Rachel Eburne  
Joint Chair (Mid Suffolk)