

Notice of Meeting

Audit & Governance Committee



SURREY
COUNTY COUNCIL

Date & time
Thursday, 27
September 2018
at 10.30 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Joss Butler
Room 122, County Hall
Tel 020 8541 9702

Chief Executive
Joanna Killian

joss.butler@surreycc.gov.uk



We're on Twitter:
[@SCCdemocracy](https://twitter.com/SCCdemocracy)

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email joss.butler@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Joss Butler on 020 8541 9702.

Members

Mr David Harmer (Chairman), Mr Keith Witham (Vice-Chairman), Mr Edward Hawkins, Dr Peter Szanto, Mr Will Forster and Mr Stephen Spence

Ex Officio:

Mr David Hodge CBE (Leader of the Council), Mr John Furey (Deputy Leader), Mr Peter Martin (Chairman of the Council) and Mr Tony Samuels (Vice-Chairman of the Council)

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 26 JULY 2018

(Pages 1
- 12)

To agree the minutes as a true record of the meeting.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

(i) Any disclosable pecuniary interests and / or

(ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*21 September 2018*).
2. The deadline for public questions is seven days before the meeting (*20 September 2018*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RECOMMENDATIONS TRACKER

(Pages
13 - 18)

To review the Committee's recommendations tracker.

6 ANNUAL COMPLAINTS PERFORMANCE REPORT

(Pages
19 - 38)

The purpose of this report is to give the Audit & Governance Committee an overview of the Council's complaint handling performance in 2017/18 and to demonstrate how feedback from customers has been used to improve services.

7 INTERNAL AUDIT PROGRESS REPORT - QUARTER 1 (01/04/18 - 30/06/18) (Pages 39 - 60)

The purpose of this progress report is to inform Members of the work completed by Internal Audit between 1 April 2018 and 30 June 2018.

The current annual plan for Internal Audit is contained within the Internal Audit Strategy and Annual Plan 2018-19, which was approved by Audit and Governance Committee on 12 April 2018.

This progress report also includes, at Appendix C, a revised Audit Charter updated following the external assessment of Orbis Internal Audit by the South West Audit Partnership. It contains a revision at paragraph 6 relating to the appointment and removal of the Chief Internal Auditor.

8 EXTERNAL AUDIT PERFORMANCE REPORT 2017/18 AND KEY PERFORMANCE INDICATORS 2018/19 (Pages 61 - 74)

This report provides the Audit & Governance Committee with details of Grant Thornton's performance during the last 12 months against the Key Performance Indicators (KPIs) previously agreed and approved by this Committee in September 2017 and to agree KPIs for the 2018/19 audit.

9 ANNUAL AUDIT LETTER 2017/18 (Pages 75 - 88)

The Council's external auditors, Grant Thornton, are presenting their Annual Audit Letter in respect of the audit year 2017/18 (Annex 1). This report summarises the key messages and findings arising from the work carried out at the Council for the year ended 31 March 2018.

10 DATE OF NEXT MEETING

The next meeting of Audit & Governance Committee will be on 13 December 2018.

Joanna Killian
Chief Executive
Published: 19 September 2018

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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