

## Notice of Meeting

# Audit & Governance Committee



**SURREY**  
COUNTY COUNCIL

**Date & time**

Thursday, 26  
September 2019  
at 10.30 am

**Place**

Committee Room C,  
County Hall, Kingston  
upon Thames, Surrey  
KT1 2DN

**Contact**

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**Chief Executive**

Joanna Killian



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[@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 [amelia.christopher@surreycc.gov.uk](mailto:amelia.christopher@surreycc.gov.uk).**

**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Amelia Christopher on 0208 213 2838.**

**Members**

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

**Ex Officio:**

Mr Tim Oliver (Leader of the Council), Mr Colin Kemp (Deputy Leader), Mr Tony Samuels (Chairman of the Council), Mrs Helyn Clack (Vice-Chairman of the Council) and Joanna Killian (Chief Executive)

## **AGENDA**

### **1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

### **2 MINUTES OF THE PREVIOUS MEETING - 29 JULY 2019**

(Pages 1  
- 8)

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 (*20 September 2019*).
2. The deadline for public questions is seven days before the meeting (*19 September 2019*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

### **5 RECOMMENDATIONS TRACKER AND BULLETIN**

(Pages 9  
- 28)

To review the Committee's recommendations tracker and bulletin.

### **6 ANNUAL COMPLAINTS PERFORMANCE REPORT**

(Pages  
29 - 50)

The purpose of this report is to give the Audit & Governance Committee an overview of the council's complaint handling performance in 2018/19 and to demonstrate how feedback from customers has been used to improve services.

- 7 RISK MANAGEMENT REPORT** (Pages 51 - 54)
- This risk management report provides an update on the council's strategic risk management arrangements, including the strategic risk register, to enable the committee to meet its responsibilities for monitoring the development and operation of the council's risk management arrangements.
- 8 EXTERNAL AUDIT PERFORMANCE REPORT 2018/19** (Pages 55 - 62)
- 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 2018.
- 9 EXTERNAL AUDIT: ANNUAL AUDIT LETTER** (Pages 63 - 78)
- The Council's external auditors, Grant Thornton, are presenting their Annual Audit Letter in respect of the audit year 2018/19. This report summarises the key messages and findings arising from the work carried out at the Council for the year ended 31 March 2019.
- 10 INTERNAL AUDIT PROGRESS REPORT - QUARTER 1 (01/04/19 - 30/06/19)** (Pages 79 - 96)
- The purpose of this progress report is to inform members of the work completed by Internal Audit between 1 April 2019 and 30 June 2019. The current annual plan for Internal Audit is contained within the Internal Audit Strategy and Annual Plan 2019-20, which was approved by Audit and Governance Committee on 8 April 2019.
- 11 GOVERNANCE REVIEW: CHANGES TO SCRUTINY** (Pages 97 - 104)
- The Committee is asked to review the new structure and arrangements for scrutiny committees from the County Council Annual General Meeting in May 2019.
- 12 DATE OF NEXT MEETING**
- The next meeting of Audit & Governance Committee will be on 12 December 2019.

**Joanna Killian**  
**Chief Executive**  
Published: 17 September 2019

## **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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