

## Notice of Meeting

# Audit & Governance Committee



**SURREY**  
COUNTY COUNCIL

**Date & time**

Monday, 20  
September 2021  
at 2.00 pm

**Place**

Surrey County Council,  
Woodhatch Place, 11  
Cockshot Hill, Reigate,  
Surrey, RH2 8EF

**Contact**

Angela Guest  
angela.guest@surreycc.gov.  
uk

**Chief Executive**

Joanna Killian

We're on Twitter:  
@SCCdemocracy



**If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language please either call 07929 724773 or email [angela.guest@surreycc.gov.uk](mailto:angela.guest@surreycc.gov.uk).**

**This meeting will be held in public, however numbers will be limited in order to adhere to Covid-19 social distancing requirements. If you would like to attend, please contact Angela Guest on 07929 724773**

**Members**

Stephen Cooksey, Victor Lewanski (Vice-Chairman), David Lewis (Chairman), Rebecca Paul, Joanne Sexton and Richard Tear

## AGENDA

### 1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

### 2 MINUTES OF THE PREVIOUS MEETING [23 MARCH 2021]

(Pages 1  
- 12)

To agree the minutes of the meeting held on 23 March 2021 and to note the record of the informal meeting held on 18 June 2021.

### 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 (15/09/2021).
2. The deadline for public questions is seven days before the meeting (13/09/2021).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

### 5 RECOMMENDATIONS TRACKER

(Pages  
13 - 16)

To review the Committee's recommendations tracker.

### 6 EXTERNAL AUDIT: ANNUAL AUDIT LETTER

The Council's external auditors will give a verbal update.

### 7 COUNCIL COMPLAINTS

(Pages  
17 - 40)

To give the Audit & Governance Committee an overview of the Council's complaint handling performance in 2020/21 and to demonstrate how feedback from customers has been used to improve services.

**8 INTERNAL AUDIT PROGRESS - Q1**

(Pages  
41 - 60)

The purpose of this progress report is to inform Members of the work completed by Internal Audit during Quarter 1.

**9 RISK MANAGEMENT**

(Pages  
61 - 82)

To receive an update on the current corporate risks and approve the risk strategy.

**10 DATE OF NEXT MEETING**

The next meeting of Audit & Governance Committee will be on 29 November 2021.

**Joanna Killian  
Chief Executive**

Published: Friday, 10 September 2021

**MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

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It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

*Thank you for your co-operation*