

## Audit & Governance Committee – Recommendations Tracker

12 July 2023

### ACTIONS

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
A4/23	8 March 2023	Statement of Accounts 2021/22	The Committee will be provided with information concerning the detailed review on areas for improvement and action plan produced following the debrief meeting next month between the Council and Grant Thornton.	Chief Accountant (Corporate) / Strategic Finance Business Partner  / Grant Thornton	The 2021/22 statement of accounts has been delayed as a result of two national issues (infrastructure assets and pension fund valuations) as well as lack of clarity of audit requirements and difficulty interpreting some of the working papers. A joint full lessons learned and areas for improvement paper from Grant Thornton and the Council will be reported to Audit and Governance committee when the 2021/22 statements have been signed off. The External audit plan report for the July Committee does include an outline of the actions put in place by the Corporate Finance team for the 2022/23 statements to ensure continuous improvement and to ensure the external audit timetable can be met.
A5/23	8 March 2023	Risk Management	The Head of Strategic Risk will provide an update in September on the Constitution Review Group's consideration of delegated approval to the Committee on the Risk Management Strategy.	Head of Strategic Risk	The Head of Strategic Risk will include an update on the delegated authority/approval within the Risk Management update at September's Committee.  Work plan updated for September 2023.

**Audit & Governance Committee – Recommendations Tracker**  
12 July 2023

<b>Number</b>	<b>Meeting Date</b>	<b>Item</b>	<b>Recommendation / Action</b>	<b>Action by whom</b>	<b>Action update</b>
A6/23	5 June 2023	Questions and Petitions	The Director of Law and Governance will note the member of the public's suggestion of consideration to be given to positive feedback of nil return, as part of the report to be received later in the year concerning Members' and officers' declarations of gifts and hospitality.	Director of Law and Governance	

## Audit & Governance Committee – Recommendations Tracker

12 July 2023

A7/23	5 June 2023	Annual Complaints Performance Report	<p>The Customer Relations Manager, the Head of Customer Engagement and System Development and the Director of Law and Governance will take Committee member's comments and suggestions away and will report back at November's meeting where the LGSC Annual Letter and Complaints Update, and Council Complaints – Half Yearly Update items are scheduled; areas to cover:</p> <ul style="list-style-type: none"> <li>a) comparative complaints figures with other local authorities.</li> <li>b) whether a similar internal investigator appointment will be beneficial for ASC and having more internal investigator roles in Education Services.</li> <li>c) consider whether the Corporate category can be renamed to 'Other' and explore whether it can be broken down by the services they related to as soon as possible; to liaise with Committee members on the services to be listed.</li> <li>d) consider how non-formal complaints information such as around highways that residents direct to Members, can be incorporated in future reports or provided to the Committee in another form.</li> <li>e) explore the suggestion with database providers of a response box being added to</li> </ul>	<p>Customer Relations Manager / Head of Customer Engagement and System Development / Director of Law and Governance</p>	
-------	-------------	--------------------------------------	--	---	--

## Audit & Governance Committee – Recommendations Tracker

12 July 2023

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
			<p>formal complaints indicating the residents' borough or district.</p> <p>f) provide a report on the customer services steering group, identifying the problems, where those were occurring and what was being done.</p> <p>g) provide an update on the Customer and Communities Directorate's mapping exercise of the Council's communication touch points and whether those were user friendly.</p> <p>h) consider a similar approach of having a central email address for residents when communicating with the Council around reporting a defect or complaint and issues to be allocated to the relevant officers for a response within an agreed timeline.</p> <p>i) provide an update on dovetailing residents' formal complaints with concerns raised to Members if they were about the same issue, as well as where concerns should be referred to the formal complaints process.</p>		

## Audit & Governance Committee – Recommendations Tracker

12 July 2023

### COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED

A3/22	26 June 2022	Draft Annual Governance Statement	To look at the governance around the Surrey Forum and the strategic boards once they had matured.	Committee Manager/Director - Law and Governance	Work plan updated and item put in for July 2023.
A1/23	18 January 2023	Report of Centre for Governance and Scrutiny - Behavioural and Cultural Governance Review	That an update report on actions going forward would be brought to the Committee in July.	Director - Law and Governance	Work plan updated and item put in for July 2023.
A2/23	18 January 2023	External Audit: Annual Audit Report 2021/22	That a six-month update be brought to the Committee.	Director - Corporate Finance and Commercial	Work plan updated and item put in for July 2023.

This page is intentionally left blank