

Runnymede Borough CouncilSTANDARDS AND AUDIT COMMITTEE28 November 2017 at 7.30pm

Members of the Committee Present: Councillors M G Nuti (Chairman) J Broadhead (Vice-Chairman)
A Alderson, D E Anderson-Bassey, R J Edis, Mrs Y P Lay, D W Parr,
A P Tollett and N Wase-Rogers.

Members of the Committee absent: Councillor S M Mackay, Mr J Healy and Mr M Litvak (Independent persons)

368. FIRE PRECAUTIONS

The Chairman read the procedures to be followed in the event of fire or other emergency.

369. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

The Group mentioned below had notified the Chief Executive of their wish that the change listed below be made to the membership of the Committee. The change was for a fixed period ending on the day after the meeting and thereafter the Councillor removed would be reappointed.

<u>Group</u>	<u>Remove From Membership</u>	<u>Appoint Instead</u>
Conservative	Councillor J R Furey	Councillor D W Parr

The Chief Executive had given effect to this request in accordance with Section 16(2) of the Local Government and Housing Act 1989.

370. MINUTES

The Minutes of the meetings of the Committee held on 19 September and 6 November 2017 were confirmed and signed as correct records.

371. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor S M Mackay and the two independent persons, there being no relevant items on the agenda.

372. INTERNAL AUDIT FOLLOW UP ON AUDITS COMPLETED IN 2016/17

The Committee reviewed progress made with implementing recommendations from the 20 completed audits in 2016/17.

TIAA were pleased to report that 29 recommendations had been implemented and a further 4 were in the process of being. One audit recommendation had been subject to a revised target date and a further 4 had not yet reached their implementation date. There were also 4 recommendations not yet implemented. These related to areas within the Resources Business Centre which were in the process of being restructured and an update would be reported to the next meeting in January. The new Resources structure was expected to be in place by April 2018.

Members considered detailed follow up reports on recommendations that were in the process of being implemented. These concerned stock control at the DSO, the reconciliation of records in Commercial Rents, contracts in Housing Repairs and Maintenance and the rent arrears Recovery Policy and Procedures for Housing Rents.

A particular issue with regard to pest control was raised which Members were advised to discuss directly with the Environmental Services Manager.

373. INTERNAL AUDIT PROGRESS REPORT 2017/18

The Committee noted progress with the 2017/18 Audit programme.

The following audits had already been completed: ICT Strategy, Safeguard/Prevent, Procurement and Building Control with 11 recommendations being made. There were no priority 1 recommendations. No frauds or irregularities had been reported since the last meeting, noting however that the additional audit on whistleblowing had been reported and discussed earlier that month. The following areas had been audited and a draft report issued: Risk Management, Day Centres, Governance and HR Absence Management. A number of audits had been deferred to Quarter 4 of 2017/18, including Housing Enforcement, Commercial Property Redevelopment, Trade Waste, Community Transport and Commercial Rents.

Members also noted the summary reports with regard to the ICT Strategy and Procurement audits. These contained between them 5 priority 2 recommendations.

TIAA advised that 4 audits in the Resources area were underway and TIAA were pleased generally with the progress that had been made to date.

374. COMPLAINTS AND COMPLIMENTS 1 SEPTEMBER – 31 OCTOBER 2017

The Committee noted an increase in reported complaints and a decrease in compliments since the last meeting. Updated figures were provided where new entries had been made to register by nominated Officers since the agenda had been published but which related to the period in question. As a consequence it was suggested that a review of the reporting timeframe be considered.

Officers reported that of the 26 complaints received, 5 had been upheld, 14 had not and the remaining 5 were still in the process of being dealt with. In terms of Equalities monitoring two complaints were identified as relevant to the protected characteristics of race and disability. Members highlighted feedback from residents that they were less satisfied with Enforcement. However, it was acknowledged that additional resources in this area were starting to make a difference.

Members noted 5 compliments relating to Chertsey Museum, Environmental Health and Customer Services. In addition, the Committee wished to record their thanks to the DSO workforce for their professionalism and efficient service.

375. ADDLESTONE ONE RISK REGISTER

By resolution of the Committee, the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraphs 1 and 3 of Schedule 12A to Part 1 of the Act.

Officers shared with the Committee a confidential list of potential leases for the retail units. These showed a good balance of different outlets. It was hoped that this information could be made public soon. For the businesses already in place, Members noted that both Premier Inn and Waitrose were doing well and that a number of the residential units had been sold and were starting to be occupied. Works for the new Cinema were also progressing well.

Officers confirmed that there would be some disruption shortly while Market Street was re-surfaced which would last for a few weeks into January 2018.

There was some discussion about the worrying incidents of anti-social behaviour in Addlestone One. Officers had some intelligence about who was responsible and this was being followed up. Members were encouraged to report any incidents they witnessed to Safer Runnymede and the Police. With regard to Safer Runnymede, Members expressed some concern about the lack of a Police presence in Addlestone generally and suggested that the Borough Inspector be invited to a future meeting of the Committee. Members also sought some clarification of Safer Runnymede's role with regard to the Police and requested a list of incidents that could be reported by Safer Runnymede directly to the Police for a response. The correct contact number for Safer Runnymede out of hours was discussed and these points would be addressed by the Safer Runnymede Manager. It was noted however that there was very good CCTV coverage in Addlestone One.

Chairman

(The meeting finished at 8.30 pm)