

Standards and Audit Committee

Tuesday, 24 September 2024 at 7.30 pm

Council Chamber - Civic Centre

Members of the Committee

Councillors: S Jenkins (Chair), M Singh (Vice-Chair), MD Cressey, J Furey, P Gahir, T Gracey, R King, G Moudgil, M Nuti and S Whyte

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chair of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss Clare Pinnock, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425627). (Email: democratic.services@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please contact democratic.services@runnymede.gov.uk. Tel: 01932 425622. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.
- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.
- 5) Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business

of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chair is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chair will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

**List of matters for consideration
Part I**

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Matters in respect of which reports have been made available for public inspection

1. **Notification of Changes to Committee Membership**
2. **Minutes** 4 - 11
To confirm and sign as a correct record the Minutes of the meeting held on 17 July 2024 (Appendix A).
3. **Apologies for Absence**
4. **Declarations of Interest**
Members are invited to declare any disclosable pecuniary interests or other registrable and non-registrable interests in items on the agenda.
5. **Local Audit Reset and Recovery Guidance and Progress update**
To Follow
6. **Internal Audit Progress Report August 2024** 12 - 24
7. **Local Government Ombudsman Annual report** 25 - 33
8. **Review of the unreasonable complainant behaviour protocol** 34 - 54
9. **Q2 2024/25 Corporate Risk Profile and report** 55 - 70
10. **Complaints and Compliments Quarter 1 2024/25** 71 - 78
11. **Exclusion of Press and Public**

OFFICERS' RECOMMENDATION that –

the press and public be excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure exempt information of the description specified in paragraphs 2, 3 and 4 of Part 1 of Schedule 12A of the Act.

(To resolve)

Part II

Matters involving exempt or confidential information in respect of which reports have not been made available for public inspection:

Exempt Appendix to Q2 2024/25 Corporate Risk Profile and report

Exempt Appendix to the Complaints and Compliments Quarter 1 2024/25 report