

Standards and Audit Committee

Tuesday, 21 November 2023 at 7.30 pm

Council Chamber - Civic Centre

Members of the Committee

Councillors: J Hulley (Chairman), M D Cressey (Vice-Chairman), S Dennett, S Jenkins, J Mavi, M Singh, S Walsh, S Whyte, S Williams and J Wilson

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 Chairman 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 **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 ring 01932 425620. 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 Chairman 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 Chairman 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**

Page

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

1. **Notification of Changes to Committee Membership**
2. **Minutes** 5 - 9
To confirm and sign as a correct record the Minutes of the meeting held on 3 October 2023 (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. **Summary Internal Controls Assurance (SICA) Report** 10 - 22
6. **Internal Audit Progress Report for Outstanding Recommendations** 23 - 28
7. **Internal Audit Assurance Review of Governance** 29 - 43
8. **Risk Appetite Statement 2023 - 2024** 44 - 52
9. **Ombudsman Joint Complaint Handling Code - Consultation** 53 - 104
10. **Complaints and Compliments Quarter 2 2023/24** 105 - 109
11. **Exclusion of Press and Public**

Officers Recommendation that –

The press and public be excluded from the meeting during discussion of items 12 and 13 under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would be likely to involve disclosure of exempt information of the description specified in paragraphs 1 and 2 (item 12) and paragraph 3 (item 13) 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

12. **Exempt Appendix 'A' to Complaints and Compliments Quarter 2 2023/24** 110 - 111

Reason for Exemption

This report contains information relating to individuals who have received compliments and do not wish their names to be in the public domain.

13. **The Future of Internal Audit Provision**

Reason for Exemption

This report contains commercially sensitive information relating to the procurement of internal audit.

(To Follow)