



COTSWOLD
District Council

Wednesday, 13 November 2024

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AUDIT AND GOVERNANCE COMMITTEE

A meeting of the Audit and Governance Committee will be held in the Council Chamber - Council Offices, Trinity Road, Cirencester, GL7 1PX on **Thursday, 21 November 2024 at 4.00 pm.**

Rob Weaver
Chief Executive

To: Members of the Audit and Governance Committee
(Councillors Nigel Robbins, Patrick Coleman, Helene Mansilla, Jeremy Theyer, Chris Twells, Michael Vann, Len Wilkins, Christopher Bass and John Chesshire)

Recording of Proceedings – The law allows the public proceedings of Council, Cabinet, and Committee Meetings to be recorded, which includes filming as well as audio-recording. Photography is also permitted.

As a matter of courtesy, if you intend to record any part of the proceedings please let the Committee Administrator know prior to the date of the meeting.

AGENDA

1. **Apologies**

To receive any apologies for absence.

The quorum for the Audit and Governance Committee is 3 members.

2. **Substitute Members**

To note details of any substitution arrangements in place for the meeting.

3. **Declarations of Interest**

To receive any declarations of interest from Members and Officers, relating to items to be considered at the meeting.

4. **Minutes** (Pages 5 - 10)

To confirm the minutes of the meeting of the Committee held on 24 October 2024.

5. **Public Questions**

To deal with questions from the public within the open forum question and answer session of fifteen minutes in total. Questions or supplementary questions from each member of the public should be no longer than two minutes each and relate issues under the Committee's remit.

6. **Member Questions**

To deal with written questions by Members, relating to issues under the Committee's remit, with the maximum length of oral supplementary questions at Committee being no longer than one minute. Responses to any supplementary questions will be dealt with in writing following the meeting

7. **Strategic Risk Register** (Pages 11 - 18)

Purpose

This report brings to members the current version of the Strategic Risk Register for information and assurance that risks to the Council are being managed and appropriate actions are being taken to mitigate risk.

Recommendation

That the Audit and Governance Committee resolve to:

1. Note the strategic risk register

8. **Customer Complaints Policy and Procedure** (Pages 19 - 52)

Purpose

This report presents a new customer complaints policy and process which complies with the new Ombudsman Complaint Handling Code for Member authorisation, and a revised Staff Personal Safety Policy / Unreasonable Behaviour

Recommendations

That the Audit and Governance Committee resolves to:

1. Approve the implementation of the new Customer Complaints Policy and Procedure
2. Note the revised Staff Personal Safety Policy / Unreasonable Behaviour

9. **Statement of Accounts and Audit Opinion** (Pages 53 - 58)

This report updates members on the progress of the external audit of the Council's 2023/24 Statement of Accounts and Audit opinion.

That the Audit and Governance Committee resolves to:

1. Note the progress of the audit and the update provided on the receiving the audit findings and opinion.
2. Delegate authority to the Deputy Chief Executive & Section 151 Officer and the Chair of Audit and Governance Committee to receive and sign the audit opinion (subject to a copy of the audit finding report and audit statement of accounts being circulated to all members of the committee for comment and endorsement).

10. **Treasury Management Mid-Year Report** (Pages 59 - 82)

Purpose

To receive and discuss details of the Council's Treasury Management performance for the period 01 April to 30 September 2024 and Quarter 2 Treasury Management Prudential Indicators.

Recommendation

That the Audit and Governance Committee resolves to:

1. Consider the Council's Treasury Management performance for the period 1 April 2024 to 30 September 2024 and the Quarter 2 Prudential Indicators and recommended to Council for approval.

11. **Work Plan** (Pages 83 - 86)

Purpose

To note the work plan.

(END)