

Minutes of the meeting of the AUDIT,
GOVERNANCE AND STANDARDS
COMMITTEE held at 9.30 am on Wednesday,
24th September, 2014 at MAIN COMMITTEE
ROOM, CIVIC CENTRE, STONE CROSS,
NORTHALLERTON

Present

Councillor R W Hudson (in the Chair)

Councillor	R A Baker	Councillor	Mrs C Patmore
	G W Dadd		Mrs J Watson

Also in Attendance

Councillor	N A Knapton	Councillor	M S Robson
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Apologies for absence were received from Councillors J N Smith and M Rigby

AGS.14 **MINUTES**

THE DECISION:

That the minutes of the meeting of the Committee held on 18 June 2014 (AGS.3 - AGS.11), previously circulated, be signed as a correct record.

AGS.15 **STATUTORY AUDITOR - ANNUAL AUDIT LETTER - ACCOUNTING AND CONTROL SYSTEMS 2013/14**

All Wards

The subject of the decision:

This report presented the Statutory Auditor's report on the 2013/14 Audit. This report was to be read alongside the Council's Financial Report which included the Statement of Accounts for 2013/14 and the Annual Governance Statement which was presented for approval.

Alternative options considered:

None.

The reason for the decision:

The Audit Commission's statutory code of practice for Local Government Bodies (The Code) required a report to be issued to those charged with governance, summarising the conclusions reached from their audit work.

THE DECISION:

That:-

- (1) the Report to the Audit and Governance Committee on the 2013/14 Audit, prepared by Deloitte's and attached at Annex 1 to the report be accepted;
- (2) the signing of the Management Representation Letter at Annex 2 of the report by the Council's Director of Support Services and Deputy Chief Executive, acting in the capacity of S151 Officer; be approved and
- (3) the audited Statement of Accounts for 2013/14 and the Annual Governance Statement at Annex 3 of the report be approved.

AGS.16 **CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE**

All Wards

The subject of the decision:

This report recommended amendments to the Customer Feedback and Complaints Procedure regarding reducing the number of stages in the procedure and introducing a policy on unreasonable complainant behaviour.

Alternative options considered:

Not to amend the Procedure.

The reason for the decision:

The Committee was responsible for the Council's Complaints Procedure.

THE DECISION:

That:-

- (1) the number of stages in the Complaints Procedure be reduced to two as set out in paragraph 2.4 of the report;
- (2) the Policy at Annex 'B' of the report be adopted;
- (3) the Customer Feedback and Complaints Procedure be amended as the Director of Customer and Leisure Services considers appropriate;
- (4) a report be presented to the Audit, Governance and Standards Committee on a six monthly basis in respect of the number of claims and their resolution; and
- (5) the amended policy be reviewed in 12 months.

The meeting closed at 11.00 am

Chairman of the Committee