

Wednesday, 20 November 2024

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## AUDIT AND GOVERNANCE COMMITTEE

You are summoned to a meeting of the Audit and Governance Committee which will be held in Council Chamber, Council Offices, Woodgreen, Witney, Oxfordshire OX28 1NB on **Thursday, 28 November 2024 at 6.00 pm.**



Giles Hughes  
Chief Executive

To: Members of the Audit and Governance Committee

Councillors: Carl Rylett (Chair), Ruth Smith (Vice-Chair), Joy Aitman, Andrew Beaney, Jane Doughty, David Jackson, Edward James, David Melvin, Elizabeth Poskitt, Nigel Ridpath and Sandra Simpson; Gemma Collings (Independent Member) and Richard Deuttenburg (Independent Member)

Recording of Proceedings – The law allows the public proceedings of Council, Executive, and Committee Meetings to be recorded, which includes filming as well as audio-recording. Photography is also permitted. By participating in this meeting, you are consenting to be filmed.

As a matter of courtesy, if you intend to record any part of the proceedings please let the Democratic Services officers know prior to the start of the meeting.

# AGENDA

1. **Apologies for Absence**  
To receive any apologies for absence. The quorum for the Audit and Governance Committee is 4 Members.
2. **Declarations of Interest**  
To receive any declarations from Members of the Committee on any items to be considered at the meeting
3. **Minutes of Previous Meeting (Pages 5 - 10)**  
To approve the minutes of the meeting held on Thursday 26 September 2024.
4. **Participation of the Public**  
To receive any submissions from members of the public, in accordance with the Council's [Public Participation Rules](#).
5. **Customer Complaints Policy & Procedure (Pages 11 - 42)**  
Purpose:  
The 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  
  
Recommendation:  
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.  
Invited:  
Cheryl Sloan - Business Manager, Governance, Risk & Business Continuity
6. **Treasury Management Mid-Term Report (Pages 43 - 56)**  
Purpose:  
To provide Members with an update on Treasury Management activity, the performance of internal and external funds and prudential indicators for the period 1st April 2024 – 30th Sept 2024.  
  
Recommendations:  
That the Audit and Governance Committee resolves to:
  1. Note the contents of the report  
Invited:  
Sian Hannam - Treasury Accountant  
Madhu Richards - Director of Finance

7. **Internal Audit (Pages 57 - 76)**

Purpose:

To present a summary of the audit work concluded since the last meeting of this Committee.

Recommendations:

That the Audit and Governance Committee resolves to:

- I. Note the report.

Invited:

Jaina Misty – Senior Auditor (joining remotely)

Madhu Richards - Director of Finance

8. **Strategic Risk Register (Pages 77 - 84)**

Purpose:

The 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.

Recommendations:

That the Audit and Governance Committee resolves to:

- I. Note the report.

Invited:

Cheryl Sloan - Business Manager Governance, Risk & Business Continuity

9. **Audit and Governance Committee Work Programme 2024/25 (Pages 85 - 88)**

Purpose:

For the Committee to review and note its work programme for the remainder of 2024/25.

Recommendation:

That the Audit and Governance Committee resolves to:

- I. Note the Committee's Work Programme for 2024/25.

(END)