

# AGENDA

## Audit and Governance Committee

Date: **Monday 13 May 2013**

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Time: **10.00 am**

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Place: **The Council Chamber, Brockington, 35 Hafod Road,  
Hereford, HR1 1SH**

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Notes: Please note the time, date and venue of the meeting.

For any further information please contact:

**Ben Baugh, Governance Services**

Tel: 01432 261882

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If you would like help to understand this document, or would like it in another format or language, please call Ben Baugh, Governance Services on 01432 261882 or e-mail [bbaugh@herefordshire.gov.uk](mailto:bbaugh@herefordshire.gov.uk) in advance of the meeting.

# **Agenda for the Meeting of the Audit and Governance Committee**

## **Membership**

**Chairman**

**Councillor J Stone**

**Vice-Chairman**

**Councillor JW Millar**

**Councillor CNH Attwood**

**Councillor EMK Chave**

**Councillor PGH Cutter**

**Councillor AJ Hempton-Smith**

**Councillor TM James**

**Councillor Brig P Jones CBE**

**Councillor PJ McCaull**

[Note: At the time of publication, there is one vacancy on the Committee]

## AGENDA

|    |                                                                                                                                                                                                                                                                                         | Pages                               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 1. | <p><b>APOLOGIES FOR ABSENCE</b></p> <p>To receive apologies for absence.</p>                                                                                                                                                                                                            | <p>Public information<br/>5 - 6</p> |
| 2. | <p><b>NAMED SUBSTITUTES (IF ANY)</b></p> <p>To receive details of any Members nominated to attend the meeting in place of a Member of the Committee.</p>                                                                                                                                |                                     |
| 3. | <p><b>DECLARATIONS OF INTEREST</b></p> <p>To receive any declarations of interest by Members in respect of items on the agenda.</p>                                                                                                                                                     |                                     |
| 4. | <p><b>MINUTES</b></p> <p>To approve and sign the minutes of the meeting held on 15 March 2013.</p>                                                                                                                                                                                      | 7 - 12                              |
| 5. | <p><b>INTERNAL AUDIT 2012/13, FOOD HYGIENE - FORMAL WRITTEN RESPONSE</b></p> <p>The purpose of this report is to update Members formally on the actions and improvements undertaken by the Environmental Health and Trading Standards Service in response to the KPMG audit report.</p> | 13 - 20                             |
| 6. | <p><b>ANNUAL FEE 2013/14 FOR HEREFORDSHIRE COUNCIL</b></p> <p>To seek Audit and Governance Committee's agreement for the Annual Fee amount.</p>                                                                                                                                         | 21 - 28                             |
| 7. | <p><b>INTERNAL AUDIT PROGRESS 2012/13</b></p> <p>The purpose of this Internal Audit Report is to update Members on the progress of internal audit work and to bring to their attention any key internal control issues arising from work recently completed.</p>                        | 29 - 40                             |
| 8. | <p><b>PUBLIC SECTOR INTERNAL AUDIT STANDARDS AND INTERNAL AUDIT CHARTER</b></p> <p>The purpose of this report is to update the Audit and Governance Committee on the new Public Sector Internal Audit Standards (PSIAS) and to present a new Internal Audit Charter for approval.</p>   | 41 - 58                             |
| 9. | <p><b>INTERNAL AUDIT PLAN 2013/14</b></p> <p>The purpose of this report is to seek the Audit and Governance Committee's approval of the Annual Internal Audit Plan for 2013/14.</p>                                                                                                     | 59 - 86                             |
|    |                                                                                                                                                                                                                                                                                         | /p.t.o.                             |

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| <b>10. CONSULTATION ON THE REVIEW OF THE COMPLAINTS AND FEEDBACK POLICY AND PROCEDURE</b>                                                                          | 87 - 130  |
| To invite the Audit and Governance Committee to comment on the operation of the Council's policy and procedures for handling complaints, comments and compliments. |           |
| <b>11. COMMERCIAL CONFIDENTIALITY</b>                                                                                                                              | 131 - 136 |
| To provide the Audit and Governance Committee with a briefing on commercial confidentiality.                                                                       |           |
| <b>12. DATE OF NEXT MEETING</b>                                                                                                                                    |           |
| Friday 5 July 2013 at 10.00am.                                                                                                                                     |           |