



MINUTES OF MEETING of the RESOURCES AND AUDIT COMMITTEE held within the Council Chamber, Greenfield, ALLOA, FK10 2AD, on THURSDAY 19 JUNE 2014 at 1.40 pm.

PRESENT

Councillor Archie Drummond, Convenor (In the Chair)
Councillor Donald Balsillie
Councillor Janet Cadenhead
Councillor Craig Holden
Councillor Kathleen Martin
Councillor Bobby McGill
Councillor Graham Watt (S)
Councillor Gary Womersley

IN ATTENDANCE

Garry Dallas, Executive Director
Stuart Crickmar, Head of Strategy and Customer Services
Ahsan Khan, Head of Housing and Community Safety
Iain Burns, Internal Audit Team Leader
Cherie-Ann Jarvie, Strategy and Performance Manager
Liz Shaw, Chief Accountant
Brian Forbes, Customer Services Manager
John Munro, ICT Service Manager
Alison Bryce, Business Support Manager
Elizabeth Hutcheon, Team Manager - Revenues
Mark Easton, Solicitor, Legal Services (Clerk to the Committee)

RA100 APOLOGIES

Apologies for absence were received from Councillor Jim Stalker.

Councillor Graham Watt attended as substitute for Councillor Stalker.

RA101 DECLARATIONS OF INTEREST

None.

RA102 MINUTES OF MEETINGS

The minutes of the meeting of the Resources and Audit Committee meeting held on Thursday 1 May 2014 were submitted for approval.

Motion

That the Committee agrees the minutes as a correct record of proceedings

Moved by Councillor Archie Drummond. Seconded by Councillor Gary Womersley.

Decision

The minutes of the meeting held on Thursday 1 May 2014 were agreed as a correct record and signed by the Convenor.

RA103 2013/14 YEAR END RISK REPORT

A report which provided the Committee with an update on significant risks facing the Council, together with the Internal Controls already in place and, where appropriate, further actions to reduce risks to the Council was submitted by the Head of Strategy and Customer Services.

The Officer advised the Committee that there was an update to the report circulated. These were:-

P18 under Insufficient Financial Resilience, Latest Note - "reserves are £12.015 million" and "funding gap of £19.385 million".

P22 under Major Governance Failure, Status - "should be 12 not 8" and Change Since Last Review - "should be 8 and not 4 which makes the impact amber".

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Donald Balsillie.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the 2013/14 Year End Risk Report.

RA104 ANNUAL COMPLAINTS REPORT 2013/14

A report which provided the Committee with an update on the volume and nature of customer complaints recorded in 2013/14, key performance information related to the handling of complaints and areas for further improvement was submitted by the Customer Services Manager.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Gary Womersley.

Decision

Having commented on and challenged the report, the Committee agreed to note the following:

- (a) the volume and nature of complaints recorded in financial year 2013/14, including comparisons with the previous year, and
- (b) ongoing improvement in the way complaints are recorded, reported and being used to drive improvement and customer satisfaction.

Action

Customer Services Manager

RA105 EMPLOYEE SURVEY 2013/14

A report which provided the Committee with an overview of the results from the Council's most recent Employee Survey was submitted by the Strategy and Performance Manager.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Craig Holden.

Decision

Having commented on and challenged the report, the Committee agreed to note the Employee Survey 2013/14 report. The Committee also noted that further work will be undertaken to continually improve the employee survey following feedback from staff.

Action

Strategy and Performance Manager

RA106 COMMUNITY DEVELOPMENT FUND

A report which set out details of the application process of the new capital grant scheme, the Community Development Fund, introduced as part of the 2014/15 Budget approval for Council, was submitted by the Deputy Chief Executive.

Motion

That the Committee endorse the application process as set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Gary Womersley.

Decision

The Committee agreed to endorse the application process as set out in the Community Development Fund report.

RA107 INTERNAL AUDIT AND FRAUD PROGRESS REPORT

A report which updated the Committee on work completed from the Internal Audit and Fraud Annual Plan 2014/15 was submitted by the Internal Audit and Fraud Team Leader. The report also provided an update on the progress of implementation of recommendations by Officer from previous Internal Audit Reports.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Gary Womersley.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the Internal Audit and Fraud Progress Report.

RA108 ANNUAL REPORT - STRATEGY AND CUSTOMER SERVICE; SUPPORT SERVICES

A report which presented the annual reports for both Support Services and Strategy Customer Services was submitted by the Head of Strategy and Customer Services and Senior Support Services Manager. The Business Support Manager advised the Committee that there was duplication under Appendix 1, Strategy and Customer Service year end results contained within the annual report and was a separate report.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Donald Balsillie.

Decision

Having commented on and challenged the reports, the Committee considered the content of both Annual Reports.

RA109 RESOURCE AND GOVERNANCE BUSINESS PLAN 2014/15

A report which presented the Committee with the Resources and Governance Business Plan for 2014/15 which was submitted by the Senior Support Services Manager.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Gary Womersley.

Decision

Having commented on and challenged the report, the Committee agreed the content of the Resources and Governance Business Plan for 2014/15. The Committee also agreed to approve the Performance Measures for scrutiny purpose for the next 12 months.

RA110 STRATEGY AND CUSTOMERS SERVICES BUSINESS PLAN 2014/15

A report which presented the Committee with the Strategy and Customer Services Business Plan for 2014/15 was submitted by the Head of Strategy and Customer Services.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Donald Balsillie.

Decision

Having commented on and challenged the report, the Committee agreed the content of the Strategy and Customer Services Business Plan for 2014/15. The Committee also agreed to approve the Performance Measures for scrutiny purpose for the next 12 months.

ENDS 2.55 pm