



MINUTES OF MEETING of the RESOURCES AND AUDIT COMMITTEE held within the Council Chamber, Patons Building, Kilncraigs, ALLOA, FK10 1EB, on THURSDAY 18 June 2015 at 10.00 am.

PRESENT

Councillor Archie Drummond, Convenor (In the Chair)
Councillor Donald Balsillie
Councillor Craig Holden
Councillor Kathleen Martin (S)
Councillor Bobby McGill
Councillor Les Sharp
Councillor Jim Stalker
Councillor Graham Watt

IN ATTENDANCE

Nikki Bridle, Depute Chief Executive
Stuart Crickmar, Head of Strategy and Customer Services
Stephen Coulter, Head of Resources and Governance
Iain Burns, Internal Audit and Fraud Team Leader
Susan Fallone, Legal Services (Clerk to the Committee)
Brian Forbes, Customer Services Manager

RA.162 APOLOGIES

Apologies were received from Councillor Janet Cadenhead. Councillor Kathleen Martin acted as substitute for Councillor Cadenhead.

RA.163 DECLARATIONS OF INTEREST

None.

RA.164 MINUTES OF RESOURCES AND AUDIT COMMITTEE 30 APRIL 2015

The minutes of the meeting of the Resources and Audit Committee held on Thursday 30 April 2015 were submitted for approval.

Decision

The minutes of the meeting of the Resources and Audit Committee held on Thursday 30 April 2015 were agreed as a correct record and signed by the Convenor.

RA.165 CORPORATE RISK AND EXTERNAL AUDIT ACTIONS

A report, submitted by the Head of Strategy and Customer Services, provided the Committee with an update on the Corporate Risk Register, the Statement of Preparedness and the External Audit Action Plan.

Motion

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

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

Decision

Having reviewed, commented on and challenged the report, the Committee agreed to note the information set out in the report.

RA.166 ANNUAL COMPLAINTS REPORT 2014/15

A report, submitted by the Head of Strategy and Customer Services, advised the Committee of the volume and nature of customer complaints recorded in 2014/15; key performance information relating to the handling of complaints; and areas for further improvement.

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 to note the volume and nature of complaints recorded in financial year 2014/15, including comparisons with previous years. The Committee also agreed to note the ongoing improvements in the way complaints are recorded, reported and being used to drive improvement and customer satisfaction.

RA.167 INTERNAL AUDIT AND FRAUD PROGRESS REPORT

A report, submitted by the Internal Audit and Fraud Team Leader, provided an update on work completed from the Internal Audit and Fraud Plan 2015/16 which was recommended to full Council for approval by the Resources and Audit Committee on 26 February 2015.

The report also provided an update on the progress of implementation of recommendations to 30 April 2015 by officers from previous Internal Audit reports.

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 to note the progress made on the Internal Audit and Fraud Annual Plan 2015/16.

RA.168 RESOURCES AND GOVERNANCE PERFORMANCE REVIEW 2014/15

A report, submitted by the Head of Resources and Governance Service, provided information on the Resources and Governance Service performance for 2014/15. The report includes financial performance with the aim of providing an overview of performance against budget for 2014/15.

Motion

That Committee agrees the recommendation 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 service performance for 2014/15.

RA.169 RESOURCES AND GOVERNANCE SERVICE BUSINESS PLAN 2015/16

The report, submitted by the Head of Resources and Governance, presented the 2015-16 Business Plan for Resources and Governance.

Motion

That Committee agrees the recommendation 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 endorse the 2015/16 Business Plan and agreed the performance targets for scrutiny purposes over the next 12 months.

**RA.170 STRATEGY AND CUSTOMER SERVICES PERFORMANCE REPORT
2014/15**

A report, submitted by the Head of Strategy and Customer Services, provided a summary of Strategy and Customer Services achievements during 2014/15.

Motion

That Committee agrees the recommendation 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 report.

RA.171 STRATEGY AND CUSTOMER SERVICES BUSINESS PLAN 2015/16

A report, submitted by the Head of Strategy and Customer Services, presented the Strategy and Customer Services Business Plan for 2015/16.

Motion

That Committee agrees the recommendation 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 report.

Ends 11.55 pm