



MINUTES OF MEETING of the RESOURCES AND AUDIT COMMITTEE held within the Council Chamber, Greenfield, Alloa, FK10 2AD, on THURSDAY 20 JUNE 2013 at 1.30 pm.

PRESENT

Councillor Archie Drummond, Convenor (In the Chair)
Councillor Gary Womersley
Councillor Donald Balsillie
Councillor Janet Cadenhead
Councillor Bobby McGill
Councillor Kathleen Martin
Councillor Les Sharp (S)
Councillor Jim Stalker

IN ATTENDANCE

Elaine McPherson, Chief Executive
Julie Burnett, Senior Support Services Manager
Iain Burns, Internal Audit and Fraud Team Leader
Stuart Crickmar, Head of Strategy and Customer Services
Brian Forbes, Customer Services Manager
Susan MacKay, Revenue and Payments Manager
Lisa Simpson, Governance Manager
David Thomson, Solicitor, Clerk to the Committee

Also Attending

Lindsay Robertson, Deloitte LLP (Agenda Item 4)

RA.56 APOLOGIES

Apologies for absence were received from Councillor Craig Holden

Councillor Les Sharp attended as substitute for Councillor Holden.

RA.57 DECLARATIONS OF INTEREST

None.

RA.58 MINUTES OF MEETING: RESOURCES AND AUDIT 2 MAY 2013

The minutes of the meeting of the Resources and Audit Committee held on Thursday 2 May 2013 were submitted for approval.

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

Decision

The minutes of the meeting held on Thursday 2 May 2013 were agreed as a correct record and signed by the Convenor.

RA.59 EXTERNAL AUDIT: SCOTLAND'S PUBLIC FINANCES - TARGETED FOLLOW UP REPORT

A report which set out the External Audit assessment of how the Council is responding to the challenges of public sector budgetary constraints and delivering financial sustainability was submitted by the Director of Finance and Corporate Services.

In the 2012/13 audit year, the Council's External Auditors (Deloitte) have undertaken a follow up review of 'Scotland's Public Finances: Addressing the Challenges' published in 2010. This is the only report which is being followed up in detail as part of the 2012/13 external audit of the Council.

The Committee heard from Mr Lindsay Robertson, Deloitte LLP, who presented Deloitte's findings. The Committee then had opportunity to put questions to Mr Robertson.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having debated the content of the paper, the Committee agreed to endorse the report.

RA.60 DRAFT ANNUAL GOVERNANCE STATEMENT AND GOVERNANCE REPORT

A report which presented the draft Annual Governance Statement to the committee for comment and noting prior to it being presented to Council as part of the draft financial statements was submitted by the Governance 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 the draft Annual Governance Statement, the Committee agreed to note the information set out in the report and to ask Council to note the progress made in

terms of improving the effectiveness of the Council's Governance arrangements and the development of the Council's first Statement of Preparedness.

Action

Director of Finance and Corporate Services

RA.60 2012/13 STATUTORY PERFORMANCE INDICATORS

A report which provided the Committee with performance data on the Statutory Performance Indicators (SPIs) from 1st April 2012 to 31st March 2013 was submitted by the Head of Strategy and Customer Services. These were the specified SPIs which will be reported to Audit Scotland in September 2013 along with other non-specified key performance indicators from each service's Business Plan annual report.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having challenged management comments and actions as appropriate, the Committee agreed to note the performance levels in relation to previous years, targets and other local authorities as set out in the report.

RA.61 ANNUAL COMPLAINTS REPORT 2012/13

A report which advised the Committee of progressing in implementing the new Corporate Complaints system in accordance with the requirements set out by the Scottish Public Services Ombudsman (SPSO) was submitted by the Customer Services Manager.

The report also advised the Committee of the volume and nature of customer complaints recorded in 2012/13, key performance information related to the handling of complaints and early observations on areas for further improvement.

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 information set out in the report, the Committee agreed to note :

- (a) the progress made in implementing the national model Complaints Handling Procedure (CHP)
- (b) the volume and nature of complaints recorded since the new system was introduced in September 2012.
- (c) the ongoing improvements required to ensure the complaints system is robust and effective going forwards, ensuring feedback is used to drive improvement, and

- (d) the type of management information required to support the scrutiny and monitoring of customer complaints going forward.

RA.62 CLACKMANNANSHIRE COUNCIL ASSURANCE AND IMPROVEMENT PLAN 2013-2016

A report which presented the AIP Update to the Committee for scrutiny was submitted by the Chief Executive.

A report advising the Council formally of the publication in April, by Audit Scotland, of the Clackmannanshire Council Assurance and Improvement Plan (AIP) Update 2013-2016 was submitted to Council on 16th May 2013. As well as noting the information set out in the report, the Council also noted that the Resources and Audit Committee would consider the AIP Update in more detail.

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 the document appended to the report, the Committee agreed to consider the findings of the Assurance and Improvement Plan Update 2013-16 for Clackmannanshire.

RA.63 INTERNAL AUDIT AND FRAUD PROGRESS REPORT

A report which provided an update on work completed from the Internal Audit and Fraud Annual Plan 2012/13, as approved by the Resources and Audit Committee on 4th October 2012, in accordance with the Financial Regulations, was submitted by the Internal Audit and Fraud Team Leader.

The report was outwith the normal quarterly reporting cycle to allow detail of recently completed reports to be presented to elected members. The report also provided an update on the progress of implementation of recommendations to 31 March 2013 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

The Committee having commented on and challenged as appropriate, agreed to note the information set out in the Internal Audit and Fraud Annual Plan 2012.13 and the 2013/14 Plan.

RA.64 FINANCE AND CORPORATE SERVICES : FUNDING TO VOLUNTARY ORGANISATIONS IN 2012/13

A report which provided the Committee with an overview of funding arrangements for Finance and Corporate Services was submitted by the Head of Strategy and Customer Services.

On 14th March 2013, Council considered a report entitled "Internal Audit: Following the Public Pound, Review of Arms Length Organisations (ALEOs)". The Council had agreed to invite all service committees to ensure that the areas identified for improvement are actioned, reported and monitored to ensure delivery.

The report also provided an update on progress to date where Council had endorsed the decision of the Resources and Audit Committee to require progress reports on the implementation of the agreed improvement areas to be presented to future meetings of the Committee.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

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

RA.65 SUPPORT SERVICES BUSINESS PLAN 2013/14

A report which presented the Support Services Business Plan for 2013/14 to the Committee for consideration and approval was submitted by the Senior Support Services Manager. The Business Plan set out the objective and aims of the Support Services Management Team and identified how the service objectives contribute to 'Taking Clackmannanshire Forward' and the Single Outcome Agreement.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the content of the Business Plan, the Committee agreed to note the information set out in the Support Services Business Plan for 2013/14.

RA.66 STRATEGY AND CUSTOMER SERVICE BUSINESS PLAN 2013/14

A report which presented the Strategy and Customer Services Business Plan for 2013/14 to the Committee for consideration was submitted by the Head of Strategy and Customer Services. The Business Plan set out the objectives and aims of the service and aligned with 'Taking Clackmannanshire Forward' and the draft Single Outcome Agreement.

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 content of the Business Plan, the Committee agreed to note the information set out in the Strategy and Customer Services Business Plan for 2013/14.

RA.67 ANNUAL REPORT - STRATEGY AND CUSTOMER SERVICES: SUPPORT SERVICES

A joint report which presented the Annual Report for both Support Services and for Strategy and Customer Services was submitted by the Senior Support Services Manager and the Head of Strategy and Customer Services. These services form the Finance and Corporate Services Directorate.

The Annual reports for both services provided the Committee with an over view of the activities of the services over the twelve month period 1st April 2012 to 31st March 2013 and were attached as Appendices A1 and B1 to the report.

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 content of both Annual Reports, the Committee agreed to consider the content of both Annual Reports.