



CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

COMMITTEE SUMMONS

C Hanagan
Service Director of Democratic Services & Communication
Rhondda Cynon Taf County Borough Council
The Pavilions
Cambrian Park
Clydach Vale, CF40 2XX

Meeting Contact: Hannah Jones - Council Business Unit, Democratic Services
(07385401954)

YOU ARE SUMMONED to a hybrid meeting of **GOVERNANCE AND AUDIT COMMITTEE** to be held on **THURSDAY, 12TH OCTOBER, 2023** at **5.00 PM**.

Non Committee Members and Members of the public may request the facility to address the Committee at their meetings on the business listed although facilitation of this request is at the discretion of the Chair. It is kindly asked that such notification is made to Democratic Services by Tuesday, 10 October 2023 on the contact details listed above, including stipulating whether the address will be in Welsh or English.

AGENDA

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No's**

1. DECLARATION OF INTEREST

To receive disclosures of personal interest from Members in accordance with the Code of Conduct

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest: and
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

2. MINUTES

To receive the minutes of the previous meeting of the Audit Committee held on 4th September 2023.

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3. AUDIT WALES: RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL - DETAILED AUDIT PLAN 2023

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4. SOCIAL SERVICES REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT 2022/23

29 - 46

5. CUSTOMER FEEDBACK ANNUAL REPORT (1ST APRIL 2022 TO 31ST MARCH 2023)

47 - 66

6. PUBLIC SERVICES OMBUDSMAN FOR WALES - ANNUAL REPORT AND LETTER 2022-2023

67 - 106

7. INTERNAL AUDIT - PROGRESS AGAINST THE INTERNAL AUDIT RISK BASED PLAN 2023/24

107 - 122

8. INTERNAL AUDIT - RECOMMENDATIONS UPDATE

123 - 132

9. RISK MANAGEMENT STRATEGY AND STRATEGIC RISK REGISTER UPDATE

133 - 186

10. URGENT BUSINESS

To consider any items, which the Chairman, by reason of special circumstances, is of the opinion should be considered at the meeting as a matter of urgency.

Service Director of Democratic Services & Communication

Circulation:-

County Borough Councillors: Councillor G Hopkins, Councillor M Maohoub, Councillor S Rees, Councillor B Stephens, Councillor L A Tomkinson and Councillor A J Ellis

Lay Members: Mr C Jones (Chair), Mr M Jehu and Mr J Roszkowski