



**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  
2 Llys Cadwyn  
Taff Street  
Pontypridd  
CF37 4TH

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 **MONDAY, 4TH NOVEMBER, 2024** 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 Thursday, 31 October 2024 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 Governance and Audit Committee held on 19<sup>th</sup> September 2024.

**5 - 18**

**3. FINAL ANNUAL PERFORMANCE SELF-ASSESSMENT REPORT 2023/24 - VERBAL UPDATE**

**4. AUDIT WALES WORK PROGRAMME AND TIMETABLE - RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL (QUARTERLY UPDATE: 30TH SEPTEMBER 2024)**

**19 - 34**

**5. SOCIAL SERVICES REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT 2023/24**

**35 - 52**

**6. CUSTOMER FEEDBACK SCHEME - COMMENTS, COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2023/24**

**53 - 68**

**7. PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL REPORT AND LETTER 2023/24**

**69 - 112**

**8. INTERNAL AUDIT RECOMMENDATIONS UPDATE**

**113 - 118**

**9. RISK MANAGEMENT UPDATE**

**119 - 130**

**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

**Circulation:-**

County Borough Councillors: Councillor G Hopkins, Councillor M Maohoub (Vice-Chair), Councillor S Rees, Councillor B Stephens, Councillor R Bevan and Councillor A J Ellis

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

*Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh*