



DECISION RECORD

GOVERNANCE AND AUDIT COMMITTEE

Decision record of the meeting of the Governance and Audit Committee held on Monday, 4 November 2024.

ATTENDANCE

PRESENT	Councillor M Maohoub (Vice-Chair) Councillor G Hopkins Councillor S Rees Councillor B Stephens
CO-OPTED MEMBERS IN ATTENDANCE	Mr Christopher Jones (Chair) Mr Mel Jehu
APOLOGIES	Councillor A J Ellis Councillor R Bevan Mr J Roszkowski

REPORT TITLE	RESOLUTION	DECLARATION OF INTEREST	DATE OF RESOLUTION
Final Annual Performance Self-Assessment report 2023/24 - Verbal Update	The Governance and Audit Committee RESOLVED: 1.To note the update.	None	4 November 2024
Audit Wales Work Programme and Timetable - Rhondda Cynon Taf County Borough Council (Quarterly update: 30th September 2024)	The Governance and Audit Committee RESOLVED: 1.To note the update.	None	4 November 2024

<p>Social Services Representations, Compliments and Complaints Procedures Annual Report 2023/24</p>	<p>The Governance and Audit Committee RESOLVED:</p> <ol style="list-style-type: none"> 1. To note the content of this report and the Social Services Representations and Complaints Procedures Annual Report for 2023/24 2. To consider whether they wish to scrutinise in greater depth any matters contained in the report. 3. To note the work undertaken by the Customer Feedback, Engagement and Complaints Team. 4. To form a view on the Authority's ability to handle complaints effectively. 5. To receive a further update on the work undertaken by service areas to support families, following a rise in finance related complaints in respect of delays in assessments and lack of clarity around charges for care and services. 	<p>None</p>	<p>4 November 2024</p>
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Customer Feedback Scheme - Comments, Compliments and Complaints Annual Report 2023/24	<p>The Governance and Audit Committee RESOLVED:</p> <ol style="list-style-type: none"> 1. To note the content of the report, the Customer Feedback Scheme (CFS) Annual Report for 2023/24 (Appendix 1) and the work undertaken by the Customer Feedback, Engagement and Complaints Team. 2. To consider whether they wish to scrutinise in greater depth any matters contained in the report. 3. To form a view on the Authority's ability to handle complaints effectively. 	None	4 November 2024
Public Services Ombudsman for Wales Annual Report and Letter 2023/24	<p>The Governance and Audit Committee RESOLVED:</p> <ol style="list-style-type: none"> 1. To consider and note the 2023-2024 Public Services Ombudsman for Wales' Annual Report and Annual Letter to this Council. 	None	4 November 2024
Internal Audit Recommendations Update	<p>The Governance and Audit Committee RESOLVED:</p> <ol style="list-style-type: none"> 1. To review the content of the report and seek assurance that recommendations made by the Internal Audit Service are being implemented within agreed timescales. 	None	4 November 2024

Risk Management Update	<p>The Governance and Audit Committee RESOLVED:</p> <p>1.To note the overview of the Council’s risk management arrangements and identify any areas where further information, training or clarity is required.</p> <p>2.To review the Council’s updated Strategic Risk Register 2024/25, in line with the Committee’s Terms of Reference, and determine whether it provides the required level of assurance on the arrangements in place to manage the Council’s strategic risks.</p>	None	4 November 2024
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PUBLICATION

Publication on the Council’s Website:- 07/11/2024

APPROVED FOR PUBLICATION: ✓