

Agenda

REGULATORY AND AUDIT COMMITTEE

Date: Tuesday 24 September 2013
Time: 9.00 am
Venue: Mezzanine Room 1, County Hall, Aylesbury

Agenda Item	Time	Page No
1 APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP		
2 DECLARATIONS OF INTEREST To disclose any Personal or Disclosable Pecuniary Interests		
3 MINUTES of the meeting held on 11 July 2013, to be confirmed as a correct record		1 - 10
4 AUDITED STATEMENT OF ACCOUNTS AND GRANT THORNTON'S AUDIT FINDINGS REPORTS 2012/13		11 - 136
5 REVISED ANNUAL GOVERNANCE STATEMENT		To Follow
6 INTERNAL AUDIT PROGRESS REPORT AND Q3 AUDIT PLAN Ian Dyson, Chief Internal Auditor		137 - 156
7 ACTION TRACKER Ian Dyson, Chief Internal Auditor		
8 UPDATE ON RISKS RELATING TO ACADEMIES / BUCKINGHAMSHIRE LEARNING TRUST / SPECIAL EDUCATIONAL NEEDS - VERBAL UPDATE Chris Munday, Service Director, Learning, Skills and Prevention		
9 ENERGY FROM WASTE RISKS UPDATE - VERBAL UPDATE Martin Dickman, Senior Manager, Place Service		



INVESTOR IN PEOPLE



10	ANNUAL REPORT ON THE FEEDBACK AND COMPLAINTS PROCEDURE Carolyn Scholes, Complaints Officer, Legal and Democratic Services	157 - 170
11	HEARING THE CUSTOMER'S VIEW ANNUAL REPORT - CHILDREN AND YOUNG PEOPLE'S SOCIAL CARE Maxine Moore, Statutory Complaints Officer	171 - 178
12	MAKING EXPERIENCES COUNT ANNUAL REPORT - ADULT AND FAMILY WELLBEING SOCIAL CARE COMPLAINTS Michelle King, Statutory Complaints Officer	179 - 186
13	FORWARD PLAN - STANDING ITEM	187 - 188
14	DATE AND TIME OF NEXT MEETING 19 November 2013, 9am, Mezzanine Room 1, County Hall, Aylesbury	

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Helen Wailling on 01296 383614
Fax No 01296 382421, email: hwailing@buckscc.gov.uk*

Members

Mr T Butcher (VC)	Mr Z Mohammed (C)
Mr W Chapple OBE	Mr R Scott
Mr R Khan	Mr A Stevens
Mr D Martin	Mr W Whyte