

Agenda

REGULATORY AND AUDIT COMMITTEE

Date: Thursday 13 November 2014
Time: 9.00 am
Venue: Large Dining Room, Judges Lodgings,
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 23 September 2014, to be confirmed as a correct record		3 - 14
4 TREASURY MANAGEMENT UPDATE		To Follow
5 STATUTORY OFFICER REPORTS Chris Williams, Chief Executive		To Follow
6 CHILDREN AND YOUNG PEOPLE SAFEGUARDING UPDATE David Johnston, Service Director, Child and Family Service		
7 EXCLUSION OF THE PRESS AND PUBLIC To resolve to exclude the press and public as the following item is exempt by virtue of Paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972 because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)		



INVESTOR IN PEOPLE



8	UPDATE ON ADULTS SAFEGUARDING AUDIT Lee Fermandel, Consultant Manager – Safeguarding Adults	To Follow
9	INCLUSION OF THE PRESS AND PUBLIC	
10	ANNUAL ENFORCEMENT OF THE CHILDREN AND YOUNG PERSONS (PROTECTION FROM TOBACCO) ACT UPDATE Amanda Poole, Trading Standards Manager	15 - 20
11	ANNUAL REPORT ON FEEDBACK AND COMPLAINTS PROCEDURE Carolyn Scholes, Complaints Officer, Legal Services	21 - 42
12	HEARING THE CUSTOMER'S VIEW ANNUAL REPORT - CHILDREN AND YOUNG PEOPLE'S SOCIAL CARE Maxine Moore, Statutory Complaints Officer	43 - 60
13	MAKING EXPERIENCES COUNT ANNUAL REPORT - ADULT AND FAMILY WELLBEING SOCIAL CARE COMPLAINTS Michelle King, Statutory Complaints Officer	61 - 76
14	RISK MANAGEMENT GROUP UPDATE REPORT Maggie Gibb, Risk and Insurance Manager	77 - 80
15	ANNUAL AUDIT LETTER FOR BUCKINGHAMSHIRE COUNTY COUNCIL - GRANT THORNTON	81 - 88
16	FORWARD PLAN - STANDING ITEM	89 - 90
17	DATE AND TIME OF NEXT MEETING 28 January 2015, 9am, Mezzanine Room 2, 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