

Agenda

REGULATORY AND AUDIT COMMITTEE

Date: Tuesday 3 January 2017

Time: 9.00 am

Venue: Mezzanine Room 2, County Hall, Aylesbury

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Agenda Item	Time	Page No
1 APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP	09:00	
2 DECLARATIONS OF INTEREST To disclose any Personal or Disclosable Pecuniary Interests		
3 MINUTES of the meeting held on 9 th November 2016 to be confirmed as a correct record		5 - 12
4 ANNUAL REPORT - FEEDBACK AND COMPLAINTS To be presented by Kate Reed, Customer Complaints Team Manager and Carolyn Scholes, Complaints Officer.	09:05	13 - 28

5	FEEDBACK AND COMPLAINTS - ANNUAL REPORT - ADULT SOCIAL CARE To be presented by Kate Reed, Customer Complaints Team Manager	09:20	29 - 44
6	FEEDBACK AND COMPLAINTS - ANNUAL REPORT - CHILDREN'S SOCIAL CARE To be presented by Kate Reed, Customer Complaints Team Manager and Maxine Moore, Statutory Complaints Officer.	09:30	45 - 62
7	MANAGING VEXATIOUS AND PERSISTENT COMPLAINANTS To be presented by Kate Reed, Customer Complaints Team Manager.	09:40	63 - 70
8	BUSINESS ASSURANCE UPDATE AND AUDIT ACTION TRACKER To be presented by Maggie Gibb, Chief Internal Auditor.	09:50	71 - 84
9	RISK MANAGEMENT GROUP UPDATE To be presented by Maggie Gibb, Chief Internal Auditor.	10:05	85 - 86
10	FORWARD PLAN Standing Item to be presented by Maggie Gibb, Chief Internal Auditor.		87 - 94
11	DATE AND TIME OF NEXT MEETING 08 February 2017, 09:00, Large Dining Room, Judges Lodgings, Aylesbury.	10:10	
12	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)		
13	BUSINESS ASSURANCE UPDATE - LIMITED ASSURANCE INTERNAL AUDIT REPORTS & FRAUD UPDATE (TO STATUTORY OFFICERS) To be presented by Maggie Gibb, Chief Internal Auditor.	10:10	To Follow

To be presented by:

- Maggie Gibb, Chief Internal Auditor.
- Adrian Isaacs, Finance Director – Communities, Health and Adult Social Care.
- Alison Bulman, Service Director (Adult Social Care Operations).

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: Kevin Wright on 01296 387832, email: kwright@buckscc.gov.uk

Members

Mr T Butcher (VC)
Mr W Chapple OBE
Mrs A Davies
Mr T Egleton

Mr P Hardy
Mr D Martin (C)
Mr R Scott
Mr A Stevens