

A G E N D A

AUDIT AND GOVERNANCE COMMITTEE

Tuesday 10 September 2019 at 6.30 pm
Committee Room A, Town Hall, Royal Tunbridge Wells, TN1 1RS

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| Borough Council Representatives: | Councillors Barrington-King (Chairman), Reilly (Vice-Chairman), Bailey, Everitt, Horwood, Neve Ms Palmer and Warne |
| Independent Members: | Mr Quigley and Mr Shiels |
| Parish/Town Council Representatives: | Councillors Edwards and Mackonochie |
| Quorum: | 3 Members, to include at least one independent member |

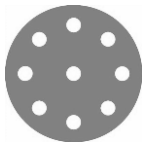
- 1 Chairman's Introduction** (Pages 5 - 6)
Announcement on procedural matters.
- 2 Apologies for Absence** (Pages 7 - 8)
Apologies for absence as reported at the meeting.
- 3 Declarations of Interest** (Pages 9 - 10)
To receive any declarations of interest by Members in items on the agenda.

For any advice on declarations of interest, please contact the Monitoring Officer.
- 4 Notification of Visiting Members wishing to speak (in accordance with Council Procedure Rule 18):** (Pages 11 - 12)
Members should indicate which item(s) they wish to speak on and the nature of their concern/question/request for clarification.
- 5 Minutes of the meeting of the Audit and Governance Committee dated 2 July 2019**
(Pages 13 - 18)
- 6 Internal Audit Charter** (Pages 19 - 34)
- 7 Annual Audit Letter** (Pages 35 - 40)
- 8 Annual Review of Complaints 2018/19** (Pages 41 - 58)
- 9 Update on complaints received under the Members' Code of Conduct** (Pages 59 - 62)

- 10 Strategic Risk Review (to follow)
- 11 Future Work Programme (Pages 63 - 64)
- 12 Urgent Business (Pages 65 - 66)
- 13 Date of Next Meeting - 26 November 2019, at 6pm

Cheryl Clark
Democratic Services Officer
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All visitors wishing to attend a public meeting at the Town Hall between the hours of **9.00am and 5.00pm** should report to reception via the side entrance in Monson Way. **After 5pm**, access will be via the front door on the corner of Crescent Road and Mount Pleasant Road, except for disabled access which will continue by use of an 'out of hours' button at the entrance in Monson Way.

Notes on Procedure

- (1) A list of background papers appears at the end of each report, where appropriate, pursuant to the Local Government Act 1972, section 100D(i).
- (2) Members seeking factual information about agenda items are requested to contact the appropriate Service Manager prior to the meeting.
- (3) Members of the public and other stakeholders are required to register with the Democratic Services Officer if they wish to speak on an agenda item at a meeting. Places are limited to a maximum of four speakers per item. The deadline for registering to speak is 4.00 pm the last working day before the meeting. Each speaker will be given a maximum of 3 minutes to address the Committee.
- (4) All meetings are open to the public except where confidential or exempt information is being discussed. The agenda will identify whether a meeting or part of a meeting is not open to the public. Meeting rooms have a maximum public capacity as follows:
Council Chamber: 100, Committee Room A: 20, Committee Room B: 10.
- (5) Please note that the public proceedings of this meeting will be recorded and made available for playback on the Tunbridge Wells Borough Council website. Any other third party may also record or film meetings, unless exempt or confidential information is being considered, but are requested as a courtesy to others to give notice of this to the Democratic Services Officer before the meeting. The Council is not liable for any third party recordings.

Further details are available on the website (www.tunbridgewells.gov.uk) or from Democratic Services.

If you require this information in another format please contact us, call 01892 526121 or email committee@tunbridgewells.gov.uk

Accessibility into and within the Town Hall – There is a wheelchair accessible lift by the main staircase, giving access to the first floor where the committee rooms are situated. There are a few steps leading to the Council Chamber itself but there is a platform chairlift in the foyer.

Hearing Loop System – The Council Chamber and Committee Rooms A and B have been equipped with hearing induction loop systems. The Council Chamber also has a fully equipped audio-visual system.