

Minutes of the Audit Committee

31 January 2022

-: Present :-

Councillor Kennedy (Vice-Chair)

Councillors Brooks, Douglas-Dunbar, Hill and O'Dwyer

381. Apologies

Apologies for absence were received from Councillors Johns and Loxton. In the absence of the Chairman, the Vice-Chairwoman, Councillor Kennedy chaired the meeting.

382. Quarter 2 Corporate Performance and Risk Report

Members noted the Quarter 2 Corporate Performance and Risk Report.

383. Quarter 3 Corporate Performance and Risk Report

The Audit Committee considered a high level report that been designed and produced with a series of key performance indicators and high scoring risks which align to the visions of the Community and Corporate Plan, and outlined how well the Council was performing against these key priorities. The report enabled the Senior Leadership Team, Cabinet Members and the Audit Committee to review and challenge the Council's performance on a regular basis and to identify any improvement actions that may be required.

The Committee welcomed the improved performance report and the timeliness of its presentation. Members thanked the Performance and Risk Team for developing a performance framework and metric set that provided them with the reassurance that performance and risk were being adequately monitored.

The Committee challenged the performance in respect of the following areas:

- Tackling Climate Change – the collection of base line data in respect of the Council's carbon footprint;
- The development of the Open Spaces Strategy;
- The future engagement approach in respect of potential sea defence schemes in Paignton and Preston;
- Budget allocation in respect of tackling climate change;
- The Planning Service in respect of capacity, caseloads and empowerment of officers, as well as, the recognition of the 'customer';

- The learning from Ombudsman's and equivalent bodies findings against the Council;
- SWISCo in respect of customer relations;
- The measures put in place regarding departments that are not responding to complaints; and
- The findings of the SEND Inspection.

Resolved:

- i) that the Cabinet consider further allocation of resources to ensure that the Council can seek external funding towards tackling climate change;
- ii) that the Chief Executive determine appropriate reporting to Audit Committee and Overview and Scrutiny Board regarding the implementation of the Planning Advisory Service report and monitoring of actions contained within;
- iii) that the Audit Committee receives an update on the Planning Service for the Future Project, including the project initiation document as well as national and regional performance comparators;
- iv) the Complaint Performance Recovery Report be circulated every quarter;
- v) that the Corporate Performance Report include the number of complaints upheld by Local Government Ombudsman and other equivalent bodies;
- vi) that Audit Committee monitor the performance indicators relating to customer relations and customer feedback and performance reporting regarding SWISCo; and
- vii) that the Children and Young People's Overview and Scrutiny Board be recommended to ensure appropriate KPI's are developed in respect of SEND and Elective Home Education are developed and included in the Council's Performance Framework.

Chairman/woman