

GOVERNANCE, AUDIT AND PERFORMANCE COMMITTEE held at COUNCIL CHAMBER - COUNCIL OFFICES, LONDON ROAD, SAFFRON WALDEN, CB11 4ER, on MONDAY, 31 JANUARY 2022 at 7.00 pm

Present: Councillor E Oliver (Chair)
Councillors H Asker, G Driscoll (Vice-Chair), M Foley, A Khan, B Light, S Luck and J De Vries

Officers in attendance: P Holt (Chief Executive), R Auty (Assistant Director - Corporate Services), E Brooks (Internal Audit Manager), P Evans (Customer Services and Performance Manager), C Gibson (Democratic Services Officer), A Knight (Assistant Director - Resources) and O Knight (PFI and Performance Officer).

GAP34 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies were given by Councillor Emanuel and the External Auditor. Councillor Luck apologised that he would have to leave the meeting before 8.00 pm.

GAP35 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 22 November 2021 were approved as correct.

GAP36 INTERNAL AUDIT INTERIM REPORT 2021/22

The Internal Audit Manager outlined her report that summarised the work that Internal Audit had undertaken from April to December 2021 and set out the forthcoming work to the end of March 2022. She said that the Internal Audit 2022/23 Plan would be brought to the GAP Committee meeting in March 2022.

In response to various questions the Internal Audit Manager gave feedback on the proposed deferrals/ cancellations of reviews and indicated possible future timescales for works to be undertaken. The Chief Executive said that the Safeguarding review to evaluate the governance and internal control arrangements related to both children and vulnerable adults.

The report was noted.

GAP37 QUARTER 3 2021/22 PERFORMANCE INDICATOR REPORT

The Customer Services and Performance Manager gave a summary of the report and outlined the extensive revisions being made to the way the Council collected, presented and used performance data. The report presented a general summary of Quarter 3 2021/22 performance data and analysis for all Key Performance Indicators (KPI's), Performance Indicators (PI's) and service

indicators at a strategic level. Paragraph 14 summarised the green, amber and red status for all indicators during Quarter 3 2021/22. The report also identified individual indicators whereby additional deep dive analysis would be undertaken to determine the causes of a short-term decline in their performance levels. She also made Members aware that the PFI and Performance Officer would be leaving the Council at the end of February.

The Chief Executive explained his reasoning behind the changes being made to the data presentation and said that he was open to suggestions for future PI's deep dive analysis.

Councillor Driscoll requested that the reporting of SS 14, Percentage of vehicles serviced or inspected on target week, should be split between those needing an Operator's License (HGV) and any other ordinary vehicles within the council's fleet.

The Chief Executive, Customer Services and Performance Manager and the PFI and Performance Officer responded to various questions. They said that:

- PI 60, Number of Insurance Claims made, related to any active claims against the Council.
- Any PI's showing as red were under constant management review and that trend analysis should identify any early warning signs.
- In respect of HSG 22, Average length of stay in B&B accommodation for families with children under 18, that there had been 2 families in Temporary Accommodation in Quarter 3 for a long period and that the Housing Team were looking to identify suitable accommodation for them. Further details in respect of the accommodation required for the two families would be supplied outside of the meeting.
- Information would be brought back for future reporting periods in respect of KPI 17 Local Council support Collection Rate, which would identify how many people were in receipt of this support.
- More granular information would be supplied in future as an appendix to the report.

Comments were made that FIN 02, Percentage of supplier invoices paid within 6 days of receipt by the Creditor's team to payment, was an area of concern.

The Chair said that he was pleased that PI 24 (d) Appeals allowed for enforcement notices, was being looked at as a deep dive analysis.

The Committee thanked the PFI and Performance Officer for his contributions to Committee business and wished him well in his future employments.

The new format of the report was favourably received and noted.

GAP38 2021/22 CORPORATE RISK REGISTER - UPDATE 2

The Chief Executive provided Members with information on the two new risks that had been identified since the previous update.

Details were also provided as to how the scores on the risk matrices were calculated by multiplying the likelihood score against the impact score. The likelihood was that most risks would remain at amber.

Some discussion took place around risks relating to Health and Safety, Investments, and Contracts and Partnership Management.

An undertaking was given to send an email out to all Members of the Council following the meeting referring them to details contained in the latest Risk Register. It was hoped that this would assist future understanding of risk management issues.

The Chief Executive also outlined a range of future meetings that would include addressing the financial risks to the Council and assisting awareness.

Councillor Luck left the meeting at 7.50 pm.

The report was noted.

GAP39 EXCLUSION OF PUBLIC AND PRESS

AGREED that the public and press be excluded due to consideration of items containing exempt information within the meaning of Section 1001 and paragraph 3 part 1, Schedule 12A of the Local Government Act 1972, in respect of information relating to the financial or business affairs of any particular person (including the authority holding that information).

GAP40 UTTLESFORD NORSE SERVICES LTD. UPDATE

The Chief Executive gave a summary of the report, which provided an update of the current position with regards to Uttlesford Norse Services Ltd following discussion at the previous GAP meeting.

Members discussed the report.

The Chief Executive said that he intended to report back to the GAP Committee at its next meeting.

The meeting closed at 8.30 pm.