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14 January 2009

S U M M O N S

MEETING: Standards and Governance Committee
DATE: 22 January 2009
TIME: 6.00 p.m.
PLACE: Committee Room 1, Town Hall, Gosport
Democratic Services contact: Chris Wrein

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE COMMITTEE

Mr R V Perry
(Independent Member)
(Chairman)

Mr G A Lidgley
(Independent Member)
(Vice-Chairman)

Councillor Ms Ballard
Councillor Burgess
Councillor Cully

Councillor Hicks
Councillor Langdon
Councillor Wright

FIRE PRECAUTIONS

(To be read from the Chair if members of the public are present)

In the event of the fire alarm (single continuous sound) being activated, please leave the room immediately.

Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.

IMPORTANT NOTICE:

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

NOTE:

- i. Members are requested to note that if any member wishes to speak at the meeting then the Borough Solicitor is required to receive not less than 24 hours prior notice in writing or electronically and such notice shall indicate the agenda item or items on which the member wishes to speak.
- ii. Please note that mobile phones should be switched off for the duration of the meeting.

AGENDA

RECOMMENDED
MINUTE
FORMAT

PART A ITEMS

1. APOLOGIES FOR NON-ATTENDANCE

2. DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter, any personal or personal and prejudicial interest in any item(s) being considered at this meeting.

3. MINUTES

To approve as correct records the Minutes of the Committee meetings held on 30 October and 1 December 2008 (copies attached)

4. DEPUTATIONS – STANDING ORDER 3.5

(NOTE: The Committee is required to receive a deputation(s) on a matter which is before the meeting of the Committee provided that notice of the intended deputation and its object shall have been received by the Borough Solicitor by 12 noon on Tuesday, 20 January 2009. The total time for deputations in favour and against a proposal shall not exceed 10 minutes).

5. PUBLIC QUESTIONS – STANDING ORDER 3.6

(NOTE: The Committee is required to allow a total of 15 minutes for questions from Members of the public on matters within the terms of reference of the Committee provided that notice of such Question(s) shall have been submitted to the Borough Solicitor by 12 noon on Tuesday, 20 January 2009).

6. COMPLAINTS PROCEDURES AND ANALYSIS

Part II

To consider an analysis of complaints for the first 6 months of the current financial year.

Contact Officer:
Ken Lucking
Ext. 5305

7. STRATEGIC INTERNAL AUDIT PLAN 2009/2012

Part II

This report provides the Standards and Governance Committee with the planned coverage of Internal Audit resources for the next three years 2009-2012.

Contact Officer:
Chris Davis
Ext 5306

8. PARTNERSHIP ARRANGEMENT WITH EASTLEIGH BOROUGH COUNCIL

Part II

Verbal report.

Contact Officer:
Chris Davis
Ext 5306

Standards and Governance Committee
22 January 2009

9. STANDARDS AND GOVERNANCE COMMITTEE WORKPLAN

Part II

Workplan attached.

Contact Officer:
Linda Edwards
Ext 5400

10. ANY OTHER ITEMS

*-which by reason of special circumstances the Chairman considers should
be considered as a matter of urgency*

A MEETING OF THE STANDARDS AND GOVERNANCE COMMITTEE

WAS HELD ON 30 OCTOBER 2008

Councillors Ms Ballard (P), Burgess (P), Cully (P), Hicks (P), Langdon (P) and Wright (P).

Independent Members: Mr R V Perry (P) and Mr G Lidgey (P).

Also in attendance was Councillor Forder, Chairman of the Overview and Scrutiny Committee

13. ELECTION OF VICE-CHAIRMAN

RESOLVED: That Mr Gerard Lidgey be elected Vice-Chairman of the Standards and Governance Committee for the remainder of the Municipal Year 2008/09.

14. APOLOGIES

No apologies for inability to attend the meeting were received.

15. DECLARATIONS OF INTEREST

There were no declarations of interest.

16. MINUTES

RESOLVED: That the Minutes of the meeting of the Standards and Governance Committee held on 11 September 2008 be approved and signed by the Chairman as a true and correct record.

17. DEPUTATIONS

There were no deputations.

18. PUBLIC QUESTIONS

There were no public questions.

PART II

19. NEW MEMBER INDUCTION AND TRAINING

Consideration was given to a report of the Borough Solicitor which advised the Committee of the outcome of a scrutiny by the Overview and Scrutiny Committee of the 2008 New

Members Induction and Training.

Councillor Forder, Chairman of the Overview and Scrutiny Committee, was invited to address the Committee. He advised that the recommendations contained in the report reflected the Overview and Scrutiny Committee's views as to how the induction of new Councillors could be improved. The review had been carried out by the whole Committee and the resultant document had received unanimous support.

Members supported the recommendations contained in the report and were advised that, should they be approved, a review would need to be held, in consultation with Group Leaders, to ascertain what immediate training or induction requirements new Members may have. It was agreed that a further report would be submitted to the Standards and Governance Committee in approximately 12 months time once a new package had been agreed with Group Leaders.

RESOLVED: That:

- a) the report and recommendations of the Overview and Scrutiny Committee be noted as set out below and that the Chief Executive be asked to take these into account when formulating further training and induction:
 - 1. Councillors be equipped with the full staff contact list immediately;
 - 2. new Members receive a paper copy of the induction pack previously only available electronically in 2008;
 - 3. in their first two weeks of office, Councillors be given the opportunity to visit Streetscene, be introduced to key individuals and have the organisation's role explained;
 - 4. Councillors be given earlier access to the Council's Information Technology (IT) infrastructure;
 - 5. Councillors be provided with IT training opportunities to enable them to take advantage of the IT infrastructure with training on setting up websites occurring early on; and
 - 6. formal induction occasions be expanded and their focus altered. Session(s) to possibly include:
 - (i) existing Councillors explaining their role, activities, successes and frustrations with advice to the naïve and unwary;
 - (ii) the challenges and opportunities that Gosport provides and a description of existing local initiatives;

- (iii) clarification of what the Borough Council has to do and chooses to do;
- (iv) the purpose of the Code of Conduct and its role in facilitating Councillors' work;
- (v) a practical introduction to the Council Chamber and what occurs during Council meetings;
- (vi) a basic guide to the Council's standing orders and procedures followed during meetings; and

- b) a further report be submitted to the Committee in approximately twelve months time.

20. INTERNAL AUDIT – PROGRESS REPORT FROM 1 APRIL 2008 TO 30 SEPTEMBER 2008

Consideration was given to a report of the Head of Internal Audit and Risk Assurance which advised the Committee of the performance of the Internal Audit Section in the first six months of 2008/09 (1 April 2008 – 30 September 2008) against the agreed audit plan to the Members with responsibility for governance.

Members were advised that the six-monthly position was encouraging and it was expected that the Audit Plan would be delivered successfully and on time. Tasks had been assigned to individual officers of the Internal Audit Section. The Section was currently carrying a vacancy but it was anticipated that the post would be filled shortly.

In answer to a Member's question, the Borough Treasurer confirmed that the Council had no investments with the Icelandic banks and advised that the Council had significant funds invested pending use for funding the Capital Programme. In view of the current difficulties with financial markets, finance staff were managing investments in a restricted (low risk) way within the strategy approved by Council and it was likely that the investment strategy for 2009/10 recommended to Council in February 2009 would be significantly restrictive compared to previous years.

The issue of complaints about the grounds maintenance service was raised. Members were advised that Internal Audit would be concerned with the level of complaints but would not normally investigate specific individual complaints about the service.

RESOLVED: That the review of the performance of Internal Audit from 1 April 2008 to 30 September 2008 be concluded.

21. STANDARDS AND GOVERNANCE COMMITTEE WORKPLAN

Consideration was given to a report of the Borough Solicitor which advised Members of progress on the Committee's Workplan.

Members were advised that additional work had been required to be undertaken due to the introduction of Local Assessment and Investigation of Complaints. It was felt that the Workplan should reflect this additional workload and it was suggested that the Borough Solicitor report twice yearly to the Committee on this area of work, the first report being in January 2009 and the second in September 2009.

The Borough Solicitor suggested that it would be advisable to move forward with Member training on the investigation of complaints and that a training session could be arranged in January 2009 and advised that Hart District Council had expressed an interest in sharing such training and therefore costs could be shared.

A lack of resources had meant that the areas of work related to Member/Officer Protocols and Contract Standing Orders had not progressed as anticipated. Currently amendments to the Code of Conduct for Members and a revised Code of Conduct for Officers were subject to consultation which was due to be completed on Christmas Eve. Officers considered it advisable to await the results of the consultation before revising the Member/Officer Protocol. Accordingly a report would be made to the Committee in July 2009 on this matter.

Work was currently being undertaken by the Chief Finance Officers across Hampshire on rationalising Procurement Strategies and Contract Standing Orders to facilitate partnership working. It was felt that the outcome of this work should be awaited before progressing with the review of the Council's Contract Standing Orders.

With regard to joint working, Members were advised that the Council, having now introduced its own systems, had withdrawn from the Hampshire Marketplace. With regard to joint waste collection, the Gosport Borough Council service was already the cheapest in Hampshire.

Members raised the issue of complaints about Councillors. It was felt that a number of those made in Gosport had been unnecessary as they were either "tit-for-tat" or politically motivated. However, it was clear that the Council still had a duty to assess and investigate such complaints.

It was agreed that the proposed joint training with Hart District Council should be arranged.

RESOLVED: That:

- a) the revised Workplan be approved; and
- b) training on the investigation of complaints be arranged in January 2009 and shared training with Hart District Council be further explored.

22. HAMPSHIRE, ISLE OF WIGHT, EAST SUSSEX, WEST SUSSEX AND SURREY INDEPENDENT MEMBERS' FORUM – FAREHAM, 23 OCTOBER 2008

Consideration was given to a report of the Chairman, Mr Perry, which provided details of the seventh Annual Assembly of the Standards Board for England held on 13/14 October 2008

which had been tabled at the above Forum meeting in Fareham on 23 October 2008. Members were advised of the of future likely events as set out in Appendix A of the report including:

- amendment regulations in November 2008 allowing Standards Committees of different Councils to work together, and to remedy difficulties in recruiting independent members
- review by the Government of the newly introduced Code of Conduct, with consultations on closing on Christmas Eve 2008
- increasing pressure for Standards Committees to become more involved in matters such as oversight of standards in local partnerships. A protocol had been issued the day after the recent national conference at Birmingham
- increasing pressure for a more proactive stance by Standards Committees
- proposals for regular six-monthly meetings between the Chair of the Standards Committee, Council CEO and Leader, revolving around increasing Standards Committees' profiles

The Chairman was thanked for his report and the update contained therein.

RESOLVED: That the Chairman's report be noted.

The meeting commenced at 6.00pm and concluded at 6.45pm.

CHAIRMAN

**AN EXTRAORDINARY MEETING OF THE STANDARDS AND GOVERNANCE COMMITTEE
WAS HELD ON 1 DECEMBER 2008**

Councillors Ms Ballard (P), Burgess (P), Cully (P), Hicks (P), Langdon (P) and Wright (P).

Independent Members: Mr R V Perry (P) and Mr G Lidgey (P).

23. APOLOGIES

No apologies for inability to attend the meeting were received.

24. DECLARATIONS OF INTEREST

There were no declarations of interest.

25. DEPUTATIONS

There were no deputations.

26. PUBLIC QUESTIONS

There were no public questions.

PART II

27. INTERNAL AUDIT – PROPOSED FORMAL PARTNERSHIP WITH EASTLEIGH BOROUGH COUNCIL FROM APRIL 2009 TILL MARCH 2012

Consideration was given to a report of the Head of Internal Audit and Risk Assurance which advised the Committee of the proposed formal partnership of Internal Audit and its sharing of resource with Eastleigh Borough Council as from 1 April 2009 till March 2012.

The Head of Internal Audit and Risk Assurance advised that his time was split over the two authorities. Audit staffing resources at Eastleigh Borough Council would return to full capacity in April 2009 and interviews for the vacant post in Gosport Borough Council's Internal Audit section had been arranged for 15 December 2008. It was now proposed to formalise the partnership arrangement from April 2009. A partnership agreement and memorandum of understanding were currently being drafted and would be presented to the meeting of the Committee on 22 January 2009.

Members raised concerns about the affect on the Head of Internal Audit and Risk Assurance of managing two sites within two different organisations which were physically some distance apart. Officers advised that arrangements were being made that would reduce the amount of

travelling involved. An allowance was made for officer travelling time between sites.

Members were advised that a considerable amount of time had already been spent at Eastleigh Borough Council by the Head of Internal Audit and Risk Assurance, under this year's informal agreement, but much of this had been a learning process and familiarisation with that organisation and should be considered as an investment. A level of management of the Eastleigh office could be carried out off site but there was still a requirement for his presence on site.

The partnership would be monitored by a Panel as well as by the Borough Treasurer of Gosport Borough Council and the Chief Financial Officer of Eastleigh Borough Council who would keep the sustainability of the arrangement under review.

The Borough Treasurer advised that problems were often encountered in small local authorities where, of necessity, the internal audit teams were also small. A partnership arrangement had been running in Winchester City and Havant Borough Councils for a number of years now. Gosport and Eastleigh now had a pool of trained staff who also specialised in some areas of audit work.

The external auditors of both authorities had expressed their satisfaction with the proposed arrangement.

Members felt that the post of Head of Internal Audit and Risk Assurance should go through the Council's job evaluation process before the signing of any agreement.

RESOLVED: That approval in principle be given to the proposed joint internal audit arrangements from April 2009 till March 2012, subject to the post of Head of Internal Audit and Risk Assurance being evaluated before the signing of any agreement.

28. REVISION OF COUNCILLORS' CODE OF CONDUCT

The Chairman drew the Committee's attention to the end date for the consultation period on the revised Code of Conduct which is 24 December 2008.

The meeting commenced at 6.00pm and concluded at 6.22 pm.

CHAIRMAN

AGENDA ITEM NO. 6

Board/Committee:	STANDARDS AND GOVERNANCE COMMITTEE
Date of Meeting:	22 JANUARY 2009
Title:	COMPLAINTS PROCEDURES AND ANALYSIS
Author:	CORPORATE SERVICES MANAGER
Status:	FOR CONSIDERATION

Purpose

To consider an analysis of complaints for the first 6 months of the current financial year.

Recommendation

That the Committee:

Consider the analysis of formal complaints received in the first 6 months of the 2008/9 financial year.

1 Background

- 1.1 At the Meeting of the Committee on 14 December 2006 it was resolved that six-monthly complaints monitoring reports be submitted to the Board. Members would then be in a position to identify any trends in the quality of service delivery and if necessary to also make any recommendations to Council on the operation of the Customer Complaints Procedures.
- 1.2 A detailed report and analysis of the formal complaints received during the full 2007/8 financial year was considered by the Committee at its meeting on 11 September 2008.

2 Report

- 2.1 The Customer Complaints Procedures have not been changed during the current financial year. In addition to complaints being submitted by letter, the Council web site includes a link to enable the public to use an On-line Complaints Form, which on submission by a member of the public is automatically sent to the 'comments, complaints and compliments' in-box for prompt action.
- 2.2 All formal complaints received, either on-line or in writing, are managed and monitored by staff in the Corporate Services Unit. Initially the complaint is dealt with as a Stage 1 and is allocated to the appropriate Service Unit Manager for a response. If the complainant remains dissatisfied, then the complaint progresses to Stage 2 and arrangements are made for an independent Manager to investigate

the matter and write directly to the complainant with their findings and conclusions. If the complainant remains dissatisfied after the Stage 2 process they can request that their complaint is considered by a Panel of 3 Councillors (Stage 3). The complainant has an ultimate right to refer their complaint, at any time, to the Local Government Ombudsman. However, the Ombudsman will not normally consider a complaint until and unless the local authority's internal complaints procedures have been exhausted.

2.3 All formal complaints received are logged in a Complaints Register, maintained in the form of a spreadsheet, and this is used to monitor progress and help ensure that target dates for responses are met.

2.4 A breakdown of complaints received for the period 01/04/08 to 30/09/08 between the responding Service Units is shown in **Appendix A**. An analysis of the type of complaints is attached as **Appendix B**.

2.5 During the period 1/04/08 to 30/09/08 a total of 21 formal complaints were received.

Of the Stage 1 complaints received 17 were responded to within the 10 day target time – performance of 81% compared with 91% for 2007/8. The longest response time was 14 days.

Of the 17 complaints 3 were escalated to the Stage 2 process of which 2 were completed on time and 1 remains outstanding, waiting for the complainant to respond to the Stage 2 Manager's request to agree a meeting date. 1 of the Stage 2 complainants requested that their complaint be escalated to the Stage 3 Members' Panel. This case, concerning a Housing matter, was heard by the Stage 3 Panel on 10 November 2008 and the Panel determined that the complaint was not upheld.

A number of service – related "complaints" were received via the "comments/complaints" form and these were immediately forwarded to the relevant Section to be dealt with as a routine enquiry or request.

2.6 The complaints figures show a significant decrease in the number of complaints for the 6 month period compared with last year, down from 78 to 21. However, the figure for 2007/8 was skewed as multiple complaints were received concerning a single Planning issue and if these were treated as one complaint the figure for the first 6 months of last year would be 38. However, this still represents a decrease of approximately of 45% in the number of complaints in the current year. As can be seen from Appendix B the types of complaint run across the full range of services. There is no discernible trend that gives particular cause for concern with most areas of service showing a reduction year-on-year.

- 2.7 A full review of complaints for the complete financial year will be presented to a future meeting of the Committee in 2009/10. This will include a qualitative analysis to determine whether the complaints process has had positive effect in either identifying improvements in procedures or in the way services are delivered. The results of a survey of complainants, asking for opinions and comments on the procedures, will also be included.

3 Risk Assessment

- 3.1 It is important that the Council has in place robust processes for dealing with complaints to ensure that it minimises the risk of complaints to the Ombudsman and also minimises the risk of a finding of maladministration. It is also good governance to regularly review complaints received and assess the overall number and nature of complaints and take any necessary remedial action.

4 Conclusion

- 4.1 The formal complaints processes and procedures appear to be operating satisfactorily and it is not recommended that any changes are made.
- 4.2 An analysis of the 21 complaints received during the first half of the year does not reveal any trend that gives particular cause for concern.

Financial Services comments:	There are no financial implications.
Legal Services comments:	None for the purposes of this report.
Service Improvement Plan implications:	There are none.
Corporate Plan:	The effective management of complaints procedures contributes to the strategic priority of enhanced customer service.
Risk Assessment:	There are no direct business risks associated with this report although robust complaints procedures are a means of reducing the risk of the Council being reported to the Local Government Ombudsman.
Background papers:	None
Appendices/Enclosures:	
Appendix 'A'	Complaints analysis by unit
Appendix 'B'	Complaints analysis by type
Report author/ Lead Officer:	Ken Lucking, Corporate Services Manager

APPENDIX A

COMPLAINTS - 1 APRIL 2008 - 30 SEPTEMBER 2008

BUSINESS UNIT	Stage 1	Stage 2	Stage 3
Chief Executive	2	0	0
Development Services	0	0	0
Financial Services	5	1	0
Housing Services	8	1	1
Legal and Democratic Services	0	0	0
Leisure and Cultural Services	1	0	0
Environmental Services	5	1	0
Corporate Services	0	0	0
TOTAL	21	3	1

APPENDIX B

COMPLAINTS ANALYSIS BY TYPE FOR THE FIRST 6 MONTHS OF THE YEAR

Type of complaint	2007/8	2008/9
Planning	47	0
Housing	11	8
Grounds maintenance	4	2
Car parks	1	0
Refuse		
Collection/recycling	3	1
Dog fouling/dog bins	2	0
General environmental	2	2
Public toilets	2	0
Street litter	1	0
Benefits	1	2
Council tax	2	1
Data protection/Fol	1	0
Leisure	1	0
Bus tokens	0	2
Stokes Bay Festival	0	3
TOTAL	78	21

AGENDA ITEM NO. 7

Committee:	Standards & Governance Committee
Date of Meeting:	22 January 2009
Title:	Strategic Internal Audit Plan 2009-2012
Author:	Head of Internal Audit & Risk Assurance
Status:	For Decision

Purpose

This report provides the Standards and Governance Committee with the planned coverage of Internal Audit resources for the next three years 2009-2012.

Recommendation

That the Standards and Governance Committee agree the 2009-2012 Strategic Internal Audit Plan as attached in Appendix One.

1 Background

- 1.1 The strategic plan has been developed using a risk based methodology with clear reference and resource to key initiatives over the coming three years. This plan is based on the current audit universe and organisation structure. The plan is long term and with the current national economic forecast being so unpredictable there is a high degree of flexibility allowed for in contingency (45 days or 5% of the overall planned audit days). The longer term partnership arrangement with Eastleigh Borough Council has been allowed for in the three year strategic plan (i.e. 130 audit days per annum – shared audit management).

2 Report

- 2.1 The strategic audit plan is based on 4.81WTE internal staff and details the resource requirements within each service within the Council for the next three years. It's key that the Council has a professional and focused internal team to ensure it can develop a strategic audit plan with sufficient flexibility to allow variations that may be encountered over the medium term. There is a higher degree of flexibility allowed in this type of longer term planning than in the annual plan. The annual plan for 2009/10 (with more detail) will be tabled to Members at the next meeting of this Committee.
- 2.2 In addition, the Strategic Internal Audit Plan includes for an additional 20 days from an outsourced IT Audit specialist over the next three years. Future work in this area will be reviewed in 2009/10 to ensure the Council is receiving value for money. This may be part of a county wide collaborative procurement exercise to test the market and to discuss improved ways of delivering this specialist work.

- 2.3 Last year, the total audit assignments reduced though the overall days remained constant. This was intended to reflect a more realistic allocation of available resources to the key risk areas. It also took into account the first year working with Eastleigh Borough Council and the opportunity of income generation through shared audit resources. Additionally, since producing last years strategic audit plan, financial resources have been subject to tighter constraints and the development of the partnership arrangement will support cost reductions (training) and assist in efficiencies (best practices).
- 2.4 The principle drivers for selection of assignments has been risk. Areas for internal audit review have been selected based on:
- Review of the risk registers
 - Discussions with each Service Unit Manager
 - Feedback from previous internal and external audit work
 - Levels of income and expenditure
 - Vulnerability of the service or function to the community

Fundamental system reviews

- 2.5 Other internal audit work is done to satisfy adequate coverage and assurances can be given to management in support of the Council's core functions. This is a key element supporting the control environment underpinning the annual governance statement and is agreed with the Council's External Auditors. An independent inspection annually is performed on the level and adequacy of this fundamental work and is reported directly through External Audit to this Committee. This equates to 183 days and is classed as fundamental work and is not risk assessed as it is the statutory work that is required by the Accounts and Audit Regulations to ensure a "fit for purpose" audit. From this fundamental work a level of assurance can be provided to the Council by the Head of Internal Audit within the Annual Report.

2.6 Risk based audits

Certain topics will be reviewed at different levels, either at management request or because of their significance. Corporate governance, risk management, financial regulations, contract and procurement rules are strategic topics which merit regular review. Similarly, partnership, ICT and significant capital schemes will be reviewed and internal audit and specialist ICT auditors will play a role in assisting senior management in their successful implementation.

2.7 Other work

In the recent past, internal audit has been heavily involved in administering a number of Council wide initiatives within the Council (procurement, risk management, efficiency reviews, national fraud initiative and internet logging). In the long term some of these initiatives will cease and become normal day to day business and so over the coming three years these can be absorbed within the internal audit and be classed as “consultancy” work. In addition, there are times when internal audit resource (independent) needs to be involved in internal investigations. These can be very time consuming and have a strain on the agreed planned work. A proportion of contingency has been allowed for within the audit plan to cover these eventualities.

3 Risk Assessment

- 3.1 The work performed by Internal Audit assists in reducing the overall risk exposure in the Council's operations and provides a degree of support to management, through the annual governance statement, in placing reliance on the adequacy of controls within their Services.

4 Conclusion

- 4.1 This report outlines the planned internal audit coverage for the next three years (2009/12).

Financial Services comments:	Nil
Legal Services comments:	Nil
Service Improvement Plan implications:	The strategic internal audit plan is part of the Sections improvement plan and may be scrutinised both externally (Mazars) and internally (by the S&G Committee).
Corporate Plan:	The Internal Audit coverage supports all Council Services in pursuit of their overall corporate objectives.
Risk Assessment:	See Section 3
Background papers:	Nil
Appendices/Enclosures:	Appendix One – Strategic Internal Audit Plan 2009-12
Report author/ Lead Officer:	Chris Davis 023 9254 5306

Appendix One

Strategic Audit Plan 2009/12

Service	Planned audit days 2009/10	Planned audit days 2010/11	Planned audit days 2011/12
Financial	215	245	254
Management/VFM	101.50	118.50	108.50
Corporate	127	134	109
Legal & Democratic	11	1	6
Chief Executive's	28.75	21	27
Development	34.50	13	22
Environmental	82.75	79	84
Leisure	41.50	47.50	46.50
Housing	101	84	86
Contingency	45	45	45
EBC work	130	130	130
Total	918	918	918

AGENDA NO. 9**STANDARDS AND GOVERNANCE COMMITTEE WORKPLAN**

Work Area	Report To Committee	Lead Officer
Training- Investigations of Complaints	January 2009	LE
Strategic Audit Plan & Resource Plan 2009/2012	22 Jan 09	CD
Local Assessment Monitoring Report	19 Mar 09	LE
Internal Audit - 9 month position statement	19 Mar 09	CD
Draft Annual Governance Statement 2008/09	19 Mar 09	CD
Draft Annual Audit Plan 2009/10	19 Mar 09	CD
Head of Internal Audit Annual Report 2008/09	23 Apr 09	CD
Fraud & Corruption update & whistleblowing policy	23 Apr 09	LE & CD
Risk Management strategy update	23 Apr 09	JB & CD
Member/Officer Protocol	July 2009	LE
Contract Standing Orders	July 2009	PW/CD
Local Assessment Monitoring Report	Sept. 2009	LE
New Member Induction	Oct. 2009	LE

Dates of Future Meetings

19 March 2009

23 April 2009