

GOVERNANCE AND AUDIT COMMITTEE

Wednesday, 9th October, 2024

10.00 am

**Council Chamber, Sessions House, County Hall,
Maidstone**





AGENDA

GOVERNANCE AND AUDIT COMMITTEE

Wednesday, 9th October, 2024, at 10.00 am
Council Chamber, Sessions House, County
Hall, Maidstone

Ask for: **Katy Reynolds**
Telephone: **03000 422252**

Membership (13)

- Conservative (8) Mrs R Binks (Chairman), Mr T Bond, Mr N J D Chard,
Mr P C Cooper, Mrs S Hudson, Mr O Richardson, Mr M Whiting and
Mr S Webb
- Labour (1) Mr A Brady
- Liberal Democrat (1): Mr C Passmore (Vice-Chairman)
- Green and Independent (1) Mr M A J Hood
- Independent Member (2) Ms C Black and Dr D A Horne

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

1. Introduction/Webcasting
2. Apologies and Substitutes
3. Declarations of Interest in items on the agenda for this meeting
4. Minutes of the meeting held on 23 July 2024 (Pages 1 - 8)
5. Update on Progress against Internal Audit Recommendations (Pages 9 - 14)
6. Annual Customer Feedback Report 2023/24 (Pages 15 - 50)
7. Customer Feedback Policy Updates (Pages 51 - 78)
8. Update to Spending the Council's Money (Pages 79 - 186)

9. Progress Update on the Grant Thornton Value For Money Recommendations
To follow.
10. Audit Risk Assessment (Pages 187 - 230)
11. Financial Management Code of Practice - Compliance Assessment (Pages 231 - 246)
12. Audit Backstop and Revised Date (Pages 247 - 250)
13. External Audit Progress Report and Sector Update (Pages 251 - 270)
14. Other items which the Chairman decides are urgent

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Benjamin Watts
General Counsel
03000 416814

Tuesday, 1 October 2024

Please note that any background documents referred to in the accompanying papers maybe inspected by arrangement with the officer responsible for preparing the relevant report.