

South Norfolk Finance, Resource, Audit and Governance Committee

Agenda

Members of the South Norfolk Finance, Resource, Audit and Governance Committee:

Cllr Delme Thompson (Chairman)
Cllr Andrew Evans
Cllr Nicola Fowler
Cllr The Lord Fuller OBE
Cllr Terry Laidlaw

Cllr Trevor Graham (Vice-Chair)
Cllr Deborah Sacks
Cllr Robert Savage
Cllr Jim Webber

Date & Time:

Friday, 26 July 2024
9.30 am

Place:

Upper Yare - Horizon Centre, Peachman Way, Norwich, NR7 0WF

Contact:

Jessica Hammond, tel 01508 505298
Email: committee.snc@southnorfolkandbroadland.gov.uk
Website: <http://www.southnorfolkandbroadland.gov.uk/>

Public Attendance:

If a member of the public would like to attend to speak on an agenda item, please email your request to committee.snc@southnorfolkandbroadland.gov.uk, no later than 5.00pm Tuesday, 23 July 2024.

Large print version can be made available

If you have any special requirements in order to attend this meeting, please let us know in advance.

AGENDA

Glossary	(Pages 4 - 7)
1. Apologies for absence To report apologies for absence and to identify substitute members	
2. Urgent Items Any items of business which the Chairman decides should be considered as a matter of urgency pursuant to section 100B(4)(b) of the Local Government Act, 1972. Urgent business may only be taken if, "by reason of special circumstances" (which will be recorded in the minutes), the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency.	
3. Declarations of interest To receive declarations of interest from Members (guidance attached)	(Pages 8 - 10)
4. Minutes To confirm the minutes from the meeting of the Finance, Resources, Audit and Governance Committee held on 22 March 2024.	(Pages 11 - 17)
5. External Audit Plan 2023/24	(Pages 18 - 75)
6. Customer Complaints Performance	(Pages 76 - 104)
7. Restructure of the Big Sky Group	(Pages 105 - 113)
8. Strategic Risk Register	(Pages 114 - 132)
9. Self-Assessment Action Plan and Training Needs Analysis Results	(Pages 133 - 147)
10. Annual Report of the Finance, Resources, Audit and Governance Committee	(Pages 148 - 155)
11. Internal Audit - Progress and Follow Up	(Pages 156 - 175)
12. Internal Audit Annual Opinion and Report 2023/24	(Pages 176 - 198)
13. Annual Governance Statement 2023/24	(Pages 199 - 216)

14. Finance, Resources, Audit and Governance Committee Work Programme

(Pages
217 - 218)