

CORPORATE GOVERNANCE AND AUDIT COMMITTEE

**Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Friday, 25th March, 2022
at 2.00 pm**

MEMBERSHIP

Councillors

G Almass	J Bentley	M Foster
P Grahame		P Harrand
K Maqsood		J Shemilt
(Chair)		
P Truswell		
J Illingworth		

(Linda Wild – Independent Member)

To Note: Please do not attend the meeting in person if you have symptoms of Covid-19 and please follow current public health advice to avoid passing the virus onto other people.

A G E N D A

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1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 15.2 of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(*In accordance with Procedure Rule 15.2, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting)</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-</p>	

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3			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration</p> <p>(The special circumstances shall be specified in the minutes)</p>	
4			<p>DECLARATION OF INTERESTS</p> <p>To disclose or draw attention to any interests in accordance with Leeds City Council's 'Councillor Code of Conduct'.</p>	
5			<p>MINUTES</p> <p>To approve the minutes of the previous meeting held 4th February 2022 as a correct record.</p>	7 - 16
6			<p>ANNUAL ASSURANCE REPORT ON CUSTOMER CONTACT</p> <p>To consider the report of the Director of Resources which provides assurance over the control environment in place for customer contact and customer satisfaction in the areas of face to face services; Contact Centre and digital services for customers; and compliments and complaints.</p>	17 - 46
7			<p>APPROVAL OF LOCAL CODE OF CORPORATE GOVERNANCE</p> <p>To consider the report of the Chief Officer Financial Services which presents a revised Local Code of Corporate Governance (the Code) for approval by the Committee.</p>	47 - 56

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8			<p>INTERNAL AUDIT UPDATE REPORT DECEMBER 2021 TO FEBRUARY 2022</p> <p>To consider the report of the Chief Officer (Financial Services) which provides a source of assurance that the internal control environment is operating as intended through a summary of the Internal Audit activity for the period from December 2021 to February 2022. The report highlights the incidence of any significant control failings or weaknesses.</p>	57 - 86
9			<p>INTERNAL AUDIT PLAN 2022-23</p> <p>To consider the report of the Chief Officer (Financial Services) on the proposed Internal Audit Plan for 2022-23. The work of Internal Audit contributes to Leeds City Council achieving its key priorities by helping to promote a secure and robust internal control environment, which enables a focus on accomplishing Best Council Plan objectives.</p>	87 - 112
10			<p>CORPORATE GOVERNANCE AND AUDIT COMMITTEE WORK PROGRAMME 2021-22 AND 2022-23</p> <p>To consider the report of the Chief Officer Financial Services presenting the proposed work programme for the Corporate Governance and Audit Committee for the 2022-23 municipal year, setting out future business for the Committee's agenda, together with details of when items will be presented.</p>	113 - 118
11			<p>DATE OF NEXT MEETING</p> <p>To note the date of the next meeting is proposed as Friday 24th June 2022</p>	

Third Party Recording

Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those

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proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.

Use of Recordings by Third Parties– code of practice

- a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.
- b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.