

14 DISCLOSURES OF INTEREST

There were no disclosures of interest in any matter under discussion at the meeting.

15 OPERATIONAL ASSESSMENT PEER CHALLENGE IMPROVEMENT PLAN UPDATE

The Director of Corporate Resources submitted a report which provided Members with an update on the progress against the operational assessment peer challenge improvement plan which had been approved at the April 2012 meeting of the Audit Committee.

RESOLVED

That the report be noted.

16 CUSTOMER SERVICE FEEDBACK – SURVEY RESULTS

- A) ANNUAL QUALITY OF SERVICE**
- B) SCHOOL FIRE SAFETY VISITS**
- C) HOME FIRE SAFETY CHECK SURVEYS 2011 / 12**

Consideration was given to a report of the Director of Corporate Resources which informed Members of the feedback from three pieces of consultation.

It was reported that all the results, with the exception of one (satisfaction with response to domestic incidents), had shown an improvement over the previous year's quality of service survey figures and, overall, levels of service satisfaction relevant to the surveys, were continually improving. It was noted that it was encouraging to see such improvements in the light of recent fundamental organisational change.

Members discussed the success of other partnership arrangements for the distribution of fire safety advice (and referrals of vulnerable individuals in the community) including the Rotary Club and other local community groups etc. Friends of the Fire Service.

RESOLVED

That the report be noted.

17 EXTERNAL AUDIT PLAN 2012 – 2013

The Chief Finance Officer presented the External Audit Plan for 2012 / 13 which set out the work on the Authority's financial statements to be carried out by external audit (KPMG) in 2012 / 13.

It was reported that this would be the first external Plan which had been produced under the new audit regime and it was noted that there had also been a significant reduction of 40% in audit fee.

No key risks or any significant underlying areas of concern had been identified as being potential areas of concern or focus.

RESOLVED

That the content of the External Audit Plan 2012 – 13 be noted.

18 INTERNAL AUDIT – QUARTERLY REVIEW – SUMMARY

(This item was considered as exempt information under Schedule 12A (3) of the Local Government Act 1972 – business or financial affairs)

The Chief Finance Officer presented a report that provided a summary of the audit activity for the period from April to August 2012.

Seven audits had been completed of which five had received substantial assurance, one adequate and one limited.

Members discussed the detail of the special investigation which was referred to in the report now submitted together with the issues related to compliance with contract Standing Orders. It was reported that all the internal audit recommendations were being addressed.

RESOLVED

- (i) That the report be noted; and
- (ii) That a report be submitted to the April meeting of the Committee giving an updated position on progress in those areas of adequate or limited assurance together with detail of any relevant internal action plans.

Chair