



*Castle House
Great North Road
Newark
NG24 1BY*

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Tuesday, 23 July 2024

Chair: Councillor P Harris
Vice-Chair: Councillor S Forde

Members of the Committee:

Councillor R Cozens
Councillor P Farmer
Councillor A Freeman
Councillor J Hall
Councillor S Haynes

Councillor J Kellas
Councillor S Michael
Councillor C Penny
Councillor M Shakeshaft
Councillor T Thompson

MEETING:	Audit and Governance Committee
DATE:	Wednesday, 31 July 2024 at 6.00 pm
VENUE:	Civic Suite, Castle House, Great North Road, Newark, NG24 1BY

**You are hereby requested to attend the above Meeting to be held at the time/place
and on the date mentioned above for the purpose of transacting the
business on the Agenda as overleaf.**

If you have any queries please contact Karen Langford on Karen.Langford@newark-sherwooddc.gov.uk.

AGENDA

	<u>Page Nos.</u>
1. Notification to those present that the meeting will be recorded and streamed online	
2. Apologies for Absence	
3. Declarations of Interest from Members and Officers	
4. Minutes of the Meeting held on 24 April 2024	4 - 9
5. Revised Customer Complaint and Feedback Policy and Housing Ombudsman Complaint Handling Code Self-Assessment update	10 - 50
6. Customer Feedback (Complaints, Suggestion & Praise for the period October 2023 - March 2024 (Half 2 - 2023/24)	51 - 71
7. Productivity Plan	72 - 81
8. Going Concern Status of the Council	82 - 86
9. Unaudited Statement of Accounts 2023/24	87 - 232
10. Treasury Management Outturn Report 2023/24	233 - 240
11. Assessment of the effectiveness of the Internal Audit Function and the Audit and Governance Committee	241 - 242
12. Annual Internal Audit Report	243 - 249
13. Internal Audit Progress Report 2024/25	250 - 264
14. Provisional Financial Outturn Report to 31 March 2024	265 - 289
15. Fraud Risk Assessment	290 - 315
16. Counter-Fraud Activities from 1 October 2023 to 30 April 2024	316 - 319
17. Code of Conduct Annual Report for the Period 1 April 2023 - 30 April 2024	320 - 323
18. Audit and Governance Committee Work Plan	324 - 328
19. Exclusion of the Press and Public	

To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in part 1 of Schedule 12A of the Act.

20. Fraud Risk Assessment 329 - 330
21. Date of Next meeting - Wednesday 25 September 2024