

## Notice of Meeting and Agenda Audit, Risk and Scrutiny Board

Date	Time	Venue
Monday, 25 October 2021	10:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Tom Begg: Councillor Stephen Burns: Councillor Michelle Campbell:  
Councillor Jim Harte: Councillor John Hood: Councillor Emma Rodden: Councillor  
Jane Strang:

Councillor Bill Binks (Convener): Councillor Jim Sharkey (Depute Convener):

### Hybrid Meeting

Please note that this meeting is scheduled to be held in the Council Chambers. However, it is a hybrid meeting and arrangements have been made for members to join the meeting remotely should they wish.

### Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on 07734358719

To find the recording please follow the link below

[https://renfrewshire.public-i.tv/core/portal/webcast\\_interactive/608639](https://renfrewshire.public-i.tv/core/portal/webcast_interactive/608639).

## **Apologies**

Apologies from members.

## **Declarations of Interest**

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

## **AUDIT**

- 1 Summary of Internal Audit Reports for period 01 July to 30 September 2021 1 - 8**

Report by Chief Auditor.

- 2 Internal Audit and Counter Fraud Progress and Performance for Period 1 July to 20 September 2021 9 - 16**

Report by Chief Auditor.

## **MONITORING & REVIEWING SERVICE DELIVERY PERFORMANCE POLICIES AND PRACTICE**

- 3 2020/21 Complaints Handling Performance 17 - 28**

Report by Chief Executive.

## **ANNUAL PROGRAMME**

- 4 Review of Bus Deregulation and Effect on Transport Services in Renfrewshire - Lead Officer Jamie Mackie 29 - 34**

Report by Lead Officer.

## **AUDIT**

### **EXCLUSION OF PRESS AND PUBLIC**

**The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraph 1 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.**

#### **Exempt Item**

Exempt documents are no longer available in print format. You will require to log in to Audit, Risk & Scrutiny Exempt Items to access documents. Please note that access to exempt documents is now restricted.

#### **5 Summary of Internal Audit Investigation Reports for period 01 July to 30 September 2021**

Report by Chief Auditor.