

WEST DUNBARTONSHIRE COUNCIL

Council Offices, Garshake Road, Dumbarton, G82 3PU

20 May 2004

**MEETING: AUDIT & PERFORMANCE REVIEW
 COMMITTEE**

**WEDNESDAY, 26 MAY 2004
COUNCIL CHAMBERS
CLYDEBANK TOWN HALL
DUMBARTON ROAD
CLYDEBANK**

Dear Member,

Please attend a meeting of the **Audit & Performance Review Committee** to be held in the Council Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 26 May 2004 at 10.00 a.m.

The business is as shown on the enclosed agenda.

Yours faithfully

TIM HUNTINGFORD

Chief Executive

Distribution:

Councillor J Maceira (Convener)
Councillor M Bootland
Councillor J McCallum
Councillor G Casey
Councillor G Calvert
Councillor C McLaughlin
Councillor J Bolla

All other Councillors for information

Chief Executive
Director of Corporate Services
Director of Development and Environmental Services
Director of Housing and Technical Services
Director of Education and Cultural Services
Director of Social Work Services

AUDIT & PERFORMANCE REVIEW COMMITTEE

WEDNESDAY, 26 MAY 2004

AGENDA

1. APOLOGIES

2. MINUTES OF PREVIOUS MEETING

(pages 1 - 5)

Submit, for approval as a correct record, Minutes of Meeting of the Audit & Performance Review Committee held on 25 February 2004.

3. COUNCIL TAX SERVICE – BEST VALUE REVIEW

(pages 7 - 15)

With reference to the Minutes of Meeting of the Audit & Performance Review Committee held on 25 February 2004 (Page 599, paragraph 1961 refers), submit report by the Director of Corporate Services on the review of Council Tax practices and performance undertaken over the past 18 months and presenting recommendations regarding service delivery.

4. EVALUATING EMPLOYEE DEVELOPMENT

(pages 17 - 20)

With reference to the Minutes of Meeting of the Audit & Performance Review Committee held on 25 February 2004 (Page 600, paragraph 1963 refers), submit report by the Director of Corporate Services seeking approval for practical steps formalising the evaluation of training in the Council and making recommendations thereon.

5. MONITORING PUBLIC COMPLAINTS

(pages 21 - 42)

Submit report by the Chief Executive providing:-

- (a) a corporate overview of complaints and complaints processing for the period 1 October 2003 to 31 March 2004; and

(b) providing comparative data relating to the previous three financial years.

6. CORPORATE PLAN 2003/07 – ANNUAL PROGRESS REPORT 2003/04
(pages 43 - 69)

Submit report by the Chief Executive providing an account of the progress achieved in delivering the priorities and objectives outlined in the first year of the Corporate Plan and making recommendations thereon.

7. SICKNESS ABSENCE STATISTICS – QUARTER 4 2003/2004
(pages 71 - 76)

Submit report by the Director of Corporate Services informing on the levels of employee absence during the 3 month period 1 January 2004 – 31 March 2004.

8. INTERNAL AUDIT PROGRESS REPORT TO 31 MARCH 2004
(pages 77 - 80)

Submit report by the Director of Corporate Services advising of the work undertaken by the Internal Audit Section against the Audit Plan 2003/04.

9. INTERNAL AUDIT ANNUAL PLAN 2004/2005
(pages 81 - 95)

Submit report by the Director of Corporate Services advising of the planned programme of work for the Internal Audit Section for the year 2004/2005.

10. BEST VALUE REVIEW OF THE INTERNAL AUDIT SERVICE
(pages 97 - 122)

Submit report by Director of Corporate Services advising of the results of the Best Value Review of the Internal Audit Service.

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11. EXTERNAL AUDIT REPORTS (pages 123 - 156)

Submit report by the Director of Corporate Services providing information on five audit reports recently produced by Audit Scotland, namely, Review of Budgetary Control Systems; Review of Trading Accounts; Review of Treasury Management System; Follow-up Review of Internal Audit and Follow-up Review of Criminal Justice Social Work Partnership Joint Committee's Main Financial Systems.

12. OVERVIEW OF THE 2002/03 LOCAL AUTHORITY AUDITS
(pages 157 - 206)

Submit report by the Director of Corporate Services providing information arising from the Accounts Commission's report on the 2002/03 local authority audits.

13. FOLLOW UP REVIEW OF HOUSING RENTS SYSTEM
(pages 207 - 211)

Submit report by the Director of Housing and Technical Services advising of the progress being made in addressing the issues raised by Audit Scotland in their audit of the Housing rents system.

For information on the above agenda please contact Shona Barton, Administrative Assistant, Legal and Administrative Services, Council Offices, Garshake Road, Dumbarton, G82 3PU. Tel: (01389) 737205.
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