



Notice of a public meeting of

Audit and Governance Committee

To:	Councillors Pavlovic (Chair), Fisher (Vice-Chair), Daubeney, Lomas, Mason, Wann and Webb
Date:	Monday, 30 November 2020
Time:	5.30 pm
Venue:	Remote Meeting

AGENDA

1. **Declarations of Interest**

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

2. **Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is at **5.00pm** on **Thursday, 26 November 2020**.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill in an online registration form. If you have any questions about the registration form or the meeting please contact Democratic Services. Contact details can be found at the foot of the agenda.

Webcasting of Remote Public Meetings

Please note that, subject to available resources, this remote public meeting will be webcast including any registered public speakers who have given their permission. The remote public meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

3. Risk Management of the York Central Project (Pages 1 - 30)

This report presents an overview of risk management arrangements for the council as part of the York Central Partnership (YCP), together with the most recent up to date versions of the risk registers used to track and manage risk.

4. Information Governance and Complaints (Pages 31 - 48)

This report provides an update on the council's performance in respect of information governance, Information Commissioner's Office (ICO) decision notices, publishing of the decision log, and Local Government and Social Care Ombudsman (LGSCO) complaints received since 5 February 2020.

5. Annual Complaints Report (Pages 49 - 108)

This report presents highlights from the Annual Complaints Report March 2019 to April 2020, which is attached in full at Annex 1.

6. Corporate Complaints and Feedback Proposals (Pages 109 - 198)

This report and annexes presents proposals for a revised and refreshed Corporate Complaints and Feedback policy and procedures, as part of the council's review of the governance of complaints and feedback handling.

7. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democratic Services contact:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جا سکتی ہیں۔ (Urdu)

 (01904) 551550