



City of Westminster

Committee Agenda

Title: **Audit and Performance Committee**

Meeting Date: **Thursday 11th February, 2016**

Time: **6.45 pm**

Venue: **Room 6 - 17th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP**

Members: **Councillors:**

Jonathan Glanz (Chairman)
David Boothroyd
Jacqui Wilkinson

Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda

Admission to the public gallery is by ticket, issued from the ground floor reception at City Hall from 6.30pm. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.



An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Reuben Segal.

**Tel: 020 7641 3160 Email: rsegal@westminster.gov.uk
Corporate Website: www.westminster.gov.uk**

Note for Members: Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Legal & Democratic Services in advance of the meeting please.

AGENDA

PART 1 (IN PUBLIC)

1. MEMBERSHIP

To note that Councillor Jacqui Wilkinson has replaced Councillor Lindsey Hall.

To note that apologies have been sent by Councillor Judith Warner.

2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any personal or prejudicial interests in matters on this agenda.

3. MINUTES

To approve the minutes (public and confidential versions) of the meeting held on 12 January 2016.

4. EXEMPT REPORTS UNDER THE LOCAL GOVERNMENT ACT 1972

RECOMMENDED: That under Section 100 (A) (4) and Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), the public and press be excluded from the meeting for the following item(s) of business because they involve the likely disclosure of exempt information on the grounds shown below and it is considered that, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information:

<u>Item No</u>	<u>Grounds</u>	<u>Para. of Part 1 of Schedule 12A of the Act</u>
5 & 6	Business and financial affairs of the Council or other body	3

(Pages 1 - 10)

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| <p>5. MANAGED SERVICES PROGRAMME UPDATE
Report of the Interim Bi-borough Director of Corporate Services.</p> | <p>(Pages 11 - 40)</p> |
| <p>6. MANAGED SERVICES PROGRAMME - REVIEW OF PROGRESS TO DATE
Report of Tri-borough Director for Audit, Fraud, Risk and Insurance</p> | <p>(Pages 41 - 48)</p> |

Charlie Parker
Chief Executive
9 February 2016

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CITY OF WESTMINSTER

MINUTES

Audit and Performance Committee

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Audit and Performance Committee** held on **Tuesday 12th January, 2016**, Rooms 10A & 10B - 17th Floor, City Hall.

Members Present: Councillors Jonthan Glanz (Chairman), David Boothroyd and Judith Warner

Also Present: Councillor Antonia Cox, Nick Dawe, Interim Bi-Borough Director of Corporate Services, Steve Mair, City Treasurer, Moira Mackie, Internal Audit Manager, Moyra McGarvey, Tri-Borough Director of Audit, Fraud, Risk and Insurance, Clive Parsons and David Hack, BT Global Services and Reuben Segal, Senior Committee and Governance Officer.

Apologies for Absence: Councillor Lindsey Hall

1 MEMBERSHIP

1.1 There were no changes to the membership.

2 DECLARATIONS OF INTEREST

2.1 Councillors Glanz and Warner declared that they were BT customers.

3 MINUTES

3.1 **RESOLVED:** That the minutes of the meeting held on 10 December 2015 (public and confidential versions) be signed by the chairman as a correct record of proceedings.

4 EXEMPT REPORTS UNDER THE LOCAL GOVERNMENT ACT 1972

4.1 **RESOLVED:** That under Section 100 (A) (4) and Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), the public and press be excluded from the meeting for the following item of business because it

involves the likely disclosure of exempt information in relation to the financial or business affairs of the Authority and/or other parties.

5 OPERATIONAL UPDATE ON THE MANAGED SERVICES PROGRAMME

- 5.1 The committee received a weekly progress report on the Managed Services Programme (MSP) covering the period up to 6 January 2016.
- 5.2 It was noted that the report had been provided with less than the statutory 5 working days notice. This was because the relevant information is gathered at specific periods and could not have been provided any earlier. The chairman agreed to accept the report as a matter of urgency due to the wide ranging impact of MSP on the Council and stakeholders and the consequent risks in particular it poses to the year end audit activity of the Council's accounts.
- 5.3 The Committee welcomed Clive Parsons and David Hack, BT Global Services, to the meeting to answer questions on the overall position of the programme and recent operational performance.
- 5.4 Messrs Parsons and Hack outlined their role within the programme. Mr Parsons informed the committee that he had recently joined the programme. He reported to Craig Anderson and is the operational manager in the Shared Service Centre (SSC) working to support service improvement. He explained that Jane Watt is the de facto head of the SSC but is currently leading on supporting the council's financial year end audit activity. Mr Hack, who also reported to Craig Anderson, explained that he is the lead on development work being undertaken on the Agresso System which includes rolling out the remainder of components and resolving outstanding system issues. He had worked at BT for approximately 12 years. Both had experience of working in similar roles on other programmes on behalf of BT.
- 5.5 Nick Dawe, Interim Bi-Borough Director of Corporate Services, summarised the key issues for the committee's attention and consideration.
- 5.6 The Committee then submitted questions to representatives of BT and the officers present.
- 5.7 **RESOLVED:**
1. That the MSP update report as at 6 January 2016 be noted.
 2. Given the problems associated with MSP officers are requested to provide the committee on a regular basis with a forward plan of contracts of either a significant size, complexity and/or value prior to final service specification and/or award to determine whether it wishes to consider any of their contractual arrangements and/or refer any to the relevant policy and scrutiny committee for consideration.
- 5.8 **ACTION:**

1. Organise a further meeting in the middle of February to scrutinise whether agreed deliverables to be achieved by the end of January have been met. **(Action for: Reuben Segal, Committee & Governance Services)**
2. Provide the Committee with the weekly update reports provided to the Leader of the Council, Cabinet Member for Finance and Corporate Services and the Chief Executive to enable members to keep abreast of operational performance. **(Action for: Nick Dawe, Interim Bi-Borough Director of Corporate Services)**

The Meeting ended at 7.57 pm

CHAIRMAN: _____

DATE _____

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Agenda Item 5

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Agenda Item 6

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