



CITY OF WESTMINSTER

MINUTES

Audit and Performance Committee

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Audit and Performance Committee** held on **Thursday 22nd September, 2016**, Rooms 10A & 10B - 17th Floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6 QP.

Members Present: Councillors Jonathan Glanz (Chairman), Judith Warner, Jacqui Wilkinson and David Boothroyd

Also Present: Pete Carpenter (Assistant City Treasurer), John Quinn (Bi-Borough Director of Corporate Services), Jeremy Beresford (Head of Intelligent Client Function), George Lepine (Framework Intelligent Client Function), Gavin Finlayson (Client Delivery Director, BT Global Services), Moira Mackie (Senior Audit Manager) and Reuben Segal (Committee & Governance Services)

Apologies for Absence: Steve Mair (City Treasurer) and Moyra McGarvey (Shared Services Director for Audit, Fraud, Risk and Insurance)

1 MEMBERSHIP

- 1.1 It was noted that Councillor Jacqui Wilkinson had replaced Councillor Lindsey Hall.

2 DECLARATIONS OF INTEREST

- 2.1 Councillors Glanz and Warner declared that they are BT customers.

3 MANAGED SERVICES UPDATE

3.1 RESOLVED:

That under Section 100(A)(4) and Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) the press and public 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 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.

- 3.2 The Committee received an update on the Managed Services Programme that provided a summary of the detailed project plan for the delivery of all remaining functionality by 17 January 2017.
- 3.3 The report also included details of the operational performance of the BT Shared Service Centre (BTSSC) and in particular with incident management and payroll accuracy. It also covered issues around resourcing in the BTSSC.
- 3.4 The Committee welcomed Gavin Finlayson, Client Delivery Director, BT Global Services, who was attending in Craig Anderson's absence to answer questions on the project plan and operational performance of the BTSSC.
- 3.5 Members discussed the issues set out in the report and submitted questions to the officers present and Mr Finlayson.
- 3.6 **RESOLVED:** That the report be noted.
- 3.7 **ACTIONS:**
 1. The committee would like details of the financial benefits set out in the business cases which supported the procurement of Managed Services Systems and the savings (if any), one off and on-going costs, and benefits delivered to date. Members would like the analysis to include a breakdown by year. (**Action for: John Quinn, Bi-Borough Director of Corporate Services and Steve Mair, City Treasurer**).
 2. The Committee would like to know how much the Council paid to Mazars LLP to undertake a review and produce a 'lessons learned' report on the Programme. (**Action for: John Quinn, Bi-Borough Director of Corporate Services and Steve Mair, City Treasurer**)
 3. Members would like a briefing note on the current arrangements in respect of debt management, the processes for debt recovery and the communications issued to staff in service directorates. This should include age, size and profile of the debt and collections over time since the contract started. (**Action for: Steve Mair, City Treasurer**)
 4. The committee would like a note on the achievements that will be delivered by December that will be visible to service users. (**Action for: John Quinn, Bi-Borough Director of Corporate Services**)
 5. Members asked what principles can be taken forward as learning points from the process to be applied to future procurement of this type. (**Action for: John Quinn, Bi-Borough Director of Corporate Services**)

The Meeting ended at 7.55 pm

CHAIRMAN: _____

DATE _____