

<b>Meeting:</b>	Westminster Scrutiny Commission
<b>Date:</b>	28 June 2018
<b>Classification:</b>	General Release
<b>Title:</b>	Chief Executive's Update
<b>Wards Affected:</b>	All
<b>Cabinet Member portfolio:</b>	Leader of the Council
<b>City for All Summary:</b>	
<b>Key Decision:</b>	N/A
<b>Financial Summary:</b>	N/A
<b>Report of:</b>	Stuart Love, Chief Executive

## 1. Executive Summary

This report provides an update for the WSC on the following items:-

- Oxford Street
- Planning Review
- CWH Review
- Tri-borough to Bi-borough
- Health / ASC Integration
- SAP - Transfer from BT to Hampshire

## **2. Key Areas for the Commission's Consideration**

- 2.1 The Commission is asked to note the report and provide feedback on this recent activity.

## **3. Oxford Street**

- 3.1 The Council has made clear that the proposed scheme for the pedestrianisation of Oxford Street (the area known as Oxford Street West from Orchard Street to Oxford Circus) will not be supported as it failed to find support from Westminster residents and other stakeholders when consulted on.
- 3.2 A place-based approach will be used to guide the development of a solution for the entire district (from Marble Arch to Tottenham Court Road and side streets). Cabinet will receive a report on 9 July 2018 outlining how new solutions will be devised, with the benefit of continuous consultation and stakeholder engagement. The cabinet report will include a proposed timetable for decision making, consultation and implementation of a new scheme. The Council is committed to improving and transforming the Street and the district in order to support resident amenity, the ability of Oxford Street to be a world class outdoor shopping experience providing jobs, economic growth and resilience.
- 3.3 A separate Cabinet Member decision will be required in July 2018 in order to consider and address particular impacts of the arrival of Crossrail. This decision will focus on the measures needed to deal with safety concerns.

## **4. Planning Review**

- 4.1 Following discussion with the Leader, I have commissioned an audit of our planning service by the National Planning Advisory Service (PAS) <https://www.pas.org.uk/>. The review will focus on three areas of planning activity – the decision making process, stakeholder engagement and wider improvements to the service. The auditors have already visited the planning team during early June 2018 and have undertaken a series of interviews and workshops with internal staff to understand the current operating model. During July 2018, the auditors will focus on meeting with key stakeholders as well as reviewing the committee process with the aim of providing the chief executive with a final report and set of recommendations in August 2018. These will in turn be used to make recommendations to the Leader and Cabinet Member regarding the future of the service.

## **5. City West Homes Review**

5.1 The council has appointed Campbell Tickell to undertake a strategic review of housing management provided by the Council's ALMO, City West Homes, with the aim of:

- assuring the Council, residents and stakeholders that services delivered by City West Homes are being provided to the highest and most consistent standards
- that governance and risk arrangements are robust
- that services are being delivered in the most efficient way within available resources, whilst ensuring services are fully compliant with health and safety regulations

5.2 The key focus is to restore City West Homes' reputation and ensure excellent service delivery. Campbell Tickell's work will focus on four main areas:

- City West Homes management structure
- Governance arrangements
- The council's clienting arrangements
- Financial operations of City West Homes

5.3 A report is expected from Campbell Tickell later in the summer.

## **6. Tri-borough to Bi-borough**

6.1 Westminster and the Royal Borough of Kensington & Chelsea served 12 months' notice on Hammersmith and Fulham for the shared Adult Social Care, Children's and Public Health services in March 2017. Following a competitive assimilation process in late 2017, the new Bi-Borough staff structures were implemented ahead of the 1 April 2018 deadline. This included moving staff to Bi-Borough locations and ensuring the required legal agreements were in place.

6.2 A launch event took place in April to bring staff together and introduce the new Bi-Borough visions for these services, which had been developed through workshops with officers from across the departments.

## **7. Update on transfer from BT to Hampshire**

7.1 Preparation for transferring our managed finance, payroll and HR Services, currently provided by BT, to Hampshire Integrated Business Centre (IBC) remains largely on track with core system build and unit testing completed at the end of May and the first phase of System Integration Testing (SIT) starting on 4 June 2018 as planned.

7.2 The Agresso archive solution is now in place and tested and the development of both an Income Manager Solution and the Middleware Solution nearly complete. However, issues have been identified with the data load to support SIT which means that we are unlikely to be able to fully assure the veracity of the IBC solution before we have completed the second phase of SIT and begun User Acceptance Testing in August. Additionally, work continues with BT to ensure that the existing service remains fit for purpose pending the transfer to Hampshire and to ensure a smooth cutover and close down, including effective TUPE consultation.

**If you have any queries about this Report or wish to inspect any of the Background Papers please contact:**

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**BACKGROUND PAPERS: None**