

CABINET MEMBER FOR CUSTOMER SERVICES AND DIGITAL

1. CUSTOMER SERVICES AND DIGITAL TRANSFORMATION

- a) To oversee the Council's Customer Services programme including the website, Corporate Complaints and the monitoring of FOI responses.
- b) To oversee digital transformation of the Council's services in collaboration with other Cabinet Members and partner agencies where necessary.
- c) To be responsible for information, information systems, information technology, and telecommunications.

2. BROADBAND AND CONNECTIVITY

- a) To oversee the Council's strategy to promote investment in broadband infrastructure in Westminster in collaboration with the Cabinet Member for Environment and City Management and the Gig Economy and Broadband Champion.

3. CONTRACTS

Subject to the policies and procedures approved by the Cabinet Member for Finance, Property and Regeneration:

- 1. To agree the general levels of service for all term contracts that are being let for the first time. In the case of contracts being re-let over the value of £1.5m to approve the service levels only where, in the opinion of the Executive Director, there are significant changes to these since the last contract award.
- 2. To award all contracts exceeding £1,500,000 and consultants agreements exceeding £300,000 within the terms of reference of the Cabinet Member and contracts of lesser values where referred to the Cabinet Member by the relevant Chief Officer, with the exception of contracts which have been referred to the Cabinet Member for Finance, Property and Regeneration on the basis that there are corporate implications which need to be considered.
- 3. To monitor the performance of contracts relating to the Cabinet Member's terms of reference let by the said Cabinet Member for the first time or where the re-let of the contract has significant changes to service levels after the first six months after the award of the contract.

4. To monitor all contracts within the terms of reference of the Cabinet Member where the contract value exceeds £1,500,000 (£300,000 in respect of consultant's agreements).
5. To approve extensions of contracts or contract overspends where the total contract value is more than £1.5 million and the extension or overspend would account for an additional cost of 10 per cent or more of the contract value.
6. To approve claims in excess of £150,000 from contractors for contracts within the Cabinet Member's terms of reference.
7. To make decisions on requests for waiver of the Procurement Code in respect of contracts with overall values of more than £1,500,000 (£300,000 for consultancy agreements) for contracts within the Cabinet Member's terms of reference).
8. To consider such other contractual matters as may be required by the Procurement Code.
9. To consider settlement of disputes which exceed £150,000.
10. To receive a briefing note advising of a contract award by an Executive Director or Leadership Team Member where the contract is more than £500,000 in value (£50,000 for consultancies) for contracts within the Cabinet Member's terms of reference.

4. FINANCIAL MATTERS

- (a) To approve capital expenditure in accordance with the Financial Regulations on schemes within these terms of reference which form part of the approved capital programme.

5. STAFFING MATTERS

- a) Staffing matters in respect of matters within these Terms of Reference.
- b) Subject also to the endorsement of the Cabinet Member for Finance, Property and Regeneration where proposals involve redundancy/"early retirement" payments.

6. ETHICAL STANDARDS

- (a) To have responsibility for ensuring that all activities within the remit of the Cabinet Member are carried out having regard to the highest ethical standards.

7. CONSULTATION

- (a) To consult with other Cabinet Members on major matters affecting this portfolio, as appropriate, to enable them to maintain a general oversight across portfolios as described in their terms of reference.