



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 _____