



CITY OF WESTMINSTER

# MINUTES

## Audit and Performance Committee

### MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Audit and Performance Committee** held on **Wednesday 16th November, 2016**, Rooms 10A & 10B - 17th Floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6 QP.

**Members Present:** Councillors Jonathan Glanz (Chairman), Lindsey Hall (Vice-Chairman), Judith Warner and David Boothroyd

**Also Present:** John Quinn (Bi-Borough Director of Corporate Services), Steve Mair (City Treasurer), George Lepine (ICF Team), Craig Anderson (BT Global Services), John Wills (BT Global Services), Moira Mackie (Interim Shared Services Director for Audit, Fraud, Risk and Insurance) and Reuben Segal (Committee & Governance Services)

#### 1 MEMBERSHIP

1.1 It was noted that there were no changes to the membership.

#### 2 DECLARATIONS OF INTEREST

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

#### 3 MINUTES AND MATTERS ARISING

3.1 **RESOLVED:** That the minutes of the meeting held on 22 September be signed by the Chairman as a correct record of proceedings.

#### 4 EXEMPT REPORTS UNDER THE LOCAL GOVERNMENT ACT 1972

#### 5 MANAGED SERVICES UPDATE

5.1 The Committee received a report on the Managed Services Programme that provided an update on progress with the correction plan that has been put in place with BT and the ongoing operational performance of the BT Shared Service centre (BTSSC).

- 5.2 The Committee welcomed John Wills, BT Global Services, who was due to take over responsibility for the programme on behalf of BT from Craig Anderson who was to retire in January.
- 5.3 John Quinn, Bi-borough Director of Corporate Services, summarised the key issues for the Committee's attention as set out in the report.
- 5.4 The Committee heard from Craig Anderson, BT Global Services.
- 5.5 Members discussed the issues and submitted questions to the officers present and Mr Anderson.
- 5.6 **RESOLVED:** That the report be noted.
- 5.7 **ACTIONS:** The committee would like to receive monthly progress reports in between meetings. (**Action for: John Quinn, Bi-Borough Director of Corporate Services**)

The Meeting ended at 7.28 pm

**CHAIRMAN:** \_\_\_\_\_

**DATE** \_\_\_\_\_