



City of Westminster

Committee Agenda

Title: **Audit and Performance Committee**

Meeting Date: **Wednesday 2nd December, 2015**

Time: **7.00 pm**

Venue: **Rooms 3 & 4 - 17th Floor, City Hall**

Members: **Councillors:**

Jonathan Glanz (Chairman)
Lindsey Hall (Vice-Chairman)
David Boothroyd
Judith Warner

Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda

Admission to the public gallery is by ticket, issued from the ground floor reception at City Hall from 6.00pm. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.



An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Reuben Segal.

**Tel: 020 7641 3160 Email: rsegal@westminster.gov.uk
Corporate Website: www.westminster.gov.uk**

Note for Members: Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Legal & Democratic Services in advance of the meeting please.

AGENDA

PART 1 (IN PUBLIC)

1. MEMBERSHIP

To note any changes to the membership.

2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any personal or prejudicial interests in matters on this agenda.

3. MINUTES

To approve the minutes (public and confidential versions) of the meeting held on 3 November 2015.

(Pages 1 - 8)

4. KPMG ANNUAL AUDIT LETTER 2014/15

Report of KPMG

(Pages 9 - 20)

5. CORPORATE COMPLAINTS 2014/15

Report of Complaints and Customer Manager

(Pages 21 - 60)

6. UPDATE ON CORPORATE CONTRACT MANAGEMENT

Report of the Head of Procurement

(Pages 61 - 66)

7. FINANCE (PERIOD 6) AND PERFORMANCE BUSINESS PLAN (QUARTER 2) MONITORING REPORT

Report of the City Treasurer and Director of Policy, Performance and Communications

(Pages 67 - 102)

8. INTERNAL AUDIT PROGRESS REPORT

Report of the City Treasurer

(Pages 103 - 116)

9. HEADLINE RESULTS FROM 'YOUR SURVEY' 2015

(Pages 117 - 130)

Report of the Director of HR

10. WORK PROGRAMME

(Pages 131 - 148)

Report of the Head of Committee and Governance Services

11. EXEMPT REPORTS UNDER THE LOCAL GOVERNMENT ACT 1972

RECOMMENDED: 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(s) of business because they involve the likely disclosure of exempt information on the grounds shown below 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:

<u>Item No</u>	<u>Grounds</u>	<u>Para. of Part 1 of Schedule 12A of the Act</u>
12	The financial and/or business affairs of the Council or other body	3

12. LESSONS LEARNED - MANAGED SERVICES PROGRAMME

(Pages 149 - 184)

Report of the Interim Bi-Borough Executive Director of Corporate Services

**Charlie Parker
Chief Executive
24 November 2015**