

**EXECUTIVE, RESOURCES AND CONTRACTS POLICY DEVELOPMENT
AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.00 pm on 5 July 2018

Present:

Councillor Simon Fawthrop (Chairman)
Councillors Gareth Allatt, Julian Benington,
Nicholas Bennett J.P., David Cartwright QFSM,
Mary Cooke, Ian Dunn, Robert Evans, Will Harmer,
David Jefferys, Christopher Marlow, Stephen Wells and
Angela Wilkins

Also Present:

Councillor Graham Arthur, Portfolio Holder for Resources,
Commissioning and Contracts Management
Councillor Colin Smith, Leader of the Council

**11 APOLOGIES FOR ABSENCE AND NOTIFICATION OF
SUBSTITUTE MEMBERS**

Apologies for absence were received from Councillor Keith Onslow, Councillor Michael Rutherford, and Councillor Russell Mellor. Councillor David Jefferys attended as substitute for Councillor Onslow.

12 DECLARATIONS OF INTEREST

Councillor Fawthrop and Councillor Harmer both declared interests as employees of British Telecom (BT).

**13 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE
PUBLIC ATTENDING THE MEETING**

There were no questions.

**14 MINUTES OF THE EXECUTIVE AND RESOURCES PDS
COMMITTEE MEETINGS HELD ON 16 MAY 2018 AND 17 MAY
2018 (EXCLUDING EXEMPT ITEMS)**

The minutes of the meetings held on 16th May 2018 and 17th May 2018, excluding Part 2 (exempt) information, were agreed and signed as a correct record.

**MATTERS ARISING AND WORK PROGRAMME
Report CSD18097**

The Committee considered a report setting out matters arising from previous meetings and the Committee's work plan for 2018/19.

The Chairman noted that the Director of Regeneration would be attending the Committee's October meeting in order to provide an update on the Amey Total Facilities Management issues raised by Members at the last meeting.

RESOLVED: That

- 1. Progress on matters arising from previous meetings be noted; and**
- 2. The 2018/19 work programme be noted.**

16 FORWARD PLAN OF KEY DECISIONS

The Committee noted the Forward Plan of Key Decisions covering the period July 2018 to October 2018.

The Committee asked for an explanation as to why the reports concerning the Corporate Parenting Update; Health and Support to School Aged Children; and the Growth Fund scheduled for the July meeting of Executive were not in fact on the agenda.

Action Point 3: That an explanation be provided as to why the reports concerning the Corporate Parenting Update; Health and Support to School Aged Children; and the Growth Fund scheduled for the July meeting of Executive were not on the agenda.

**17 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS
OF THE PUBLIC AND COUNCILLORS ATTENDING THE
MEETING**

The following written question to the Resources, Commissioning & Contract Management Portfolio Holder had been received from Mr Colin Willetts:

We understand there is a backlog on processing housing benefit claims, if so:

- i) what is the average turnaround time in processing?**
- ii) the total number of current claims in the backlog borough wide,**
- iii) the number of current claims in the backlog in each of the nineteen individual wards?**

Reply

There is no backlog of benefit claims. This is illustrated by the current level of outstanding work and the processing times for the financial year to date. Unfortunately, our systems do not provide information on a ward basis, it is therefore not possible to provide a response to your final question.

1. The average time to process new claims is 21.5 days which includes the time taken for the claimant or third-party to respond to a request for further information. The average time to process change in circumstances is 7.6 days which includes the time taken for the claimant or third-party to respond to a request for further information

For information, 92.6% of the claims have been processed within 14 days of receiving all necessary documentation to support the claim

2. The total number of new claims awaiting processing is 205 and the number of change in circumstances 1,960, both figures exclude those where the authority is awaiting further information/documentation.

For information, the level of outstanding work is within the target of being less than the equivalent of 2 weeks incoming work.

**18 RESOURCES, COMMISSIONING & CONTRACT MANAGEMENT
 PORTFOLIO - PRE-DECISION SCRUTINY**

The Committee considered the following reports where the Resources, Commissioning and Contract Management Portfolio Holder was recommended to take a decision.

**a BUDGET MONITORING 2018/19 - DRAWDOWN OF CARRY
 FORWARDS FROM CENTRAL CONTINGENCY
 Report FSD18050**

The report requested approval for drawdown from the central contingency of underspends carried forward from 2017/18 to be allocated to the Resources, Commissioning and Contract Management Portfolio. The total sum relating to the Portfolio being requested this cycle was £815,000. £38,000 of this was funded by government grant providing a net carry forward of £777,000.

Action Point 4: That Officers seek clarification surrounding the drawdown in relation to the Biggin Hill Airport Noise Action Plan as it had been widely understood that the airport would pay these costs.

The Director of Finance also agreed that following the meeting he would confirm the level of drawdown for GDPR.

5 July 2018

Action Point 5: that the Director of Finance confirm the level of drawdown for GDPR.

RESOLVED: That the Resources, Commissioning and Contracts Portfolio Holder be recommended to agree the drawdown from the Central Contingency of the 2017/18 carry forward sums totalling £777,000.

**b TREASURY MANAGEMENT - ANNUAL REPORT 2017/18
Report FSD18054**

The set out a summary of treasury management activity during the March quarter, including the Treasury Management Annual Report for 2017/18, which was required to be reported to Full Council. Investments as at 31st March 2018 totalled £284.8 million and there was no external borrowing.

The Director of Finance confirmed that the £40 million Lloyds investment that had matured had been reinvested in multi asset income funds.

It was noted by a Member that the statutory requirement for Treasury Management reporting was bi-annually and it was suggested that it would help officers if the Committee were to move to bi-annual reporting rather than the current quarterly reporting. The Committee agreed that reports could be presented every six months unless Officers felt that a matter should come before the Committee sooner.

The Director of Finance highlighted that it was a statutory requirement to report prudential indicators.

RESOLVED: That the Committee move to bi-annual Treasury Management reporting and that the Portfolio Holder be recommended to:

- 1. Note the Treasury Management Annual Report for 2017/18;**
- 2. Approve the actual prudential indicators within the report.**

19 PRE-DECISION SCRUTINY OF EXECUTIVE REPORTS

The Committee considered the following reports on the Part 1 agenda for the meeting of the Executive on 11th July 2018.

**(6) BUDGET MONITORING 2018/19
Report FSD18055**

The report set out the first budget monitoring position for 2018/19 based on expenditure and activity levels up to the end of May 2018. The report also highlighted significant variations which would impact on future years as well as early warnings that could impact on the year end position.

The Chairman noted the overspend of £1.697k within the Children, Education and Families Portfolio and referred the matter to the Education, Children and Families Budget and Performance Monitoring Sub-Committee for further detailed scrutiny. A Member highlighted that this was a demand-led service and that the Local Authority had little control over levels of demand. The Chairman of the Education, Children and Families Select Committee highlighted that the Education, Children and Families Budget and Performance Monitoring Sub-Committee regularly reviewed the overspend and the action being taken to mitigate this but that it only required 1 child to present to the service with multiple needs and the service was facing costs in excess of £500k. More work needed to be done to develop in-borough specialist provision. The Member highlighted that officers within the Department had been under considerable pressure to control expenditure and he was confident that the officers would be able to deliver the management action necessary to bring expenditure in line with budget. The Chairman said he hoped to see more innovation to help bring this back under control. The additional £4 million funding agreed by Members had been absorbed by staffing costs as one of the key factors identified by the 2016 Ofsted Inspection was the lack of staffing. The cost pressures reflected in the budget were a result of a rise in the number of children accessing services and costly legal proceedings.

Action Point 6: That the overspend of £1.697k within the Children, Education and Families Portfolio be referred to the Education, Children and Families Budget and Performance Monitoring Sub-Committee for further detailed scrutiny.

In response to a question, the Director of Finance explained that the drawdown of £400k from contingency was for the general cost of the Local Election. The costs of the Voter ID Pilot had been met by the Cabinet Office.

RESOLVED: That Executive be recommended to:

- 1. Consider the latest financial position;**
- 2. Note that a projected net overspend on services of £1,679k is forecast based on information as at May 2018;**
- 3. Consider the comments from Chief Officers;**
- 4. Note a projected variation of £219k debit from investment income;**
- 5. Note the carry forwards being requested for drawdown;**
- 6. Note a projected reduction to the General Fund balance of £2,396k;**
- 7. Note the full year cost pressures of £2.8m;**

- 8. Agree to the release of £400k relating to the cost of Local Elections from the 2018/19 Central Contingency;**
- 9. Agree to the release of £28k SEND Pathfinder grant from the 2018/19 Central Contingency;**
- 10. Note the return to the Central Contingency of £961k;**
- 11. Identify any issues that should be referred to individual Portfolio Holders for further action.**

**(7) CAPITAL PROGRAMME MONITORING – 1ST QUARTER 2018/19
Report FSD18056**

The report summarised the current position on capital expenditure and receipts following the first quarter of 2018/19 and sought the Executive's approval to a revised capital programme. If the changes proposed in the report were approved, the total Capital Programme for 2018/19 to 2021/22 would increase by £9,050K, mainly due to £6,462k of new funding for the Depot Improvement works scheme, £1,995k additional Disabled Facilities grant, £472k additional funding for TfL Highways and Traffic scheme, and £129k for the Widmore Centre Scheme.

RESOLVED: That the Executive be recommended to:

- 1. Note the report, including a total rephasing of £14,666k from 2018/19 into future years, and agree a revised Capital Programme.**
- 2. Approve the following amendments to the Capital Programme:**
 - a) Deletion of the £1k residual balance on Penge & Anerley Libraries;**
 - b) Increase of £472k on Transport for London (TfL) funded Traffic and Highways schemes;**
 - c) Addition of £129k for The Widmore Centre scheme;**
 - d) Addition of EFA allocation of £29k for Healthy Pupils Capital Fund scheme;**
 - e) Increase of £26k to the Performance Management/Children Services IT scheme funded by a decrease to the Social Care Grant scheme;**
 - f) Deletion of £36k from the Anerley Town Hall Library Provision as the scheme has complete; and**

- g) Note that a report elsewhere on the Agenda requests the addition of £6,462k to the Capital Programme for Depot Improvement Works.**
- 3. Recommend Council to approve the addition of £1,995k on the Disabled Facilities Grant funded scheme to reflect the latest grant funding available (see para 3.3.1).**

(8) RETENDER OF THE EXCHEQUER SERVICES CONTRACT

The report summarised the outcome of the soft market testing exercise undertaken by officers and the procurement approach for the retendering of the contract. The current contract awarded to Liberata for Exchequer Services was due to end on 31 March 2020.

Noting that the report was a Gate 0 report, a Member suggested that it would be helpful for all Gate 0 and Gate 1 reports to be highlighted as such in the title to alert Members to their opportunity to comment on and influence proposals.

Due to the size of the contract, the Chairman proposed that the report should be scrutinised in detail by the Contracts and Commissioning Sub-Committee which had been established for such tasks. It was therefore recommended that the Executive should be asked to make any recommendations subject to detailed review by the Contracts and Commissioning Sub-Committee on 17th July 2018.

RESOLVED: That Executive be recommended to make any recommendations subject to further review by the Contract and Commissioning Sub-Committee on 17th July 2018.

(12) CIVIC CENTRE PROGRAMME AND OFFICE ACCOMMODATION PROPOSALS Report DRR18/036

The report contained an update on the latest proposals for office accommodation at the Civic Centre and the Central Depot and sought approval to appoint consultants to undertake a feasibility study, and disposal of Ann Springman and Joseph Lancaster Halls.

In opening the discussion the Chairman expressed concerns surrounding whether the proposals to appoint yet more consultants represented good value for money. It was agreed that the Executive should be recommended to consult more widely and if necessary defer its decision until wider consultation could take place.

A Member noted that as an organisation Bromley was to a large extent still paper based. The Council needed to move to a position where it was possible to scan and electronically store documentation. In response, the

5 July 2018

Senior Property Manager highlighted that the paper set out key issues around rationalisation.

RESOLVED: That the Executive be recommended to consult more widely and if necessary defer its decision until wider consultation could take place.

(13) CENTRAL LIBRARY/CHURCHILL THEATRE: DEFECTIVE TILING Report DRR 18/037

The report outlined issues relating to defective tiling at Central Library/Churchill Theatre and sought funding to carry out temporary works, eliminating the need for hoarding/scaffolding and reducing the risk to the public whilst a permanent solution was identified and other building issues assessed.

In discussion Members commented that the Library was currently located in a prime town centre site. Members supported proposals to review the future of the building and consider its disposal and reconstruction elsewhere in the context of the town centre regeneration programme.

The Senior Property Manager reported that it was estimated that the life span for the temporary repairs was approximately 10 years however recladding the building would remain a priority. In order to assess the cost of capital replacement items, further investigations would need to be carried out. Officers were aware of mechanical and electrical issues as well as an elderly boiler so it was anticipated that the costs could be high.

The Senior Property Manager confirmed that it would not be possible to knock down the library and retain the theatre. Both buildings either had to come down or remain however it would be possible to refurbish the library for alternative use.

RESOLVED: That the Executive be recommended to:

- 1. Approve funding of £427k from the earmarked reserve for Infrastructure Investment to undertake temporary works;**
- 2. Approve the procurement route outlined in paragraph 8.1 to 8.2 of the report;**
- 3. Note that a further report will be brought back to the Executive to up-date Members on remedial works required to the building;**
- 4. Confirm if they want to instruct officers to review the future of the building and to consider its disposal and reconstruction elsewhere in the context of the town centre regeneration programme; and**

- 5. Agree that delegated authority is given to the Project Manager to authorise variations against the construction and/ or surveys within the 15% contingency tolerances.**

**(15a) LGSCO PUBLIC REPORT
Report CS18149**

The Local Authority had been the subject of a complaint to the Local Government and Social Care Ombudsman ('the Ombudsman') which had led to an adverse finding of maladministration causing injustice. The Ombudsman decided to issue a public report (attached at Appendix A to the report) which was dated 28th February 2018, but subsequently published only on 30th May 2018 due to the Local Election and the rules surrounding purdah.

Members expressed concern that the complaint had been ignored in the first instance. Members were further concerned that the Council had cancelled a visit from the Ombudsman at short notice and had failed to handle the resulting issues efficiently and effectively. Members stressed that any investigations by the Ombudsman needed to be facilitated with the Council fully complying with any requests for information.

The Leader of the Council suggested that, whilst unfortunately it would not have prevented the failures outlined in this case, Members may wish to review the decision taken by the General Purposes and Licensing Committee in February 2018, when it was agreed that stages 2 and 3 of the complaints process would be removed.

RESOLVED: That Executive be recommended to agree the acceptance of the report and the proposed compensation payment.

**20 SCRUTINY OF THE RESOURCES, COMMISSIONING &
CONTRACT MANAGEMENT PORTFOLIO HOLDER**

The Portfolio Holder for Resources, Commissioning and Contract Management, Cllr Graham Arthur, addressed the Committee outlining activity across the Portfolio since the last update:

- The annual Bromley Stars event had been held on Friday 29th June 2018. This event recognised the achievement of a number of staff and excellence across the Council.
- Merit Pay had now passed £1 million and was a way to show tangible appreciation for what staff did and the services that were delivered.
- Departmental Representatives continued to meet frequently and therefore improve both working conditions and levels of service.
- Staffing levels had now reduced to just under 1200 across the Council. An age profile had been requested by the Portfolio Holder in order to facilitate thinking around service continuity and succession planning.

5 July 2018

- The Member induction courses that had been arranged following the election were well received and by and large well attended. The Portfolio Holder expressed his thanks and appreciation to all the staff who had given up their time to facilitate the induction sessions.
- A number of site improvements had been identified. In respect of the Registrars Service, the Portfolio Holder noted that large numbers of people attended the Civic Centre site for a variety of reasons including weddings, birth and death registration, and Citizenship Ceremonies. In order to protect the revenue that this activity generated there was a need to further invest in the site.
- The IT Strategy was currently being reviewed and rewritten.
- A detailed asset review of all the sites owned by the Council was being undertaken with a separate review of developmental sites.
- The Old Town Hall had been sold and a paper on the Civic Centre site redevelopment had been considered by the Committee at the meeting (Minute 19(12)). A great deal of time had been spent talking about what to do and the time to take action had now come.
- The Council maintained a balanced portfolio of investments with property investments subject to review from time to time.
- Budgets were getting tighter and the overspend in children's social care, the area of greatest concern, needed to be controlled. The increasing cost of SEN was also concerning.
- The implementation of Universal Credit in the Borough would put a strain on the Council's resources.
- The Business Rate Pool was looking encouraging.
- The introduction of the Community Infrastructure Levy (CIL) was expected to deliver approximately £3½ million in revenue.
- Relentless lobbying concerning fairer funding for the London Borough of Bromley continued.

In response to questions the Portfolio Holder made the following points:

- It had been necessary to sell the Old Town Hall. The 'Y Blocks' had been passed to the Resources Portfolio for disposal in 2013, and it had subsequently taken 5 years to decide what to do. During the course of that 5 years the cost of the rates incurred by the Council was £460k. The Portfolio Holder stated that given there was no proven need for 'Y block' it should be sold as any sale would not impact on the rest of the Civic Centre site.
- In terms of commercial property investments, the yield from such investments was 5.5%. At the time the commercial properties were purchased the Council bought wisely and had now begun to successfully move away from the retail market, with the most recent property sold for £1 million profit. Any further sales needed to be considered as currently the retail market was slow and to sell such properties at the bottom of the market did not make commercial sense.

The properties had been brought as an income stream which was currently secure.

- The Portfolio Holder reported that it was anticipated that, despite the financial challenges, the Council budget would balance in both 2018/19 and 2019/20 as a result of the contingencies which had built up from earlier action taken. However, unless improved funding streams were identified the same could not be said for 2020/21 and there could be real issues with balancing the budget in that year. Departments needed to operate within their budgets and the Council needed to see a reduction in the cost of agency staff. The Chairman reported that he had asked for a report on the cost of agency staff to be presented to the Committee in September. Contributions to the Investment Fund would tail away as surplus funds reduced.

Action Point 7: That an item on the Cost of Agency Staff be added to the Committee's Work Plan for the September meeting.

- There was a need to look at all options concerning the cost of foster carers and this was primarily a matter for the Children, Education and Families Portfolio Holder. Whilst there was a need to secure value for money this required a whole system approach and an analysis of the reasons for the increase in referrals in order to prevent such referrals into more costly statutory services.
- The Council had been innovative in the structure and delivery of its services and had lead the way in a number of areas. Whilst further innovation was always pursued Members needed to be mindful of what had already been achieved.
- The Mears Scheme had now reached over 200 properties. It was becoming harder to find the type of properties the Council wanted within budget and consideration needed to be given to the market. The Portfolio Holder anticipated getting to 300 properties and then assessing the scheme.

21 BENEFITS SERVICE MONITORING REPORT Report FSD18051

The Committee considered a report outlining the performance of the benefit services provided by Liberata between 1st October 2017 and 31 March 2018. A letter from Liberata's Contract Director appended to the report provided Liberata's assessment of performance. Liberata were represented at the meeting for the item.

In opening the discussion the Chairman noted that the trend in terms of targets was good.

5 July 2018

A Member noted that the change in circumstance assessments that were processed in February and March distorted the figures reflected in the report and suggested that the point should be addressed in the retendering of the new contract. In response the Head of Revenues and Benefits reported that when the targets were initially set it was known that there would be a large volume in February and March and this was reflected in the targets.

In response to a question the Chairman confirmed that the Local Authority would not be consulting on 100% exemption for Care Leavers.

Councillor Ian Dunn moved a motion that Care Leavers be 100% exempt from Council Tax until the age of 25. The motion was seconded by Councillor Angela Wilkins. The motion was put to a vote and was LOST.

In response to a question concerning whether the Universal Credit Advice HUB would be operational when the Universal Credit 'Full service' started on 25th July 2018, the Head of Revenues and Benefits reported that the Local Authority would be ready however the operation of the HUB was dependant on third parties over which the Local Authority had no control.

The Chairman noted the good performance in relation to the error rate and asked whether a 'soft' target of 4% could be considered given that errors were found in less than 5% of the cases checked by the Authority's monitoring team. Representatives from Liberata confirm that a 'soft' target of 4% could be considered.

RESOLVED: That

- 1. The report and letter provided by Liberata be noted;**
- 2. A consultation exercise be held in August 2018 for the Authority's 2019/20 Council Tax Support/Reduction scheme based on the scheme being the same as currently in place (i.e. the maximum contribution of working age claimants remaining at 25% of a household's Council Tax liability;**
- 3. That consideration be given to a 'soft' target of 4% for error rates; and**
- 4. The Portfolio Holder be recommended to agree that the scheme to be recommended in the consultation exercise for the Authority's 2019/20 Council Tax Support/Reduction scheme be the same as currently in place.**

**22 REVENUES SERVICE MONITORING REPORT
Report FSD18052**

The Committee considered Liberata's performance for Revenues Services in the six months to 31st March 2018. A letter from Liberata's Contract Director appended to the report provided an update on each service. Liberata representatives were also present for the item.

The in-year Council Tax collection rate for 2017/8 was 98.04%, a 0.12% improvement on that achieved in the previous financial year.

In discussion the Chairman noted that the best performance in 11 years was reflected at Appendix 2 of the report. The Committee extended its congratulations to Liberata for the good performance.

A Member suggested that where high percentages were referred to in the report it would be helpful to have the sum in pounds as well as percentages. The Director of Finance confirmed that this would be actioned for future reports.

A Member also noted that some Council Tax arrears, reflected in Appendix 2 of the report, dated back to 1993. The Member questioned when the arrears would be written off. In response, the Head of Revenues and Benefits reported that this was dependant on the ability of the Local Authority to trace the individuals concerned. Some of the longer-term amounts could also relate to small amounts that were being recovered every year through taxable earnings. The Chairman reported that he had requested that the lines showing zero in Appendix 2 be removed from the table. The Chairman further noted that the sum total of the arrears for 1999, 2002, and 2006 was 32p. At the conclusion of the meeting the Chairman paid the Director of Finance 32p in order to clear three years of Council Tax arrears and requested that these lines be removed from Appendix 2.

RESOLVED: That

- 1. The report and the letter from Liberata at Appendix 1 to the report be noted; and**
- 2. Liberata be congratulated for the best performance in 11 years.**

**23 EXCHEQUER SERVICE - CONTRACT PERFORMANCE
REPORT
Report FSD18053**

The Committee considered Liberata's performance in the provision of Exchequer Services for the period 1st April 2017 to 31st March 2018. A letter from Liberata's Contract Director appended to the provided an update on individual services.

5 July 2018

The Committee emphasised that British Telecom (BT) needed to be encouraged to settle its debt. The Head of Exchequer Services confirmed that Officers continued to negotiate with BT and the level of debt had been reducing. A review of recent case law was now being undertaken in order to identify whether at least part of the debt could be recovered.

A Member noted that Appendices 2 and 3 to the report appeared to indicate that this year, whilst there were fewer invoices, the level of outstanding debt was increasing. In response the Head of Exchequer Services confirmed that there were fewer invoices outstanding but that the value of these outstanding invoices was greater than in previous years.

A Member noted that a large number of payments were made by cheques which carried an additional cost to the Council. The Head of Exchequer Services confirmed that Officers were doing all they could to convert as many of these payments to BACS as possible. However there were certain payments which could only be made by cheque such as Counsel fees for legal advice or refunds to individuals. The Local Authority had been reviewing all the options and consideration was being given to removing the facility to pay for any services received by cheque. The Committee requested that a paper setting out the options and considerations for paying for services received by the Council be presented to the Committee in October.

Action Point 8: That a paper setting out the options and considerations for paying for services received by the Council be presented to the Committee in October.

RESOLVED: That the report be noted.

**24 CUSTOMER SERVICES - CONTRACT PERFORMANCE REPORT
Report CSD18092**

The Committee considered Liberata's performance for the Customer Services contract between 1st December 2017 and 31st May 2018. A letter from Liberata's Contract Director was appended to the report - Liberata was also represented at the meeting for the item.

The Head of Customer Services reported that figures reflected in the table at paragraph 4.2 of the report were incorrect and the following amendment was tabled:

Out of Hours Contact Centre performance Nov 2017 – May 2018

| Out of Hours SLA – 80% within 30 secs | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Offered | 818 | 882 | 824 | 733 | 968 | 852 | 1070 |
| Answered | 793 | 841 | 802 | 717 | 858 | 845 | 1050 |
| % of Calls Ans. in 30 sec | 74.0% | 72.0% | 85.0% | 86.0% | 73.0% | 91.0% | 86.0% |

A Member, whilst welcoming the fact that 50% of calls were answered within 60 seconds, noted that still meant that a large number of Bromley residents were awaiting up to 1½ minutes for calls to be answered. The Member questioned whether this was an acceptable standard of service to Bromley residents. The Committee noted that the service standard set by the Local Authority had been met by the contractor and that it was up to the Council to review the targets towards which suppliers worked.

In response to a question, the Head of Revenues and Benefits confirmed that there had been a great deal of preparation in advance of the implementation of Universal Credit. Staff knew where to direct service users. Whilst there was no plan to increase the number of staff in the call centre there would be an automated message directing queries to the Department for Work and Pensions (DWP)

Members noted that following the implementation of Universal Credit, which was managed by the DWP, any constituent queries regarding Universal Credit should be directed to the local Member of Parliament to pursue on behalf of the resident. The Head of Revenues and Benefits did however agreed to circulate the list of contact telephone numbers to Members for information.

Action Point 9: That the list of Universal Credit contact numbers be circulated to Members for information.

RESOLVED: That the report be noted.

**25 SECTION 106 AGREEMENTS : UPDATE - PART 1
Report FSD180046**

The Committee considered a report providing an update on Section 106 arrangements.

In response to a question from the Chairman, the Director of Finance confirmed that the progress of all 'Red' rated agreements was reviewed in detail and monitored by an officer group.

RESOLVED: That the report be noted.

**26 RISK REGISTER
Report CSD18096**

The Committee considered the 2018/19 Quarter One iterations of the Chief Executive's, Commissioning, Finance, and Human Resources Risk Registers.

In terms of IT security failure, the Chairman asked for details of when the last penetration test was carried out and what it had revealed. In response, the

5 July 2018

Director of Finance confirmed that the last test was carried out in November 2017 and that test were conducted annually. The Director would provide details of the outcome of the test following the meeting.

Action Point 10: That details of the outcome of the November 2017 Penetration Test be provided to the Chairman following the meeting.

The Director of Finance confirmed that facilitation of a disaster recovery site would form part of the review of the IT Strategy. It was acknowledged that more needed to be done on disaster recovery and a report would be presented to Members in the coming months.

In response to a question, the Director of Finance stated that in terms of the risks associated with contractor failure, whilst the Council did not have specific insurance for such an eventuality, an annual financial review of any contractors working with the Council was undertaken in order to identify any early warning signs. The Director of Finance highlighted that a bond would cover only the costs of the original contractor and not the additional costs of employing a new contractor.

The Chairman suggested that the Committee needed to see action plans detailing how any 'Red' rated risks would be moved to 'Green'. It was agreed that the Committee should receive regular updates on each red rated risk until such time as they were no longer red.

RESOLVED: That the Risk Registers be noted and that the Committee receive regular updates on each red rated risk until such time as they are no longer red.

**27 TERMS OF REFERENCE FOR THE CONTRACTS AND
COMMISSIONING SUB COMMITTEE
Report CSD18108**

The Committee considered a report proposing new Terms of Reference for the Contracts and Commissioning Sub-Committee.

The Chairman of the Sub-Committee reported that the proposed Terms of Reference attempted to bring the two, previously separate, streams of contracts and commissioning together.

The Chairman noted that the proposed Terms of Reference were a good starting point and could be reviewed and amended if the need arose.

The Portfolio Holder for Resources, Commissioning and Contracts Management, whilst acknowledging the need for scrutiny, highlighted the importance of not duplicating work that was being done by other internal board within the Council. To this end, the Portfolio Holder extended an invitation to the Chairman of the Contracts and Commissioning Sub-

Committee to sit on the internal Commissioning Board which met every Monday morning.

RESOLVED: That the amended terms of reference of the Contracts and Commissioning Sub-Committee be approved and reviewed in six months (January 2019).

28 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the Press and public be excluded during consideration of the items of business referred to below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

**The following summaries
refer to matters involving exempt information**

29 EXEMPT MINUTES OF THE MEETING HELD ON 17 MAY 2018

The Part 2 (exempt) minutes of the meeting held on 17th May 2018, were agreed, and signed as a correct record.

30 SECTION 106 AGREEMENTS : UPDATE - PART 2

The Committee noted the Part 2 report.

The Meeting ended at 9.25 pm

Chairman

