

OVERVIEW & SCRUTINY BUSINESS PANEL		
Report Title	Decisions made by the Joint Committee of the London Boroughs of Brent, Lewisham and Southwark	
Key Decision		Item No. 6
Ward	All	
Contributors	Chief Executive/Head of Business and Committee	
Class	Part 1	Date: 13 November 2018

1. Recommendation

To consider decisions made by the Joint Committee of the London Boroughs of Brent, Lewisham and Southwark on 16 October 2018 which will come in to force on 14 November 2018.

2. Background

2.1 The Joint Committee considered the following key decisions on 16 October 2018.-

i) Update Report to the Joint Committee of the London Boroughs of Brent, Lewisham and Southwark

ii) Shared Services Arrangements

2.2 The notice of decisions made in respect of the report is attached as an Appendix. Under the provisions of Standing Orders Part IV E 14, members may call in an executive decision within 7 days. If the report is not called in it will come into force on 14 November 2018.



Notice of Decisions Made at The Joint Committee of the London Boroughs of Brent, Lewisham and Southwark

The Joint Committee of the London Boroughs of Brent, Lewisham and Southwark made the following decisions on 16 October 2018. These Decisions will become effective on 14 November 2018 unless called in by the Overview & Scrutiny Business Panel on 13 November 2018.

1. Update Report to the Joint Committee of the London Boroughs of Brent, Lewisham and Southwark

RESOLVED that:

- (i) That update provided and actions taken in relation to the ongoing performance and delivery of the shared service, as detailed within section 3 of the report be noted;
- (ii) That the contents of the performance pack , as detailed in Section 3 and Appendix A of the report along with the summary of the Shared Service Improvement Plan detailed in Appendix B of the report be noted;
- (iii) Details on the way in which customer satisfaction was measured in relation the handling of incidents and service requests be circulated;
- (iv) Development of an appropriate benchmarking process for the Shared Service be further considered and progressed; and
- (v) That the Committee write to Virgin Media and London Grid for Learning (LGfL) expressing their concern at the delay in them being able to deliver the upgrade of their links to the existing data centres and impact this was having on the Shared Service.

2. Shared Services Arrangements

RESOLVED that on the basis that Members were supportive of the overall principles set out within the discussion paper in terms of developing the future structure, management and governance of the Shared Service, t officers should work to develop more detailed proposals for further review at the next Joint Borough Committee scheduled for 5 March 2019, with members being updated (as required) on progress between meetings.

Carolyn Downs

Chief Executive, London Borough of Brent
24 October 2018