

Scrutiny Management Board

Wednesday 28 August 2024

PRESENT:

Councillor Stephens, in the Chair.

Councillors Allison, Blight, Dingle, Moore, Murphy, Ney, Reilly and Ricketts.

Apologies for absence: Councillors Darcy and Holloway.

Also in attendance: Peter Honeywell (Transformation Architecture Manager, Digital and Customer Experience), Ross Jago (Head of Governance, Performance and Risk) and David Northey (Service Director for Finance)

The meeting started at 11.30 am and finished at 1.03 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

12. **Apologies**

Apologies were received from Councillors Holloway (Councillor Moore acting as substitute) and Darcy.

13. **Declarations of Interest**

There were no declarations of interest.

14. **Chair's Urgent Business**

There were no items of Chair's urgent business.

15. **Delt Services Re-Procurement**

The report was introduced by Peter Honeywell (Transformation Architecture Manager, Digital and Customer Experience) with further contributions from Councillor Dann (Cabinet Member for Customer Services, Sport, Leisure & HR, and OD).

Contributions were received from Councillors Ricketts, Blight, Allison, Reilly, Moore and Murphy.

Topics of discussion included:

- a) The shareholder structure and associated risks of this structure held by DELT services;

- b) The risks associated with various negotiation schemes taking place at the current time;
- c) Responses to changes in technology including AI;
- d) The utilisation of the range of services offered by DELT including services which may be employed;
- e) The risk associated with termination of the contract;
- f) SLA satisfaction and reasons for dissatisfaction.

The Committed agreed to:

1. Recommend to Cabinet that issues of this nature should in future be available for discussion at scrutiny at an earlier point in the process;
2. Recommend to Cabinet that further reviews of the Delt contract should be undertaken in twelve months and subsequently at year 2, 4, 6 and 8 in advance of contractual break clauses;
3. Recommended to the Monitoring Officer that a mechanism which allows the scrutiny function to scrutinise the companies owned by the council should be included as part of the development of a Governance Framework pertaining to the Family of Companies.