

YORKSHIRE PURCHASING ORGANISATION SCRUTINY SUB-COMMITTEE

Friday 20th May 2016

Present: The Chair: Councillor Warburton
Councillor – Barnard (Barnsley MBC)

Please note this meeting was not quorate and therefore these minutes are for information purposes only.

20.	CHAIR'S INTRODUCTION & WELCOME
	The Chair, Councillor Warburton, welcomed all parties to the meeting.
21.	ACCEPTANCE OF APOLOGIES FOR ABSENCE
	Apologies for absence submitted prior to the meeting were accepted on behalf of Councillors Smith (Calderdale), Cole (Doncaster) and Fletcher (St Helens).
22.	MEMBERS' DECLARATIONS OF INTEREST
	No declarations were made.
23.	MINUTES – 5th February 2016
	Resolved – The Minutes of the YPO Scrutiny Sub-Committee held on 5 th February 2016 were unable to be approved as today's meeting was not quorate.
24.	URGENT ITEMS
	None were raised.
25.	SCRUTINY SUB-COMMITTEE WORK PROGRAMME
	Consideration was given to the report of the Managing Director which provided members with an overview of the work scheduled for the 2016/17 committee cycle. The report also proposed the Terms of Reference, Principal Agenda Items, 2016/17 Meeting Schedule and Training Plan. Resolved – The inquorate Scrutiny Sub Committee indicated the members present would want to recommend that the report be noted and submitted to the Annual General Meeting in June.
26.	EXCLUSION OF THE PUBLIC & PRESS
	Resolved – That the public and press be excluded from the meeting during consideration of agenda items 8, 9, and 10 on the grounds that they are likely to involve the disclosure of exempt information as described in Part 1 of Schedule 12A to the Local Government Act 1972, as amended.
27.	ICT STRATEGY AND BUSINESS CHANGE PROGRAMME
	Consideration was given to the update on YPO's IT Strategy.

	<p>It was shared that the Three Year IT Strategy has four fundamental pillars which are:</p> <p><i>Define & Manage</i> – ‘What we do and how we do it’ <i>Transform</i> – ‘How we will enable change’ <i>Innovate</i> – ‘How a modern IT team can be at the forefront of innovation’ <i>Engage</i> – ‘How we will work with our internal and external customers to deliver transformation and innovation’</p> <p>An update on the progress for each strategy pillar was provided to Members which included achievements to date and any further work required during the strategy period.</p> <p>Resolved – That the report be noted.</p>
28.	CUSTOMER SATISFACTION SURVEY
	<p>Consideration was given to the Customer Survey Results from April 2016.</p> <p>Jo Marshall, Executive Director shared a presentation which contained a word cloud of adjectives from customers, information and statistics on how YPO are doing, a customer insight, customer comments and bullet points of what we are doing moving forward.</p> <p>Jo Marshall, Executive Director also shared that the Customer Journey is a key focus for the Board and each month the Board review the Customer Complaints and Customer Compliments that have been received.</p> <p>Resolved – That the report be noted.</p>
	<p>DATE AND TIME OF NEXT MEETING</p> <p>Resolved – That the next meeting of the YPO Scrutiny Sub Committee is proposed as 14th October 2016 at 10.30am, at YPO Headquarters.</p>