



HILLINGDON  
LONDON



# Finance and Corporate Services Select Committee

## Councillors on the Committee

Councillor John Riley (Chairman)  
Councillor Wayne Bridges (Vice-Chairman)  
Councillor Kaushik Banerjee  
Councillor Kishan Bhatt  
Councillor Narinder Garg  
Councillor Gursharan Mand  
Councillor Stuart Mathers (Opposition Lead)

**Date:** TUESDAY, 18 JULY 2023

**Time:** 7.00 PM

**Venue:** COMMITTEE ROOM 5 -  
CIVIC CENTRE

**Meeting  
Details:** Members of the Public and  
Press are welcome to attend  
this meeting

**This agenda and associated  
reports can be made available  
in other languages, in braille,  
large print or on audio tape.  
Please contact us for further  
information.**

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This Agenda is available online at:

<https://modgov.hillingdon.gov.uk/ieListMeetings.aspx?CommitteeId=420>

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## Terms of Reference

### Finance & Corporate Services Select Committee

#### Remit

To undertake the overview and scrutiny role in relation to the following Cabinet Member portfolio(s) and service areas:

Cabinet Member Portfolios	Leader of the Council Cabinet Member for Corporate Services Cabinet Member for Finance
Relevant service areas	Democratic Services Corporate Communications Corporate Finance Procurement Exchequer & Business Assurance Services ICT Legal Services Human Resources Business Administration Business Performance Customer Access Business Improvement Delivery (BID)

#### Cross cutting topics

This Committee will also act as lead select committee on the monitoring and review of the following cross-cutting topics:

- Resident Experience

# Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 Minutes of the previous meeting 1 - 4
- 4 To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private
- 5 Digitalisation of the Contact Centre 5 - 8
- 6 Digitalisation of the Council's Human Resources Function 9 - 14
- 7 Cabinet Forward Plan 15 - 24
- 8 Work Programme 25 - 28