

Ridgeway Shared Services Partnership

NOTICE OF MEETING

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| MEETING | Ridgeway Shared Service Partnership Strategic Board |
| DATE/ TIME | Monday 2 November 2009 8.30 am |
| PLACE | Conference Room 1, The Abbey House, Abingdon |
| CONTACT OFFICER | Name: Steve Culliford Telephone: 01235 540307 E-mail: steve.culliford@whitehorsedc.gov.uk Websites: www.southoxon.gov.uk and www.whitehorsedc.gov.uk |

The Ridgeway Shared Services Partnership aims to increase access to its public meetings. Reports can be accessed on the websites at www.southoxon.gov.uk and www.whitehorsedc.gov.uk. You can contact the officer named above for printed copies.

Membership

| <i>Councillor</i> | <i>Representing</i> |
|--------------------------|--------------------------------------|
| Mrs E A Ducker | South Oxfordshire District Council |
| Mr I R Mann | South Oxfordshire District Council |
| Mrs M De Vere | Vale of White Horse District Council |
| Mr J Patterson | Vale of White Horse District Council |



MARGARET REED
Head of Legal and Democratic Services
South Oxfordshire District Council and Vale of White Horse District Council

23 October 2009

AGENDA

Open to the Public including the Press

1. Apologies for Absence

To receive apologies for absence.

2. Minutes

(Pages 3 - 6)

To adopt and sign as a correct record the minutes of the Ridgeway Shared Services Partnership Strategic Board meeting held on 3 August 2009.

3. Declarations of Interest

To receive any declarations of interest.

4. Urgent Business

To receive notification of any matters which the Chair(man) determines should be considered as urgent business and the special circumstances which have made the matters urgent.

5. Minutes of the Operations Board

(Pages 7 - 24)

To receive and note the minutes of the Ridgeway Shared Services Partnership Operations Board meeting held on 24 August, 21 September and 19 October 2009.

6. Performance Monitoring

(Pages 25 - 32)

To consider the attached performance reports.

7. Dates of Forthcoming Meetings

To note that forthcoming meetings of the Strategic Board will be held on:

- Monday 1 February 2010
- Tuesday 4 May 2010 (avoiding May Day Bank Holiday Monday)

All of these meetings will be at held the Vale of White Horse District Council's offices at The Abbey House, Abingdon, each meeting starting at 8.30am.



**MINUTES OF A MEETING
OF THE RIDGEWAY SHARED SERVICE PARTNERSHIP STRATEGIC BOARD**

**HELD IN CONFERENCE ROOM 1, THE ABBEY HOUSE, ABINGDON ON MONDAY, 3RD
AUGUST, 2009 AT 8.30 AM**

Open to the Public, including the Press

PRESENT:

MEMBERS: Councillors Mary de Vere (Chair), Rodney Mann (Vice-Chair), Ann Ducker and Jerry Patterson

OFFICERS IN ATTENDANCE: Steve Bishop, Steve Culliford and William Jacobs

CAPITA REPRESENTATIVES: Sue King and Darren Keen

NUMBER OF MEMBERS OF THE PUBLIC: Nil

32. **APOLOGIES FOR ABSENCE**

None

33. **MINUTES**

The minutes of the Ridgeway Shared Services Partnership Strategic Board meeting held on 5 May 2009 were adopted and signed as a correct record.

Members sought updates on the following items.

Brown Bins

It was noted that the accounts for the brown bins had been reconciled at the Vale and new procedures had been completed to meet the requirements of South, the Vale and the councils' contractor, Capita. Actions for catching up on all outstanding debt recovery for brown bin accounts were being drafted and would be sent by 12 August 2009 to the Strategic Board Members for approval. Once agreed, the debt recovery actions would commence.

It was reported that under the original contract with the waste collection contractor when brown bins were first introduced in the Vale, cardboard was included in the material that could be put in the brown bins for composting. Cardboard decomposed at a similar rate to garden waste. It had recently transpired that the amount of waste being sent for composting at the Culham site was close to exceeding the limit and the county licence excluded cardboard. Therefore, the County Council had required the Vale's mixed garden and cardboard waste to be sent to another plant at Chipping Norton in West

Oxfordshire. This resulted in an additional cost of up to £100k for the Vale per annum. Officers were looking at ways to mitigate the cost.

Accommodation Costs with Capita

Members recalled that Capita had been considering moving its Vale and South back office operations' staff to one location. It was believed this would be to Abingdon or Crowmarsh. However, it was reported that a much bigger review of operations took place and the work performed by the existing four Exchequer Services staff was due to be moved to Mendip District Council's offices in Shepton Mallet, Somerset.

The Councils' contract client manager, Paul Howden, and other affected council officers had been considering the impact of such a move and had discussed several issues with Capita's managers. The Councils wished to be assured that service standards would not worsen but would improve following this change. The Strategic Board Members undertook to question Capita's managers on this later in the meeting.

34. DECLARATIONS OF INTEREST

None

35. URGENT BUSINESS

None

36. MINUTES OF THE OPERATIONS BOARD

The Strategic Board received and noted the minutes of the Operations Board meetings held on 18 May and 22 June 2009. However, it was noted that the draft minutes from 20 July were unavailable. Members reviewed progress against matters discussed at these meetings.

Vale Benefits Subsidy Audit 2007/08

It was reported that the officers had continued to chase the Department for Work and Pensions about the status of the Vale's adjusted Benefits Subsidy Audit for 2007/08. However, after three months the Department for Work and Pensions had referred the matter to the Council's external auditors, the Audit Commission. The officers had been informed that the adjusted claim could only be accepted after a clean opinion by the Audit Commission by 31 July 2009.

The Audit Commission would only offer a new opinion on the adjusted claim if it carried out substantial additional audit work in the compressed timetable. This was logistically difficult and could cost more in extra audit fees than the increased subsidy value of the adjusted claim. There was also a possibility that the value of re-categorised errors taking the Council's claim back above the threshold, could be countered by fresh local authority errors found by the Audit Commission, taking the council back below the threshold.

The Council approached Capita for an assessment on the likelihood of a clean audit opinion. No decision was taken in time to meet the Department of Work and Pensions' 31 July deadline and so the adjusted claim was deemed to have lapsed. Therefore the original 2007/08 claim stood, with local authority errors exceeding the threshold, resulting in the Council losing subsidy.

The Council had already served a contract claim notice on Capita for the £60K loss in subsidy claim caused by Capita's errors. The full cost was claimable from Capita under the contract and an invoice would be served on Capita to recover the loss.

In relation to the Vale's and South's 2008/09 subsidy claims, it was believed that the Councils were below the required thresholds. Confirmation of this would be sought from Capita.

37. PERFORMANCE MONITORING

Sue King and Darren Keen from Capita were invited to join the Strategic Board meeting for this item to review Capita's performance.

It was reported that the Council Tax collection rate was better than last year. The number of people signed up to pay by Direct Debit was increasing also and the levels of outstanding correspondence on Council Tax queries had reduced.

The collection rate for National Non-Domestic Rates was higher than last year. The Strategic Board reviewed the list of outstanding business rates and noted that there were several stages involved in debt recovery. Write-off of a debt was the last resort and was carried out by the Councils, not by Capita. In answer to a question from a Member, Capita agreed to answer a complaint about the collection of a particular business rate debt and would send a copy of the reply to Strategic Board Members. Capita hoped that its performance on business rates collection would shortly be in the national top quartile for both councils.

Benefits performance was improving also. The time taken to process a claim had reduced significantly in June for both councils. Further improvements were being sought. The number of outstanding claims was reducing. However, Capita reported that the ability to quickly reduce overpayments of benefits was severely hampered by a Government imposed reclaimable limit of £9 per week. The Strategic Board expressed concern at the levels of benefits overpayments and asked for comparison figures for both councils for 2008/09, 2009/10 and overall totals so that these could be discussed at the next Strategic Board meeting. Capita accepted that the level of accuracy in its benefits claims administration needed further improvement and the figures for July were not yet available but were expected to be much improved. The Strategic Board would monitor this closely.

Turning to the exchequer services, it was noted that the payment of invoices within 30 days was better at South than at the Vale. The staff that had not met the 30 day target would continue to be firmly encouraged to do so.

Capita reported that one member of the operations staff located at the Vale's offices had been offered relocation to Swindon and others had been offered relocation to Mendip in Somerset where operations for both the South and Vale contracts would be located. Capita reported that it had responded to all of the issues raised by the Councils' client manager about this proposed change. However, the Strategic Director and Head of Finance asked to see Capita's response. The Strategic Board Members expressed a strong view that any change to the operations must not adversely affect contract performance but rather should improve it.

Members also noted that the Cash Office at South Oxfordshire would be introducing a new and much improved cash receipting system at the end of October. The call centre had performed well over the last period despite the pressure of extra calls following the introduction of the new waste bins. Assisted travel schemes were running at both councils and improvements were being made to the South Oxfordshire invoice (including brown bin invoices) to allow optical character recognition, which should reduce the problem of unidentified receipts.

RESOLVED

that for the next Strategic Board meeting Capita provides benefits overpayment figures for both councils for 2008/09, 2009/10 and an overall figure for comparison.

38. **DATES OF FORTHCOMING MEETINGS**

The date of the next formal meeting of the Strategic Board was noted as Monday 2 November 2009 at 8.30am. Members asked that the informal briefing meeting scheduled for 7 September was cancelled but that an informal briefing meeting was arranged for October instead.

The meeting rose at 9.50 am

RSSP OPERATIONS BOARD MEETING
Monday 24 August 2009 at Vale Offices

Present: Steve Bishop (SB), Nicky Davis (ND), Paul Howden (PH), Sue King (SK)

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| 1 | <p>Apologies</p> <p>William Jacobs, Darren Keen</p> | |
| 2 | <p>Review of the Previous Meeting – 20th July 2009</p> <p><u>Swindon site</u> – PH advised that Jane had results which weren't significant from memory but he would clarify. Capita still using call back system.</p> <p><u>Benefit overpayments</u> – The final notices were sent out but a week later than planned. Capita confirmed that they were reviewing the processes involved and were keeping Georgie on to deal with overpayments. Members would like to see the totals reported to the Strategic Board meetings as they wished to see things reduce.</p> <p><u>Accommodation costs</u> – SK to sign off a proposal today. Also looking at reducing space for Exchequer Services.</p> <p><u>SODC concessionary fares budgets</u> – WJ dealing with Clare Kingston.</p> <p><u>NNDR list of empty properties</u> – The list of top 20 debts also included information as to whether the property was occupied.</p> <p><u>Council Tax new stats</u> – Trevor to change the table as they included credits. It looks as though this month's table is in the new format. Last month was a numerical error as things didn't add up. Leave for now.</p> <p><u>Revised Council Staff Terms and Conditions</u> – SB to check the previous Christmas closing arrangements with Liberata and advise SK.</p> | <p>PH</p> <p>SK</p> <p>SK</p> <p>WJ</p> <p>WJ</p> <p>SB</p> |
| 3 | <p><u>Review of the Strategic Board Meeting – 3rd August 2009</u></p> <p>SK confirmed that both of the 08/09 benefit subsidy claims have now been submitted and that they are both below the required threshold.</p> <p>Performance monitoring – It was confirmed that in future the quartile figures won't be issued by the DCLG but the councils should be able to work them out from the data provided.</p> <p>Payment of Invoices within 30 days – PH confirmed that some staff are still not meeting this target. SB to chase if needed.</p> | <p>PH/SB</p> |
| 4 | <p><u>Performance</u></p> <p>NNDR - Started work on new software enhancements for the deferral scheme. Template letter to be sent out in August – SK to confirm.</p> <p>Correspondence is reducing but not as low as hoped.</p> <p>Benefit new claims – figures haven't been cleansed yet. Claims still higher than predictions and therefore below target. SODC now operating from Havant.</p> | <p>SK</p> <p>DK</p> |

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| | <p>Payment within 30 days – PH to continue to chase, but performance generally improving.</p> <p>Invoices paid within 5 working days – agreed last time to change over to 7 working days.</p> <p>Switchboard calls are still up. Will continue to monitor this. Capita have invoiced for extra resources for 2 or 3 extra days as a result of waste contract.</p> <p>Vale NNDR debt – Verdant – Vale to chase this matter up. Mike Mackay to pick up with Verdant.</p> <p>PH advised that complaints are still a problem – hold up in responses from Capita.</p> | <p>PH</p> <p>DK/PH</p> <p>SB</p> <p>SK</p> |
| 5 | <p><u>Benefit Subsidy audit</u></p> <p>PH advised that an extension from the DWP had been sought to the end of August.</p> <p>The DWP advised that Audit Commission should make a decision as they will need to sign off any revised claim. Audit costs were likely to be more than the saving achievable. SK to email SB with Capita's official response and then SB will make a formal decision concerning the matter.</p> | SK/SB |
| 6 | <p><u>Performance notices</u></p> <p>See note under 5 above. Once SB has made a final decision on whether a revised claim should be submitted, the necessary invoice should be prepared for Capita.</p> | SB/PH |
| 7 | <p><u>Commercial Finance Services Contract issues</u></p> <p>The pay and performance calculation still needs to be agreed. Paper being submitted by Capita to Councils on interpretation of the latest published figures calculation and interpretation of economic downturn clause. SK to submit to William.</p> <p>Brown Bin variation – Volumes of AR invoices – Retrospective claim done and paid up to 31st March 09. For the interim stage figures agreed – invoice to be raised. CCN's have been done. Permanent new steady state from 1st July to be agreed. – Craig and Paul to agree this with SB and look at processes.</p> | <p>SK/WJ</p> <p>PH/SB</p> |
| 8 | <p><u>Outstanding Invoices</u></p> <p>A list of outstanding invoices had been prepared. It was agreed that in future all invoice issues to be put through PH. DK would be responsible person at Capita. Need to co-ordinate the invoices sent and possibly consider having one invoice a month.</p> | PH/DK |

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| 9 | <p><u>Exchequer Services</u></p> <p>PH advised that he was surprised to see the minutes of the last Strategic Board which advised that all issues raised had been satisfactorily agreed. He didn't believe this to be the case as some of the matters still need clarification.</p> <p>Craig to produce an update list of actions from the last meeting. Training is still an issue to be resolved - a list of super users for training being required.</p> <p>A list of IPs addresses for the Council Accountants are needed by Capita for Accelerator training. PH to chase this matter up and provide the information to Craig.</p> <p>Capita Exchequer Services formally moves to Mendip on the 1st September 2009. If problems on either side will need to highlight issues to each other.</p> <p>The Councils asked if they could have a name of the manager at Mendip who his responsible for the service – SK to provide this.</p> | <p>SK/PH</p> <p>PH/SK</p> <p>SK</p> |
| 10 | <p><u>Cash Receipting</u></p> <p><u>PCI DSS (Vale/SODC)</u> SODC – There is a Project Team for this one being led by Andrew Down. Looking at a hosted service which hope to have in place by the end of October. PH to check that AD moving this one forward. Vale – Andrew Down is also involved with this as well. There has been a soft introduction of internet payments being taken at the Vale. Capita advised that they are still not happy to take payments for the Vale at the Coventry contact centre. PH to meet with Andrew.</p> <p><u>Chipside PC</u> – This has now been sorted.</p> <p><u>OCR line (SODC)</u> – This has now been sorted.</p> <p>The Vale has requested that LSP staff have the facility to see balances through the Paris system. This would be read only access to academy. SK advised that she didn't think it would work with Paris but that she would check.</p> <p>Cash File – At the end of the day the cash file was emailed to Lisa Woodley but this now needs to be sent to Leanda. Currently the Vale has to send this information via email but it could be downloaded direct. SK to double check the reason why this couldn't happen.</p> | <p>PH</p> <p>PH</p> <p>SK</p> <p>SK</p> |
| 11 | <p><u>Academy e govt</u></p> <p>This matter is still with PH but not a high priority.</p> | <p>PH</p> |

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| 12 | <u>Government connect</u> There is a need to have a project team to ensure the necessary actions take place within the timescales. PH to check what happening and need to ensure on target for the end of Sept. | PH |
| 13 | <u>Brown bins</u> SB confirmed that both reconciliations have now been completed. The manuals have now been drafted and are out for consultation. Lots of work looking at arrears, missed accounts and getting to steady state. SB has sent email to members, Jeremy and Louise. Jeremy and Louise need to liaise with Capita to do invoice runs - sending information to Craig but coping Jim, DK and SK in as well. | |
| 14 | <u>Customer Service Standards</u> DK to check the wording of the automated email response to be sent by Capita. PH to chase up | PH |
| 15 | <u>Darren's accessibility</u> PH advised that staff were having difficulties getting hold of DK. There have also been delays in getting responses to emails and replies to messages left. SK advised that he should be on site 4 days a week. SK to raise the matter with DK. | SK |
| 16 | <u>Any other business</u> Annual contractor assessment at SODC – PH working on this – now sent to Rodney on Friday for comments – will go out today. Capita has provided its 360 degree feedback. . Report goes to scrutiny on 1 st September. Capita needs to be in attendance at the meeting. PH to let SK have a copy. SK - RPI of 4.8% will be used. Applies to all invoices for contract sum matters from 1 August 2009. | PH |
| 17 | <u>Audit</u> Nothing to raise – carrying vacancy | |
| 18 | <u>Payroll</u> All ok with recovery plan | |
| 19 | <u>Accountancy</u> No update available | |

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| 20 | <u>Benefit fraud</u> Nothing extra to report | |
| 21 | <u>Any Other Business</u> <u>Payment for Credit Card fees</u> – Need to move this matter forward – lots of disagreement. Members need to make the final decision. SB to raise with Rodney and Jerry. | SB |
| 22 | Next Meeting – 21st September 2009 at Vale Offices | |

Monday 21 September 2009

Present: Steve Bishop (SB), William Jacobs (WJ), Paul Howden (PH), Andrew Down (AD), Sue King (SK), Darren Keen (DK)

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| 1 | Apologies Simon Cockayne | |
| 2 | Review of the Previous Meeting (24 August 2009) <u>Swindon site</u> – agreed no action as customers would like the hold facility instead of the engaged signal. New upgrade to Capita telephone system in Nov/December time which should include the option as to where the caller is in the queue. SK to provide an update to Members at the meeting on 7 November. <u>Benefits Overpayments</u> – These are now included within the new monthly update. Legal and Capita met last Friday to move matters forward. New software should ensure a smoother running of the system at At SODC where a manual system has been in operation. Capita confirmed that, at present they are happy with the current resource level but will review in the future. It was agreed that there is a need to look at the best recovery methods, for example sending door knockers before taking cases to court etc. <u>Accommodation Costs</u> – SK confirmed that she is looking at reducing office space at the Vale but that other issues in the pipeline may impact on this. SK to come back to SB by the end of the month to update on revised requirements. <u>SODC concessionary fares</u> – WJ agreed to take over the payment of some invoices. <u>Council Tax new stats sheet</u> – WJ to meet with Trevor Gaffney to resolve this matter.. <u>Revised Terms and Conditions</u> – There were not likely to be any changes for Christmas this year. Capita to assume no office closure at Vale – SB to advise if this changes. <u>Payment of 30 days</u> – No update received from Mendip since move hence client team has been unable to keep pressure on Heads of Service – SK to chase matter up. | SK DK/PH SK WJ WJ SB SK |
| 3 | PCI DSS (SODC/Vale) <u>South</u> - AD advised that his IT team needed to obtain a download of the current database from Capita to move the Civica migration forward. SK advised that she was currently obtaining a price for this work. AD advised that he was surprised that charges were going to be levied for | SK |

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| | <p>this work as Capita as not implemented planned software updates to the system haven't since thw contract began. SK agreed to check why these updates haven't taken place. AD suggested that his IT staff could undertake the required work if Capita would allow them access to the database. The deadline for this work to be completed is 31 October 2009. It was agreed that DK would chase Jason, Capita's Account Manager to see if this was possible and would come back to AD by 23 September. AD confirmed that he would be content to sign adisclaimer if SODC staff were allowed to undertake the work.</p> <p><u>Vale</u> – AD advised that the Vale is being asked to sign a disclaimer by Capita for payments that they make take. He cannot see why this is needed if Vale has the required certification from the bank. AD to provide SK with a copy of the bank's letter of compliance.</p> <p><u>Access for LSP staff to see balances on Paris system</u> – SK advised that this would cost lots of money. AD to check that LSP have read only access to academy system.</p> <p><u>Cash file</u> – This matter has now been resolved. SK to revisit the associated IT costs and advise SB.</p> <p><u>Chipside</u> - This matter has not been resolved as although the system has been installed EH colleagues didn't realise the server is hosted at the Vale and there are firewall issue – PH to investigate and see what outstanding work needs to be undertaken.</p> | <p>SK</p> <p>DK</p> <p>AD</p> <p>AD</p> <p>SK</p> <p>PH</p> |
| 4 | <p>Academy E Govt</p> <p>This item relates to things that it would be desirable to have but that are not essential. Meeting needed to move this matter forward - PH and DK to discuss. Need to look at electronic invoices – submission of to companies etc.</p> | PH/DK |
| 5 | <p>Government Connect</p> <p>SK confirmed that work was undertaken at the weekend but because of network issues today they haven't been able to confirm that the work was a success. More work will be undertaken next weekend.</p> <p>The existing DWP system will be turned off at the end of the September.</p> <p>There is still an outstanding question about use of data compliance. IT at both councils need to understand how transfers take place. Capita IT staff are available next week if needed.</p> <p>Five nominated representatives from each council to be given access to the system. Need to agree who this should be - AD suggested a mix of IT and client team staff. Need a meeting to decide how new regime will work – after the 30 Sept.</p> <p>PH also has been sent a declaration by Capita for Council staff to ensure</p> | AD |

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| | that those who will access don't have any convictions etc. DK to provide a copy of the declaration that Capita staff sign. | DK |
| 6 | <p>Performance</p> <p><u>NNDR template letter</u> – It was confirmed that the software now in test, DSI to provide new templates to be signed off. PH to check that he is happy with them.</p> <p><u>Benefits new claims</u> – DK confirmed that he has now cleansing July and August but still has a few months to complete. Will be completed by the end of September.</p> <p><u>Vale NNDR Debt</u> - Verdant now paid their outstanding payment.</p> <p><u>Complaints</u> – Responses on revenue side dealt with quickly – lots of delays on benefits side – MP enquiries are a problem.</p> <p><u>IP Addresses</u> – Now sorted</p> <p><u>Contact Name at Mendip</u> - SK confirmed that Craig was to be the main contact at Mendip for the next three months and thereafter it would be DK.</p> <p><u>Darren's accessibility</u> – DK is on site four days a week - whereabouts list now circulated.</p> <p><u>Annual contractor assessment</u> – This matter has now been considered by SODC Scrutiny Committee. Vale Scrutiny meeting yet to take place - DK to attend. The recent newspaper report regarding overpayments wasn't good – the facts had been –twisted and overstated by the press.</p> <p><u>RPI</u> - 4.8% last year – this year is -1.3%.</p> <p><u>Credit card fees</u> – SB to take paper to MT.</p> <p><u>NNDR</u> – There have been a number of applications under the Payment Deferral Scheme – to date 200 at SODC and 160 at Vale.</p> <p><u>Change events</u> – DK confirmed that changes are now up to date and that he will be bringing up to date figures to next board meeting.</p> <p><u>Overpayments</u> - A breakdown of the amounts outstanding for each authority by year were set out. WJ asked if percentages could be shown as well. PH advised that he will look at writing of the debts for SODC on old matters. Cleansing and debt recovery has stopped since work was transferred to Mendip. By the end of this year everything prior to 2005 will have been reviewed and appropriate action taken. Concerned that only one person at Capita working on this debt. Capita to monitor the situation.</p> | <p>DK/PH</p> <p>DK</p> <p>DK</p> <p>SB</p> <p>DK</p> <p>DK</p> |

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| | <p><u>Accuracy</u> – Final accuracy for August was 80% for Vale and 73.81% for SODC which isn't good. Accuracy has been improving over the past few months – so this month is a surprise. Capita will look at to see if they should get more frequent management information to help them pre-empt problems. PH to update table prior to management board.</p> <p><u>Payment of invoices within 30 days</u> - Not sure figures are ok – to be checked.</p> | <p>PH</p> <p>DK</p> |
| 7 | <p>Vale Benefit Subsidy Audit 2007/08</p> <p>This has now been re-worked and is now above the upper threshold (£109k). Capita will challenge the decision. DK has now met with Ann Ockleston. The DWP have not taken into account the system change. PH /DK to sort out a draft letter to go to the DWP. Have an extension to the end of September. Send out letter by the end of this week.</p> | DK/PH |
| 8 | <p>Performance Notices</p> <p>The only one outstanding relates to the Benefit Subsidy Audit.</p> | |
| 9 | <p>Commercial Financial Services Contract Issues/Variations to the Contract</p> <p>Meeting next Monday – WJ/PH/SK/DK attending. Interpretation issues also need to be agreed</p> <p>The following variations to the contract are expected - LSP proposal, P&P review, Brown bins, Accommodation, NNDR deferral scheme.</p> | |
| 10 | <p>Outstanding Invoices</p> <p>PH advised that the current list is with Craig. Need to look at two £1,700 invoices. SB suggested having a monthly meeting to agree all invoices and set off against costs. SB/WJ/PH to speak outside meeting. SK to chase Craig.</p> | <p>SB/WJ /PH</p> <p>SK</p> |
| 11 | <p>Exchequer Services</p> <p>PH advised that things haven't been good since the transfer to Mendip which was taking up a lot of his and other officer's time e.g:</p> <ul style="list-style-type: none"> • a number of regular reports haven't been produced (e.g. aged debt and creditor reports) • tasks need lots of chasing and Capita is taking too long to respond to queries • the distribution of invoices is poor • the issues log developed before the move still needs to be agreed and signed off • draft procedures have now been returned to Capita with comments but no feedback has been received. • legal reps are still waiting for named key contacts | |

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| | <ul style="list-style-type: none"> • write-off's being actioned without proper authorisation <p>SK advised that Craig is aware of the issues and will be dealing with them. Craig being off on leave didn't help. SK advised that lots of work arounds have been used in the past which shouldn't have done.</p> <p>WJ advised that conversations about the potential issues were raised with Capita a month or so ago and nothing has been done. We needed to have procedures written, agreed and sent to staff – this hasn't been done. Members will be disappointed with the current status as they were led to believe there would be a good handover.</p> <p>It was agreed that Craig and Paul (Ben) to speak on a daily basis to liaise and agree which are the most pressing problems. Lots of fire fighting needed but also need procedures in place.</p> <p>Need to agree procedures and deal with training.</p> <p>SK to update WJ at their meeting next Monday.</p> | PH/Craig SK |
| 12 | <p>Brown Bins</p> <p>Contract Variation - still have to pay for interim work but costs not as high as originally envisaged. SK to amend the change control for this work. Price for additional invoices on a monthly basis. One change control for interim work and an ongoing change control – April to August at £1,100 a month and then interim work done in short timescale. Capita looking at the work involved and then look at steady state.</p> | SK |
| 13 | <p>Customer Service Standards</p> <p>Customer service standards – now sorted.</p> | |
| 14 | <p>Travel Tokens</p> <p>This matter to be picked up at the next meeting.</p> | ND |
| 15 | <p>Any Other Business</p> <p><u>Equita Bailiff Fees</u> – PH advised that they have had several complaints concerning Equita bailiffs - one particular bailiff in particular and that Capita needs to ensure that correct fees are being levied. SK advised that PH be invited to attend the next regular bailiff meeting with Darren.</p> <p><u>Payroll Action Plan</u> – The work looks mainly on track but lots of items due for completion by 30 September. WJ to pick up with Adrianna.</p> <p>RPI – need to speak about this next week.</p> | DK/PH WJ |
| | Part 2 – Non Contractual – Operational | |
| 16 | Audit Update | |

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| | Looks ok. | |
| 17 | Payroll Update one member of staff on sick leave – need to look at maternity cover arrangements | |
| 18 | Accountancy Update Accounts not signed at the vale – need something before Wednesday. All procedural stuff done. SH need to move matters on at SODC. Need to ask if need anything from capita. | |
| 19 | Benefit Fraud Investigations Update The update report was noted. | |
| 20 | Any Other Business None | |
| 21 | Date of Next Meeting – 19 October 2009 | |

RSSP OPERATIONS BOARD MEETING

MONDAY 19 OCTOBER 2009 AT VALE OFFICES

Present: Steve Bishop (SB), William Jacobs (WJ), Paul Howden (PH), Nicky Davis (ND), Sue King (SK), Darren Keen (DK)

| | | |
|---|--|--|
| 1 | <p>Apologies for Absence</p> <p>None</p> | |
| 2 | <p>Review of the Previous meeting – 21 September 2009</p> <p><u>Benefits Overpayments</u> – DK and PH to look at the best recovery methods to recoup this money. DK now worked on allocating the unconverted data. DK to do this in time for next Strategic Board. PH to revise the September report for 2 November meeting.</p> <p>It was confirmed that within the stats, the second column also includes other arrangements. It was confirmed that a joint response was sent to the newspapers regarding the recent article, which they appear to have disregarded. A further article appeared last week but agreed didn't want to respond.</p> <p><u>Accommodation Costs</u> – SK has now provided Capita's revised requirements to SB. SB to action.</p> <p><u>Council Tax new stats sheet</u> – WJ still to pick up with Trevor Gaffney.</p> <p><u>Revised Terms and Conditions</u> – SB confirmed that the current proposal out for consultation with staff does not include closing the office this year. He will confirm the agreed position once the consultation period has elapsed.</p> <p><u>Payment of 30 days</u> – PH confirmed that only one update has been received from Capita, which was a week or so ago. These are supposed to be received weekly. SK to chase Craig.</p> <p><u>Access to LSP staff to see balances on Paris System</u> – An update was needed from AD on whether staff had read only access to the Academy system. SB to chase.</p> <p><u>Cash file</u> – SK to revisit the associated IT costs and advise SB accordingly.</p> <p><u>NNDR templates</u> – SK to provide an update on the current status of this item.</p> <p><u>Benefits new claims</u> – DK advised that he has not yet completed June but confirmed that this will be done by the end of the week.</p> <p><u>Credit card fees</u> – SB confirmed that this item will be taken to Management Team tomorrow</p> | <p>DK/PH</p> <p>SB</p> <p>WJ</p> <p>SB</p> <p>SK</p> <p>SB</p> <p>SK</p> <p>SK</p> <p>DK</p> <p>SB</p> |

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| | <p><u>Accuracy</u> – PH confirmed that the table was updated and went to the Strategic Board on the 5 October.</p> <p><u>Exchequer services</u> – SK confirmed that she updated William at their recent meeting.</p> <p><u>Customer service standards</u> – PH advised that he was aware of customers emails getting stuck in Capita' s own email system. SK advised that this was a firewall problem which has now been resolved.</p> <p><u>Equita Bailiff fees</u> - PH confirmed that at the moment things were quiet.</p> | |
| 3 | <p>Review of Strategic Board Minutes – 5 October 2009</p> <p><u>Outstanding workload</u> - DK advised that the levels of outstanding work fluctuated as one month Vale would be high and the next South.</p> <p><u>Overpayments</u> – DK confirmed that the overpayments system has now been automated. A recovery timetable has also been agreed with legal teams.</p> <p><u>Training</u> – SK confirmed that Craig has now updated 3 of the 5 sections of the training manual. The training environment is also 70% built.</p> <p>WJ advised that the Councils had requested two half day training sessions for AP and AR on separate days to enable staff greater flexibility. SK advised that she understood training for each element would take a whole day. The Councils questioned the need for such long training sessions but SK advised that she would clarify the position. WJ also confirmed that the training room at the Vale could only accommodate 9 people at a time and therefore as 16 people needed training there would be a need for more than one session. Ben has booked the training room. There is a need to advise staff of the proposed dates as soon as possible.</p> | <p>SK</p> <p>PH</p> |
| 4 | <p>Performance</p> <p>Council Tax – figures still up on last year. NNDR also up Benefit new claims – very good Outstanding work – lots of sickness at South. Generally going in the right direction for lots of areas. Contact centre – 0845 number change to 0345 number. PH raised with AD, awaiting response. Because Capita are changing phone system can do as part of this and wont charge but will need to change stationery etc. All numbers changing nationally. PH to chase AD deadline was last Friday. PH queried the high costs from Capita for stationery changes and advised that it wasn't made clear when the contract was tendered. SK to look at internal costs that aren't on DSI templates – as cheaper. Will be automatic divert – SK to check when</p> | <p>PH</p> <p>SK</p> |

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| | this runs out. | |
| 5 | Vale Benefit Subsidy Audit PH confirmed that this was sent to the DWP a couple of weeks ago. PH to chase matter. | PH |
| 6 | Performance Notices The only outstanding notice relates the Benefit Subsidy Audit. | |
| 7 | Commercial Financial Services Issues/Variations to Contract <u>RPI</u> – Now have August figure of -1.3%. Need to check wording of the contract. <u>Govt connect - £15k claim</u> – SK emailed letter to SB for response. SK advised that some councils have used government grant monies to off set this charge. Enforced Government change that has required Capita to make changes. SB to deal by the end of the week. <u>September 2008 Commercial Services Meeting</u> – It was agreed that there is a need to evidence the changes agreed at the meeting with Mark Chapman and David Buckle. PH to prepared a contract variation. This should include: Audit costs, training commitment, £200,000k costs, waiving of consultancy days. SB to go back to his notes. SK to check out with Mark and Nick. | PH/SK SB PH/SB/SK |
| 8 | Outstanding Invoices PH advised that he needs an aged debt report to check current position. SK still owes £20k – email to Nick on Friday – SK to confirm to PH when has been paid. Capita need to reduce their payment term dates. | SK |
| 9 | Exchequer Services Following a request, SK confirmed that she is the Contract Director with responsibility for the Councils contract. DK manages the contract . Any 'off site' services that are required to supplement the facilities at the two council sites are 'bought in' from other areas of Capita. SK also confirmed that unfortunately if there are staffing difficulties with any of the 'off site' services, she isn't always advised. There was a staff turnover issue at Mendip of which SK wasn't aware. A new Exchequer Services Manager, David Firth, has now been recruited. David will be starting work with Craig next week. SK confirmed that she has a meeting scheduled with him later on this week. SK confirmed that she wasn't sure if David had used Agresso before and that he wouldn't be solely working on the Vale/South contract. | |

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| | <p>Councils. SK to check the position. It was agreed that there is a need to consolidate the documents into one. Need to ensure have deadlines on both sides. If haven't been approved won't put into the training document. Hope to have a first draft at the end of November</p> <p>Can have a list of Craig whereabouts. How much of his time is south/vale and how much is for other contracts.</p> | <p>SK</p> <p>SK</p> |
| 10 | <p>Cash Receipting</p> <p>SODC's hosted project is likely to be delayed about 2 weeks.</p> <p><u>PCI DSS</u> – DK confirmed that access given rights were given to Vale IT staff. In reply to the question as to “why updates haven't taken place?” – SK confirmed that she is awaiting a reply from Capita IT. And “whose responsibility?” – PH advised Capita own ICON software so they are responsible for upgrades. The new software will be owned by the council. Don't need to chase any more.</p> <p>SK confirmed that she has now received the certification information and has forwarded this on to Capita's security people. Awaiting final clarification that this is ok. SK to chase up.</p> | SK |
| 11 | <p>Academy E Govt</p> <p>This matter is a low priority .</p> | |
| 12 | <p>Government Connect</p> <p>The need for representatives to be nominated has been left on hold at the moment. Capita confirmed that they have received an extension to the 31 October and that they are on track to meet that deadline</p> <p>Staff compliance forms – PH now sent to Capita</p> | |
| 13 | <p>Brown Bins</p> <p>There are a number of change control notices which are needed in respect of brown bins. They are as follows:</p> <ul style="list-style-type: none"> • Up to 31 March - signed and paid • 1 April to 30 June signed but not paid • steady state from 1st July • Other interim work <p>SK to chase Craig and email PH for confirmation. PH to meet with Craig and SK to resolve this matter.</p> | SK/PH |
| 14 | <p>Travel Tokens</p> <p>Report went to committee and will put for a saving.</p> | |

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| 15 | <p>Any Other Business</p> <p>Top 10 Business Rate debts for Vale – SB advised that he thought Verdant had agreed to pay but that he would check with Mike Mackay.</p> <p>Exec Briefing on 13 November – DK and SK to attend.</p> <p>Chipside (excess charges software) – PH advised that up to 31 March Capita were responsible for providing software but not any longer. The Council were looking to see a reduction in costs –SK to provide a breakdown showing the items involved.</p> <p>Concern was expressed at Capita's plan to remove David Gibson from appeals work.</p> | <p>SB</p> <p>SK</p> |
| 16 | <p>Audit Update</p> <p>Nothing to report.</p> | |
| 17 | <p>Payroll Update</p> <p>Are progressing action plan – have some concerns with this.</p> | |
| 18 | <p>Accountancy Update</p> <p>Working on budget setting. Accountancy manager interviews on Friday.</p> | |
| 19 | <p>Benefits Fraud Update</p> <p>Getting some good results again. Good tv and radio coverage.</p> | |
| 20 | <p>Any Other Business</p> <p><u>Wallets for bus passes</u> – It was agreed that once our stocks had been exhausted no further wallets should be provided. It was also agreed that a charge should be levied for replacement bus passes to cover costs and that this should be payable in advance.</p> <p><u>Annual billing Booklets</u> – PH advised that last year it was agreed to try and harmonise more of the booklet – SB to raise at Management Team.</p> <p><u>Annual Billing Payment slips</u> – It was agreed that the Vale should stop the production of multiple payment slips. PH advised that it is possible to identify those customers who use them and it was agreed that a letter should be sent advising that the payment slips were no longer going to be produced and encourage them to move over to direct debit payment.</p> <p><u>Audit Committee report - Protecting the Public Purse</u> – WJ advised that he would be discussing the contents of this report with Rodney and</p> | <p>PH</p> <p>SB</p> <p>PH</p> <p>WJ</p> |

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| | Jerry prior to raising at the respective audit committees. The main issues are: Do we do enough fraud prevention work ? with a recommend not to cut back on fraud work during a recession. | |
| 21 | Date of Next Meeting 23 November 2009 | |

**Vale of White Horse District Council (VWHDC) &
South Oxfordshire District Council (SODC)
Financial Services Contract
September 2009 Summary**

| Highlights |
|--|
| <p>2009/10 council tax in-year collection rates for both authorities remain ahead of last year. VWHDC is 0.17% up on last September and SODC is 0.36% ahead.</p> <p>NNDR collection is also significantly ahead of last year for SODC. Currently SODC is 1.17% up on September 2008. VWHDC is currently 0.33% down on September 2008; however, a significant drop in collection during September 2009 was expected for VWHDC (further detail contained within NNDR section below).</p> <p>Benefit's processing of New Claims has continued to improve with in-month figures of 19.98 days for VOWH and 19.93 days for SODC.</p> <p>Account receivable invoices for both VWHDC and SODC were all created within target, which amounted to 7,601 invoices being raised during September within 5 working days.</p> |
| General Comments |
| <p>NNDR software enhancements have been successfully installed, in order to accommodate the government's "deferred payment" scheme. All applications are currently being assessed and updated accordingly. Statistics will be available during October 2009.</p> <p>Exchequer move to Mendip – there has been a number of problems associated with the move. Capita and the councils have been trying to resolve the problems.</p> |
| Council Tax |
| <p>Percentage of council tax collected – In-year collection to date is 59.37% for VWHDC and 59.28% for SODC against a year to date target of 59.40%. This target is based upon the end of year collection rate target of 98.60% for both councils.</p> <p>The year to date collection for VWHDC is 0.17% higher than at the same time last year (59.20%), whilst SODC is 0.36% higher than at the same time last year (58.92%).</p> <p>The collection rates for 2007/2008 and 2008/2009 currently stand at 99.37% and 99.07% respectively for VWHDC and 99.12% and 98.89% respectively for SODC</p> <p>Direct debit take-up remains strong across both authorities, despite there being a slight drop in take-up for VWHDC during September. Current figures stand at 75.39% compared to 75.43% last month for VWHDC and 74.07% compared to 74.03% last month for SODC.</p> |

VWHDC outstanding correspondence currently stands at **978** items (equates to approximately **10** days worth of incoming post) compared to **888** last month. SODC outstanding correspondence figure currently stands at **1,002** (which equates to approximately **9** days worth of incoming post) compared to **950** last month.

All refund requests for both authorities remain within target.

There were no issues to report following the September 2009/10 recovery run for either council.

Two 'flooded' cases in VWHDC remain, both likely to move back in shortly, following substantial building works being completed.

Business Rates

Percentage of business rates collected – In-year collection is **60.92%** for VWHDC and **61.47%** for SODC, against a year to date target of **61.50%**. This target is based upon the end of year collection rate target of **99.40%**.

Currently VWHDC is **0.33%** behind this time last year (**61.25%**), however, a drop in collection during September was expected, due to a new assessment for Asda (who have not paid yet) and also a large increase in Rateable Value for another assessment (Diamond Light Source), which is now paying by direct debit but has obviously affected the collectable debit. SODC is **1.17%** ahead of this time last year (**60.30%**).

There were no issues to report following the September 2009/10 recovery run for either council.

Take-up and statistics following the recent Deferral Scheme exercise will become available during October 2009. All system enhancements were successfully implemented.

Benefits

New claims – Monthly performance is **19.98** days for VWHDC and **19.93** days for SODC. This now represents levels of performance which would have equated to upper quartile against the 2007/8 published figures.

The year-to-date performance for New Claims for VWHDC and SODC is **30.23** and **31.10**, respectively.

Change Events - Monthly performance (taken from the SHBE of 28 September 2009) is **22.82** days for VWHDC and **19.23** days for SODC. This is an improvement in performance for VWHDC from August's figure of **23.70** days and a significant improvement in performance for SODC from August's figure of **33.68** days.

The year-to-date performance, taken from the simulated SHBE of 30 September

2009, for Change Events for VWHDC and SODC is **22.57** days and **21.84** days, respectively

Change events are now up to date so the October figures should show a significant improvement.

Right Benefit Indicator (NI 180) –The most recent monthly performance is still derived from the SHBE of 27 July 2009 and is **6,467** changes for VWHDC and **7,210** changes for SODC.

Right Time Indicator (NI 181) - This indicator is a combination of processing times for new claims and change events.

Monthly performance (taken from the SHBE of 28 September 2009) is **23.34** days for VWHDC and **20.03** days for SODC. This is an improvement on August's figure of **23.50** days for VWHDC and a significant improvement on August's figure of **32.82** days for SODC.

The year-to-date performance, taken from the simulated SHBE of 30 September 2009, for N181 for VWHDC and SODC is **25.26** days and **24.95** days, respectively.

The year to date figures for New Claims and NI181 are inaccurate as the necessary data cleansing has yet to be completed. June data remains to be cleansed due to other work pressures.

Outstanding Work Profile

VWHDC outstanding workload currently stands at **134** items (equates to approximately **2** days worth of incoming post) compared to **452** last month. SODC outstanding workload currently stands at **325** (which equates to approximately **3** days worth of incoming post) compared to **215** last month.

Overpayments –

The reformatted table of data for SODC will be provided once all invoice dates have been uploaded into Academy (see below)

Current Outstanding debt on SODC is £1,490,476.76 which is an increase of £9,740.02 against last month.

As at 30 September 2009 we had recovered **£162,605** from years prior to 2009. Whilst in 2009 we have recovered **55%** of all debts raised during the year.

The reformatted table of data for VWHDC will be provided once all invoice dates have been uploaded into Academy (see below)

Current Outstanding debt on VOWH is £1,177,001.85 which is an increase of £23,928.46 against last month

As at 30 September 2009 we had recovered **£158,848** from years prior to 2009. Whilst in 2009 we have recovered **48.53%** of all debts raised during the year.

There are a number of debts still recorded as 'CONV' for the year of invoice. These have been appropriately identified but we are waiting for the information to be uploaded into Academy.

Accuracy - Financial accuracy figures are not yet available. The target is 95%.

Exchequer Services

Exchequer move to Mendip – there has been a number of problems associated with the move. Capita and the councils have been trying to resolve the problems.

Accounts Payable

Payment of invoices within 30 days – Provisional monthly performance for VWHDC is **93.51%** and **94.46%** for SODC. Provisional year to date performance is **95.62%** for VWHDC and **97.45%** for SODC.

Capita target (100% of invoices paid within 5 working days of receipt of correctly authorised payment) - Monthly performance was **100%** for VWHDC and **100%** for SODC.

Accounts Receivable

Invoices created within 5 working days - Monthly performance was **100%** for both VWHDC and SODC, with Capita creating **4,777** and **2,824** invoices respectively during September within the 5 working day target.

Financial Management System (FMS)

99% system availability during supported hours – System availability was at 100% during September for SODC and 100% for VWHDC.

Payroll was processed on time for both councils.

Cash Office (South Oxfordshire only)

Continues to work well. Discussions between Capita and the council relating to PCI-DSS and upgrading the Icon system are continuing, with the proposed transfer to the Civica hosted system planned for the end of October.

Concessionary Fares (Assisted Travel) administration

Continues to work well with no problems reported in September

Contact Centre

Revenues and Benefits calls - the Coventry contact centre took **5,049** and **6,255** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **83%** and **86%**. Total call backs generated across both authorities amounted to **591**. The longest wait times were **545** and **430** seconds and abandoned calls numbered **69** and **67** respectively. Payments totalling **£74,378.02** were collected from SODC council taxpayers. Capita continues to be in dialogue with VWHDC regarding taking payments from VWHDC council taxpayers.

SODC switchboard – **6,759** calls were answered with a further **220** abandoned. **85.6%** of calls were answered within 20 seconds, whilst **93.2%** were answered within 50 seconds. The longest wait time was **817** seconds.

Assisted Travel – **142** and **134** calls were answered for VWHDC and SODC respectively with a further **1** and **3** calls abandoned. **97%** and **96%** of calls were answered within 20 seconds. A total of **137** and **156** new applications were received for the scheme with a further **11** and **14** pending further information.

| 2009/10 RRSP Performance comparisons | | Sep-09 | 2008/09 Year-end Performance | SEPTEMBER 2008/09 In-month Performance | SEPTEMBER 2009/10 In-month Performance | SEPTEMBER 2009/10 Cumulative Performance | SEPTEMBER 2009/10 Cumulative Target | 2009/10 Year-End Target |
|---|-------|--------|------------------------------|--|--|--|-------------------------------------|-------------------------|
| BVPI 8 (%) Payment of invoices within 30 days | VWHDC | | 92.39% | 93.47% | 93.51% | 95.62% | 99.00% | 99.00% |
| | SODC | | 94.25% | 91.76% | 94.46% | 97.45% | 99.00% | 99.00% |
| BVPI 9 (%) Council Tax Collection | VWHDC | | 98.44% | 9.52% | 9.56% | 59.37% | 59.40% | 98.60% |
| | SODC | | 98.33% | 9.49% | 9.52% | 59.28% | 59.40% | 98.60% |
| BVPI 10 (%) NNDR Collection | VWHDC | | 98.57% | 9.46% | 8.59% | 60.92% | 61.50% | 99.40% |
| | SODC | | 98.44% | 9.52% | 9.31% | 61.47% | 61.50% | 99.40% |
| BVPI 78a (Days) Benefit New Claims Processing | VWHDC | | 31.23 | 20.77 | 19.98 | 30.23 | 20.50 | 20.50 |
| | SODC | | 34.38 | 19.40 | 19.93 | 31.10 | 20.50 | 20.50 |
| NI 180 Benefit Change Events | VWHDC | | 10,956 | New Indicator | 524 | 7,338 | n/a | n/a |
| | SODC | | 11,103 | New Indicator | 458 | 8,115 | n/a | n/a |
| NI 181 (Days) Benefit New Claims & Changes Processing | VWHDC | | New Indicator | New Indicator | 23.34 | 25.26 | 24 | 24 |
| | SODC | | New Indicator | New Indicator | 20.03 | 24.95 | 24 | 24 |

as @ 30/09/2009

| | VWHDC | SODC |
|------------------------------|-----------------|-----------------|
| NNDR Hereditaments | 3,694 (3,696) | 4,042 (4,045) |
| Council tax dwellings | 50,388 (50,344) | 56,125 (56,104) |
| Benefits caseload | 5,904 (5,990) | 6,337 (6,356) |

figs. in brackets are last month's comparison

| South Oxfordshire District Council | | 2009/2010 Outstanding Balances | 2009/2010 Current Recovery Stage | 2009/2010 Date of last payment | 2009/2010 Amount last paid | Empty |
|--|----------------------------------|--------------------------------------|--|--------------------------------------|----------------------------------|----------|
| Top 20 accounts with 2009/2010 arrears outstanding | | | | | | |
| 5065675 | MISS E CHAN & MISS T CHAN | £ 13,922.50 | TRACE | | £0.00 | EMPTY |
| 5319800 | HOUSE HOTELS LIMITED | £ 14,428.75 | REMINDER | | £0.00 | OCCUPIED |
| 5305867 | SMART INFO TECHNOLOGIES LTD | £ 14,617.00 | BAILIFF | 21/04/2009 | £1,609.25 | OCCUPIED |
| 5319136 | MR MARTYN WAGSTAFF DEANER | £ 14,978.75 | SUMMONS | | £0.00 | OCCUPIED |
| 5309007 | TELLYKING UK LTD | £ 16,226.25 | BAILIFF | | £0.00 | OCCUPIED |
| 5212723 | HENLEY RESTAURANTS LIMITED | £ 16,396.00 | 7 DAY | 01/05/2009 | £2,037.00 | OCCUPIED |
| 5316087 | J SAINSBURY PLC | £ 17,330.00 | REMINDER | 14/08/2009 | £3,463.98 | OCCUPIED |
| 5315231 | THE JJ GROUP LTD | £ 17,384.92 | REMINDER | | £0.00 | EMPTY |
| 5319350 | AVIVA INVESTORS PENSIONS LTD | £ 17,460.00 | REMINDER | | £0.00 | EMPTY |
| 5314980 | W E BLACK LTD | £ 18,658.55 | REMINDER | | £0.00 | EMPTY |
| 5300929 | LEDA PROPERTIES LTD | £ 19,157.50 | SUMMONS | | £0.00 | EMPTY |
| 5319154 | ARETE ENTERPRISE LTD | £ 21,461.25 | SUMMONS | | £0.00 | EMPTY |
| 5308372 | THE CROWN INN (BENSON) LTD | £ 21,703.75 | BAILIFF | | £0.00 | OCCUPIED |
| 5138261 | THE GARDEN CENTRE GROUP | £ 21,825.00 | REBILLED | 01/08/2009 | £4,365.00 | OCCUPIED |
| 5022931 | MR PAUL M FRENCH AND MISS JACQUI | £ 26,252.50 | L/O ARRANGEMENT | 21/09/2009 | £1,000.00 | OCCUPIED |
| 5315026 | BRAPACK LIMITED | £ 26,917.50 | POST ADMIN | | £0.00 | OCCUPIED |
| 5230156 | SP HEATING LIMITED | £ 28,686.00 | FINAL | 02/07/2009 | £8,196.00 | OCCUPIED |
| 5319220 | ART HOTELS (UK) LTD | £ 30,177.00 | FINAL | 24/09/2009 | £8,102.38 | OCCUPIED |
| 5224584 | KREMMEN SERVICING LIMITED | £ 30,444.00 | FINAL | 01/09/2009 | £5,074.00 | OCCUPIED |
| 5319305 | LUCY ELECTRIC UK LTD | £ 33,465.00 | FINAL | | £0.00 | OCCUPIED |
| Total: | | £ 421,492.22 | Sep-09 | | | |

Recovery Stage Key:**Reminder** = Late with instalment so reminder issued.**Final** = Right to pay via instalment withdrawn and last notice before court action commences.**Summons** = Magistrates' Court summons sent for Liability Order hearing.**7 Day** = Post court hearing. Liability Order obtained & 7-day letter issued before Bailiff action.**L/O Arrangement** = Liability Order obtained & post court arrangement entered into with debtor.**Court ADJ** = Court Hearing Adjourned due to recent contact/query.**Bailiff** = Debt passed to bailiffs to enforce.**Rtnd from bailiff** = Bailiff action unsuccessful, i.e. nulla bona, gone away etc.**Rebilled** = Recent amendment to account/liability & further demand notice (bill) issued.**Post administration** = Account frozen due to company going into administration - pending further update.**Trace** = Gone Away, sent for possible trace

Sep-09

| Vale of White Horse District Council | | 2009/2010 | 2009/2010 | 2009/2010 | 2009/2010 | |
|--|----------------------------------|-----------------------|------------------|--------------|-------------|----------|
| Top 20 accounts with 2009/2010 arrears outstanding | | Outstanding | Current Recovery | Date of last | Amount last | Empty |
| | | Balances | Stage | payment | paid | |
| 30264451 | ALLIED CARPETS PROPERTIES LTD | £ 12,123.21 | ADMIN | 02/06/09 | £16,917.00 | Occupied |
| 30324368 | MEPC MILTON PARK GENERAL | £ 12,125.00 | FINAL NOTICE | 25/08/09 | £2,425.00 | Occupied |
| 30330962 | LAMBS CATERING LTD | £ 13,095.00 | TRACE | | £0.00 | Occupied |
| 30333379 | TAPECROWN LTD | £ 13,493.97 | LIQUIDATION | | £0.00 | Empty |
| 30337192 | LOMBARD MEDICAL TECHNOLOGIES | £ 14,597.50 | REBILLED | 28/09/09 | £2,639.09 | Occupied |
| 30333717 | PUBLICANA LTD | £ 14,835.00 | SUMMONS | 17/06/09 | £6,327.50 | Occupied |
| 30337156 | FAST SUPPLIES LTD | £ 16,044.86 | REBILLED | | £0.00 | Occupied |
| 30304194 | HILARY & NICHOLAS COLLIS | £ 17,648.00 | BAILIFF | 27/07/09 | £300.00 | Occupied |
| 30325120 | COVENTRY LIMITED | £ 18,551.25 | FINAL NOTICE | | £0.00 | Empty |
| 3031725X | MEPC MILTON PARK GENERAL PARTNER | £ 19,035.00 | FINAL NOTICE | 25/08/09 | £3,807.00 | Empty |
| 3033281X | XOU SOLUTIONS LTD | £ 21,728.00 | SUMMONS | 11/08/09 | £5,432.00 | Occupied |
| 30334122 | BAT (UK & EXPORTS) LTD | £ 24,636.29 | REMINDER | | £0.00 | Empty |
| 30334786 | SOUTHERN CURTAINSIDER | £ 27,160.00 | BAILIFF | | £0.00 | Occupied |
| 30332856 | SPORTSWORLD GROUP LTD | £ 37,248.00 | SUMMONS | 07/07/09 | £9,312.00 | Occupied |
| 3030882X | HSBC BANK PLC | £ 41,127.00 | REBILLED | 28/08/09 | £4,583.00 | Occupied |
| 30324798 | REDLAKE GROUP LTD | £ 58,997.00 | SUMMONS | 01/04/09 | £6,543.00 | Occupied |
| 30322492 | VERRAN FREIGHT LTD | £ 76,732.00 | 7 DAY | 08/09/09 | £19,158.00 | Occupied |
| 30310574 | SUMMIT CORPORATION PLC | £ 87,180.00 | REBILLED | 28/08/09 | £17,436.00 | Occupied |
| 30338358 | ASDA STORES LTD | £ 1,086,612.60 | FINAL NOTICE | | £0.00 | Occupied |
| Total: | | £ 1,612,969.68 | | | | |

Sep-09

Recovery Stage Key:

Reminder = Late with instalment so reminder issued.

Final Notice = Right to pay via instalment withdrawn and last notice before court action commences.

Summons = Magistrates' Court summons sent for Liability Order hearing.

7 Day = Post court hearing. Liability Order obtained & 14-day letter issued before Bailiff action.

L/O Arrangement = Liability Order obtained & post court arrangement entered into with debtor.

Court ADJ = Court Hearing Adjourned due to recent contact/query.

Bailiff = Debt passed to bailiffs to enforce.

Hold = Currently case on hold due to outstanding query etc.

Admin = Company gone into administration

Liquidation = Company been wound up

Rebilled = Copy bill been requested