

Scrutiny Committee Agenda



Contact: Susan Harbour, Democratic Services Team
Leader
Telephone number 01235 540306
Email: susan.harbour@southandvale.gov.uk
Date: 9 September 2014
Website: www.whitehorsedc.gov.uk

A meeting of the

Scrutiny Committee

will be held on Thursday, 18 September 2014 at 7.00 pm
The Lockinge, The Beacon, Portway, Wantage, OX12 9BY

Members of the Committee:

Councillors

Jim Halliday (Chairman)
Charlotte Dickson (Vice-chairman)
Eric Batts
Tony de Vere
Jason Fiddaman
Debby Hallett

Mohinder Kainth
Sandy Lovatt
Julie Mayhew-Archer
Fiona Roper
Alison Thomson
Richard Webber

Alternative formats of this publication are available on request. These include large print, Braille, audio, email and easy read. For this or any other special requirements (such as access facilities) please contact the officer named on this agenda. Please give as much notice as possible before the meeting.

A handwritten signature in black ink, appearing to read "M Reed".

Margaret Reed
Head of Legal and Democratic Services

Agenda

Open to the Public including the Press

Council's Vision

The council's vision is to take care of your interests across the Vale with enterprise, energy and efficiency.

1. Notification of substitutes and apologies for absence

To record the attendance of substitute members, if any, who have been authorised to attend in accordance with the provisions of standing order 17(1), with notification having been given to the proper officer before the start of the meeting and to receive apologies for absence.

2. Minutes

To adopt and sign as a correct record the minutes of the committee meeting held on 26 June (attached).

3. Declarations of interest

To receive any declarations of disclosable pecuniary interests in respect of items on the agenda for this meeting.

4. Urgent business and chairman's announcements

To receive notification of any matters, which the chairman determines, should be considered as urgent business and the special circumstances, which have made the matters urgent, and to receive any announcements from the chairman.

5. Statements, petitions and questions from the public relating to matters affecting the Scrutiny Committee

Any statements and/or petitions from the public under standing order 32 will be made or presented at the meeting.

6. Action List

To review actions taken since previous meeting and any outstanding actions (circulated separately/ tabled at meeting).

7. Indicative Scrutiny work programme

(Pages 5 - 9)

To review the attached scrutiny work programme. Please note, this is an indicative programme only, and all items are subject to being withdrawn or dates rearranged without further notice.

8. Review of Financial Services Contract: Capita

(Pages 10 - 63)

To receive the report of the head of finance.

Relevant minute from Scrutiny Committee 25 July 2014

13. Financial Services Contract Monitoring

Matthew Barber, the Cabinet member for Finance; William Jacobs, Head of Finance; Paul Howden, Revenues and Benefits Client Manager, together with Darren Keen Contract Manager, Capita came to the table to introduce the report of the Head of Finance and to assist the discussion.

The following points were made during the presentation and discussion of the report.

- *Payroll function was being fully assessed for the first time this year.*
- *There had been a consistent improvement with Capita's management of the contract since 2008/9.*
- *Capita were looking at ways of tracking whether customers open emails and all of their attachments, when these are sent out with e-billing. This will be reported on next year.*
- *The committee requested that reasons for customer dissatisfaction (where it exists) are included in next year's report.*
- *The committee requested that in future a question is included in the customer satisfaction survey which asks about customers' satisfaction with correspondence from Capita.*
- *Paragraph 69 of the report states "... the contractor could be more proactive with problem solving and resolution.... what would be helpful if lessons learned from their other client contracts could be readily shared and integrated into this contract (sic)". The committee would like this matter addressed by Capita during the coming year and reported on at next year's Scrutiny committee.*
- *Capita described some of the changes coming during the following year, such as more on-line services. However, provision would still be made for those unable to use on-line services.*
- *Capita's aim for improvement for the next year included: better collection rates and improved customer services. They also aimed to maintain their excellent rating.*

The current contract runs until 2016.

RESOLVED

To recommend the report and assessment to the Cabinet member for finance and to congratulate Capita and the Vale officers on the excellent performance.

9. Vale Flooding Review

(Pages 64 - 193)

To receive the report of the head of HR, IT and technical services.

10. Financial outturn 2013/14

(Pages 194 - 209)

To consider the head of finance's report.

11. Councillor Development Programme

(Page 210)

To review the up to date project plan and to receive a verbal update from the head of corporate strategy.

12. Dates of meetings

To note the dates of the forthcoming committee meetings:

- 25 September – local plan
- 23 October
- 27 November

Exempt information under Section 100A(4) of the Local Government Act 1972

None