

# Minutes

of a meeting of the

## Joint Scrutiny Committee

held on Thursday, 22 October 2015 at 6.30 pm  
at Meeting Room 1, 135 Eastern Avenue, Milton Park, Milton  
OX14 4SB

Open to the public, including the press

### Present:

Members: Councillors: Richard Pullen (Chair), Judy Roberts, Alice Badcock, Katie Finch, Monica Lovatt, Ben Mabbett, Bill Service and Jeanette Matelot (In place of David Dodds)

Officers: Steve Bishop, Susan Harbour, Paul Howden and William Jacobs

Also present: Nicola Mundy, representing Capita; Jane Murphy, South Cabinet member for finance.

Number of members of the public: 0

### Sc.11 Notifications of substitutes and apologies for absence

Apologies were received from South Oxfordshire District Councillor David Dodds: his substitute was Jeanette Matelot.

### Sc.12 Minutes and actions arising

The minutes of the meeting held on 30 July 2015 were accepted as an accurate record of the meeting and it was agreed that the Chair sign them.

### Sc.13 Declarations of interest

There were no declarations of interest.

### Sc.14 Urgent business and chair's announcements

The Chair reminded the committee that the next meeting would focus be an update meeting on the Corporate Services Project.

## **Sc.15 Statements, petitions, questions from the public relating to matters affecting the scrutiny committee**

None.

## **Sc.16 Work schedule and dates for all South and Vale scrutiny meetings**

Noted. No changes made by committee.

## **Sc.17 Annual Review of Capita April 2014 to March 2015**

The Committee considered the report from the head of finance on the Annual Review of the Capita contract from April 2014 to March 2015.

William Jacobs, head of finance; Paul Howden, Revenues and Benefits Client Manager and Nicola Mundy, from Capita came to the committee to present the item and answer questions. They were joined by Jane Murphy, the South Cabinet member for finance. Apologies were received from Matthew Barber, the Vale Cabinet member for finance.

The committee debated the issues and asked questions of the officers, a summary of the key points raised is below:

- There were some outstanding issues which needed to be addressed on the report: Capita had put a new management team in place to address the outstanding issues in Exchequer Services and would be measured in an action plan.
- The outstanding staffing issues at Capita had now been addressed.
- There were errors in the payroll which had been identified by the councils' HR officers which would otherwise have led to staff being incorrectly paid.
- Concerns were raised about problems which occurred when Capita staff left their employment and there were a lack of written processes to pass information on.
- When calls are made to the Capita switchboard, some staff seem to have a lack of knowledge about key council officers.

### **Recommendation:**

The committee requested that the above issues be addressed and reported back at next year's meeting.

### **Resolved:**

To recommend to the Cabinet members for finance that they accept the scores given in the officers' report.

The meeting closed at 7.00 pm