

NOTICE OF MEETING

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| MEETING | Ridgeway Shared Service Partnership Strategic Board |
| DATE/ TIME | Monday, 28th July, 2008 8.30 am |
| PLACE | CONFERENCE ROOM 1, FIRST FLOOR, 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 T De Vere | Vale of White Horse District Council |

Terry Stock
Chief Executive
Vale of White Horse District Council

17 July 2008

AGENDA

Open to the Public including the Press

Map

(Page 4)

Attached is a map showing the location of the venue for this meeting.

1. Election of a Chair/Chairman

To elect a Chair or Chairman of the Ridgeway Shared Services Partnership Strategic Board.

In accordance with paragraph 5.3 of Schedule 1 of the Partnership's Constitution:

"The post of Chairman of the Board shall be held by a Member and shall rotate automatically between the Partner Authorities every two years in accordance with the terms set out in the Agreement. The first such Chairman shall be a Board Member for South Oxfordshire District Council who shall undertake the responsibilities of the Chairman with effect from the 1 October 2007 until the date of the Annual General Meeting in 2008 of each Partner Authority on which date the Chair of the Strategic Board will pass to a Board Member of the Vale of White Horse District Council."

2. Election of a Vice-Chair/Chairman

To elect a Vice-Chair or Vice-Chairman of the Ridgeway Shared Services Partnership Strategic Board.

In accordance with paragraph 5.4 of Schedule 1 of the Partnership's Constitution:

"In the absence of the Chairman, for any reason, the responsibilities of the Chairman will be discharged by the Vice-Chairman, which post shall be held by a Board Member for the other Partner Authority."

3. Apologies for Absence

To receive apologies for absence.

4. Minutes

(Pages 5 - 8)

To adopt and sign as a correct record the minutes of the Ridgeway Shared Services Partnership Strategic Board meeting held on 12 May 2008.

5. Declarations of Interest

To receive any declarations of interest.

6. **Minutes of the Operations Board**

(Pages 9 - 20)

To receive and note the minutes of the Ridgeway Shared Services Partnership Operations Board meetings held on 28 April and 16 June 2008.

7. **Performance Monitoring**

(Pages 21 - 44)

To consider the monthly summary dated June 2008 and the appendices (attached), including updates on:

- Capita Performance
- Contact Centre Statistics with appendices
- Internal Audit
- Accountancy
- Counter-Fraud Service

8. **Banking Contract**

To receive an update at the meeting on the banking contract.

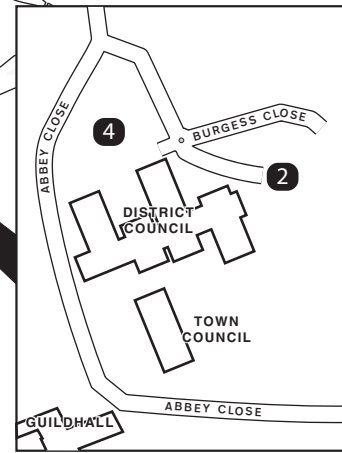
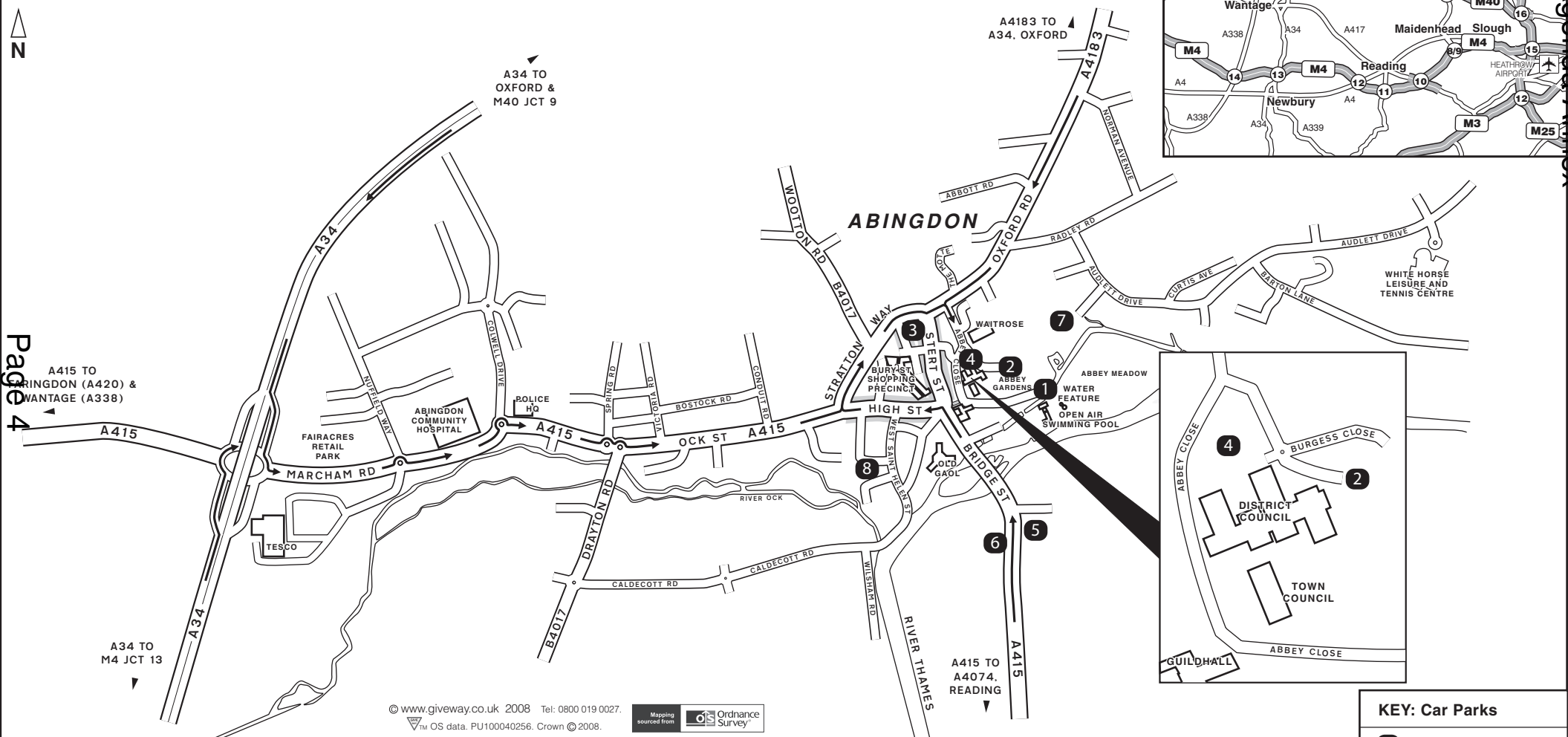
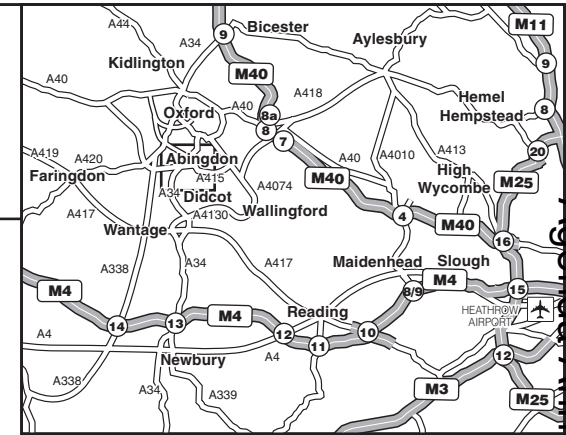
9. **Any Other Business**

10. **Dates of Forthcoming Meetings**

To note that rooms have been booked for the forthcoming meetings of the Strategic Board:

- Monday 3 November 2008
- Monday 2 February 2009
- Tuesday 5 May 2009 (avoiding May Day Bank Holiday Monday)

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



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KEY: Car Parks

| | |
|---|----------------------|
| 1 | Abbey Close |
| 2 | Cattle Market |
| 3 | Charter Multi-storey |
| 4 | Civic |
| 5 | Rye Farm |
| 6 | Hales Meadow |
| 7 | Audlett Drive |
| 8 | West St Helen Street |

By rail – the nearest main line railway stations to Abingdon are either Didcot Parkway (seven miles) or Oxford (eight miles). Radley railway station is located on the main line between Oxford and Didcot and is three miles from Abingdon town centre. For details of train times visit www.nationalrail.co.uk or call 08457 484950

By bus – there are a number of bus routes serving Abingdon town centre. For details of services and timetables, visit Oxfordshire County Council's website at www.oxfordshire.gov.uk. Contact details for bus operators can be found on the travel information pages on our website www.whitehorsedc.gov.uk

Parking – details of car parks charges can be found on our website

Minutes

OF A MEETING OF THE Ridgeway Shared Services Partnership

HELD AT 8.30 A.M. ON 12 MAY 2008

AT COUNCIL OFFICES, CROWMARSH GIFFORD

Present:

Mr I R Mann (Chairman)
Mrs E A Ducker
Mrs M de Vere
Mr T de Vere

Officers:

Mrs K Fiander, Mr W Jacobs, Mr M Prosser (South Oxfordshire District Council),
Mr S Bishop, Mr P Howden, (Vale of White Horse District Council),
Ms L Galvini, Mr G Hodges (Capita)

Apologies

None.

14. Minutes, 28 January 2008

RESOLVED: to approve the minutes dated 28 January 2008 and agree that the chairman sign them.

15. Computer systems conversions

The committee considered the report of Mr S Bishop, Strategic Director, who advised that recovery was complete. Mr G Hodges, Divisional Director, added that business had progressed smoothly since the recovery plan had been completed notwithstanding a few practical problems between departments.

Bank reconciliation

Mr W Jacobs, Head of Finance, reported that the chief accountant was satisfied that South Oxfordshire District Council (SODC) bank reconciliations were now complete. There would always be a few small unidentifiable items and these would be cleared to the revenue account.

Acknowledging the need for both councils and Capita to work together to agree bank reconciliation processes, committee members emphasised that it was important for agreement to be reached. Processes should be in place by the mutually agreed date of the end of June. If any problems were anticipated in keeping a commitment to this date, committee members should be advised.

Budget monitoring

Responding to comments on budget monitoring Mr S Bishop, Strategic Director, explained the enhancements to presentation of budget information using additional software, Excelerator. Excelerator would provide greater functionality for users in that data could be drawn from Agresso and used in an Excel-like format enabling, for example, comparison of budgets at certain points in the current and previous years.

Responding to the comment that budget monitoring reports were required by the first Monday in the month following period-end (i.e. the June report required by the first Monday in July), Mr W Jacobs, Head of Finance, advised that he believed the reports could be produced to that timescale and a report on budget monitoring timetables would be brought to the next meeting of the committee. However, Mr S Bishop, Strategic Director, advised that getting commitment from both councils and Capita and the demand on Capita's systems administrator's time could lead to delays. Committee members emphasised the urgency of this issue and the importance of a harmonised approach between the two councils and requested a further report to the next meeting.

16. Performance update

The committee considered performance updates as well as the reports of Mr P Howden, Revenues and Benefits Client Manager for Vale of White Horse District Council (VWHDC) and SODC; Ms A Penn, Audit Manager for VWHDC and SODC; Mr S Hewings, Chief Accountant, SODC and Ms A Brander, VWHDC.

Vale of White Horse District Council

In relation to VWHDC:

- The exceptional performance of 1.86 days in relation to **benefits performance for change of circumstances** during March occurred annually each March. This was attributable to a large number of rent increases which were updated for the beginning of the financial year.
- The final **council tax collection** rate of 98.4 per cent was the best ever performance.
- Acknowledging comments about poor communication in relation to benefits letters, such performance was not reflected in the reported **benefits accuracy** figure. A report would be presented to the next meeting on quality procedures in relation to benefits.
- The **outstanding correspondence figures** differed between 418 items (VWHDC) and 2021 (SODC). This was considered attributable to the different

ways the document management systems were used by the two councils. A conversion project was in progress to harmonise SODC's system to the Capita system operated at VWHDC.

- Performance on **business rate** collection was above the old top quartile figure but below the new figure. Mr G Hodges, Divisional Director, reported that he believed that future collection rates would be 1.5 per cent lower because of empty properties being brought into full charge with effect from 1 April 2008.

South Oxfordshire District Council

In relation to SODC:

- As some people would continue to pay their current year's council tax in a future year, committee members would like figures for the full amount collected for previous years on the collection of **NNDR and council tax**.
- The four per cent difference in direct debit take up between councils (74.31 per cent VWHDC and 70.22 per cent SODC) was believed to be mainly attributable to the fact that VWHDC had the facility to set up direct debits over the phone, without paper instructions having to be completed. A project was ongoing to improve take-up, including the introduction of the telephone facility at SODC.
- In terms of **aged debtors**, committee members emphasised that review meetings should take place. Processes were needed that were agreed, acted on and adhered to.

Contact centre statistics

Committee members expressed concern at the longest (20 minutes) wait on the telephone. Mr G Hodges, Divisional Director, advised that this occurred during the last week of March when council tax bills were despatched. Resources were reallocated but the same situation occurred for all councils. One suggested resolution to call-waiting time was to put an engaged tone on the line when a level of capacity was achieved. A voicemail message could also be investigated as an alternative. A report would come to the committee with any proposals to implement either of these options.

Mr G Hodges, Divisional Director, would investigate the reported incident of switchboard non-availability during April.

In relation to the Assisted Travel Scheme for the VWHDC, the 578 calls received had been in excess of the usual level. Committee members commented on the need to issue bus passes as soon as possible.

Accountancy

The budget book for VWHDC had been issued and was expected to be printed this week at SODC.

Investigation team

Mr W Jacobs, Head of Finance, and Mr P Howden, Revenues and Benefits Client Manager, reported that the team had performed very well even though it was now short of two investigators. Recruitment for one post was taking place leaving one post vacant. As this would result in fewer investigations, this would be addressed as part of the budget considerations of the two authorities.

Committee members requested confirmation of the number of prosecutions by the two councils.

17. Re-tendering the bank contract

Mr S Bishop, Strategic Director, reported that the VWHDC contract had been engrossed and sealed.

In relation to terms and conditions within the SODC contract, committee members expressed dissatisfaction with the intention to use SODC's own terms and conditions within the contract rather than the bank's own.

18. Date of next meeting

The committee agreed that the next meetings of the Strategic Board would take place on:

- Monday 28 July 2008
- Monday 3 November 2008
- Monday 2 February 2009
- Tuesday 5 May 2009 (avoiding May Day bank holiday Monday)

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

The meeting closed at 9.40 a.m.

Chairman _____

Date _____

RSSP OPERATIONS BOARD MEETING

MONDAY 28TH APRIL 2008 AT VALE OFFICES

Present: Steve Bishop (SB), Matt Prosser (MP), William Jacobs (WJ), Paul Howden (PH), Derek Nutland (DN), Ann Sadler (AS), Nicky Davis (ND), Graham Hodges (GH), Lisa Galvani (LG),

1. Apologies for absence

Nikki Thomas

2. Review of the previous meeting – 11th February 2008

IT Facilities for Shared Service Team – (Ann Sadler was present for this item). AS advised that it is essential that Ridgeway maintains its identity. A solution has been identified with minimal costs. AS to work up the proposal further. **AS**

WJ advise that NT has now returned to work on a staged approach just working 2 hours a day at present.

Performance – Vale

Late Payment List – PH advised that the list has yet to be received from Capita. It is essential that cost centre managers are able to look at this list to confirm where problems arise. **PH**

Council Tax Write offs – LG confirmed that the write offs are not taken into account when producing the statistics. These should be included within the BVPI statistics. PH/WJ to discuss further outside the meeting. **PH/WJ**

Creditors – It was confirmed that Michael Quinn has now produced the Coding Groups.

Debtors – GH confirmed that he provided a detailed spreadsheet to WJ a little while ago via an email on the 25th March. WJ to consider. **WJ**

Debtors Monitoring Pack – This pack would be available from the end of April. **LG**

Performance – SODC

Switchboard Statistics – LG confirmed that the figures had been revised.

Customer Satisfaction Survey – LG advised that this survey has not yet started as a Customer Consultation Specialist is just starting some work at SODC and she needs to be involved. It was confirmed that the Vale don't want to undertake the survey as well as a similar exercise took place last year.

3. Review of the Minutes of the Strategic Briefing (25th February 2008)

These minutes would be taken to the next Strategic Briefing meeting on the 12TH May for approval.

Part 1 – Capita

4. Performance

Vale – The following matters were discussed:-

Council Tax

BVPI9 – In year collection as at 31st March 2008 was 98.37% against a target of 98/55%. Good figures

200708 Cash Guarantee finished £384k ahead of the target. With the final collection being £59.4 against a target of £53.0m.

Schedule 18 – The 2006 arrears collection finished £153k ahead of target with an actual collection figure of £576k. The current collection rate for 2006 therefore stands at 99.27%

Direct Debit – The take up current stands at 74.31% which is ahead of last months figure.

Outstanding Correspondence – There are currently 418 outstanding items to be dealt with.

Business Rates

BVPI10 – The in year collection as at 31st March 2008 was 99.32% against a target of 99.36%.

Outstanding correspondence – The position remains good.

2007/08 Cash Guarantee – The collection was £54.2m against a target of £51.9m which is a good achievement.

Benefits

BVPI 78a (new claims) – Monthly performance was 23.92 days which is a slight drop on last month's figure although still within top quartile. The year end performance was 27.17 days which is second quartile position, the top quartile target was 24 days.

BVPI78b (change of circumstances) – Monthly performance was 1.86 days due to auctioning a large number of annual rent increases. The end of year performance was 8.92 days which is second quartile position, the top quartile target was 7.75 days.

BVPI79b (overpayments) – Performance is still being verified.

Exchequer Services

Creditors – BVPI8 (Payment of invoices within 30 days) – Monthly performance was 81.00% which continues to improve from last month. The end of year provisional figure is 75.58% which is outside the target of 95.94%.

Debtors (Outstanding debt over 46 days) – Capita has now submitted a report to the Council detailing how they think the

methodology should work. Once this is agreed figures will be included in monthly performance reports.

Debtors Information Sheet – LG handed round a revised sheet having taken on the comments from the last meeting. Any further comments on the sheet should be directed to LG.

All

SODC – The following matters were discussed:-

Council Tax

BVPI9 – In year collection as at 31st March 2008 was 97.97% against a target of 98.55%.

Direct Debit – The take up current stands at 70.22% which is ahead of last months figure. LG advised that call centre staff have a script to try to encourage those not currently on DD to switch over. Over the phone DDs at SODC are to come on line soon.

Outstanding Correspondence – There are currently 2,021 outstanding items to be dealt with. Vale staff are currently assisting SODC colleagues to help reduce this figure.

Payment Slip Problems – A problem has been identified which affects those customers who pay their bills with cash because of a bar code error on their annual bills which means that bar codes cannot be scanned. The error is being rectified and revised payment slips are being sent out to customers. A further problem has also been identified whereby duplicate bills or incorrectly addressed bills have been sent out. Revised bills and covering letters have now been sent out to those affected customers (approximately 600). There is a need to identify the reason why this happened.

Business Rates

BVPI10 – The in year collection as at 31st March 2008 was 99.29% against a target of 99.36%.

Outstanding correspondence – The position remains good.

Benefits

BVPI 78a (new claims) – Monthly performance was 19.26 days which is a slight drop on last month's figure although still within top quartile. The year end performance was 22.33 days which is top quartile position.

BVPI78b (change of circumstances) – Monthly performance was 2.38 days due to auctioning a large number of annual rent increases. The end of year performance was 6.89 days which is top quartile position.

BVPI79b (overpayments) – Performance is still being verified.

Exchequer Services

Creditors – BVPI8 (Payment of invoices within 30 days) – Monthly performance was 90.26%. The end of year provisional figure is 76.78% which is outside the target of 99.00%.

Debtors (Outstanding debt over 46 days) – Capita has now submitted a report to the Council detailing how they think the methodology should work. Once this is agreed figures will be included in monthly performance reports.

5. Variations to the Contract

Upfront Payments – PH advise that he has sent a revised copy of the change control document to SB/WJ. PH to pick up with SB//WJ after this meeting.

PH/SB/WJ

6. Agresso implementation

SB advised that that Recovery plan has now been finished with some 200 items being dealt with. A number of items have been moved off the plan e.g. bank reconciliations as these are ongoing problems. SB/DN/PB to produce a final copy of the Plan detailing the final position.

SB/DN/PB

All helpdesk calls are to go through Capita from the beginning of May. It was confirmed that problems can only be logged via email at the moment and it was suggested that a telephone number would be useful. It was agreed that the situation would be monitored for a while to review progress.

The amount of staff resources currently available on Agresso will reduce dramatically within the next week or so as staff move on to other projects. GH confirmed that Phil and Craig will be moving off site from the end of April but will be available via the phone.

It was agreed that there was a need to sit down and look at the bank reconciliation process in detail.

Thanks were expressed to all involved in moving the recovery process forward and in particular thanks to SB.

7. Academy conversion (SODC)

WJ confirmed that he has now met with Matt Wilson from Capita. A further meeting has been arranged for the 8th May to go through the figures.

WJ

The Audit Commission is currently in at the moment looking at system conversion issues. Internal Audit also have this on their worklist. PH is concerned that the same work is being done twice.

It was agreed that this item can be removed from future agendas.

8. Cash receipting software (Vale)

AS advised that a meeting is taking place with Anite tomorrow. Terms and conditions have been agreed. A final decision on whether the Council is going to proceed with Anite therefore needs to be taken today. SB to consider the email from AS and advise her today of his decision.

SB

It was confirmed that AD/LG have now undertaken work looking at Payment Card Industry (PCI) compliance at SODC. A demonstration of a hosted service has now been provided and it has been agreed that matters should progress on this basis.. They have looked at the non compliant cases e.g. holding credit card details etc. Lots of issues have been highlighted and a number of current practices will need to be altered. MP/SB may want to look at this work on a broader basis. AD to form a view on the way forward.

The Vale is compliant as it uses the HSBC server.

LG has a list of compliant companies – SB/DN to look at this list.

9. Local Housing Allowance

The system is now in and working well. 5 Claims have been received which the Client Team are working on.

The grant moneys have now been received by both authorities. Capita are now invoicing for this money.

PH advised that he and LG were going to meet over the next few days to sign the paperwork off.

PH/LG

PH advised that the vulnerability paper has now been drafted and as this is an operational matter, no member decision is needed. PH to raise at next Board meeting.

PH

The meeting was advised that an Educational Support Allowance will be introduced with effect from October this year.

10. Direct Debits – Brown Bins

The 600 missing mandates have now been located – they had been erroneously filed away. Capita staff are now working with the Waste Team on this matter. Letters and new DD mandate forms are being sent out. There is also a need to look at the accrual position.

It was agreed that a reconciliation of the records needs to take place and responsibility issues need to be agreed between the Council and Capita.

11. Performance Notices

A draft of the notice has now been prepared by PH using the recent problems of sent out correspondence to a third party as an example. This was due to a software error but a control issue has been highlighted.

Two further notices need to be prepared for the bar code issue and duplicate bills. **PH**

It was agreed that as these notices relate to management issues they should be monitored via this meeting until all issues have been signed off. **All**

12. Audit Fees

LG advised that she had requested further information about the breakdown of the Audit Commission's fees. PH advised that no further information is available, following further contact with the Audit Commission. LG/GH to decide how they wish to proceed with this matter. **LG/GH**

13. Financial Services Contract (letter sent to Graham Hodges 28th February 2008)

GH advised that he has drafted a reply to latest letter which will be sent out shortly. **GH**

GH advised that a reply is needed from the Council's on the 46 day issue. **WJ**

It was agreed that following the receipt of the letter from Capita a meeting needs to be arranged between SB/MP and GH. **SB**

Other Matters

PH advised that he is concerned about the quality of responses being received from Capita. The speed is ok but there is a need to ensure that things are dealt with correctly first time around. The number of complaints being received is increasing. GH advised that Lynn Kemp, Capita's Benefits Manager, has produced a paper for GH which has highlighted a number of problems which need to be rectified. There a real need for quality of responses and letters that go out to be tightened up and for information to be provided by the deadlines provided. **GH**

Aged Debt Report – The aged debt report was discussed. PH advised that lots of work is currently ongoing and he personally has undertaken lots of work on benefits debts. General sundry debt cases have been passed to Legal colleagues who have been successful in recovering monies.

2 Year Anniversary – GH advised that on the 31st July, it will be two years since the contract commenced and Capita would like to do something but aren't sure what yet. It was agreed that GH should put some ideas forward. Who should be involved and what sort of thing e.g. seminar, reception etc. The event could take place after the end of July to avoid the main holiday period.

GH

SODC Scrutiny and Housing – LG and PH met on Friday to discuss the request from SODC's Scrutiny Committee to look at Housing Benefits. It was agreed that the exact nature of the request should be clarified and confirm who exactly needs to be involved. SB confirmed that the Vale does not want to be included in this review.

MP

14. Audit Update

The report was noted.

15. Accountancy

The report was noted.

16. Benefit Fraud

PH circulated a copy of the report. It was confirmed that interviews are being held this week for an investigations officer.

17. Any Other Business

Assisted Travel – Quotes have been received for the provision of this service as a whole. SB is currently working on the evaluation of these quotations.

18. Date of Next Meeting

16th June 2008

RSSP OPERATIONS BOARD MEETING

MONDAY 16th JUNE 2008 AT VALE OFFICES

Present: Steve Bishop (SB), Matt Prosser (MP), William Jacobs (WJ), Paul Howden (PH), Nicky Davis (ND)
Graham Hodges (GH)

1. Apologies for absence

Lisa Galvani

2. Review of the previous meeting – 28th April 2008

Performance Statistics – It was suggested that as the performance figures are included within the summary report, including these in the minutes was a duplication of work and could be left out.

IT Facilities for Shared Service Team – Work on this matter is still ongoing.

Late Payment List – PH advised that the list to the end of May has just been sent to him and it needs some work before it can be sent out to budget holders etc. The Executive are keen to see the Council's BVPI8 figure improve. There isn't currently a facility for users to mark invoices as disputed so any items will need to be flagged by budget holders. PH to send the list round as soon as possible.

PH

Council Tax Write Offs – PH has now confirmed to WJ that the treatment of write-off's in the collection statements are correct. WJ has asked if he can see some statistics going back for 5 years so he can compare the write off figures. GH to provide the necessary report.

GH

Debtors Calculation for Performance – WJ confirmed that this has now been done.

SLA Monitoring Pack (formerly known as Debtors Monitoring Pack) – The monitoring pack is sent to PH who then arranges for it to be forwarded on to Alice and Simon in Accountancy. It was agreed that the list needs to be refined with Capita so they only produce information that is actually used. PH/LG.

PH/LG

GH/ND

Housing Benefit debtors information sheet – GH provided an update at the meeting and agreed that he would provide ND with an electronic copy for circulation.

Upfront Payments – The change control document has now

been signed off.

SB

Agresso Recovery Plan – SB confirmed that he still needs to produce a final copy of the plan.

Academy conversion (SODC) – WJ confirmed that he has now met with Matt Wilson

Local Housing Allowance – PH/LG have now met and signed off the paperwork. PH confirmed that the vulnerability paper has now been finalised. It was agreed that this matter need not be raised at the Board meeting.

GH/LG

Audit Fees – GH advised that Capita still need to come back to the Vale with an answer in this matter.

Financial Services Contract

GH confirmed that he has now replied to the last letter.

46 Day issue – WJ confirmed that Ian from Accountancy is carrying out work on this matter and looking to see if the matter can be simplified. WJ to confirm the accuracy to GH once the work is finalised.

WH/GH

It was confirmed the matter has now taken place between SB, MP and GH.

GH

Other Matters - GH agreed that he will circulate a copy of a Linda Kemp's paper to the two Councils.

GH

2 Year Anniversary – GH advised that he will come back on this matter shortly.

SODC Scrutiny and Housing – MP confirmed that this matter has now been clarified.

Part 1 – Capita

3. Performance

The performance papers for April were circulated with the agenda. GH however provided an update based on the May papers which had only been available.

Agresso System Administration – A few problems have been experienced with the new financial year. The budget monitoring report was specific to last year and a new one has to be produced for 2008/09. The SODC budget also still needs to be entered on to the system. The helpdesk calls are being picked up, as far as is known. It was agreed that the SLA pack should be included within the paperwork that comes to this meeting. SB to receive a copy of the current paperwork.

GH

Benefits Overpayments – PH advised that there was a need to improve performance in this area. PH would like a meeting with

GH

the staff from Mendip so that he can be assured of processes etc. GH to arrange.

Errors and Complaints – PH advised that the accuracy of work still needs to be improved as the number of complaints being received has increased significantly. GH advised that he is currently looking at complaints received to monitor performance. PH advised that the Client Team need to monitor the errors and be able to provide the Audit Commission with evidence that checks are taking place. PH to report back to this meeting in the future.

PH

Aged Debt Report – PH advised that a number of invoices that the Council have submitted to Capita still remain outstanding. GH to go through the list and update PH on the matter. Some invoices had been put on hold – GH to clarify.

GH/PH

4. **Performance Notices**

Updates were provided as follows:-

No. 1 – Pope – Benefits Notices being sent to his address – GH advised that he has done all he can, a software upgrade is needed from Academy to rectify the problem. It was agreed that this notice should remain outstanding until the upgrade is available.

No. 2 – Kelly – Envelope containing other post – GH advised that this matter has now been completed with extra training having taken place. It was agreed that this notice can now be signed off.

PH

No. 3 – HMRC – Need to provide correct references with payments – SB/GH to pick this matter up outside the meeting.

SB/GH

Potential No. 4 – PH advised that SODC have been fined £700 for a late payment to the HMRC in respect of construction industry scheme payments. PH/GH to discuss further outside meeting.

PH/GH

5. **Variations to the Contract**

The variation for Assisted Travel (No.11) has now been completed.

6. **Agresso implementation**

Bank reconciliations still need finalising although this is bigger than just Agresso.

5% tolerance on invoice payments – WJ asked for a list of invoices where the tolerance limit has been used. WJ was asked to make his request through the helpdesk. WJ/SB to then pick up.

WJ

WJ/SB

Housing Benefit Interface into Agresso from Academy – WJ advised that he is still having difficulty in obtaining the required information from Capita. He has been requesting this for months and isn't getting anywhere. It was agreed that WJ would provide an exact list of the information required and GH would move this matter forward.

WJ/GH

7. Cash receipting software (Vale)

It was confirmed that the Vale has now decided that it will proceed with Anite. Alice and Maggie from Accountancy are both involved in moving the implementation forward. An updated copy of the action plan to be prepared and circulated to all involved, including Capita.

KG?

8. Local Housing Allowance

The new procedures have now been put into place. Item to be removed from the agenda in future.

9. Direct Debits – Brown Bins

Letters have now been sent to the 600 SODC customers requesting information for their direct debits to be set up. Lots of phone calls have been received, no real problems to date as customers paying up. It was agreed that close monitoring of the debt collection on this matter needs to take place. PH to discuss with WJ and arrange with the cost centre manager.

PH

10. Audit Fees

GH to send a letter back to the Council listing the queries.

GH

11. Financial Services Contract

GH to submit a report to the next meeting setting out what can be done differently in the future.

GH

12. Finance Service Plan

The Service Plan was approved, to be taken to the Board meeting.

13. Audit Update

The report was noted. New Auditor now started.

14. Accountancy

The report was noted. Both Councils still on target for close down. SODC budget needs adding to Agresso and their budget book needs finalising.

15. Benefit Fraud

The report was noted, heading on report needs changing. No appointment has yet been made for the vacant investigations officer.

16. Any Other Business

Joint Senior Management Team Proposal – The proposal to merge the two Council management teams was briefly discussed.

Frequency of Strategic Briefing Meetings – It was agreed that the frequency of these meetings should be put on the agenda for the meeting on the 30th June.

ND

17. Date of Next Meeting- 15th July 2008

Vale of White Horse District Council
June 2008 Summary

Highlights:

Council tax direct debit take-up has continued to increase and is currently **74.99%**, which is **0.01%** higher than last month (74.98%). The correspondence figures remain good at 545 items outstanding as at the end of June.

Council tax collection rates for 2007/08 and 2006/07 currently stand at **98.88%** and **99.34%** respectively which again confirms the commitment to vigorously pursue arrears.

General Comments:

Benefits performance of new claims during June was outside top quartile, with the average time for processing a new claim being **30.56** days. This is an improvement upon May's figure of 31.91 days. The lower than top quartile performance can be attributed to the ongoing effects of seasonal variances at the end of the financial year, causing an increase in workload. We will continue to ensure that the effect of the increased quarter 1 figures are minimised against ongoing year-to-date performance, by ensuring that performance in subsequent months continues to improve. In essence, Capita is confident that the annual performance should be within the top quartile target of 24 days.

Monthly aged debts reports are now being produced on a monthly basis and progress is now being made in addressing older debts as well as current debt. Cases passed to the legal team since December 2007 have gleaned in excess of £160k to date.

"Getting it right first time" is vital to improving front line services and customer satisfaction and reducing the number of complaints (which in turn take up valuable resources). Capita has confirmed it will be giving accuracy and quality top priority in the coming year and will be working with key stakeholders to improve performance.

Council Tax:

BVPI 9 – In year collection to date is **30.45%** against a target to date of **30.50%**. This target is based on the new overall end of year collection rate of **98.55%**. This is **0.07%** down on last year (30.52% for June 2007). The collection rates for 2007/08 and 2006/07 currently stand at **98.88%** and **99.34%** respectively.

Cash guarantee and Schedule 18 arrears collection targets are still in the process of being finalised. Capita and the council are in discussions.

Direct Debit take-up currently stands at **74.99%**, compared to **74.98%** last month.

Outstanding correspondence figures stand at **545**.

There were no issues to report following the June 2008/09 recovery run.

A letter has been drafted and will be issued to all remaining empty properties affected by the flooding. The exemption for these cases is due to expire next month. This relates to approximately 50 accounts.

Business Rates:

BVPI 10 – In year collection to date is currently **32.78%**, against a target to date of **33.00%**. This target is based on the new overall end of year collection rate of **99.36%**.

The June 2008 collection figure is **0.20%** lower than the percentage collected at this time last year (June 2007). As reported last month, the recent change in government legislation for rates on empty properties may be the likely cause for this slight decrease, however, it is still very early in the financial year and the true impact of this change (if any) will become more evident at the end of the 2nd quarter, i.e. September onwards.

There were no issues to report following the June 2008/09 recovery run

Benefits:

BVPI 78a (new claims) – Monthly performance was **30.56** days. This was an improvement compared to May's BVPI of **31.91** days, although still outside the top quartile annual target of **24** days. The year-to-date figure now stands at **29.88** days. By continuing to improve the monthly new claim figure following the seasonal quarter 1 drop in performance, the 24 day target should be met

BVPI 78b (changes in circumstances) – From April 2008 the method of reporting changes in circumstances has changed. The software that enables the monitoring of this old indicator has not been fully tested and approved. For this reason Capita is unable to report current performance.

BVPI 79b (i) (% overpayments outstanding recovered in year) – The monthly performance is **58.24%** which represents an improvement in performance on the May figure of **52.38%**. The year-to-date figure now stands at **63.71%** against the annual target of **87.71%**. Further improvements in processes used by the central overpayment recovery section in Mendip and ongoing communication with major landlords concerning outstanding debts will improve overpayment collection rates to the point that the annual target should be met.

Exchequer Services:

Creditors (Accounts Payable) BVPI 8 (Payment of invoices within 30 days) – Monthly performance for June was **85.14%** (provisional figure). This reported June provisional figure remains outside the annual target of **95.94%**. Capita is currently working with the council to identify any disputed commercial invoices paid outside 30 days to help improve the current year to date figure of **83.51%**.

Capita target – (100% of invoices paid within 5 working days of receipt of correctly authorised payment). Monthly performance was 98.83%. There were 6 invoices which were processed outside of the 5 day target, these invoices were identified and included on the following payment run.

Accounts Receivable- (Invoices created within 3 working days) - 100% performance achieved in June. Monthly aged debts reports are now being produced on a monthly basis and progress is now being made in addressing older debts as well as current debt. Cases passed to the legal team since December 2007 have gleaned in excess of £160k to date.

Debtors (Accounts Receivable) (outstanding debt over 46 days) – Capita has submitted a report to the council detailing how it believes the methodology for calculating these figures across the two councils should work. Once the methodology is agreed the figures will be included with the monthly performance report.

Financial Management System (FMS) (99% system availability during supported hours)
– System availability was at 100% during June.

Payroll – End of year reconciliations are ongoing. Payroll was processed on time.

**South Oxfordshire District Council
June 2008 Summary**

Highlights:

The council tax collection rate for June 2008 was once again very good and was **0.19%** higher than June 2007.

Council tax direct debit take-up has again increased and is 0.14% higher than last month. The outstanding correspondence figure has also improved and is down to **1,360** items (1,556 last month).

Council tax collection rates for 2007/08 and 2006/07 currently stand at **98.82%** and **99.39%** respectively which again confirms the commitment to vigorously pursue arrears.

General Comments:

Reception/front of house continues to work well without any issues. The recent mystery shoppers report indicates that the service for Reception/front of house is very good.

Benefits performance of new claims during June was outside top quartile, with the average time for processing a new claim being **32.37** days. The increase in the time taken to assess new claims can be attributed to the ongoing effects of seasonal variances at the end of the financial year, causing an increase in workload. Capita will continue to ensure that the effect of the increased quarter 1 figures are minimised against ongoing year-to-date performance, by ensuring that performance in subsequent months is improved. In essence, Capita is confident that the annual performance should be within the top quartile target of 24 days.

Monthly aged debts reports are now being produced on a monthly basis and progress is now being made in addressing older debts as well as current debt.

“Getting it right first time” is vital to improving front line services and customer satisfaction and reducing the number of complaints (which in turn take up valuable resources). Capita has confirmed it will be giving accuracy and quality top priority in the coming year and will be working with key stakeholders to improve performance.

Council Tax:

BVPI 9 – In year collection to date is currently **30.76%**, against target to date of **30.80%**. This target is based on the new overall end of year collection rate of **98.55%**. This is **0.19%** higher than at this time last year (**30.57%** for June 2007).

The collection rates for 2007/08 and 2006/07 currently stand at **98.82%** and **99.39%** respectively which again confirms the commitment to vigorously pursue arrears.

Direct Debit take-up currently stands at **72.05%**, compared with **71.91%** last month.

Outstanding correspondence figures stand at **1,360**, compared to **1,556** reported last month.

There were no issues to report following the June 2008/09 recovery run.

As reported last month, Auddis (the ability to set up direct debits over the phone without having to complete a written instruction) is scheduled for implementation in August 2008. This should help to improve direct debit take-up & collection rates. Testing is still ongoing and everything is on track for an August go-live.

Business Rates:

BVPI 10 – In year collection to date is currently **31.83%**, against target to date of **33.00%**. This target is based on the new overall end of year collection rate of **99.36%**.

The June 2008 collection figure is **1.44%** lower than the percentage collected at this time last year (June 2007). However, the majority of this difference is explained by a couple of large businesses paying slightly late this month. Also, as reported last month, the recent change in government legislation for rates on empty properties may cause a slight decrease in collection, however, it is still very early in the financial year and the true impact of this change (if any) will become more evident at the end of the 2nd quarter, i.e. September onwards.

There were no issues to report following the June 2008/09 recovery run.

Benefits:

BVPI 78a (new claims) – Monthly performance was **32.37** days. This was a drop compared to May's BVPI of **29.84** days, and outside the top quartile annual target of **24** days. The year-to-date figure now stands at **29.99** days. By improving the monthly new claim figure, following the seasonal quarter 1 drop in performance, the 24 day target should be met.

BVPI 78b (changes in circumstances) – From April 2008 the method of reporting changes in circumstances has changed. The software that enables the monitoring of this old indicator has not been fully tested and approved. For this reason Capita is unable to report current performance.

BVPI 79b (i) (% overpayments outstanding recovered in year) – The monthly performance is **58.17%** which represents a slight reduction in performance on the May figure of **58.27%**. The year-to-date figure now stands at **62.41%** against the annual target of **87.71%**. Further improvements in processes used by the central overpayment recovery section in Mendip and ongoing communication with major landlords concerning outstanding debts will improve overpayment collection rates to the point that the annual target should be met.

Cash Office:

Continues to work well with no issues to report.

Exchequer Services:

Creditors (Accounts Payable) - BVPI 8 (Payment of invoices within 30 days)

Monthly performance for June was **93.10%** (provisional figure) and remains outside the annual target of **99.00%**. Capita is currently working with the council to identify any disputed commercial invoices paid outside the 30 days to help improve the current year to date figure of **93.91%**.

Capita target – (100% of invoices paid within 5 working days of receipt of correctly authorised payment). Monthly performance was 95.32%. Due to a technical issue the automatic update was not completed and a number of payments were processed outside of the 5 day target. These invoices were identified and completed on the following payment run.

Accounts Receivable- (Invoices created within 3 working days) - 100%. Monthly performance achieved for June. Monthly aged debts reports are now being produced on a monthly basis and progress is now being made in addressing older debts as well as current debt.

Debtors (Accounts Receivable) (outstanding debt over 46 days) – Capita has submitted a report to the council detailing how Capita believe the methodology for calculating these figures across the two councils should work. Once the methodology is agreed the figures will be included with the monthly performance report.

Financial Management System (FMS) (99% system availability during supported hours)
– System availability was at 100% during June.

Payroll – End of year reconciliations are ongoing. Payroll was processed on time

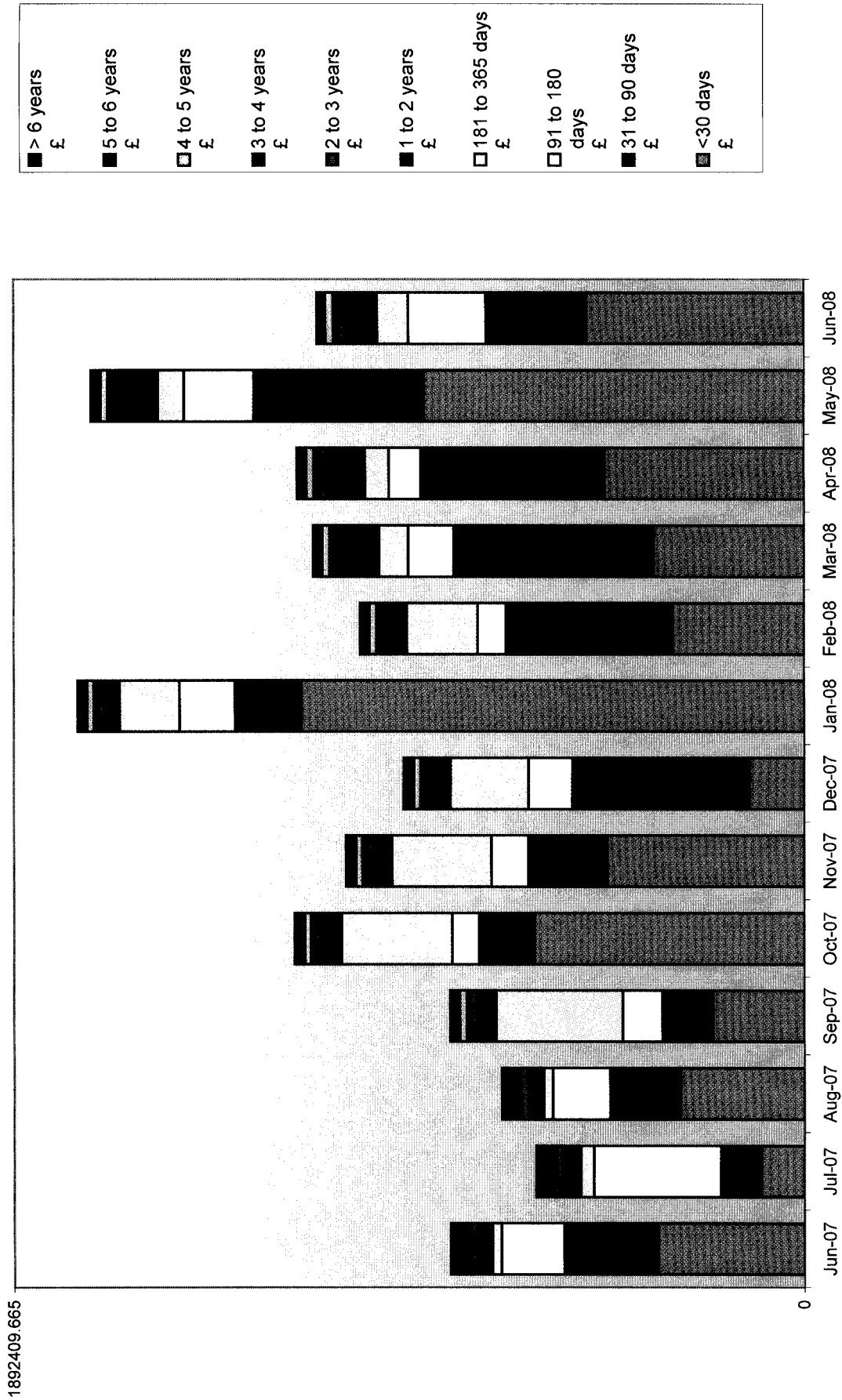
Vale of White Horse District Council - Aged Debt Analysis Report

Business Unit Summary As at: 01-10-08

| | Total Outstanding | <30 days | 31 to 90 days | 91 to 180 days | 181 to 365 days | 1 to 2 years | 2 to 3 years | 3 to 4 years | 4 to 5 years | 5 to 6 years | > 6 years |
|--------------------------------------|---------------------|-------------------|-------------------|-------------------|------------------|------------------|------------------|------------------|------------------|-----------------|------------------|
| | £ | £ | £ | days | days | £ | £ | £ | £ | £ | £ |
| Building Control | 40,054.59 | 32,372.87 | 7,656.40 | 25.32 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Commercial Services | 44,979.69 | (72,479.81) | (6,990.88) | 64,931.93 | 17,551.04 | 14,713.92 | 5,491.90 | 12,493.23 | 4,830.06 | 863.67 | 3,454.63 |
| Communications | 1,139.23 | 0.00 | 1,139.23 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Community Safety/CCTV | 516.95 | 0.00 | 0.00 | 50.00 | 466.95 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Community Strategy | 9,000.00 | 0.00 | 9,000.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Contact Services | 1,155.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Corporate Services - SB | 1,614.44 | 0.00 | 1,614.44 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Contracts & Procurement | 151,361.91 | 98,284.78 | 61,765.00 | 16,532.56 | 27,286.34 | 7,329.68 | 334.00 | 102.00 | 178.70 | 94.05 | 602.15 |
| Elections | 16,070.84 | 0.00 | 0.00 | 16,070.34 | 0.50 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Environmental Health | 30,035.76 | 2,587.23 | 7,095.94 | (454.08) | 4,261.07 | 12,036.61 | 670.99 | 280.00 | 489.73 | 321.27 | 2,747.00 |
| Environmental Protection | 40.00 | 0.00 | 0.00 | 0.00 | 40.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Estates | 64,030.13 | 150.01 | 117.00 | 102.00 | 27,025.39 | 31,862.80 | 3,013.68 | 50.00 | 373.79 | 186.56 | 1,148.90 |
| Finance | 4,974.88 | 0.00 | 0.00 | 0.00 | 6,809.13 | (1,834.25) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Food/Health & Safety | 20,572.87 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Housing & Community Safety | 28,152.22 | 0.00 | 0.00 | 0.00 | 20.00 | 0.00 | 1,089.36 | 2,813.70 | 13,834.29 | 0.00 | 10,394.87 |
| Human Resources | 13,291.26 | 8,153.59 | (83.48) | 5,221.15 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Legal & Democratic Services | 550.00 | 0.00 | 80.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 | (570.00) | 940.00 | 0.00 |
| Legal Services | 7,113.83 | 7,113.83 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Licensing (Environmental) | 173.43 | 173.43 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Mobile Home Parks | 188,084.86 | 12,324.71 | 175,760.15 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Organisational Change | 500.00 | 500.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Organisational Development & Support | 19,616.50 | 607.48 | 11,750.00 | 0.00 | 0.00 | 6,002.94 | 1,256.08 | 0.00 | 0.00 | 0.00 | 0.00 |
| Parks & Open Spaces | 3,630.76 | 0.00 | 1,686.13 | 1,944.63 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Planning & Community Strategy | 12,268.99 | 0.00 | 0.00 | 1,820.67 | 130.00 | 7,235.00 | 840.00 | 625.00 | 0.00 | 0.00 | 0.00 |
| Property Services | 59,723.07 | 13,567.18 | 77.16 | 14,161.75 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Ridgeway Services | 459,674.49 | 392,245.56 | 100.00 | 67,328.93 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Capita use only | (10,492.66) | 0.00 | 0.00 | (674.51) | (8,942.25) | (875.90) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTAL | 1,167,833.04 | 518,869.89 | 241,613.88 | 187,160.69 | 74,748.17 | 76,470.80 | 12,696.01 | 16,363.93 | 19,136.57 | 2,425.55 | 18,347.55 |

| | Total Outstanding | <30 days | 31 to 90 days | 91 to 180 days | 181 to 365 days | 1 to 2 years | 2 to 3 years | 3 to 4 years | 4 to 5 years | 5 to 6 years | > 6 years |
|------------------------|---------------------|-------------------|-------------------|-------------------|------------------|------------------|------------------|------------------|------------------|-----------------|------------------|
| | £ | £ | £ | days | days | £ | £ | £ | £ | £ | £ |
| MDC GRAND TOTAL | 1,168,333.04 | 519,369.89 | 241,613.88 | 187,160.69 | 74,748.17 | 76,470.80 | 12,696.01 | 16,363.93 | 19,136.57 | 2,425.55 | 18,347.55 |

VOWH
Sundry Debtors - Aged Debt Analysis



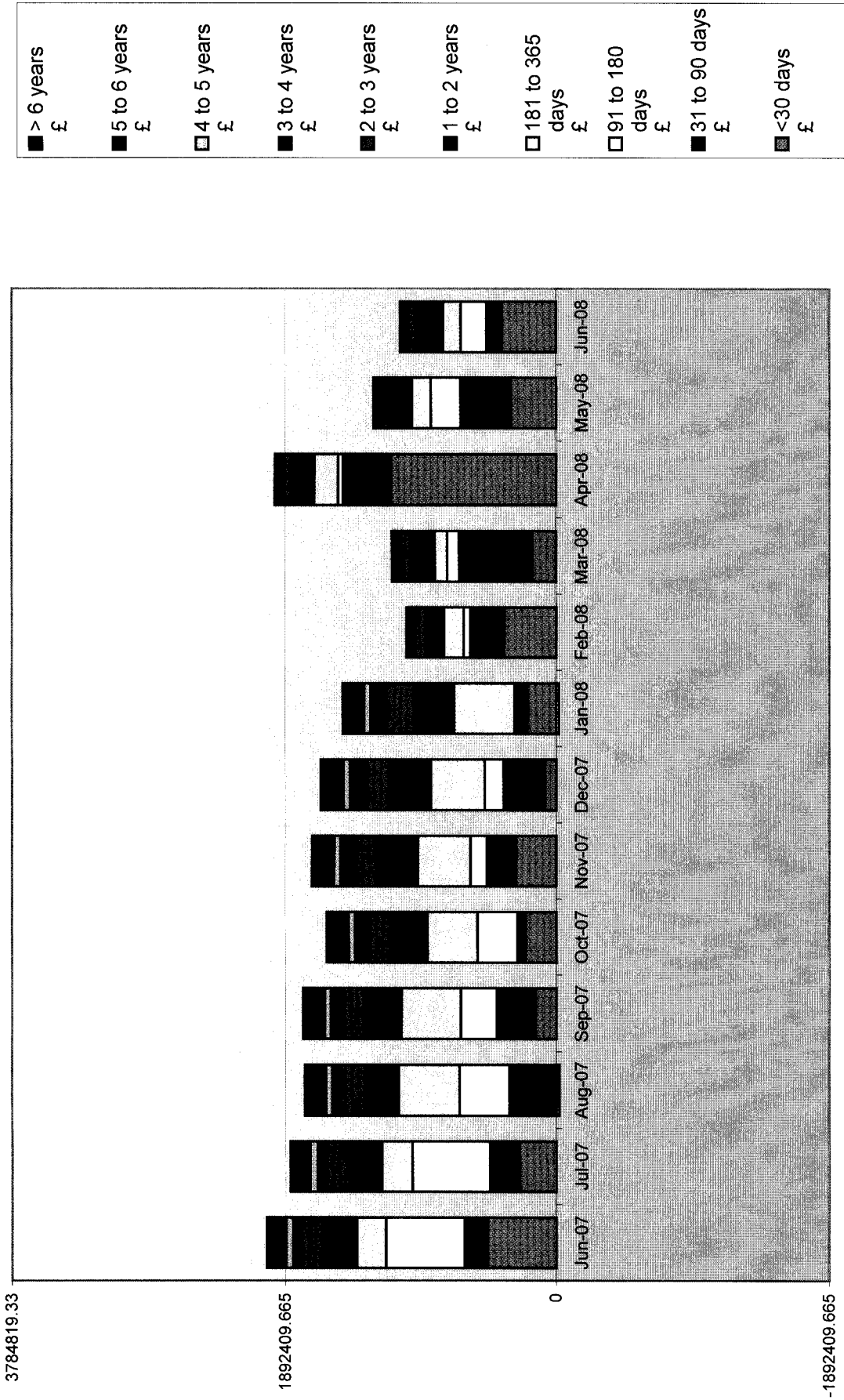
South Oxfordshire DC - Aged Debt Analysis Report

Business Unit Summary

As at: **07 Jul-08**

| | Total Outstanding £ | <30 days £ | 31 to 90 days £ | 91 to 180 days £ | 181 to 365 days £ | 1 to 2 years £ | 2 to 3 years £ | 3 to 4 years £ | 4 to 5 years £ | 5 to 6 years £ | > 6 years £ |
|--------------------------------------|------------------------|-------------------|--------------------|------------------------|-------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|
| BIS | 616.28 | | | | | | | | | | |
| Building Control | 96,222.66 | 171.26 | 445.02 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Corporate Management Team | 898.88 | 39,968.68 | 2,752.52 | 726.38 | 35,469.19 | 9,648.79 | 6,778.65 | 0.00 | 878.45 | 0.00 | 0.00 |
| Corporate Development | 31,655.07 | 0.00 | 0.00 | 898.88 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Environmental Health | 280,371.05 | 211.78 | 21,443.29 | 10,000.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Facilities | 23,109.09 | 182,802.12 | 57,511.19 | 3,378.66 | 23,712.43 | 9,630.39 | 655.00 | 2,681.26 | 0.00 | 0.00 | 0.00 |
| Finance | 39,762.13 | 10,017.95 | 11,091.14 | 2,000.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Foxhall Manor Park | 109,705.25 | (164.65) | (71.58) | 39,321.40 | (215.56) | 175.25 | 617.39 | 0.00 | 0.00 | 0.00 | 99.88 |
| Housing Benefits | (5,355.67) | (4,649.92) | 2,567.93 | 111,787.24 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Human Resources | 27,827.71 | (160.00) | (2,373.37) | (2,822.30) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Housing | 140,876.50 | 12,708.06 | 35,993.42 | 17,885.82 | 18,407.33 | 17,770.11 | 22,888.00 | 8,155.84 | 1,242.12 | 378.31 | 5,447.49 |
| Information Communication Technology | 275.58 | 0.00 | 0.00 | 0.00 | 0.00 | 275.58 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Leisure & ED | 306,393.73 | 138,792.33 | (16,778.86) | (10,617.03) | 40,740.30 | 102,668.54 | 21,247.42 | 13,321.13 | 3,769.97 | 4,603.17 | 8,646.76 |
| Legal & Democratic | 2,272.34 | 86.10 | (301.67) | 615.18 | 1,621.11 | 251.62 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Planning & Development | 554.78 | 0.00 | 908.20 | (373.42) | 0.00 | 20.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Public Amenities | 47,939.79 | (269.30) | (997.06) | 1,257.76 | 9,581.86 | 36,614.30 | 367.03 | 1,385.20 | 0.00 | 0.00 | 0.00 |
| #N/A | 231.74 | 0.00 | 0.00 | 146.74 | 85.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Capita use only | (15,729.58) | (433.71) | (6,358.40) | 223.69 | (9,161.16) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | 1,087,627.33 | 379,245.11 | 106,121.81 | 177,946.52 | 123,379.32 | 191,131.66 | 57,173.33 | 27,563.43 | 5,890.54 | 4,981.48 | 14,194.13 |

**South Oxfordshire DC
Sundry Debtors - Aged Debt Analysis**



CAPITA

LOCAL GOVERNMENT SERVICES

| | |
|--------------------------|------------|
| Total Calls | 7045 |
| Avg CHT | 135 |
| Ave Speed of Ans | 10 |
| Longest Wait Time | 233 |
| Tax & Bens Calls Aband | 52 |
| SLA | 86% |
| Complaints | 0 |
| Call Backs Generated | 563 |
| Outcalls | 387 |
| Calls Inbound | 2087 |
| Avg CHT | 103 |
| Ave Speed of Ans | 10 |
| Longest Wait Time | 233 |
| Calls Aband | 36 |
| SLA | 85% |
| Complaints | 0 |
| Calls Inbound | 4571 |
| Avg CHT | 136 |
| Ave Speed of Ans | 10 |
| Longest Wait Time | 182 |
| Calls Aband | 16 |
| SLA | 87% |
| Complaints | 0 |
| Number of Payments Taken | 434 |
| Revenue Taken | £91,900.33 |

CAPITA

LOCAL GOVERNMENT SERVICES

Total Calls
Avg CHT
Ave Speed of Ans
Longest Wait Time
Tax & Bens Calls Aband
SLA
Complaints

4524
173
14
300
55
80%
0

Call Backs Generated
Outcalls

473
508

Calls Inbound
Avg CHT
Ave Speed of Ans
Longest Wait Time
Calls Aband
SLA
Complaints

2846
148
16
300
31
80%
0

Calls Inbound
Avg CHT
Ave Speed of Ans
Longest Wait Time
Calls Aband
SLA
Complaints

1170
213
14
293
24
82%
0

CAPITA

South Oxfordshire
District Council

Listening Learning Leading

June 2008

South Oxfordshire Switchboard Calls

Total Calls Offered
Total Call Answered
Total Call Abandoned
Abandonment Rate
Calls Answered within 20 seconds SLA
% Calls Answered within SLA
Calls Answered within 50 seconds SLA
% Calls Answered within SLA

Average Call Duration
Average Time to Answer a Call
Longest Wait Time

Month to date report

7,144
6,842
302
4.2%
5,892
82.5%
6,550
91.7%

48
13
598

South Oxfordshire
District Council Switchboard Calls Traffic Report

CAPITA

June 2008



| | Switchboard Calls | | | | | | | Hits/Call content | | |
|--------------|---------------------|--------------------------|-------------------|-------------------------------|--------------------------------|---------------------------|---------------------------------|---------------------------------|------------|----------|
| | No of Calls Offered | No Calls Ans. By Advisor | No of Calls Aband | Average Call Duration Seconds | Average Time to Answer Seconds | Longest Wait Time Seconds | Service Level within 20 seconds | Service Level within 50 Seconds | Complaints | Comments |
| 01-Jun | | | | | | | | | | |
| 02-Jun | 390 | 364 | 26 | 50 | 19 | 384 | 78 | 88 | | |
| 03-Jun | 420 | 399 | 21 | 47 | 17 | 254 | 73 | 87 | | |
| 04-Jun | 340 | 327 | 13 | 47 | 8 | 249 | 89 | 95 | | |
| 05-Jun | 313 | 308 | 5 | 47 | 7 | 98 | 93 | 98 | | |
| 06-Jun | 349 | 336 | 13 | 47 | 13 | 83 | 83 | 91 | | |
| 07-Jun | | | | | | | | | | |
| 08-Jun | | | | | | | | | | |
| 09-Jun | 429 | 407 | 22 | 52 | 18 | 290 | 74 | 89 | | |
| 10-Jun | 388 | 369 | 19 | 50 | 11 | 134 | 82 | 93 | | |
| 11-Jun | 362 | 348 | 14 | 46 | 11 | 211 | 84 | 95 | | |
| 12-Jun | 314 | 296 | 18 | 46 | 14 | 204 | 81 | 90 | | |
| 13-Jun | 256 | 250 | 6 | 47 | 12 | 122 | 83 | 95 | | |
| 14-Jun | | | | | | | | | | |
| 15-Jun | | | | | | | | | | |
| 16-Jun | 372 | 361 | 11 | 48 | 13 | 598 | 88 | 94 | | |
| 17-Jun | 356 | 345 | 11 | 46 | 14 | 180 | 82 | 92 | | |
| 18-Jun | 326 | 309 | 17 | 44 | 17 | 214 | 78 | 88 | | |
| 19-Jun | 311 | 294 | 17 | 54 | 18 | 412 | 80 | 88 | | |
| 20-Jun | 248 | 238 | 10 | 49 | 11 | 257 | 85 | 95 | | |
| 21-Jun | | | | | | | | | | |
| 22-Jun | | | | | | | | | | |
| 23-Jun | 376 | 368 | 8 | 43 | 13 | 259 | 85 | 92 | | |
| 24-Jun | 333 | 325 | 8 | 47 | 12 | 189 | 83 | 92 | | |
| 25-Jun | 312 | 296 | 16 | 47 | 13 | 243 | 84 | 92 | | |
| 26-Jun | 349 | 333 | 16 | 48 | 12 | 197 | 85 | 92 | | |
| 27-Jun | 242 | 226 | 16 | 53 | 13 | 218 | 81 | 89 | | |
| 28-Jun | | | | | | | | | | |
| 29-Jun | | | | | | | | | | |
| 30-Jun | 358 | 343 | 15 | 46 | 12 | 232 | 86 | 93 | | |
| Total | 7,144 | 6,842 | 302 | 48 | 13 | 598 | 82.5 | 91.7 | 0 | |

South Oxfordshire Switchboard Statistics

Month to date report

June 2008

| | 6,842 | %age |
|----------------------------------|--------------|------------|
| Total Calls Handled | 6,842 | 97% |
| Total Peg Codes Used | 6,651 | |
| Resolved on line | 613 | 9% |
| Anchor | 16 | 0% |
| Asbestos | 11 | 0% |
| Audit/Finance | 53 | 1% |
| Benefits | 175 | 3% |
| Building Control East | 289 | 4% |
| Building Control West | 150 | 2% |
| Business Rates | 29 | 0% |
| Capita/Payment | 23 | 0% |
| Conservation | 79 | 1% |
| Corp Development | 246 | 4% |
| Council Tax | 407 | 6% |
| Council Tax Recovery | 0 | 0% |
| Oxfordshire County Council | 95 | 1% |
| Environmental Health Env Prot | 281 | 4% |
| Environmental Health Food | 16 | 0% |
| Environmental Health Licences | 316 | 5% |
| Facilities | 58 | 1% |
| Fraud hotline (Benefits) | 16 | 0% |
| Housing | 472 | 7% |
| Human Resources | 107 | 2% |
| IT & Communications | 208 | 3% |
| Land Charges | 78 | 1% |
| Legal & Demo | 286 | 4% |
| Leisure & Economic Dev | 121 | 2% |
| Management Team | 126 | 2% |
| Monson | 136 | 2% |
| Pest Control | 201 | 3% |
| Planning Admin East | 268 | 4% |
| Planning Admin West | 327 | 5% |
| Planning Appeals /Enforcements | 104 | 2% |
| Planning East Officers (various) | 51 | 1% |
| Planning West Officers (various) | 54 | 1% |
| Policy | 63 | 1% |
| Public Amenities | 793 | 12% |
| Reception | 47 | 1% |
| Highways | 219 | 3% |
| Land Registry | 24 | 0% |
| Forestry | 93 | 1% |
| | 0 | 0% |

**Coventry Business Centre
Assisted Travel Traffic Report**

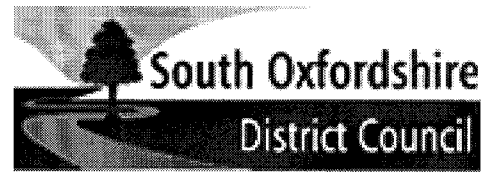
June 2008

SUMMARY

| Calls Received | Calls Handled | Ave Wait Time | Calls Aband | Average Call Length | SLA |
|----------------|---------------|---------------|-------------|---------------------|------|
| 35 | 35 | 10 | 0 | 150 | 94% |
| 42 | 41 | 8 | 1 | 144 | 88% |
| 25 | 23 | 4 | 2 | 126 | 96% |
| 31 | 29 | 24 | 2 | 120 | 90% |
| 29 | 27 | 30 | 2 | 122 | 83% |
| 31 | 30 | 34 | 1 | 288 | 77% |
| 12 | 12 | 19 | 0 | 211 | 83% |
| 22 | 22 | 4 | 0 | 124 | 100% |
| 23 | 23 | 16 | 0 | 183 | 87% |
| 19 | 19 | 3 | 0 | 157 | 100% |
| 20 | 18 | 21 | 2 | 153 | 75% |
| 15 | 15 | 8 | 0 | 205 | 93% |
| 9 | 15 | 5 | 0 | 144 | 100% |
| 18 | 17 | 4 | 1 | 175 | 100% |
| 10 | 10 | 3 | 0 | 121 | 100% |
| 24 | 24 | 7 | 0 | 161 | 92% |
| 19 | 18 | 33 | 1 | 93 | 84% |
| 19 | 19 | 14 | 0 | 127 | 84% |
| 19 | 18 | 9 | 1 | 126 | 95% |
| 17 | 17 | 4 | 0 | 111 | 100% |
| 24 | 24 | 5 | 0 | 147 | 96% |
| 473 | 456 | 13 | 13 | 150 | 88% |
| 208 | 507 | 39 | 9 | 878 | 852 |

Nothing processed as was auditing pending.

11 processed over the phone



INTERNAL AUDIT SECTION – JULY 2008

Highlights:

- The section is progressing well with the 2008/2009 joint Internal Audit Plan and all planned audit work is on track.
- Mazars (contractors) are undertaking their first planned audit for the RSSP – SOLL Leisure.
- The Audit Manager will shortly be undertaking the CIPFA Self-Assessment of the section, which will be reported to the next Audit and Corporate Governance Committees.

Performance:

| | Target 08/09 | YTD 08/09 | Q1 08/09 | Q2 08/09 |
|-----------------------|---------------------|------------------|-----------------|-----------------|
| Chargeable | 71.5% | 65% | 64.5% | 65.5% |
| Non-Chargeable | 10% | 15% | 14.5% | 15% |
| Lost | 18.5% | 20% | 21% | 19.5% |

- Performance continues to improve from 2007/2008, and the Audit Manager remains confident the targets can be achieved.

The Contact Officer for this report is Adrianna Penn, Audit Manager for South Oxfordshire District Council and Vale of White Horse District Council, telephone (SODC) 01491 823544 and (VWHDC) 01235 547615.

ACCOUNTANCY

Highlights:

- Closedown of 2007/08 – presentation of accounts to committee
- New year budgets, budget books and budget monitoring 2008/09
- Staffing

General Comments:

- Both teams were able to present statements of accounts for 2007/08 to the audit and corporate governance committees at both councils on 30th June 2008. The statements of accounts, including the annual governance statement, were duly authorised at the committee meetings, and are now subject to external audit.
- At SODC preparation of the budget books for publication is drawing to a conclusion after a hiatus whilst attention was focussed on final accounts. It is hoped that they will go to print with the next two weeks.
- Budgets for 2008/09 have been loaded onto Agresso since May at VWHDC. Budget holders at Vale have access to view their budget monitoring reports and an initial high level summary report for the first quarter will be discussed at the Vale's SMT on Monday 21st July. Uploading of budgets at SODC was completed mid-July and as soon as the system reports that are required to produce the budget monitoring reports are ready, then budget monitoring for the period to the end of June will be distributed.

Performance:

- Both teams found the closedown of the accounts immensely challenging and at both sites the statements were submitted late to committee. The amount of change that has taken place in the last 12 months, both in terms of systems, but also staffing, meant that the already onerous task of closedown was made more difficult. In addition, the new accounting requirements in respect of capital accounting, and accounting for financial instruments, added further burdens. Both teams are taking the opportunity to take stock of the closedown process, to identify lessons learned, and to hopefully make closing the accounts for 2008/09 a smoother process.
- At SODC, the problems were exacerbated by the team operating with two posts at reduced hours, as the principal technical accountant continues on a phased return to work from a lengthy period of sickness absence. With final accounts out of the way, consideration is being given to what can be done to best fill the vacant posts at SODC that will alleviate pressure on the team, within existing budgets.
- Both teams are beginning to consider the budget-setting cycle for 2009/10. It is intended to hold a joint team meeting for all of those involved in the budget setting process by the end of August, to agree a harmonised approach. This will involve giving due consideration to how to budget for the proposed joint management team.
- One team member attended a training course on maximising the opportunities for maximising income from charging, and one team member attending a training course covering the current CIPFA consultation on simplifying local government accounts in light of the forthcoming move to International Financial Reporting Standards (IFRS). The training is supplied by the Chartered Institute of Public Finance and Accountancy Financial Advisory Network for which Ridgeway pay an annual subscription.

The contact officers for this report are Alice Brander, chief accountant for Vale of White Horse District Council, telephone 01235 520202 ext 429 and Simon Hewings, chief accountant for South Oxfordshire District Council telephone 01491 823583.

INVESTIGATIONS TEAM

Highlights:

- The Fraud Management System is now fully up and running and the harmonised reporting mechanisms will ensure the management of work will be simplified. The harmonising of this system means we will be able to share resources more efficiently across the two authorities (now Citrix – the operating platform has been implemented) and address performance issues where required.
- The joint team were the two top performing councils in the Benchmarking group (Oxon, Berks and Bucks) for the whole of 2007/2008. We hope to keep this as our team goal and will be ensuring every effort is made to come on top again this year.
- A successful prosecution in June resulted in the first “tagging” order for benefit fraud in Oxfordshire. This should receive good press in July.

General Comments:

- At present the team is comprised of 1 part time (0.6) Senior Investigations Officer (SIO), 1.9 full-time Investigations Officers (IO), 1 full time Administration Officer and 1 part-time (0.4) Administration Officer (AO). An integrity issue arose over one investigation officer which resulted in his dismissal last February 2008. With another investigator leaving this means we are currently 2 full time investigators down. We have been attempting to recruit to one of the posts but have not been successful. We are now waiting for the post to be re-graded to a training post before we re-advertise.
- The team has been very successful during the first year of joint working. It is a well motivated and committed team even though it has been through major changes in the past 17 months. We continue to get good publicity in the local press when we are successful with prosecutions.
- The 2008 National Fraud Initiative (NFI) is now in progress and will data match payroll, benefit, creditor, licensing and pension records. This will extend to council tax and electoral register records in 2009.

Quality:

- The quality of benefit assessing impacts on the quality of a fraud investigation. It is imperative that data is correct if the council's are planning to sanction benefit fraudsters. Verification requirements have to be carried out and calculations need to be correct.
- Housing Benefit Matching Service (HBMS) referrals are being received monthly and whilst some of these referrals have identified non declaration of changes in circumstances, they have also identified errors in the benefit assessment. These are passed to the benefit team leaders to reassess and to ensure that they are

corrected immediately. They are also added to the quality spreadsheet which is sent to the Benefits Manager month.

Performance:

| | Description | Target 2008/2009 May 2008 | Achieved to date – Mar 09 |
|--------------|--------------|--------------------------------|------------------------------|
| Vale | | 33 per investigator | |
| | Cautions | 2 | 6 |
| | Adpens | 0 | 0 |
| | prosecutions | 1 | 1 |
| | | | 7 |
| South | | 33 per investigator | |
| | Cautions | 0 | 5 |
| | Adpens | 0 | 0 |
| | Prosecutions | 0 | 1 |
| | | | 6 |

BVPIs were abolished and replaced by National Indicators from 1 April 2008. There are no specific indicators for fraud and error so a Local Performance Target (LPT) target will be set for both Authorities at 33 sanctions per investigator. This is a very stretching target.

New Key Lines of Enquiry have been introduced which will result in greater scrutiny of the counter fraud function. Work will be undertaken to ensure that compliance is achieved.

The contact officer for this report is Paul Howden, Revenues & Benefits Client Manager for Vale of White Horse District Council and South Oxfordshire District Council, telephone (VWHDC) 01235 540385 and (SODC) 01491 823830.