

NOTICE OF MEETING

MEETING	Ridgeway Shared Service Partnership Strategic Board
DATE/ TIME	Tuesday, 5th May, 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

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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 April 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 2 February 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 - 15)

To receive and note the minutes of the Ridgeway Shared Services Partnership Operations Board meetings held on 16 February and 23 March 2009.

6. **Performance Monitoring**

(Pages 16 - 23)

To consider the attached report.

7. **Dates of Forthcoming Meetings**

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

- Monday 3 August 2009
- Monday 2 November 2009
- 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 AT THE CONFERENCE ROOM 1, THE ABBEY HOUSE, ABINGDON
ON MONDAY, 2ND FEBRUARY, 2009 AT 8.30 AM**

Open to the Public, including the Press

PRESENT:

MEMBERS: Councillors Mary de Vere (Chair), Ann Ducker and Jerry Patterson

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

NUMBER OF MEMBERS OF THE PUBLIC: Nil

18. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Rodney Mann and Capita representatives Sue King and Lisa Galvani.

19. **MINUTES**

The minutes of the Strategic Board meeting held on 3 November 2008 were adopted as a correct record.

The Chair sought updates on several items that appeared in the minutes:

- In relation to the flooding money, it was noted that this had been received from the Government and paid out in discretionary rate relief
- Regular monitoring reports were being sent to the Board Members on those invoices unpaid after 30 days. The Vale's performance was improving. In the last monitoring report there were only six invoice unpaid over 30 days after receipt
- It was understood that Capita was still conducting a monitoring exercise at Swindon on the best way to manage telephone calls at peak times. Capita's representatives, who had been unable to attend the meeting due to winter weather, would be asked to provide an update
- A review of the Accountancy staffing structure had been deferred until after the budget setting process had been completed

RESOLVED

that Capita be asked for an update on the monitoring exercise at Swindon on the best method to manage telephone calls at peak times.

20. DECLARATIONS OF INTEREST

None

21. MINUTES OF THE OPERATIONS BOARD

The minutes of the Operations Board meetings held on 20 October, 17 November and 15 December 2008 were received and noted as well as the draft minutes of the meeting held on 19 January 2009.

The Strategic Board asked that, in future, the most recent minutes of the Operations Board should be submitted to the Strategic Board, even if they were still in draft form. It was better to see the latest position.

The Strategic Board asked for updates on several issues that appeared in the Operations Board minutes:

- There had been problems in identifying the roles and responsibilities in the Payroll service. This was now being discussed at meetings of the Operations Board. The intention was to look at this in more detail at a subsequent Board meeting
- It was noted that Lisa Galvani would be leaving Capita on 4 February and her replacement was Darren Keen
- With regard to the Vale Benefit Subsidy Audit 2007/08 the total value of overpayments caused by local authority error had exceeded the Government-prescribed 'lower threshold'. This was despite several warnings to Capita that the threshold might be breached without improvements and despite assurances from Capita that the figures would improve. As a result, the Vale stood to lose £57k benefit subsidy for breaching the threshold. A performance notice had been served on Capita with a demand for £57k compensation. The Strategic Board was not happy with Capita's 2007/08 performance on benefits, noting that there was no improvement to date in 2008/09 with Capita predicting that both councils would exceed the lower threshold and incur subsidy loss. It was reported that there was even the possibility of one or both councils exceeding the Government-prescribed 'upper threshold', which would incur even greater subsidy losses. Members asked that Capita submitted a report explaining the situation and setting out what action it intended to take to resolve the problems. In the meantime, Members asked that Capita's performance was closely monitored
- The overall percentage error rates for benefits had not been received from Capita and this request had been outstanding since last summer. There was some concern at Capita's inability to provide this information. It was hoped that Capita was carrying out the necessary checks but there was no evidence to suggest this was happening. The Strategic Board was concerned at this and requested that the officers formally ask Capita for this information. If this did not bring prompt action then the issuing of a performance notice should be considered as well as seeking a meeting between the Councils' Chief Executive and the Capita chief executive
- It was noted that Capita was involved in the Vale's project to upgrade software for credit card security
- With regard to brown bins, at the Vale there was still an under-recovery of invoices. It had taken some time to synchronise the data between the brown bins management system and the Agresso financial management system. At South

Oxfordshire problems were being experienced with reconciling payments with the correct account due to Capita not printing invoice numbers on the payment slips. Capita was being asked to rectify this error. Internal Audit was also investigating these problems. A meeting was being held between staff at the two Councils to overcome the problems experienced. Members considered that in the longer term both Councils should move to charging the same amounts for the brown bin service and both should offer discounted payment by direct debit or only allow payment by direct debit or online methods

- As part of South Oxfordshire's fit for the future project, it was intended to split housing benefit from the Housing service

RESOLVED

- (a) *that Capita be asked to write a report explaining the reason for the Vale's Benefit Subsidy Audit 2007/08 being over the threshold and setting out what action it intended to take to resolve the general problem of high local authority errors at both councils; and*
- (b) *that Capita be formally asked to provide the overall percentage accuracy/error rates for benefits.*

22. PERFORMANCE MONITORING

The Strategic Board received and considered the performance monitoring report for financial services across the two Councils.

A year end surplus was being predicted for the collection fund due to good council tax collection rates. The assumed rate of collection was 98% but the actual rate was running higher, giving a buffer against any bad debts and probably leading to a year-end surplus on the collection fund which would be shared with the County Council and the Police authority.

The position with National Non-Domestic Rates was not so good due to some properties being empty. However, it was noted that the business rates payable on the vacant Woolworths stores would have to be paid by the premises owners or leaseholders. In the current economic recession there had been an increase in the number of applications for business rates hardship relief. The Strategic Board urged caution in offering hardship relief and creating precedents as the majority of the cost would fall on the relevant Council.

More concern was expressed at Capita's benefits management; in particular, the figures for case load and number of days per assessment appeared to be inconsistent. The officers agreed to investigate this further.

With regard to the benefits figures included in the table appended to the performance monitoring report, it was noted that these had to be confirmed. The Strategic Board hoped that Capita's new officer, Darren Keen who specialised in benefits management, would bring improvements to this service.

23. **ANY OTHER BUSINESS**

None

24. **DATES OF FORTHCOMING MEETINGS**

It was noted that the next meeting of the Strategic Board would be held on Tuesday 5 May 2009 (avoiding May Day Bank Holiday Monday) at 8.30am in Conference Room 1, The Abbey House, Abingdon.

The meeting rose at 10.00 am

RSSP OPERATIONS BOARD MEETING

MONDAY 16th FEBRUARY 2009 AT SOUTH OFFICES

Present: Steve Bishop (SB), William Jacobs (WJ), Paul Howden (PH), Kate Franklin (ND), Sue King (SK) Darren Keen (DK), Simon Cockayne (SC),

1. Apologies for absence

None

2. Review of the previous meeting - 19th January 2009

3. Review of Strategic Board meeting – 2nd February 2009

SB began by stressing that members had many concerns and were disappointed that Capita were not in attendance.

Swindon site – Concern was expressed about callbacks not being actioned. DK will provide update at 2 March meeting. PH suggested enlisting the help of the Citizen's Panel. PH will investigate. **PH**

Subsidy audit – SB advised that the matter is resolved but needs 'bringing together' and members need a brief high level explanation.

Performance – SK noted that there was a significant increase in the numbers of council tax direct debit cancellations. SB highlighted the YTD targets and questioned some of the data. PH to correct before issuing to members. PH thanked Trevor for his good work with backdated council tax collections. **PH**

Business rates – SK advised that the figures appear to be on track. Nationally figures are down and SK assumes we will follow trend.

Benefits – SK explained that there has been a significant increase in numbers of change events and therefore claims. Spare resource is working to reduce 'old work' and DK will see through improvements. Additional resource is needed and SK advised that trainees have been recruited. SB urged caution in front of members and recommended DK demonstrate honestly the 'worse before its gets better' position at the 2 March meeting. PH asked for background data to support aged debt profile. SK agreed to give PH aged debt categories. **DK**
SK

Part 1 – Capita

4. **Performance**

Benefits Handling – PH noted that quality has improved since benefits handling was moved from Mendip to Havant. SK advised that DK would be taking ownership of all sites. SK also informed the meeting that the new MIMS server has been ordered and will be in situ at the beginning of March. This will enable improved management reporting. SB asked for access to this. SK/DK agreed to look into this.

SK/DK

The explanation for members regarding the difference in performance across both councils is still outstanding. SK agreed to action.

SK

Overall percentage error rate – SK informed the board that she has not been able to provide the Capita checking error statistics. SK advised that a Capita meeting is taking place later to discuss. DK is getting involved and hopes to be able to provide answers. PH/SK agreed to pick the matter up outside of the meeting. SB stressed the matter must be resolved by 2 March meeting with members.

SK/DK

5. **Vale Benefit Subsidy Audit 2007/08**

SB commented that the deadline for Capita to report to the board on this matter had been extended to end January. SK recommended that the matter be reviewed and debate had around the interpretation of legislation. PH advised that Ian, Lynn and Matt are arranging a meeting so that proposals can be tabled. PH questioned whether to wait for the DWP to 'close' before challenging and agreed to speak to Anne Ockleston regarding the matter and report back on 23.02.09.

PH

PH highlighted that from the latest Capita budget/subsidy report SODC was likely to exceed the upper threshold. SB cautioned that if this were to be the case it would be likely to culminate in a scrutiny investigation.

6. **Performance Notices**

See item 4.

7. **Variations to the Contract**

WJ again asked if the "escalation" function within Agresso AP is activated and working.

SK advised that the matter is still unresolved. The reason why the function is not working remains unknown and is confined to Vale and South. SK added that this is outside the SLA but the matter has been escalated. SK to report back.

SK

SB advised that he and Nicky Davis have put themselves forward to attend the Agresso User Group.

8. **Agresso Development Plan**

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SB informed the board that Nicky would attend the regular meetings to go through items on the development plan.

WJ

9. **Cash receipting software (Vale)**

South – With regards ensuring the current cash receipting software is PCI/DSS compliant, SB confirmed that Andrew Down (AD) is recommending options to Management Team. SK added that she now had the Capita PCI/DSS Client Report, which included recommendations from Capita's IT services which could be shared with SB. WJ will forward to AD and discuss

SK/WJ

Vale - PH confirmed that Anite went live on 12 February. PH and Kieran need to check system is compliant. PH will check timescales with Kieran and ask him to liaise with AD.

PH

10. **Direct Debits – Brown Bins (Vale and South)**

Vale: SB advised that he is still chasing progress. Jeremy and Jim are working hard to reconcile the discrepancies on CRM and Agresso systems.

SB

South: SB informed the board that until the OCR situation has been resolved no further invoices would be sent. SB added that 1,600 final demand arrears letters being sent out are causing some reputational damage but that this is the only way of chasing non-paying customers and tracing unidentified payers to clear the suspense account.

11. **Audit Fees**

SB confirmed that he has written to the Audit Commission and Anne Ockleston is dealing with the matter.

PH advised that invoices for the current year's audit fees had been prepared and sent out. SK stated that she had not received them yet.

PH asked SK to provide him with case for picking up the cost share.

SK

12. **Commercial Financial Services Contract Issues**

SB confirmed that response from SK has been received. WJ has responded. SB and WJ are meeting later today to discuss commercial issues in more detail.

13. **Outstanding Invoices**

SB confirmed that this matter is still with him for action and he is meeting Craig Richmond (CR) later today to discuss the RPI invoice issue.

SB/CR

14. **Customer Service Standards**

PH advised that he had not received feedback from Lisa Galvani (LG).

SK

SK agreed to forward onto PH.

15. Government Connect Exemption Response

Capita have requested an exemption extension. PH mentioned that LG had agreed to forward emails from Richard Gomery but this has not been actioned. SK agreed to send Richard's latest emails to Andrew Down.

SK

16. Payroll – Operational Matters

No issues were raised.

17. Any Other Business – Capita

SK revealed that she had received emails regarding accommodation costs from Wendy Beasley (WB). No one in attendance knew the reasons for this but PH agreed to introduce SK to WB.

PH

SK also mentioned that she had been made aware of charges applied to Capita for use of meeting rooms. SK would pick this up with WB also. PH agreed to check the licence agreement.

PH/SK

SK passed on apologies for her non-attendance at the Strategic Board meeting on 2 March.

WJ asked SK to send an email introducing Darren to all members. WJ/PH to give SK the distribution group.

**SK
WJ/PH**

PH thanked DK for the performance management figures. PH also passed on thanks to SK for resolving recent IT issues in the fraud office.

Part 2 – Non Contractual – Operational

18 Audit Update

No issues were raised

19. Accountancy

Focus on closedown of budget book and getting council tax out.

20. Benefit Fraud

PH advised that Vale were hitting targets. The picture at South was less clear in that it was touch and go whether targets would be hit. Lucy Taylor started in her role on 4 February and is doing well. NFI is ongoing. Fraud awareness sessions have been arranged at Mendip and Havant.

21. Any Other Business

None

22. Date of Next Meetings:

Strategic Board (informal) – 2 March 2009 at Vale
Operations Board – 23 March 2009 at SODC

RSSP OPERATIONS BOARD MEETING

MONDAY 23rd MARCH 2009 AT VALE OFFICES

Present: Steve Bishop (SB), William Jacobs (WJ), Paul Howden (PH), Nicky Davis (ND), Sue King (SK) Darren Keen (DK), Simon Cockayne (SC), Adrianna Penn (AP) and Helen Hall (HH) for item 4 only

1. Apologies for absence

None

2. Review of the previous meeting – 16th February 2009

Swindon Site – PH confirmed that he will use the next Citizens Panel to raise the issue of calls backs and seek further feedback from the Panel.

PH

Subsidy Audit – It was agreed that no further action is needed on this particular item.

Performance – PH confirmed that the data was amended before it was issued to Members.

Benefits – PH confirmed that he and DK are still working on the aged debt categories.

PH/DK

Benefits Handling – SK confirmed that the MIMS server isn't yet up and running. Access will be dealt with once this happens.

SK/DK

Comparison of Benefits Performance between two Councils – SK confirmed that a paper explaining the differences will be available for the Strategic Board meeting on the 6th April. DK to provide to ND by the 1st April.

DK

Overall Percentage error rate - DK to provide a paper by the end of the month.

DK

Variations to the Contract – It was confirmed that the “escalation” function within Agresso is now working.

3. Review of Strategic Board meeting – 3rd March 2009

Accountancy Restructuring – WJ confirmed that he will move this forward.

Brown Bins- SB confirmed that he is moving this matter forward.

Benefits Accuracy – SB advised that the problems over benefits accuracy are now reaching greater prominence with Members. At South, Cabinet briefing meetings are now receiving updates and the Vale's Audit & Governance are now taking a greater interest. This matter will also be picked up as part of the Councils CAA assessment. There is therefore a need to move this matter forward quickly.

DK

Benefits – Tackling the Problems – DK advised that he will bring a paper to the next Board meeting.

DK

Debtors Statistics – SB confirmed that targets for Heads of Service are being looked at.

Part 1 – Capita

4. **Payroll – Handover Matters**

A paper setting out the current position regarding Payroll services was submitted to the meeting by AP who confirmed that Payroll was to be her responsibility for the next twelve months. An action plan was attached to the back of the paper which set out a number of tasks for completion over the next year. The whole of the system needed to be process mapped from start to finish with areas of responsibility highlighted. An SLA was also needed with Capita to detail their responsibilities within the process.

HH confirmed that she would like to be released from any responsibility for payroll from the 31st March 2009.

AP confirmed that towards the end of the twelve months a handover period would be needed with the Revs and Bens Client Team, who are to take on responsibility for payroll in the longer term.

SK confirmed that DK was to be AP's main contact point for payroll work. Capita to be provided with a copy of the payroll paper and the action plan.

ND

It was agreed that the weekly conference calls would continue until the issues being dealt with had been finalised. AP now part of these calls.

5. **Performance**

DK advised that he is looking at the control and management of staff across the two sites and also has identified a number of system solutions that need to take place to ensure more effective management of the systems.

6. **Vale Benefit Subsidy Audit 2007/08**

PH advised that he has emailed the DWP with a number of additional matters for them to consider but has yet to receive any reply. PH to chase the DWP

PH

7. **Performance Notices**

The only outstanding performance notice relates to the subsidy audit.

8. **Variations to the Contract**

SK advised that a proposal is being put together relating to Brown Bins and the increased amount of work involved. It was pointed out that AR work is included within the contract but that the volume levels have now increased. SB advised that he wants to be able to provide a decision on the proposal but doesn't feel able to do this until the reconciliation of the system has been finalised and steady state has been achieved. SK advised that she will be raising invoices for the increase in work from

the 1st April onwards.

SB to advise SK of the current position regarding the reconciliation and when a decision will be made. **SB**

9. Agresso Development Plan

WJ confirmed that he has now updated the plan: this is currently with SB for checking. WJ to lead on this matter in the future. SK advised that Craig Richmond needed to be involved in any further meetings. **WJ/SB**

10. Cash receipting software (Vale)/PCI DSS (SODC/Vale)

South – SK provided the Capita Client report and this has now been forwarded to Andrew Down for consideration. SB to chase Andrew for a response to the paper. **SB**

Vale – The system at Vale is compliant. SK/PH to meet with Kieran Greenstreet to check about the environment. **SK/PH**

11. Direct Debits – Brown Bins (Vale and South)

South – It was confirmed that no further invoices have been submitted. The application for the approval of the OCR line is with Barclays but a final decision is still awaited from them. PH to chase the bank. **PH**

12. Audit Fees

SK advised that she would need to carry this task forward to the next meeting. **SK**

This item to be removed from the agenda in future. **ND**

13. Commercial Financial Services Contract Issues

It was understood that negotiations regarding the pay and performance mechanism have nearly been finalised. WJ sought confirmation on one particular matter at the meeting. It was agreed that WJ/SB would discuss issues outside the meeting and go back to SK in due course. **WJ/SB**

14. Outstanding Invoices

SB advised that he will write to Capita setting out the current position and enclosing the evidence that he has available. It was then agreed that SK/DK would look at the matter. **SB**
SK/DK

15. Customer Service Standards

DK confirmed that he has now received all the responses from his Teams but has yet to collate them into one final response. **DK**

16. Government Connect Exemption Response

SK confirmed that the emails from Richard Comery of Capita have now been forwarded to Andrew Down.

SK confirmed that Capita is still in discussion with the DWP.

17. Any Other Business – Capita

Accommodation Costs – It was confirmed that a meeting to discuss this will take place on the rise of this meeting.

Capita Use of Meeting Rooms – SB advised that he would speak to Wendy Beasley about these costs and liaise with SK direct about the matter.

SB

AP and AR – It was confirmed that the transfer of these services to the Vale offices has been put on hold at the moment.

Business Case for extra Subsidy – DK advised that he is currently working on this and will submit it shortly.

DK

Part 2 – Non Contractual – Operational

18. Audit Update

No matters were raised.

19. Accountancy

No matters were raised.

20. Benefit Fraud Investigations

No matters were raised.

21. Any Other Business

None

22. Date of Next Meetings:

20th April 2009 at SODC offices

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

Highlights
<p>Benefits performance in respect of New Claims was 41.29 days for VWHDC and 43.72 days for SODC, which is a good improvement on February's performance of 46.56 days and 47.94 days respectively.</p> <p>2008/09 council tax year-end collection rates for both authorities were an improvement on last year with SODC significantly ahead of 2007/08. The SODC final collection performance was 98.33% and reflects its highest collection rate since council tax commenced.</p> <p>Council tax collection rates for 2006 and 2007 continue to increase and stand at 99.48% and 99.39% respectively for VWHDC and 99.52% and 99.36% respectively for SODC.</p> <p>Council tax direct debit take-up has shown a significant increase for both councils during March and take up at SODC is now also the highest it has been.</p> <p>Council Tax outstanding correspondence figures remain good across both councils, despite the dramatic influx of post as a result of annual billing. SODC has also shown significant improvement on last month's figures.</p> <p>Business Rate and Council Tax 2009/10 annual billing was a success and all bills were printed and issued as scheduled.</p> <p>Contact Centre achieved above the 80% SLA within Revenues and Benefits during March for both VWHDC (82%) and SODC (85%). This is a noticeable achievement, considering over 106,000 council tax bills were issued during the month, resulting in 14,687 calls being answered and handled accordingly. The switchboard also received a high influx in call volume, mainly due to annual billing, and successfully dealt with 6,754 calls accordingly with an SLA performance of 84%.</p>
General Comments
<p>As predicted, there has been a dip with year-end collection within Business Rates this year, owing to factors outside of Capita's control. The economic downturn, administration orders, closures and the impact from the changes to empty rate legislation all contributed to this drop, which equated to nearly 1% on previous years (0.75% down for VWHDC and 0.85% down for SODC).</p> <p>Capita will continue to increase and enhance Benefits performance, which has seen noticeable improvement during March within certain areas (detailed below).</p>

Council Tax

Percentage of council tax collected – Year-end collection is **98.44%** for VWHDC and **98.33%** for SODC, against year-end targets of **98.60%** for both councils.

The year-end collection performance for VWHDC is **0.07%** higher than last year (**98.37%**), whilst SODC is **0.36%** higher than last year (**97.97%**).

The collection rates for 2006/2007 and 2007/2008 currently stand at **99.48%** and **99.39%** respectively for VWHDC and **99.52%** and **99.36%** respectively for SODC.

Direct debit take-up has shown significant improvement and currently stands at **74.99%**, compared to **73.88%** last month for VWHDC and **72.88%** compared to **71.69%** compared to last month for SODC. This reflects a take-up increase for VWHDC and SODC from last year of **0.68%** and **2.66%** respectively.

VWHDC outstanding correspondence currently stands at **742** items (equates to approximately **7** days worth of incoming post) compared to **514** last month. SODC outstanding correspondence figure has improved and also currently stands at **742** (which equates to approximately **6** days worth of incoming post) compared to **1,231** last month. There has been a significant influx of work at both SODC and VWHDC during late March due to annual billing and this trend is likely to continue throughout April. Capita has utilised additional resource, which has helped minimise the impact of annual billing and over **6,600** correspondence items were processed during March. Capita management will continue to actively monitor incoming volumes and forecast accordingly.

All refund requests for both authorities remain within target.

There were no issues to report following the final March 2008/09 recovery run for either council.

Write-off cases for unrecoverable debt continue to be selected and actioned.

Capita continue to monitor the remaining 'flooded' cases (**13**) in VWHDC.

Annual billing was successfully completed, without any complications or issues and the bills were printed and posted as scheduled.

Business Rates

Percentage of business rates collected - Year-end collection is **98.57%** for VWHDC and **98.44%** for SODC, against year-end targets of **99.40%**

The year-end collection performance for VWHDC is **0.75%** lower than last year (**99.32%**) whilst SODC is **0.85%** lower than last year (**99.29%**).

There were no issues to report following the final March 2008/09 recovery run for either council.

Like council tax, annual billing was completed without any issues and the actual bills were printed and posted as scheduled.

Benefits

New claims – Monthly performance (taken from the Single Housing Benefit Extract [SHBE] of 30 March 2009) is **41.29** days for VWHDC and **43.72** days for SODC. This is an improvement in performance for VWHDC from February's figure of **46.56** days and for SODC from February's figure of **47.94** days.

Year-to-date performance (taken from a simulated SHBE of 26 March 2009) is **31.23** days for VWHDC and **34.38** days for SODC.

Changes in Circumstance - Monthly performance (taken from the SHBE of 30 March 2009) is **16.31** days for VWHDC and **18.92** days for SODC.

Year-to-date performance (taken from a simulated SHBE of 26 March 2009) is **11.39** days for VWHDC and **12.97** days for SODC.

Change Events (NI 180) - Monthly performance (taken from HoBOD, nationally published data) The data for March has yet to be confirmed by the DWP but both Authorities had already significantly exceeded their targets by the end of February so the March figures will only have improved that position.

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 30 March 2009) is **22.94** days for VWHDC and **24.89** days for SODC.

Year-to-date performance (taken from a simulated SHBE of 29 March 2009) is **15.09** days for VWHDC and **16.93** days for SODC.

Outstanding Work Profile

VWHDC outstanding workload currently stands at **824** items (equates to approximately **11** days worth of incoming post) compared to **1,092** last month. SODC outstanding workload currently stands at **881** (which equates to approximately **11** days worth of incoming post) compared to **1,300** last month. General volumes of work go back to the 1st week of March on both VWHDC and SODC.

Work continues to shift the profile so that the age of work more reasonably reflects the volume of work outstanding. Although older items of work will always appear from pending, Capita are working towards maintaining the age profile at

no more than 10 working days in the next few weeks.

% of overpayments outstanding recovered in year – Monthly performance is **63.88%** for VWHDC and **51.14%** for SODC, which marks a drop in performance compared to February's performance of **77.52%** and **126.85%**, for VWHDC and SODC respectively. SODC's overpayment recovery percentage in respect of February was exceptionally high.

Whilst recovery in March continued at a level similar to previous months, an exceptionally high amount of overpayment was raised, causing SODC's reported performance to drop.

The year-to-date figures for VWHDC and SODC are **68.88%** and **73.14%** respectively.

Exchequer Services

Accounts Payable

Payment of invoices within 30 days – Provisional monthly performance for VWHDC is **96.41%** and **95.22%** for SODC. Capita are now providing both councils with a weekly report identifying any invoices which are awaiting coding or approval by the Council. The year to date performance for VWHDC is **92.39%** compared to **94.25%** for SODC.

Capita target (100% of invoices paid within 5 working days of receipt of correctly authorised payment) - Monthly performance was **99.13%** for VWHDC and **98.49%** for SODC. Capita identified 11 invoices for both VWHDC and SODC which were authorised after the payment run and included in the following weekly payment run.

Accounts Receivable

Invoices created within 3 working days - Monthly performance is **99.58%** and **100%** for VWHDC and SODC, with Capita creating **1,707** and **958** invoices respectively during March within the 3 working day target.

Financial Management System (FMS)

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

Payroll

Capita continues to work with the council staff to finalise the end of year reconciliations and other issues which are included in the payroll action plan.

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.

Contact Centre

Revenues and Benefits calls - the Coventry contact centre took **6,407** and **8,280** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **82%** and **85%**. Call backs generated amounted to **466** and **635** calls respectively. The longest wait times were **443** and **461** seconds and abandoned calls numbered **75** and **71** respectively. Payments totalling **£71,642.04** were collected from SODC council taxpayers.

SODC switchboard – **6,754** calls were answered with a further **248** abandoned. **84.0%** of calls were answered within 20 seconds whilst **92.3%** were answered within 50 seconds. The longest wait time was **660** seconds.

Assisted Travel – **190** calls were answered with a further **6** abandoned. **93%** of calls were answered within 20 seconds. A total of **191** new applications were received for the scheme with **15** pending further information.

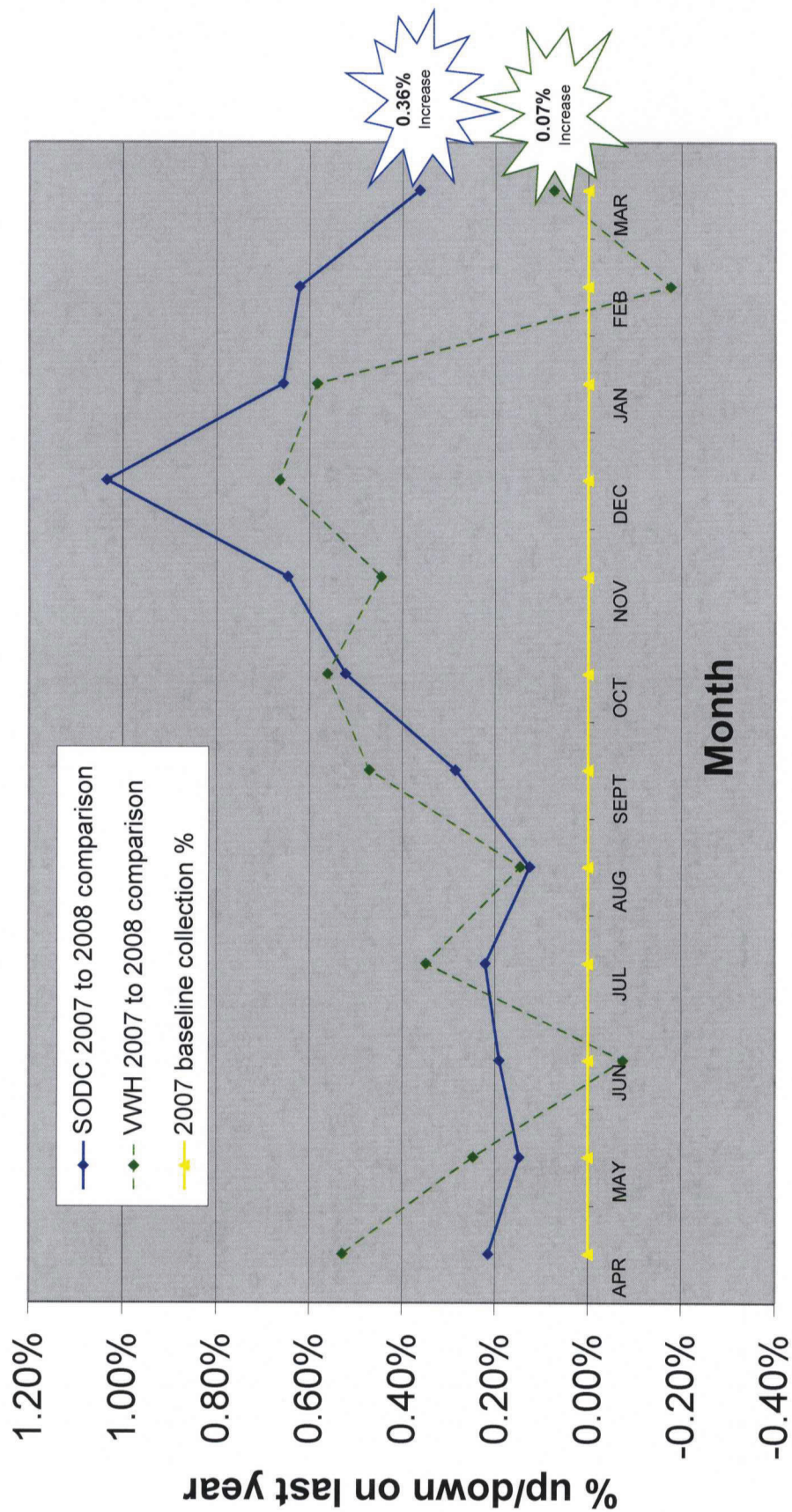
2008/09 RRSP Performance comparisons		Mar-09	2007/08 Year-end Performance	MARCH 2007/08 In-month Performance	MARCH 2008/09 In-month Performance	MARCH 2008/09 Cumulative Performance	MARCH 2008/09 Cumulative Target	2008/09 Year-End Target
BVPI 8 (%) Payment of invoices within 30 days	VWHDC		75.58%	81.00%	96.41%	92.39%	97.60%	97.60%
	SODC		76.78%	90.26%	95.22%	94.25%	97.60%	97.60%
BVPI 9 (%) Council Tax Collection	VWHDC		98.37%	0.49%	0.74%	98.44%	98.60%	98.60%
	SODC		97.97%	1.03%	0.77%	98.33%	98.60%	98.60%
BVPI 10 (%) NDR Collection	VWHDC		99.29%	0.78%	0.95%	98.57%	99.40%	99.40%
	SODC		99.32%	1.35%	0.65%	98.44%	99.40%	99.40%
BVPI 78a (Days) Benefit New Claims Processing	VWHDC		29.17	23.92	41.29	31.23	24	24
	SODC		22.33	19.26	43.72	34.38	24	24
BVPI 78b (i) (%) Benefit Overpayments Collected	VWHDC		73.65%	82.20%	63.88%	68.88%	79.46%	79.46%
	SODC		55.85%	112.67%	51.14%	73.14%	79.46%	79.46%
NI 180 Benefit Change Events	VWHDC		New Indicator	New Indicator	TBC	TBC	5473	5473
	SODC		New Indicator	New Indicator	TBC	TBC	5840	5840
NI 181 (Days) Benefit New Claims & Changes Processing	VWHDC		New Indicator	New Indicator	22.94	15.09	24	24
	SODC		New Indicator	New Indicator	24.89	16.93	24	24

as @ 31/03/2009

	VWHDC	SODC
NDR Hereditaments	3,680 (3,681)	4,014 (4,021)
Council tax dwellings	50,079 (49,906)	56,066 (55,946)
Benefits caseload	5,477 (5,573)	5,938 (5,991)

figs. in brackets are last month's comparison
Figures reduced because of rent free week so actual figure higher

2008 Council Tax Collection (% up/down on last year)



2008 Council Tax collection rates compared to 2007

