

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