

## **RSSP OPERATIONS BOARD MEETING**

**MONDAY 17<sup>TH</sup> NOVEMBER 2008 AT VALE OFFICES**

Present: Steve Bishop (SB), Matt Prosser (MP), William Jacobs (WJ), Paul Howden (PH), Nicky Davis (ND), Sue King (SK) Lisa Galvani (LG), Simon Cockayne (SC)

1. **Apologies for absence**

None

2. **Review of the previous meeting – 20 October 2008**

Right Time Indicator – PH advised that he has now received the benchmarking figures but has yet to circulate these around to colleagues. **PH**

Business Rates – ND confirmed that the minutes were amended accordingly.

Agresso Implementation – SB confirmed that the final position report letter has now been sent to Capita.

Audit Fees – LG to provide hard copies of the evidence submitted. **LG**

BVPI 8 Report – The circulation of the reports to Executive Members was discussed again and it was agreed that WJ and PH would discuss this matter further outside the meeting. **WJ/PH**

Council Tax Collection Statistics – LG confirmed that Trevor Gaffney would speak to PH about the figures outside the meeting. **LG/PH**

Brown Bins – LG confirmed that Louise and Sally have been provided with a copy of Jim's plan.

Change Events – LG confirmed that she has obtained comparison figures from other authorities and once this has been collated, she will circulate the information around.

FMS – LG advised that she has spoken to their IT services and can confirm that the second line isn't being used because it is slow and has failed on a number of occasions. **LG**

Cash Office (SODC Only) – LG advised that the latest upgrade which was due in October was supposed to have fixed the PCI DSS problem, this is still outstanding. LG to ascertain which version SODC are currently running. **WJ/SB**

Contact Centre – It has been agreed that the engaged tone should not be implemented just yet, a few more months statistics should be obtained first. **LG**

Debtors Information Pack – The benefits overpayment report that Bexley currently use would require some input from Capita before it can be run. This attracts a cost of £450 as a one off charge. It was understood that the current report involves some manual intervention and that the new report would not need this. SK to look at this point and report back. **SK**

Client Team Visit to Bexley – There is still a need to look at the other reports that the Bexley Team use.

### **Part 1 – Capita**

3. **Performance**

Switchboard Stats – LG confirmed that she has now looked at these but the abandonment rate for the two authorities is different. Both authorities need to have similar targets.

4. **Capita Delivery Quality Document**

**PH**

PH to monitor ongoing progress.

5. **Performance Notices**

No.5 is the only notice which is still outstanding- PH has spoken to the Housing Team. A payment arrangement for one tenant has been put in place. The others are being progressed by the Housing Team. It was agreed that lessons have been learned by both the Council and Capita regarding this notice and it was agreed by all parties that the matter should be closed.

6. **Variations to the Contract**

None

7. **Agresso Post Recovery Development Plan**

SB confirmed that he has now sent the draft Plan to Capita.

SB also reminded colleagues of the need to ensure that the new budget monitoring template is in place by the end of June. LG to pick up at her weekly meetings with Alice and Simon.

**LG**

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

PH advised that Ben Watson was attending a meeting this morning regarding the new system so an update would be available. It was also understood that Simon Hewings has been involved with this sort of software implementation before so his advice should be sought. SB to challenge the project timetable.

**WJ/SB**

9. **Direct Debits – Brown Bins (Vale)**

An update report was circulated by Capita. SB advised that at present the procedure documents were being refined and that these should be in place before Christmas. SB to chase up.

**SB**

10. **Audit Fees**

The Audit Commission may require additional testing for the benefits audit.

11. **Commercial Contract Issues**

SK confirmed that she forwarded papers to WJ on Thursday for consideration. WJ to look at as soon as possible. **WJ**

**12. Outstanding Invoices**

A copy of the schedule of outstanding invoices was circulated.

MP advised that he has picked up the SODC matters.

SB confirm that he is dealing with all the queries identified as being dealt with by Derek Nutland.

**13. Performance Standards**

SK/LG are looking at the implications of Capita implementing the Council's standards and will feedback with findings at the meeting on the 15<sup>th</sup> December. **LG**

**14 Government Connect Exemption Response**

LG confirmed that she sent an email on Friday requesting a three month extension to the end of June 2009. LG to check the position with Ann Sadler and Andrew Down as well. **LG**

**15. Any Other Business – Capita**

Movement of AP and AR to Abingdon – Capita's wish to base AP and AR just in Abingdon was noted. SODC colleagues advised that they didn't have a problem with this so long as arrangements were in place to deal with any urgent matters. Capita advised that these arrangements are being put in place and that the move will take effect from January 2009.

Council Tax Base – It was commented that the figures at the moment show a significant surplus this year, Capita were asked to recheck the figures as it would be very embarrassing if the figures were incorrect. Parish Boundary changes at the Vale also need to be reflected in the new bills from April. **LG**

New Councils Structures – The change in the location of Payroll to Finance under the new structure was mentioned.

Council Tax Leaflet and Billing – PH advised that Ben Watson, Nikki Malin, Alice Brander, Simon Hewings and Trevor Gaffney were all working on the Council Tax leaflet and were harmonising as much information as possible. It was agreed that a timetable needed to be produced with areas of responsibility highlighted. **PH**

New Capita Business - Capita advised that they had just been awarded preferred supplier status for Sheffield Council and a bid has also been submitted for Westminster Council.

## **Part 2 – Non Contractual – Operational**

16 **Audit Update**

The contents of the report were noted.

17. **Accountancy**

The contents of the report were noted.

18. **Benefit Fraud**

The contents of the report were noted.

19. **Any Other Business**

None

20. **Date of Next Meeting- 15<sup>th</sup> December 2008**