

RSSP OPERATIONS BOARD MEETING

MONDAY 15th DECEMBER 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 – 17 November 2008**

Right Time Indicator – PH confirmed that the benchmarking figures have now been circulated to Capita.

BVPI8 Report – PH advised that this is currently sent to Jerry Patterson and Rodney Mann but it was agreed that in future the report would be sent to all Executive and Cabinet Members.

PH

Council Tax Collection Statistics – Trevor Gaffney and WJ to speak outside the meeting.

LG/WJ

Cash Office (SODC only) –LG confirmed that the latest version of the software is 6.02b which is not compliant. The next update will be 8.2. LG to advise Andrew Down of the current software version being used. WJ to ask Andrew what timetable he is working to.

LG

WJ

Housing Benefit O/P Debtors Information Pack – LG confirmed that the requested report will now be produced free of charge.

Movement of AP and AR to Abingdon – LG advised that Jim Rainsborough has now met with the Admin Team at SODC and has addressed all of their concerns.

Part 1 – Capita

3. **Performance**

Change Events – LG advised that the deadline for receipt of the information from other Capita sites has only just passed. Once this information is collated LG will circulate it.

LG

Capita Delivering Quality Document - A request was made for a schedule as to how Capita plan on implementing the improvements so that this can be monitored on a regular basis.

LG

Payroll to be added to the agenda of the next meeting.

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

The subsidy audit has now been finalised with the figures coming in over the threshold. An explanation is awaited from Lynn Kemp to explain the late adjustments. Concern was expressed that the Councils have been given lots of assurances by Capita over the last few months that the figures were going to be ok. A performance notice has been served on Capita as the Vale is looking at having to pay around £57k in costs.

LK

5. **Performance Notices**

All notices have now been signed off with the exception of the one for the above Subsidy Audit.

6. **Variations to the Contract**

The customer service standard is the only possibility at the moment.

7. **Agresso Development Plan**

SB to check the Plan and forward copies to all involved. Regular meetings need to be arranged in the new year.

SB

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

It was confirmed that weekly meetings are now taking place which Alice Brander is attending. WJ advised that Simon Hewings will be involved in some capacity as he implemented this system at WODC..

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

The revised documents are still being worked on. SB to chase up progress.

SB

An update was handed round at the meeting.

10. **Audit Fees**

LG to provide hard copy evidence.

LG

11. **Commercial Financial Services Contract Issues**

WJ stated that he was unable to progress due to budget setting work. WJ to progress.

WJ

12. **Outstanding Invoices**

SB confirmed that he is now dealing with this matter.

SB

13. **Customer Service Standards**

It was agreed that Capita would have a quick look at the service standards of the two Councils and advise of any possible charges that would be incurred to a change of service.

LG

14. **Government Connect Exemption Response**

LG to check with Richard Commercy that the extension Capita have

LG

applied for has been granted.

15. **Any Other Business – Capita**

The meeting was advised that LG is to leave Capita's employment from the middle of February.

Jim Rainsborough is liaising with Legal colleagues to move debtors work at SODC forward.

SB advised Capita about the shared SMT arrangements which are taking place. Future meetings will therefore only be attended by one Director. Changes are also due to take place at Deputy Director/Heads of Service level as well.

It was agreed that when requests for additional work to be undertaken by Capita are proposed that these should be fed through one central officer. It was agreed that PH should be that officer.

All

SK advised that Capita have incurred charges for the abortive work on the Council Tax Base report. It was agreed that it is important that an idea of such costs are flagged with the Councils ahead of the work being undertaken.

Part 2 – Non Contractual – Operational

16. **Audit Update**

No issues were raised.

17. **Accountancy**

WJ advised that a temporary systems accountant is to be employed at SODC only. Recruitment to a vacant accountant post at the Vale will commence in the new year.

18. **Benefit Fraud**

PH advised that there has been lots of good publicity surrounding a recent tagging order.

19. **Any Other Business**

A request was made that the fit for the future figures at SODC be confirmed.

20. **Date of Next Meeting- 19th January 2009**