

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**

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.

12. Commercial Financial Services Contract Issues **SK**

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