

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