

Extract from Scrutiny Committee minute 29/09/12

William Jacobs, Head of Financial Services; Paul Howden, Shared Revenues and Benefits Client Manager and Darren Keen, Capita Contract Manager, attended the committee to present the items and to answer related questions.

The committee discussed this item. The following items were raised:

- There was concern about the very low response rate to the business rates satisfaction survey.
- The housing benefit/council tax rebate claim form and the letter to claimants are still difficult for some customers to understand, this is due to legislative imperatives, but it will be easier to use when it is online.
- The committee were content for the overall assessments for each of the areas covered in the report.
- The committee congratulated Capita and the council for its performance in 2011/12.

RESOLVED To recommend the Cabinet member for finance and corporate strategy to assess the performance of Capita for the period 1 April 2011 to 31 March 2012 as set out in the report:

Revenues – excellent

Benefits – excellent

Exchequer – excellent

Financial management system – good

Concessionary fares - excellent