

FIVE COUNCILS PARTNERSHIP CORPORATE SERVICES



Notice of Meeting

Meeting: Joint Scrutiny Committee

Date and Time: Monday, 21 August 2017 at 11am

Place: Council Chamber, Hart District Council Offices, Fleet
GU51 4AE

Enquiries to: Gill Chapman, 01252 774141, Gill.chapman@hart.gov.uk

Please note between 10am and 11am Members and invited guests are invited to join a workshop on Key Performance Indicators Members to explore the KPI's in detail

AGENDA

- 1 **Election of Chairman**
- 2 **Election of Vice Chairman**
- 3 **Minutes**

The minutes of the meeting of 23 May 2017 attached to be confirmed.
- 4 **Apologies for Absence and Notification of Substitutes**
- 5 **Declarations of Interest**
- 6 **Chairman's Announcements**
- 7 **Overview and Scrutiny – introduction to Jon Huish (facilitator)**
- 8 **Referrals from Scrutiny Committees (if any)**
- 9 **Joint Committee Minutes**

To receive and scrutinise the minutes of the Joint Committee Minutes dated 14th August 2017.

10 AOB

11 Date of next meeting

The meetings for 2017/18 to be held at Hart District Council offices at 11am are scheduled as follows:

Monday, 30 October 2017

Monday, 22 January 2018

Monday, 7 May 2018

Close

Minutes

OF A MEETING OF THE



Five Councils Partnership Corporate Services Scrutiny Committee

HELD AT 10.30 AM ON TUESDAY 23 MAY 2017

MEETING ROOM 1, 135 EASTERN AVENUE, MILTON PARK, OX14 4SB

Present

Cllr Will Hall (Chairman) (South Oxfordshire)

Cllr Ed Blagrove (Vale), Cllr Paul Buckley (Havant), Cllr Debby Hallett (Vale), Cllr Damon Hooton (Mendip), Cllr John North (Mendip), Cllr David Neighbour (Hart), Cllr Clare Satchwell, Cllr Wendy Makepeace-Browne (Hart) and Richard Pullen (South Oxfordshire).

Apologies:

Cllr Toby Newman (South Oxfordshire) and Cllr Tim Southern (Hart) tendered apologies.

Officers

Andrew Down, Susan Harbour, Mark Stone – South and Vale councils

Dawn Adey, Interim Client Director, Five Councils' Partnership - Havant Borough Council

Stuart Brown, Chief Executive - Mendip District Council

Patricia Hughes, Joint Chief Executive - Hart District Council

1 Election of chairman

The democratic services officer opened the meeting and welcomed everyone. She asked the committee whether they wished to propose a chairmanship which rotated with the host council, or a permanent chairman.

Councillors debated the merits of both options.

It was proposed and seconded that the chairmanship would rotate with the host councils, with the next council in line holding the vice chairmanship.

RESOLVED

To have a rotating chair held by the host council and the next council to hold the vice chairmanship.

Therefore, South Oxfordshire District Council would nominate a chairman for this meeting and Hart District Council would nominate a chairman for the next municipal year.

South Oxfordshire District Councillor Will Hall was proposed and seconded as the chairman.

RESOLVED

To appoint Councillor Will Hall as the chairman until the next meeting.

2 Apologies for absence and notification of substitutes

There were apologies for absence from Councillor Tim Southern from Hart District Council. He was substituted by Councillor Wendy Makepeace-Browne.

3 Chairman's announcements

As per the draft terms of reference, the meeting would be held in accordance with South Oxfordshire's constitution. This meant that the meeting could not continue beyond 2.5 hours unless members voted for a possible half an hour extension to complete unfinished business.

4 Role of the Joint Scrutiny committee

The committee considered the report of the Interim Client Relationship Director for the partnership on the role of the Five Councils Partnership Corporate Services Scrutiny Committee and the draft terms of reference for this committee.

The committee also considered the proper role of scrutiny committees under the terms of the Local Government Act 2000.

The committee considered the role and usefulness of key performance indicators (KPIs) in the contract, being mindful that each council may have different priorities. It was considered important that KPIs were meaningful for residents of the five councils and that they monitored customer satisfaction. The committee debated the issues around standardised KPIs whilst wishing to leave some flexibility, and also recognised that the contract was still in the early stages and that there was a need for these to evolve. The committee proposed items for the action list at the end of this minute.

There was a discussion as to the best way for the Scrutiny Committee to "call in" items. This Committee has no ability to use call in powers as it is not directly working with an executive committee. However, individual Scrutiny Committees at each council would be able to call in decisions of their executive bodies. If these matters affected all councils they could be referred to Five Councils' Scrutiny Committee. There could be a standing item on the agenda for councillors to raise any items which

had been called in or referred to their own scrutiny committees. It was also appropriate for members of the Five Councils' Scrutiny Committee to proactively put items onto the agenda outside of the call in process.

The committee considered how it could be effective and develop its role as a "critical friend" to the Five Councils' Partnership Joint Committee, rather than act as a "helping hand" to management, and proposed items for the action list at the end of this minute.

RESOLVED:

1. To adopt the draft terms of reference for the Five Councils' Partnership Corporate Services Scrutiny Committee with the following amendments:

A new point 1.1) to be added stating that this is a Scrutiny Committee constituted under the Local Government Act 2000 (subsequent points to be renumbered accordingly).

A new section 4 to be drafted to cover the regular assessment of the Key Performance Indicators at this Scrutiny Committee.

2. To agree to the themes for the Joint Scrutiny Committee of:
 - Finance
 - Contract performance
 - Governance and decision making including the Inter Authority Agreement
 - Joint Client team – form and function
 - Review of objectives (including the Communications Strategy)
 - Marketing and brand
 - Risk management

And to also add:

- Business continuity (especially IT)
- Data protection.

This list of themes is neither prescriptive nor exhaustive.

3. To balance public scrutiny and an evidence base which may include commercially confidential (exempt) material. (Exempt items could be considered by task groups which reported back to the scrutiny committee).

Action List

- Meetings of the Five Councils' Joint Scrutiny Committee should meet quarterly, in advance of the Five Councils' Joint Committee meeting.
- The responsible Democratic Services team will email all councillors on the Joint Scrutiny Committee in advance of agenda publication to ask for items for the agenda.
- KPIs and how to monitor them will be on the agenda for the next meeting.

- There will be training for members of the Joint Scrutiny Committee before the next meeting which will explain the KPIs and what they actually mean. Information was requested on how many calls or visits the relevant KPIs represent.
- The Interim Client Manager Relationship Director will produce a one page organogram showing the management structure for the contract, inter alia: Strategic Management Board, Joint Tactical Board.
- There will be a standing item on every agenda for councillors to raise items relating to the partnership which have been raised at their own council scrutiny committees.
- Some time will be scheduled in for the members of the committee to get to know one another informally before the next meeting.
- All committees, boards etc. relating to these contracts should be preceded with the words "Five Councils' Partnership Corporate Services" to avoid confusion.

5 Performance Review

The officer introduced the report. The report was yet to be finalised, but was a statement of the current position.

Both Capita and Vinci contracts are adequately meeting the Key Performance Indicators (KPIs) at the present time, although there are some outstanding issues.

There are some areas of activity where no baseline performance has yet been established for the contractor. These are transformational issues and performance is expected to be satisfactory after the transition period. The executive narrative explains that the Capita Customer Service fell below its April target due to a spike in calls over three days following the issuing of council tax bills. The actual number of calls is not recorded.

KPIs are contractual and can be adjusted. Highest performing KPIs should be adopted across the councils, but for some services, such as benefits collection which is location based, local measures need to be used.

Data should be collected on misrouted calls and training opportunities sought to improve efficiency.

Significant amount of retained officer input has been required to achieve the KPIs. Further work will be needed to enable the suppliers to meet these on their own.

Cost to the councils of officers supporting the contract is being monitored at South and Vale. It is currently costing approximately a quarter of a million pounds per council.

The contract is performing well against its KPIs. They are set at the minimum level agreed. Behaviour indicators are not yet formally reported, but will eventually become performance indicators, which are informal but are performing far less well. These services are currently trading on the good will of retained staff to ensure that the contract will perform. There is, therefore, a significant problem to overcome.

The services which are working best are those which have not yet been “transformed”. The process of transforming the services has been difficult. HR and payroll have been difficult as there have been risks that have needed to be managed.

The committee expressed its gratitude to officers for the hard work undertaken to make the contract work.

Action Points

Officers to bring a report on individual councils use of retained staff and other resources to achieve KPIs to the next meeting.

6 Exclusion of the public

Members of the press and public were excluded from the rest of the meeting in accordance with Part 1 of Schedule 12A Section 100A(4) of the Local Government Act 1972 and as amended by the Local Government (Access to Information) (Variation) Order 2006 on the grounds that:

- (i) it involves the likely disclosure of exempt information as defined in paragraphs 1-7 Part 1 of Schedule 12A of the Act, and
- (ii) the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

7 Performance Review

The Interim Client Relationship Director introduced the report.

The risks in the report are split by contractor/council and are monitored monthly to joint tactical board.

The Joint Scrutiny Committee reviewed the performance of the two contracts.

8 Transition and transformation report

The committee received and noted this report from the Interim Client Relationship Director.

The meeting closed at 12.45 pm

Chairman

Date

FIVE COUNCILS PARTNERSHIP CORPORATE SERVICES



Minutes

Meeting: Joint Committee

Date and Time: Monday, 14 August 2017 at 11am

Place: Council Chamber, Hart District Council Offices, Fleet
GU51 4AE

Present:

COUNCILLORS

David Nimmo-Smith	South Oxfordshire District Council
Robert Sharp	Vale of White Horse District Council
Alan Oliver	Hart District Council
Harvey Siggs	Mendip District Council
Narinder Bains	Havant Borough Council
Richard Millard	East Hampshire District Council

Officers:

Patricia Hughes	Joint Chief Executive, Hart District Council
Sandy Hopkins	Chief Executive, East Hants & Havant Councils
Gill Kneller	Executive Director, Havant Borough Council
Dawn Adey	Transition and Transformation Manager - Client Team
Tracey Aarons	Deputy Chief Executive, Mendip District Council
Mark Stone	Acting Chief Executive, South and Vale District Councils

1 Election of Chairman

The Committee was asked to appoint the Councillor representing the host authority as its chairman for the 2017/18 municipal year.

RESOLVED

Councillor Alan Oliver of Hart District Council was elected as Chairman of Five Councils Partnership Joint Committee for 2017/18 municipal year.

2 Election of Vice Chairman

The Committee was asked to appoint the Councillor representing the 2018/19 host authority as its vice-chairman for the 2017/18 municipal year.

RESOLVED

Councillor Narinder Bains of Havant Borough Council was elected as Vice Chairman of Five Councils Partnership Joint Committee for 2017/18 municipal year.

3 Apologies for Absence and Notification of Substitutes

Apologies had been received from: Councillor Cotton, South Oxford District Council, and Andrew Down, South and Vale District Councils, Stuart Brown, Mendip District Council was replaced by Tracy Aarons.

4 Chairman's Announcements

None.

5 Declarations of Interest

None declared.

6 Update on Commencement of Services at Mendip

A verbal update was provided by Cllr Harvey Siggs, Leader of Mendip District Council and Deputy Chief Executive of Mendip District Council, Tracy Aarons.

Commencement at Mendip has gone very smoothly, going live on the last day of July. Capita resourced the commencement very effectively.

7 Update on Commercial Discussions

Members received a verbal update from Mark Stone, Acting Chief Executive at South Oxfordshire and Vale of White Horse Councils which advised;

- As reported to Joint Committee on 15th May, the Council have entered into contract renegotiations for both Lot 1 (Capita) and Lot 2 (Vinci) contracts and these are moving forward positively.
 - For Lot 1
 - A proposal for Lot 1 is being reviewed by the Section 151 officers.
 - Monitoring Officers will also review the proposal for Lot 1 at the end of August.
 - For Lot 2, commercial discussions continue regarding appropriate baselining of the contract.
- Next steps;
 - Lot 1 proposal should be ready for consideration by individual Councils broadly in line with the original timeline, around October/ November
 - Lot 2 is on a slightly slower time frame. Councils are also resolving any pensions admissions considerations
 - Monitoring Officers are meeting today to confirm the appropriate decision making processes at each authority.

8 EXCLUSION OF THE PUBLIC

The following item contains exempt information. In order to discuss any exempt information members considered whether the public interest in maintaining an exemption outweighed the public interest in disclosing the information.

RESOLVED

That in accordance with Section 100A of the Local Government Act 1972, the public be excluded during the discussion of the matters referred to in the item below, on the grounds that it involved the likely disclosure of exempt information, as defined in the respective paragraph of Part I of Schedule 12A of the Act, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

9 AOB

Communication Strategy – Joint Committee were advised that Chief Executives will be taking a closer role and picking communications issues up collectively, on a weekly basis, through a teleconference.

Scrutiny Committee Meeting – Taking place next week with a workshop on KPI's (at the request of Joint 5 Councils Overview and Scrutiny in May 2017), the meeting will also introduce a facilitator.

Project Management of Negotiation – Monitoring Officers are meeting to discuss the appropriate democratic processes – revised timeline to be sent to Joint Committee by email.

10 Date of next meeting

The meetings for 2017/18 to be held in the Council Chamber at Hart District Council offices at 11am, were noted as follows:

Due to the commercial discussions a Joint Committee meeting would be established between September 8th and 24th ahead of consideration at individual authorities.

Monday, 13 November 2017
Monday, 5 February 2018
Monday, 21 May 2018

The meeting closed at 11.58 am

FIVE COUNCILS PARTNERSHIP CORPORATE SERVICES



MINUTES

Meeting: Joint Scrutiny Committee

Date and Time: Monday, 21 August 2017 at 11am

Place: Council Chamber, Hart District Council Offices, Fleet
GU51 4AE

Present:

Councillors:

Chris Axam	Hart District Council
Tim Southern	Hart District Council
Paul Buckley	Havant Borough Council
Clare Satchwell	Havant Borough Council
John North	Mendip District Council
Damon Hooton	Mendip District Council
Debby Hallett	White Horse District Council

In attendance Alan Oliver (Hart District Council), Wendy Makepeace-Brown (Hart District Council)

Officers:

Patricia Hughes	Joint Chief Executive, Hart District Council
Tracy Aarons	Deputy Chief Executive, Mendip District Council
Dawn Adey	Interim Client Relationship Director
Jon Huish	Facilitator

1 ELECTION OF CHAIRMAN

Councillor Chris Axam of Hart DC was elected as Chairman for the municipal year 2017/18.

2 ELECTION OF VICE CHAIRMAN

Councillor Paul Buckley of Havant was elected as Vice Chairman for the municipal year 2017/18.

3 MINUTES

The minutes of the meeting of 23 May 2017 were confirmed as accurate.

The Committee noted that a number of papers referenced in the May minutes had not been added to the agenda today and that they would be added to the work programme.

Members were advised that further to consideration of the Terms of Reference at the last meeting, Chief Executives at the respective authorities were delegated (in consultation with the Portfolio Holder) to make those changes. Advice was currently being sought from Monitoring Officers on the proposed changes.

4 CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced a change in the Agenda order in order to introduce John Huish.

5 OVERVIEW AND SCRUTINY – INTRODUCTION TO JON HUISH (FACILITATOR)

Mr Huish introduced himself and gave a brief summary of his background. He had been asked to help support the development of the Committee, and facilitate the new way of working in the new environment of the 5 Councils Partnership.

Members discussed how Mr Huish could help the Committee in their scrutiny, helping the contracts to work efficiently and effectively, considering the following issues:

- Being a 'critical friend'
- Joint and shared expectations
- Advise and support
- Scrutinising any financial and other challenges in the contracts leading to smoother operation of contracts
- Considering how earlier decisions had been taken to reach this point
- Scrutinising the decisions of the Joint Committee going forward
- Making sure there is a good working relationship between the Joint Committee and the Joint Scrutiny Committee

In considering the role of the Committee in depth, Members agreed that it should not be scrutinising minutiae, and that it is the responsibility of each Council's scrutiny committee to consider performance and KPI's and bring any big issues to this Committee. Members were informed that performance statistics were produced monthly, going through the Joint Tactical Board, and were therefore available to Councillors.

DECISION

Members agreed unanimously to adopt John Huish as Facilitator to the Committee.

The financial implications of this decision would be considered by the Chief Executives.

6 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES

Apologies had been received from Councillor Blagrove (White Horse DC), Councillor Osman (Mendip), substituted by Councillor Hooton, and Councillor Newman (South Oxford) was substituted by Councillor Pullen.

7 DECLARATIONS OF INTEREST

None declared.

8 REFERRALS FROM SCRUTINY COMMITTEES

None.

It was agreed that items would be sought prior to the circulation of the Agenda, and that the responsibility would lay with the individual Councils Overview and Scrutiny Committees to ensure any items is referred to this Committee.

9 EXCLUSION OF THE PUBLIC

In considering item 10 below, exempt information would be considered. In order to discuss any exempt information members considered whether the public interest in maintaining an exemption outweighed the public interest in disclosing the information.

RESOLVED

That in accordance with Section 100A of the Local Government Act 1972, the public be excluded during the discussion of these matters, on the grounds that it involved the likely disclosure of exempt information, as defined in paragraph 3 of Part 1 of Schedule 12A of the Act, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

10 JOINT COMMITTEE MINUTES

Members considered the minutes of the Joint Committee of 14 August 2017.

11 ANY OTHER BUSINESS

After discussion, it was agreed to add a standard item to the Agenda - Matters Arising from the previous minutes. It was suggested that this be towards the end of the Agenda as a lot of issues would be covered in the course of the meeting.

The draft Agenda to be circulated to allow for items to be added, and Committee Members names to appear on the Agenda

12 DATE OF NEXT MEETING

The meetings for 2017/18 to be held at Hart District Council offices at I I am are scheduled as follows:

Monday, 30 October 2017

Monday, 22 January 2018

Monday, 7 May 2018