

# FIVE COUNCILS PARTNERSHIP CORPORATE SERVICES



## Notice of Meeting

- Meeting:** Joint Scrutiny Committee
- Date and Time:** Monday, 30 October 2017 at 11am
- Place:** Council Chamber, Hart District Council Offices, Fleet  
GU51 4AE
- Enquiries to:** Gill Chapman, 01252 774141, [Gill.chapman@hart.gov.uk](mailto:Gill.chapman@hart.gov.uk)
- Members:**
- |                      |                              |
|----------------------|------------------------------|
| Cllr Chris Axam      | Hart District Council        |
| Cllr Tim Southern    | Hart District Council        |
| Cllr Paul Buckley    | Havant Borough Council       |
| Cllr Clare Satchwell | Havant Borough Council       |
| Cllr John North      | Mendip District Council      |
| Cllr John Osman      | Mendip District Council      |
| Cllr Ed Blagrove     | White Horse District Council |
| Cllr Debby Hallett   | White Horse District Council |
| Cllr Toby Newman     | South Oxfordshire            |
| Cllr Will Hall       | South Oxfordshire            |

## AGENDA

### 1 Minutes

The minutes of the meeting of 21 August 2017 to be confirmed.

### 2 Apologies for Absence and Notification of Substitutes

### 3 Chairman's Announcements

### 4 Referrals from Scrutiny Committees (if any)

### 5 Workshop Session - John Huish

**6 Status Reports Updates (Confidential)**

- Lot 1 Negotiation
- Lot 2 Negotiation
- Inter Authority Agreement
- Client Team

**7 Performance Report**

**8 Client Team Updates (Confidential)**

**9 Matters Arising from the Previous Minutes**

Those matters not previously covered in this Agenda.

**10 Date of next meeting**

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

Monday, 22 January 2018

Monday, 7 May 2018



# Report to the Corporate Services Five Councils Joint Overview & Scrutiny Board

Author: Dawn Adey – Interim Client Relationship Director

E-mail: [dawn.adey@easthants.gov.uk](mailto:dawn.adey@easthants.gov.uk)

To: Corporate Services Overview & Scrutiny Board

Date: 30<sup>th</sup> October 2017

## Performance Review

### Introduction

This report contains the performance of the contracts with Capita and VINCI according to the Performance Indicators (PI's) and Key Performance Indicators (KPI's) being contractually measured. These reports include performance up to and including 30<sup>th</sup> September 2017.

## Performance - Capita Appendix A

Executive Summary as provided by Capita 14<sup>th</sup> October 2017.

- This month we are reporting on half yearly, quarterly and monthly indicators. Of the 12 KPIs we are able to report on overall, 11 met or exceeded target. There was a minor HR KPI001 failure for net pay whereby 2 of the 464 payments made were incorrect and the SLA allows for 1 issue with current volumes. Of the 36 PIs on which we are able to report, 31 met or exceeded target; there were 4 minor failures and 1 (HR recruitment PI003) threshold failure. The PI threshold failure results from a single new starter but as the performance bands are not aligned to the volumes a single case immediately falls to a threshold rather than the intermediate performance band.
- In Land Charges searches response times (PI001) issues resulted from a number of simultaneous resignations of contract staff. The simultaneous learning curves of backfilled staff impacted in month performance even though above headcount resource was assigned. Permanent staff have now been appointed.
- In HR there was an issue with pension contributions for one staff member, arising from post changes in the department, and also a contract change for another member of staff was not actioned on time for payroll cut off. These impacted KPI001 and the latter also impacts PI003. In addition references



were not requested within 3 days for one candidate (PI011). Improvement plans for KPI001 and PI011 are being developed as is a rectification plan for PI003 although noting that as we are now fully live with Resourcelink this process will fall under manager self-service therefore this error will not reoccur.

- In addition there are two important points of note for the HR Service report. An audit of the S&V pay calculation will be undertaken to investigate a potential issue in relation to mid month adjustments. In addition a number of payroll concerns have been raised and an initial response has been submitted - the impact, if any, of the latter is not included in this report currently. The outcome of the investigation and the performance impact of these queries will be formally reported in the November performance report.
- In Customer Services the improvement plan for Mendip is ongoing and since mid Sept we have achieved target performance level and expect to be on target in October. In addition we experienced 5% higher volumes of all call types combined with 20% sickness levels which we were unable to recover in month resulting in a minor failure for Council Tax and Benefits calls (PI004). On a positive note the percentage of calls answered remained high (95%) but we were unable to answer within the target time.
- At Mendip we are currently able to report on 1 out of 4 monthly KPIs. In addition we are able to report on 17 out of a potential 35 PIs at Mendip. Work on this will be progressed wherever the preceding service infrastructure and resources allow. A schedule is included to demonstrate which KPIs and PIs are not currently base-lined or measured and when that will be possible.

## **Performance – VINCI – Appendix B**

- Vinci reported one Amber performance indicator for response times which was within tolerance.

# FIVE COUNCILS PARTNERSHIP CORPORATE SERVICES



## MINUTES

**Meeting:** Joint Scrutiny Committee

**Date and Time:** Monday, 30 October 2017 at 11am

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

**Present:**

**Councillors:**

Chris Axam	Hart District Council (Chairman)
Tim Southern	Hart District Council
Paul Buckley	Havant Borough Council
John North	Mendip District Council
Debby Hallett	White Horse District Council
Chris Palmer	White Horse District Council (arrived 11.45 am)

**Officers:**

Patricia Hughes	Joint Chief Executive, Hart District Council
Stuart Brown	Chief Executive, Mendip District Council
Dawn Adey	Interim Client Relationship Director

### 1 MINUTES

Item 6 did not reflect the attendance as Councillor Pullen did not attend. It was agreed to delete the words 'was substituted by Councillor Pullen'. With this change the minutes of the meeting of 21 August 2017 were confirmed.

### 2 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES

Apologies had been received from Councillors Clare Satchwell (Havant Borough Council), John Osman (Mendip) and Will Hall (South Oxford). Ed Blagrove (White Horse District Council) was substituted by Chris Palmer. Apologies had also been received from John Huish

### 3 CHAIRMAN'S ANNOUNCEMENTS

None.

**4 REFERRALS FROM SCRUTINY COMMITTEES (IF ANY)**

None.

**5 WORKSHOP SESSION - JOHN HUISH**

Mr Huish had sent his apologies.

**6 EXCLUSION OF THE PUBLIC**

In considering item 7 and 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.

**7 STATUS REPORTS UPDATE (Confidential)**

**8 THE FUTURE OF THE 5 COUNCILS OVERVIEW AND SCRUTINY COMMITTEE (Confidential)**

**9 PERFORMANCE REPORT**

Dawn Adey updated the meeting on performance.

Members considered and noted the information. Discussion centred around the Capita performance, particularly payroll figures which would be discussed at the Strategic Board (31 October).

**10 CLIENT TEAM UPDATES (Confidential)**

**11 MATTERS ARISING FROM THE PREVIOUS MINUTES**

None.

**12 DATE OF NEXT MEETING**

No meetings will be scheduled. (see above resolution)

The meeting closed at 1255