

Five Council Corporate Services Joint Committee

Wednesday, 7 October 2020

Via Live Stream

2 pm

This agenda can be made available in large print and other languages including Braille. Please contact the Committee Officer for details.

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Membership:

Councillors:	Authority
Cllr Kenneth Crookes	Hart District Council
Cllr James Radley	Hart District Council
Cllr Lulu Bowerman	Havant Borough Council
Cllr Michael Wilson	Havant Borough Council
Cllr Ros Wyke	Mendip District Council
Cllr Liz Leyshon	Mendip District Council
Cllr Pieter-Paul Barker	South Oxfordshire District Council
Cllr Sue Cooper	South Oxfordshire District Council
Cllr Judy Roberts	Vale of White Horse District Council
Cllr Debby Hallett	Vale of White Horse District Council

Notes

1. **Length of meeting** - Normally the meeting will end when all the business on the agenda has been completed. As soon as this meeting has lasted for three hours the Chair will ask members to vote on whether to end the meeting. There will be a short briefing from officers on implications but no debate on whether the meeting should end. If the vote is in favour of ending the meeting it will end immediately or at such point as the meeting agrees.
2. **Reports** – some agenda items refer to reports that have been produced. The full reports are only sent to relevant Members. If you wish to see a non-confidential report, you can access it via the Mendip District Council web-site at www.mendip.gov.uk. If you wish to have a hard copy of the report, then please contact the Committee Officer (details on page 1 of the agenda). For members of the public requesting hard copies sent by post a charge may be raised.
3. **Declarations of Interest** – If a member of the Board/Committee has a personal or prejudicial interest in any agenda item during this meeting they should now declare its existence and nature publicly.
4. **Public Speaking** – At the Chair's discretion, members of the public can participate at meetings of a Council body by making representations on any matter. The maximum time for each speaker is three minutes, with a maximum time of 20 minutes for all speakers in total. Anyone who wishes to speak must either;
 - a) notify the Committee Officer (details on page 1) at least three hours before the start of the meeting, or
 - b) complete the form which will be in, or immediately outside, the room where the meeting is going to take place and hand this to the Committee Officer before the start of the meeting.

Items on the agenda – The public may either speak during the Public Participation agenda item or before the agenda item of interest.

Items not on the agenda - Any matters raised cannot be debated at the meeting but may be referred to a future meeting.
5. **Exclusion of the Press and Public** - The Local Government Act 1972 allows the public to be excluded from any Council meeting during any item of business on the grounds that confidential or exempt information is likely to be disclosed. "Confidential" and "exempt" are each defined by the Local Government Act, and there is an important difference between them. The public must be excluded from a meeting if "confidential" information is likely to be disclosed. However, if the information likely to be disclosed is "exempt", members have discretion. They may exclude the public by passing a resolution but are not obliged to do so.
6. In accordance with the Openness of Local Government Bodies Regulations 2014 recording is allowed at all formal meetings of the authority to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings.

Those wishing to record proceedings should, as a courtesy, inform the chair (or Democratic Services Officer) of the committee of their intentions prior to the meeting.

AGENDA

1 CHAIR'S ANNOUNCEMENTS

- The Chair will give announcements
- The Chair will explain the procedure for Virtual Meetings
- Mobile phones should be set to silent

2 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES

To receive apologies from Members who are unable to attend the meeting.

3 DECLARATIONS OF INTEREST See Note 3

4 PUBLIC PARTICIPATION See Note 4

- a) Items on the agenda
- b) Items not on the agenda

5 PREVIOUS MINUTES

Page 1

To confirm the minutes of the Five Council Corporate Services Joint Committee meeting held on 24 June 2020 - public element

6 CAPITA PERFORMANCE REPORT: MAY TO AUGUST 2020

This report presents the summary of performance across all services within the Capita contract from the month of May 2020 to August 2020 and includes quarterly KPI/PIs.

7 BUSINESS GRANTS LESSONS LEARNT

A presentation will be given.

8 SERVICE TRANSITIONS COMPLETED

The report provides an update on services which have been identified for transition out of the corporate services contract.

9 CLIENT TEAM BUDGET 2021/22

This report sets out the proposed client team budget for the financial year 2021/22

10 DATE OF THE NEXT MEETING

Wednesday, 9 December 2020

11 URGENT BUSINESS

EXEMPT AND CONFIDENTIAL REPORTS

12 EXCLUSION OF THE PRESS AND PUBLIC

The Joint Committee is asked to consider whether a resolution should be passed to exclude the press and public from the meeting during items 13 to 15 on the grounds that exempt information (as defined in Schedule 12A Local Government Act 1972) of the following description is likely to be disclosed:

Category 3	information relating to the financial or business affairs of any particular person (including those of the Council).
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CIRCULATION OF PAPERS

In accordance with Section 100B (2) of the Local Government Act 1972, reports and documents relating to items 13 to 15 disclosing exempt or confidential information have been distributed only to members of the Committee and officers of the respective Councils.

13 SERVICE TRANSITIONS IN PROGRESS

14 LOCAL GOVERNMENT CONTEXT

15 PREVIOUS MINUTES

To confirm the minutes of the Five Council Corporate Services Joint Committee meeting held on 24 June 2020 - CONFIDENTIAL element

MENDIP DISTRICT COUNCIL

Minutes of the meeting of the Five Council Partnership Corporate Services Joint Committee held on Wednesday, 7 October 2020 at 2 pm via Live Stream.

COUNCILLORS PRESENT:

Councillor:	Authority
Cllr Kenneth Crookes *	Hart District Council
Cllr James Radley	Hart District Council
Cllr Lulu Bowerman	Havant Borough Council
Cllr Michael Wilson	Havant Borough Council
Cllr Ros Wyke (Chair)	Mendip District Council
Cllr Liz Leyshon	Mendip District Council
Cllr Pieter-Paul Barker	South Oxfordshire District Council
Cllr Sue Cooper *	South Oxfordshire District Council
Cllr Judy Roberts (Deputy Chair)	Vale of White Horse District Council
Cllr Debby Hallett	Vale of White Horse District Council

*attendance was unfortunately intermittent due to IT difficulties.

OFFICERS PRESENT:

Officer:	Role:	Authority
Stuart Brown	Chief Executive	Mendip District Council
Dave Burn	Democratic Services	Mendip District Council
James Carpenter	Head of Corporate Services	South Oxfordshire & Vale of White Horse District Councils
David Clark	Group Manager, Law and Governance and Monitoring Officer	Mendip District Council
Claire Dicken	Democratic Services	Mendip District Council
Karen Dhaliwal	Lawyer for the 5 Councils Partnership	Havant Borough Council
Andrew Down	Commercial Director	Five Councils Partnership
Matt Goodwin	Senior Client Executive	Five Councils Partnership
Susan Harbour	Strategic Partnerships Manager	South Oxfordshire & Vale of White Horse District Councils
Claire Hughes	The Client Relationship Director and Lead Officer	Five Councils Partnership
Patricia Hughes	Joint Chief Executive	Hart District Council
Lydia Morrison	Chief Finance Officer, Section 151	Havant Borough Council
Susan Parker	Head of Programmes, Redesign & Quality	Havant Borough Council
Ben Sugg	Democratic Services	Mendip District Council

Agenda Item	Subject	Actioned By
1	<p>Chair's Announcements</p> <p>The Chair welcomed everyone to the meeting and clarified the virtual meeting procedures.</p>	
2	<p>Apologies for Absence and Notification of Substitutes</p> <p>It was reported that Councillor Wilson was deputising for Councillor Briggs, for Havant Borough Council.</p>	
3	<p>Declarations of Interest</p> <p>None.</p>	
4	<p>Public Participation</p> <p>None.</p>	
5	<p>Previous Minutes</p> <p>That the minutes of the meeting of held on 24 June 2020 – public element - be approved.</p>	Claire Dicken
6	<p>Capita Performance Report: May to August 2020</p> <p>The Client Relationship Director and Lead Officer presented a summary of performance across all services within the Capita contract, covering the period 2020 to August 2020. The report also contained quarterly KPI/PIs.</p> <p>The Committee was then taken through the performance information for each service area.</p> <p>The Chair highlighted that in relation to the number of calls answered, the service for Mendip was low in comparison to others, below 70%. The Chair requested details of call volumes to assist with monitoring. Members felt this would be useful for all 5 Partner Councils and officers undertook to provide this information.</p> <p>In addition, officers undertook to arrange an informal meeting with the 5 Partner Council Leads and 1 Member representative lead from each, to discuss the customer service issues raised in relation to performance.</p> <p>Finally, officers agreed to invite Capita to the next meeting to discuss customer services performance and to seek their input.</p>	Claire Hughes

	<p>RESOLVED:</p> <p>That the Contract performance for the months of May 2020 to August 2020, including quarterly KPI/PIs, be noted.</p>	
7	<p>Business Grants Lessons Learnt</p> <p>The Senior Client Executive Officer delivered a presentation on the initial lessons learned on the delivery of the business grants process during COVID. The presentation covered the scope of the review, the approach taken and referred to those consulted. Key themes in terms of successes, as well those areas requiring development, were highlighted.</p> <p>The Senior Client Executive Officer confirmed that a copy of the presentation would be circulated to Members following the meeting. He also undertook to provide a copy of the graph showing progress applications versus payment, for each of the 5 Partner Councils.</p> <p>Members focussed on the lessons learned. Members enquired whether it was felt that the system was sufficiently robust to cope with similar events such as further lockdowns. The Committee was advised that the COVID grant application process had resulted in local business data having had to be rapidly reviewed and updated. It was reported that the contractor had confirmed that as a result of establishing and implementing systems to manage the grant process, the contractor felt better prepared to deal with repeat occurrences.</p> <p>In order to drive up performance, Members were keen to ensure that the lessons learned from this review be applied to the wider contract.</p> <p>In response to further queries, the Senior Client Executive Officer undertook to establish with the contractor the level of additional income generated.</p> <p>RESOLVED:</p> <p>That the presentation be noted.</p>	<p>Matt Goodwin</p>
8	<p>Service Transitions Completed</p> <p>The Commercial Director provided an update on services which had been identified for transition out of the corporate services contract.</p> <p>He added that six months had passed since the transition of the accountancy, HR and payroll services out of the corporate</p>	<p>Andrew Down</p>

	<p>services contract, seeing them pass back to the councils. He felt this was a good time to take stock.</p> <p>The Chair hoped that positive lessons would also be learned. She thanked colleagues for delivering the service transitions during such challenging times.</p> <p>RESOLVED</p> <p>That the report be noted.</p>	
9	<p>Client Team Budget 2012/22</p> <p>The Client Relationship Director and Lead Officer presented a report setting out the proposed client team budget for the financial year 2021/22. She reassured the Committee that the Client Team would be reviewed in the light of any further changes.</p> <p>RESOLVED:</p> <p>That the draft budget be presented to the Authorities.</p>	Claire Hughes
10	<p>Date of the Next Meeting</p> <p>RESOLVED:</p> <p>That the next meeting be held on Wednesday, 9 December 2020, at 2 pm, by way of a virtual meeting.</p>	Claire Dicken
11	<p>Urgent Business</p> <p>None.</p>	
12	<p>Exclusion of the Press and Public</p> <p>RESOLVED:</p> <p>That the Five Council Partnership Corporate Services Joint Committee exclude the press and public from the meeting during consideration of items 13 to 15 on the grounds that exempt information (as defined in Schedule 12A Local Government Act 1972) of the following description, is likely to be disclosed:</p> <p>Category 3 - Information relating to the financial or business affairs of any particular person (including those of the Council).</p>	
13	<p>Service Transitions in Progress</p> <p>The Commercial Director presented a report updating the Committee on services which had been identified for transition out of the corporate services contract.</p>	Andrew Down

	<p>He informed the Committee of the timetable for each of the services identified for transition, including outstanding decisions. The Chair thanked officers for the progress made.</p> <p>RESOLVED</p> <p>That the report be noted.</p>	
14	<p>Local Government Context</p> <p>It was reported that this item had been included to allow Members to highlight strategic matters in their respective authorities.</p> <p>Councillor Cooper informed the Committee that COVID had taken precedence over the devolution discussions in Oxfordshire.</p> <p>The Chair advised the Committee of the position in Somerset. She stated there were two devolution proposals with the Government. One from the County the other a cross-party proposal from the District Councils. A response from the Government was awaited.</p>	
15	<p>Previous Minutes</p> <p>RESOLVED:</p> <p>That the exempt minutes of the meeting held on 24 June 2020 – confidential element – be approved.</p>	Claire Dicken

The meeting finished at approximately 3.45 pm.