

SCRUTINY COMMITTEE

AGENDA ITEM 2

Minutes of the Meeting held on 9 May 2012 at 4.30 pm

Present:

Councillor K J Ross.....Chairman
Councillor R P LillisVice Chairman

Councillor A M Chick
Councillor G S Dowding
Councillor P N Grierson

Councillor M O A Dewdney
Councillor J Freeman

Members in Attendance:

Councillor B Heywood
Councillor T Taylor
Councillor K H Turner

Councillor E May
Councillor A H Trollope-Bellew
Councillor D J Westcott

Officers in Attendance:

Corporate Director (B Lang)
Group Manager – Resources and Central Support (G Carne)
Group Manager – Environment and Services (S Watts)
Administrative Support (H Dobson)

Also in Attendance:

Steve Read, Managing Director, Somerset Waste Partnership
Bruce Carpenter, Somerset Contract Manager, May Gurney

Prior to the start of the meeting Scrutiny Questions on Waste Issues, relating to SC115, was circulated.

SC109 Apologies for Absence

An apology for absence was received from Councillor D D Ross.

SC110 Minutes of the Meeting held on 16 April 2012

(Minutes of the Meeting of the Scrutiny Committee held on 16 April 2012 – circulated with the Agenda).

RESOLVED that the Minutes of the Scrutiny Committee held on 16 April 2012 be confirmed as a correct record.

SC111 Declarations of Interest

Members present at the meeting declared the following personal interests in their capacity as a Member of a County, Parish or Town Council:

Name	Minute No	Description of Interest	Personal or Prejudicial	Action Taken
Cllr P Grierson	All Items	Minehead	Personal	Spoke and voted
Cllr K J Ross	All Items	Dulverton	Personal	Spoke and voted
Cllr A Trollope-Bellew	All Items	County	Personal	Spoke and voted
Cllr K H Turner	All Items	Brompton Ralph	Personal	Spoke
Cllr D J Westcott	All Items	Watchet	Personal	Spoke

SC112 Public Participation

No member of the public had requested to speak on any item on the agenda.

SC113 Notes of Key Cabinet Decisions/Action Points

(Copy of Notes of Cabinet Decisions/Action Point, circulated at the meeting)

RESOLVED that the Key Cabinet Decisions/Action Points for 2 May 2012, be noted.

SC114 Cabinet Forward Plan

(Copy of Cabinet Forward Plan No. 12, May 2012 – May 2013, circulated at the meeting).

RESOLVED that the Cabinet Forward Plan No. 12, May 2012 – May 2013, be noted.

SC115 Waste and Recycling Service

(Scrutiny Questions on Waste Issues, circulated at the meeting)

The Chairman of the Committee welcomed the Managing Director of Somerset Waste Partnership (SWP) and the Somerset Contract Manager of May Gurney to the meeting who had been invited to respond to concerns regarding waste issues.

The Managing Director and Somerset Contract Manager responded to the list of questions/concerns, compiled by the Scrutiny Committee prior to the meeting, and further questions put to them during the debate, as follows:

- The SWP were working with the waste hierarchy and were keen for the public to reduce waste. They were looking at collecting more kerbside recycling if possible. After avoiding waste and recovery of waste they would like to look at recovering the energy waste produces; and at options for recovering energy for black bag waste as well. They were interested in improving their customer focus and needed to make sure they were doing everything possible to get it right and to mitigate some of the impacts that the changes had brought about. Inequality implications were taken into account when the decision was taken to introduce charges at some of the Household Waste Recycling Centres (HWRCs) in Somerset. Visitor numbers to HWRCs have gone down and overall there has been a decline on total waste arising, in Somerset due to various factors: the public are

taking more material per visit; less commercial waste being disposed of at the HWRCs; less furniture and white goods due to the recession; changes in newspaper readership, less in the system; a big increase in cardboard due to online shopping; and supermarkets have improved light weight packaging.

- Fly tipping had only very slightly increased this year.
- For each of the HWRC sites there was a process in place where items that have clear value were put to one side to sell to an agent. They were looking into the possibility of passing items onto charity shops and putting up notices advising accordingly, and providing a reuse shop on site. However, not many sites had the space except perhaps at Chard. The staff were incentivised regarding items that could be sold on, even so, SWP tried to encourage staff to take a common sense approach when customers wish to take home an item about to be off loaded for recycling.
- A lot of technology was invested in the choice of plastic when producing a product, which leads to a range of different plastics with different chemical properties. The pure streams of good quality material that SWP collected commands a higher price and provides UK businesses with high quality bottles. Once the recycling is mixed up it is hard to un-mix it. They acknowledged that the Committee would like to be able to recycle mixed plastics, however, for the time being the best use of pots, tubs and trays (PTT) was to reuse as PTT. The Managing Director was very interested in addressing the issues concerning the recycling of PTT and hoped to move this issue forward in the future.
- Crews were trained to be as consistent as possible, and if they were aware of 'alien' plastics they should leave it in the box as a reminder to the householder that that type of plastic cannot be recycled.
- Everything in black bag waste goes directly to landfill, SWP would be looking at a plan that does recycle it further. Nationally there was a need to find a way to encourage more recycling of cartons; the current recycling banks were provided by the industry. SWP did not have the means to separate them out. SWP's big strategic priority would be to look at other ways to dispose of waste. With regard to the public recycling they were only able to encourage them to recycle; the percentage who did not had decreased over the years.
- The turnover of the waste and recycling service was much smaller than the large supermarkets so it could be difficult to influence decisions in the service. There were different factors that drive decisions: an increased elderly population has resulted in packaging that is easier to get into.
- With regards to funding from the Department for Communities and Local Government to maintain weekly collections, SWP were looking at collecting absorbent organic material, nappy and clinical waste and electrical waste, such as batteries, and would be submitting a revised bid later in the week on that basis.
- In the main missed collections were reported on the actual day of the collection but before the vehicle had arrived. Last autumn missed collections were high due to the change in the service, and it had taken time to resolve the problems and for crews to get to know the areas. May Gurney had now reached their missed collections target of ½ per 1000 collections, equating to 99.95% correct collections. In the month of April, 159 missed collections in West Somerset were logged and in the vast

majority of cases, whether justified or not, the collection crews go back to collect the missed collections. He confirmed that there were very few problems when the lids weren't completely down, known as 'crocodile bins'. The public were asked that the lid was closed completely to prevent spillage. However, if a bin were not collected for that reason it would be considered unreasonable and the householder should call, but it should be born in mind that the maximum number of black bags for collection per household was four. Generally customers were asked to put waste out for collection at 7am to allow for flexibility during the day should something happen which would warrant the collection route to be changed on the day. However, customers affected by the Olympic Torch route on 21 May, in Porlock and Minehead, would be contacted regarding the collection time that day.

- The SWP's strategic risk register did take into account the Council's current financial position. SWP had a contract with West Somerset and were obliged to keep to that. West Somerset benefited greatly from being in the partnership, for example, the use of specialist vehicles, and the contract renegotiation. West Somerset Council would have a new uplift every year linked to fuel and labour costs etc and would save the Council 1.5% every year, which was more than £200k every year across the county. They were continually looking at ways to reduce costs and would continue to do so, if the service did become unaffordable SWP would have to look at it in a different way.
- A business recycling adviser was appointed to look at encouraging more recycling from businesses. As a result a business recycling directory now exists for businesses that provides relevant contact information, and commercial recycling information was contained in the SWP's website. Further, May Gurney would be seeking to appoint a commercial waste sales adviser, about July, to expand this area.
- It was noted that if wheelie bins were damaged by May Gurney they would be replaced free of charge.

With regard to the concern that in the village of Crowcombe residential waste collection operated on two separate rounds on different days, the Somerset Contract Manager advised that they tried not to split a village. However, there may be reasons such as narrow lanes etc, and he would make enquiries and advise accordingly.

Members expressed their thanks to the SWP for conducting a satisfaction survey, which showed that since changes to the service had been introduced the service had improved. Further thanks were expressed regarding the consideration of the crews particularly when operating in built up areas.

The Chairman thanked the representatives from Somerset Waste Partnership and May Gurney for attending and addressing the Committee's concerns.

The Managing Director for Somerset Waste Partnership asked that should members need anything to please let them know.

RESOLVED that the responses to concerns and issues regarding the waste and recycling service raised by the Scrutiny Committee be noted.

SC116 Verbal Update on Task and Finish Group Work

The Monitoring Officer provided an update in the absence of the Scrutiny and Performance Officer. He advised that the work of the Community Safety Task and Finish Group was progressing, with a meeting with appropriate outside partners having been arranged for 25 May 2012 and that a time would be confirmed in due course.

RESOLVED that the update be noted.

SC117 Scrutiny Committee Workplan Review

(Scrutiny Committee Workplan, circulated with the Agenda).

Councillor M Dewdney raised concerns about the recent changes to how Williton Hospital operated and asked that a progress update be requested from a member of the Primary Care Trust and scheduled.

RESOLVED (1) that the Report of the Fraud Task & Finish Group be moved to the meeting on 16 July 2012.

RESOLVED (2) that the Primary Care Trust be requested to provide an update on progress regarding the recent changes to how Williton Hospital operates to be available for the Scrutiny Committee at their meeting scheduled on 18 June 2012.

RESOLVED (2) that the Workplan be noted.

The meeting closed at 18.33 pm.

NOTES OF KEY DECISIONS

Note: The details given below are for information and internal use only and are not the formal record of the meeting

AGENDA ITEM	DECISION	CONTACT LEAD OFFICER
Forward Plan No. 1 (Agenda Item 5)	Agreed that, subject to the following amendment, Forward Plan No. 1 – July 2012 to July 2013 be approved: (1) Implementing Value for Money Strategy to be inserted for July 2012. (2) Budget Strategy Update to be inserted for July 2012. (3) Budget Strategy Communications Plan to be inserted for July 2012. (4) Hinkley Point C Section 106 Preliminary Works Governance Arrangements to be inserted for August 2012. (5) Review of Customer Access to be inserted for August 2012. (6) Review of Veolia Contract to be inserted for August 2012.	Corporate Director
Cabinet Action Plan (Agenda Item 6)	Agreed that CAB137 Corporate Asset Management Plan 2012-2015 be deleted as actioned.	Corporate Director
Cabinet Appointments to Outside Bodies (Agenda Item 7)	Agreed (1) that, subject to the following amendments, the Cabinet appointments for 2012/13 remain as those for 2011/12 – (1) ARTlife – replacing Councillor B Heywood appointed Deputy. (2) South West Councils Employers Panel – replacing Councillor T Taylor for Councillor C Morgan as the deputy. (3) Somerset Waste Partnership – replacing Councillor A H Trollope-Bellew for Councillor T Taylor as the Deputy. (4) Add - Local Action for Rural Communities (LARC), Councillor D Sanders (5) Add - Into Somerset (Inward Investment), Councillor D Sanders (6) Add - Exmoor Tourism Partnership, Councillor D Sanders.	Corporate Director
Somerset Nuclear Energy Group (SNEG) (Agenda Item 8)	Agreed that the Members appointed to serve on the Somerset Nuclear Energy Group (SNEG) for the municipal year 2012-2013 be as follows – Councillor T Taylor – Leader of Council Councillor C Morgan – Deputy Leader of Council Councillor D J Sanders – Lead Member for Regeneration and Economic Growth Councillor S Y Goss	Corporate Director

WEST SOMERSET COUNCIL

CABINET FORWARD PLAN - NUMBER 1 - OF KEY DECISIONS

Decision Matter	Portfolio Holder	CMT Member	Final Decision Maker	Likely Decision Dates
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 4	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	4 July 2012
Goviers Lane Crossing – seaward side disabled access	Resources & Central Support – Councillor K V Kravis	Group Manager – Environment and Community – Steve Watts	Cabinet	4 July 2012
Review of Financial Regulations [FR2]	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	4 July 2012 1 August 2012
Allocation of Section 106 funds held – Quarter 1	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	1 August 2012 19 September 2012
MTFP Update	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet	1 August 2012
Corporate Performance & Budget Monitoring Report 2012-13 – Quarter 1	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	5 September 2012
Allocation of Section 106 funds held – Quarter 2	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	7 November 2012 21 November 2012
Fees and Charges	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet	5 December 2012
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 2	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	5 December 2012
Allocation of Section 106 funds held – Quarter 3	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	9 January 2013 23 January 2013
Draft Capital Programme 2012-13 & Capital Strategy	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	9 January 2013 23 January 2013
Annual Budget & Council Tax Setting – 2013-14	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	6 February 2013 27 February 2013
Draft Corporate Plan for 2013-14	Leader of Council - Councillor T Taylor	Chief Executive – Adrian Dyer	Cabinet Council	6 February 2013 27 March 2013
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 3	Leader of Council – Councillor T Taylor Resources & Central Support –	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	6 March 2013

	Councillor K V Kravis			
Allocation of Section 106 funds held – Quarter 4	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	3 April 2013 24 April 2013
Cabinet Appointments on Outside Bodies	Leader of Council – Councillor T Taylor	Corporate Director – Bruce Lang	Cabinet	June 2013
Allocation of Section 106 funds held – Quarter 1	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	July 2013 September 2013
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 4	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	July 2013
Review of Financial Regulations [FR2]	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	July 2013 September 2013

Note (1) – Items in bold type are regular cyclical items.

Note (2) – All Consultation Implications are referred to in individual reports.

The Cabinet comprises the following: Councillors T Taylor, C Morgan, K V Kravis, S J Pugsley, D J Sanders, K H Turner and D J Westcott.

The Scrutiny Committee comprises: Councillors K J Ross, R Lillis, A M Chick, M J Chilcott, M O A Dewdney, G S Dowding, J Freeman, P N Grierson, and D D Ross.

REPORT NUMBER WSC 83/12

PRESENTED BY COUNCILLOR KATE KRAVIS – LEAD MEMBER FOR
RESOURCES AND CENTRAL SUPPORT

DATE 18TH JUNE 2012

FINANCE SYSTEM REVIEW – PROCUREMENT PROCESS

PURPOSE OF REPORT

1.1 The purpose of this report is to allow Members to review the procurement process to date in respect of the Finance Computer System.

RECOMMENDATIONS

2.1 That Scrutiny notes the progress undertaken to date and recommends suggestions to enhance the procurement process.

RISK ASSESSMENT

Description	Likelihood	Impact	Overall
The key risk is that the Council does not have a fit for purpose Finance Computer System going forward	Likely (3)	Major (3)	Medium (9)
<i>The mitigation for this will be the work undertaken by the officers to ensure that the appropriate system is procured.</i>	Unlikely (2)	Minor (2)	Low (4)

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

BACKGROUND INFORMATION

4.1. The Authority's current Finance System provides the following main modules:

- General Ledger – The Authority's accounting records. This ledger contains all the financial transactions of the Authority.
- Accounts Receivable (Debtors) - Money that is owed to the Authority by a customer for services provided. This is often treated as a current asset on a balance sheet. A specific sale or service is generally only treated as an account receivable after the customer is sent an invoice.
- Accounts Payable (Creditors) - Money owed by a business to its suppliers and shown on its Balance Sheet as a liability.
- Purchase Ordering - A purchase order (PO) is a document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller provides.

- Payroll – The financial record of an employee’s salary, wage, net pay and deductions.
- 4.2 The Authority have been with its’ current finance system software supplier since 2000, with the last formal review of the contract, taking place in 2008 following which it was decided to extend its’ then current arrangement for a further 3 years.
- 4.3 In light of this current review, further negotiations took place during the latter part of 2011-12 to enable the Authority to extend its’ arrangement for a further 12-month period. As part of the negotiations a saving of £15,000 was achieved in respect of the one-year extension. The annual budget was reduced to £55,000 accordingly.
- 4.4 The current process for investigating which system the Authority required both in terms of providing value for money as well as capability, commenced in March 2011.
- 4.5 An initial project team comprising of Kim Batchelor, Karen Penfold, Karen Wright, Nicki Maclean and Steve Plenty were charged with the task of reviewing the Finance System.
- 4.6 Agreed expectations included the following:
- Investigate all options for delivery of the system including outsourcing, partnership working and in-house provision
 - To scope the requirements of the Finance Team, Key Users and Budget Holders.
 - Ensure the systems deliver Value for Money.
- 4.7 The Authority was also aware of its’ current financial position and didn’t want to necessarily enter into a long-term arrangement, which could attract larger get-out clauses.

PROCESS TO DATE

- 4.8. Included as Appendix A, to this report, is a flow chart detailing the project stages that have been undertaken to date and the steps and timescales planned for the coming months. The first stage was to draft a project initiation document (Appendix B), which was then presented and approved by Corporate Management Team at the beginning of April 2011.
- 4.9. At the same time, a draft specification document of the system requirements was produced following discussions with the Finance Team and other service users. This is attached as Appendix C to this report.
- 4.10. From this potential suppliers were identified using knowledge of the typical systems used by local authorities.
- 4.11. The current provider was also invited to West Somerset to undertake a review of the system, with a view as to providing improvements/alternative ways of using the system currently in place at the Authority. A detailed piece of work was undertaken in relation to the Corporate Debtors/Recovery module, as well as a general overview of all the other modules used by West Somerset, for example, General Ledger, Purchase Ordering, Creditors Ledger and Payroll.

SUMMARY OF PROVIDERS

<p>Advanced Business Solutions (E-Financials) – formerly known as ‘Cedar’ (currently used by Mid-Devon and South Somerset District Councils and formerly used by Somerset County Council)</p>	<p>Supplier visited West Somerset to provide a system demonstration. Following this demonstration a site visit was arranged at Mid-Devon to view the system in use. At the same time discussions around the shared use of a system took place with Mid-Devon. Christchurch District Council / East Dorset District Council, who are entering into a shared service arrangement using E-Financials were also contacted at this time, as well as Exeter City Council who also use the E-Financials system.</p>
<p>Unit 4 (Agresso) – currently used by Mendip District Council</p>	<p>Unit 4 were contacted to provide a price in-line with the system specification document. The initial costings indicated that West Somerset would only be able to afford this system via a partnership arrangement. Unit 4 put forward the Go-Partnership (Cotswold, Cheltenham, Forest of Dean and West Oxfordshire district councils) as a potential option and a meeting then took place with representatives from the partnership. The meeting explored the possibility of sharing the use of the system and prices in respect of this were received, however it was very clear that West Somerset could not afford the system with or without partners.</p>
<p>Technology Services Group (SAGE)</p>	<p>SAGE have visited West Somerset on a couple of occasions, firstly to gain an understanding of what the Authority is looking for and secondly to provide a system demonstration to the Finance Team and members of the project group. Contact has also been made with Maldon District Council, one of only two identified Local Authorities who currently use the SAGE package.</p>
<p>CIVICA – currently used by Sedgemoor District Council</p>	<p>A site visit has been undertaken to view the system. This was facilitated by Sedgemoor District Council and following this visit Sedgemoor are in the process of providing West Somerset with a costing for shared use of the CIVICA system in line with the system specification document.</p>
<p>SAP – currently used by Somerset County Council and Taunton Deane Borough Council</p>	<p>The decision was taken early on that it would only be achievable (cost) via South West One, and currently there are uncertainties around the partnership itself that would not make it an option at this time.</p>
<p>Consilium Technologies (TASK) – West Somerset Council’s current system</p>	<p>TASK have carried out a review of West Somerset’s current system and have provided various costed options going forward. This includes both a hosted and in-house (i.e. the server is kept within the council offices) option. The review highlighted the fact that enhancements would need to be made to the current system going forward. Further contact has been made with colleagues at Warwick District Council in relation to the use and functionality of their system and we are currently awaiting feedback from them.</p>

WHERE ARE WE NOW?

- 4.12. A matrix analysis is being undertaken based on Cost, Performance and User Satisfaction.
- 4.13. It was determined that Advanced Business Solutions (E-Financials), Unit 4 (Agresso) and SAP could only be explored via partnership, mainly as outright purchase by the Council is likely to be prohibitively expensive based on initial meetings with providers. SAP, as detailed above, is currently viewed as out of the question as it is not deemed appropriate for the authority based on its complexity relative to the Council's operations, and both the GO Partnership (Agresso) and Mid Devon (E-Financials) have also said that it is not the correct time for them to be entering into a partnership arrangement with West Somerset.
- 4.14. More details are still required to complete the matrix analysis and associated risk assessment.
- 4.15. The Review Team will then present a report detailing its' findings to Corporate Management Team. This will then be presented to Cabinet.
- 4.16. Following the implementation of whatever option is chosen, there will be a review undertaken after six months of the effectiveness and functionality of the system against expectations.

5. FINANCIAL/RESOURCE IMPLICATIONS

- 5.1. The Council has recently updated its Value for Money Strategy, which is largely based on benchmarking of costs with other organisations. For 'small' district councils, benchmarking of finance services and IT support services could be extended to look at the costs and type of finance systems that are utilised. From the work undertaken so far it is apparent that few systems deliver all aspects of the specification (as shown in para' 4.1 above) and that costs incurred by most organisations are significant.
- 5.2. As identified above, the Council's present provider has assisted with the delivery of savings during 2011/12. The overall costs associated with procurement (see below) and any system conversion must be considered alongside the relative costs of system purchase.

6. SECTION 151 OFFICER COMMENTS

- 6.1. Councils have a duty to secure 'best value' in their spending, which is evidenced in the statutory 'value for money conclusion' issued by a council's auditors each year, following fieldwork. The Council presently does not have a qualified conclusion in place (i.e. it is delivering against that statutory duty).
- 6.2. The Council's Financial Regulations currently require a full tendering exercise to be undertaken on expenditure likely to exceed £50,000. Any waiving of standing orders requires approval by Full Council. In addition, European tendering requirements for public bodies are required for contracts exceeding c.£154,000 in total. This requirement cannot be waived but it is understood that partnering with another public body may offer exemptions to this requirement. There is much guidance and relevant case law and if it is required, a legal opinion from the Council's solicitor will be sought.
- 6.3. The project team, as part of its' work, is considering the application of framework agreements, which are essentially 'umbrella' contracts that have already been let under tendering rules, and apply to subsequent orders placed under that contract for the life of the agreement. These save the additional burden of 'full' procurement by a number of organisations for the same service and are promoted as an example of best practice, notably by the National Audit Office and Audit Commission in their "Review of collaborative procurement across the public sector" (May 2010).

6.4. The principles of the Council's current procurement strategy have been applied to this process and key principles applied throughout the process including:

- KP8 'To procure in collaboration where possible'
- KP16 'Staff will be consulted at all appropriate stages of a procurement process'

7. EQUALITY & DIVERSITY IMPLICATIONS

7.1. None directly in this report.

8. CRIME AND DISORDER IMPLICATIONS

8.1. None directly in this report.

9. CONSULTATION IMPLICATIONS

9.1. Finance Team, Internal Users, Other Authorities.

10. ASSET MANAGEMENT IMPLICATIONS

10.1. None directly in this report.

11. ENVIRONMENTAL IMPACT IMPLICATIONS

11.1. None directly in this report.

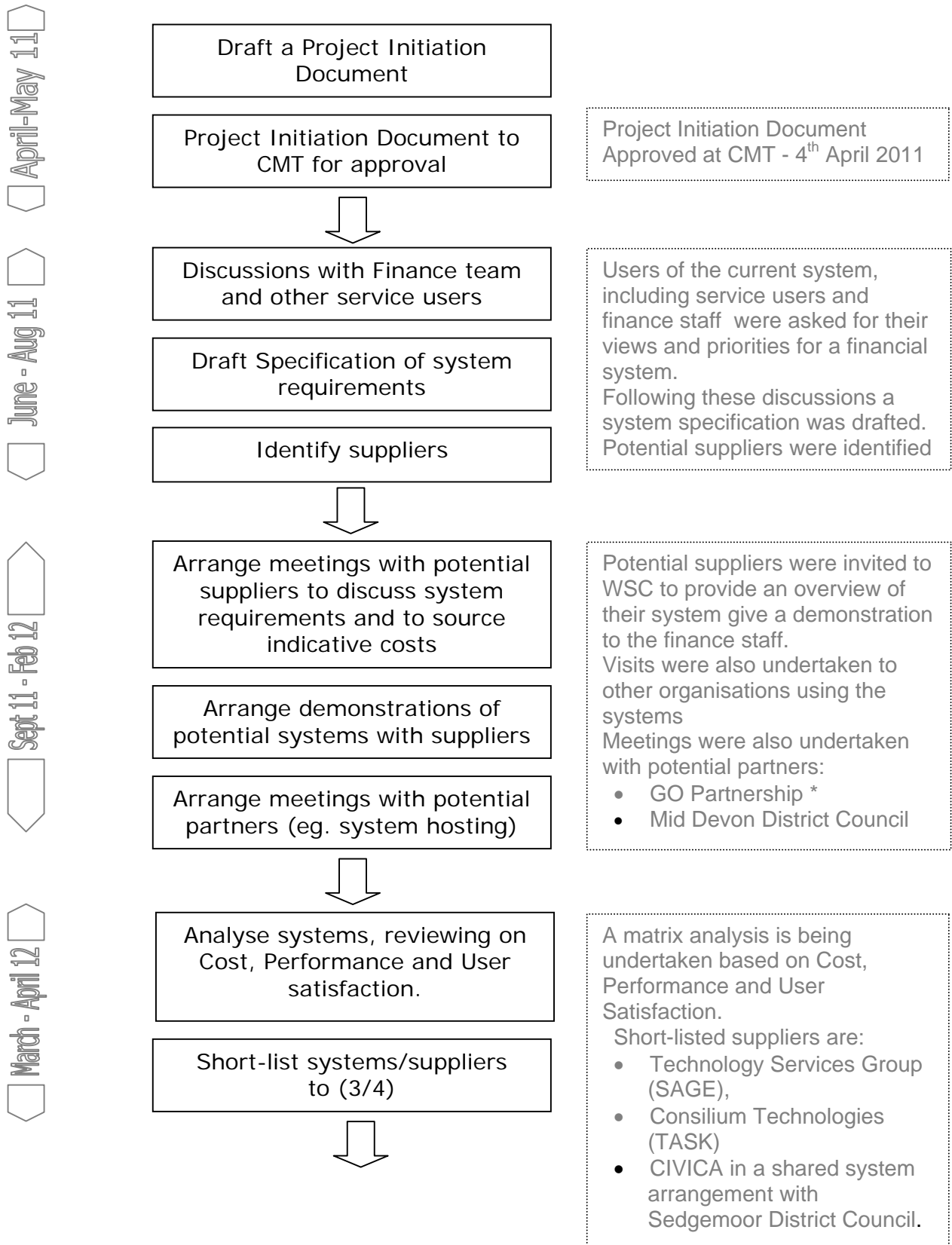
12. LEGAL IMPLICATIONS

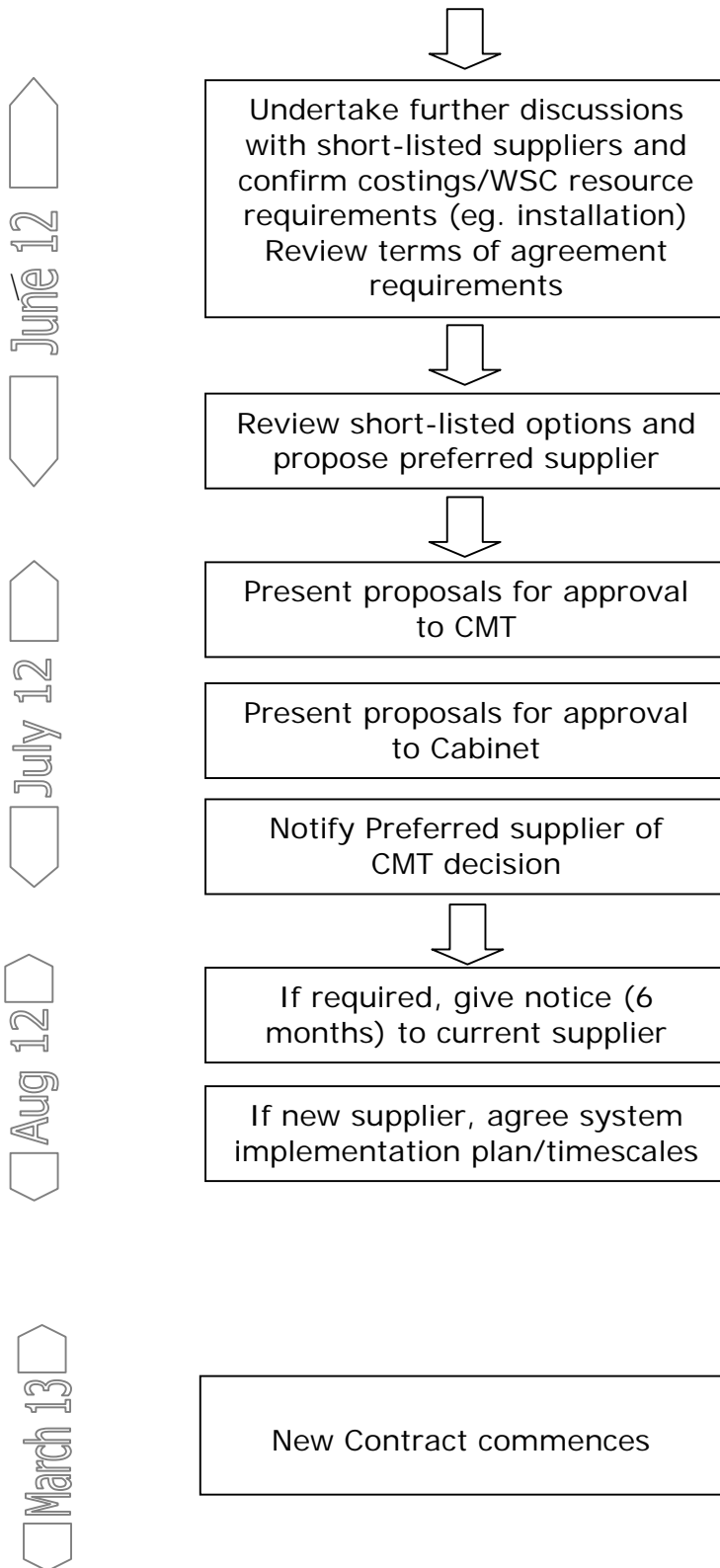
12.1. None directly in this report.

REPORT TO THE SCRUTINY COMMITTEE TO BE HELD ON 18TH JUNE 2012

CONTACT OFFICER: STEVE PLENTY, PRINCIPAL ACCOUNTANT
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FINANCE SYSTEM REVIEW - PROJECT STAGES





* GO Partnership comprises:
Cheltenham BC, West Oxfordshire DC, Cotswold DC & Forest of Dean DC



REVIEW OF FINANCIAL SYSTEM- Project Definition

APPENDIX B

A Project initiation document (PID) is the document that is used to define the scope of the project, what is included (also excluded), the resources required to deliver the project and the expected outputs.

The PID requires approval of CMT, to ensure that the scope reflects the project remit and that the resources required can be assigned to the project.

Service:	Finance Systems Service Review To be undertaken between April 2011 to August 2012
Team	Service Review Team: Karen Penfold, Kim Batchelor, Steve Plenty Karen Wright, Nicki Maclean
Agreed Expectations	Reviewing the Finance Systems to ensure: <ul style="list-style-type: none"> • Investigate all options for delivery of the system including outsourcing, partnership working and in-house provision • To scope the requirements of the Finance Team, Key users and Budget holders. • Ensure the systems delivery Value for Money. • Target saving of £10k on the current system costs for 2012-13.
Scope	To review the Finance Systems, covering the following: <ul style="list-style-type: none"> • Cost - Value for Money • Functionality • Identify training needs • Needs of the Finance Team, key users & budget holders
Why do we need to do a Service Review	To ensure that we are utilising Finance systems that meets the needs of the Finance Team, key users and budget holders. The systems needs to be efficient, effective and provide value for money.
Introduction	The team will look at Finance Systems as detailed above The key areas to be reviewed are: <ul style="list-style-type: none"> • To scope the needs of the Finance Team, key users and budget holders. General Ledger Payroll Debtors – Accounts Received Creditors – Accounts Payable Interfaces to other systems, BACS, Paris and W3CP Reports • Investigate options for outsourcing whole or in parts, eg.using external contractors for payroll • Investigate other finance systems that will meet the needs of the Finance Team, Key users and budget holders. • Utilising and coordination of partnership working. The review must also link into the other reviews taking place on use on purchase cards and cash handling.
CMT Comments	Noted: To avoid confusion the reviews be known as ‘Process Reviews’. That timescales to be included in PIDs.

FINANCE SYSTEM REVIEW – System specification
Produced in conjunction with the Finance Users – December 2011

	Essential Functionality/Requirements No particular order	Additional Functionality In order of priority
Overall	Easy & Quick log-in Good system Response times No or minimal Downtime Networking contacts with other system users	1. Asset Register - IFRS calculations - Integration
	Concurrent Licences Easy system set-up for administration/user security Good system support/recovery capabilities. Support Direct from system provider	2. Integration with Env.Health/Building Control systems (Northgate) into debtors
	Training Ability to utilise in-house skills Good user documentation	
	Need to know all the system costs 'up-front' including interfaces	
	Archiving of Old Information	
General Ledger	Income Management	1. Automated journals – templates for Car parking & general A/c
	Financial Statements	2. Automated upload of budgets
	Budget Virement automated (History-audit trail)	3. Temporary accommodation system (Abitas) interface
	Cash receipting system (Northgate) interface. Daily cash into general ledger	4. Budget modelling
	User-friendly Reports & budget enquiries. Good Reporting Tool.	5. Cashbook – bank reconciliation
	Commitment of monies spent when orders are placed	
Creditors	Purchase orders	1. Automated BACS run scheduled jobs.
	System that pays timely & according to payment terms	2. Automated PI's
	Emailing of remittances/purchase orders	2. Automated CIS payments
	Interface with C.Tax & NDR system (Northgate)	3. Bar codes on invoices – e-creditors
	Interface with the general ledger	4. E-creditors

	Easy access to scanned documents	5. Notification of payments made in the payment run.
	Single customer list (not separate for creditors & debtors)	6. E-purchasing
	Report/extract fro >£500 expenditures	
Debtors	Raise invoices	1. Email invoices in one-step
	Debtors-letter generation	2. Bar codes on documents – debtor invoices.
	Ability to set up periodic invoices	3. Paris (cash receipting) system interface. Total outstanding available in cash receipting output
	Implementing instalment plans	4. Paris (cash receipting) system – automated interface for debtor s cash.
	Monthly statement reports (customer requests)	5. In-house refunds
	Emailing reminder letters	
	Customer history eg. Invoices, debt recovery	
	Emailing debtor invoices	
	Archiving Of Old Records	
	Emailing statements	
Payroll	Calculate pay automatically (tax codes etc)	1. General ledger integration (budgets updated)
	Automated HMRC submission	2. P9 Tax code changes – download from HMRC (instead of manually)
	System has to be reliable, efficient & timely	3. Payroll – automated P45's
	Emailing of pay-slips	4. Emailing of P60's
	BACS submission	5. Upload of salary estimates from spreadsheet into payroll.
	Annual upgrade to coincide with new tax year etc.	

REPORT NUMBER WSC 77/12
 PRESENTED BY COUNCILLOR K J ROSS
 DATE SCRUTINY COMMITTEE 16TH JUNE 2012

Community Safety – Scrutiny Review – Final Report

1. PURPOSE OF REPORT

- 1.1. To advise members of Scrutiny Committee about the work of the Community Safety Task and finish group.
- 1.2. To make recommendations with regards to the work in order to secure improvements to the working arrangements in West Somerset.

2. RECOMMENDATIONS

- 2.1. The Council's representative on the Police Crime Panel should update the Scrutiny Committee later in 2012 or early 2013 on progress relating to the Panel and any issues that are of interest to the authority.
- 2.2. That the Safer Somerset Group review the governance arrangements relating to the delivery of the range of services under the auspices of the group. This review must ensure that this structure is simplified and made "fit for purpose".
- 2.3. As part of the review of the Safer Somerset Group, the provisions surrounding Anti Social Behaviour should be addressed and should be checked to ensure that they are delivering an efficient service. In the light of the proposed changes by the Government in this area of work.
- 2.4. That, in order to discharge it's scrutiny functions relating to community safety the local police inspector be invited to deliver an annual report, in partnership with the Council's relevant officers for consideration by the Scrutiny Committee.

3. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
Lack of clarity around elected Police Commissioners and their scrutiny	2	3	6
<i>Review by the Task and finish group and report back to council. Council receives reports and nominates an appropriate representative.</i>	1	2	2
That the structure and therefore commitments relating to the Safer Somerset group are excessive	3	4	12
<i>Review of governance and commitments be undertaken Resources are used in the most efficient way</i>	2	3	6
Ensuring that CCTV provision is effective and efficient in Minehead.	2	2	4
<i>Review system and its' operation</i>	1	1	1

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

4. BACKGROUND INFORMATION

- 4.1. Scrutiny Committee set up the Community Safety Task and Finish Group in 2011 with the following terms of reference:

To identify West Somerset Councils statutory duty in relation to community safety matters.

To receive an update from the Group Manager and subsequently to scrutinise in-depth all/any of the following:

- Elected Police Commissioners
- The Safer Somerset Group
- Countywide Community Safety Team
- Countywide CCTV provision
- Service achievements and performance over the last 12 months

To be updated on the existing scrutiny arrangements for Community Safety Partnerships and consider the effectiveness, and subsequently to scrutinise in depth any/all of the above.

Outcomes

Understand the service outcomes and performance in relation to Community Safety and identify where appropriate areas for improvement.

Make recommendations with regard to the future scrutiny of Community Safety Partnerships and crime and disorder matters.

Membership

Councillors Jon Freeman, Keith Ross, Paul Grierson, Doug Ross, Stuart Dowding

Officer Support: Ian Timms, Group Manager and Sam Rawle, Scrutiny & Performance Officer

- 4.2 The Group met on three occasions between October 2011 and January 2012 to consider the community safety responsibilities of the Council and the wider Community Safety Partnership framework existing in the county. During these meetings the issues around elected Police Commissioners, Countywide Community Safety Team and Countywide CCTV were discussed and conclusions drawn that these were issues that were either already in hand or were not matters the Group wished to explore at this stage. These are outlined in separate sections below. The Group did wish to make some appropriate recommendations in some cases and also decided to further explore the Safer Somerset Group and the Anti Social Behaviour processes that were in place with partners.
- 4.3 An interim report was made to the Safer Somerset Group on the 13th December 2011, to provide a flavour of the initial areas of discussion that the Task and Finish Group were exploring.
- 4.4 A report was submitted to the March meeting of Scrutiny Committee where it was agreed that further work be undertaken. Two further meetings of the Group have occurred since

that date to conclude the process. The second meeting with key partners was held on 25th May 2012, which included the Police Area Commander and the Chair of the Safer Somerset Group.

- 4.5 During this meeting the Task and Finish Group raised a number of queries in order to finalise their recommendations. These are laid out in the recommendations section of this report. The sections below describe the broad discussions and conclusions that relate to each of the areas set out in the Terms of Reference.

Elected Police Commissioners

- 4.6 During the review process, the proposals relating to Elected Police Commissioners became a reality. Elections will take place on 15th November 2012 for this role.
- 4.7 West Somerset Council is required to provide a representative for the Police and Crime Panel. This representation and the process for selecting it were fully described in report WSC16/12 that was discussed and agreed by Council on 25th January 2012.
- 4.8 Whilst members of the review group recognised this requirement, it was considered that there were very few recommendations that they could make beyond the proposals that were already in place.
- 4.9 However, once these provisions were settled, members felt that it would be appropriate to receive a further report from the Council's representative on the Panel. This is reflected in Recommendation 2.1.

The Safer Somerset Group

- 4.10 Members spent significant time on this important area of work. Initially an illustrative structure was produced which indicated the wide areas of work and the many groups involved either linked to or under the auspices of the Safer Somerset Group.
- 4.11 The arrangements in this area have evolved organically as government initiatives have been launched or arrangements have been reviewed to ensure that items of work are addressed. Members discussed the now defunct Local Area Agreement (LAA) and the countywide LSP and the varied arrangements across the county with regard to Community Safety Partnerships.
- 4.12 The current arrangements were the subject of the final meeting on 25th May with partners. The Chair of the Somerset Community Safety Partnerships advised that there were meetings being planned to review the governance arrangements and the associated working groups to redesign the whole area. This work will ensure that the whole structure and governance is "fit for purpose" going forwards over the next few years.
- 4.13 The members of the group felt strongly that the review needed to:
- Provide transparency and accountability to the public and each constituent partner organisation
 - Create a clear structure defining precise roles and transparent paths of accountability and responsibility
 - Eliminate waste and duplication of effort
 - Enable the provision of service to the community in a fair and consistent manner.

These statements informed recommendation 2.2.

Countywide Community Safety Team

- 4.14 Members clarified the arrangements around the Countywide Community Safety Team. They felt that the idea of pooling resources where appropriate was a good one. It was recognised that this was a way of working that meant work could be tackled together, efficiently and effectively. The Group Manager advised that quarterly meetings monitored this and that it was an ongoing process.
- 4.15 There were no issues of concern identified so no recommendations were forthcoming.

Countywide CCTV Review

- 4.16 This item was discussed at the first meeting of the Group. At that time the review had made no significant progress and that is still the case.
- 4.17 Members decided that it would, therefore, be more beneficial to look at the system operating in Minehead. The Group reviewed all the costs and looked at performance data relating to the system. This is run by a coordinator employed by the Council with a strong support network of police volunteers. The system is a good example of partnership working between Avon and Somerset Police, Minehead Town Council and this authority.
- 4.18 The performance data showed the good rate of success for evidence packages and therefore the potential link to making Minehead a low crime area. The Group reached the view that the system was providing good value for money. There were no specific recommendations that the Group made in this area of review but did recognise the successes in delivery of the system.

Service Achievements and Performance over the last 12 months

- 4.19 The Group reviewed a range of data and were keen to establish exactly what the authority had to do and what its' statutory duties were. It was explained that Community Safety encompasses a range of different activities aimed at enhancing the quality of life for the residents of and visitors to West Somerset. This is achieved through a range of partnership initiatives including the Council's statutory duties under Section 17 of the Crime and Disorder Act 1998.
- 4.20 The close working arrangements with the local police and other partners was discussed. In the final meeting of the Task and Finish Group the Police Area Commander for Somerset West expressed a view that the partnership working in the area was excellent and second to none. Those present at the meeting noted this view.
- 4.21 The Group had in it's earlier meetings explored issues around Anti Social Behaviour using examples from cases that they had been involved in as ward members. Concern was raised around procedures and the way that documents and letters were issued by partner agencies. The Group Manager advised that these procedures had been reviewed to ensure that future documentation was accurate and the same problem would not recur.
- 4.22 Members felt that dealing with Anti Social Behaviour was really important in West Somerset, particularly as an issue that caused a fear of crime. They therefore recommended that the processes be checked and the governance arrangements be reviewed. This will now be addressed as part of the wider review of arrangements countywide and the Government proposals to get rid of Anti Social Behaviour orders. This is encapsulated in Recommendation 2.3.

Future Scrutiny arrangements

- 4.23 As a footnote to the Terms of Reference, members identified the need to identify how they would scrutinise the function in future. It was recognised that this was a distinct and separate function to the rules laid down relating to scrutiny of elected Police Commissioners.
- 4.24 During their consideration of the issues, members discussed the most effective way to look at the range of services in this area. It was felt that an annual report similar to the scrutiny arrangements with Magna would be appropriate. It was suggested that the Local Police Inspector could lead this with support from the Community Safety Officer for the Council. This would need also to involve the Group Manager for Environment and Community who now has overall responsibility for this area of work.
- 4.25 The Group therefore recommended that the Local Police Inspector be invited to lead a report on an annual basis. This would enable the Council to fulfil its duty to scrutinise Community Safety Functions. This is captured in Recommendation 2.4.

5. FINANCIAL/RESOURCE IMPLICATIONS

- 5.1. The review examined the revenue budgets that the Council has committed to this area of work at an early part of the process.
- 5.2. It was concluded that the service, and particularly the CCTV provision in Minehead, represented Value For Money (VFM).
- 5.3. The Group explored issues around the Safer Somerset Group particularly relating to the resource demands around the structure. These strong concerns are reflected in Recommendation 2.1 above.

6. SECTION 151 OFFICER COMMENTS

- 6.1. None received.

7. EQUALITY & DIVERSITY IMPLICATIONS

- 7.1. This review recognised that the service is one that crosses through the range of council services. This is due to the nature of the duty relating to community safety described in section 8.
- 7.2. The issues relating to range of protected characteristics were debated with particular focus on the links to hate crime and domestic abuse. It was recognised that there were numerous areas that link to Community Safety. Members recognised the importance of all of these areas of work. This was reiterated during the final meeting of the Group by the external representatives.

8. CRIME AND DISORDER IMPLICATIONS

- 8.1. The Council has a statutory duty to deliver community safety services which is enshrined in legislation. This review examined that provision.

9. CONSULTATION IMPLICATIONS

- 9.1. There are no issues associated with this report.

10. ASSET MANAGEMENT IMPLICATIONS

10.1. There are no direct impacts on the Council's assets from this report.

11. ENVIRONMENTAL IMPACT IMPLICATIONS

11.1. No issues identified within the review process.

12. LEGAL IMPLICATIONS

12.1. The Council delivers its' statutory duties through the services that have been reviewed. In making recommendations the Task and Finish Group are seeking to ensure that these are delivered in the most efficient way.

12.2. Any future changes or proposals will need to ensure that the duties relating to this area are discharged.

REPORT TO A MEETING OF SCRUTINY COMMITTEE TO BE HELD ON 18TH JUNE 2012

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Our Ref KR/SR/hd
Your Ref
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Date 08 June 2012

Dear Jan

Referring to the very informative discussion we had on the 12th December, 2011, regarding changes at Williton Hospital, this issue was mentioned again at the last meeting of the Committee when it was agreed that the PCT be requested to provide an update on this matter.

In particular, the Committee would like to be updated on the progress made with the re-commissioning of Grace's Room and the overnight accommodation for the family of terminally ill patients and the re-positioning of existing facilities to allow out-patient activity to mutually co-exist.

If you could provide a written response in time for the next meeting by 7th June, this could be attached to the agenda for the meeting on the 18th June.

Best Wishes



Councillor Keith Ross, OBE
Chairman of Scrutiny
West Somerset Council

SCRUTINY COMMITTEE – 12- MONTH WORKPLAN – 2012/13

2012 9 May	18 June	16 July	20 August	17 September	22 October	19 November	17 December	2012 21 January	18 February	18 March
Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points
Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan
Waste Partnership & SORT IT + Scrutiny	Final Report of Community Safety Task & Finish Group					Magna – Annual Report		Draft Revenue & Capital Budgets 2012-13	Corporate Performance & Budget Monitoring 2011-12 – Quarter 3	
Verbal Update on Task & Finish Group Work	New Financial System	Corporate Performance & Budget Monitoring – 2010-11 – Quarter 4	Corporate Performance & Budget Report – Quarter 1 2011/12			Corporate Performance & Budget Monitoring 2011-12 – Quarter 2		Corporate Plan & Service Plans – 2012-2013		
	Visit to Greater Manchester Waste Treatment & Recycling Facility – Update	Updated Medium Term Financial Plan (MTFP) – 2012-2015	Veolia Service Level Agreement					Draft Capital Programme 2012-13 & Capital Strategy		
	Williton Hospital - Update	Fraud Task & Finish Group	Draft Localised Council Tax Benefit Scheme							
Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review

Task & Finish Group Work to be Scheduled:

- Out of Hours GP Provision

Meetings of Joint Waste Scrutiny Panel:

(WSC Reps, Cllrs, Freeman & Lillis)

26 July, 2pm – SCC

15 November, 2pm - SCC