



CABINET

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To: Councillors Barkley (Deputy Leader), Bokor, Harper-Davies, Mercer, Morgan (Leader), Poland, Rollings, Smidowicz, Taylor and Vardy (for attention)

All other members of the Council
(for information)

You are requested to attend the meeting of the Cabinet to be held in The Preston Room, Woodgate Chambers, Woodgate, Loughborough on Thursday, 18th October 2018 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

5th October 2018

AGENDA

9. REVENUES AND BENEFITS SERVICE - FUTURE OPTIONS 3 - 4

A report of the Head of Customer Experience to consider options for the delivery of the Revenues and Benefits Service post 2020 (when the current outsourcing contract comes to an end).

Key Decision

10. FUTURE CEMETERY PROVISION FOR LOUGHBOROUGH 5 - 6

A report of the Head of Cleansing and Open Spaces to further consider options for a new cemetery site for Loughborough.

Key Decision

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Report of the Overview Scrutiny Group

ITEM 9 REVENUES AND BENEFITS SERVICE – FUTURE OPTIONS

Purpose of Report

To consider the comments and recommendations of the Overview Scrutiny Group in relation to the delivery of the Revenues and Benefits Service post 2020 when the current outsourcing contract comes to an end.

Recommendation of the Overview Scrutiny Group

That the Cabinet be informed that the Group supports the recommendations as set out in the report of the Head of Customer Experience.

Reason

Having considered the report and asked questions of the Lead Member for Performance of Major Contracts and the Strategic Director of Corporate Services on the matter, the Group concluded that it would be appropriate for the Cabinet to approve the recommendations set out in the report.

Meeting Discussion

Following questions from the Group, the Lead Member for Performance of Major Contracts and the Strategic Director of Corporate Services provided the following responses:

- (i) The option of bringing the service back in house would require a significant amount of work and investment. An IT hosting solution would need to be procured whereas Capita already had systems in place and had the resilience in their team to ensure the continuity of the service.
- (ii) The option to join the shared services scheme was discussed and the Group was advised that there was some work to do in understanding the service level agreements in place and the existing agreements between the Councils.
- (iii) Risk and resilience were considered the most important considerations when looking at the future of the service. A larger, shared arrangement was considered the preferred option as that offered flexibility and better opportunities for managing risks and provided a resilient basis for the service delivery.
- (iv) Capita was noted to have made genuine efforts to improve their performance recently and the hope was that would continue. Extending the current contract was perceived to be the lowest risk option which was considered preferable. There was an option to extend the contract for up to 5 years but the shorter period would also be feasible.

- (v) Capita's financial position had improved as they had consolidated some of their assets and raised capital to help the business keep running. Their position was now considered stable. There was also a contingency plan in place as there was for all major contracts to ensure business continuity should the existing contractor become unable to provide the service.
- (vi) The Council would be piloting a flexible working scheme that included home working and would look at the security measures in place to protect data sharing. It was expected that the shared service partnership already had a system in place to meet security requirements and the new General Data Protection Regulations (GDPR).

Policy Justification and Previous Decisions

Scrutiny Committee Procedure 11.12 sets out the procedure by which a report of a scrutiny committee should be considered by the Cabinet.

Implementation Timetable including Future Decisions and Scrutiny

The information on this in the Cabinet report is not affected by the recommendation of the Overview Scrutiny Group.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no further financial implications associated with the recommendation of the Overview Scrutiny Group.

Risk Management

There are no specific risks associated with the recommendation of the Overview Scrutiny Group.

Key Decision:	Yes
Background Paper:	Overview Scrutiny Group Minute 22 2018/19, 15th October 2018
Officer to contact:	Nadia Ansari, Democratic Services Officer, (01509) 634502, nadia.ansari@charnwood.gov.uk

CABINET – 18TH OCTOBER 2018

Report of the Overview Scrutiny Group

ITEM 10 FUTURE CEMETERY PROVISION FOR LOUGHBOROUGH

Purpose of Report

To consider the comments and recommendations of the Overview Scrutiny Group in relation to the further site appraisals undertaken at Council owned land regarding the potential development of a new cemetery site as per recommendations from Cabinet.

Recommendation of the Overview Scrutiny Group

That the Cabinet be informed that the Group supports the recommendations as set out in the report of the Head of Cleansing and Open Spaces.

Reason

Having considered the report and asked questions of the Lead Member for Loughborough, the Strategic Director for Neighbourhoods and Community Wellbeing and the Head of Cleansing and Open Spaces on the matter, the Group concluded that it would be appropriate for the Cabinet to approve the recommendations set out in the report.

Meeting Discussion

Following questions from the Group, the Lead Member for Performance of Major Contracts, the Strategic Director for Neighbourhoods and Community Wellbeing and the Head of Cleansing and Open Spaces provided the following responses:

- (i) All the three sites proposed were considered suitable options but Allendale Road was chosen as the preferred site previously as it was the easiest site to bring into action as well as its good location and proximity to the town centre.
- (ii) The Nanpantan site was subsequently chosen as the preferred site due to a number of factors: the strong public support received, the capacity available, good public transport links and not being overlooked. The longevity of the site was referred to as making the site the most viable. The Nanpantan ground could offer more than 200 years capacity. This was considered to be the preferable option rather than choosing a smaller site and looking for another one in a relatively short space of time.

Policy Justification and Previous Decisions

Scrutiny Committee Procedure 11.12 sets out the procedure by which a report of a scrutiny committee should be considered by the Cabinet.

Implementation Timetable including Future Decisions and Scrutiny

The information on this in the Cabinet report is not affected by the recommendation of the Overview Scrutiny Group.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no further financial implications associated with the recommendation of the Overview Scrutiny Group.

Risk Management

There are no specific risks associated with the recommendation of the Overview Scrutiny Group.

Key Decision:	Yes
Background Paper:	Overview Scrutiny Group Minute 22 2018/19, 15th October 2018
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