

<p style="text-align: center;"><u>MEETING</u></p> <p style="text-align: center;">FINANCIAL PERFORMANCE AND CONTRACTS COMMITTEE</p>		
<p style="text-align: center;"><u>DATE AND TIME</u></p> <p style="text-align: center;">MONDAY 14TH MARCH, 2022</p> <p style="text-align: center;">AT 7.00 PM</p>		
<p style="text-align: center;"><u>VENUE</u></p> <p style="text-align: center;">HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BG</p>		

Dear Councillors,

Please find enclosed the responses to the Public Questions.

Item No	Title of Report	Pages
5	PUBLIC QUESTIONS AND COMMENTS (IF ANY)	3 - 6

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Public Question(s)

Question	Agenda Item	Raised by	Question Raised	Answer
1	8	Mr Roger Tichborne	<p>Point 2.2 - The report states "The remaining service is predominantly Planning and Building Control, where the level of income that can be achieved is primarily demand-driven, as the volume of service is dependent on the level of development within the borough, rather than any activities that Capita can influence. This means that the Income Guarantee is no longer a relevant mechanism to the council."</p> <p>This statement is contradictory. It states that an income guarantee was in place for an area where Capita could not influence the income levels. It states that because of this the Income Guarantee is 'no longer a relevant mechanism'. This is clearly misleading. The situation has not changed. Please clarify in plain English, what this means in financial terms to Barnet Taxpayers.</p>	<p>The Income Guarantee has succeeded in delivering an increase in income of c.£5m per annum across all of the services provided through the RE contract. Some of this increased income has come through growth in demand for services like Planning and Building Control, but other elements have come through Capita's ability to sell additional services. The return of services such as Highways, Regeneration and Regulatory Services significantly reduces Capita's ability to influence the level of income that can be achieved.</p> <p>As stated in the report, the council (and by extension, Barnet taxpayers) has benefited significantly from the Guarantee over the last eight years. This cannot be expected to continue in its current form, hence the need to explore alternative mechanisms that provide a fair and realistic balance of risk and reward to both the council and Capita.</p>
2	9	Mr Roger Tichborne	<p>Point 3.8 - There is clearly an issue with food hygiene inspections, with three categories showing as RED on the RAG status.</p> <p>Should the public be concerned, has the</p>	<p>A number of KPIs are showing as red or likely to fail due to the backlog of food inspections. The backlog of inspections was created as a result of government restrictions during the response to covid-19. As usual, the food team carry out all</p>

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			council sought to establish whether there has been any noted increase in illness locally as a result and are the council planning to advise the public as to any health risks	<p>inspections according to their risk rating, prioritising the highest risk premises. This means that the team are on top of high risk premises inspections. The backlog is comprised of only lower risk premises. A project and additional resources has been in place since November 2021 to clear the backlog. At the outset of the project there were 982 overdue inspections; currently there are 808 outstanding inspections which have been completed (leaving 174 outstanding inspection to be completed). It is anticipated that the backlog will be cleared by July 2022.</p> <p>The number of food poisoning incidents has not changed in the last 2 years. Although the team remain vigilant and respond quickly this type of complaint there is no evidence of an elevated risk at this time. All food outlets are given a rating which can be viewed on the intranet https://ratings.food.gov.uk/</p>
3	8	Mr John Dix	Re's latest accounts published in September 2021 states "The most recent financial statement of Capita plc include material uncertainties that may cast significant doubt on its ability to continue as a going concern... and in turn the company's (Re) ability to continue as a going concern." As part of this contract review, can you confirm that you will also be looking at the	<p>As stated in the update report presented to this Committee on 7th October 2021 (copy of report here) discussions are continuing on the future of the joint venture and recommendations will be made to this Committee in due course.</p> <p>https://barnet.moderngov.co.uk/documents/s66834/FPC%20Contracts%20Review%20Report%2007-10.pdf</p>

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			fundamental structure of the relationship Capita and discussing whether a continuing the Re JV properly reflects the best interests and security of Barnet residents.	
4	9	Mr John Dix	At 2.11 the report states that “Despite the number of calls that do reach an advisor and the reduction in abandoned calls, there remains an often-reported concern that “you can never get through to a person”. Work is underway to assess the true picture of lost or abandoned calls, including the extent to which those answered by automation have resolved the caller’s enquiry”. Given that you stopped publishing the raw telephony data in 2019 and that we are 9 years into this contract why have you still not bottomed out the true picture of lost or abandoned calls.	<p>Significant efforts have been made throughout the term of the contract to improve customers’ experience of contacting the council, whether through the website or by telephone. We know that the vast majority of calls are answered by an advisor and that, for those, complaints are extremely low. However, we also know from the feedback received that some customers struggle to get through. It is that aspect that we are now concentrating our efforts on, to analyse and improve, as it is extremely difficult to identify such calls.</p> <p>We always welcome specific examples of customer’s experience to help that improvement process. These should be sent to the council’s director of commercial and customer services deborah.hinde@barnet.gov.uk</p> <p>All Customer Service data is now published on the council’s website at Customer Services Performance – Barnet Open Data and is updated regularly.</p>

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5	11	Mr John Dix	Given the cost of the Brent Cross West station continues to rise, what is the funding gap that Barnet will need to meet through borrowing and by the time the station opens how many new flats/square metres of office space, will be occupied.	<p>It is not anticipated that any borrowing will be required to complete the station. Increases in Anticipated final Cost (AfC) will be met through the delivery of programme efficiencies, by recovering costs from third parties, and by making use of funding elsewhere in the programme.</p> <p>The station construction is expected to complete in late 2022, which is early on in the overall scheme, in order to prime the wider development. By this time we expect there will be seven blocks under construction covering residential (approximately 2,000 units) and office uses. Passenger numbers through the station from the wider area are being actively modelled so that costs and revenues associated with station operations can be effectively understood and managed from opening.</p>