

Question Number	Item Number	Raised By	Question	Answer
1	Item 10	Theresa Musgrove	<p>In regard to the Summary, and Contract Management:</p> <p>Recently resident John Dix made the following comment:</p> <p>"December supplier payments are out and Christmas clearly was a season to be merry. Capita billed £18,264,588.36 in December on both the Re and CSG contracts. That brings their running total for the financial year to £61.26 million, £10 million more than the whole of 2014/15 and a total of £168.3 million since the start of the contract two and a half years ago. While certain Councillors keep repeating the mantra "Capita are saving money" I keep asking them to show me the evidence because the amount of money we are paying seems immense compared to the core contract value".</p> <p>It seems to me that already spending £168 million, in only two and a half years of a 10 year contract meant to save £126 million means that a 'saving' of £126 million, over ten years will have to be set against projected expenditure of £672 million?</p> <p>Where are the savings?</p>	<p>Payments to Capita, in this financial year, have been made in respect of:</p> <ul style="list-style-type: none"> <li>- Core contract (provision of services transferring to Capita);</li> <li>- Gainshare on savings achieved on procurement, achieving reductions in single person discounts and increasing council tax income;</li> <li>- Contractual adjustments in relation to inflation; and</li> <li>- Project spend.</li> </ul> <p>Payments made in relation to transformation at the beginning of the contract can and have been recognised in the accounts over the life of the contract.</p> <p>Spend on projects is made up of capital projects and transformation projects. Delivery of the outcomes set through the corporate plan and the savings required by the medium term financial strategy will continue to be achieved by the transformation programme.</p> <p>Savings have been delivered in respect of these services and this is detailed in appendix K.</p>

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2	Item 10	Theresa Musgrove	<p>In reference to the Summary and Customer Satisfaction, it is stated that Customer Satisfaction is still below the 80 % target, with clear failings such as in customer satisfaction for webforms – about which we learn "transactions available on the website - has also improved, to 56% (the best recorded to date) and work continues to drive this higher".</p> <p>Clearly 56% satisfaction at this stage is simply not acceptable: how much longer must residents put up with such a poor standard of service, and when will the committee hold Capita to account for its failings in regard to this and the generally poor performance standard affecting the 'customer experience'?</p>	<p>In the first quarter of the CSG contract (Q3 2013/14) satisfaction with webforms was 40%. In the last quarter, it stood at 56%.</p> <p>The Council aims to continue to improve the satisfaction ratings for webforms, as well as the website as a whole. This is a key priority, and Appendix A contains a set of actions that are underway to achieve this. A further report on the steps taken to improve the website and online experience will also be reported to Performance and Contract Management Committee in May.</p> <p>The draft Customer Access Strategy approved by the Policy and Resources Committee in December sets out some more substantial enhancements to make our website better for our customers, and we will bring a business case for this strategy back to Policy and Resource Committee later this year.</p> <p>Improving the website and satisfaction with the website is a key priority, and we will propose a new target in the 2016/17 Corporate Plan for improving. The best performing councils currently achieve web satisfaction ratings of between 55-60%. This shows the council still has a gap to bridge and this is a priority area for improvement.</p>

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3	Item 10	Theresa Musgrove	<p>In regard to Item 1.36 and Risk: in reference to a high risk of homelessness, it would appear that the mitigations suggested are the equivalent of putting a sticking plaster on a gaping, self-inflicted wound. Should you not acknowledge that the council's policy of putting developers' interests before those of residents, as in the case of West Hendon and Sweets Way, is responsible for an increase in homelessness, and there needs to be a radical change in policy rather than a half-hearted effort to pick up the pieces that are the result of current practice? Please give more detail about these measures, and explain to what extent they are expected to minimise levels of homelessness.</p>	<p>The Council's new Housing Strategy sets out how our ambitious plans for growth and regeneration will ensure that we meet the challenge of providing enough homes for a rising population, whilst ensuring that Barnet continues to be a great place to work and live. Thousands of new houses and flats, including significant numbers of affordable homes, will be built in our growth areas; Colindale, Mill Hill and Brent Cross/Cricklewood, and our largest council estates will be rebuilt providing more and better quality homes.</p> <p>We are also embarking on a programme of building hundreds of new homes on our own land for sale and for rent. Three new council homes were completed a few weeks ago with a further 37 nearing completion, and the Council has set Barnet Homes a target to build another 500 affordable homes for rent in the borough over the next five years. In addition, we are working with Re to develop other council owned sites for a mixture of housing for sale and for rent, of which 40% will be affordable; the first tranche of these will provide nearly 300 homes.</p> <p>In total, we expect 26,000 new homes to be built in Barnet over the next 15 years.</p> <p>Specific measures that will help reduce homelessness over the coming financial year are:</p>

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				<ul style="list-style-type: none"> <li>•Increasing homelessness prevention – 2 additional Tenancy Sustainment Officers will be recruited to help prevent homelessness for an extra 100 households in 2016/17, through either helping residents remain in their current homes, or to access affordable accommodation</li>   <li>•Increasing access to the private rented sector – Additional staff recruited in the Let2Barnet service to help source more affordable private sector accommodation to be made available to homeless households. This will help provide affordable accommodation for an extra 100 households in 2016/17</li>   <li>•Increasing affordable supply funding made available to help with relocation costs, to help an extra 50 households moving to affordable locations outside Barnet</li> </ul> <p>These measures will help to reduce the need for temporary accommodation by providing sustainable housing solutions and offering a better, more affordable alternative for household at risk of homelessness. These measures are expected to result in further prevention of homelessness in 2016/17 (900) and increasing supply in the private rented sector (500 direct lets in 2016/17).</p>