



St Edmundsbury  
BOROUGH COUNCIL

# D273

## Cabinet 13 February 2013

### Report of the Overview and Scrutiny Committee: Final Report of the Anglia Revenues Partnership Task and Finish Group (Feb13/11)

1. This scrutiny review was conducted with the following Terms of Reference: *'the review should assess the extent to which the first year of the Council's membership of the Anglia Revenues Partnership has delivered against the financial and operational aims of the business case that was developed, and supported the decision of St Edmundsbury Borough Council to join the partnership and in doing so assess the impact on stakeholders of that decision'.*
2. The Committee considered the key findings of the review, which were that:
  - (i) financial savings had been realised and exceeded in year one;
  - (ii) service performance was generally running to planned targets;
  - (iii) there was scope for an improvement in written communications from ARP to its customers; and
  - (iv) staff morale could be improved.
3. The recommendations of the Committee were made as a result of the analysis of a number of pieces of evidence including financial reports; operational performance reports; results of a customer survey; and staff survey findings.
4. The Committee made a minor amendment to the wording of one of the recommendations set out in the Task and Finish Group's report, and **RECOMMENDS that:**
  - (a) future shared service arrangements continue, like the Anglia Revenues Partnership, to be based upon business cases with clear opportunities for cost savings to be realised;**
  - (b) the savings realised by joining the Anglia Revenues Partnership be continually monitored and opportunities for further savings explored;**
  - (c) in any future shared service arrangements where members of staff are brought together from different employing**

**authorities, efforts be taken to establish standardised terms and conditions;**

- (d) issues identified through staff surveys be addressed with action plans put in place, and progress against actions regularly reviewed;**
- (e) customer satisfaction surveys be undertaken at least annually, to complement operational key performance indicators and generate a greater depth of understanding regarding service performance;**
- (f) areas for improvement arising from customer satisfaction surveys be acted upon and used to drive performance;**
- (g) letters sent to customers be improved to provide 'Plain English' explanations in addition to any wording required as a result of legislation, and clearly showing at the beginning of each letter the amount owed by the customer or the amount due in the case of a benefit award; and**
- (h) new or amended governance arrangements be explored and introduced should the partnership be expanded further.**

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