**INFORMATION REQUESTED: OVERVIEW AND SCRUTINY COMMISSION
MEETING – 19 NOVEMBER 2015**

Agenda Item	Information Requested	Response
7. Customer Contact	To provide a summary of the safeguards for people making payments via the Council's website	Customers' card details are directly processed by the Payment Management Division of Capita Software Services, a leading provider of secure online payment services to local government, and are not collected nor accessible by the Council. All online card payments are protected by a Secure Socket Layer (SSL) with an encryption key length of 128 bits, which is the highest level commercially available. Capita Software Services' online payment management solutions are independently and rigorously security assessed, and are certified by Visa and MasterCard as a Payment Card Industry Data Security Standard (PCI DSS) Level 1 payment processor.
8. Quarterly Service Report – Corporate Services Department	To confirm arrangements for informing Members about schools becoming academies.	The Director, Children, Young People & Learning has advised that, in future, if a school becomes an academy officers will circulate a note advising Members of the situation at the point of conversion.