

Deputy Leader

**Venue: Town Hall, Moorgate
Street, Rotherham. S60
2TH**

Date: Monday, 6 February 2012

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Minutes of the Previous Meeting held on 9th January, 2012 (herewith). (Pages 1 - 2)
4. RBT Performance Report for December 2011 (herewith) (Pages 3 - 14)
5. Cabinet Reports (Directors to report).
6. Members' Issues (Directors to report).
7. Date and Time of the Next Meeting - Monday, 5th March, 2012 at 9.30 a.m.

DEPUTY LEADER
Monday, 9th January, 2012

Present:- Councillor Akhtar (in the Chair) along with Councillor Sims.

An apology for absence was received from Councillor Gosling.

N27. MINUTES

Resolved:- That the minutes of the meeting held on 21st November, 2011 be approved as a correct record.

Reference was made to Minute N23 (Proposed Changes to the Local Government Pension Scheme) where it was noted that the Government had submitted further proposals and changes to prevent further industrial action. These proposals were subject to consultation and had not been accepted by all public sector Trades Unions.

N28. CABINET REPORTS

Reports to the Cabinet Meeting on 18th January, 2012, were noted.

N29. MEMBERS' ISSUES

Members were provided with information on service delivery and staffing issues primarily:-

- (a) Human Resources had issued statutory HR1 notices for up to 200 job losses in the next financial year. Trades Unions had been informed and were currently being consulted.
- (b) Consultation was also taking place regarding the temporary changes to terms and conditions of employment which had been necessary last year and to determine what further steps might have to be necessary to help bridge the continuing budget gap.
- (c) Letters had been issued to staff regarding the ending of their formal secondment agreement to enable the reintegration of RBT staff back to the Council by 31st January, 2012. Bespoke information was available on the Council Intranet and discussions would be taking place on the transitional arrangements and future managerial responsibilities.
- (d) In terms of the shared services with Doncaster for transactional HR and Payroll activities, the proposal had been positively received by the Executive Board in Doncaster and would be considered further by their Cabinet at its meeting on the 18th January, 2012.
- (e) The plans to introduce Public Health back into Local Authorities by April, 2013 was progressing and Rotherham had been encouraged by Regional colleagues to commence discussions to help prepare for 'shadow' arrangements to commence in advance of formal regulations coming into effect.

- (f) Discussions were taking place with representatives from the Transport Executive to undertake a "Critical Friend Analysis" of their staffing structures and financial management practices to ascertain if any potential opportunities could be identified for their consideration.
- (g) Once services were located and operational from Riverside House, it was proposed that the current practice of a Christmas closure would have to be reviewed. Discussions would be taking place with Trade Unions to set out the proposals and then to communicate to employees.
- (h) A brief update was provided with regard to progress in relation to the Budget 2012/13.

Resolved:- That the information and actions being taken be noted.

N30. RBT PERFORMANCE REPORT OCTOBER AND NOVEMBER, 2011

Sarah McCall, Contracting Officer, Commissioning, Policy and Performance, presented the report which summarised RBT's performance against contractual measures and key service delivery issues for October and November, 2011 across the areas of:-

- Customer Access.
- Human Resources and Payroll.
- ICT.
- Procurement.
- Revenues and Benefits.

Full details of performance against operational measures for October and November, 2011 for all workstreams were set out in detail as part of the report and further explanations provided on various matters.

Discussion ensued on the transitional arrangements for staff whilst maintaining service delivery, targets relating to the payment of invoices and the popularity of the payment channels on offer.

Resolved:- That RBT's performance against contractual measures be noted.

N31. DATE AND TIME OF THE NEXT MEETING

Resolved:- That a further meeting be held on Monday, 6th February, 2012 at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader's Meeting
2.	Date:	6th February 2012
3.	Title:	RBT Performance Report for December 2011
4.	Directorate:	Resources

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for December 2011 across the areas of:

- Customer Access
- Human Resources & Payroll
- ICT
- Procurement
- Revenues & Benefits

6. Recommendations

Members are asked to:

- Note RBT's performance against contractual measures.

7. Proposals and Details

Full details of performance against operational measures for December 2011 for all workstreams are attached at Appendix A.

7.1 Customer Access

7.1.1 *Overall Performance*

All Customer Access operational measures were achieved according to their contractual targets during December 2011.

7.1.2 *Contact Centre*

The Contact Centre successfully provided cover for the Emergency Repairs Service over the Christmas closedown period.

Following meetings with Neighbourhood and Adult Services it has been agreed to introduce a formal process to follow in the event of adverse weather conditions. The starting point of the process will be within the Contact Centre following an increase in calls relating to a specific event, this will be escalated up through contacts within the process to start various levels of response from the Client and contractors.

7.1.3 *Registration Service*

Legislation permitting the registration of civil partnerships in places of Religious Worship is now in force and will require churches to apply to the Local Authority for a licence in the way that existing approved venues do and the service is liaising with the Licensing Team regarding procedures. As there will be a requirement for a Civil Partnership Registrar to register the civil partnership a member of the church can apply to become a Civil Partnership Registrar but if they chose not to do so a Registrar from the service will need to attend to perform this function.

7.1.4 *Riverside House*

Good progress is being made to ensure that the Customer Service Centre is ready to open to the public from 20th February 2012. ICT fit out will begin at the end of January, staff training is underway and full system testing will take place at the beginning of February. A formal public communication programme has been developed.

7.1.5 *Consolidation of Services*

Planning, drainage and electoral search requests have been integrated into Customer Services. Work is now underway to integrate Blue Badge administration and this is expected to take place from 20th February 2012. Blue Badge Online processes have been developed, enabling customers to apply and renew badges from their own home. Front facing licensing queries will be consolidated into the Customer Services network following completion of the service's move to Maltby Leisure and Service Centre from 6th February 2012.

7.1.6 *Welfare Rights and Money Advice Review*

Cabinet approved the principles of a proposed review and restructure of the Welfare Rights and Money Advice Review in 2011. This activity was placed on hold until the successful early completion of the RBT contract. Work will begin to consult and complete this review in March 2012.

7.2 Human Resources and Payroll (HR&P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during December 2011.

7.2.2 *Payroll*

Around 65% of the strike registers were submitted following the day of action on 30th November and were processed for December pay. The December pay day queries indicated some strike registers had been completed incorrectly, therefore adjustments will take place to either reverse the deduction or amend for processing in January along with returns that missed the December deadline.

Early payrolls due to the Christmas and New Year holidays went ahead as planned.

7.2.3 *Current/Upcoming Projects*

Prior to Christmas St Albans School, Wickersley notified of their intention to transfer their HR and Payroll service to RMBC. Work will progress in the New Year with the school and Schools First to ensure a smooth transfer of employee records.

Letters were distributed to all RBT employees notifying them of the end of secondment on 31st January 2012.

The annual leave entitlements and new annual leave sheets will be uploaded to Yourself and the intranet respectively.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in December 2011.

7.3.2 *ICT Cover During Christmas Close Down*

ICT staff provided support to a variety of RMBC departments during the Christmas close down. There were no notable incidents and the ICT service was maintained throughout the period.

7.3.3 *Electronic Document and Records Management System Training Environment*

The training environment for the Council's new Wisdom EDRMS is now live. The training environment is hosted in our Riverside Data Centre and will be used to familiarise staff with Wisdom in advance of the go-live of the 'live' environment (which is being hosted in the vendor's own data centre).

7.3.4 *Hard Drive Encryption*

Hard drive encryption is one of the projects listed in the 2011-2015 RMBC ICT Strategy which was approved by Cabinet in July 2011. Encryption is a security feature that scrambles stored or transmitted data and also protects the data on our H:\ drives. A mechanism to encrypt our computer hard drives has been identified and tested. Encryption is being rolled out to the users of the most sensitive data first with the rest of our 4000 machines being encrypted by early February.

7.3.5 *RBT Handover Activities*

The ICT service is currently assisting with tasks relating to the successful early completion of the RBT contract. Colleagues from RBT, BT and RMBC are working together to ensure the smooth transition of the ICT service to RMBC management (which is planned to happen on 1st February 2012). A full and detailed asset list for transfer has been agreed and we have successfully handed over any projects which will be 'in flight' at the time of the transition. The secondees returning to the Council are experienced, skilled and motivated and we are well positioned to deliver an excellent ICT service for the Council and its partners.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in December 2011.

7.4.2 *Payment of Invoices*

Performance against former BVPI8, payment of undisputed invoices within 30 days, achieved 95.70% in December, giving a year to date position of 94.54%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of November	Savings year to date (11-12)	Estimated Savings to year end (11-12)	Addressable Spend in December	Addressable Spend Year to Date (11-12)
£228,187	£2.367m	£2.973m	£1.446m	£14.580m

7.5 Revenues and Benefits

7.5.1 *Council Tax*

As at the end of December 2011 the Council Tax Collection rate stood at 82.9%, which is the same figure as the same point in 2010-11. The year-end target is for RBT to achieve a Council Tax Collection Rate which places Rotherham in the upper performance quartile for Metropolitan District Councils, with a minimum collection level of 97% regardless of quartile position.

The following table illustrates recovery action taken in the year to date compared with the same point in 2010-11:

Council Tax Collection – Recovery Procedures		
Documents Issued	At December 2011	At December 2010
Reminders	32,895	36,068
Summonses	9,445	10,997
Liability Orders	7,039	7,649

The total number of Council Tax Liability Orders that had been referred to the bailiff during the financial year to date is 3,877. No cases were classed as vulnerable during December 2011.

The average number of days taken to action a Council Tax Change of Circumstance was 4.35 days during December 2011.

72.08% of Council Tax payments were made by direct debit as at the end of December 2011.

7.5.2 *NNDR*

NNDR collection performance stood at 86.25% at the end of December 2011, which is 1.15% behind the same point in 2010-11.

The drop in percentage collection rate is due to an increase in net collectable debt compared with the same point in 2010-11. Actual collection receipts are £3.188m higher than the same point in 2010-11. 2 large payments totalling £448k were not received by month end as anticipated due to Christmas closedown; £340k has been received since. In addition, recovery action on one company who owe £65k has been adjourned until February 2012 following Councillor intervention.

The NNDR collection figure has been adjusted to incorporate the effect of the NNDR Deferral Scheme. The year-end target for NNDR collection remains a collection rate which places Rotherham in the upper performance quartile for Metropolitan District Councils, with a minimum collection level of 98.5% regardless of quartile position.

The following table illustrates the current levels of recovery action being taken:

NNDR Collection – Recovery Procedures		
Documents Issued	At December 2011	At December 2010
Reminders	3,275	4,817
Summonses	1,004	1,080
Liability Orders	458	600

241 Business Rates Liability Orders have been referred to the bailiff during the financial year to date.

With reference to the NNDR Deferral Scheme, the number of active cases currently stands at 99 allowing for a deferral of £16,510

7.5.3 *Other Operational Measures*

Performance against the remaining Operational Measures continues to be satisfactory.

7.6 Complaints

The following complaints were closed during December 2011:

Description	Lessons Learnt	Service	Status	Time Taken
Complaint regarding lack of contact from service when member of staff handling appeal left	Processes have been changed to ensure that customers will receive a letter to inform them of any changes in their allocated officers	Welfare Rights & Money Advice	Upheld	9 days
Service paid housing benefit to tenant in error, tenant now spent the money without meeting rent liability	Member of staff has been spoken to; service are working with the customer on potential solutions to the complaint	Benefits Assessment	Upheld	6 days
Complaint regarding the attitude and unhelpfulness of member of staff handling a call	Member of staff did not handled the call in line with expected standards. Extra coaching on expected customer service standards provided	Benefits Assessment	Upheld	5 days

8. **Finance**

The contract with RBT includes a service credit arrangement. The effect of this is that should an operational measure not achieve its target, a calculation (based on the amount by which the target was missed including weighting) results in a financial penalty for RBT.

No service credits were generated during December 2011.

9. Risks and Uncertainties

Council officers work with RBT to proactively identify and manage risks to prevent negative impacts on performance that may affect either our corporate performance scores or service delivery.

10. Policy and Performance Agenda Implications











The partnership is responsible for key areas of service delivery and therefore has a significant role in the delivery of key national and local performance indicators. The partnership also supports Council directorates in their service delivery.

11. Background Papers and Consultation

RBT performance reports for December 2011.

Contact Name:

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Customer Access Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5	4.41				Quarterly measure, reporting 1 month in arrears; smaller is better target.
Versatility Measure	CAO2	90					Measure suspended as all staff members are currently training and are therefore excluded from the calculation; work ongoing to look at alternative measures
First Contact Resolution by Channel (Face to Face)	CAO3	100	100	100	100		
First Contact Resolution by Channel (Telephony)	CAO3	95	100	100	100		
Average Call Quality Assessment (Face to Face)	CAO4	95	99.57	98.45	99.75		
Average Call Quality Assessment (Telephony)	CAO4	95	97.5	96.5	95.83		
% of Contact not Abandoned (Face to Face)	CAO5	85	99.84	99.75	99.86		
% of Contact not Abandoned (Telephony)	CAO5	90	96.71	96.4	95.11		
Complaints Handling	CAO7	90	100	100	100		Reported quarterly with additional information for tracking.
Provision of Management Data	CAO9	100	100	100	100		

On or above target
Within 2% of target
More than 2% below target
Unable to report at this time



HR&P Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.88	99.92	99.94	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.68	99.06	99.09	★	
P45s issued within 3 working days	HRO4	98	100	100	100	★	
Manual Cheques issued within 1 working day	HRO5	98	100	100	100	★	
Non-Statutory Returns by Due Date	HRO6	100	100	100	100	★	
Quality of Information Given to Caller	HRO7	90	100	100	100	★	
% Contracts of Employment Issued within 15 working days	HRO8	90	100	100	100	★	
CRB Process	HRO9	95	100	100	100	★	
Provision of Management Data	HRO10	100	100	100	100	★	

On or above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



ICT Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Availability of RMBC Voice & Data Network	ICTO1	99	99.66	99.11	99.44	★	
% Availability of Business Critical Applications	ICTO2	99	99.98	99.83	99.87	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	97.07	95.12	95.67	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	98.97	89.47	96.89	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6	85	100	100	100	★	
First Contact Resolution	ICTO7	30	49.71	46.54	43.51	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9		97.44	98.46	98.61	?	New measure; currently baselining prior to target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	91.74	92.4	94.13	★	

On or above target
Within 2% of target
More than 2% below target
Unable to report at this time



Procurement Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	90.61	93.31	93.76	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.07	99.91	99.23	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.57	99.69	99.49	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	90.69	91.00	92.36	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	100	100	100	★	Quarterly measure, additional information for tracking
% Framework Agreements Developed with consideration given to Sustainability	PO8	98	100	100	100	★	Quarterly measure, additional information for tracking
Provision of Management Data	PO9	100	100	100	100	★	

On or above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Revenue & Benefit Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Council Tax Collected	RBO1	97	64.96	74.11	82.90		Annual measure, information for monitoring
% NNDR Collected	RBO2	98.50	69.63	78.17	86.25		Annual measure, information for monitoring
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	12.66	12.76	12.88		Annual smaller is better measure, information for monitoring
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	5.35	5.85	6.22		Annual measure, information for monitoring
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	TQM					Annual smaller is better measure; information not available until year end
Year End Council Tax Write Off as % of Collectable Debt	RBO6	TQM	1.06	0.11	0.12		Annual smaller is better measure, information for monitoring
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM					Annual measure; information not available until year end
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.24	0.25	0.25		Annual smaller is better measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	39.01	41.51	43.91		Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.22	95.26	95.10		Quarterly measure, information for monitoring
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.52	1.56	1.91		Annual smaller is better target, information for monitoring
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	94.42	95.24	94.46		Annual measure, information for monitoring
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	100	100	100		Annual measure, information for monitoring
Provision of Management Data	RBO14	100	100	100	100		Monthly measure
First Contact Resolution	RBO15	85	100.00	99.10	98.20		Quarterly measure, information for monitoring

On or above target
Within 2% of target
More than 2% below target
Unable to report at this time

