

Deputy Leader

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

Date: Monday, 11 February 2013

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. Apologies for Absence.
4. Minutes of the Previous Meeting held on 14th January, 2013 (herewith). (Pages 1 - 4)
5. Resources Performance Report for 2012/13 - Quarter 3 (report herewith) (Pages 5 - 20)
6. eMarketplace, Connect to Support (CtS) Rotherham (report herewith) (Pages 21 - 24)
7. Cabinet Reports (Directors to report).
8. Members' Issues (Directors to report).

Extra Open Reports:-

9. MapInfo Professional Support & Maintenance (report herewith) (Pages 25 - 26)
10. Schools Information Management System/Financial Management System Licences and Support 2013/14 (report herewith) (Pages 27 - 29)
11. CAPITA ONE Education Case Management System Annual Support and Maintenance 2013/14 (report herewith) (Pages 30 - 31)

12. Exclusion of the Press and Public.
The following items are likely to be considered in the absence of the press and public as being exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006 – information relates to finance and business affairs).
13. Resources Performance Report for 2012/13 - Quarter 3 (report herewith) (Pages 32 - 34)
14. Social Care System Procurement (report herewith) (Pages 35 - 45)
15. Procurement of Software Licence from Northgate (report herewith) (Pages 46 - 47)
16. Procurement of Annual Software Support and Maintenance from Civica (report herewith) (Pages 48 - 49)

Extra Exempt Report:-

17. EProcurement of Annual Software Support and Maintenance from Northgate (report herewith) (Pages 50 - 51)
18. Date and Time of the Next Meeting - Monday, 11th March, 2013 at 9.30 a.m.

DEPUTY LEADER
14th January, 2013

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

An apology for absence was received from Councillor Gosling.

N53. MINUTES OF THE PREVIOUS MEETING HELD ON 17TH DECEMBER, 2012

Resolved:- That the minutes of the meeting held on 17th December, 2012 be approved as a correct record.

N54. FASTWEB PURCHASE

Consideration was given to a report presented by Richard Copley, Corporate ICT Manager, which sought approval for an exemption from Standing Orders in procuring the Civica FastWEB product to encourage more customer online self-service for planning enquiries, on the basis that this was the only practical option available for the Council.

The Council currently had a limited self-service planning tool which was delivered by the ROAM system (Rotherham's Online Application for Mapping). The functionality offered by ROAM was now limited and it difficult to use which had resulted in customer complaints. Furthermore ROAM was based upon outdated technology which would be decommissioned in 2013. There was a requirement, therefore, to implement a new online self-service tool and by implementing a fully functioning online search tool for planning this would be able to direct more planning related Freedom of Information requests to this system and reduce the amount of officer time spent responding to them.

The costs associated with this product would be met from the ICT Strategy with annual support and maintenance costs being met from existing budgets.

It was noted that the functionality within the FastWEB product would provide a better customer facing service and provide a direct integration between the public website and the back office planning system.

Resolved:- That the award of the contract for the supply of a customer online self-service for planning enquiries to Civica, through FastWEB be approved and that it be exempted from the provisions of Standing Order 47.6.3 (requirement to invite at least two oral or written quotations for contracts with an estimated value of £5,000 but less than £20,000).

N55. WELFARE REFORM

Janine Parkin, Strategic Commissioning Manager, gave a verbal update on Welfare Reform and the appraisals that were taking place on how best to take this work forward given the anomalies in the data sharing protocol with the Department of Work and Pensions.

Advice was being sought across some Directorates with ultimate responsibility laying with the Revenues and Benefits Section in Resources. Further

information was to be provided in due course both to customers and Elected Members.

Resolved:- That the information be noted.

N56. FESTIVE FOOD FUND

Janine Parkin, Strategic Commissioning Manager, gave a verbal update on the Festive Food Fund which was available over the Christmas period and finished on the 11th January, 2013.

Take up was very positive and some appraisal was now taking place on how this could be improved and lessons learnt from the project.

Further information was to be provided to the Deputy Leader on how many applications were received, how many were approved and what value these came to.

Resolved:- That the information be noted.

N57. CENSUS DATA

Janine Parkin, Strategic Commissioning Manager, confirmed that a report was being worked on relating to the recent census data, which would be presented shortly.

Resolved:- That the information be noted.

N58. PERFORMANCE CLINICS

Janine Parkin, Strategic Commissioning Manager, confirmed that Terms of Reference and a model format for performance clinics was being developed to ensure they all followed the same format following a concern raised at the Self Regulation Select Commission.

Resolved:- That the information be noted.

N59. CABINET REPORTS

There were no reports coming forward for Cabinet other than what was already included on the Cabinet agenda for Wednesday, 16th January, 2013.

N60. MEMBERS' ISSUES

The following issues were raised:-

- (a) Colin Earl, Director of Internal Audit and Asset Manager, gave an update on the progress of integration of staff and Elected Members from the Eric Manns Building back to the Town Hall which should be from early February, 2013, with work on site commencing next week.

Discussion ensued on the room allocations, the limited storage space and the reduced meeting room capacity.

- (b) Colin Earl, Director of Internal Audit and Asset Manager, also confirmed that work was to commence on the Civic Theatre shortly, which would see the venue being closed for six weeks.
- (c) Phil Howe, Director of Human Resources, gave an outline of the current position with regards to the national pay award and the discussions that would be taking place regionally.
- (d) Phil Howe, Director of Human Resources, confirmed that all the Doncaster records had all been successfully migrated across to the Rotherham systems. It was noted that additional support was being provided to Doncaster around auto-enrolment with the pension fund.
- (e) Richard Copley, Corporate ICT Manager, confirmed that twenty-one Members had now been issued with Ipads as part of the ongoing electronic equipment trial. A demonstration was provided immediately before the Planning Board meeting last Thursday and as a result a number of 1:1 training sessions were to be arranged for Members.

Further information was provided on the mod.gov app which allowed users to highlight, comment and write on agenda packs and gave access to the agenda management system currently used by Democratic Services. Unfortunately, this only gave access to the public agenda packs. A restricted items version was available and this was being progressed. This would require some additional assistance from Democratic Services, but users would continue to be prompted for a login and password.

The Good Reader for Good app was expected to be rolled out shortly.

Discussion ensued on the trial of the Good Reader for Good app, the cost elements and the timescales for evaluation of the equipment trial.

- (f) Richard Copley, Corporate ICT Manager, also gave an update on the WiFi system used in the Town Hall and the improvements that were to be made.

N61. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act (as amended March, 2006 (information relates to finance and business affairs)).

N62. CACI OFFICE BASE MAINTENANCE AND SUPPORT CONTRACT

Consideration was given to a report presented by Stuart Booth, Director of Central Finance, which detailed a request for the Council's OfficeBase system which was currently undergoing an upgrade to facilitate use of a web based platform and enhanced functionality. It had been confirmed that the provision of this support and maintenance could only be done by the current supplier and that the annual cost associated with this represented good value for money based on the service being provided.

It was decided initially to only commit to an annual agreement as the future of the entire fee billing process may be reviewed. Should it be appropriate to do so, a longer commitment may secure a reduced annual maintenance cost and even better value for money. This will be considered during 2013.

Resolved:- That the contract for support and maintenance of the CACI OfficeBase System be approved and be exempted from the provisions of Standing Order 47.6.2 (requirement to obtain at least two oral or written quotations for contracts with a value of between £5k and £20k) and the contract be awarded.

N63. DATE AND TIME OF THE NEXT MEETING

Resolved:- That a further meeting be held on Monday, 11th February, 2013 at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader's Meeting
2.	Date:	11th February 2013
3.	Title:	Resources Performance Report for 2012/13 - Quarter 3
4.	Directorate:	Resources

5. Summary

Reports are provided to the Deputy Leader on a quarterly basis to provide updates on performance and key priorities across the areas of:

- Commissioning, Policy and Performance
- Financial Services
- Human Resources and Payroll
- Internal audit and Asset Management
- Legal and Democratic Services

6. Recommendations

- That the Performance report be received and performance noted.

7. Proposals and Details**7.1 Commissioning, Policy and Performance****7.1.1 Procurement**

Procurement savings

	Achieved in October	Achieved in November	Achieved in December	Year to Date
Payment of undisputed invoices within 30 days (Former BVPI8)	93.82%	94.20%	95.76%	94.24%
Procurement Cashable Savings (exc HRA)	£327,164.10	£207,260.58	£200,082.33	£2,265,937.84

New Initiatives

- Software and Licenses
- Kennels and Catteries
- Street Lighting Lanterns and Associated Products
- Printed and Non-printed Envelopes

The Procurement Service is currently leading on, or supporting, the following initiatives:

- Learning & Development framework – All four authorities in the sub-region are now committed to this project, the scoping has been completed by Rotherham the lead authority and the final draft indicative tender has been circulated to the initiative team and other authorities for comment. Further discussions are taking place with York CC who have now shown interest in joining the tender process. The initiative team met and agreed that the dynamic purchasing system for the learning and development agreement will be advertised on YORtender and in OJUE during January 2013.
- Chartered Institute of Purchasing and Supply (CIPS) – Regional, Rotherham is leading on this; the final specification has been circulated across 23 authorities. The tender will be advertised via YORtender and in OJEU during January 2013.
- Bailiff and debt collection services contract – RMBC now have a contract in place for the provision of Bailiff Services. Historically, RMBC engaged Bailiff Service's on a preferred provider SLA basis, however following Procurement and RMBC's Legal advice a decision was taken to tender this business. A Deed of Variation has been signed which allows other LA's to call off from the RMBC Procurement let agreement. To date 6 LA's have been issued with confidentiality agreements, once signed they will be given the contract documents.
- Supplier Contract Management System (SCMS) for the Region – SCMS is the e-tendering module utilised across the Region, with Rotherham playing a key role in the project group representing the other 22 Local Authorities. A contract award was made to Due North in September and the new system will be known as YORtender. The central Procurement Service is managing the mobilisation and roll-out across RMBC which will commence towards the end of this year, as was done successfully with the existing SCMS model. YORprocure have now had an in-depth demonstration of the YORtender system and it's capabilities for the region. Riverside House was selected to host the YORtender training for the entire region which is now complete. Training was delivered to RMBC employees throughout December.
- Advertising framework – Rotherham is leading on this across the region, scoping currently taking place.

7.1.2 Commissioning

Below are priorities achieved by the commissioning team during the Quarter 3.

Adults Commissioning:

Supporting People are working to achieve efficiencies across the budget to reinvest in Extra Care Housing for older people. Work is also progressing on new services eg SP Tender for new service for young people at risk of homelessness (16-25) and commissioning VAR to provide Welfare Reform training for VCS providers to ensure that staff are able to signpost and advice vulnerable people appropriately.

New activities include successful bid for capital funding for Independent Care Home Sector to improve their physical environments; working on Think Local Act Personal following a successful bid. Medication policy agreed with Health and working with IPC to develop a Market All contracts will be reviewed to achieve efficiencies and secure value for money. This work includes being an early adopters of Regional ADASS High Cost LD Placements Project Position Statement for 2012-15. The IMHA contract is to be notated to NHS to LA in April 2013.

Dementia review work in progress including tender for Dementia Cafes, review of sitting services and implementing a small grants scheme. The Home matters outcome monitoring framework has been implemented and a survey is in progress to establish level of terms and conditions of employment – in response to the Time to Care Report and Ethical Care Charter.

- Contract Management Activity since April 2012:

Contracting Concerns	296 Domiciliary Care Concerns: 153 substantiated (previously 160 - revised for quarter 3 from available data) and 60 still open 325 Care Homes concerns: 155 substantiated (previously 190 - revised for quarter 3 from available data) and 72 still open
Contract Default Notices	2 Domiciliary Care 7 Care Homes
Suspension of Service	3 Domiciliary Care (all lifted) 10 Care Homes (7 lifted)

Children and Young Peoples Commissioning:

Modernisation of Commissioning activities includes key areas of improving commissioning activities include the introduction of frameworks where efficiencies are released through renegotiation and high quality is achieved from a reduced number of providers, eg 80K from IFA framework. Regional and sub regional work with other authorities has progressed particularly in the high cost area of residential placements for LAC across the spectrum of need, this approach will also achieve financial efficiencies year on year.

Cost avoidance is a strong theme for commissioners and the following demonstrates the contribution made to reducing the overspend for CYPS:

- Achievement of 608K cost avoidance via Multi agency support panel (MASP) for LAC (12/13)
- Achievement of 123K from individual negotiations of every placement for a LAC (12/13)
- Cost savings of 167K from negotiating down placement costs of Castlecare

New commissioning activities include, but are not restricted to:

- New Aiming High for Disabled Children statement approved and published
- Progressing sub regional commissioning for Youth Justice service
- Habershon and Crowden outdoor education facilities being reviewed and marketing strategies being developed to increase usage and income
- Sub-regional tender developed for the provision of support services to young people displaying inappropriate sexual behaviours

Other work is focused on achieving efficiencies against the reduction in Early intervention Grant (EIG) with profiling and reviewing of all contracts to achieve financial targets and ensure enhanced value for money. Other work includes increasing income generation to the council, the main area for this is extending and enhancing the traded services catalogue of council services particularly growing the markets for services beyond that of schools to the voluntary and health sectors.

7.1.3 Performance and Quality

Ofsted Inspection

Following the changes to the Ofsted inspection frameworks work is underway in the team to plan for both the Looked After Children, Leaving Care framework and the Multi-Agency Child Protection Framework.

Peer Review

Rotherham has been asked to provide case study material for the Children's Safeguarding Peer Review following the successful review in Rotherham in October 2011.

Customer Experience

Developments around the robust collection of the Customer voice and evidencing the "the journey of the child" continue across CYPS, with a focus on safeguarding services and adoption and fostering. Work is being undertaken across the whole of the service to ensure that there is a consistent methodology in place for collection, reporting the information and implementing the changes required to the services.

Officers from the team attended both a CYPS DLT meeting and a M2/M3 manager's session to share good practice.

The service continues to be involved in key Value for Money projects around the budget challenge that faces the council.

Health and Well Being Performance Management Framework (PMF)

P&Q staff have been working with colleagues in Public Health to develop a PMF for the presentation at the Board; this includes targets and measures for the 6 priorities.

Corporate Improvement

Performance and Quality continue to be involved in a number of transformational projects across the Council which include:

- Customer access including channel shift, streamlining processes and improving standards for customers
- Grounds Maintenance and Street Cleansing and the Library service reviews
- Business process re-engineering in adult social care services such as Day Care, Adaptations, Safeguarding Adults, Rothercare Direct and Care Enabling.
- Business process re-engineering in Housing and Neighbourhood Services including empty homes, rental income, neighbourhood and estate management, garages and customers perception of feeling safe.
- Improving our performance on tackling anti-social behaviour - Operational performance management arrangements with regard to ASB casework management have been revisited and strengthened to include weekly casework reviews. This, together with ongoing quality assurance checks and customer surveys, is providing an enhanced degree of performance and service scrutiny, which is informing ongoing service improvement and development activity.
- Improving our performance on reducing admissions to residential homes. As at end of December 2012, we have made significant improvement on both under 65's and over 65's number of admissions, through changes in business processes and introduction of additional alternatives to 24 hour care e.g. step up step down beds. Both measures are currently on target with 9 (25%) fewer admissions (under 65's) and 108 (33%) fewer admissions (over 65's) than same period last year.
- Netherfield Court – Working with the service to improve on an area of non-compliance found by CQC regarding record keeping.
- Melton Court – Working extensively with CQC to ensure that the home remained open following its de-registration. New owners found and they have taken over the home 21st December.
- Connect to Support project providing an e-market place enabling customers access the support they need in one place.
- Business Support Review including streamlining processes, identifying and implementing service improvements and potential savings.
- Implementation of the ICT solution in respect to the Police Commissioners and Local Bi-Elections
- E-Post Room to implement an E-post solution, streamlining the existing service and identifying potential savings.

Performance Management

- 89% of NAS monitored performance measures are on track to meet stretched targets this financial year. All performance indicators are reported

- to senior management teams and any remedial action necessary to achieve targets is agreed and monitored, including use of performance clinics.
- Sector Led Improvement (SLI) - work to complete the desktop assessment of the 15 LA's published data and performance benchmarking has been undertaken. It has been considered alongside the mystery shopping findings to inform next steps towards the need to arrange a peer challenge. Rotherham have received a draft SLI feedback report (Jan 2013) and we have commenced reviewing to ensure that actions are in place to address areas of weakness. Overall Y&H assessment is positive and the risk of a full peer review is rated low.
 - 58% of EDS measures in support of council priorities are currently assessed as meeting 12/13 targets. Recent national survey data suggests positive trends against economic indicators particularly the numbers of locally registered businesses and comparative wage levels. These indicators are based on survey data known to be volatile. Subsequent surveys will confirm whether these results signal a levelling off of the impact of the recession. 38% of EDS measures are currently rated Amber – i.e. potentially indicating specific issues of concern or slippage in performance. These include measures related to levels of street cleanliness and highways maintenance following resource reductions and waste management recycling targets subsequent to the ending of the Sterecycle contract. Progress against these indicators is being closely monitored and issues will be raised through departmental SMT's and directorate DMT's as part of the quarterly performance management process. One EDS indicator is currently assessed as Red – i.e. not meeting targets. This indicator is concerned with numbers of out of work benefits claimants in the more deprived neighbourhoods which appears to be increasing. This issue is the subject of a paper to be submitted to Self Regulation Commission in March

Complaints

The trends in complain handling seen over the last few years and especially in 2011-2012 have continued into 2012-13. The Council continues to improve performance in terms of complaints dealt with in target time and the number of complaints received has also been reduced.

We have again reduced the number of complaints escalating through the complaint procedure continuing to improve the experience of customers.

Headline Results

- Number of comments (quick response concerns) received, **806**, increase from 6 month total in 2011-12. (**1457** received 2011-12)
- Number of Councillor Surgery's received was **226**, decrease from 6 month total in 2011-12. (**531** received in 2011-12)
- Number of Compliments received was **143**, decrease from 6 month total in 2011-12. (**598** received in 2011-12)
- Number of complaints (at all levels), **318**, decrease from 6 month total in 2011-12.. (**724** received 2011-12)

- Complaints for NAS – Housing and Neighbourhood services, **166**, decrease from 6 month total in 2011-12. (**370** received 2011-12)
 - Complaints for NAS – Adult services, **29**, decrease from 6 month total in 2011- 12. (**108** received 2011-12)
 - Complaints for Resources, **37**, increase from 6 month total in 2011-12.(**44** received 2011-12)
 - Complaints for Children and Young Peoples services, **34**, decrease from 6 month total in 2011-12. (**87** received 2011-12)
 - Complaints for Environment and Development services, **49**, decrease from 6 month total in 2011-12. (**115** received 2011-12)
- The proportion of complaints (at all stages) upheld, **123, 38%** (**319, 43%** upheld 2011-12).
 - The number of complaints escalating, **7%, 25** Stage 1 complaints escalated to Stage 2 (**8%, 61** escalated in 2011-12).
 - Complaints about quality of service, **120**, increase from 6 month total in 2011-12.(**195** received 2011-12)
 - Complaints about actions of staff, **77**, decrease from 6 month total in 2011-12.(**176** received 2011-12)
 - Ombudsman average response time was **28** days from **5** first enquiries
 - Total compensation awards made, **£378**, increase from 6 month total in 2011-12.(**£540** received 2011-12)
 - External complaint investigation costs in CYPS, **£8,127.87**, increase from 6 month total in 2011-12. (**£12,592** in 2011-12)

The following resources complaints were closed during December 2012:

Description	Lessons Learnt	Service	Status	Time Taken
Why was the benefit claim terminated before it was reconsidering	None to record	Benefits Assessment	Not Upheld	6 days
Lack of contact from RMBC regarding a reported boundary dispute.	None to record	Legal Services	Not Upheld	13 days
Advice provided regarding HB claim and decision	None to record	Benefits Assessment	Not Upheld	4 day
Council tax benefit came from ombudsman	None to record	Account Management & Fraud	Not Upheld	5 days
Benefit reassessment was delayed	Temporary system error which was rectified	Benefits Assessment	Upheld	2 days
The advice offered at Maltby JSC related to Housing Benefit	None to record	Benefits Assessment	Not Upheld	6 days

7.1.4 Communications and Marketing

Communications and Media Team

During Q3 the team has dealt with major media stories including the absence of a strategic director, the UKIP fostering issue and the on-going coverage of sexual exploitation. Those stories have had a major impact on the perceptions of the Council and the numbers of negatives articles in the media. This is evidenced over the period as these media monitoring figures show:

	POSITIVE	NEUTRAL	NEGATIVE
OCTOBER	79	8	46
NOVEMBER	85	7	117
DECEMBER	48	11	17

During that time period 80 press releases have been issued along with 60 written statements (nb press releases are sent out proactively, statements are agreed formal written responses to enquiries received).

Issues promoted include the Festive Food Fund, the Civic Theatre panto, Adoption Week and Connect to Support, as well as work alongside the Events Team on Fair's Fayre. The team has also produced the first in a series of "self-help" videos on the RMBC website for tenants, run two media awareness sessions for Elected Members and is working with the Marketing Team on new support materials for sexual exploitation work.

Online Services Team

The team continues to work closely with colleagues in Communications/Media to ensure appropriate use and monitoring of increasing online and social media outlets. This team also continues to drive customer channel shift as set out in the Customer Access Strategy, and customers are increasingly looking to interact and transact with the council online. A number of significant "back office" integration projects to allow customers to self-serve over the coming months are in progress.

A major upgrade of the RMBC website's content management system has also been agreed to ensure the technology is up-to-date, with an improved design to help customers find the information and services they need much quicker. Systems have also been upgraded to make payment online and by telephone safer and more secure. Despite the relocation of all IT services and equipment from Civic Building to Riverside House, resilience was maintained and website "uptime" has been maintained at 100 per cent throughout 2012.

Closer cross-team working also brought benefits to this year's town centre Christmas promotional campaign, with the involvement of the Markets, Events and Retail Investment teams. Greater integration on the campaign titled "The Place To Be This Christmas...." meant that each individual service area was able to develop their own targeted materials on the back of this common theme, resulting in reduced costs and improved efficiency. Savings made were used to offset some of

the additional event costs incurred in 2012 (eg Jubilee, Olympics and Royal Visit). The principle will be followed again in 2013.

Marketing Team

Other campaigns undertaken include theatre shows (including the pantomime); a support document for front line staff on changes to welfare support; and the Connect to Support marketing plan

Events Team

The team delivered a number of major events during this period including the afore-mentioned Fairs Fayre (5,000 attendees); Little Mayor for the Day;; Halloween Ghost Walk; Christmas Lights Switch On event (8,000 attendees) and three Christmas- themed events on Saturdays in December. Volunteers continued to be drawn from across the wider communications/marketing workforce to enable these and other events to go ahead

7.1.5 Policy and Partnerships

Carers

The Rotherham Carers Charter and Action Plan have been developed jointly by RMBC and NHS Rotherham. The plan has been put together based on a wide range of consultation activity with both adult and young carers and both the charter and action plan have been out to further consultation recently. These documents are going to Cabinet Member and CCG Committee early February for formal approval, to be published April 2013.

Health and Wellbeing Strategy

The Strategy is now in implementation phase; with 6 workstream leads identified who are producing plans to implement the priorities within the strategy. A steering group is in operation to coordinate and provide leadership to the workstreams and ensure appropriate reporting to the Health and Wellbeing Board. A performance management framework is also in development, which includes a number of priority measures that the HWBB has agreed to focus on over the next 12 months (obesity, smoking, alcohol, NEETS, dementia and fuel poverty)

Sheffield city region combined authority

A report is going to cabinet on 6th Feb, setting out the background and context for the establishment of the combined authority ("SCR Authority") and asking for formal agreement of RMBC's membership (to be ratified by full council in March). This follows on from the city region's governance review, which was instigated last May.

SCR Authority will take on the transport powers of the ITA and will have a role in relation to strategic economic development (e.g. overseeing the new SCR investment fund). A key driver for the authority's creation is that it enables us to access powers and funding devolved from central government (e.g. major transport scheme funding).

The "scheme" document, which sets out the nuts and bolts of how the authority will operate, was agreed by SCR leaders on 23rd January.

Local Welfare Provision – briefing arranged with the leader and deputy for January 30th

Implementation date: April 13

Progress Report to the Partner Welfare Steering Group – January 30th
Cabinet Report for sign off: Feb 20th

Festive food fund

Vouchers redeemable to the 31st January.

No of families/single people helped: 133

No of new accounts opened at LASER : 36

Amount spent: £11,500

Working through the final costs for delivering the scheme with Laser

Full evaluation report on the scheme- and lessons learnt will be ready mid February

Census data

Increase demand on staff predicted January 2013 onwards- detailed data on ward areas will be out on 30th January. Pressures on analysis/volume of data/ demand from members and officers or information. Critical piece of work as it informs future demand and need on all service provision.

8.1 Financial Services

Council Tax

Council Tax Collection (<i>higher performance is better</i>)		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
82.4%	82.9%	0.52% down

Council Tax Collection – Recovery Procedures		
Documents Issued	At 1/1/2013	At 1/1/2012
Reminders	28,620	32,895
Summonses	9,249	9,445
Liability Orders	6,746	7,039

Average no. of days taken to action a council tax change of circumstance (<i>lower performance is better</i>)		
YTD (% at 1/1/2013)	YTD (% at December 11)	Difference
9.69 days	4.35 days	5.34 days up

No. of Council Tax Liability Orders referred to the bailiff YTD	3,515
Council Tax Direct Debit Payers (% as at 1/1/2013)	71.09%

NNDR

NNDR Collection (<i>higher performance is better</i>)

YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
85.69%	86.25%	0.56% down

NNDR Collection – Recovery Procedures		
Documents Issued	At 1/1/2013	At April 1/1/2012
Reminders	2,870	3,275
Summonses	934	1,004
Liability Orders	511	458

No. of Business Rates Liability Orders referred to the bailiff YTD	240
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Revenues & Payments

Residential visits offered in 7 calendar days <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
98%	85%	13% up

Non Residential visits offered in 7 calendar days <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
96%	86%	10% up

Non Residential service user informed of charge at time of visit <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
89%	85%	4% up

Benefits Assessment

Time taken to process New HB/CTB claims <i>(lower performance is better)</i>		
YTD (days at 1/1/2013)	YTD (days at 1/1/2012)	Difference
24.34 days	23.53 days	0.81 days up

Time taken to process HB/CTB changes <i>(lower performance is better)</i>		
YTD (days at 1/1/2013)	YTD (days at 1/1/2012)	Difference
10.72 days	10.49 days	0.23 days up

New benefit claims decided within 14 days of receipt of all necessary information <i>(higher performance is better)</i>		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
92.25%	95.10%	2.85% down

Housing Benefit Overpayment Collection <i>(higher performance is better)</i>		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
41.86%	43.91%	2.05% down

Revenues & Benefits

Percentage of telephone calls abandoned <i>(lower performance is better)</i>		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
1.0%	1.38%	0.38% down

Percentage of telephone calls answered within 21 seconds <i>(higher performance is better)</i>		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
95.08%	95.56%	0.48% down

Sundry Accounts

	2012-13	2011-12
No. of invoices raised in Qtr 3	4,726	4,730
Value of invoice raised in Qtr 3	£12,351,347	£17,679,431

	2012-13 (YTD – Dec 12)	2011-12 (YTD – Dec 11)
No. of invoices raised on the Sundry Accounts System	17,364	17,583
Value of invoices raised on the Sundry Accounts System	£36,742,996	£57,387,608
% of invoices raised and collected	82.5%	81.4%

The main rolling indicator of collection performance is the DRO or Days Revenue Outstanding which gives an estimated average number of days an invoice remains

outstanding. A figure under 60 days is considered excellent for local authority sundry accounts. A good performance in the private sector would be one under 40 days.

	As at end October	As at end November	As at end December
Days of Revenue Outstanding	56.6 days	56.6 days	55.7 days
Balance of outstanding debt	£6,978,478	£8,526,237	£8,070,873

9.1 Human Resources

9.1.1 Key Performance Measures

	Oct 12	Nov 12	Dec 12
Accuracy of contracts	100%	100%	100%
Accuracy of Pay	99.85%	99.88%	99.95%
Percentage of enquiries resolved by first line HR advisors	99.31%	98.98%	98.15%

9.1.2 Completed Projects

- Closed Employee Survey and processed “flash” results
- Developed Member Development site, hosting South Yorkshire Member Development Officer network
- Member training session on PSe, in Doncaster
- Streamlining projects: Completion of recruitment & selection guidance for restructuring appointment process & updated Learning & Development Policy
- Equalities data on composition of the workforce produced in relation to impact of downsizing. Indications are that no particular equalities group has been adversely affected and reductions appear proportionate in all areas.
- Requests for Voluntary Severance continue to be processed. Consideration of 115 requests where decisions are yet to be made is progressing.
- Work is taking place with the Shaw Trust charity to confirm the Council as a statutory referral organisation in relation to employability initiatives. This will enable HR to refer people seeking work opportunities directly to the work programme.
- A review meeting was held with the Council’s Occupational Health Provider (Rotherham Hospital Trust), agreement was made on enhancements to management data provided to the Council and improved opportunities for communication to support case management.
- All Doncaster employees have now been migrated to the Rotherham PSe environment and January will see the first full payroll of all DMBC employees.
- New version of the Online Recruitment Management System has been launched for Rotherham.

9.1.3 Current/Upcoming Projects

- Potential request to provide further support to an external partner on organisational review matters.
- Provision of HR advice on development of a Learning Disability Employment Strategy for the Borough
- Further recruitment activity in relation to apprentices
- Further organisational review activity to support the current budget planning for 2013/14
- On going changes to person profiles to eliminate repetition and streamline activity
- Reports to Member Development panel on profiles & site and principles governing approval of training
- Analysis and production of Employee survey corporate report and directorate reports. Demographic, trend & benchmark analysis
- Public health staff consultation and finalisation of transfer scheme content
- Dynamic Purchasing Training System tendering go-live on new tendering platform (SCMS ceased)
- Payroll and HR Administration year end activities
Launch new version of the Online Recruitment Management System for Doncaster

10.1 Internal Audit and Asset Management

10.1.1 ICT

Data Centre Migration and Civic Decommissioning

All hardware and network connections from Civic and the Library have been removed and the buildings have been handed to Facilities Management. The Ancillary Services Building (Bailey House) has been commissioned and is now functioning as back-up to the Riverside House Data-centre. This move bolsters security and resilience for the Council.

MyIT Password Reset

MyIT password reset has been a great success over the Christmas period with 55% of all password resets happening via the self-service channel. We are considering ways in which we can encourage greater take-up of this service.

Public Wifi

In response to requests from our customers a fully secure public wifi service is now available throughout Riverside House. Customers in the café, library and CSC can browse to sites from their smart phones and tablets. In addition professional visitors such as suppliers and partners can use the public WiFi to access their organisation' networks.

Rotherham Grid for Learning

We have written to all Rotherham's schools advising them the new RGFL service offering which will cover the next 3 years commencing September 2013. We estimate that 80% of schools will elect to stay connected to RGFL.

GCsX/PSN

The Government Connect service is being phased out to make way for a new Public Services Network (PSN). Corporate ICT is working on the PSN Code of Connection which is an annual audit of our network security and data protection procedures. Remaining accredited and connected to PSN is essential as many of our key services are delivered using the GC\PSN network. We do not anticipate any problems in achieving accreditation as we have made significant improvements following migration of the data centre and the decommissioning of old hardware.

11.1 Legal & Democratic Services

11.1.1 Legal Services

Following receipt of a consultants report, the South Yorkshire Shared Legal Services project team, which is being led by Doncaster, is being reformed. The proposal is for detailed work to be undertaken on specific areas to identify the best method of working collaboratively to achieve efficiencies and increase resilience. Rotherham is to lead on Practice Management.

Over the two days 22nd and 23rd January the Legal Service was subject to its first annual maintenance inspection against the Law Society's practice Management standard Lexcel. The Service was once again found to be fully compliant. The next inspection will take place during January 2014.

11.1.2 Electoral Services

The Elections and Electoral Services Unit completed the annual electoral registration canvass on time to meet the required early publication date for the revised registers on 16 October. The team managed the conduct of the poll and counting of votes in the Rotherham voting area for the South Yorkshire Police and Crime Commissioner Election on the 15 November. This new election presented many challenges including the use of the supplementary voting system and the additional risks caused by a mid-winter election. On the 9th November a parliamentary by-election for an MP for the Rotherham constituency was called with an election date of 29 November. Despite these very difficult circumstances, both elections were delivered successfully.

11.1.3 Information Governance

Records Management

The transfer of records from town centre buildings to the new records centre in Bailey House is complete. In addition, we are trying to transfer as many records as possible from Station Road records centre to Bailey House in order that Station Road can be closed and the Council can sell the building. The records management team now manage three times the number of records than prior to staff transfer to Riverside House and deliver twice as many retrievals.

Access to Information

The team have co-ordinated responses to 648 FOI requests and 74 subject access requests (where individuals access their own records, generally social care files), as well as ensuring compliance with the Data Protection Act and the required information security standards.

11.1.4 Scrutiny Services

Scrutiny Services are on track with the delivery of their annual work programme for the year. At the outset of the year a work programme with key areas for consideration is published, along with information about which Select Commission will lead and whether it is to be a formal review or to be dealt with during scheduled meetings. For 2012/13, to date over 60% of this work programme is completed. The rest of the scheduled meetings for the year are programmed to deal with the remainder of the programme. It was planned to complete 10 Scrutiny reviews this year, either full or spotlight. Six out of these have now been completed. Management Board received a progress report on the work programme in January 2013 and noted that the programme is ahead of schedule for completion.

12 **Finance**

There are no direct financial implications arising from this report.

13 **Risks and Uncertainties**

We proactively manage risks to prevent negative impacts on performance against delivery of services and any associated key performance indicators.

14 **Policy and Performance Agenda Implications**

The services above are responsible for key areas of service delivery and therefore have a significant role in the delivery of key national and local performance indicators. These services also support all Council Directorates enabling them to deliver against Corporate Plan outcomes.

15 **Background Papers and Consultation**

To be read in conjunction with the exempt performance report.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO DEPUTY LEADER

1.	Meeting:	Deputy Leaders meeting
2.	Date:	11 February 2013
3.	Title:	eMarketplace, Connect to Support (CtS) Rotherham
4.	Programme Area:	Resources Directorate

5. Summary

This paper sets out the progress to date on the development and implementation of an eMarketplace, Connect to Support (CtS) in Rotherham.

Connect to Support was launched to the public on 29th January 2013.

6. Recommendations

That Deputy Member:

- Notes progress to date on the development and implementation of an eMarketplace, Connect to Support (CtS) in Rotherham
- Notes the promotion and marketing campaign

7. Proposals and Details

7.1 Background

Previous reports have been provided with regard to the background and purpose of Connect to Support (CtS), however it is timely to revisit the purpose of this significant innovation.

This shared procurement approach is in line with the Council's shared service approach. The provision of this model will meet the outcomes of the Council Corporate Plan for ensuring care and protection is available for those people who need it most:

- People in need of support and care have more choice and control to help them live at home
- People in need get help earlier, before reaching crisis
- Carers get the help and support they need

The regional procurement was hosted by Doncaster and Shop4Support (s4s) was appointed. Doncaster, North Lincolnshire and Kirklees were the first sites to be launched.

7.2 Progress

Significant progress has been achieved in preparation to develop and implement Connect to Support (CtS) in Rotherham including:

- Accreditation and branding

A report outlining the various options for accreditation and branding was presented to Cabinet and the Senior Leadership Team (SLT). At the meetings it was agreed that a de-regulated, low administrative control and low cost to the council model would be adopted in Rotherham. Although this model has been adopted, a registration protocol will need to be established for Shop4Support.

The chosen model means that the 'Rotherham' site is not branded as a Rotherham Council site. The accreditation of providers will be via a vendor rating such as CQC inspection rating, specialist business sector quality mark or customer feedback. Registration will be automatic via the Shop4Support model where basic information will be validated. In order to safeguard customers purchasing goods and/or services from providers registered on the site a Caveat Emptor (buyer beware) statement is clearly displayed.

The Council's in-house legal team supported this decision.

- Configuration of the sites managed information and advice content

Work has been taking place to develop the content for the "How can I get Support" area on the site, ensuring that the information and advice is

accurate, valid and easy to access. It is of the utmost importance that people who visit the site are provided with relevant information and advice or are signposted to meet their needs. Colourful customer journey maps have also been included.

- Providers and local groups

Numerous workshops and 1:1 support sessions have taken place with providers and local groups to promote the benefits of Connect to Support (CtS) and encourage them to register on the site.

There are currently 76 providers with live stores and 37 local groups registered on the site.

- Communications, Marketing and Engagement

A Communication, Marketing and Engagement Strategy has been developed to raise the awareness and promote the benefits of Connect to Support (CtS) externally and internally. The strategy includes actions and milestones to ensure a cross section of activities are carried out to maximise promotion and marketing opportunities.

The promotion and marketing campaign consists of a range of internal and external activities including but not restricted to, public transport poster campaigns, a series of planned press releases, internal and external weekly e-newsletters, e-learning package aimed at staff, citizens and providers, radio interviews, advertisements on Rotherham Hospital TV screens, promotional leaflets and newspaper advertising.

- Launch

Internal Launch – the beta site was launched in December and usability testing sessions took place with Health and Wellbeing staff and key user groups/community groups in January 2013. The usability testing sessions provided people with an opportunity to work through the e learning module, access the beta site and provide feedback. Overall the feedback received was very positive.

A number of people who attended the usability testing sessions volunteered to become 'Champions' for Connect to Support (CtS) Rotherham to help develop and promote the site.

External/public Launch – The site www.connecttosupport.org/rotherham went live on 29 January 2013. Promotion and marketing activities are commencing to support the public launch to raise awareness of Connect to Support (CtS) Rotherham both externally and internally. This will be essential to ensure the success of the site. Examples of marketing include:

- Back/side of buses
- Posters

- NHS TV
- Council TV
- Print media
- Radio media

8. Finance

Capital of £500K has been funded by the Y&H Joint Improvement Partnership (JIP). The eMarketplace, Connect to Support (CtS) solution is to be cost neutral to the participating authorities. A transaction cost of 2.5% is applied to providers by s4s.

For participating authorities it is anticipated that the application of the e-commerce model to purchase services will reduce transactions costs. It is proposed here that the Connect to Support (CtS) solution will be beneficial for service users and deliver efficiencies.

A marketing budget of £32,000 has been identified and the expenditure currently stands at £23,000.

There will be a requirement for the system to have a resource in house for day to day issues but this resource should be held within current RMBC ITC services.

9. Risks and Uncertainties

Delivery of the activities set out in the Communications and Marketing plan are critical to the launch of Connect to Support and the future success of the site.

There is a potential risk that providers could bypass the site and orders could be placed directly with the site user. This could have a significant impact on the sustainability of site and Shop4Support.

10. Policy and Performance Agenda Implications

Putting People First – Transforming Social Care
ADASS Personalisation Milestones
CQC Outcomes Framework Choice and Control

11. Background Papers and Consultation

SLT Paper – 16 July 2012
Cabinet Paper – 7 November 2012
Connect to Support Communications, Marketing and Engagement Strategy
Connect to Support Rotherham site www.connecttosupport.org/rotherham

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	11 February 2013
3.	Title:	MapInfo Professional Support & Maintenance
4.	Directorate:	Resources

5. Summary

The Council uses MapInfo Professional as its main Geographical Information System (GIS).

The annual maintenance of the software costs £8,900. Exemption from Standing Orders is sought on the basis that only the software supplier (Pitney Bowes) are capable of supporting this software.

6. Recommendation

It is recommended that:

- **The contract for support and maintenance of the MapInfo Professional be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of £5000 but less than £20,000).**

7. Proposals and Details

MapInfo Professional is used by over 100 officers across RMBC for capturing, managing, analyzing, and displaying all forms of geographically referenced information.

The software underpins several key services, particularly in EDS, and its withdrawal would remove our ability to deliver some services – notably in Planning and Building Control.

Pitney Bowes (the suppliers of MapInfo) charge RMBC £8,900 per annum for the support, maintenance and updates of the software.

ICT and Procurement Services have confirmed that, as the suppliers of the software, Pitney Bowes are the only business which can provide support and maintenance.

Adequate budget is available to cover this annual cost.

Legal and Financial Services have been consulted and they have confirmed their agreement with the proposal.

8. Finance

The cost of MapInfo is set out above.

9. Risks and Uncertainties

The GIS system is critical to several sections of the Council particularly within Resources and EDS. The data captured in MapInfo is also published on the Council's website.

If we do not renew support and maintenance, the continued use of the software will be put at risk and several key services (some of which are statutory) will be unable to operate.

10. Policy and Performance Agenda Implications

Policy and performance issues are discussed elsewhere in this report.

11. Background Papers and Consultation

Consultation has taken place with colleagues Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. Meeting:	Deputy Leader
2. Date:	11 February 2013
3. Title:	Schools Information Management System / Financial Management System licences and support 2013/14
4. Directorate:	Resources

5. Summary

The Council owns licences for SIMS and FMS (Schools Information Management System / Financial Management System) provided by Capita Education Services.

The contract between RMBC and Capita has been in place for 10 years. This contract was originally setup to enable all schools in Rotherham to have the same management information system to enable collaborative working and to data sharing with the Councils core systems within Children and Young Peoples Service.

The cost of this support and maintenance contract for 2013/14 is £144,500.

Adequate budget is available to cover this and the costs are recouped direct from schools as part of the RMBC Schools Connect ICT Service Level Agreement.

Schools are aware of the Capita Annual Maintenance agreement and communication has been sent to schools informing them of the charges for 2013/14.

It is estimated that the cost of changing system would be over £400,000 and take over 18 months to complete. Schools do not wish to do this.

6. Recommendation

It is recommended that:

- **the contract for licencing, support and maintenance of the Capita Schools Information Management System / Financial Management System be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Capita.**

7. Proposals and Details

RMBC Schools utilise the Capita SIMS and FMS system to manage their financial, pupil and staff data. RMBC procure the annual maintenance on behalf of schools. Schools can choose in December of each year if they would like to continue subscription to the Capita license. Schools are aware of the costs for 2013/14 and will be invoiced accordingly.

A maintenance and support contract exists (renewed annually) so that Capita can provide support to the local authority (Schools Connect Team) for software issues that may arise. Capita also provides the annual upgrades and enhancements to the software for both statutory purposes and in response to customer requests.

The annual maintenance support agreement provided by Capita cannot be provided by a different software supplier. RMBC would have to carry out a full procurement exercise on behalf of schools to move to another software provider.

ICT and Procurement Services have confirmed that the provision of this support and maintenance can only be done by Capita. There are other products available in the marketplace for management information for schools but Rotherham's schools do not wish to switch to a different product and the cost of change to RMBC would be in excess of £400,000 and will take around 18 months to assess and implement.

As such a request is made for the provision of licences and support for the SIMS / FMS system to be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Capita.

The cost of this support and maintenance contract for 2013/14 is £144,500.

This cost is covered by the ICT Service budget.

8. Finance

The costs outlined above are covered by existing budgets, as indicated.

9. Risks and Uncertainties

The SIMS and FMS are crucial to the running of a Schools day-to-day business. Schools use SIMS to complete statutory returns and it works seamlessly with RMBCs central pupil MIS system Capita One. The Capita One system is utilised by a number of RMBC departments including Education Welfare, Transport, SEN, Free School Meals.

The alternative for schools is that they purchase a licence direct from Capita and withdraw from the Council's licence, in which case RMBC would be unable to purchase annual maintenance on their behalf. The average primary school would be charged £10,000 including £3,000 annual maintenance in the first year and £3,000 each subsequent year.

The same sized primary school pays £1,100 in annual maintenance under the Local authority licence – this represents a significant saving for our schools.

If RMBC did not offer this service to schools, any alternative management information system may not work seamlessly with RMBCs central system (Capita One). This has the potential to cause significant safeguarding issues as the data in held in the One system is accessed by frontline services such as Social Care, Early Help Team including CAF and these services rely on data being accurate.

10. Policy and Performance Agenda Implications

As mentioned above – the lack of a single education management system would threaten our ability to easily share data between schools and RMBC and could hamper our safeguarding activities.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Finance and Procurement Services and all have confirmed agreement with the proposals for 2013/14.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	11 February 2013
3.	Title:	CAPITA ONE Education Case Management System Annual Support and Maintenance 2013/14
4.	Directorate:	Resources

5. Summary

The purpose of this report is to seek approval to an exemption from contract standing orders and to grant the contract for the support and maintenance of the CAPITA ONE Education Case Management system to CAPITA Business Services Ltd, being the propriety system owner and the only company able to provide support and maintenance.

6. Recommendations

It is recommended that:

- **The contract for support and maintenance of the Education Case Management System be exempt from the provisions of Standing Order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Capita.**

7. Proposals and Details

The CAPITA One case management system holds demographic, school and service provision data for the children enrolled in Rotherham schools. It supports the annual school census, statutory reporting requirements and case management provision for Admissions and Transfers, SEN, the Music Service, School Transport, and Education Welfare. The Local Authority holds a perpetual license and renews the annual support and maintenance of that license on an annual basis.

RMBC has only recently in 2012 completed an upgrade to this system (moving from the Capita EMS product to Capita One) and there is no appetite to move to a new system at the moment. Capita One underpins much of our work in CYPS and is the Council's main school management system. The total cost to change systems, including procurement and re-training, would be in excess of £450k and would necessitate a 12 month project.

The value of this new contract will be in excess of £50,000 and therefore standing order 48.1 requires the Authority to obtain between 3 and 6 tenders. However, only the supplier of the product can provide annual support and maintenance. Consequently, a request is made for an exemption from Standing Orders and the award of the contract to CAPITA Business Services Ltd.

8. Finance

The cost of the annual support for 2013/14 will be in the region of £96,500.

9. Risks and Uncertainties

Failure to renew the annual support and maintenance will result in the case management system running with no support from the supplier and we will be unable to apply any upgrades or fixes to this business critical system.

10. Policy and Performance Agenda Implications

Policy and performance issues are discussed in section 9 of this report.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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