

Deputy Leader

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

Date: Monday, 16 December 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 October, 2013 (Pages 1 - 4)
5. Voluntary Severance (Pages 5 - 11)
6. Annual Review - Insurance and Risk Management Performance (Pages 12 - 18)
7. Community Map - Self Service Access to Planning Data, Spatial Data and Incident Reporting (Pages 19 - 25)
8. Cabinet Reports and Members' Issues (Directors to report).
9. Exclusion of the Press and Public
The following item is 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 relating to the financial or business affairs)
10. Impact of Digital Region's Closure on RMBC's Voice and Data Network (Pages 26 - 36)
11. Date and Time of the Next Meeting

1N

DEPUTY LEADER
Monday, 14th October, 2013

Present:- Councillor Sharman (in the Chair); Councillors Gosling and Sims.

N23. MINUTES OF THE PREVIOUS MEETING HELD ON 9TH SEPTEMBER, 2013

Consideration was given to the minutes of the previous meeting held on 9th September, 2013.

Resolved:- That the minutes of the meeting held on 9th September, 2013 be approved as a correct record.

N24. FOOD IN CRISIS PROJECT

Consideration was given to a report presented by Carole Haywood, Partnerships and Policy Manager, and supported by Claire Burton, Commissioning Officer, which detailed currently there was a number of existing organisations in Rotherham providing support for people in crisis for food; these were mainly faith based organisations, most which were reliant on goodwill and donations and were now struggling to meet the increasing demand for food. Some of these organisations have been providing this support over a number of years, but have over the last twelve months seen a rapid increase in people accessing their food in crisis support services.

This report focused on a proposal to work with some of these organisations and others who have formed a Community Food Member (CFM) partnership. The report, therefore, outlined a proposal (in partnership with FareShare Yorkshire for the development of a 'Rotherham Centre' for the centralised distribution of food to CFM organisations. This would enable a more regular and sustainable approach to the provision of food for people in food poverty. It was anticipated that through the collection and sharing of information, that a greater understanding of why people found themselves in food crisis could be gained to avoid recurrent crisis situations.

The proposal was for the Council to award the contract to FareShare Yorkshire (FSY) to supply food to organisations working with people in crisis in Rotherham through the development of a hub and spoke model. FareShare Yorkshire were a charity, affiliated to the national FareShare organisation and currently operated across Yorkshire and have contracts with major supermarkets and food retailers for the redistribution of their surplus food. Given that FareShare Yorkshire have this arrangement, and have access to regular amounts of surplus food from a number of major food retailers, they were the obvious choice to deliver this service. Currently, there were no other known organisations that could deliver the

same level of service operating in the area, therefore, the proposal was that this service was not tendered and the contract be awarded to FareShare Yorkshire from 1st October, 2013 until 31st October, 2014.

The Commissioning Team would draw up the contract between FareShare Yorkshire and the Council and ensure that monthly contract review meetings were undertaken to ensure delivery in line with the contract requirements. The contract, initially, for one year would provide surplus food to people in food crisis in Rotherham through a sustainable model. The collection of information would identify the reasons why people were in food crisis, determine any unmet needs and enable a more targeted approach in the future.

Discussion ensued on the timeframe for establishment of the centre, the adequacy of controls for the Community Food Members, referrers to the service, meeting requests for specialist items, the regular supply of cost effective surplus food and the distribution of food parcels to individuals in food crisis.

It was noted that whilst this proposal did not link in directly with the deprived communities agenda, the analysis of resultant data would identify geographical areas of particular concern. Data comparisons of people presenting in need and those in emerging rent and council tax arrears would be helpful.

Resolved:- (1) That Food in Crisis Service be approved to be exempted from Standing Order 47 (contracts valued at less than 50,000 should be commissioned) in line with Standing Order 38 (exemptions).

(2) The proposal to award the contract to FareShare Yorkshire be approved.

(3) That an update report be submitted to the Deputy Leader in December, 2013.

N25. CABINET REPORTS AND MEMBERS' ISSUES

Simon Cooper, Human Resources Manager, gave an update on discussions around the Living Wage which took place at the RMBC/Trades Unions Joint Consultative Committee last week where the implications of such an investment would result in a pressure in excess of £1million on top of the budget savings that needed to be met.

The Council had aspirations to adopt the Living Wage, but this had to be taken in context of the pressures the Council was currently facing.

A meeting was planned with Trades Unions next week to discuss the budget process and the difficulties.

(THE CHAIRMAN AUTHORISED URGENT CONSIDERATION OF THE FOLLOWING MATTER IN ORDER TO PROCESS THE ARRANGEMENTS AS QUICKLY AS POSSIBLE)

N26. NAC ANNUAL GENERAL MEETING AND CONFERENCE - 22ND - 24TH NOVEMBER, 2013

Consideration was given to a request for attendance on the NAC Annual General Meeting and Conference as the Council's representative at Belfast City Hall from the 22nd to 24th November, 2013.

Resolved:- That Councillor Wyatt be authorised to attend, on behalf of the Council the NAC Annual General Meeting and Conference.

N27. 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)).

N28. PROCUREMENT OF SCANNER SUPPORT AND MAINTENANCE FROM CIVICA

Consideration was given to a report as submitted, which detailed that to enable the Council to ensure ongoing use and reliability of the Civica Electronic Document Management and Workflow System functionality from 1st November, 2013 to 31st October, 2014, there was a need to have a Support and Maintenance agreement with the software supplier for two high volume scanners.

Maintaining the reliability of Civica was essential in maintaining an excellent customer service in the administration of benefits, ensuring efficient billing of Council Tax and Non Domestic Rates and ensuring that income collection was maximised.

Exemption from Standing Orders for procuring this scanner support and maintenance was sought as the provision of the document management and workflow software support could only be supplied by Civica.

Resolved:- That the contract for the purchase of a software licence key be exempted from the provisions of Standing Order 47.6.2 (requirement to invite at least two oral or written quotations for contracts with a value of £5k, but less than £20k) and the purchase be made from Northgate.

N29. DATE AND TIME OF THE NEXT MEETING

Resolved:- That the next meeting take place on Monday, 11th November, 2013 at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL
REPORT TO CABINET MEMBER

1. Meeting:	Deputy Leader
2. Date:	16th December 2013
3. Title:	Voluntary Severance
4. Directorate:	Resources

5. Summary

This report provides an update on what voluntary severance has created in terms of savings.

6. Recommendations

Cabinet Member is asked to:

- **Note outcomes achieved**
- **Note new window for volunteers**
- **Confirm delegation to corporate approvals panel to continue**

7. Proposals and Details

Background

In a report presented to SLT on 3rd June, the Director of Human Resources set out the full range of workforce efficiency measures that have been undertaken since 2010/11 and the savings that had been achieved by each of these measures. In particular, it was noted that the use of voluntary severance as a means to reduce the size of the workforce had resulted in recurrent annual savings of approximately £25 million.

A range of statistical data illustrating the extent of the impact of voluntary severance on achieving workforce reductions is attached in the appendices at the end of this report.

The key headlines from these figures are: -

- As intended, proportionately, the greatest reductions have been in management/back office functions
- Age/pension scheme membership have a significant influence on the attraction of voluntary severance with the proportion of employees aged 55+ taking voluntary severance being greater than any other age range
- The success of voluntary severance in reducing employee numbers has been such that only 72 compulsory redundancies have had to be made since April 2010 despite the Council reducing by over 1200 posts.

Influencing Factors

- The high numbers of employees leaving on voluntary severance compared to the very low number of compulsory redundancies illustrates the benefit of adding some form of inducement to encourage take up. This is especially significant if the Council still wishes to retain an objective of seeking to achieve job loss by voluntary means wherever possible.
- At present 849 employees are aged 55+ representing 14% of the workforce. Each year, approximately 200 employees join the category of being within 12 months of reaching age 55.
- Evidence indicates approximately 5%-6% of the 849 employees in the 55-59 cohort leaves the organisation under a 'typical' year (approx 50 leavers) whereas with the window and enhanced discretionary scheme in operation resulted in 113 leaving (62 of which were voluntary severance).
- In the over 60 category of 471 employees a normal leaving quotient of 69 might have been expected but in reality 159 left of which 66 were voluntary severance.
- The 12 week discretionary payment scheme is more cost effective than paying statutory notice or pay in lieu of notice as the Council saves employer NI and Pension contributions totalling 22.4% (10.4 NI + 12% LGPS,) this is because the discretionary payment is classified as non taxable like the redundancy payment. Compulsory redundancy requires the employee to be served notice which they work or be given pay in lieu of notice. However in order to 'protect' the tax free nature of discretionary payments, these must not become the norm. They must remain justifiable and focused on needs to reduce the workforce at specific times and/or in specific areas or otherwise run the risk of HMRC sanctions.
- The 2 year recovery business case was set following a District Audit report 'Retiring Early' criticising the lack of discipline over achieving savings from early release within reasonable timescales. However the Council chose itself to set the recovery period at 2 years and there is no formal requirement to apply this timescale.
- Opening Council-wide windows of opportunities to leave under the terms of the discretionary voluntary severance scheme has undoubtedly created opportunist savings that have fallen outside of the review areas and would otherwise have been missed.
- Trends in terms of savings achieved to date indicate that if £20 million is required to be saved each year, a quarter of this has to come from job reductions which equates broadly to 300 jobs lost per year. Natural turnover has to date generated around 100 job reductions per

year which means that each year the Council will have to achieve around a further 200 voluntary severances/compulsory redundancies.

In light of the continued £20m budget reduction situation being faced for the next two years a new window for voluntary severance accepting applications until the 30th November has been opened which includes the inducement of a 12 week discretionary payment.

Cabinet Member is asked to confirm whether they would support the continuation of the current delegation for approval for early release to the Corporate Approval Panel comprising the Chief Executive, Director of Human Resources and Director of Legal Services to continue.

8. Finance

A failure to reduce employment costs will impact on the Councils ability to deliver services. Areas of known pressure such as the removal of the National Insurance rebate which will cost £3.4m are already being factored into the MTFS.

Increased HMRC liability and Employer Pension contributions may accrue if contractual notice pay is paid instead of the 'tax-free' status of the 12 weeks additional payment. In the windows for voluntary severance operated since 2010 this would have amounted to over £750,000.

Calls continue to be faced to pay or work towards paing the 'Living Wage'. Full implementation of this rate would cost in excess of £1m in the immediate term.

9. Risks and Uncertainties

Government continues to target Public Sector spending for reduction whilst at the same time increase employer on costs.

10. Policy and Performance Agenda Implications

The way we do business: Right people, right skills, right place, right time, reducing bureaucracy and getting better value for money.

11. Background Papers and Consultation

- a) SLT Budget Reports
- b) Management Review meetings with Strategic Directors
- c) Trade Union consultation meetings and formal JCC meetings
- d) 'By Mutual Agreement' March 2010 Audit Commission report on severance payments to Council Chief Executives
- e) District Audit Report of 2002 on RMBC Management Restructuring.
- f) 'Retiring Nature' Audit Commission report March 2000 on early retirement practices in Local Government.

Contact Name:

Phil Howe

Director of Human Resources

Ext. 23716

6th November 2013

Severance by Directorate and Management Level Sept 10 – 30th September 2013

Directorate	M4	M3	M2	M1	Non Management	Total	Annual Salary Saving
Children & Young People's	2	8	76	35	77	198	£5,985,015
Environment & Development	-	6	56	26	118	206	£5,344,183
Neighbourhoods & Adults	1	5	41	32	237	316	£6,431,657
Resources*	-	17	79	37	69	202	£6,295,323
Total	3	36	252	130	501	922	£24,056,178

Category	Number Approvals	Number of group in workforce	% of group in workforce	% reduction of group	Annual Salary Saving
M4	3	24	0.3%	12.5%*	£263,313
M3	36	98	1.4%	37%	£2,225,557
M2	252	1242	17%	20%	£9,936,034
M1	130	925	13%	14%	£3,619,863
All Management	420	2284	33%	18%	£16,044,767
Non Management	501	4743	67%	10.5%	£8,011,411
Total	922				£24,056,178

*Actual group reduction 39% when deletion of vacant posts taken into account

Notes

Figures include: 72 compulsory redundancies made 2010-2012 in initial service reviews

In addition: 44 applications for flexible retirement have been approved generating recurrent annual salary savings of £580k

12 Senior Management Posts becoming vacant deleted generating recurrent annual salary saving of £910k

Vacant posts disestablished, 65 identified by HR deleted generated recurrent annual salary saving of £1.4m

*Includes Services that reported to Strategic Director of Resources post

VER/VS Statistical Information

Leavers since Sept 2010				922 (plus 44 flexible retirements)		
Management Level						
Category	Number Approvals	Vacant posts deleted	Number of group in workforce*	% of group in workforce*	% of group in approvals	% reduction of group
M4	3	6	24	0.3%	0.3%	39%
M3	36	5	98	1.4%	4%	42%
M2	252	-	1242	17%	27%	20%
M1	130	-	925	13%	14%	14%
All Management	421	-	2284	33%	46%	18%
Non Management	501	-	4743	67%	54%	10.5%
Equalities						
Category	Number Approvals	Number of group in workforce	% of group in workforce*	% of group in approvals	% reduction of group	
Female	679	5138	73%	74%	13%	
BAME	29	233	3.3%	3%	12%	
Disabled	97	410	5.8%	10%	23%	
Age 16-24	8	287	4%	1%	3%	
Age 25-39	122	1769	25%	13%	7%	
Age 40-49	203	2334	33%	22%	8%	
Age 50-54	97	1163	17%	10%	8%	
Age 55-59	299	939	13%	32%	32%	
Age 60-65	209	503	7%	23%	42%	
Age 65 plus	22	87	1.2%	2%	25%	

*Number & percentage of group as at 31st August 2010 (excludes Schools employees)

Severance by Tax Year and Management Level Sept 2010-2013

Tax Year	M4	M3	M2	M1	Non Management	Total	Annual Salary Saving
2010/11	2	14	106	45	174	341	£9,346,323
2011/12	1	16	88	49	120	274	£7,640,666
2012/13	0	6	56	29	157	248	£5,997,716
2013/14	0	0	2	7	50	59	£1,071,473
Total	3	36	252	130	501	922	£24,056,178

Category	Number Approvals	Number of group in workforce	% of group in workforce	% reduction of group	Annual Salary Saving
M4	3	24	0.3%	12.5%*	£263,313
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Voluntary Severance by Service Sept 2010-Sept 2013

Directorate	Service	Support	Front Facing	Reduction
CYPS	Safeguarding Children & Families	6	13	3.8%
	Schools & Lifelong Learning	86	81	15.8%
EDS	Planning Regeneration & Culture	53	67	21.5%
	Internal Audit & Asset Management	40	29	5.7%
	Streetpride	7	66	14.9%
NAS	Health & Wellbeing	16	235	17.9%
	Housing & Neighbourhoods	19	29	11.8%
	CPP	98	0	39%
RES	Finance	46	0	16.9%
	Human Resources	9	0	8.2%
	Legal & Democratic Services	22	0	21%
Total		402 (28% Group reduction)	520 (11% Group reduction)	17%*

*Percentage reduction in workforce increases to 22% if exclude transfers to the Council from Grounds Maintenance, 2010 Rotherham Ltd, Rother Valley Country Park, Connexions, Doncaster HR & Payroll and Public Health

ROTHERHAM BOROUGH COUNCIL – REPORT TO DEPUTY LEADER

1.	Meeting:	Deputy Leader
2.	Date:	16 December 2013
3.	Title:	Annual Review - Insurance and Risk Management Performance
4.	Directorate:	Environment & Development Services

5. Summary

This report builds on previous reports on the numbers and cost of insurance claims made against the Council.

The Council continues to have a very good and improving record in most areas. Proactive Risk Management measures are helping to reduce the number of claims made against the Council and effective monitoring / inspection systems are enabling the Council to successfully defend many claims that are received.

The report highlights areas where risk management action is helping to achieve the greatest savings in support of the Council's Medium Term Financial Strategy.

6. Recommendations

The Deputy Leader is asked to note the generally very good performance in relation to the management of risk and minimisation of insurance claims costs.

7. Proposals and Details

7.1 Insurance claims and costs 2003/04 to 2012/13

A summary of claims received by the Council over the past ten years, relating to the five main areas of insurance risk, is contained in the following table:

Numbers and Costs of Claims Received 2003/04 to 2012/13		
Area of Risk	No. of Claims	Cost of Claims
Public Liability	3,021	£3.947m
Employers' Liability	597	£3.895m
Highways	2,215	£1.519m
Motor Vehicle	3,330	£3.091m
Fire	69	£1.741m
2003/04 to 2012/13	9,232	£14.193m

On average, the Council has paid £1.42m per year on insurance claims over the last 10 years. The need to continue to invest in reducing the costs of accidents via improved management systems, work environment and training cannot be overstated.

7.2 High Performing Areas

- School Fires
- General Property Fires
- Highways Trips and Slips
- Recovery of Uninsured Motor Vehicle Accident Losses

Rotherham's claims record on fire across all properties is very good and on schools it is excellent.

The Governance Section has twice arranged for risk surveys to be carried out at all schools. These highlighted the needs of each school and led to subsequent Risk Management work where needed. This work provided the platform for the Council's exemplary record; only two minor fires have occurred in Rotherham schools in the past three years at a time when the annual cost of school fires in the UK rose to £65m.

The Council now substantially out-performs other authorities, as can be seen from the table below, which is based on fires occurring in the last 6 years.

	Rotherham	National Average	Difference +/-
	£	£	£
Average Cost per Claim	3,016	60,000	- 56,984
Cost of Claims per School per Year	26	896	- 870

The difference in performance, based on the number of schools at Rotherham, means that **the Council spends over £100,000 less per year than the national average figure on school fires.**

7.2.1 Highways Trips and Slips

Despite the emergence of numerous aggressive claims management companies in the last 10 years and their high-profile 'no win – no fee' marketing campaigns, Rotherham continues to manage highways risks very successfully. The current claims repudiation rate (i.e. closed without payment) of 97% makes the Council amongst the best performing nationally in this regard.

Performance is shown in the table below.

Highways Liability PI Claims Performance 2008/09 to 2012/13							
Incident Year	Claims Rec'd	Number On-going	Number Closed	Number Repudiated	Percentage Repudiated	Number Paid	Total Paid (inc costs)
2008/09	161	1	160	128	80%	32	£306,761
2009/10	306	4	302	283	93%	19	£187,672
2010/11	368	18	350	327	93%	23	£138,268
2011/12	171	18	153	142	93%	11	£108,884
2012/13	270	61	209	203	97%	6	£2,879

The Council's proactive highways inspection and maintenance regimes contribute significantly to this performance.

7.2.2 Recovery of Uninsured Motor Vehicle Accident Losses

Rotherham has historically self-funded all costs arising from accidental damage to its own motor fleet, even in instances where that damage had been incurred as a consequence of negligence on the part of a third party (i.e. non-fault claims).

Previous link-ups with loss recovery companies to attempt to recoup our outlay from third party insurers had proved largely ineffective. However, at the end of 2005, the Governance Section appointed MAPS Legal Assistance to pursue third party compensation.

The service costs less than £1,000 per year and since taking on their first case in November 2005, MAPS has recouped over £155,000 for the authority in lieu of our repair costs.

7.3 Areas where performance is good and improving

- Employer's Liability Claims
- Motor Vehicle Claims

7.3.1 Employer's Liability Claims

Employer's Liability risk has been a concern for local authorities for some years, particularly in respect of degenerative type injuries including Vibration White Finger, Noise Induced Hearing Loss, Manual Handling and Repetitive Strain Injury claims.

At Rotherham, the Corporate Emergency & Safety Team has carried out a wide range of Risk Management activities to minimise the risk of injuries and this is having a positive effect on both the number of claims received and the Council's ability to defend or minimise the payments made against such claims. This positive trend is demonstrated by the statistics below:

Employer's Liability Claims Performance 2008/09 to 2012/13							
Incident Year	Claims Rec'd	Number On-going	Number Closed	Number Repudiated	Percentage Repudiated	Number Paid	Total Paid (inc costs)
2008/09	46	2	44	20	45%	24	£244,192
2009/10	44	7	37	24	64%	13	£150,991
2010/11	41	12	29	10	34%	19	£216,475
2011/12	27	12	15	9	60%	6	£91,563
2012/13	21	12	9	7	78%	2	£10,938

The statistics show:

- The number of claims is steadily reducing year on year
- a significant reduction in the overall cost of claims (£91k for 2011/12 compared to £244k for 2008/09)
- A gradual increase in the proportion of claims being successfully repudiated

7.3.2 Motor Vehicle Claims

The number of motor vehicle claims received has reduced year on year since 2008/09, from 422, to 174 in 2012/13 (a 58% reduction), as has the cost of claims; from £406.1k to £113.7k (a 72% reduction) in the same period.

In addition, there has been a pleasing reduction in the number of accidents involving third parties, which has resulted in a decrease in third party costs from £184k in 2008/09 to £42K in 2012/13.

Initiatives such as driver training and the installation of cameras on Refuse Collection Vehicles have undoubtedly proved influential, as has the re-centralisation of vehicles at Hellaby Depot.

7.4 Trips and slips on Housing owned footpaths & walkways

Since the termination of 2010 Rotherham Ltd (wef 1 July 2011), 57 claims have been received relating to incidents occurring on Housing owned footpaths. Of these, 35 are presently outstanding with claim reserves totalling £264,840, 15 have been settled without payment and 7 have been settled at a cost of £41,077.

Whilst acknowledging the current situation with regards to budget cuts, it should nonetheless be stressed that the implementation of a sound system of inspection would improve repudiation rates and cut costs to the authority in the medium term.

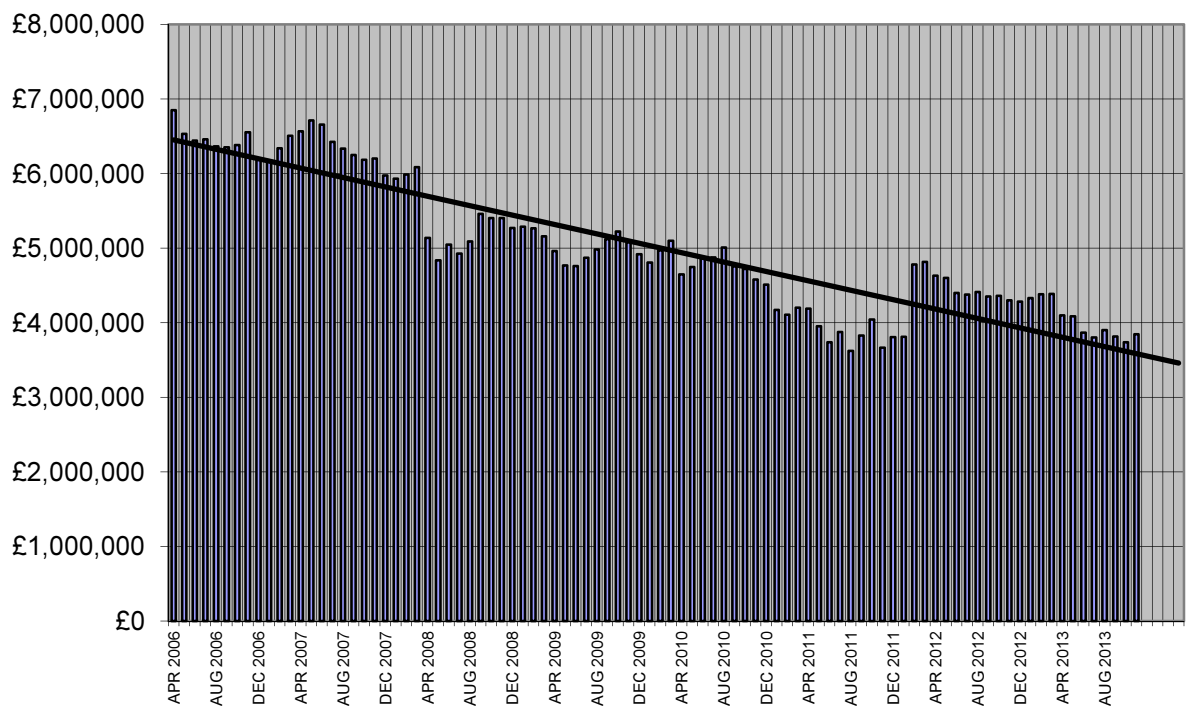
The issue has been referred to the newly appointed Business & Commercial Programme Manager (NAS) with a request that he reviews this area with a view to implementing some form of inspection regime to try and minimise the inherent risk.

7.5 The level of the Insurance Fund

The insurer’s current compulsory policy excess (£100,000) means that 99% of claims settled are met directly out of the Council’s Insurance Fund.

A gradual increase in claims up to 2006 (partly an outcome of the ‘no win – no fee’ claims culture) led to an increase in the Insurance Fund provision required to meet estimated claims’ costs. However, since 2006, strengthened Risk Management and the consequent reduction in claims have enabled the provision to be reduced significantly over this period.

The reduction in the numbers and costs of claims can be seen in the bar chart below. Monthly changes in the overall claims’ provision and a trend line are shown in the chart.



The provision required to meet outstanding claims has reduced from £7.8m in 2006 to £4m currently.

As a consequence, this allowed the Governance Section to contribute over £2.9m from the Insurance Fund to the General Fund between 2006/07 and 2012/13 to assist in the alleviation of budget pressures. A further £350k has already been contributed towards the 2013/14 budget and a further £100k has been earmarked for 2014/15.

7.6 High Value / New Areas of Claim

The Council needs to be continually alert to any new claims activity and the potential impact on funds.

There has been an increasing interest in child care cases following recent high profile national publicity on the issue. There is also increasing interest in long-standing diseases, such as asbestosis. The Council has significant reserves set aside for such claims.

7.7 Municipal Mutual Insurance, Trigger Litigation

One of the Authority's previous insurers, Municipal Mutual Insurance (MMI), had been seeking clarification of its liability to indemnify policyholders in respect of historic employee mesothelioma claims. The outcome of a watershed case in 2012 was that the Supreme Court found against MMI.

As a consequence, MMI decided there was no prospect of a solvent run off of its liabilities and appointed an Administrator to undertake a financial review of the company. The Administrator will be responsible for calculating the levy owed by each authority that was part of MMI, including Rotherham Council.

The levy payable by the Council will be calculated as at 1 January 2014 and a formal statement, plus invoice, will be issued within 14 days thereafter.

Provision has been made in the accounts for £1.32m and liability will continue to be monitored on an on-going basis.

7.8 Renewal of Insurance / Broking Contracts

The Council's insurance contracts, together with its broking contract, expired in 2013.

For the insurance contracts, tendering procedures were followed in accordance with OJEU Tendering regulations and three year contracts, with an option for a further two additional years, were awarded to RMP (Liability; Motor; Pecuniary; Travel) and Zurich Municipal (Property).

The overall total of the above proposed contract awards virtually mirrors the total premiums paid in 2012. At a time when the insurance market (and economy) is in a state of flux and many local authorities are reporting the breaking of Long Term Agreements and wide scale increases in premiums, this is a positive outcome for Rotherham Council and reflects the market's view of its solid risk status.

The broking contract was awarded in compliance with the Council's Financial Regulations & Standing Orders and a three year contract, with an option for a further two additional years, was awarded to Aon Ltd. This resulted in a saving of £2,000 per annum (10%), equating to £10,000 over the life of the contract.

8. Finance

Financial implications have already been identified elsewhere in this report, however, it should be stressed that the compulsory policy excess (£100,000 on each and every claim) means that the vast majority of claims are met directly from the authority's Insurance Fund.

To assist our attempts to prevent/minimise claims, our claims handlers, Gallagher Bassett, provide 10 free days Risk Management or Loss Control Consulting services.

9. Risks and Uncertainties

The Council attempts to prevent, minimise and control claims as outlined above. Positive action results in a decrease in the number of claims and settlement costs, a subsequent reduction in employee hours/costs incurred in investigating claims and a greater likelihood of reduced insurance premiums in the future as a consequence of an improved claims history.

There are presently several areas of potential risk described in this report which could impact adversely on the authority's claims experience, reputation, premiums payable and place greater demand and pressures on the Insurance Fund and Directorate budgets.

10. Policy and Performance Agenda Implications

Claims Management procedures play an important role in both informing and influencing all elements of Risk Management. Risk Management is one of the dimensions of good Corporate Governance. It is all encompassing and impacts on all areas of the Council's Policy and Performance Agenda.

12. Background Papers and Consultation

- CIPFA Insurance Benchmarking Surveys 2008 – 2011
- MMI Briefing Notes, August 2011 to date
- Gallagher Bassett, Risk Control Services Report, Version 4
- Report to Deputy Leader – Award of Insurance Contracts, March 2013
- Zurich Municipal Schools Fire Statistics 2013

Contact Names:

Colin Earl, Director of Audit and Asset Management, x22033

Andrew Shaw, Insurance and Risk Manager, x22088

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1.	Meeting:	Deputy Leader
2.	Date:	16th December 2013
3.	Title:	Community Map – Self Service Access to Planning Data, Spatial Data and Incident Reporting
4.	Directorate:	All

5. Summary

This paper recommends that RMBC purchases Civica's Community Map product to replace a number of end-of-life web mapping systems and to enable citizen self-service across a range of RMBC processes including Planning enquiries and reporting Streetpride issues.

Community Map is a key element of the Council's Customer Access Strategy and one of a range of measures being taken to encourage greater take-up of RMBC's online channels and reduce dependency on the ageing CRM platform (Siebel).

6. Recommendations:

The Deputy Leader is asked to:

- **Approve the purchase of Civica's Community Map product.**
- **Approved that the purchase of Community Map 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) on the basis that Civica is the sole supplier capable of providing a Geographical Information System which integrates natively with the Council's various Civica line of business systems.**

7. Proposals and Details

7.1 Background

Online services are better for the citizen and better for the Council. A 2013 survey of 480 public sector organisations has revealed that, on average, face-to-face transactions are 50 times more expensive than online transactions. What's more, the majority of our customers want and expect to be able to do business with RMBC online – they prefer the convenience, speed and ease of online transactions.

Since 2005 RMBC has used the PlanAccess and PlanWeb online mapping systems to deliver spatial data to citizens (PlanAccess) and to RMBC officers (PlanWeb). PlanAccess is known within Rotherham as ROAM (Rotherham's Online Application for Mapping) and PlanWeb is known as MapKey – both systems are heavily used and deliver a range of functions such as:

- Planning Application Searches (textual and map based)
- 'In My Area' post code searches
- Find my Nearest...
- Map searches and printing
- Dozens of searchable GIS datasets (see Appendix 1)

PlanAccess and PlanWeb are now 'end-of-life' – the software is no longer supported by the vendor (Pitney Bowes Ltd) and the servers which host the systems are overdue for decommission and have a high risk of unplanned downtime.

A further problem is that both PlanWeb and PlanAccess are very difficult to use – they are 10 years old and pre-date Google maps, which is now the *defacto* web mapping site. RMBC has received complaints from customers concerning the experience in using PlanAccess. In response to this RMBC has made some datasets available on its website using Google Maps but, whilst these are easier to navigate than PlanAccess, they lack much of the functionality of PlanWeb and PlanAccess and they risk breaches of Ordnance Survey copyright.

7.2 Replacement Systems

It is not an option for RMBC to elect to not replace its current web mapping systems. Whilst we could conceivably decide to withdraw some of the functionality described above we could not countenance the removal of an online planning application search tool. This service fulfils hundreds of thousands of self-service queries each year – a workload which would transfer to telephone and face-to-face transactions in the event that the web service ceased to exist – clearly this is not a palatable prospect for the Council.

This being the case we have 2 options:

- 1) Upgrade to the latest version of PlanWeb and PlanAccess (a new, single, product called Stratus Connect).

2) Procure an alternative solution

We have investigated both options and have concluded that Option 1 is not viable for a number of reasons:

- PlanWeb and PlanAccess are both 'out of support'. This means there is no low-cost upgrade path – we would need to buy new licences as though we were a new customer.
- The current functionality delivered by PlanWeb and PlanAccess is not 'out of the box' rather it is bespoke and has evolved through a decade of re-writing and integration with back-end systems by RMBC ICT. Stratus Connect does not offer the functionality of our current, customised system and it would require lengthy re-writing by RMBC to replicate existing functionality. Furthermore we no longer have the skills in-house to deliver this work and we would need to recruit extra staff or consultants.

In light of this we have spent over 2 years investigating alternative solutions and have identified that Civica's Community Map system is the only product that fulfils RMBC's requirements. The benefits to Community Map are:

- All of the functionality mentioned at 7.1 as standard.
- Out of the box planning application searches as standard.
- Direct integration with RMBC's existing Civica Planning system (Innogistic).
- Direct integration with RMBC's existing Civica Environmental Health system (App).
- Direct integration with RMBC's future Civica Housing System (IHMS).

We can see from the list above that all of RMBC's 'place based' services now use Civica software as their main line of business system. It is because of this that Civica's Community Map is such a logical fit for RMBC – integrating, as it does, directly with these other key systems.

In addition to the above functionality Community Map will provide us with out of the box forms which allow for citizens to report a range of 'street scene' issues such as fly tipping or graffiti and the incident is logged directly in the relevant back-end system with no requirement for re-keying. Community Map also comes as an app which will make it easier for citizens to report issues from mobile devices. The same app can be used to deliver real time information to field staff and allow field staff to capture data whilst on site.

As Community Map integrates directly with our other Civica software there is less benefit to logging transactions in the RMBC Customer Relationship Management system (Siebel). This presents us with the opportunity to remove the ageing CRM system entirely and have the Community Map online self-service channels used by contact centre agents, customer service centre staff and citizens alike. This will be the subject of a future paper.

7.3 Recommendation

The Deputy Leader is asked to support the purchase of Civica's Community Map system. Given that Civica Community Map is the only product on the market that can

be natively integrated with RMBC's Civica Planning, Civica Environmental Health and Civica Housing systems it is proposed that that the purchase of Community Map 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) on sole supplier basis.

8. Finance

The Community Map system is priced as follows (this assumes a 3 year contract):

- Upfront purchase of software and licences: **£63,875**
- Upfront purchase of hardware: **£6,976**
- On-going support and maintenance: **£13,875 per year**

We have asked Civica to provide pricing for cloud hosted infrastructure but complexities around integration with other systems and an annual charge of an additional £24k mean that this option has been discounted and we will implement a tradition on-premise infrastructure.

It is proposed to fund the costs which are eligible for capitalisation (upfront hardware and software) from the ICT Strategy Budget which has been provisioned for this purpose – this totals **£70,851**.

On-going running costs are to be met from existing revenue budgets, including the ICT Contracts Budget.

For purpose of comparison the approximate cost of implementing Option 1 (Stratus Connect) is £89k upfront and £15k per year – but this would not provide all of the functionality offered by Community Map, such as native integration with back-end Civica systems, the incident reporting tools and mobile app.

9. Risks and Uncertainties

If we do not continue to invest in online channels we will need to increase investment in legacy channels and remove our ability to realise efficiency savings.

If we do not replace the end of life PlanWeb and PlanAccess systems we will experience unplanned downtime and eventual system failure. This will result in RMBC having no online Planning presence or web mapping capability. It is a Statutory Requirement under Part 13 (7) of the Town and Country Planning (Development Management Procedure) (England) Order 2010 to publish planning information on a website maintained by the Local Planning Authority:

(7) The following information shall be published on a website maintained by the local planning authority—

- (a) the address or location of the proposed development;*
- (b) a description of the proposed development;*

(c) the date by which any representations about the application must be made, which shall not be before the last day of the period of 14 days beginning with the date on which the information is published;
(d) where and when the application may be inspected;
(e) how representations may be made about the application; and
(f) that, in the case of a householder application, in the event of an appeal that proceeds by way of the expedited procedure, any representations made about the application will be passed to the Secretary of State and there will be no opportunity to make further representations.

10. Policy and Performance Agenda Implications

Discussed elsewhere in the report.

11. Background Papers and Consultation

- Corporate ICT, Information Governance and Web Strategy Board
- RMBC Customer Access Strategy
- RMBC ICT Strategy 2011 – 2015
- Consultation with RMBC's Planning and Environmental Health Departments

Contact Names

- Richard Copley, Corporate ICT Manager
- Rachel O'Neil, Customer Access Manager

Appendix 1 – List of Data Sets Currently Available via RMBC’s Web Mapping

Area Assemblies
Census Output Areas
Enumeration Districts
Parishes
Parliamentary Constituencies
Wards
Adopted Highways
Aerial Photography 1999 to 2013
Ancient Monuments
Ancient Woodlands
1:10,000
1:250,000
1:50,000
A-Z
A-Z - old B&W
Internet Street Mapping
Landline
MasterMap
Oscar
World maps
Car Parks (RMBC)
CCTV Cameras
Common Land
Communities
Community Organisations
Contaminated Land
Youth Centres
Council Owned Woodlands
Doctors Surgeries
Primary Care Trust Localities
Education Action Zones
100 and 1000 year floodplains
Fluvial Floodplain
Tidal Floodplain
Action Plan Zones
Grounds Maintenance Areas
Historical Mapping (1849-1851)
Historical Mapping (1875-1937)
Historical Mapping (Post WW2)
Council Houses
Housing Districts
Commercial Properties
Industrial Sites

Land Terrier Data
Natural Areas
Town Parks
LLPG
Play Areas
Postal Addresses
Postcodes
Post Towns
Postal Districts
Public Rights of Way
Mobile Libraries
Static Libraries
Primary School Catchment Areas
Primary Schools
Secondary School Catchment Areas
Secondary Schools
Special Schools
Sites of Special Scientific Interest (SSSI)
Street Gazetteer
Thermal images
Conservation Areas
Listed buildings
UDP
Stamp Duty Exempt
Salt Bins
Salting Routes
Young Peoples Areas

Document is Restricted