

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 10 July 2006

Time: 11.30 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 12th June, 2006 (copy attached) (Pages 1 - 4)
5. RBT Performance Update (report attached) (Pages 5 - 18)
To consider the attached report of the Chief Executive, RBT
6. Minutes of a meeting of the Procurement Panel (copy attached) (Pages 19 - 23)
To consider the minutes of the meeting of the Procurement Panel held on 19th June, 2006
7. Minutes of a Meeting of the E Government Programme Board (copy attached) (Pages 24 - 27)
To consider the minutes of the meeting of the E Government Programme Board held on 31st May, 2006
8. Liaison with RBT
To consider any questions received from Elected Members

For Information:-

Date, Time and Venue for the next meeting:-

**Date of Next Meeting:-
Monday, 11 September 2006**

**CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION
Monday, 12th June, 2006**

Present:- Councillor Wyatt (in the Chair); Councillors Hodgkiss and Jackson.

Apologies for absence:- Apologies were received from Burke.

11. MINUTES OF THE PREVIOUS MEETING, HELD ON 22ND MAY, 2006

Consideration was given to the minutes of the previous meeting, held on 22nd May, 2006.

Resolved:- That the minutes of the meeting held on 22nd May, 2006, be approved as a correct record.

12. CORPORATE SERVICES FINANCIAL OUT-TURN 2005/2006

The Executive Director of Corporate Services submitted the 2005/06 net Outturn report for Corporate Services, showing a £731,822 underspend against the service cash limited revenue budget of £11,973,774. This underspend represented a percentage variation of -6.1%.

Resolved:- That the 2005/06 net Outturn report for Corporate Services be received and its contents noted.

13. RBT SUPPORT FOR SCHOOLS

The Chief Executive, RBT, submitted a report detailing the support and progress of the services supplied by RBT to schools. In recognition of the importance of delivering efficient and effective services to schools, an appointment had recently been made to the new post of specialist Schools Business Manager. The services being provided included:-

- human resources and payroll
- a helpline for schools and visits by RBT staff
- a newsletter for schools
- support for the Rotherham Grid for Learning
- RBT Schools Connect Team
- the procurement service

Resolved:- (1) That the information contained in the report be noted.

(2) That a progress report be submitted in September, 2006.

14. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for the quarter from January to March, 2006, highlighting:-

- completion of the third operational year of the RBT partnership with the Council;
- Registrars offering the Nationality Checking service, one of a small number of local authorities offering this service;
- shortlisting for the eProcurement service (under Best Public Private Partnership achievement) and a commendation under eProcurement Achievement of the Year in the national Municipal Journal awards.

The report included the Service overview for:-

- Customer Services/Public Access
- HR and Payroll
- ICT
- Procurement
- Revenues and Benefits
- Progress against Corporate Initiatives
 - Equalities
 - Investors in People
 - Progress against Corporate Initiatives
 - Consultation/Complaints
 - Audit Updates
 - Schools

Details were also provided of the Service Level Agreement underperformance during the period January to March, 2006.

Resolved:- That the contents of the report be noted.

15. RBT - RISK MANAGEMENT

The Chief Executive, RBT, submitted the end of year report highlighting the major risks in RBT and the actions being taken to mitigate those risks. The report addressed the responsibilities of the Cabinet Member for Customer Services and innovation to ensure that all partners were managing business risks thoroughly and appropriately.

It was noted that, in line with good practice, RBT had implemented a policy which described the way in which risks will be identified, evaluated and managed within RBT. Whilst the use of a risk management tool was being assessed, the process in place was paper-based and would be used until such time as an automated tool was introduced and accepted by the business. The guidelines were based on the OGC 'Draft Guidelines for Managing Risk', PRINCE 2 and the Institute of Risk Management's standard adopted by BT.

Resolved:- (1) That the contents of the report be noted.

(2) That the progress being made in implementing risk management actions and the impact of those mitigating actions be noted.

16. SCHOOLS PFI PROJECT UPDATE - SPRING/SUMMER 2006

Consideration was given to a report of the Acting Head of Strategic Partnerships concerning the Schools Private Finance Initiative project, a partnership between the Council and Transform Schools (Rotherham) Ltd. The contract included the rebuilding/refurbishment of fifteen schools and their facilities management for a period of thirty years from 1st April, 2004.

By the end of December 2006, the project will provide:-

- New schools for Coleridge, Ferham, Kimberworth, Maltby Craggs Infant, Maltby Craggs Junior, Meadowhall and Thornhill Primary Schools and Winterhill, Wingfield and Wath Secondary Schools;
- Part new build and refurbished schools at East Dene and Wath Central Primary Schools and Clifton, Thrybergh and Wickersley Secondary Schools;
- Additionally, extended school use will be provided as follows:-
 - new Key Young Person's Centres will be provided at Thornhill Primary School and Wath Secondary School and significantly refurbished centres at Wingfield, Clifton, Thrybergh and Winterhill Secondary Schools.
 - SureStart facilities at Ferham, Thornhill and Wingfield.
 - Space for Sports and Arts facilities at Ferham.
 - Children's Centres at Coleridge and Kimberworth.
 - Clifton Project facilities at the Cranworth Road site.

Currently nine schools have been delivered to full services and five more are due for September, 2006.

Resolved:- That the progress of the Schools PFI Project be noted.

17. MINUTES OF THE MEETINGS OF THE COMMUNICATIONS AND MARKETING GROUP

Consideration was given to the minutes of the meetings of the Communications and Marketing Group, held on 13th April, 2006 and 18th May, 2006.

Resolved:- That the contents of the minutes be noted.

18. LIAISON WITH RBT

It was noted that a Councillor had asked a question about the ICT requirements of a local community partnership which would be responded to by RBT staff.

19. 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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to financial and business affairs).

20. CUSTOMER SERVICES CENTRES PROGRAMME - PROGRESS

Consideration was given to Minute No. 172 of the meeting of the Regeneration and Asset Board, held on 17th May, 2006, together with the accompanying report, detailing the progress of each of the Council's six proposed Customer Service Centres.

Resolved:- That the contents of Minute No. 172 and the accompanying report be noted.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

| | | |
|----|------------------------|--|
| 1. | Meeting: | Customer Services & Innovation Cabinet |
| 2. | Date: | 10 th July 2006 |
| 3. | Title: | RBT – Performance Update |
| 4. | Programme Area: | RBT |

5. Summary

The report presents the progress and performance of RBT for the period April & May 2006.

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have been:

- Launch of the Planning Service within the town centre CSC
- Launch of the Surgery Connect service 22nd May 2006
- ICT and Contact Centre achieve 100% SLA targets
- Year to date procurement savings are on target
- Developments on e-Tendering, e-Evaluation, E-ordering and Procurement Cards
- R&B prepare for the BFI self assessment, indications to retain 4* are promising
- Design Studio prepares for New Business
- BPR underway of Payroll processes to improve performance

And Finally

It is with great pleasure that I can confirm Rotherham's success in the MJ Awards, the RBT partnership brought home to Rotherham the award for the category for the Public Private Partnership achievement of the year. The judges said of the Councils link with BT the customer services improvements "are impressive and the joint venture has delivered improved services and efficiency gains and improved productivity while operating a value for money approach"

The RBT partnership was against tough competition with Rotherham also achieving a further 2 nominations in this category, the Schools PFI project with Transform Schools and the e-procurement initiative. It goes without saying that the national recognition received from the success of these awards is a testament to what Rotherham has achieved. Members, Senior Managers and front line staff from both the Council and RBT joined in the festivities in London.

Service by Service Overview

7.1.1. Customer Services/Public Access

The pace within Rotherham Connect continues at a great rate in preparation for the take-on of Streetpride 2, the introduction of planning into the town centre CSC and the opening of the second CSC in Swinton.

In preparation for the opening of the Swinton CSC an appointment has been made to the role of Team Supervisor and the customer service advisors have successfully completed their core competency, process and system training. The staff also completed the RBT Induction training and the motivation and team spirit was extremely positive.

Towards the end of May the Members Surgery Connect Service was implemented allowing all members to contact a golden number thus enabling enquiries to be logged and followed up by the customer services advisor. This service should

alleviate the issues surrounding the previous process allowing members to be kept fully up to date on the progress of surgery enquiries.

The SLA's for the Contact Centre have been achieved for the months of April and May 2006 however RBT have highlighted with the client our concern for the future months due to the significant vacancies in this service. Open days have been held in May in an attempt to encourage applicants from RMBC and RBT to apply for Customer Service Representative positions however, the event created little interest and as a result it is likely that the vacancies will impact on the performance of the service as Streetpride 2 comes on stream.

SLAs RC07-RC12 apply to the face-to-face service delivered in the customer service centres, and to date performance has not been reported against these SLAs. The client agreed that a monitoring period was appropriate following the opening of the Civic CSC before reporting performance against these SLAs, but requested that RBT provide measurements of the SLAs from April 2006. RBT have now provided the first set of measurements, but the client is concerned that the measurement processes are not sufficiently robust to give an accurate measure of performance. In addition, RBT and the client both believe that some of these SLAs are not the most appropriate measures of performance for the CSCs, and should be reviewed in the near future along with the other Rotherham Connect SLAs. It is proposed that this review is undertaken as a matter of urgency as soon as the customer services client manager is in post, incorporating the findings of the recent People and Service Review, and that performance against RC07-RC12 is not reported until the reviewed SLAs are in place.

7.1.2. HR and Payroll

April and May has been a very busy and difficult time for the Payroll team, In addition to making sure all pay increases and increments were processed in April they have also had to process payroll year end including the despatch of P60's. Thanks to their efforts and especially those of the Payroll Reconciliation and Control Team this work has gone well.

The current focus for Payroll is on re-engineering the payroll process. The "as is" process has been documented and reflects the very high degree of variation and complexity that has been built up historically. Processing is mainly on a manual basis relying upon the knowledge, skill and commitment of the Payroll Team. Much of the variation has been created by sundry local agreements and the number of grades, pay scales, different timesheets and reporting arrangements have all contributed to the high level of complexity. As a result simplifying and automating the process will take some time to resolve. The details will be shared with Strategic HR within the next couple of weeks as the first step towards simplification and automation.

On line forms to report new starters, bring about employee changes and record leavers have been designed and created. These forms have been shared with Strategic HR and Internal Audit and are now undergoing testing before being rolled out on a phased basis.

Parallel to this RBT and RMBC are working in partnership to improve the quality of payroll. RMBC will be seeking to improve the level of compliance to ensure managers send off requests for changes fully completed and on time and that managers subsequently check their Establishment report to ensure the details are correct. RBT will be seeking to identify pay issues whatever their origin and correct them before payroll is run and pay slips are despatched.

This action will all be key in addressing the improvement required around HR04 – P45s issued within 3 working days of last pay date, and in aiming for 100% accuracy around pay.

At the same time RBT are working closely with Strategic HR to implement the first phase of Job evaluation.

The other areas to highlight within HR&P is the SLA HR17 (percentage of enquiries resolved by front-line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the intranet). RBT have seen a significant increase in call volumes and the Client have acknowledged that the original baseline information was flawed which has created pressure on the front-line service. As a result RBT have taken the decision to fund additional staff whilst a six-month action plan is implemented. With this in mind, a change request has been approved by the client to suspend financial penalties. The further underperformance is around HR16 the publication of advertisements by the agreed timescale, one advertisement was not placed in time which has occurred due to the human error, to help the staff a modification has been implemented around the mailbox to ensure that it is easily identifiable to the advisor exactly what has and has not been dealt with.

7.1.3. ICT

Performance during the period continued to meet or exceed expectations and we are pleased to report that the recently enhanced targets were all achieved.

The design studio has benefited from the £30,000 investment which has allowed for the installation of hi-tech software and hardware updates, which put the business on a commercial footing, able to compete on equal terms with both the public and private sectors. The addition of two new designers and a restructured team, which now includes a production officer, has not only added to their expertise but has enabled them to run a more streamlined, cost effective department while increasing their creative output. Further investment in a professional digital SLR camera kit has improved their image quality in more ways than one. We are now able to produce high resolution images and can now offer a much improved service which encompasses both promotional and press and event photography and we are now moving towards growing the business this year and by June. As a result of its proactive stance the team has been involved with numerous design and print projects, supporting RMBC services as well as expanding business opportunities by undertaking external commercial work. External projects include a number of Walk to School publications for Darlington Council, a range of social service strategies for North Yorkshire County Council and a newsletter for South Yorkshire Police.

The review of the just completed 3 year desktop refresh programme continues with new equipment and new versions of office software being evaluated and considered for inclusion in the next refresh. This and the financial evaluation of extending the refresh has been submitted to Carol Mills for consideration at CMT.

7.1.4. Procurement

The Procurement Service is continuing to extend the use of technology to keep the council's systems and processes at the forefront of other LA's and continue to work with the top 16 suppliers to send out eOrders from and take their eInvoices back into the Cedar system. This gives suppliers the benefit of not having to key in orders they receive from us, reducing keying errors and lost orders. We are using this as encouragement to these suppliers to make a small change at their end to send us invoices digitally – this does away with the need for the purchase to pay team to key-in piles of paper, not to mention the troublesome archiving, storage and retrieval processes. Environmentally this will reduce the amount of paper for both RBT and the suppliers along with providing real efficiencies.

In addition, procurement have started to work with the Council's bank on some early evaluation of the benefits of Procurement cards. This is a recognised best practice payment method in public and private sector alike for emergency and out-of-hours purchasing. The concept is being backed enthusiastically by programme areas who are given a degree of freedom who to buy from and when to spend, but within the strict framework agreements RBT has set up for the purpose.

Further work with the Yorkshire and the Humber Centre of Excellence is also underway to implement the SCMS (Supplier and Contract Management System). This will give Rotherham an eTendering and eEvaluation system, all tenders will be visible on a web-site for all local businesses to see and is a strategic initiative on the ODPM eGovernment agenda. It also meets our strategic objective of collaborating with other procurement professionals around our region. The RBT Procurement manager Simon Bradley and two senior members of his best practice team, Helen Chambers and Tim Spensley, have already been trained on this and came back full of enthusiasm for what it could do for RBT and Rotherham.

Significant work has been undertaken in relation to the improved SLA suite for Procurement, and a more meaningful set of SLAs has now been agreed with RBT and are in place from the 1st June 2006. It was hoped that this would be in place for the reporting of April's performance. However, this was not achieved and therefore the more stringent enhanced service levels commenced Underperformance is reported against 2 of the SLA's. This is as a result of an enhanced target in one, though financial penalties will not be incurred as this SLA will be deleted from the 1st June 2006 and any clawback of underperformance is not possible,

Procurement savings for BIGS remains strong with RBT predicting that achievement is £100k cumulatively ahead of plan this month however issues surrounding the construction savings remain with no savings currently been identified for April and May 2006. A further report will be submitted to CMT on Monday.

7.1.5. Revenues & Benefits

The service continues to prepare for this year's self-assessment; with supporting evidence on target to be returned to the BFI by 30 June 2006. We are confident that we will again maintain the 4-star rating.

It is recognised by the client that a number of our local SLAs mirror national BVPIs, some of which are currently under debate (nationally). As a result, RBT has submitted a request to suspend penalties in these cases; some have been approved by the client with discussions continuing around the remaining SLAs.

The service does not report this month on many of the SLA's in place as most reflect the BVPIs and are either quarterly or annually however, performance is tracked monthly and in some cases weekly against targets. Early indications are that most measure are on target with the exception of RB08 the average number of days less than a baseline of 50 days for processing notifications of change of circumstances), which is still under national scrutiny from BFI and DWP and RB11 (% of recoverable overpayments (excluding council tax benefit) that were recovered in the year). The original SLA target was set based on previous inaccurate performance data being reported from the Sx3 iWorld benefits system.

On a final note, the service is preparing for the go-live of e-benefits which has now been installed into the test environment. Testing and training will commence in the first 2 weeks of June.

7.2. Progress against Corporate Initiatives

RBT continues to operate in line with the Corporate and Community Strategy and continues to strive to improve performance and support the Council in achieving its aims and objectives in becoming an 'Excellent'-rated council.

7.2.1. Equalities

RBT has now completed the Level 3 portfolio for equalities and has provided all the evidence required for when the auditors come in during May/June, it is likely that the auditors will particular attention to RBT however, we are still awaiting an update from the Council's equalities unit. Work continues on the impact assessments, with three being completed so far.

7.2.2. Investors In People

RBT continues to be integrally involved with the council's liP programme and continues to fund two members of staff to become internal reviewers and therefore part of the RMBC internal review team. A small internal review has now taken place on the new standard in preparation for the external review in 2007.

As per the recommendation from the council's internal review, inductions continue to be held on a regular basis for all RBT new starters and are being well received. Services still undertake their own service-specific inductions.

The PDR process is currently underway in RBT with services working hard to meet the deadline of getting all PDRs completed by the end of June.

There are a number of flexible-working arrangements in place across RBT, including homeworking within Revenues and Benefits and more recently ICT.

7.2.3. Consultation/Complaints

The development of the interim Corporate Complaints System is now in place and RBT are implementing the use throughout the services. RBT currently have 2 Stage 2 complaints which the Performance & Improvement Service are investigating.

7.2.4 Audit updates

All the audits undertaken by internal audit have been responded to and the recommendations are monitored on a quarterly basis. All recommendations were on track to be delivered by the due dates.

Significant work is been undertaken in preparation for the BVPI audit which will take place in July, although at this stage KPMG have not highlighted any of RBT's indicators for the full inspection.

7.2.5 Schools

In recognition of the ongoing importance of schools the decision has been made to support a specialist Schools Account Manager. Interviews for this post were held during April and we are pleased that Rebecca Lunghi from CYPS will join RBT. Rebecca is to join RBT in mid June after the JAR and Corporate Assessment has been completed.

8. Finance

The contract with RBT includes a service-credit arrangement, the effect of which is that whenever any SLA target is not achieved, a calculation based on the amount by which the target was missed and a number of other factors, results in a decrease in the amount of service charge payable. In other words, there is a financial penalty for RBT as a direct consequence of its underperformance.

9. Risks and Uncertainties

If RBT is unable to achieve the SLA targets in the contract, in particular where these are also BVPIs or other statutory PIs, alongside the importance of some of the services delivered by RBT (Revenues and Benefits, Procurement Service), this may impact on the council's CPA rating.

There may also be a negative effect on the council's reputation and the perception of the RBT joint venture. Where there is underperformance, particularly where this is persistent or related to statutory PIs, the client team will work with RBT to develop action plans to redress the situation.

10. Policy and Performance Agenda Implications

The RBT contract exists to modernise council services to enable the delivery of the council's priorities. RBT's performance will impact on the CPA score and a number of service and corporate inspections. RBT has responsibility for delivering services including a number of BVPIs and LPIs.

11. Background Papers and Consultation

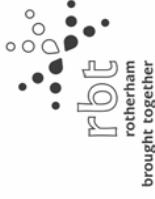
Appendix 1 – SLA arrow report

Contact Names :

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Jill Dearing, Service Leader, Performance & Improvement X 3367,
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RBT Connect Ltd
Procurement Service



KEY

↑ Overperformance of SLA

↓ Underperformance of SLA

↔ Performance of SLA on target

| SLA Ref | Measure | Service Measure Type | Comparative BVPI | Upper Quartile figure | Minimum Service Target | Enhanced Service Target | Enhanced target and effective date | RBT | | | Comments | |
|---------|---|----------------------|------------------|-----------------------|------------------------|-------------------------|------------------------------------|--------|--------|--------|--|---|
| | | | | | | | | Mar-06 | Apr-06 | May-06 | | |
| | | | | | | | | Actual | | | | |
| 01 | % of non ordered invoices authorised for payment within 5 business days | Performance (M) | N/A | | 90.00% | 99.00% | 01/04/06 | ↑ | ↑ | ↑ | 99.0% | |
| 02 | % of transactions for which the requisition to purchase order confirmation is completed within 1 working day | Performance (M) | N/A | | 10.00% | 90.00% | 01/04/06 | ↓ | ↓ | ↓ | 48.0% | Target enhanced from 1st April 2006 whilst performance was affected as 123 man days were lost due to unavoidable training commitments for both CIP national examinations and essential RFQ training for completion of phase 3. The SLA is replaced in June 2006 |
| 03 | % of undisputed transactions for which the invoice receipt to payment authorisation process is completed within 30 days | Performance (M) | BVPI 8 | 94% | 100.00% | 100.00% | 30/09/04 | ↓ | ↓ | ↓ | Roc: 88% Popps 88% Total = 89.0% | Target enhanced from 1st April 2006 whilst performance was affected as 123 man days were lost due to unavoidable training commitments for both CIP national examinations and essential RFQ training for completion of phase 3. Improvement is expected for June. This SLA will be amended in June to reflect the GRN element which is outside of the control of RET |
| 04 | % of transaction through the electronic purchase to pay system | Performance (M) | N/A | | 20.00% | 95.00% | 30/09/04 | ↑ | ↑ | ↑ | 100.00% | |
| 05 | % of spend with contracted suppliers | Performance (M) | N/A | | 10.00% | 10.00% | 60% - 30/09/2006 | | | | N/A | |
| 06 | % of transactions paid through BACS | Performance (M) | N/A | | 35.00% | 80.00% | 01/04/06 | ↑ | ↑ | ↑ | 80.0% | |
| 07 | % of orders placed against electronic catalogue framework agreements | Performance (M) | N/A | | 10.00% | 65.00% | 01/04/06 | ↑ | ↓ | ↓ | 18.0% | This is outside of the control of RET as the catalogue usage is determined by the needs of the council at any one time. |
| 08 | Overall customer satisfaction by Programme Area. A continuously rolling survey would be preferable to a snapshot every 6 months, to avoid undue influence of specific incidents occurring during or just before survey. | Performance (6M) | N/A | | 60.00% | 80.00% | 01/04/06 | | | | On hold | A continuously rolling survey would be preferable to a snapshot every 6 months, to avoid undue influence of specific incidents occurring during or just before the survey. The survey has been implemented from May 2006 |

RBT Connect Ltd
Revenues and Benefits

KEY

- ↑ Overperformance of SLA
- ↓ Underperformance of SLA
- Performance of SLA on target



| SLA Ref | Measure | Service Measure Type | Comparative BVPI | Upper quartile figure | RBT | | | | | | | | Comments | |
|---------|---|----------------------|------------------|-----------------------|---------------------------------|--------------------------|------------------------------------|--------|---------------------------|--------|----------------------------|-------------------|---|--|
| | | | | | Minimum Service Target | Enhanced Service Target | Enhanced target and effective date | Actual | | | | | | |
| | | | | | | | | Mar-06 | Apr-06 | May-06 | | | | |
| 01 | Statutory returns by due date | Performance (A) | N/A | N/A | 100.00 | 100.00% | 01/04/03 | ↑ | 100% | | Annual measure | Annual measure | | |
| 02 | % of Council Tax collected for the year | Threshold (A) | BVPI 9 | 98.00% | 97.14% | 98.00% | 01/04/06 | ↓ | 96.72% | | Annual measure | Annual measure | This slight underperformance will be addressed by producing an action plan to improve performance next year. | |
| 03 | % of NNDR collected for the year | Threshold (A) | BVPI 10 | 99.00% | 97.50% | 99.00% | 01/04/06 | ↑ | 98.73% | | Annual measure | Annual measure | | |
| 04 | The number of claimants visited per 1000 caseload | Performance (A) | BVPI 76.1 | N/A | 211 | 211 | 01/04/04 | ↑ | 252.75 | | Annual measure | Annual measure | | |
| 05 | The number of fraud investigators employed per 1000 caseload | Performance (A) | BVPI 76.2 | N/A | 0.2 | 0.2 | 01/04/04 | ↓ | 0.18 | | Annual measure | Annual measure | The SLA reflects the number of staff employed by RBT however through BPR we have increased the performance of this team along with claiming efficiency savings. | |
| 06 | The number of prosecutions and sanctions per 1000 caseload | Performance (A) | BVPI 76.4 | N/A | 1.4 | 1.4 | 01/04/04 | ↑ | 3.16 | | Annual measure | Annual measure | | |
| 07 | Average number of days less than a baseline of 100 days for processing new benefit claims | Threshold (C) | BVPI 78a | 35 days | 68 days (32 days) | 68 days (32 days) | 01/04/04 | ↑ | 73.71 | | Quarterly measure | Quarterly measure | | |
| 08 | Average number of days less than a baseline of 50 days for processing notifications of change of circumstances | Performance (Q) | BVPI 78b | 8 days | 43.75 days (6.25 days) | 43.75 days (6.25 days) | 01/04/04 | ↓ | 34.49 | | Quarterly measure | Quarterly measure | No documented the impact of the new software along with a definition change which came into affect from 1st April 2005 has resulted in a significant drop in performance. This will continue but will be tracked weekly and against all LA's nationally. Awaiting guidance from the DWP | |
| 09 | The number of annual claim interventions by visits and other means, with visits comprising at least half of the interventions | Performance (A) | | N/A | 10560 | 10560 | 01/04/04 | ↑ | 13,800 | | Annual measure | Annual measure | | |
| 10 | % of cases for which the calculation of the amount benefit due was correct (from a test sample) | Threshold (C) | BVPI 79a | 98.00% | 98.40% | 98.40% | 01/04/04 | ↑ | 99.20% | | Quarterly measure | Quarterly measure | | |
| 11 | % of recoverable overpayments (excluding council tax benefit) that were recovered in the year | Performance (A) | BVPI 79b | 63.00% | 62.50% | 62.50% | 01/04/04 | ↓ | 38.58% | | Annual measure | Annual measure | Although the target was not met, we have collected more overpayments this year than ever before. The target is based on an old baselined figure that were inaccurate and therefore needs updating. | |
| 12 | 100% minus the amount of overpaid benefit as a % of the total benefit paid | Performance (A) | N/A | N/A | 97.80% | 97.80% | 01/04/04 | ↓ | 97.14% | | Annual measure | Annual measure | This measure was previously a BVPI which no longer exists. We would like to replace it with a more meaningful measure. | |
| 13 | % of new claims processed within 14 days of receipt of all necessary information | Threshold (C) | N/A | N/A | 85.00% | 85.00% | 01/04/04 | ↑ | 96.74% | | Quarterly measure | Quarterly measure | | |
| 14 | % of rent allowance claims where first payment is made within 14 day of the receipt of all necessary information | Performance (Q) | N/A | N/A | 82.00% | 82.00% | 01/04/04 | ↑ | 91.65% | | Quarterly measure | Quarterly measure | This definition has been changed by DWP and new software now means that the new definition is being measured | |
| 15 | 50% minus year end Council Tax cumulative arrears as compared to collectable debt | Performance (A) | N/A | N/A | 44.70% | 45.20% | 01/04/06 | → | 44.70% | | Annual measure | Annual measure | | |
| 16 | 10% minus year end write offs as a % of collectable debt | Performance (A) | N/A | N/A | 9.70% | 9.73% | 01/04/06 | ↑ | 9.80% | | Annual measure | Annual measure | | |
| 18 | Average waiting time in minutes less than a baseline of 120 minutes for a personal caller for interview made in person | Threshold (M) | N/A | N/A | 100 minutes (20 mins)01/04/2005 | 100 minutes (20 minutes) | 01/04/05 | ↑ | 111.50 minutes (8.5 mins) | ↑ | 111.69 minutes (8.31 mins) | ↑ | 110.79 minutes (9.21 mins) | |

RBT Connect Ltd HR and Payroll

KEY

- ↑ Overperformance of SLA
- ↓ Underperformance of SLA
- Performance of SLA on target



| SLA Ref | Measure | Measure type and frequency | Comparative BVPI | RBT | | | | | | | | | Comments | | | |
|---------|--|----------------------------|------------------|------------------------|-------------------------|--|--------|----------------|--------|-------------------|--------|-------------------|--|--------|--------|--|
| | | | | Minimum Service Target | Enhanced Service Target | Enhanced Service target and effective date | Mar-06 | | | Apr-06 | | | | May-06 | | |
| | | | | | | | Actual | Actual | Actual | Actual | Actual | Actual | | Actual | Actual | |
| 01 | Issue of extraction file to ICT Print Department within agreed timescale | Performance (M) | N/A | 100.00% | 100.00% | 01/01/05 | ↑ | 100.00% | ↑ | 100.00% | ↑ | 100.00% | | | | |
| 02 | Percentage of BACS transmissions made by prescribed date | Threshold (M) | N/A | 100.00% | 100.00% | 01/01/05 | ↑ | 100.00% | ↑ | 100.00% | ↑ | 100.00% | | | | |
| 03 | Accuracy of payment | Threshold (M) | N/A | 99.50% | 99.50% | 01/01/05 | ↓ | 99.45% | ↓ | 98.15% | ↓ | 99.54% | Action plan in place to improve performance | | | |
| 04 | P45's issued within 3 days of last pay date | Performance (M) | N/A | 98.00% | 98.00% | 01/01/05 | ↓ | 94.17% | ↓ | 94.23% | ↓ | 89.71% | The employee who normally processes P45's is off sick and therefore this task has had to be absorbed by other members of the team. Unfortunately, this resulted in the s/a not being met during March to May. | | | |
| 05 | Manual cheques issued within 1 day of authorised request | Performance (M) | N/A | 98.00% | 98.00% | 01/01/05 | ↑ | 100.00% | ↑ | 100.00% | ↑ | 100.00% | | | | |
| 06 | Statutory returns by due date | Performance (A) | N/A | 100.00% | 100.00% | 01/01/05 | ↑ | 100.00% | | Annual Measure | | Annual Measure | | | | |
| 07 | % of national pay awards which are implemented on a date to be agreed by the client no longer than 5 weeks following authorisation by the client | Performance (A) | N/A | 100.00% | 100.00% | 01/01/05 | | Annual Measure | ↑ | 100.00% | | Annual Measure | | | | |
| 08 | Arrears arising from national pay awards are paid to employees within 2 months after authorisation to pay is received | Performance (A) | N/A | 100.00% | 98.00% | 01/01/05 | | Annual Measure | ↑ | 100.00% | | Annual Measure | | | | |
| 09 | Quality of information given to caller as a % score against model response (monitored using mystery caller) | Threshold (M) | N/A | 90.00% | 90.00% | 01/01/05 | ↑ | 100.00% | | No data available | | No data available | This has now commenced with HR managers monitoring 25 calls per month. However, during April & May, the HR managers did not monitor any calls so we were unable to provide any data. | | | |
| 10 | % of contracts of employment (excluding variations) issued within 15 working days of receipt of all relevant and accurate information | Performance (M) | N/A | 90.00% | 90.00% | 01/01/05 | ↑ | 99.59% | ↑ | 96.13% | ↑ | 100.00% | | | | |
| 11 | % of pay slips received online by employees with capability | Performance (M) | N/A | 70.00% | 70.00% | 01/01/05 | | SC | | SC | | SC | this measure has become obsolete and will be replaced from June 2006 | | | |
| 12 | % of expenses claims claimed and processed online by employees with capability | Performance (M) | N/A | 95.00% | 95.00% | 01/01/05 | | SC | | SC | | SC | this measure has become obsolete and will be replaced from June 2006 | | | |
| 13 | % of internal application for jobs made online by employees with capability | Performance (M) | N/A | 95.00% | 95.00% | 01/01/2005 | | SC | | SC | | SC | this measure has become obsolete and will be replaced from June 2006 | | | |
| 14 | % of management information available compared to the agreed user specification | Performance (M) | N/A | 98.00% | 98.00% | 01/01/2005 | ↑ | 100.00% | ↑ | 100.00% | ↑ | 100.00% | The actual performance reported refers to the number of requests for information met. Work is commencing on formalising a spec. | | | |
| 15 | % of correspondence answered within the agreed timescale | Performance (M) | N/A | 100.00% | 100.00% | 01/03/05 | ↑ | 100.00% | ↑ | 100.00% | ↑ | 100.00% | | | | |
| 16 | Subject to the provision of all necessary electronic information by the recruiting service manager in accordance with the agreed publication deadlines, then the Service Centre will provide the advertisement to the Council's Advertising Agency for publication or produced for the most available internal bulletin. | Performance (M) | N/A | 100.00% | 100.00% | 01/01/05 | ↑ | 100.00% | ↓ | 99.39% | ↓ | 99.64% | This month's underperformance was due to human error. A new process has been put in place and is due to start on 12 June 2006. All e-mails are archived in week date order now and are given a reference number rather than being flagged once actioned. | | | |
| 17 | Percentage of enquiries resolved by front line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the internet. | Performance (M) | N/A | 80.00% | 80.00% | 01/01/2005 | ↓ | 57.69% | ↓ | 67.36% | ↓ | 69.82% | Formal agreement has been received from the client to suspend financial penalties | | | |
| 18 | HR Managers be available to Council Programme Area Managers to provide advice guidance and attend meetings as necessary. | Performance (M) | N/A | 80.00% | 80.00% | 01/01/05 | ↑ | 100.00% | | 6 monthly measure | | 6 monthly measure | The actual performance reported relates to establishment and staffing levels. | | | |
| 19 | Overall customer satisfaction across RMBG | Performance (SM) | N/A | 85.00% | 85.00% | 01/10/04 | | On Hold | | On Hold | | On Hold | Due to agreement with the client that the surveys need overhauling | | | |

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| Corporate Services |
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Meeting Minutes

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| Meeting Title | Procurement Panel |
| Date | Monday 19th June 2006 |
| Start time | 11.00 am |
| Venue | Council Chamber, Rotherham Town Hall |
| Chair | Councillor Ken Wyatt |

| Attendees | Init | Programme Area |
|-------------------|------|------------------------------------|
| Ken Wyatt | KW | Councillor |
| Robin Stonebridge | RS | Councillor |
| Carol Adamson | CA | CEX |
| Simon Bradley | SB | RBT |
| Lesley Dabell | LD | Voluntary Action Rotherham |
| Sandra Greatorex | SG | Voluntary Action Rotherham |
| Peter Hunter | PH | RiDO Investment Team |
| Helen Leadley | HL | Corporate Services |
| Carol Mills | CM | Corporate Services |
| David Rhodes | DR | Economic and Development Services |
| Brian Stevenson | BS | Audit Commission (CPA) |
| Keith Thompson | KT | Corporate Services |
| Laura Townson | LT | Children & Young People's Services |
| Jeff Wharfe | JW | RiDO |

| Apologies | Init | Programme Area |
|----------------|------|----------------------------------|
| Gerald Smith | GS | Councillor |
| Bob Crosby | BC | Neighbourhood Services |
| Abi Dakin | AD | RBT |
| Matt Gladstone | MG | CEX |
| Brian Leigh | BL | RBT |
| David Lisgo | DL | Social Services (Adult Services) |
| Sarah Whittle | SW | Social Services (Adult Services) |

| Minutes | | |
|---------|--|--------------|
| Ref | Item or Action | Action Owner |
| 27/06 | <p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 8th May, 2006, were agreed as a correct record.</p> | |

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| <p>28/06</p> | <p>ChangeUp, Sheffield - A Mentor Bank For Support to the Voluntary and Community Sector</p> <p>The Panel noted that David Lisgo (Adult Social Services) has agreed to be the sponsor, allowing this Council to participate in the ChangeUp process.</p> | |
| <p>29/06</p> | <p>Supplier and Contracts Management System (SCMS)</p> <p>Adrian Williamson (RBT Transformation) gave a presentation to the Panel about the Supplier and Contracts Management System used by many local authorities as their procurement system. The objectives of the web-based SCMS were:-</p> <p>To give all local authorities immediate access to quality procurement information, pre-vetted suppliers and professional contract arrangements;</p> <p>To give suppliers access to local authority procurement information – including self-registration, current and forward contracting opportunities and the suppliers’ own historical records;</p> <p>To provide the catalyst for standardisation, aggregation and collaboration across the region;</p> <p>To improve the efficiency and effectiveness of procurement within each user authority:</p> <ul style="list-style-type: none"> Cost savings Efficiency gains Industry best practice <p>RBT have had an input into the design of the SCMS system and have configured it to fit in with the way they procure goods and services. However, there will be an opportunity for other areas of procurement (Commissioning and Construction) to use the system, particularly if they plan to use processes similar to RBT’s. It was decided that RBT should report back to this Panel in September after the first couple of tendering exercises have gone through the SCMS system. Afterwards, a Working Party would be established to investigate opportunities for rolling the system out to other areas of the Council.</p> <p>Adrian undertook to confirm whether suppliers may receive information on how they have been scored and if the scoring criteria included sustainability. Although this system will be used in the first instance with large suppliers, if this is expanded then consideration would need to be given to</p> | <p>BL</p> |

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| | <p>SMEs that don't have technology.</p> <p>In the review, consideration needs to be given to whether the system has impacted on flexibility; the Council should ask for and consider feedback from suppliers (perhaps via regional Centre of Excellence) and impact on consortium opportunities.</p> <p>The Panel also considered that this system would be of interest to prospective contractors attending the Council's 'meet the buyer' events.</p> | |
| <p>30/06</p> | <p>Futurebuilders England – Public Service Delivery by the Voluntary and Community Sector</p> <p>Vandna Gohil (Futurebuilders England) gave a presentation to the Panel about Futurebuilders England, a Government-led investment programme enabling voluntary and community sector (VCS) organisations to become more involved in the delivery of public services. The Government investment would be in five public service delivery areas: community cohesion; crime; education and learning; health and social care; support for children and young people.</p> <p>Futurebuilders England intended to:-</p> <ul style="list-style-type: none"> - help VCS organisations to secure good contracts and fees for their services; - change and improve purchasing practice, especially at the local level; - overcome VCS organisations' potential and actual anxieties about loan finance; - stimulate good quality applications from VCS organisations for funding (grants and loans) from Futurebuilders England. <p>Details were provided of the application and assessment procedures utilised by Futurebuilders England. Potential purchasers would be consulted as part of the assessment process.</p> <p>The Futurebuilders system was intended to invest in the capacity-building of VCS suppliers and ensure they are 'contract-ready'.</p> <p>It was highlighted that the Council could support this work by ensuring that its three years' rolling procurement plan was clear about forthcoming commissioning contracts where the</p> | |

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| | VCS could be suitable suppliers and, in addition, what outcomes would expect to be achieved. In addition, longer contracts might help the voluntary and community sector to improve its financial planning. | |
| 31/06 | <p>Procurement – Action Plan</p> <p>Discussion took place on the latest version of the Action Plan for procurement. Helen Leadley distributed a Gantt Chart which listed specific tasks and the people responsible for their completion. Everyone was asked to ensure that the specific tasks were completed within the required timescale. The following issues were noted:-</p> <ul style="list-style-type: none"> - Panel members were asked to send their comments to Helen Leadley, within the next two weeks, about the supply chain questionnaire which had been prepared with the support of the Rotherham Chamber and in the light of the proposed performance indicators; - the target dates in respect of the Commissioning Policy for Care Provision had been adjusted. <p>Panel members responsible for actions should report progress to Helen Leadley by Friday, 7th July, 2006.</p> <p>The Panel agreed that progress against the Procurement Action Plan ought to be reported in a more user-friendly format and to consider using the traffic light system for recording progress on the strategy actions. Panel Members were also asked to provide feedback on the Performance Indicators.</p> | <p>ALL</p> <p>BL DR CA DL LT</p> <p>CM HL</p> |
| 32/06 | <p>Equality and Diversity Proposals</p> <p>Carol Adamson presented the following documents on equality and diversity:-</p> <ol style="list-style-type: none"> 1. Equality and Diversity pre-qualification questionnaire 2. Guide to evaluating responses and promoting equality in contracting 3. Standard equality contract clauses <p>Panel members were invited to comment on the content of these documents by Friday, 23rd June, 2006.</p> <p>It was noted that an audit would eventually be undertaken to ensure that these documents were useful and being utilised appropriately within the procurement and contracting processes.</p> | <p>ALL</p> |

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| 33/06 | <p>RBT Procurement Savings</p> <p>The Procurement Panel received details of the savings achieved by RBT during the current financial year; these details would be the subject of a report to the Performance and Overview Scrutiny Committee.</p> <p>It was pleasing to note that the savings at the end of May were slightly above target and the increase in 2010 Rotherham's procurement activity.</p> | |
| 34/06 | <p>Dates of Future Meetings</p> <p>The dates for future meetings of the Procurement Panel were agreed, as follows (nb: some dates may have to alter because of conflict with other meetings):-</p> <p>Monday, 17th July, 2006 Monday, 11th September, 2006 (possible alteration) Monday, 16th October, 2006 Monday, 20th November, 2006 Monday, 11th December, 2006 (possible alteration) Monday, 15th January, 2007 (possible alteration)</p> | |
| Next Meeting | | |
| Date | Monday 17 th July 2006 | |
| Time | 11.00 a.m. | |
| Venue | Town Hall, Rotherham | |

All actions to be completed prior to the next meeting unless otherwise stated.

Meeting Minutes

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| Meeting Title | E-Government Programme Board |
| Date | Wednesday 31 May 2006 |
| Time | 1.30 pm |
| Venue | Rotherham Town Hall – Room 1 |
| Chair | Councillor Ken Wyatt |
| Minute Taker | Sam Garratty |

| Attendees | Init | Programme Area |
|----------------|------|---------------------|
| Ken Wyatt | KW | Councillor |
| Steve Day | SD | Corporate Services |
| Jane Dickson | JD | Adult Services |
| Paul Edwards | PE | Corporate Services |
| Dave Finch | DF | Corporate Services |
| Paul Harris | PH | Culture and Leisure |
| Frank Hodgkiss | FH | Councillor |
| Allan Jackson | AJ | Councillor |
| Phil Morris | PM | CYPS |
| Sue Wilson | SWi | CYPS |

| Apologies | Init | Programme Area |
|-----------------|------|-------------------------|
| Paul Briddock | PB | RBT Connect Ltd |
| Paddy Burke | PBk | Councillor |
| David Fellows | DFe | Adult Services |
| Elenore Fisher | EF | ECALS |
| Richard Garrad | RG | EDS |
| Tracy Holmes | TH | Chief Executives office |
| Dean Kerry | DK | Neighbourhoods |
| Guy Kilminster | GK | CYPS |
| Ian Lancaster | IL | PCT |
| Tim Littlewood | TL | Chief Executives office |
| Carol Mills | CM | Corporate Services |
| Graham Sinclair | GS | CYPS |
| Sue Wilson | SW | EDS |

| Minutes | | |
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| Ref | Item or Action | Action Owner |
| 29/06 | <p><u>Minutes of the previous meeting</u></p> <p>The minutes of the meeting held on 29 March 2006 were agreed as a true and accurate record, with the comment from Cllr Wyatt that under item 20/06 – National Benefits Project, the statement “KW re-affirmed that before any decisions were made on the future of the project, a further report should be brought to the E-Government Board” should read “KW requested that regular progress reports should be brought to</p> | |

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| | <i>the E-Government Board'</i> . | |
| 30/06 | <p><u>Matters arising</u></p> <p><u>20/06 - The National Benefit Project</u> – a further update would be given at the next meeting.</p> <p><u>22/06 – Digital Challenge update</u> – DF confirmed that a bid had been submitted for the competition however, due to the number and complexity of bids received the date of short listing announcements at the end of May had been missed – DF would inform all members of the board the results once received.</p> <p><u>24/06 –Take up campaign</u> - A report had been submitted to CMT in relation to the Excellent Priority Outcomes. Following this a National Take-Up Campaign Event had taken place and another report would be produced highlighting the event's findings. PE would work with TH to complete the report and would give an update to the Board on CMT's discussions.</p> <p><u>28/06 – Any other business</u> – KW confirmed that Rotherham had received the right to have a radio station and this would be known as Rotherham FM.</p> | <p>CM/PE</p> <p>DF</p> <p>PE</p> |
| 31/06 | <p><u>Surgery Connect</u></p> <p>DF presented an update based on a report he has drafted, which would be circulated with the minutes.</p> <p>The Surgery Connect system usability had been questioned, an investigation had taken place and solutions were highlighted in the recommendations put forward. Following this a dedicated Surgery Connect set of access facilities had been developed within Rotherham Connect with Phone, E-mail and Face-to-face options for Councillors to contact the service and report surgery enquiries. The facilities had gone live; staff had been given training to receive these enquiries and enter them into the system. The staff will keep Members informed of progress. Feedback would go to Members' and a quarterly update would be provided to CMT.</p> <p>KW stated there would be some hesitation from some Members to use this system as in some Programme Areas Members have direct contacts and would find it time consuming to use this system. PE stated that if this was the case the individual employee contacted should inform Rotherham Connect so that they can enter the enquiry into the system and total enquiry numbers can be monitored.</p> <p>FH questioned how Members would know who had been allocated too their enquiry as they would only be given a reference number. Following discussions KW requested that the System was to provide names of employees and contact details for them enabling Members to know who their enquiries were allocated if at all possible. DF/PE would look into this.</p> | <p>DF</p> <p>DF/PE</p> |

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| 32/06 | <p><u>Consolidated ICT Capital bids</u></p> <p>A report was prepared relating to the minimum commitments and would be discussed at CMT on 1 June 2006. PE to feedback outcomes next meeting.</p> <p>PH asked if a commitment was granted would this mean it received corporate backing. PE confirmed that this was true.</p> | PE |
| 33/06 | <p><u>Customer Service Centres</u></p> <p>DF presented an update based on a report he has drafted, which would be circulated with the minutes.</p> <p>Issues were raised on the amount of time spent queuing at the Civic Centre cashiers desks. Personal experience of a Board Member was unsatisfactory; it was highlighted there was a person with a complex transaction holding the queue up and no action was taken to alleviate the problem (e.g. opening new cashier desk, taking the individual out of the queue) Overall it was felt that there should be a process for managing problematic customers as this was unfair on other member of the public. DF would investigate with Tony Sanderson feedback would be given to Councillor Jackson.</p> <p>Key fobs were discussed, it was felt that the situation of employees having to queue for fob to gain access into the Civic Building should be addressed, as it wasted employees' time and diverted the reception staff from dealing with customers. DF would have discussions with Tony Sanderson looking for ways of combating the problem.</p> | DF DF DF |
| 34/06 | <p><u>E-mail Filtering statistics</u></p> <p>The system was activated in October 2005. Statistical information was presented to the Board in January 2006 showing a review of the first quarter's information. A further quarterly review had been completed and showed comparison to the first quartile. Please see attachment previously circulated with the agenda. SD would breakdown the statistics to distinguish between emails that had come into and going out of the Authority.</p> <p>SW felt that awareness of e-mail filtering/policies needed to be raised. SD would look into ways of raising awareness.</p> <p>PE would arrange a presentation from IT on the wider performance of Mail-Marshal, showing any trends in the number and types of emails filtered.</p> | SD SD PE |
| 35/06 | <p><u>E-Participation activities</u></p> <p>A workshop had taken place relating to E-forums, e-petitions and other e-participation activities. This was really well attended and the outcome highlighted that Area Assemblies would be a prime opportunity to promote the activities. PE was awaiting response on</p> | |

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| | <p>funding issues and stated that he felt a Corporate Pilot may be another way to raise awareness. PE would speak to other Authorities to gather their feedback on the matters. PE would also look to have a translated process for the ethnic communities within Rotherham.</p> <p>PE would have discussion with Neighbourhoods in relation to funding the activity through Area Assemblies as it was covered under engaging the community.</p> | <p>PE PE PE</p> |
| 36/06 | <p><u>Any other business</u></p> <p>PE requested that anyone with suggestions for a citizen-facing service with a requirement for authentication, that may be suitable for trialling an authentication software module, to contact him.</p> | |

| Next Meeting | |
|--------------|--------------|
| Date | 28 June 2006 |
| Time | 1.30 |
| Venue | Town Hall |

All actions to be completed prior to the next meeting unless otherwise stated.