

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

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

Date: Monday, 11 September 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 10th July, 2006 (copy attached) (Pages 1 - 3)
5. Best Value Performance Indicators and Local Performance Indicators - Performance Quarter 1 (report attached) (Pages 4 - 30)
6. RBT Performance Update (report attached) (Pages 31 - 48)
7. Corporate Services - Revenue Budget Monitoring April to July 2006 (report attached) (Pages 49 - 51)
To consider the attached report of the Executive Director of Corporate Services
8. Minutes of a Meeting of the Procurement Panel (copy attached) (Pages 52 - 55)
To consider the minutes of the meeting of the Procurement Panel held on 17th July, 2006.
9. Minutes of meetings of the Communications and Marketing Group (copies attached) (Pages 56 - 65)
To consider the minutes of the meetings of the Communications and Marketing Group held on (a) 15th June, 2006, (b) 26th June, 2006, (c) 11th July, 2006 and (d) 18th July, 2006.
10. Liaison with RBT

11. **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 (information relating to financial and business affairs)

12. RBT - Doncaster MBC Network Consultancy (report attached) (Pages 66 - 67)

For Information:-

Date, Time and Venue for the next meeting:-

Date of Next Meeting:- Monday, 9 October 2006

CUSTOMER SERVICES AND INNOVATION
10th July, 2006

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

21. MINUTES OF THE PREVIOUS MEETING, HELD ON 12TH JUNE, 2006

Consideration was given to the minutes of the previous meeting, held on 12th June, 2006.

Resolved:- That the minutes of the meeting held on 12th June, 2006, be approved as a correct record.

22. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for the months of April and May, 2006, highlighting:-

- launch of the Planning Service within the town centre Customer Service Centre
- launch of the Surgery Connect service 22nd May 2006
- ICT and Contact Centre achieve 100% Service Level Agreement targets
- Year to date procurement savings are on target
- Developments on e-Tendering, e-Evaluation, E-ordering and use of Procurement Cards
- Revenues and Benefits prepare for the Benefits Fraud Inspectorate self assessment and indications to retain the Four Star rating are promising
- Design Studio prepares for new business
- business process re-engineering underway of payroll processes to improve performance

Rotherham had gained success in the Municipal Journal Awards, with the RBT partnership receiving the award for the category for the Public Private Partnership achievement of the year. The RBT partnership encountered stiff competition, with Rotherham also achieving a further two nominations in this category, the Schools PFI project with Transform Schools and the e-procurement initiative.

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 months of April and May, 2006.

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

(2) That arrangements be made for the Municipal Journal Award to be presented at the Council meeting, to be held on Wednesday, 26th July, 2006.

(3) That the Municipal Journal Award be displayed within the Civic Building Customer Service Centre.

(4) That further details be reported about the recruitment of staffing to the Contact Centre, in relation to the implementation of the Streetpride 2 service.

(5) That it be noted that the corporate complaints function would become the responsibility of RBT and that reports about this activity would be submitted at regular intervals to the meeting of the Cabinet Member and Advisers for Customer Services and Innovation.

23. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel, held on 19th June, 2006.

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

24. MINUTES OF A MEETING OF THE E GOVERNMENT PROGRAMME BOARD

Consideration was given to the minutes of the meeting of the E Government Programme Board held on 31st May, 2006.

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

25. LIAISON WITH RBT

Members of the Council had asked questions about the following issues:-

(a) persons with a disability being able to obtain/renew the 'blue badge' car parking vouchers from the Council's new Customer Service Centres;

(b) the Council's contract with Vodafone, for the provision of mobile telephones and the cost of calls to Council telephone numbers and the availability of the latest version of handsets.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Customer Services & Innovation Cabinet Member Deputy Leader & Cabinet Member for Finance Democratic Renewal Scrutiny Panel
2.	Date:	Deputy Leader & Cabinet Member for Finance (04.09.06) Cabinet Member for Customer Services & Innovation (11.09.06) Democratic & Renewal Scrutiny Panel (07.09.06)
3.	Title:	Quarter 1 Performance Report
4.	Programme Area:	Corporate Services

5. Summary

This is the quarter one report on the performance of corporate Best Value Performance Indicators and Local Performance Indicators monitored and reported on by the Corporate Services Programme Area.

6. Recommendations

Members are asked to note the performance of these key corporate Best Value Performance Indicators and Local Performance Indicators.

7. Proposal and Details

The reporting of performance information by the Corporate Services Programme Area will be presented to the Cabinet Member for Customer Services and Innovation, the Deputy Leader and Cabinet Member for Finance and the Democratic Renewal Scrutiny Panel on a quarterly basis, with quarter 4 providing a year end report.

This report sets out the quarter one performance in respect of national targets, together with Service Area local performance indicators.

Best Value Performance Indicators

Overall there are 8 measurements against 6 national Best Value Performance Indicators which Corporate Services is charged with reporting on. BVPI 11 has 3 targets to meet. There is no longer a requirement to report against BVPI 157 (e-government: the number and types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery). Where appropriate actual numbers of staff are given in brackets following percentage figures.

Attached at Appendix A is a summary of performance against BVPIs and Appendix B shows details of the workforce breakdown to reflect BVPI 11a, 11b, 11c, 16a and 17a in respect of gender, ethnicity and disability against salary bands.

Of the 8 measurements, 4 are categorised as green stars, 3 as blue circles and 1 as a red triangle (categorisation in accordance with performance plus). It should be noted that categorisation is based on comparisons between quarter 1 actual figures and an end of year target.

Status Green Star

BVPI 12 Days/shifts lost to sickness

The green status shown against this indicator reflects projected year end position of this indicator as 9.24 days based on sickness levels during the first quarter, against a locally set target of 10.25 days. Actual sickness for quarter 1 stands at 2.31 days.

Performance has significantly increased against this indicator due to a number of factors including sickness performance clinics and improved reporting mechanisms. This increase in performance also contributes significantly to our efficiency agenda.

BV 14 Early Retirements (excluding ill health)

Performance against this measure currently stands at 0.03% (4) against a locally set target of 0.34% (40).

As previously reported, the target for 05/06 was set as an all England target by ODPM (of 0.17%), rather than by Authority type. For 06/07 Local Authorities are

allowed to set their own targets and the target for Rotherham reflects that Metropolitan Councils are obliged to count teachers taking early retirement, whilst being unable to influence the number of teachers who wish to retire early. Performance against this indicator will be significantly impacted during quarter 2 as 29 teachers have given notice of early retirement with effect from 31.08.06.

BVPI 15 III Health Retirements

Performance against this measure currently stands at 0.06% (7) against a locally set target of 0.2% (24). As previously reported, the target for 05/06 was set as an all England target of 0.17% by ODPM, rather than by Authority type. For 06/07 Local Authorities are allowed to set their own targets.

BVPI 17a % of BME Employees

The green status shown against this indicator reflects performance of 3.2% (425) during the first quarter against the locally set target of 2.8% (376).

Considerable effort has been made in order to achieve this position and it is considered that the Top Quartile figures for both All England, 4.6%, and Mets, 6.8%, are overly ambitious whilst Rotherham's economically active BME population stands at 2.8%.

Status Blue Circle

BVPI 11a % of top 5% of earners that are women

Performance against this measure currently stands at 41.65% (104) against a locally set target of 44.5% (111) with a Top Quartile Mets position of 44.42% and a Top Quartile All England target of 40.28%.

BVPI 11c % of top 5% of earners with a disability

This is a new measure baselined during 2005-06 with a locally set target of 3% (8). Performance during the first quarter stands at 2.72% (6).

BVPI 16a % of Employees with a disability

Performance against this measure currently stands at 2.57% (298) against a locally set target of 2.8% (376) with a Top Quartile Mets position of 2.65% and a Top Quartile All England figure of 3.74%.

Status Red Triangle

BVPI 11b % of top 5% of earners from minority ethnic communities

Performance against this measure currently stands at 4.19% (10) against a locally set target of 4.75% (12) with a Top Quartile Mets position of 4.39% and a Top Quartile All England target of 3.39%.

The guidance for this BVPI for the definition of a minority ethnic community is as follows:

Staff are considered to be from an ethnic minority group if they define themselves as being from census classification b, c, d or e, that is:

- b. White and Black Caribbean
 - (ii) White and Black African
 - (iii) White and Asian
 - (iv) Any other mixed background

- c. Asian or Asian British
 - (i) Indian
 - (ii) Pakistani
 - (iii) Bangladeshi
 - (iv) Any other Asian background (please write in)

- d. Black or Black British
 - (i) Caribbean
 - (ii) African
 - (iii) Any other Black background (please write in)

- e. Chinese or Other ethnic group
 - (i) Chinese
 - (ii) Other

Trends

Attached at Appendix C are graphical representations showing trends of all Corporate BVPIs for the last 3 years, current year and future targets.

Local Performance Indicators

Local performance indicators have been identified for all Services within the Programme Area and are shown at Appendix D.

Strategic Partnerships

Of the 5 LPIs within this service area all are shown as status green.

Strategic Human Resources

Of the 8 LPIs within this service area, 6 are shown as status green, with 1 each shown as red and amber. It should be noted that all LPIs for Strategic Human Resources relate to Council wide targets.

The number of employees aged 16-24 currently shows performance of 4.9% against a target of 6.5% and is, therefore, shown as red status. The following actions are ongoing to address this status:

- Continue to Develop our involvement with the Investors in Education initiative (as a major employer);
- Filming for the Council's section of U-xplore (an interactive web based jobs and careers tool) completed and reviewed;
- Business Admin work placement sub-group established and 'Young Apprentice' placements being sought;
- Variety of projects undertaken with local schools.

Legal & Democratic Services

Due to an administration error information on only 5 of these indicators has been recorded. However, it is anticipated that information on the remaining indicators will be captured retrospectively and reported fully from quarter 2.

Of the indicators reported on, all 5 show status green.

8. Finance

Any financial implications will be reported in future 06/07 reports.

9. Risks and Uncertainties

Without performance monitoring and action on lower performance areas, the Council could be at risk of having failing services resulting in poor inspection/audit reports and public reporting of its shortcomings.

10. Policy and Performance Agenda Implications

Performance management enables the Corporate Services Programme Area to build on its areas of good practice and address any shortcomings identified, in order that the customers get the best service possible. In addition, it enables the Council to identify weaker areas for action and improvement.




11. Background Papers and Consultation



Not applicable.



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Steph.dockerty@rotherham.gov.uk

Appendix A

Corporate Health Best Value Performance Quarter 1 2006-07

Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4-30.6	Actual performance	Total to date 1.4-30.9	Actual performance	Total to date 1.4-31.12	Actual performance	Total to date 1.4-31.3.07					
Corporate Priority – A Place For Everyone																	
BV 11	a) The % of top 5% of earners that are women b) The % of top 5% of earners from minority ethnic communities	CPA LPSA (CE)	40.28%	42.12% (102)	41.65% (104)	41.65% (104)							44.5% (111)	Will be based on the month of March 07	Amber		This indicator is measured overall at year end as a snapshot of our position.
		CPA LPSA (CE)	3.39% Met top q 4.39%	4.51% (11)	4.19% (10)	4.19% (10)							4.75% (12)	Will be based on the month of March 07	Green		This indicator is measured overall at year end as a snapshot of our position.
	c) Top 5% of Earners: with a disability	CPA LPSA (CE)	New indicator from 1/04/05	2.7% (6)	2.72% (6)	2.72% (6)							3% (8)	Will be based on the month of March 07	Amber		This indicator is measured overall at year end as a snapshot of our position.
BV 16	a) The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 definition compared with the % of:	CPA LPSA (CE)	3.74% Met top quartile – 2.57	2.65% (283)	2.57% (298)	2.57% (298)							2.8% (376)	Will be based on Month of March 06	Amber		This indicator is set against the economically active disabled population of Rotherham

Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 - 30.9	Actual performance	Total to date 1.4 - 31.12	Actual performance	Total to date 1.4 - 31.3.07					
	b) economically active disabled people in the authority area		Met top quartile - 19.93	18.9%	18.9%		18.9%	18.9%	18.9%	18.9%	18.9%	18.9%	18.9%	N/A	N/A	Figure derived from the 2001 census. This indicator definition is out to consultation because it does not accurately reflect those covered by DDA.	
BV 17	a) The % of local authority employees from minority ethnic communities compared with the % of: b) economically active minority ethnic community population in the authority area	CPA	4.6% Met Top Q 6.8%	3.2% (425) 2.8%	3.2% (425) 2.8%						Will be based on the month of March 06.	2.8% (376)	Will be based on Month of March 06	Green		This indicator is set against the economically active BME population of Rotherham	
				2.8%	2.8%			2.8%	2.8%	2.8%		2.8%	2.8%	N/A	N/A	Figure derived from the 2001 census	
Corporate Priority – A Quality Service Provider																	
BV 12	The number of working days/shifts lost due to sickness absence	CPA CP	8.44 Met Top Q 10.59	10.82 days	Projected - 9.24 days Actual - 2.31 days	Projected - 9.24 days Actual - 2.31 days							10.25 days		Green		The target is in line with the ODPM guidance.

Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 - 30.9	Actual performance	Total to date 1.4 - 31.12	Actual performance	Total to date 1.4 - 31.3.07					
BV 14	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force This indicator is limited to the staff in the official pension scheme.	CPA	0.19% Met Top Q 0.28%	0.4% (48)	0.03% (4)	0.03% (4)							0.34% (40)		Green		The target for this BVPI is set in line with ODPM guidance. Whilst the quarter 1 results indicate that the authority is on track to meet this target the reality is that 29 teachers are due to 31.08.06
BV 15	The % of employees retiring on grounds of ill health as a % of the total workforce	CPA	0.15% Met Top Q 0.33%	0.2% (24)	0.06% (7)	0.06% (7)							0.2% (24)		Green		The target for this BVPI is set in line with ODPM guidance.

Appendix B

**Workforce Profile Report as at 31st March 2006
All RMBC Programme Areas**

Headcount 13420 – excludes casuals in line with BVPI definitions

Gender

Male	Female
22%	78%

Full Time – Part Time

Full Time	Part Time
42.5%	57.5%

Ethnicity

Ethnic Minority Group	White
2.5%	97.5%

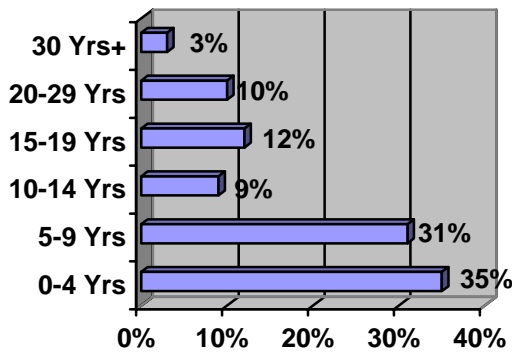
Disability

Disabled	Non Disabled
2.5%	97.5%

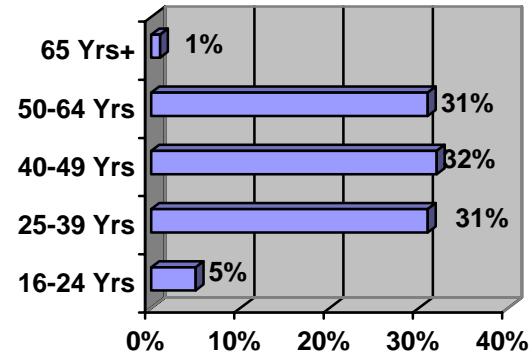
Contract Type

Permanent	Temporary
84%	16%

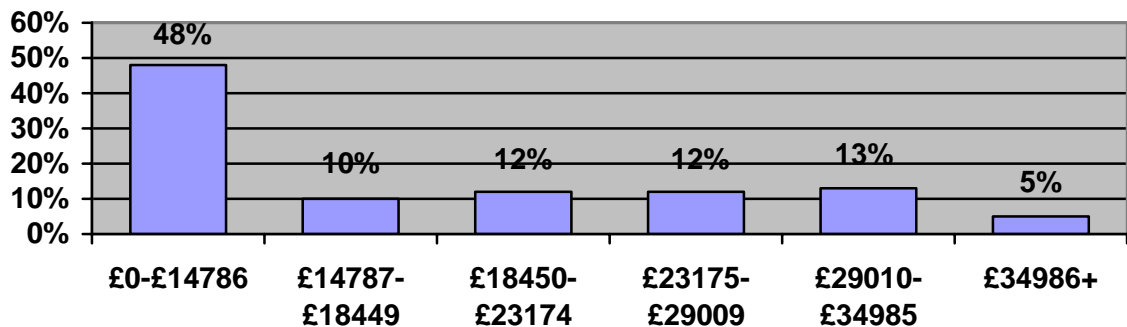
% by Length of Service Band



% by Age Band



% by Salary Band



Workforce Profile Report as at 31st March 2006

Women Employees –All Programme Areas

Headcount 10438 – excludes casuals in line with BVPI definitions

Full Time – Part Time

Full Time	Part Time
32%	68%

Ethnicity

Ethnic Minority Group	White
2%	98%

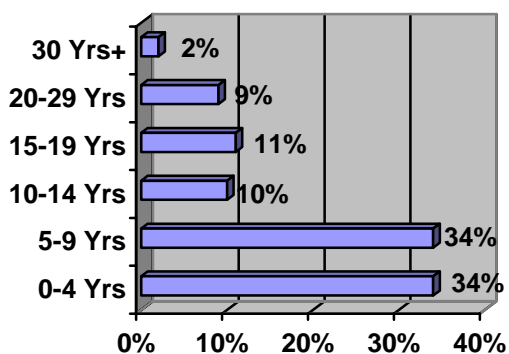
Disability

Disabled	Non Disabled
2.3%	97.7%

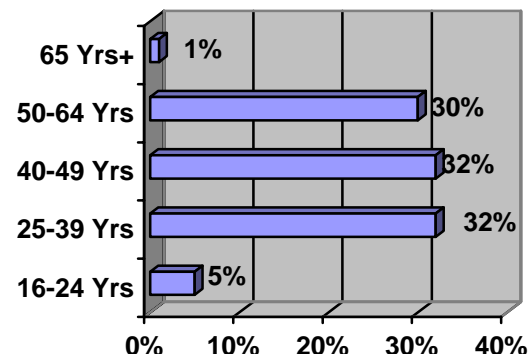
Contract Type

Permanent	Temporary
82%	18%

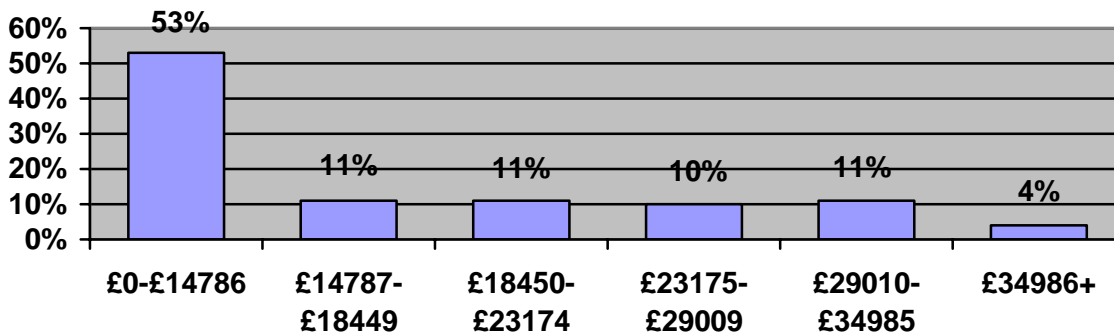
% by Length of Service Band



% by Age Band



% by Salary Band



Workforce Profile Report as at 31st March 2006

Male Employees –All Programme Areas

Headcount 2982 – excludes casuals in line with BVPI definitions

Full Time – Part Time

Full Time	Part Time
79.5%	20.5%

Ethnicity

Ethnic Minority Group	White
3.5%	96.5%

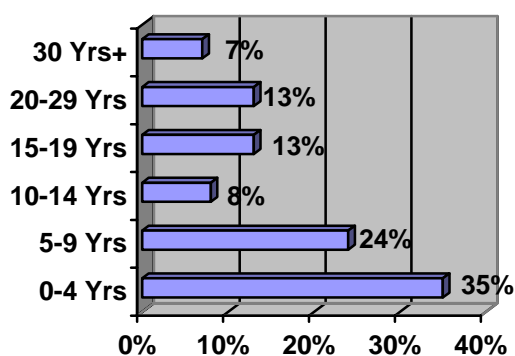
Disability

Disabled	Non Disabled
4%	96%

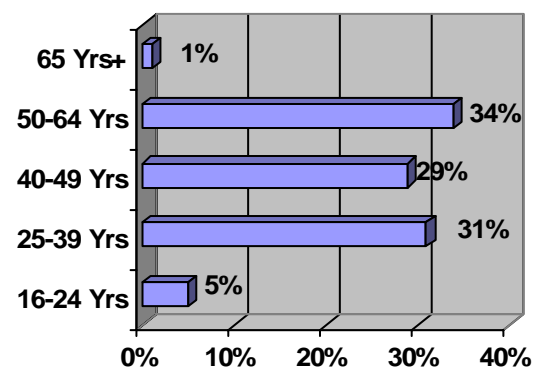
Contract Type

Permanent	Temporary
89%	11%

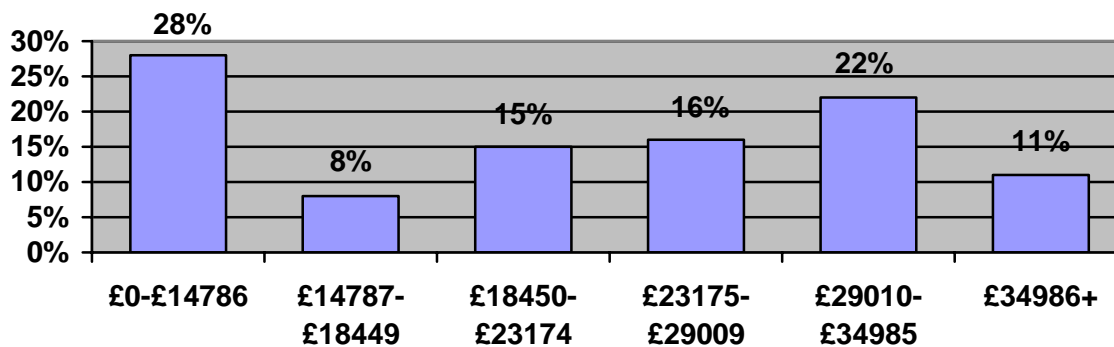
% by Length of Service Band



% by Age Band



% by Salary Band



Workforce Profile Report as at 31st March 2006

Black & Minority Ethnic Employees-All Programme Areas
Headcount 303 – excludes casuals in line with BVPI definitions

Gender

Male	Female
33%	67%

Full Time – Part Time

Full Time	Part Time
45%	55%

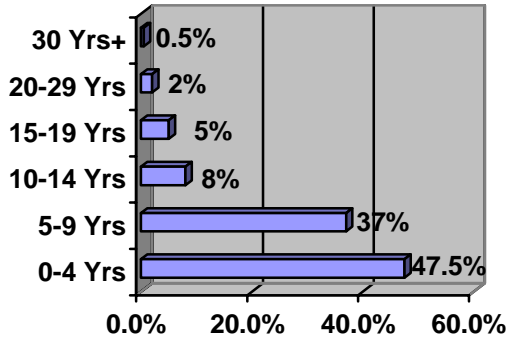
Disability

Disabled	Non Disabled
3.4%	96.6%

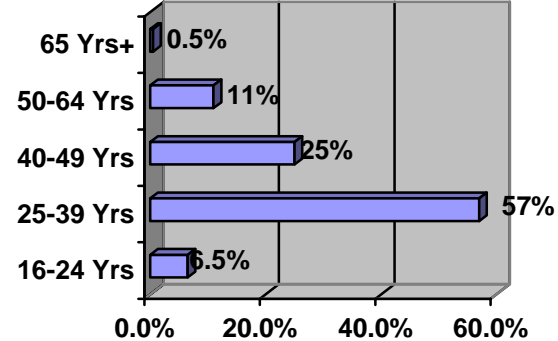
Contract Type

Permanent	Temporary
76.6%	23.4%

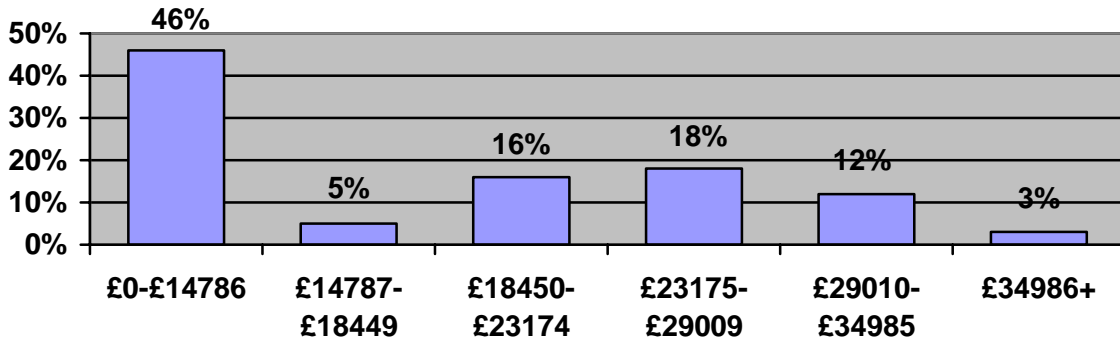
% by Length of Service Band



% by Age Band



% by Salary Band



Workforce Profile Report as at 31st March 2006

Disabled Employees-All Programme Areas

Headcount 223 – excludes casuals in line with BVPI definitions

Gender

Male	Female
32.5%	67.5%

Full Time – Part Time

Full Time	Part Time
53.5%	46.5%

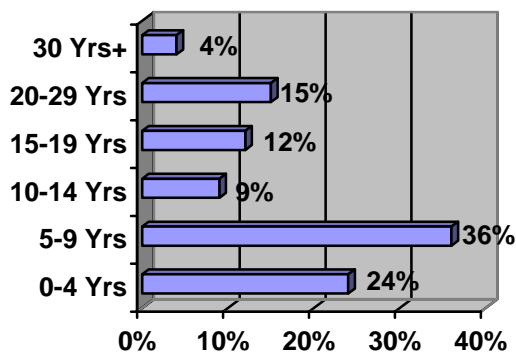
Ethnicity

Ethnic Minority Group	White
3%	97%

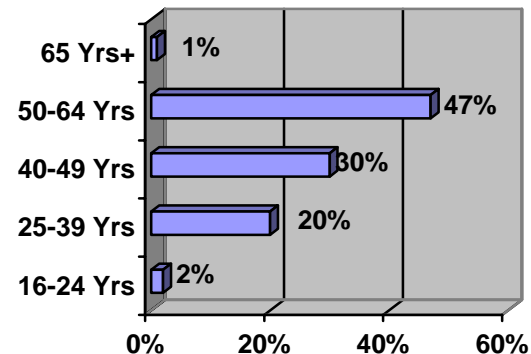
Contract Type

Permanent	Temporary
91%	9%

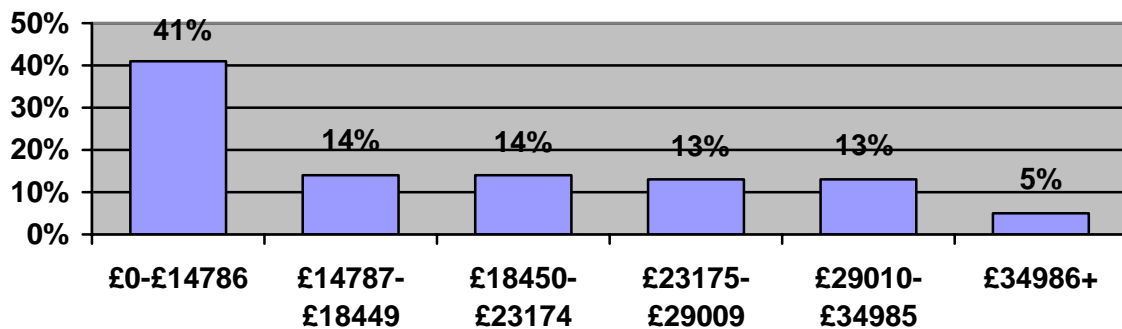
% by Length of Service Band



% by Age Band

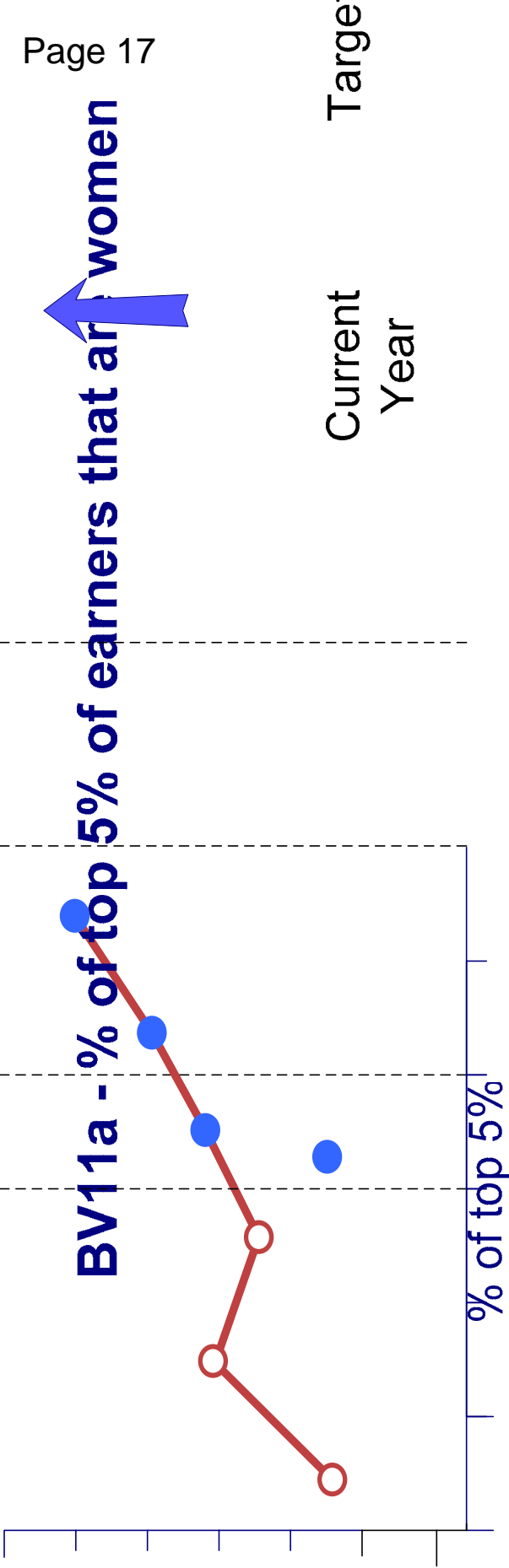


% by Salary Band



Appendix C

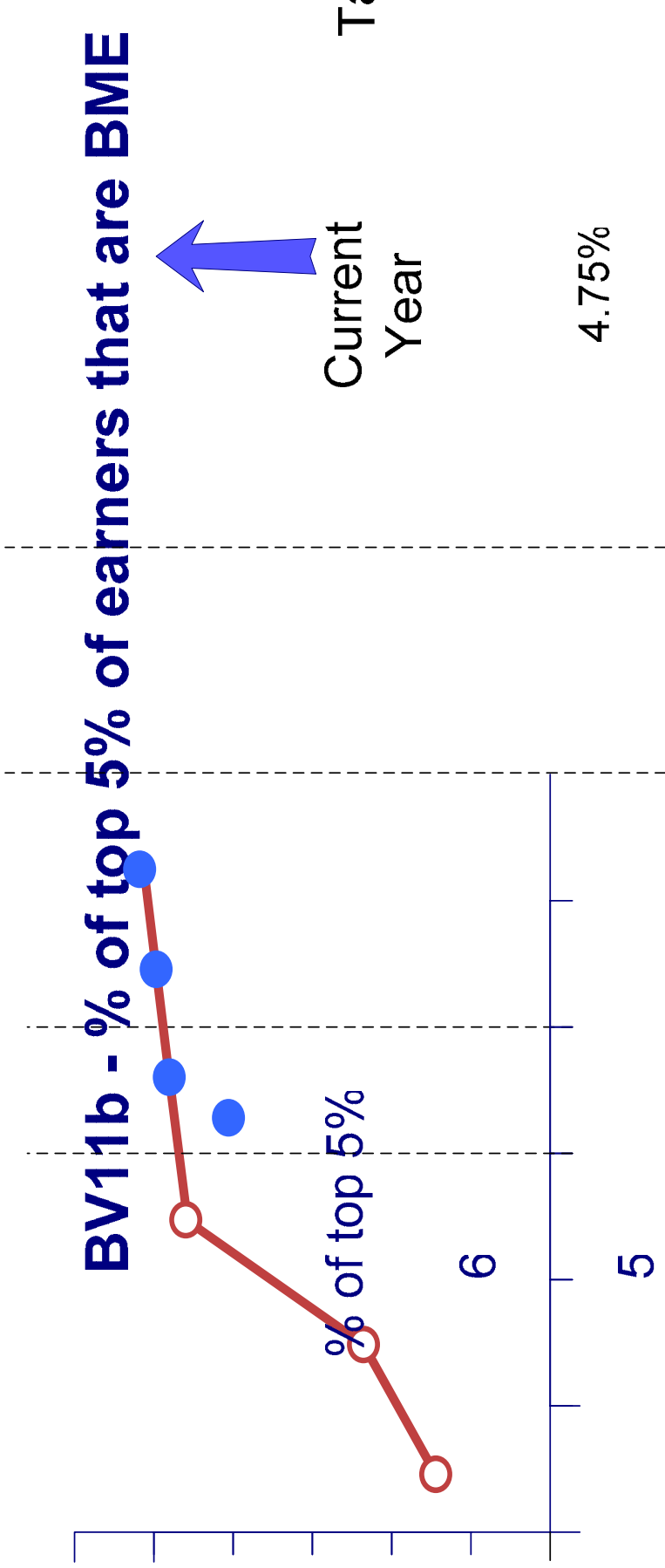
Trends



50

48

BV11b - % of top 5% of earners that are BME



5%

Page 18

Current Year
Target

4.19%
as at Q1

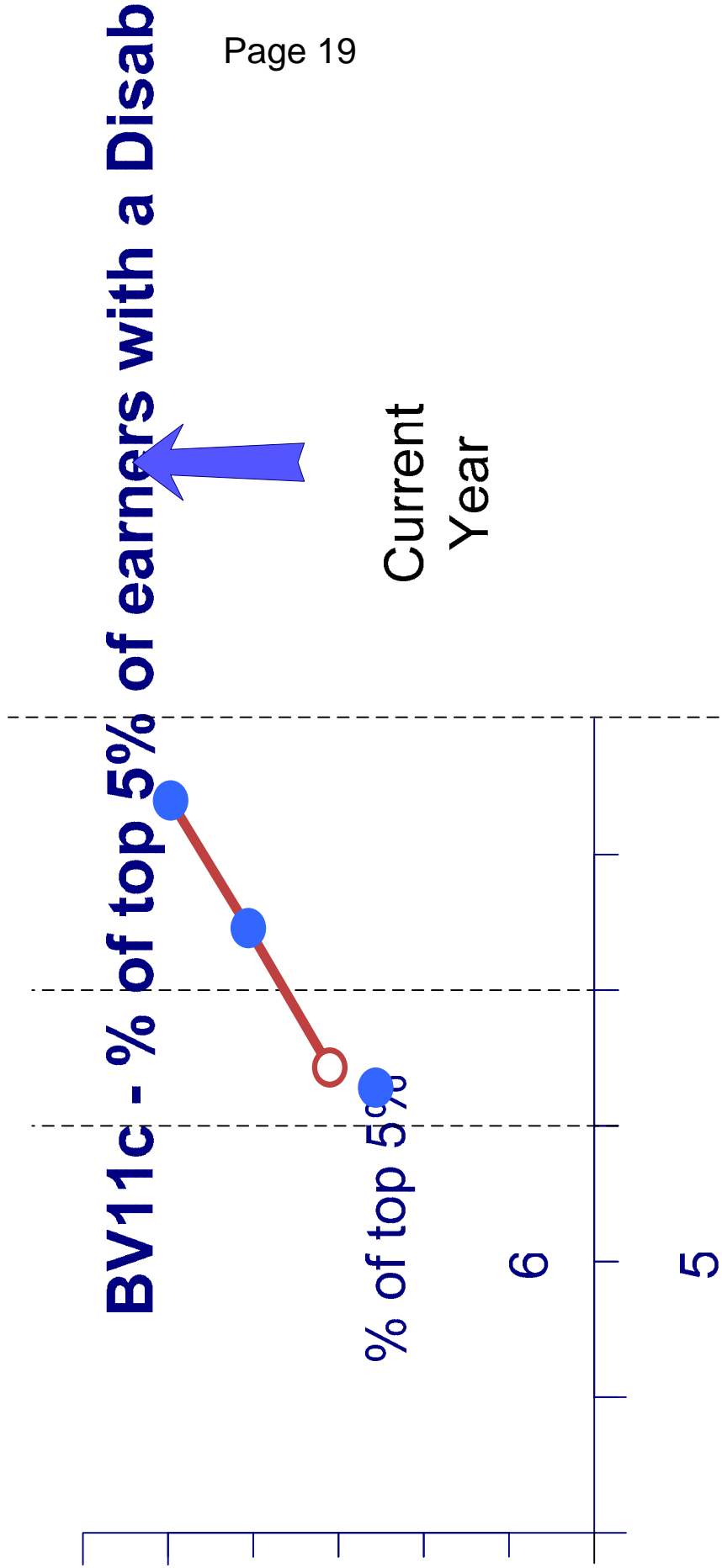
4.51%

6
5

4

3

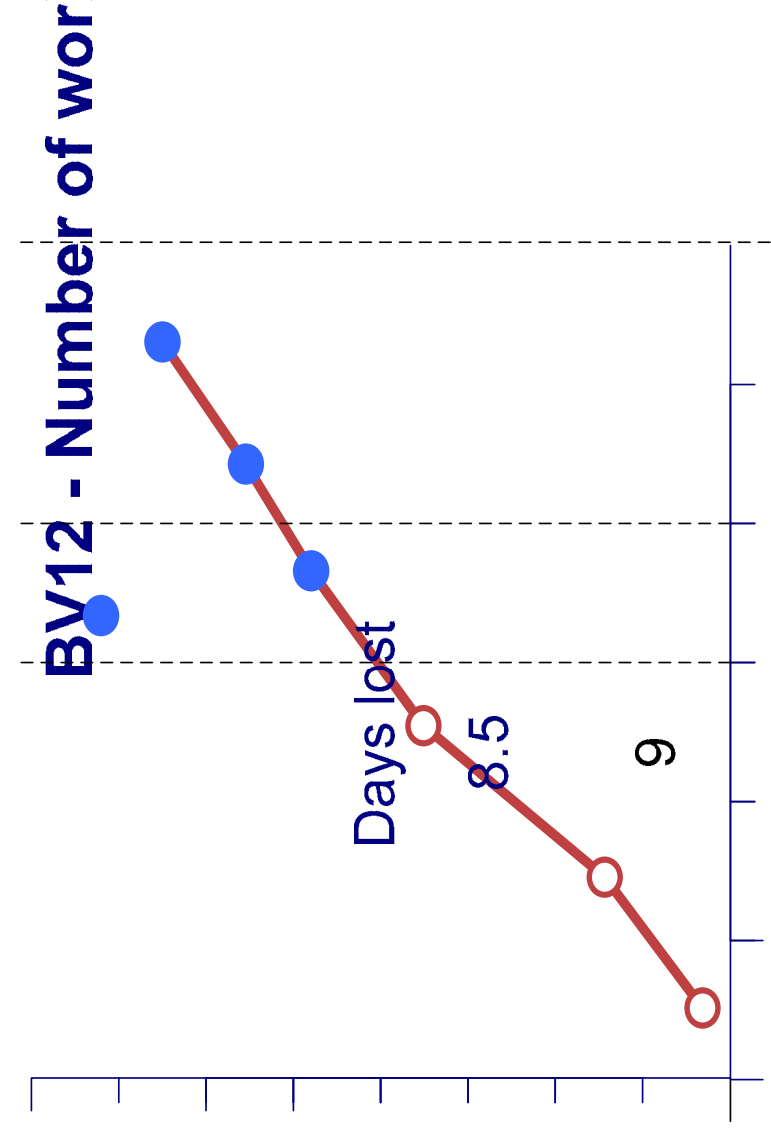
15



16
This BVPI was baselined
during 00/07 - 04/07

3%

BY12 - Number of working days lost to sickness



Current Year

9.24
projected
as at Q1

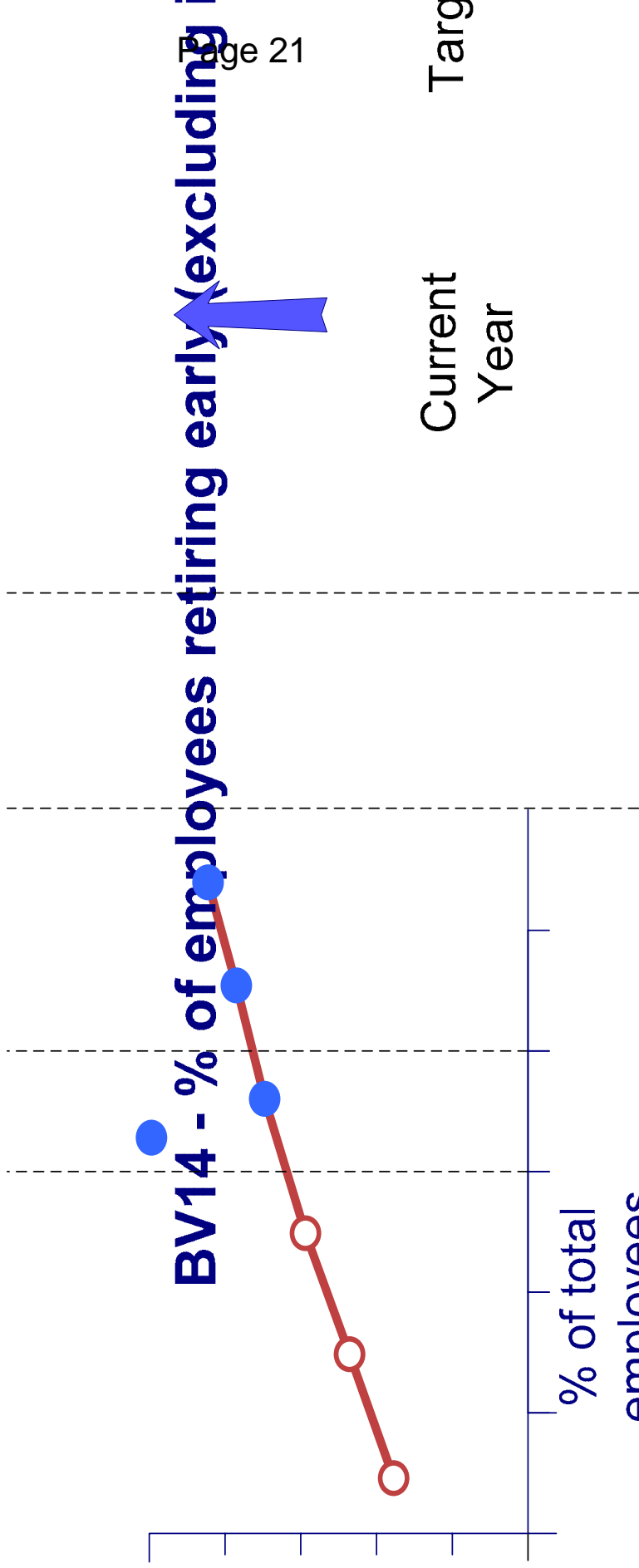
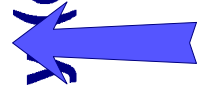
10

17

9.75

10.25

BV14 - % of employees retiring early (excluding i

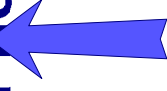


0.03%
as at Q1

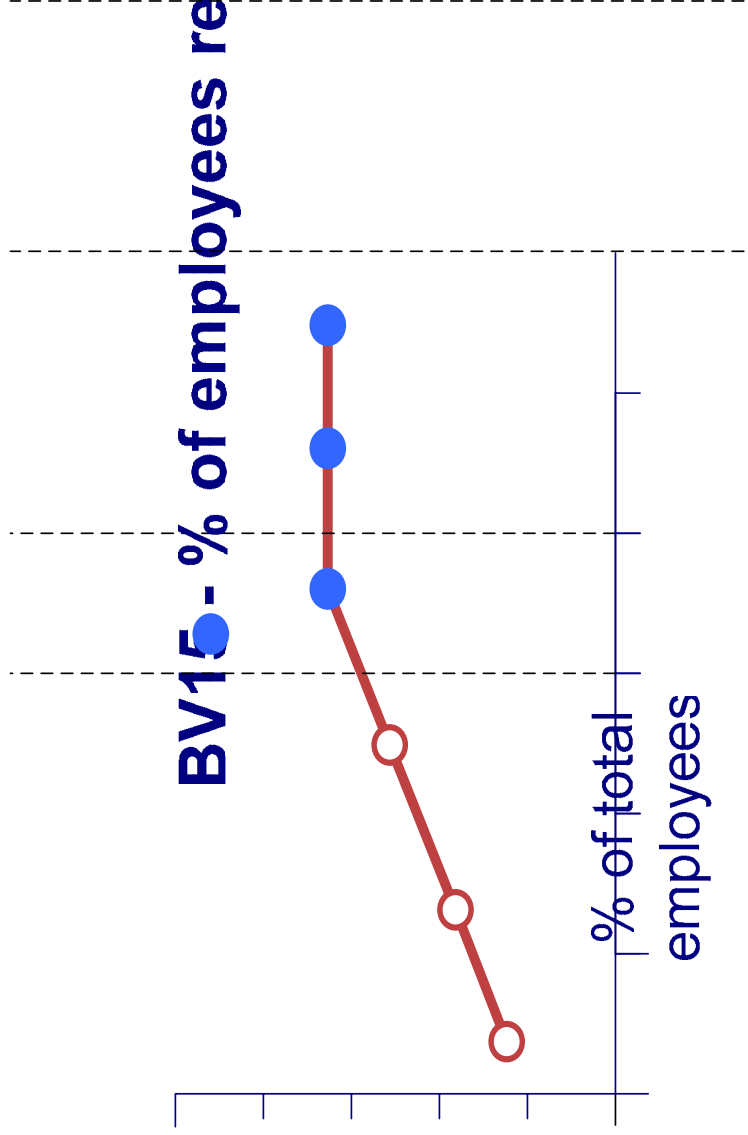
18

0.2

BV15 - % of employees retiring for ill-health

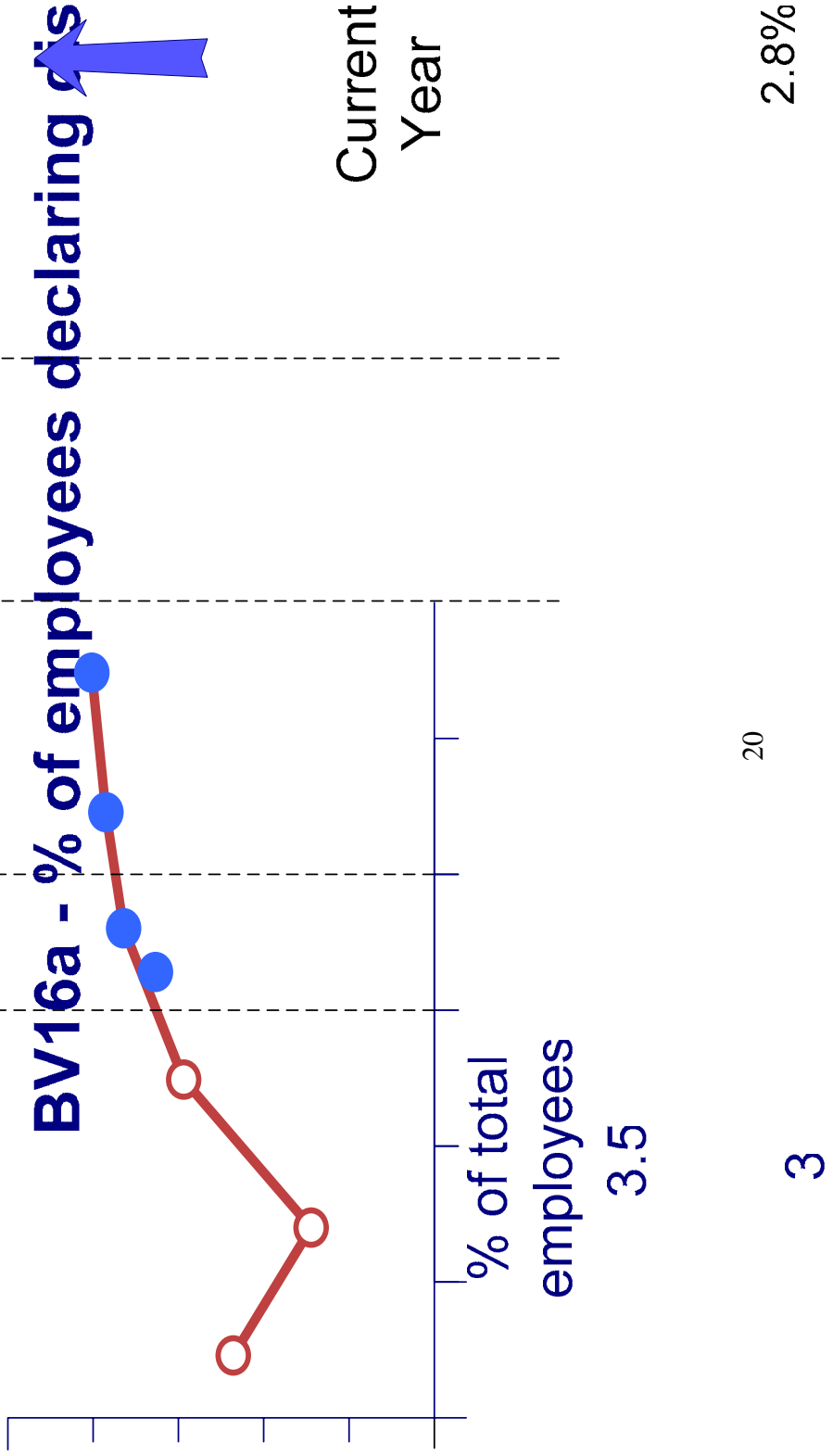


Current Year



0.06% as at Q1

BV16a - % of employees declaring disability

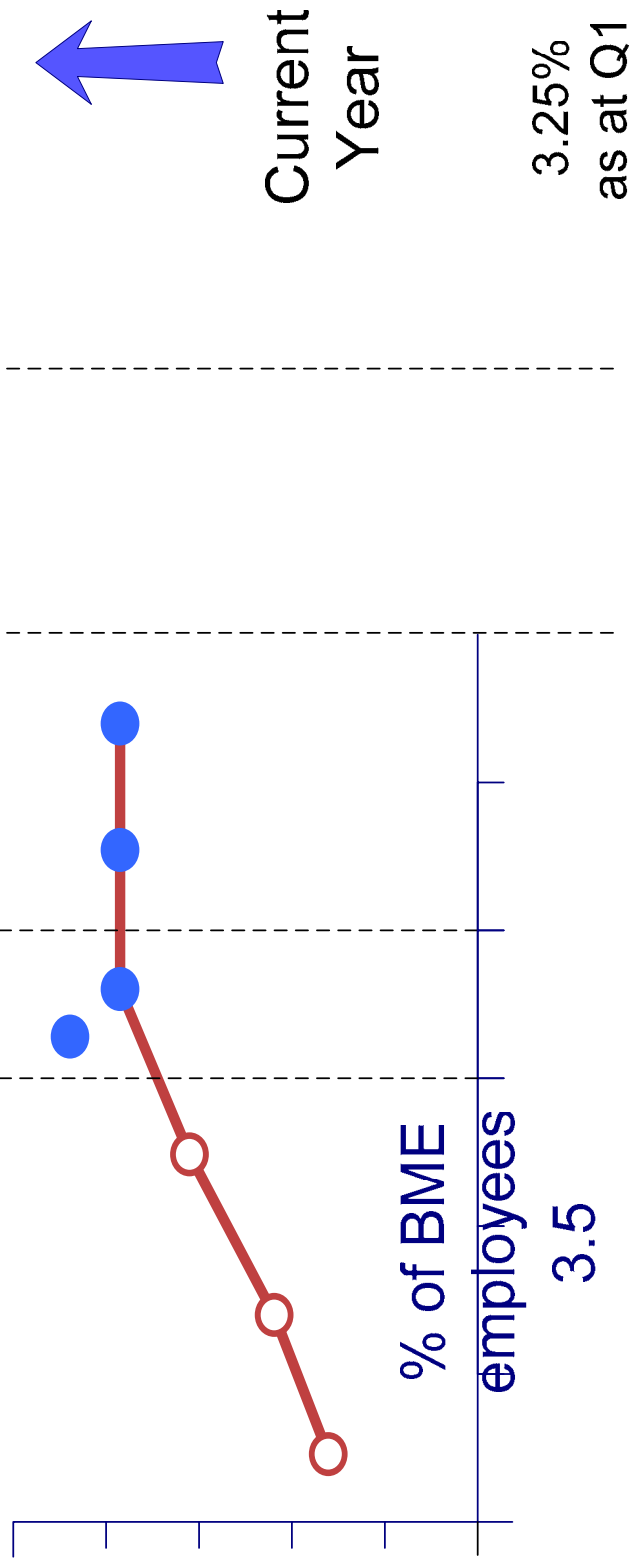


2.8%

20

3

BV17a - % of BME employees



3

21

2.5

2.8%

2.8%

2.5%

Appendix D

Local Performance Indicators: Strategic Partnerships

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Number of audits carried out on RBT workstreams per annum	5	1				Green
Number of consultation exercises carried out on RBT Workstreams per annum	4	1				Green
Number of Performance Clinics held per annum	12	3				Green
Payment of PFI invoices within 30 days	100%	100%				Green
Verification of RBT Savings Invoices within 20 working days of receipt of management information	100%	100%				Green

Local Performance Indicators: Strategic Human Resources

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Heart Nominations (Team & Individual) per annum	60	15				Green
Submissions to employee suggestion scheme) per annum	100	79				Green
M3 Managers (total 168) attending management development centres) per annum	56	8				Green
Leavers % (voluntary in brackets)) per annum	12%	11% (6%)				Green
PDRs completed) per annum	90%	88%				Amber
% response to Reach-in survey) per annum	60%	N/A	Survey to be issued			Green

				in Q2			
Employees aged 16-24 per annum	6.5%	4.9%					Red
Employees achieving level 2 (skills for life) in literacy or numeracy per annum	400	35					Green

Local Performance Indicators: Legal Services

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Registered charge for Discretionary Housing Renovation Grants: produce final form of charge for signature by applicant within 10 working days of receipt of full instruction and confirmation of ownership	100%					
Section 278 Highways Agreement: First draft produced within 12 working days of receipt of full instruction	100%					
Advise on Title: To provide title advice within 10 working days of receipt of full instruction	100%	100%				Green

Specialist Commercial Sales (development): Production of Title, Contract and Transfer – prepared and submitted to Purchaser’s solicitor and instructing officer within 14 working days	100%																			
Number of Planning Regulatory Enforcement Notices issued and served within 10 working days following receipt of full instructions	100%																			
Number of Freedom of Information requests passed to PA representatives within 3 working days	100%																			
Rent Possession Cases: Issue within 10 working days of receipt of full instructions	100%	100%																		Green
Successful outcomes as a % of criminal litigation where Legal Services has recommended that legal proceedings are to be pursued	90%	100%																		Green
Childcare: Issue Care Proceedings within 3 working days of receipt of full instruction	100%	100%																		Green

Communicate outcome of hearing to client within 2 working days	100%	100%								Green
Amount of external spend in Childcare Cases (Counsel, agents)	> £40,000									
Gas Injunction cases issued within 10 working days of receipt of full instructions	100%									
Productive Hours: % of fee earners achieving annual target chargeable hours of 1200	100%									
Obtain client feedback: Annual survey carried out	Baseline									
Obtain client feedback: Discuss improvements with customers within 10 working days of analysis of questionnaire	Baseline									
% customer rating of 'good' or better	50%									
% customer rating of 'satisfied' or better	80%									
Number of written complaints received from	Nil									

client departments through the complaints procedure									
Cost of Legal Service as a % per head of population	Baseline								
Number of files audited to comply with Quality system (office manual)	30 per team per ¼								
% files audited in compliance with Quality system (office manual)	100%								

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Customer Services & Innovation Cabinet
2.	Date:	11 th September 2006
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period of June & July 2006.

6. Recommendations

1. That the information in the report be noted.
2. That members approve the suspension of financial penalties for not achieving the SLA target for RB05 (BV76(2)), for the reasons outlined in the report.

Proposals and Details

The fourth operational year of RBT commenced with the corporate assessment and JAR occupying people's attentions. The preparation and on-going support from RBT continued right into the week of the assessment, with many staff involved in the focus groups providing additional supporting evidence and senior managers being individually interviewed. Like the Council we await the initial feedback from the inspectors.

In addition, during the period '*Our Future*' has been launched across the council and the process of delivering the 6 workstreams has begun. Again, RBT is looking to support this process as fully as possible, in particular the workstreams 5 (innovation and workstyle) and 6 (RBT contract review). RBT feel that early involvement could help accelerate the process, particularly in terms of in-situ knowledge and experience, but also in bringing wider BT resource to bear.

'Phase 2' is now part of the Rotherham language and BT continues to invest resources in its business-development capability in Rotherham, such that the next three years of the contract are appropriately supported. As stated in Mike Cuff's 06/07 *Year Ahead Statement*, it is anticipated that '*Our Future*' will, in effect, review the RBT contract examining the scope for updating the contract to meet the council's current and future needs. RBT of course looks forward to being integrally involved in this process.

Service by Service Overview

6.1.1. Customer Services/Public Access

The pace within Rotherham Connect continues at a great rate.

Swinton CSC opened to the public on the 26th June as planned, however footfall was less than anticipated and the service did experience an intermittent loss of some systems. Unfortunately, the handover to RBT of the building by the Construction Company was delayed. However, this demonstrated the commitment of the staff within the CSC who carried out a significant amount of work over the weekend in order for the centre to be opened on the planned date.

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 e-benefits project went live on 17th of July; implementation went well and although volumes are low at present, staff are positive and feel confident in using the product. Further system enhancements are due, which include functionality to deal with changes in circumstances for Housing Benefit customers; this should increase the number of transactions. In addition a feasibility study is being conducted for the introduction of e-benefits into the telephony channel.

The SLAs for the Contact Centre have been achieved throughout this quarter. The concern regarding SLAs for future months due to the number of vacancies in the Contact Centre remains an issue. Plans have been put in place to temporarily move staff from the CSC to the Contact Centre to try and minimise the impact on customers.

As reported last month, the CSC SLAs are under re-development. The initial meeting has now taken place with staff undertaking research and benchmarking which will form the basis of further discussions.

Finally, it is pleasing to report that the Registration Service has been selected as a pilot site for the implementation of the national web based registration system, Registration Online (RON). The first project meeting with the General Register Office is scheduled for late August.

6.1.2. HR and Payroll

Within HR & Payroll the emphasis continues on quality control within Payroll and the supporting teams. Overall, payroll accuracy is dependent upon everyone involved complying with the process. The HR and Payroll teams endeavour to process documents after the deadlines which ultimately reduces the amount of time for quality control checking. In order to resolve the problem, CMT have agreed that they will ensure payroll deadlines are strictly adhered to.

In addition to improve payroll quality and efficiency, work continues on the re-engineering of 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. Much of the variation has been created by sundry local agreements and

the number of grades, pay scales, different timesheets and reporting arrangements, has all contributed to the high level of complexity. As a result, simplifying and automating the process is taking some time to resolve.

In terms of SLAs, June saw the introduction of the revised targets. The SLA in terms of the % of contracts of employment (excluding variations) issued within 15 working days of receipt of all relevant and accurate information has underperformed. This has resulted from the increased volumes which result in preparation for the new school year. Remedial action is ongoing and will continue throughout August and into September and we are anticipating that this will be rectified in the forthcoming months.

6.1.3. ICT

There was enormous success for the ICT team this month resulting from the opening of the Swinton CSC on time. The delay in the handover meant some staff were there until the early hours of Monday morning. In preparation for the opening of the other CSC's, RBT have suggested that a review of lessons learned would be useful in ensuring more time is allocated for this important phase.

Following on from the completion of the three year desktop refresh, the review undertaken has now been now completed. This incorporated the evaluation of a new version of MS office software with consideration to include this in the next refresh cycle. Following the report on the advantages and disadvantages of moving the refresh cycle out from 4 years to 5 years, CMT have decided to delay this decision for a further six months. The ICT Client has asked for an evaluation of the impact of the decision, which is currently being undertaken. A Change Request will be submitted by RBT to confirm RMBC's decision to put on hold this contractual obligation and document the likely effect on SLAs and increased costs.

It is pleasing to report that Barnsley MBC have purchased our 'home grown' Emergency Planning Information Management System (EPIM's). A reciprocal agreement and hosting arrangement has been reached to give both authorities the capability of running emergencies from each others boroughs. This concept of hosting the solution for other LAs is being considered.

Finally, within ICT all SLA targets have been met and initial discussions have taken place regarding the approach for reviewing the ICT Service Levels with a view to agreeing a new set by the end of October 2006. A detailed plan of the key milestones involved in the process is to be compiled by the Client Officer in the next few weeks.

6.1.4. Procurement

Within procurement the focus for the Best Practice team is around the delivery of the stretched Procurement savings targets for goods and services. In Quarter 1 the total non-construction savings yielded were £539K actual against a target of £397K, largely due to some RBT initiatives yielding higher than anticipated unit savings, and some return to earlier levels of 2010 volumes. For construction, issues still exist around the identification of savings and the Quarter one target of £150K has not materialised. In total, savings are just £8K short of the target at the end of Quarter one.

As far as SLAs are concerned the initial reports and measurement processes have now been developed in order to report from June 2006. Until targets are formally baselined and agreed and Customer Satisfaction results discussed and understood, there is no known impact on SLA performance.

Performance on the Council's BVPI8 target of supplier invoices paid within 30 days has seen a slight reduction for June and July 2006 to 88%. However, RBT are continuing discussions with the client on how to deal with staff that are still not performing the goods receipting process, which ultimately affects this percentage by around 10%.

6.1.5. Revenues & Benefits

June 2006 saw the submission of the self-assessment for the CPA service score, and we are pleased to confirm that we are hopeful of the 4* status being maintained once the evidence has been verified externally.

Work continues around process improvements throughout the service and one area of development is in the introduction of the Automated Direct Debit Amendment and Cancellation Service (ADDACS). This has been operational since 10th July and early issues have been resolved with the Local Taxation Team expecting to achieve the full benefits in August 2006.

The Performance against the SLAs continues to be tracked monthly and, in some cases weekly, against the targets. Although the majority remain on track, there continues to be a few exceptions as detailed below;

RB02/BV09 – Percentage of Council Tax collected for the year

The percentage of Council tax collected at the end of July 2006 is slightly less than at the same time last year (0.83% reduction). However, comparison with previous years' collection is no longer indicative of performance due to the introduction of 12 month instalment plans for 2006/07 and an alternative method of performance measurement is being sought. In addition, a benchmarking exercise with other LA's will be conducted in a similar method to the one detailed below for RB08.

RB05 / BV76(2) – The number of Fraud Investigators employed per 1000 caseload

Although this measure is a BVPI, no targets have been set nationally around the number of Fraud Investigators that should be employed per 1000 caseload. The client has agreed that the financial penalties will be suspended for this, as although the number of investigators has been reduced as part of the efficiency savings in terms of performance in fraud work, the number of fraud prosecutions and sanctions (RB06) continues to improve against the same period in 2005/06 with 32 sanctions achieved at 31st July 2006 compared with only 19 at the same date last year. Based on performance to date, year end out turn is forecast at between 96 to 128 sanctions equating to 3.74 to 4.99 per 1000 caseload.

RB08 / BV78(b) – Time taken to process changes in circumstances

Performance remains significantly outside the current target set. A benchmarking exercise is currently being carried out with a questionnaire being issued to 50 LAs incorporating the top 25 performing Sx3 sites and the top 15 LAs improving their performance throughout 2005/06. These were issued on 31st July 2006 and the results will be evaluated and reported in due course.

RB12 – Overpaid Benefit as a percentage of total benefits paid

This measure currently deals with the total amount of benefit that is overpaid to customers regardless of whether the overpayment has occurred as a result of claimant error, LA error or fraud. It is proposed that RB12 be replaced with a measure that focuses on LA errors only as opposed to all categories of errors since LA errors can be directly controlled by actions taken within the service. This is in synergy with the government's subsidy reforms of April 2004 where for the first time an incentive was introduced for LAs to minimise the number of LA errors created.

Finally, it is pleasing to report that the Service has been nominated for the VOCA Direct Debit Challenge for the greatest percentage increase in direct debit penetration. We remain hopeful that we will be successful and hold out for a further award once the announcement has been made at the IRRV Conference in October.

6.2. Progress against Corporate Initiatives

6.2.1. Equalities

An audit to assess the Council's achievement of level three of the Equalities Standard took place on the 25th and 26th July. An RBT evidence portfolio was provided covering each of the services. Initial feedback is positive which specifically praised the unified commitment of all the Programme Areas in contributing to this corporate achievement.

RBT is currently costing a solution to enable Housing Benefit Take-up to be monitored for Equality and applicants from Diverse or Socially Excluded groups.

The RBT Equality and Diversity action plan is being reviewed and tailored to include projects to address gaps identified by an internal self assessment for level four of the Equality Standard.

6.2.2. Investors In People

The Investors in People Standard has been revised and is proving to be a harder test. Following the internal assessment against the new indicators, feedback has been received from our colleagues in Neighbourhoods. A highlight report will be circulated and an action plan implemented to ensure success in maintaining the award in 2007.

The RBT Performance team are incorporating IIP interviews into their monthly assessment of services.

6.2.3. Consultation/Complaints

An RBT Consultation Steering group is being formed, commencing in September. Inclusion and community consultation have been identified as two integral parts of the Council's future performance assessment framework.

Of the complaints closed in May, June and July, 90.9% were responded to in the timescales required. The central complaints, comments and compliments database (C3) has been fully integrated across all RBT services.

Short-listing for the central corporate complaints post, to become part of the performance team establishment, will begin week commencing August 14th.

Work on the Siebel based C4 system, to incorporate Consultation, is scheduled to start at the close of August.

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. A total of £23K has been deducted from the service charge to date, and further amounts disputed by RBT are under discussion.

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 LPI's

11. Background Papers and Consultation

Appendix 1 – SLA arrow report

Contact Names :

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Jill Dearing, Service Leader, Performance & Improvement X 3367,
Jill.dearing@rotherham.gov.uk

RBT Connect Ltd
Procurement Service (From 01/06/2006)



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	Jun-06		Jul-06		
								Actual	Actual	Actual		
01	% of catalogued goods or services delivered within the "lead times" displayed in the item file	Performance (M)	N/A		50.00%		01/05/06		60.0%		83.0%	
02	Percentage of fully completed and authorised cheque requests received in P2P before 2pm on the payment day that are processed on the next available payment run date.	Performance (M)	N/A		95.00%		01/05/06		99.0%		98.0%	
03	Percentage of undisputed invoices for commercial goods and services that were input within 25 calendar days of such invoices being received by the Purchase to Pay Team.	Performance (M)	BVPI 8		95.90%		01/05/06		99.29%		99.00%	
04	Percentage of staff who are up-to-date in their training and development plan.	Performance (M)	N/A		96.00%		01/05/06		100.0%		100.0%	
05	Percentage of non-eRFQ open requisitions consolidated into purchase orders by the end of the next working day.	Performance (M)	N/A		75% TBC		01/05/06		79.69%		87.40%	
06	Number of hours spent providing support to local suppliers to develop their ability to complete the pre tender questionnaire.	Performance (M)	N/A		105		01/05/06		14.87		24.50	All the targets are provisional on a trial basis and are to be discussed with the client in August 06
07	Level of Customer Satisfaction	Performance (M)	N/A				01/05/06		6 monthly measure		6 monthly measure	



RBT Connect Ltd
Procurement Service (From 01/06/2006)

 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	
08	Percentage of orders placed against electronic catalogue framework agreements	Performance (6M)	N/A		17% TBC		01/05/06	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  16.38% </div> <div style="text-align: center;">  16.70% </div> </div>	All the targets are provisional on a trial basis and are to be discussed with the client in August 06

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	Actual			Jul-06		
							May-06	Jun-06	Jul-06			
01	Statutory returns by due date	Performance (A)	N/A	N/A	100.00	100.00%	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure
02	% of Council Tax collected for the year	Threshold (A)	BVPI 9	98.00%	97.14%	98.00%	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure
03	% of NDR collected for the year	Threshold (A)	BVPI 10	99.00%	97.50%	99.00%	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure
04	The number of claimants visited per 1000 caseload	Performance (A)	BVPI 76.1	N/A	211	211	Annual measure	Annual measure	Annual measure	Annual measure	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	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure
06	The number of prosecutions and sanctions per 1000 caseload	Performance (A)	BVPI 76.4	N/A	1.4	1.4	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure	Annual measure
07	Average number of days less than a baseline of 100 days for processing new benefit claims	Threshold (Q)	BVPI 78a	35 days	68 days (32 days)	68 days (32 days)	Quarterly measure	Quarterly measure	74.9	Quarterly measure	Quarterly measure	Quarterly measure

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	Actual				Measure
							May-06	Jun-06	Jul-06		
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)	29.1	Quarterly measure	Quarterly measure	Quarterly measure	As documented the impact of the new software has meant a significant drop in performance. This will continue but will be tracked weekly and against all SLA's nationally.
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		Annual measure	Annual measure	Annual measure	
10	% of cases for which the calculation of the amount benefit due was correct (from a test sample)	Threshold (Q)	BVPI 79a	98.00%	98.40%	98.40%		Quarterly measure	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%		Annual measure	Annual measure	Annual measure	
12	100% minus the amount of overpaid benefit as a % of the total benefits paid	Performance (A)	N/A	N/A	97.80%	97.80%		Annual measure	Annual measure	Annual measure	
13	% of new claims processed within 14 days of receipt of all necessary information	Threshold (Q)	N/A	N/A	85.00%	85.00%		Quarterly measure	Quarterly measure	Quarterly measure	
14	% of rent allowance claims where first payment is made within 14 days of the receipt of all necessary information	Performance (Q)	N/A	N/A	82.00%	82.00%		Quarterly measure	Quarterly measure	Quarterly measure	This definition has been changed by DWP and new software now means that the new definition is being measured

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	Actual			
							May-06	Jun-06		Jul-06
15	50% minus year end Council Tax cumulative arrears as compared to collectable debt	Performance (A)	N/A	N/A	44.70%	45.20%	Annual measure	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%	Annual measure	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)	110.79 minutes (9.21 mins)	112.16 minutes (7.84 mins)	110.48 minutes (9.52 mins)	  

RBT Connect Ltd
HR and Payroll (From 1/6/2006)



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	Actual			
							May-06	Jun-06		Jul-06
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	99.54%	99.51%	99.73%	
04	P45s issued within 3 days of last pay date	Performance (M)	N/A	98.00%	98.00%	01/01/05	89.71%	100.00%	100.00%	
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	Annual Measure	100.00%	100.00%	
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	Annual Measure	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	Annual Measure	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	No data available	No data available	100.00%	
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	100.00%	80.52%	43.89%	The majority of these contracts are for school staff who do not commence employment until September 2006
15	Percentage of External correspondence answered within 10 working days capable of being answered within 10 working days (excluding correspondence requiring input from services external to RBT).	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 next available internal bulletin.	Performance (M)	N/A	100.00%	100.00%	01/01/05	99.64%	100.00%	100.00%	

RBT Connect Ltd
HR and Payroll (From 1/6/2006)



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	May-06	Jun-06		Jul-06
19	Overall customer satisfaction across RMBC	Performance (6M)	N/A	TBC	TBC	01/1/04	On Hold	On Hold	On Hold	
20	% of references sought within 48hrs (2 working days) of Managers requesting	Performance (6M)	N/A	95.00%	TBC	01/1/04	No May data - New SLA	96.20%	100.00%	3 month monitoring period
21	% of job packs available within 1 working day of the advertised closing date	Performance (6M)	N/A	99.00%	TBC	01/1/04	No May data - New SLA	100.00%	100.00%	3 month monitoring period
22	Accuracy of Contracts	Performance (6M)	N/A	95.00%	TBC	01/1/04	No May data - New SLA	100.00%	99.69%	3 month monitoring period



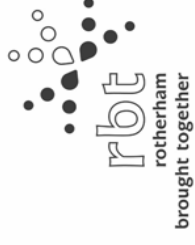
KEY

↑ 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	Actual			
							May-06	Jun-06	Jul-06	
01	Inbound telephone call answering for helpdesk-% of calls answered by Customer Service Agent in 30 seconds	Threshold (M)	N/A	90.00%	90.00%	01/04/04	96.18%	94.22%	92.96%	
02	Average % of calls not abandoned over an agreed measurement period	Performance (M)	N/A	92.00%	92.00%	01/04/04	99.00%	98.71%	98.29%	
03	Internal Fault resolution - % of in-scope service requests resolved within agreed time scale	Threshold (M)	N/A	75.00%	95.00%	01/04/06	99.22%	99.04%	98.99%	
04	Fault resolution external - Supplier - % of in scope service requests where a restoration plan has been provided within agreed timescales	Threshold (M)	N/A	85.00%	95.00%	01/04/06	100.00%	100.00%	100.00%	Starting to record as Nil Return when no faults are recorded.
05	Client Satisfaction Overall satisfaction rating using continual monitoring on a sample basis	Performance (M)	N/A	85.00%	95.00%	01/04/06	On Hold	On Hold	On Hold	
06	Print of payslips in line with the agreed timescales	Performance (M)	N/A	83.00%	99.00%	01/04/06	100.00%	100.00%	100.00%	
07	The % availability of business critical applications and technology - Email	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.99%	99.98%	99.99%	
08	The % availability of business critical applications and technology - Chisp/Swit	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	99.84%	100.00%	
09	The % availability of business critical applications and technology - OHMS/ROCC	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	100.00%	99.99%	
10	The % availability of business critical applications and technology - Flare	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	100.00%	99.98%	
11	The % availability of business critical applications and technology - OLAS/Cedar (availability of hardware and operating system platform only until an application system support agreement for Cedar is signed)	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	99.74%	100.00%	
12	The % availability of business critical applications and technology - Web (internet & intranet including internet service provision)	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.99%	99.98%	99.99%	



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	Actual			
							May-06	Jun-06	Jul-06	
13	The % availability of business critical applications and technology - File & print servers centralised	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.80%	99.43%	99.97%	
14	The % availability of business critical applications and technology - File & print servers distributed	Availability (M)	N/A	80.00%	85.00%	01/04/06	99.90%	99.97%	99.98%	
15	% availability of the network hardware - WAN/LAN (excluding Ethernet thimnet technology which is to be replaced as part of network realisation)	Availability (M)	N/A	99.00%	99.00%	01/04/04	100.00%	100.00%	99.73%	
16	The % availability of Business Critical Applications and technology - Telephony	Performance (M)	N/A	85.00%	99.00%	01/04/06	100.00%	100.00%	100.00%	
17	Unlocking of user accounts on adopted NT servers and Active Directory - % of Inscope service requests completed within agreed timescale	Performance (M)	N/A	85.00%	95.00%	01/04/06	100.00%	99.52%	99.76%	
18	% of GIS map printing requests completed within agreed timescale	Threshold (M)	N/A	95.00%	95.00%	01/04/04	100.00%	100.00%	none supplied	
19	% of standard desktop PCs supplied within agreed time scale additional to the technical refresh	Performance (M)	N/A	95.00%	95.00%	01/04/04	Nil Return	Nil Return	100.00%	Starting to record as Nil Return when none were supplied during the month
20	% of availability of MFDs	Performance (M)	N/A	90.00%	95.00%	01/04/06	99.01%	97.51%	95.07%	Performance reported 1 month in arrears.
21	Customer satisfaction for print jobs	Performance (M)	N/A	95.00%	95.00%	01/04/04	On Hold	On Hold	On Hold	
22	% new desktop equipment installations with no faults+reported during first two months of installation	Performance (M)	N/A	95.00%	95.00%	01/04/04	97.94%	100.00%	100.00%	
23	% of staff receiving formal Microsoft, Siebel, Cisco Sun certified or other relevant professional training as appropriate	Performance (A)	N/A	15.00%	15.00%	01/04/05	Annual measure	Annual measure	Annual measure	
24	% of PCs operating latest or previous release of desktop software or otherwise by agreement	Threshold (M)	N/A	30.00%	60.00%	01/04/06	100.00%	100%	100%	

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	May-06	Jun-06	Jul-06	
25	% of desktop faults resolved remotely	Performance (M)	N/A	60.00%	60.00%	01/04/05	67.08% ↑	66% ↑	67.61% ↑	
26	Small alterations recommended in the annual review of internet/intranet sites implemented within 3 months of review	Threshold (A)	N/A	90.00%	90.00%	01/04/05			Annual measure	The Council have not yet undertaken an annual review so we are unable to provide any data

RBT Connect Ltd
Rotherham Connect



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	BVP/LPSA Number	Service Measure Type	Comparative BVPI	RBT							Comments		
					Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	May-06			Jun-06		Jul-06	
								Actual	Actual	Actual	Actual		Actual	Actual
01	Quality of information (factual) given to caller via any channel as a % score against model response (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service		Threshold (M)	N/A	90.00%	95.00%	01/04/06		98.38%		100.00%		99.38%	
02	Quality of information (qualitative) given to caller via any channel as a % score against model response (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service		Performance (M)	N/A	70.00%	85.00%	01/04/06		100.00%		99.38%		100.00%	
03	Overall caller satisfaction rating identified in continual assessment and based on services which RC has control over according to phasing plan (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service		Performance (M)	N/A	70.00%	80.00%	01/04/06		96.07%		94.64%		95.71%	
04	% of inbound telephone calls answered by a CSA within an average of 15 seconds over or by the switchboard within an average of 30 seconds an agreed measurement period		Threshold (M)	N/A	40.00%	70.00%	01/04/06		86.39%		81.60%		79.47%	
05	Average % of calls not abandoned over an agreed measurement period		Threshold (M)	N/A	85.00%	90.00%	01/04/06		95.16%		93.67%		90.25%	
06	Proportion of all inbound activity (calls and emails) resolved per service area without transferring the contact to the back office - based on processes and services over which RC control delivery according to Phasing Plan		Performance (M)	N/A	70.00%	80.00%	01/04/06		99.99%		99.99%		99.99%	
07	Cashiers customers attended to within an average of 10 minutes (once this service is in scope)		Performance (M)	N/A	78.00%	95.00%	01/04/06							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.

RBT Connect Ltd
Rotherham Connect



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	BVP/LPSA Number	Service Measure Type	Comparative BVPI	RBT						Comments	
					Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	May-06	Jun-06	Jul-06		
08	% of formal complaints concerning the Rotherham Connect Service which do not relate to waiting times in the one stop shops		(M)	N/A	70.00%	80.00%	01/04/06					as above
09	Overall face to face customer satisfaction rating identified in continual assessment and based on services which RC has control over according to Phasing Plan (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service		(M)	N/A	70.00%	85.00%	01/04/06					as above
10	Average % of visits not abandoned over an agreed measurement period		(M)	N/A	85.00%	90.00%	01/04/06					as above
11	Proportion of all customer facing activity resolved per service area without transferring the contact back to the back office - based on services over which RC control delivery according to Phasing Plan		(M)	N/A	60.00%	80.00%	01/04/06					as above
12	% availability of contact centre and one stop shops compared with agreed opening hours		(M)	N/A	95.00%	99.00%	01/04/06					as above

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1	Meeting:	Cabinet Member for Customer Services and Innovation
2	Date:	11 September 2006
3	Title:	Revenue Budget Monitoring for the Period April – July 2006.
4	Programme Area:	Corporate Services

5 Summary

This is the second Budget Monitoring Report for the service for 2006/07. In the first report to the end of May emerging pressures within the service were identified. These have proved to be complex and are still being thoroughly investigated in order to develop sustainable solutions. When the extent of the pressures have been defined fully they will be reported to elected Members together with action plans for managing them.

6 Recommendations

Members are asked to note:

- **That there are emerging pressures within the service that are still being defined fully.**
- **That once fully defined, these pressures will be reported to Members together with action plans for managing them.**

7 Proposals and Details

7.1 The Current Position

7.1.1 The emerging pressures still being investigated are:

Legal and Democratic services is predicted to overspend by £144,000. This is largely as a result of the additional costs of elections in May this year due to the changes introduced by secondary legislation and the new requirements of the Electoral Administration Bill reported to Cabinet on 19th July 2006. Included in this amount is the vacancy management target of £66k, which is currently not being achieved. A further more detailed report is currently being prepared on the details of the elections costs and all other expenditure in the service is being tightly managed to reduce additional overspends.

Two further potential budget pressures have been identified. These are in connection with anticipated council-wide procurement savings and income from printing. The current monitoring suggests that RBT will achieve around £2.7m of savings this year, resulting in a share to the Council of £900k, which is £628,000 less than expected.

Additionally, due to a reduction in in-house printing, the £150,000 printing surplus expected is not on track and is predicted to fall short of its target by £94,000. The Executive Director of Corporate Services is working closely with RBT to identify opportunities to maximise external income from printing in order to bridge the gap.

A further pressure of £50,000 in Welfare Rights funding is being reviewed.

7.2 Current action

7.2.1 Work is still progressing within the service to thoroughly define the extent of these emerging pressures. When this exercise is completed shortly they will be reported to Members with a clear action plan for managing them.

7.2.2 Potential actions identified to date include:

- A review of the provision of Welfare Rights services across the Council with a view to consolidating and rationalising services to eliminate duplications and to maximise synergies.
- A review of the Printing Unit.
- A review of staff costs within Legal and Democratic Services.
- Procurement savings target – assessing the potential for alternative efficiency savings.

8. Finance

The emerging financial issues are still being investigated thoroughly and will be defined and reported to Members with appropriate action plans for managing them.

9. Risks and Uncertainties

Failure to initiate remedial action identified above would result in the Council exceeding its Cash Limited Budget. Action plans address the potential to overspend and take into consideration the potential impact on key performance indicators.

10. Policy and Performance Agenda Implications

The delivery of the Council's Revenue Budget within the limits determined in March 2006 is vital to achieving the Council's Policy agenda. Financial performance is a key element within the assessment of the council's overall performance.

11. Background Papers and Consultation

The Executive Director for Corporate Services, the Executive Director of Finance and the service's budget holders have been consulted in the production of this report.

Contact Name: David Barker, *Finance and Accountancy Manager 2078*
David-Finance.Barker@rotherham.gov.uk

Corporate Services



Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 17th July 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
Abi Dakin	AD	RBT
Sandra Greatorex	SG	Voluntary Action Rotherham
Peter Hunter	PH	RiDO Investment Team
Helen Leadley	HL	Corporate Services
David Lisgo	DL	Social Services (Adult Services)
Carol Mills	CM	Corporate Services
David Rhodes	DR	Economic and Development Services
Laura Townson	LT	Children & Young People's Services
Jeff Wharfe	JW	RiDO

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Carol Adamson	CA	CEX
Teresa Butler	TB	2010 Rotherham Limited
Bob Crosby	BC	Neighbourhood Services
Lesley Dabell	LD	Voluntary Action Rotherham
Brian Leigh	BL	RBT
Ian Smith	IS	Head of Asset Management
Keith Thompson	KT	Corporate Services

Minutes		
Ref	Item or Action	Action Owner
35/06	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 19th June, 2006, were agreed as a correct record.</p>	

36/06	<p>Procurement – Ethics Policy</p> <p>The Panel noted that Brian Leigh (RBT) had been unable to attend this morning’s meeting. Copies of his presentation would therefore be distributed to Panel Members.</p>	
37/06	<p>Procurement – Action Plan</p> <p>Discussion took place on the latest version of the Action Plan for procurement. Everyone was asked to ensure that the specific tasks were completed within the required timescale. The following issues were noted:-</p> <p>APR1.04 (Prevention of Fraud) - The ethics policy document was still being checked by Legal Services and by Internal Audit; the policy document would be considered further at the next meeting of this Panel.</p> <p>APR1.05 (Developing Local Performance Indicators for Procurement) - The spreadsheet of indicators had now been issued to procurement managers throughout the Authority. Managers are asked to return completed LPI spreadsheets to HL (attached to these minutes).</p> <p>APR1.06 (Compliance with the Freedom of Information Act 2000) - advice would be sought from Sarah Corbett, Legal Services.</p> <p>APR1.08 (Risk Management) - HL would have further discussions with Steve Merriman (Corporate Finance) about this issue.</p> <p>APR1.09 (Minimum Skills Matrix) - Information would be obtained from appropriate sources (eg: Regional Centre for Excellence; Yorkshire Forward; CIPFA) to facilitate the development of the minimum skills matrix.</p> <p>APR2.02 (Continuous Improvement) – HL would have discussions with LT about examples of good practice of building continuous improvement into future contracts.</p> <p>APR2.03 (Trading and Charging Powers) – HL would have discussions with Legal Services and with Economic and Development Services in order to progress this issue. It was also considered that the formulation of a policy for Trading should be undertaken by RBT initially, for later use by the whole Council.</p> <p>APR3.03 (Request for Quotation (e-RFQ)) – The process was scheduled to begin during mid-August. However, further</p>	<p>BL</p> <p>IS BL LT DL KT</p> <p>BL</p> <p>HL</p> <p>HL</p> <p>HL LT</p> <p>HL BL</p> <p>HL</p>

	<p>work was required to ensure compliance with Standing Orders and Financial Regulations and to eradicate the possibility of duplication of requests. The intention was to increase the financial threshold from £3,000 to £10,000.</p> <p>APR3.05 (Document Imaging) – It was anticipated that this issue would progress in the near future.</p> <p>APR4.02 (Equality and Diversity and Environmental Standards) – There needed to be a common system of monitoring to ensure contract compliance with these standards. DR would provide a report to the next meeting of this Panel about the Environmental Standards; in the meantime, Panel Members were asked to send their comments to DR about the draft documents issued earlier.</p> <p>APR4.03 (Eliminate Barriers for BME, SME and V&CS organisations) – It was noted that this review of tendering processes would ensure more opportunities for these smaller organisations to bid for contracts with the Council. The Council's Local Economic Growth Initiative bid would also assist in achieving this objective. Reference was also made to (i) the need to comply with European legislation and (ii) the complications of using sub-contractors.</p>	<p>HL BL</p> <p>DR ALL</p>
38/06	<p>Procurement – Commissioning Team for Children and Young People's Services</p> <p>LT presented a report about the procurement process of the Commissioning Team for Children and Young People's Services. Reference was made to:-</p> <ul style="list-style-type: none"> - staffing establishment of the Team - the use of the internal Procurement Guide and the Commissioning Framework - progress against the four themes of the Council's corporate procurement strategy - partnership working with the Primary Care Trust - participation in regional collaborative projects for commissioning; the Calderdale project and the Yorkshire and Humber Children's Contracting Steering Group. <p>The contents of the report were noted.</p>	

39/06	<p>Procurement – Adult Social Services</p> <p>DL presented a report about the procurement process of the Commissioning Team for Adult Social Services. Reference was made to:-</p> <ul style="list-style-type: none"> - staffing establishment of the Team - residential and non-residential care of the elderly - domiciliary care - service level agreements with organisations in the community and voluntary sector - progress against the four themes of the Council’s corporate procurement strategy - the introduction of three year contracts for residential, non-residential and domiciliary care services. <p>The contents of the report were noted.</p>	
40/06	<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, 11th September, 2006 (starting at 10.00 a.m.) 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 11 th September 2006	
Time	10.00 a.m.	
Venue	Town Hall, Rotherham	

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

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE
COMMUNICATIONS AND MARKETING GROUP MEETING
HELD ON THURSDAY 15th JUNE 2006****Present:**

Councillor Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
Myriam Berrada, Equalities and Diversity Officer, Chief Executive's (for item 2.)
Bernadette Burbridge, Screen Manager, BBC (for item 3.)
Fabienne Cotte, Marketing Manager, Culture and Leisure Services
Veronica De'ath, Information Manager, RBT
Jayne Dickson, Principal Information Officer, Adult Social Services
Paul Edwards, ICT Client Co-ordinator, Resources (for item 6.)
Ray Globe, Communications Officer, Children and Young People's Services
Tracy Godfrey-Davies, Administration Assistant, Corporate Comms and Marketing
Clark Herron, Communications Manager, Economic and Development Services
Tracy Holmes, Head of Corporate Communications and Marketing
Dean Kerry, Communications Manager, Neighbourhoods
Graham Nicholson – Design Manager, RBT
Gerard North, Viacom Outdoor (for item 1.)

**1. OUTDOOR ADVERTISING – HOW CAN IT SUPPORT COUNCIL
MARKETING?**

The first item was chaired by Tracy Holmes in the absence of Cllr Wyatt.

Gerard North of Viacom Outdoor delivered a presentation on advertising on buses as a way to engage the community on local issues, promote specific issues and deliver behavioural change. He reported that Viacom is responsible for the ad space on 99.9 per cent of buses in the UK, as well as a number of railway stations.

Supporting documentation was distributed to the group and examples provided of how other local authorities had used bus advertising to good effect. The relative benefits of interior, exterior and back-end ads were explored.

Viacom had been used for the bus advertising element of the Rotherham 'I AM' campaign between January and March this year

2. UPDATE ON EQUALITY/DIVERSITY ISSUES

Cllr Wyatt took over the Chair for this item.

Miriam Berrada gave an update on the comments and feedback received at the previous away day on translation and interpretation services, and the subsequent action points.

The latest version of the Translation, Language and Communications policy (TLC) had been forwarded to all members of the group and Myriam thanked them for their input so far.

The development of the borough-wide interpretation and translation service via the Local Strategic Partnership is still ongoing, with the Cabinet Member for Community Cohesion and the Equalities and Diversity Manager taking this forward. It is hoped that a paper can be presented to the LSP Chief Executives' Group in September/October.

It was suggested that Dawn Price feed back to the group on benchmark good practice from other local authorities.

Action: DP

The existing translation service has been in existence since 1995. This is currently provided by a single individual working within Adult Services, who provides this service free to his Programme Area but a fee is charged for all other work. There is currently no centrally-procured contract and Programme Areas may also commission from other external agencies.

The general recommendation in the TLC policy is that translations should be available on request in Urdu, Arabic, Chinese, Farsi and French. Straplines should be evident on documents to highlight the service. Guidelines and sample straplines are available on the intranet with the ability to cut and paste the strapline.

The policy and report should be completed by the end of the week which will then be submitted to CMT for consideration.

The Equalities Team will then be looking at how best to disseminate the information, and also the training required to support implementation.

Cllr Wyatt also asked for a brief update on progress towards the Equalities Standard. MB reported that external auditors had been invited in to RMBC to assess progress towards Level 4. Feedback is unlikely to be available until after the Corporate Assessment on-site inspection.

3. UPDATE ON TOWN CENTRE BIG SCREEN

The group welcomed Bernadette Burbridge from the BBC, the new content manager for the town centre big screen. Bernadette informed the group that Health and Safety were impressed with the thorough preparations around the big screen. The audio quality has been upgraded; the visual quality will be tackled by replacing the screen – to be installed in July at no further cost to the council.

Bernadette reported she was keen to see more public and locally-produced information that local communities feel involved in and believe is a reflection of their activities, but stressed that this would take time to build up its own momentum. She was due to attend the end-of-year screening at Rotherham College of Arts and Technology to look for suitable material – other possible sources include:-

- Get Sorted – looking to use archive footage
- British Film Archive and Yorkshire Film Institute – archive footage
- 'Start Ups' New Business Video
- Speakup Self Advocacy

Other groups being worked with include Rotherham United Football Club, Rotherham Arts, Walking Festival, Primary Care Trust. Ray Globe put forward a number of suggestions linked to Children and Young People's Services including Clifton, Rawmarsh CLC. Graham Nicholson mentioned opportunities provided by the ROSCARS. Cllr Wyatt suggested links to the Rotherham Proud photographic competition.

Bernadette requested that any future DVD production schedules build in the opportunity for shorter versions suitable for the big screen.

Publicity for the Rotherham project is being pursued via Radio Sheffield and the BBC website.

It has been agreed with Jane Sinclair from the church that screening will only occur from noon to 4pm on Sundays and the sound will be muted during weddings and funerals.

Tracy Holmes suggested a library of quotes from local individuals and groups involved in and supportive of the screen would be useful in helping to ensure media coverage of the screen was fair and balanced.

Actions: BB/Corporate Comms Team

4. WELCOME, INTRODUCTION AND APOLOGIES

Apologies:

Emma Kirkwood, HR Officer, Employee Involvement, Resources

Jennifer Floy, Chief Executive's Dept (Performance and Quality)

Lee Adams, Assistant Chief Executive

Siyra Ayub, Internal Communications Officer, Corporate Comms and Marketing

5. NOTES OF THE LAST MEETING

The notes of the meeting held on 18th May 2006 were agreed as a true record. However, Ray Globe asked that the formal apologies he gave for the last meeting be formally recorded.

Matters arising were as follows:-

- No further information on NHS/PCT Rotherham Show participation
- Ray Globe reported Green 'Every Child Matters' logo actively being replaced where use is inappropriate
- **Emergency Planning.** To be carried forward to next meeting
Action: TH
- **Leaflet Strategy.** TH to ask for written update.
Action: TH
- **Corporate Assessment and JAR.** Steve Pearson is supporting the Inspection team at Moorgate Crofts. The feedback from debriefings so far appears positive.
- **Branding.** The 'text only' version of the branding strategy being taken to CMT by TH and GN has been delayed until July.

6. PROGRESS ON WEB STRATEGY/WEBSITE DEVELOPMENT

The advert, job description and job specification for the new web post are currently with Human Resources. This substantive post will be advertised on the RMBC and other job websites. Interviews are scheduled to take place mid to late July.

Concern was expressed at the relatively junior grading of the post, and also the lack of longer-term ring-fenced money for the development of web strategy. Clarity would also be needed on which associated sites would come under the post's remit – eg RIDO.

RG identified that the main story on the council website was currently situated at the bottom of the page and suggested it be moved to the top.

Action: TH to discuss with RBT Information Team.

Cllr Wyatt asked when the site had last been externally inspected. PE confirmed that the RMBC website was currently in the top third of council sites in the Society of IT Managers (SOCITM) Better Connected survey 2006. It is categorised as Content Plus, not the top level of Transactional. It was hoped that the new post would secure further improvements, working with Programme Area Editors. The last evaluation had taken place prior to RMBC's significant progress on BV157 so there was some confidence that there had already been a step up.

Cllr Wyatt raised the question of archiving material from the web. There was some support for the idea of sanctions when authors fail to respond to annual reminders on content review. Paul Harris to be asked to respond from a records management perspective.

Action: KW/Paul Harris

The use of DVDs on the web was discussed. PE said there were technical concerns about the current bandwidth. Negotiations are taking place to invest capital in infrastructure. Shorter term solutions being considered – PE will report to JD shortly on this.

Action: PE

It was agreed that the group could be used to prioritise which DVDs are on the web, in line with technical capability.

7. IMAGE LIBRARY

Demonstration of the image library technology deferred to next Comms and Marketing meeting.

Graham Nicholson asked for volunteers, one person from each PA, to lead on the next stage of development the image library.

Action: All

8. WEBSITE ANALYSIS

Veronica De'ath distributed statistics on external traffic website usage and was congratulated on the usefulness of the report by the group. The report had been compiled using new e-visit software funded through the Priority Outcomes project. The statistics indicated a general upward trend in usage overall. The possibility of the trend being seasonal is to be investigated by further statistical collation.

KW asked that the statistics be pulled together as a report that could go to Cabinet. PE to insert information on links to the wider e-government agenda.

Action: VD/PE

9. MARKETING ROTHERHAM GROUP

Tracy Holmes updated the group on the outcomes of the recent meeting with the Marketing Rotherham Group. TH to forward report to all members of the group.

Action: TH

10. ROTHERHAM SHOW

Additional meeting on Monday 26th June was agreed to discuss the Rotherham Show. TH to invite Marie Hayes to discuss marquee dimensions.

Action: TH

All members of the group were asked to bring potential ideas from their own Programme Areas for further discussion. Where possible, displays to have an interactive element, to reinforce partnership working, outcomes, and vision themes.

Action: All

11. DATE OF NEXT MEETING

Monday 26th June at 10am, conference room at the Eric Manns building.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

**NOTES OF A SPECIAL COMMUNICATIONS AND MARKETING GROUP
MEETING TO DISCUSS THE ROTHERHAM SHOW LOCAL AUTHORITY
MARQUEE 2006**

HELD ON MONDAY 26TH JUNE 2006

Present:

Councillor Ken Wyatt, Cabinet Member for Customer Service and Innovation
(Chair)

Veronica De'ath, Information Manager, RBT – ICT

Ray Globe, E-publishing Officer, Children and Leisure Services

Tracy Godfrey-Davies, Administration Assistant, Corporate Communications and
Marketing

John Harding, Divisional Manager & Acting Head of Operations, Adult Social
Services

Clark Herron, Communications Manager, EDS

Tracy Holmes, Head of Corporate Communications and Marketing

Emma Kirkwood, HR Officer, Employee Involvement, Corporate Services

Graham Nicholson – Design Manager, RBT

Paul Rollinson, Community Support Officer, Neighbourhoods

Apologies:

Lee Adams, Assistant Chief Executive

Colin Bulger, Head of Policy and Partnerships, Chief Executives

Fabienne Cotte, Marketing Manager, Culture and Leisure Services

Jane Dickson, Principal Information Manager, RBT

Paul Edwards, ICT Client Co-ordinator, Resources

Dean Kerry, Communications Manager, Neighbourhoods

Dawn Price, Consultation Officer, Chief Executives

A wide-ranging discussion took place on the potential arrangements for this year's local authority marquee.

TH reminded the group that no central budget had been allocated to the project as the request submitted as part of the corporate marketing bid for 2006/2007 had not been approved. It would therefore be necessary for a report to be taken to Corporate Management Team seeking views on possible formats and funding options and TH was due to report verbally later that day.

The group felt strongly that additional funding should be identified to ensure RMBC was able to capitalise on the single biggest opportunity of the year to market "one council" with a consistent, highly-professional approach.. However, if no additional monies were to be made available, then the format would have to be as 2005, with lower levels of funding provided by Programme Areas including additional funds for new vision display boards (LSP boards from last year not suitable, unstable and in need of repair).

The following were agreed in principle:-

- Rotherham/I Am vision themes to be used again but tent to be less cluttered, more focused, clearer messages to be presented to people visiting, and more consistent quality of displays.
 - Visitors should leave the tent with a clear idea of what RMBC is doing for them, value for money provided, key achievements, and TH suggested that the key achievements listed in the Corporate Assessment self-assessment document could provide a useful starting point for consideration – though these would clearly need to be treated creatively and “brought to life”
 - More to be made of entrance to the marquee with signage and “meet and greet” area. Consider use of interactive/fun activity (eg Kevin the Puppet) to attract young people into the tent – views to be sought from Dawn Price.
 - More innovative title than “Local Authority Marquee” to be used – group to consider further.
 - Improvements to RMBC-branded signage around the site is essential.
 - Marquee to be divided into two if possible – first half static displays, rear of tent to include static display areas but also a Performance/Interactive area
- Two-day programme of events would need to be planned. Could include
- children performing, DJs (? From launch of CYP Single Plan) – RG to investigate
 - Music Factory/DVDs – EK to investigate
 - Early Years
 - Recycling (bins, messages, giveaways)
 - Virtual Area Assembly meeting (see post-meeting note below)
- Group members to seek further ideas from their own Programme Areas. Lighting, sound systems, etc may be required. Rotherham Theatres may be able to help with this – RG to investigate.
- Partnership involvement to be encouraged wherever possible – particularly NHS as still not clear whether they would be taking their own marquee.
 - Social Services Meals on Wheels should feature in the tent if practical as it had consistently provided an incentive for visitors to enter the tent – further to the rear of the marquee could work well. Consider the use of an Octare bus along side the marquee, set up with tables and chairs so that whilst patrons are eating the samples they could be asked to be involved in any consultations considered appropriate/relevant.
 - Display materials for the whole marquee should be commissioned as one “package”, and could include vision theme banners suspended from the roof. GN said that the Design Studio would need a month for the artwork and production to be completed. All artwork is to be run through the Design Studio to ensure consistency. Thought also needed to be given to the design and print of performing arts/presentation programme – to be part of Rotherham Show programme.
 - CMT should be asked to agree that the Communications and Marketing Group be authorised to approve/reject content submissions from Programme Areas, and also to “quality control” displays and performances within the marquee.

- As last year, seven group members would be appointed “champions” for each vision theme, with responsibility for co-ordinating and troubleshooting both prior to and during the event.
- Marie Hayes and a 2010 representative should be invited to the next meeting to discuss the feasibility of ideas discussed, logistical issues and associated costings – eg curved walkway through the tent, new/additional flooring, changes to the boarding arrangements/layout to maximise space, TH to arrange.
- All group members to forward submissions from their Programme Areas to TGD for collation and sharing at next meeting. However, all contributors to be aware that no space is guaranteed, pending decisions by the group.
- Concern was generally expressed at the limited time available to deliver the project, and also the lack of a dedicated Project Manager.

Next meeting to take place on Tuesday 11th July 2006.

Post-meeting notes:-

1. TH reported to CMT that a budget of around £25 - £30K minimum would be required to deliver the approach outlined above and members agreed that this was probably a conservative estimate. CMT approved the new format in principle but asked that further enquiries be made regarding possible funding from the Corporate Assessment budget. The Head of Performance and Quality has now been confirmed that there is no money available from this pot. Executive Directors have not yet confirmed whether/how much they would be willing to contribute from their own Programme Areas.
2. TH has met with Michelle Musgrave, Debbie Marks and Dean Kerry of Neighbourhoods and it was confirmed that a decision had been taken to launch new-style Area Assemblies at the Rotherham Show. Debbie and Dean will therefore attend the next meeting to discuss how this might work and any potential access to funding.

Head of Corporate Communications and Marketing
10th July 2006

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

**NOTES OF A SPECIAL COMMUNICATIONS AND MARKETING GROUP
MEETING TO DISCUSS THE ROTHERHAM SHOW LOCAL AUTHORITY
MARQUEE 2006**

HELD ON TUESDAY 11TH JULY 2006

Present:

Clark Herron, Communications Manager, EDS (Chair)
Steph Cunningham, Media and Communications Officer, CX
Jane Dickson, Principal Information Manager, RBT
Veronica De'ath, Information Manager, RBT – ICT
Ray Globe, E-publishing Officer, Children and Leisure Services
Tracy Godfrey-Davies, Administration Assistant, Corporate Communications and Marketing
Marie Hayes, Commercial & Promotional Services Manager, C&L
Dean Kerry, Communications Manager, Neighbourhoods
Emma Kirkwood, HR Officer, Employee Involvement, Corporate Services
Graham Nicholson – Design Manager, RBT
Dave Whelan, Project Manager Construction, 2010 Rotherham Ltd

Apologies:

Lee Adams, Assistant Chief Executive
Fabienne Cotte, Marketing Manager, Culture and Leisure Services
Tracy Holmes, Head of Corporate Communications and Marketing
Debbie Marks, Acting Community Involvement Manager, Neighbourhoods
Julie Roberts, Town Centre Manager, EDS
Councillor Ken Wyatt, Cabinet Member for Customer Service and Innovation

NOTES OF THE MEETING HELD ON MONDAY 26TH OF JUNE 2006

These were agreed as a true record with additional points added to items:

- MH informed the group that the Rotherham Show programme would be going to the Design Studio next week. Any additional/altered signage would also need to be agreed if more is to be made of the entrance to the marquee. One page has historically been reserved for corporate information but this year due to lack of advertising interest the programme may need to be scaled down.
- MH suggested the Optare bus be sited along side the marquee to the left (as you look from the main entrance). The ground tends to slope away on the right. Further concerns were raised as to the movement of the bus. In the past the Meals on Wheels service leave at around 4pm – the Optare bus would not be able to drive across the grass at this time. MH requested dimensions of the bus.
- The performing arts/presentation programme would need to be produced as an insert to the show programme due to time constraints.

- MH advised the group that under the Licensing Act the marquee would need a license to play recorded music. Clark Herron to consult with David Stockdale.
Action: Clark Herron

A discussion took place on the potential arrangements for this year's local authority marquee. To date there is still no central budget allocated to the project.

The following were discussed/agreed in principle:-

- Dave Whelan from 2010 informed the group that the display boards in storage were in a poor condition and would need replacing. The walls of the marquee are 8ft tall, DW to look at purpose made boards approximately 6ft high. These boards are in place to give structure and to screen the electrics from view. The boards used for the floor could be repaired but only 60 per cent of the floor could be carpeted. DW to supply costings.
- Graham Nicholson said that the 6ft back display boards would not be high enough to suspend the signage and proposed suspending signage strips from the loop attachment near the ceiling around the marquee. Drapes made from banner material would be used on the backing boards to infuse colour and interest around the outside of the marquee, 5 banners depicting each theme down the right and left of marquee with the cross-cutters Fairness and Sustainable Development would also be included. All display boards to be themed. Tables would also be draped in colour. Pop-ups were deemed unstable. Marie Hayes to email exact dimensions of marquee to Graham. GN to look at costing and supply Dave Whelan with drawing.
- The table covering/cloths to be themed to match the back drop and possible use of leaflet holders to give a more uniform and tidy appearance. GN said "easy-on, easy-off" lettering could be attached to the coverings to identify services, programme areas, etc. He would include prices for holders and coverings in his costings roundup. Marie Hayes said that there were normally up to 34 tables in use in the marquee.
- Suggested title for the corporate marquee – Rotherham Metropolitan Borough Council marquee.
- Performance/Interactive area – TGD distributed details of the submissions made by Programme Areas. Emma Kirkwood asked to pursue the Music Factory idea, Ray globe asked to pursue schools/children performing and report back to the group. All other submissions to be discussed at the next meeting.
- Social Services Meals on Wheels will feature in the tent with the use of an Optare bus along side the marquee, set up with tables and chairs so that whilst patrons are eating the samples they could be asked to be involved in any consultations considered appropriate/relevant.
- Clark Herron to consult with Ken Wyatt with regard to approaching the Leader and Chief Executive for funding from the Programme Areas. It was agreed that each PA would need to contribute between 5 and 6K each.
- Jane Dickson to send a representative to the next meeting on the 20th of July

NEXT MEETING 9AM, THURSDAY THE 20TH OF JULY, ROOM 2 AT THE TOWN HALL.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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