

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

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

Date: Monday, 9 October 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 11th September, 2006 (copy attached) (Pages 1 - 6)
To consider the minutes of the last meeting and update any matters arising
5. Freedom of Information Requests - Progress (report attached) (Pages 7 - 8)
To consider the attached report of the Head of Legal and Democratic Services
6. Schools Private Finance Initiative Project Update - Autumn 2006 (report attached) (Pages 9 - 13)
To consider the attached report of the Acting Head of Strategic Partnerships, Corporate Services
7. RBT Performance Update (report attached) (Pages 14 - 33)
To consider the attached report of the Chief Executive, RBT
8. Minutes of a Meeting of the Procurement Panel (copy attached) (Pages 34 - 40)
To consider the minutes of the meeting of the Procurement Panel held on 11th September, 2006
9. Liaison with RBT
To consider any questions received from Elected Members

For Information:-

**Date of Next Meeting:-
Monday, 6 November 2006**

**CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION
Monday, 11th September, 2006**

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

Apologies for absence were received from Councillor Hodgkiss.

26. MINUTES OF THE PREVIOUS MEETING, HELD ON 10TH JULY, 2006

Consideration was given to the minutes of the previous meeting, held on 10th July, 2006.

The Chair of the Wentworth South Area Assembly requested details regarding persons with a disability being able to obtain/review the 'blue badge' car parking vouchers from the Council's new Customer Service Centres, to be presented to the next meeting of the Area Assembly.

Resolved:- (1) That the minutes of the meeting held on 10th July, 2006, be approved as a correct record.

(2) That the Executive Director, Corporate Services, arrange for the Wentworth South Area Assembly to receive the requested information re: 'blue badges'.

27. CONSIDERATION WAS BEST VALUE PERFORMANCE INDICATORS AND LOCAL PERFORMANCE INDICATORS - PERFORMANCE QUARTER 1

Consideration was given to a report of the Executive Director of Corporate Services detailing the quarter one position on the performance of corporate Best Value Performance Indicators and Local Performance Indicators monitored and reported on by the Corporate Services Programme Area.

Reference was made to the measurements of performance which had been categorised in accordance with Performance Plus.

Particular reference was made to:-

Status Green Star indicators:-

BVPI 12 – days/shifts lost to sickness:- indicated that sickness was being managed more effectively.

BVPI 14 – early retirements (noting that in 05/06 the target was set against all England target, and that for 06/06 local authorities had been allowed to set their own targets)

BVPI 15 – Ill health retirements

BVPI 17a - % of BME employees:- noting that the figures were based on the census and now need revision. It was pointed out that the top quartile figures were overly ambitious when set against Rotherham's economic background.

Status blue circle indicators:-

BVPI 11a - % of top 5% of earners that are women:- noting that this had dropped and that manager in schools were now excluded.

BVPI 11c - % of top %5 of earners with disability:- more work was needed.

BVPI 16a - % of employees with disability

Status red triangle indicators:-

BVPI 11b - % of top 5% earners from minority ethnic communities:- more work was needed.

It was also reported that local performance indicators had been identified for all Services within the Programme Area and were doing well.

Attention was drawn to:-

- Lack of information for Legal and Democratic Services, which would be addressed in the 2nd Quarter report.
- Recruitment and retention of young people/selection of local government as a career choice.
- Ageing work force.

Members referred to the success of the exhibitions produced by the Design Studio for the Rotherham Show.

Resolved:- (1) That the performance of these key corporate Best Value Performance Indicators and Local Performance Indicators, as detailed in the report submitted, be noted.

(2) That the Executive Director, Corporate Services, report to the next meeting on sickness statistics by department.

(3) That the staff in the Design Studio be congratulated on their recent work for Rotherham Show.

28. RBT PERFORMANCE UPDATE

**3FCABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION -
11/09/06**

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

Life span of the contract, its evolution and the need for a re-evaluation to better suit the needs of both the Council and RBT,

Our Future Groups 5 and 6 would work on this with a timescale for delivery of December 2006, and RBT was looking to support this process.

A presentation had been requested what BT has done with other private sector companies and other local authorities with a view to identifying "Best in class" to visit and to identify innovation in ICT, workstyle and any other options.

The following issues, explained in detail within the report submitted, were highlighted:-

Re: Customer Services/Public Access

- opening of the Customer Service Centre at Swinton on 26th June, 2006. There was a need to increase footfall and publicity and this would be the subject of a report to a future meeting. Also an assessment of the programme to deliver 6 CSC's needed to be reviewed.
- implementation of Members Surgery Connect Service
- launch of the e benefits project on 17th July, 2006
- Service Level Agreements:- measures taken had now addressed the vacancy level
- the Registration Service has been selected as a pilot site for the implementation of the national web based registration system

HR and Payroll:-

- emphasis had been on payroll quality control. However, it was noted that the % of contracts of employment issued within 15 working days had underperformed.

ICT:-

- success of the handover of the Swinton CSC on time
- completion of the desktop refresh
- purchase by Barnsley MBC of Rotherham's 'home grown' Emergency Planning Information Management System
- all SLA's had been met. Discussions were being held to review and agree a new set by the end of October 2006.

Procurement:-

- savings achieved were above target
- issue in respect of construction savings target
- BVPI 18 – supplier invoices paid within 30 days:- this had reduced slightly

Revenues and Benefits:-

- maintenance of 4* status
- exception reporting on Service Level Agreements RB02/BV09, RB05/BV76(2), RB08/BV78(b) and RB12
- the Service had been nominated for the VOCA Direct Debit Challenge

The report also included the Service overview for:-

- Progress against Corporate Initiatives
- Equalities – achievement of level 3 standard
- Investors in People – an action plan would be implemented to ensure success in maintaining the award in 2007.
- Consultation/Complaints – 90.9% were responded to in the required timescale. Reference was also made to the recruitment to the post of Central Corporate Complaints Officer. It was also reported that the Ombudsman’s letter had now been received and would be reported to a future meeting.

Reference was also made to the service-credit arrangement within the contract. An amount of service charge had been agreed with RBT with further disputed amounts being discussed. This was an issue which the Our Future Group would also examine.

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

(2) That the suspension of financial penalties for not achieving the Service Level Agreement target for RB05 (BV76(2)), for the reasons contained in the report, be approved.

(3) That a report be submitted to a future meeting on the Customer Service Centre Programme.

(4) That the Ombudsman’s report be submitted to the October meeting.

29. CORPORATE SERVICES - REVENUE BUDGET MONITORING - APRIL TO JULY 2006

The Finance and Accountancy Manager submitted the second Budget Monitoring Report for Corporate Services for the 2006/07 financial year for the period April to July.

The following emerging pressures were identified and were being investigated:-

- cost of the May elections
- vacancy management not being achieved
- anticipated savings and income from printing
- reduction in in-house printing
- Welfare Rights funding

The report also indicated potential actions to address the above issues. It was also noted that a performance clinic had been suggested.

Resolved:- That it be noted that:-

(1) there are emerging pressures within the Corporate Services that are still being defined fully; and

(2) once fully defined, these pressures will be reported to Elected Members together with action plans for managing them.

30. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel held on 17th July, 2006.

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

31. MINUTES OF MEETINGS OF THE COMMUNICATIONS AND MARKETING GROUP

Consideration was given to the minutes of the meetings of the Communications and Marketing Group, held on 15th June, 2006, 26th June, 2006, 11th July, 2006 and 18th July, 2006.

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

32. LIAISON WITH RBT

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

- cost of purchasing RBT hardware

Resolved:- That the Chief Executive of RBT (Connect) Ltd provide details in response to this question.

33. EXCLUSION OF THE PRESS AND PUBLIC

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

34. RBT - DONCASTER MBC NETWORK CONSULTANCY

Consideration was given to a report of the Executive Director of Corporate Services which stated that Doncaster MBC was upgrading its ICT

network, and wished to engage RBT to undertake ICT technical consultancy work on the project. Authorisation was sought for this Council to enter into a Council-to-Council trading agreement with Doncaster MBC, to enable RBT to undertake the work through a contractual change request.

Updates were also given re:-

- RBT visit to Sandwell
- Approach received from South Tyneside
- Joint working with HM Customs and the Department of work and Pensions:- Rotherham had been put forward as a pilot and would lead one of the work streams.

Resolved:- That approval be granted for this Council to enter into a Council-to-Council trading agreement with Doncaster MBC, to provide ICT technical consultancy on a network upgrade project at Doncaster Council.

35. VARNEY REVIEW INTO CUSTOMER SERVICES

It was reported that the Council had been asked to be involved in a Proof of Concept Programme headed up by Sir David Varney at HM Revenue and Customs, to evaluate the opportunities for and barriers to achieving consistent identity management, process sharing and better customer service across HM Revenue and Customs, the Department for Work and Pensions and a representative sample of Local Authorities. The outputs of the Programme were intended to help identify a cost effective strategy for shared service provision and the allocation of appropriate funding for the period covered by the 2007 Comprehensive Spending Review.

Resolved:- That the Council's involvement in the Proof of Concept Programme, as part of the Varney Review into Customer Services, be noted.

ROTHERHAM BOROUGH COUNCIL – REPORT TO CUSTOMER SERVICES CABINET
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1.	Meeting:	Cabinet Member for Customer Services and Innovation
2.	Date:	9th October 2006
3.	Title:	Freedom of Information Act 2000
4.	Programme Area:	Corporate Services

5. Summary

To update the Cabinet Member for Customer Services and Innovation on how the Council is dealing with requests for information under the Freedom of Information Act 2000.

6. Recommendations

To consider the information presented.

7. Proposals and Details

The main part of the Freedom of Information Act came into force on 1st January 2005 providing a general right of access to any information the Council holds (subject to certain exemptions). Requests for information must be dealt with within 20 working days.

Corporate responsibility for compliance with the Freedom of Information Act lies with Legal Services. However, each Programme Area is responsible for dealing with requests for information held within their area.

A report was presented to the Cabinet Member for Customer Services and Innovation meeting in October 2005 detailing requests received to that date. This report gives an update for 2006.

A total of 156 requests have been responded to since January 2006 and a further 10 are currently outstanding.

Many of the requests were for financial information or were connected to commercial activities such as contracts and tendering. An increasing number of requests were from individuals asking about issues which directly affect them or their families. The number of requests from local pressure groups (particularly Councilwatch) has declined since last year. The largest percentage of requests (40% or 63 requests) were from individuals, 18% of requests (28 requests) came from commercial organisations and 15% (24 requests) came from local pressure groups such as Councilwatch or the Tarran residents action group, 12% (18 requests) came from the media, 8% (12 requests) from other interest groups or welfare organisations such as the Born Free Foundation, the Childrens Rights Alliance and Friends of the Earth, 5% (8 requests) came from solicitors and the remaining 2% (3 requests) came from MPs on behalf of constituents.

Of the 156 responses made, 147 requests (94%) were dealt with within the 20 working day time limit and 9 were not. This was normally due to FOI representatives from programme areas being on leave, off sick or the posts being vacant.

In 86% of cases (134 requests), the information requested was provided (although some details may have been edited in accordance with the exemptions), a further 9% (14 requests) were refused because the Council did not hold the information requested, 3.2% (5 requests) were refused because the information was exempt from disclosure, 1.2% (2 requests) were refused because they exceeded the cost limit, 0.6% (1 request) was refused as the request was considered to be vexatious.

The volume of requests received have been consistent most of the year, unlike 2005 when fewer requests were received during school holidays.

Three applicants have taken a complaint about how their request was dealt with to the Information Commissioner's Office. One of these requests was refused because it exceeded the cost limit (the request was for a lot of background information on a redevelopment issue). The second complaint was about personal information being withheld from a report provided to the applicant (a report into recruitment at the anti-poverty forum). The third complaint was about a request being refused because we do not hold the information (the applicant believes a meeting should have been minuted and we therefore would hold minutes of the meeting).

All three complaints are still being considered by the Information Commissioner's Office.

8. Finance

Not applicable

9. Risks and Uncertainties

Risk of legal action from Information Commissioner if we do not respond fully to requests for information. Risk of enforcement action if we respond to a request and the Information Commissioner disagrees with our application of the exemptions. Risk of embarrassment or reputational damage to the Council if we are required to disclose certain types of information.

10. Policy and Performance Agenda Implications

To assist compliance with the Freedom of Information Act

11. Background Papers and Consultation

Freedom of Information Act 2000

Council procedures for dealing with requests for information

**Contact Name : T. C. Mumford, Head of Legal and Democratic Services.
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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	<ul style="list-style-type: none"> • Cabinet Member for Customer Services and Innovation • Cabinet Member for Lifelong Learning • PSOC
2.	Date:	<ul style="list-style-type: none"> • 9th October 2006, • 24th October 2006 and • 20th October 2006 respectively
3.	Title:	Schools PFI Project Update: Autumn 2006
4.	Programme Area:	Corporate Services

5. Summary

The Schools PFI Project involves a partnership between the Council and Transform Schools (Rotherham) Ltd. The contract includes the rebuilding/refurbishment of 15 schools and their facilities management for a period of 30 years from 1st April 2004.

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

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

6. Recommendations

It is recommended that progress on the Schools PFI Project is noted and that the report now goes on to the Cabinet Member for Customer Services and Innovation and the Cabinet Member for Lifelong Learning.

7. Proposals and Details

Construction

The following schools have been completed and reported previously:-

- Thornhill Primary and Young People's Centre.
- Ferham Centre including Primary School, SureStart and Space for Sports and Arts.
- Wath Comprehensive - A Language College.
- Maltby Craggs Junior School.
- Maltby Craggs Infant School.
- Wingfield Comprehensive Comprehensive.
- Clifton, A Community Arts School (Lower Site), which now allows all the pupils to be accommodated on the Middle Lane site.
- New block including main school reception, classrooms, main hall and offices at Wickersley Comprehensive School and Sports College.
- Winterhill School
- Clifton, A Community Arts School (Upper Site, ADT Block) – The Place.
- Thrybergh Comprehensive.
- Wath Central Primary, incorporating Wath Park Infants

The project continues to progress very well with fourteen schools now operating on Full Services with successful handovers achieved for the start of term in September 2006 as follows :-

- Wickersley Comprehensive School and Sports College
- Coleridge Primary and Children's Centre
- East Dene Primary
- Meadow View Primary (Formerly Meadowhall Junior School)
- Kimberworth Primary and Children's Centre

The above represents a fantastic achievement in that all schools were delivered on time and to the original project programme even though substantial variations (Children's Centres) had been added to Kimberworth and Coleridge proposals at a late stage in the design process. It is to our partner's credit that these variations were received in a spirit of collaboration and with a "can do" approach. Also, Coleridge was delayed 7 weeks, in a 52 week build programme, by uncharted asbestos. By stringent project management and accelerated work practices the site team has pulled this back to allow the school to open on time, albeit that the council/school have given some concessions on the site works to be completed.

Construction is well underway at the last remaining school site as is completing the site finishing works at many of the sites. These are summarised as follows:-

- Clifton Upper/Cranworth Road site
The new build sports complex started in April 2006 and is due for completion in December 2006. This includes a major variation to provide the performing arts facilities which were originally to be provided in the ADT Block – now The Place. Again it is anticipated that the original programme will be met.
- Site Finishing Works
Work to complete site accommodation works, sports pitches and landscaping was programmed in the contract to require up to one year beyond the building occupation date, this also includes demolition of the existing buildings and the maturing of grassed pitches to a usable standard. This type of work is ongoing at eight of the school sites.

Facilities Management

Haden Building Management Ltd. has now provided services to the 15 (originally 17) schools within the PFI project since April 2004. The schools have moved from Interim Services provision to Full Services Availability (FSA) as the construction work has been completed. The full Output Specification KPI's and Availability criteria under the payment and performance mechanism start with FSA. Fourteen schools are now operating under FSA.

The Helpdesk received 441 calls in May, 433 in June, 358 in July and 192 in August 2006. 39% of calls related to the repair of the building fabric and 34% to technical (lighting, M&E and heating). 42% are reactive maintenance calls, 25% are recorded as vandalism and 27% are related to third parties (defects under the contract, third party bookings and small works orders).

Service monitoring relies on a performance measurement system. When Haden has not complied with the fulfilment of key performance indicators, service deductions or unavailability deductions are made. From September 2004 to June 2006, a total of £67,300 has been deducted by the Council for service faults and availability failures. This reflected a poor start by Haden who have since increased their staff levels significantly and have reduced the monthly deductions considerably (£1,700 in the period April to June 2006). Deductions are currently helping to fund Interim Services repair items and particularly vandalism costs.

Building Learning Communities Ltd. (BLCL)

BLCL has responsibility for community provision, including the arrangements for lettings. The partnership behind BLCL includes Rotherham MBC, Rotherham PCT, TSRL and environmental group Groundwork. Through the General Manager, the company has assumed full responsibility for lettings from September 2005. This has worked well with both schools and users getting used to a new system. One of the key aims of the project was to expand community use and the not for profit company is now making real progress in achieving this aim.

Many community users of the new school buildings are now firmly established, and more than 4,000 square metres of floor area is dedicated to around 60 user groups currently in the localities of the schools. Whilst sport is still the most popular out of hours use, the growth areas are in club/classes, community groups, health and working with young people.

I Love My School Campaign

This campaign was launched by Transform Schools to try to reduce levels of vandalism, litter, graffiti and malicious damage. Pupils are encouraged to take pride in their new surroundings, and their early involvement at the design stage has given them more of a stake in the buildings and facilities. There is a termly award for “Top of the Class” and “Most Improved”.

Litter levels are rated with a special score card, and “report cards” issued to schools once a term showing their performances within two leagues, one for primary schools and one for secondary schools. Branded rubbish bins have been provided at schools, all carrying the “I Love My School” logo. Cash prizes have been awarded to School Councils at the cleanest, tidiest schools. Pupils have related very well to the campaign and are competing strongly for the benefit the award brings to added school equipment and the environment generally.

This approach has started to reduce litter, graffiti, and damage, and is another means of forging good relationships between the schools and our partners.

Awards

The project won “The Best Operational Education Project” at the Public Private Finance Awards 2006 in London in May 2006, and is a finalist in the Contract Journal Awards for “PPP/PFI Award” in London in October 2006.

8. Finance

The Council was awarded £71.4m of PFI credits from the DfES as a contribution towards the costs of the scheme. The remainder of the funding derives from the premises related parts of the schools delegated budgets, other capital funding and the Council itself. Transform Schools receives a monthly unitary payment from the Council which began in April 2004. However the payment is based on the schools reaching full services availability, and the full unitary payment will not be reached until 2007/08 when all the schools will be complete and operational. The current Capital expenditure total from all sources is £96m.

9. Risks and Uncertainties

The risks and uncertainties relate both to any delays in the actual construction process and also lack of service quality/delivery in the facilities management operation of the schools.

10. Policy and Performance Agenda Implications

Rotherham Schools PFI Project contributes significantly to all priorities in the Rotherham Community and Corporate Plans.

Rotherham Learning: The project supports all who are striving to fulfil their learning potential. This includes both pupils and the wider community.

Rotherham Achieving: The project supports up to 10,000 young people at any one time to lay the foundations for their economic success. It is a truly regenerative project.

Rotherham Alive: Both the buildings and their ongoing contract will contribute to cultural and leisure activities for schools and their local communities, Building Learning Communities Ltd. will ensure access for the community to these excellent opportunities.

Rotherham Safe: The project will always maintain safe, dry and warm building, where Rotherham people will feel both comfortable and challenged to fulfil their potential.

Rotherham Proud: The whole community will feel proud of these excellent and accessible buildings, contributing to the heart of the vision for the Council and the Local Strategic Partnership.

Sustainable Development: The project contributes to sustainable development by the provision of modern, energy efficient buildings, maintained to a clear output specification.

Fairness: All of the services within the buildings will give equality of opportunity to the schools local communities.

11. Background Papers and Consultation

Cabinet Member and Advisers, Education, Culture and Leisure Services, 30th September 2003, 16th March 2004, 6th July 2004, 14th December 2004, 22nd March 2005.

Lifelong Learning Opportunities Scrutiny Committee, 22nd March 2004, 26th July 2004, 21st December 2004, 21st March 2005.

Audit Committee, 16th November 2005.

Cabinet Member for Customer Services and Innovation, 7th November 2005, 12th December 2005, 12th June 2006

Cabinet Member for Lifelong Learning, 12th July 2005, 1st November 2005, 13th December 2005, 20th June 2006

**Contact: Keith Thompson, Acting Head of Strategic Partnerships,
Corporate Services Tel. 01709 336536**

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Customer Services & Innovation Cabinet
2.	Date:	9 th October 2006
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period August 2006.

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have been:

- Streetpride 2 going live within CSC
- HR & P on track with Job Evaluation work
- ICT achieve 100% performance on SLAs
- Procurement savings £139K ahead of plan
- £1/4 million additional benefits take-up achieved by Revenues and Benefits this year
- Successful Revs & Bens promotion resulting in increased take-up of Direct Debit by Council Tax payers

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

Within Rotherham Connect the main focus remains on the delivery of the existing services alongside the additional take-on of Streetpride 2. As previously reported the number of vacancies at the Customer Service Representative level remains at 5.5 FTE. This period also saw an increase in call volumes mainly attributable to the bad weather and the roll-out of the fortnightly bin collections. As expected and highlighted previously the SLA's for calls answered within 15 seconds and abandoned calls to the Rotherham Connect contact centre was not met.

RBT have provided a report on the recruitment issues and presented this to the client and as a result the Council have revised the recruitment strategy in an attempt to increase interest in the Contact Centre posts. In the immediate term RBT have arranged to re-transfer CSC staff into the Contact Centre from Monday 4th September however the likelihood of these SLA's underperforming will remain until suitable staff have been recruited and trained.

In response and in recognition to the recruitment issues RBT have submitted a Change request to suspend financial penalties and await a response from the Client.

On a more positive note the work of the Welfare Rights continues to receive compliments and it is with great pleasure that we report that the domestic violence project who support women and children through traumatic times has formally recognised the excellent and supportive service which Welfare Rights provide.

7.1.2. HR and Payroll

Within HR & Payroll the emphasis remains on accuracy within Payroll, the Service Centre 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 and support the non-processing of late input.

In relation to the SLA performance the area to highlight within HR&P is the SLA HR17 (percentage of enquiries resolved by front-line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the intranet). It has been recognised by the client that call volumes have increased significantly against the original baseline which has created a significant call-volume pressure on the front-line service. In an effort to resolve this problem, RBT has taken the decision to fund additional staff whilst a six-month action plan is implemented. With this in mind, a change request has been approved by the client to suspend financial penalties.

Within the HR Service itself workloads have been at their peak this month due to high volumes of Schools pay changes and new starters - increasing workload by almost twice the usual volume. Improved checking procedures have also added to this increased volume. Workloads have been carefully managed to ensure that all input is completed for September salaries and that accuracy is maintained. All teams within the Service Centre have lent a hand to achieve this and Team integration has very clearly been displayed in the way members from different Sections have aided and supported colleagues in other service areas to meet SLAs and alleviate any potential backlog issues.

Within the Payroll Service the Team continues to place emphasis on quality control by ensuring a 100% check of all variable data. Payroll accuracy was achieved at 99.81% with 44 errors reported out of 22,909 payslips generated. This is an improvement on previous month's accuracy levels and is a reflection of the enormous effort the Team has maintained during what has been a very difficult period.

7.1.3. ICT

Work has commenced on preparing for the renewal of both the Schools Connect contract which ends 31st March 2007) and the Rotherham Grid for Learning which ends September 2007. These are both important contracts for RBT and to reflect this we will be working closely with the ICT Client and Children and Young People Service to ensure that these can be renewed successfully.

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 now complete. However before a formal Change Request is submitted by RBT a meeting has been held with Carol Mills regarding the report on the impact of a 5-year cycle. The resolution was that a mini-refresh plan, utilising the income generated from non-refresh PCs bought between 2003 and 2006 was an option which would be considered. A further discussion session with Carol Mills was due to take place shortly

All SLA targets have been met this month and initial discussions have now taken place regarding the approach for reviewing the ICT Service Levels with a view to agreeing a set which can be taken forwarded by the RBT Head of Performance for consideration by RBT. Key meetings involving all stakeholders have now been established by the ICT Client Officer with a view to achieving the November implementation date.

7.1.4. Procurement

The procurement service continues to work with the remaining large suppliers on the e-Invoice list to deliver the contracted benefit with BT invoices going live this month. The further down the list we go, the greater the effort and time taken to get the right level of engagement with suppliers. After the "top ten" suppliers, use of e-Invoicing will in future be integrated with supplier renewal and negotiated at the point of agreeing the framework agreement.

SLA reporting is going through a period of transition. Until targets are agreed, and Customer Satisfaction results discussed and understood, there is no known impact on the SLA performance.

Performance on the Council's BVPI8 target of undisputed invoices paid within 30 days is reported for the month as 89%, it is highlighted that this historic issue in gaining commitment from Council Officers in the GRN process is essential to any further improvement.

As reported above, procurement savings targeted to be delivered are around £139,000 ahead of plan, with construction savings of £250,000 not yet materialising despite a commitment from the Council that there will be £600,000 construction savings this year. This leaves a considerable gap between the RMBC Finance Director's request for £4.5M procurement savings this year and the current estimate of £2.94M including construction savings (compared with an estimate of £2.81M in the Annual Plan). Unless more addressable spend is offered to RBT by RMBC, this aspirational request remains non-achievable.

The 2006/07 Annual Plan has now been agreed and signed off.

7.1.5. Revenues & Benefits

Within the Revenues and Benefits service the two Neighbourhood Benefits Officers have achieved a quarter of a million pounds in additional benefits take-up this year. They have recently been trained in the e-benefits system and will begin to use this shortly.

In addition an Internet Direct debit mandate was made "live" in August. This now allows Council Tax payers to submit their details 24 hours a day 7 days a week. Also, following the successful Direct Debit take-up promotion early in this year, the number of Council Tax Direct Debit payers increased by 27.7% to 61%.

Performance continues to be tracked monthly and in some cases weekly against targets and SLA's remain on target with the following exceptions;

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

The percentage of Council tax collected at the end of August 2006 is slightly less than at the same time last year (0.87% reduction), however, comparison with previous year's collection is no longer indicative of performance because of the introduction of 12 month instalment plans for 2006/07. The service is reviewing some of the areas of its work and in addition, a benchmarking exercise with other LA's is shortly to be undertaken

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

Performance is still outside the current target set. A benchmarking exercise is currently being carried out, some of the questionnaires have been returned but low numbers and a reminder has been sent out to those still outstanding local authorities.

Finally it is pleasing to report that we have received the draft report from the Audit Commission indicating that the service will retain its 4* excellent service score which contributes to the Council's vision to become 'excellent.'

This achievement is a credit to the staff who are constantly striving to meet the more difficult measures and enablers as well as compiling the annual return.

7.2. Progress against Corporate Initiatives

7.2.1. 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.

7.2.2. 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 liP interviews into their monthly assessment of services.

7.2.3. 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 August 100% were responded to in the timescales required. The central complaints, comments and compliments database (C3) has been fully integrated across all RBT services.

The Principal Corporate Complaints Officer post has been appointed to and the successful candidate Mark Leese will commence early October.

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 :

Brian James, Chief Executive, RBT, X2414, brian.james@rotherham.gov.uk

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



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper Quartile figure	Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	RBT				Comments
								Actual				
								Jun-06	Jul-06	Aug-06		
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%	76%		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
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%	99.50%		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
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)	N/A		95.90%		01/05/06	99.29%	99.00%	100.00%		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
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%	100%		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
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%	67.70%		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
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	50.24		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06
07	Level of Customer Satisfaction	Performance (M)	N/A				01/05/06		6 monthly measure	6 monthly measure		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06

RBT Connect Ltd
Procurement Service



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper Quartile figure	RBT				Comments
					Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Actual	
					Jun-06	Jul-06	Aug-06		
08	Percentage of orders placed against electronic catalogue framework agreements	Performance (6M)	N/A		17% TBC	16.38%	16.70%	17.11%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 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			Annual measure	
							Jun-06	Jul-06	Aug-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
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
03	% of NNDR collected for the year	Threshold (A)	BVPI 10	99.00%	97.50%	99.00%	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
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
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
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)		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	Actual			
										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	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%	100.00%	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	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	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%	94.78%	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%	96.93%	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				Annual measure
							Jun-06	Jul-06	Aug-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	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	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)	112.16 minutes (7.84 mins)	110.48 minutes (9.52 mins)	112.78 minutes (7.22 mins)		

RBT Connect Ltd
HR and Payroll



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Measure type and frequency	Comparative BVPI	Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	RBT				Comments
							Actual				
							Jun-06	Jul-06	Aug-06	Annual Measure	
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%	
02	Percentage of BACS transmissions made by prescribed date	Threshold (M)	N/A	100.00%	100.00%	01/01/05		100.00%		100.00%	
03	Accuracy of payment	Threshold (M)	N/A	99.50%	99.50%	01/01/05		99.51%		99.73%	99.81%
04	P45's issued within 3 days of last pay date	Performance (M)	N/A	98.00%	98.00%	01/01/05		100.00%		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		100.00%		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

RBT Connect Ltd
HR and Payroll



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Measure type and frequency	Comparative BVPI	RBT						Comments		
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual				Annual Measure	
							Jun-06	Jul-06	Aug-06			
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		
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			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	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%		
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	100.00%			100.00%		
17	Percentage of enquiries resolved by front line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the intranet.	Performance (M)	N/A	80.00%	80.00%	01/01/05	71.96%			76.83%		Client has approved suspension of financial penalties
19	Overall customer satisfaction across RMBC	Performance (6M)	N/A	TBC	TBC	01/10/04	On Hold			On Hold		

RBT Connect Ltd
HR and Payroll



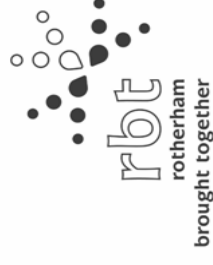
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Overperformance of SLA

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				
				Jun-06	Jul-06	Aug-06					
20	% of references sought within 48hrs (2 working days) of Managers requesting	Performance (6M)	N/A	95.00%	TBC	01/10/04	96.20%	100.00%	100.00%	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	01/10/04	100.00%	100.00%	100.00%	100.00%	3 month monitoring period
22	Accuracy of Contracts	Performance (6M)	N/A	95.00%	TBC	01/10/04	100.00%	99.69%		99.25%	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			
							Jun-06	Jul-06	Aug-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	94.22%	92.96%	94.32%	
02	Average % of calls not abandoned over an agreed measurement period	Performance (M)	N/A	92.00%	92.00%	01/04/04	98.71%	98.29%	98.20%	
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	99.04%	98.99%	99.26%	
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	99.98%	99.99%	99.97%	
08	The % availability of business critical applications and technology - Crisp/Swift	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.84%	100.00%	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%	99.99%	100.00%	
10	The % availability of business critical applications and technology - Flare	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	99.98%	99.72%	

RBT Connect Ltd

ICT



KEY

↑ Overperformance of SLA

↓ Underperformance of SLA

→ Performance of SLA on target

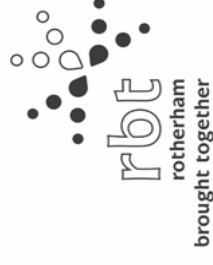
SLA Ref	Measure	Measure type and frequency	Comparative BVPI	RBT							Comments		
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Jun-06			Jul-06		Aug-06	
							Actual	Actual	Actual	Actual		Actual	Actual
11	The % availability of business critical applications 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	99.74%	100.00%	99.98%	100.00%	99.98%		
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	99.98%	99.99%	100.00%	99.99%	100.00%		
13	The % availability of business critical applications and technology - File & print servers centralised	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.43%	99.97%	99.99%	99.97%	99.99%		
14	The % availability of business critical applications and technology - File & print servers distributed	Availability (M)	N/A	80.00%	85.00%	01/04/06	99.97%	99.98%	99.87%	99.98%	99.87%		
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%	99.73%	99.98%	99.73%	99.98%		
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%	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	99.52%	99.76%	99.74%	99.76%	99.74%		
18	% of GIS map printing requests completed within agreed timescale	Threshold (M)	N/A	95.00%	95.00%	01/04/04	100.00%	none supplied	100.00%	none supplied	100.00%		
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	100.00%	Nil Return	100.00%	Nil Return	Slating to record as Nil Return when none were supplied during the month	
20	% of availability of MFD's	Performance (M)	N/A	90.00%	95.00%	01/04/06	97.51%	95.07%	98.66%	95.07%	98.66%	Performance reported 1 month in arrears.	

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	Jun-06	Jul-06	Aug-06	
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	↑	↑	↑	97.03%
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
24	% of Pc's 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%
25	% of desktop faults resolved remotely	Performance (M)	N/A	60.00%	60.00%	01/04/05	↑	↑	↑	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	Service Measure Type	Comparative BYPI	RBT						Comments			
				Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Actual				Aug-06		
							Jun-06	Jul-06	Aug-06				
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		100.00%		99.38%		98.75%	
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		99.38%		100.00%		96.25%	
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		94.64%		95.71%		96.43%	
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		81.60%		79.47%		65.23%	Unable to fill vacancies within CC from RMBC staff. CR submitted to seek suspension of financial penalties. Awaiting feedback
05	Average % of calls not abandoned over an agreed measurement period	Threshold (M)	N/A	85.00%	90.00%	01/04/06		93.67%		90.25%		86.79%	Unable to fill vacancies within CC from RMBC staff. CR submitted to seek suspension of financial penalties. Awaiting feedback
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%	

RBT Connect Ltd
Rotherham Connect



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BYPI	RBT						Comments	
				Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Actual				
							Jun-06	Jul-06	Aug-06		
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.
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

Corporate Services



Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 11th September, 2006
Start time	10.00 am
Venue	Council Chamber, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Robin Stonebridge	RS	Councillor
Carol Adamson	CA	CEX
Brian Barrett	BB	Rotherham Construction Partnership
Lesley Dabell	LD	Voluntary Action Rotherham
Abigail Dakin	AD	Corporate Services
Sandra Greatorex	SG	Voluntary Action Rotherham
Helen Leadley	HL	Corporate Services
Brian Leigh	BL	RBT
Carol Mills	CM	Corporate Services
David Rhodes	DR	Economic and Development Services
Ian Smith	IS	Head of Asset Management
Keith Thompson	KT	Corporate Services
Laura Townson	LT	Children & Young People's Services

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Roger Stone	RS	Leader of the Council
Teresa Butler	TB	2010 Rotherham Limited
Jill Dearing	JD	Performance & Improvement Manager
Matt Gladstone	MG	Head of Performance and Quality
David Lisgo	DL	Social Services (Adult Services)
Richard Poundford	RP	Head of RiDO
Jeff Wharfe	JW	RiDO
Sarah Whittle	SW	Joint Deputy Director of Strategic Planning

Minutes		
Ref	Item or Action	Action Owner
41/06	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 17th July, 2006, were agreed as a correct record.</p>	
42/06	<p>Update on Action Plan</p> <p>(1) for achieving the vision for leadership, management and capacity</p> <p>APR1.01 – 03 had been completed</p> <p>APR1.04 (Prevention of Fraud) – the ethics policy document would be considered further at the next meeting of this Panel.</p> <p>APR1.05 (Developing Local Performance Indicators for Procurement) – had seen some movement.</p> <p>Reference was made to the need for statistics for both local SME's and national in order for comparison to be made.</p> <p>Information was also needed from Rotherham Construction Partnership.</p> <p>It was proposed to set up a working party and formulate an action plan to take this PI forward.</p> <p>APR1.06 (Compliance with the Freedom of Information Act 2000) – there had been little progress due to other priorities.</p> <p>APRI 1.07(Procurement Legislation) - a way forward needed to be discussed.</p> <p>APR1.08 (Risk Management) – review of clauses in contracts covering risk management arrangements. This needed an up date from Steve Merriman. Helen agreed to Email Steve.</p> <p>APR1.09 (Minimum Skills Matrix) – reference was made to the Procurement Competency Toolkit from the Yorkshire and Humber Centre of Excellence, which detailed a three step process to identify gaps and what remedies could be applied. This had been approved by Human Resources and could be used to augment the PDR process.</p>	<p>BL</p> <p>HL</p> <p>BL HL</p> <p>HL</p>

	<p>Panel Members were asked to feed comments back for the next Panel meeting.</p> <p>APR1.10 (compilation of written procedures) – this was on hold.</p> <p>APR1.12 (update “lessons learnt” page on the procurement intranet page) – this was on hold pending the appointment of the Web Manager.</p> <p>(2) For achieving the vision for partnering, collaboration and supplier management.</p> <p>APR2.01 (Commissioning Policy for Care Provision) – Children and Young Peoples’ Commissioning Framework prepared but embedding of principles not yet undertaken due to impact of Our Future process. Recommendations from Our Future expected by December 2006.</p> <p>APR2.02 (continuous improvement built into future contracts) - a meeting was needed to discuss.</p> <p>APR2.03 (Use of Trading and Charging powers) – deliverable by Our Future Group 4.</p> <p>(3) for achieving the vision for systems that allow business to be done electronically</p> <p>APR3.03 (implement e-RFQ) – roll out was awaiting review of the Council’s Standing Orders.</p> <p>(4) for achieving the vision for stimulating markets and achieving community benefits</p> <p>APR4.02 – (equality and diversity and environmental standards) – development of a policy was on-going.</p> <p>APR4.03 (eliminate barriers) – on-going work and future work needed tying together. The timeline was December 2006. This tied into APR4.04.</p> <p>APR4.05 (ensured staff were trained in new policies) – the timeline was December 2006.</p>	<p>ALL</p> <p>CM HL</p> <p>BL HL</p>
43/06	<p>ETHICS</p> <p>This item was carried forward to the agenda for the October meeting.</p>	BL
44/06	SUSTAINABLE PROCUREMENT	

	This item was carried forward to the agenda for the October meeting.	
45/06	<p>PROCUREMENT - CONSTRUCTION</p> <p>(1) General</p> <p><u>Asset Management:-</u></p> <p>Background to the creation of Rotherham Construction Partnership</p> <p>Appointment of strategic partners – 5 consultants and 10 contractors, together with the in-houses unit.</p> <p>Award of Beacon Status for Asset Management in 2005 and Procurement (Construction) in 2006.</p> <p><u>Facilities Management:-</u></p> <p>Council's internal landlord used services of RCP.</p> <p><u>Streetpride:-</u></p> <p>Has its own partnership with a single consultant (Mouchel Parkman – due to end in December 2006)</p> <p>The partnership with a single contractor (Ringway) had been shortlisted for the APSE Annual Service Award in 2006.</p> <p>The RCP had assisted 2010 Rotherham Ltd. with a number of projects and in particular with the 1st Stage of the Decent Homes Scheme. RCP had also used contract management arrangements for the 2nd Stage.</p> <p>(2) progress against the 4 themes of the corporate procurement strategy</p> <p>It was pointed out that there was a long standing need to review the Council's Standing Orders and Financial Regulations to take account of new ways of working. However, to date Construction had not been invited to share any discussions. Contact needed to be made with Paul Hindle, Chief Auditor.</p> <p>A report back to the next meeting was requested.</p> <p>Skills audit/training:- there was a need to develop a skills matrix. It was suggested that any training undertaken by</p>	BB

	<p>staff could perhaps be used by others thus sharing information.</p> <p>It was agreed that this could be looked at.</p> <p>Partnering:- major schemes included – Breathing Space; Decent Homes; Customer Service Centres; Business Incubation Centres, Care Homes, Clifton Park Museum; developments at Magna and major school projects.</p> <p>Option appraisals:- these were increasingly being used.</p> <p>Gateways reviews – client approval required at key stages.</p> <p>Project management – specialist project managers were employed on larger, more complex projects. Project Handbook being revised.</p> <p>RCP Website required some amendment. However this was being done on an ad hoc basis. It was agreed that wider networking opportunities should be looked at. It was thought the Council's newly appointed Webmaster would be able to look at ways of linking all the different sites e.g. 2010 Rotherham etc.</p> <p>E-procurement – “Trailblazer” had been established with the SY authorities to jointly purchase materials for the Decent Homes Scheme.</p> <p>E-invoicing/order:- problems encountered due to monitoring of expenditure on services not being effective. It was agreed that there should be a report back to the next meeting.</p> <p>OJEU – adverts were repeated in the “Buy Local” website.</p> <p>SCMS System – registered as a potential supplier in this system.</p> <p>Use of Procurement Cards – these were not yet being used.</p> <p>The use of local suppliers was re-affirmed. There was a list of potential supply chain partners which highlighted local firms. Also partners were encouraged to engage local trainees and apprentices through the ACT.</p> <p>Environmental – reference to the Showcase buildings e.g. Moorgate Crofts and Breathing Space. The problem remained of the length of time to recover the costs of investment.</p>	<p>IS</p> <p>IS</p> <p>IS</p> <p>BB</p>
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	<p>Whole life costing – there were implications on client budgets and timescales.</p> <p>Life of Contracts – reference was made to the Egan reforms and the desire to enter into long term relationships with contractors, and the conflict with EC Procurement Directive which limited frameworks to a max. of 4 years.</p> <p>Forward Planning – due to uncertainty of the capital programme some of the contracting partners were starting to question their commitment to the Partnership.</p> <p>Supplier engagement and development – it was noted that a local partner had set up its own federation of local contractors.</p>	
<p>46/06</p>	<p>PROCUREMENT – RBT</p> <p>General update:-</p> <p>It was reported that procurement savings for goods and services was well ahead of targets agreed in the Annual Plan. Issues in respect of construction savings had yet to be resolved.</p> <p>A new Procurement SLA had been agreed. An update would be included in future reports.</p> <p>Phase III Transformation was being drawn to a close.</p> <p>e-invoicing – this had been found not to fit the business model for all major suppliers. It was noted that there was no capital resource to move this forward to all council buildings.</p> <p>eRFQ - roll out was halted pending a review of Standing Orders.</p> <p>Use of Purchasing Cards – a business case had been prepared.</p> <p>SCMS system - was live and available for use on a pilot basis.</p> <p>Progress against the 4 themes of the corporate procurement strategy:-</p> <p>Staff development - 10 staff were studying to become Chartered Buyers.</p>	<p>BL</p>

	<p>Partnering – issue in respect of YPO invoicing and payment were being progressed. An update report on this was requested as an agenda item for the next meeting.</p> <p>Markets – work had concentrated on achieving savings. Work had taken place with local suppliers re: obstacles to pre-qualification. The work of Rotherham Chamber was noted.</p> <p>Discussion were also held with VAR to explore how it might do more business with the Council and looking in to the development of a consortium. It was agreed that this should be an item for a future agenda.</p> <p>Progress against specific actions etc:-</p> <p>Ethics Policy – to be discussed at the next meeting of the Panel</p> <p>Document imaging – the intended process remained at risk.</p>	<p>BL</p> <p>LD</p>
47/06	<p>ANY OTHER BUSINESS</p> <p>It was suggested that a future agenda item should consider the development of a Decent Food Policy in conjunction with the voluntary and community sector and the Council's partners.</p> <p>It was agreed that the Principal Catering Officer and the Category Manager (Catering) be invited to attend the meeting for this item.</p>	
Next Meeting		
Date	Monday 16 th October 2006	
Time	10.00 a.m.	
Venue	Town Hall, Rotherham	

Dates of Future Meetings

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):-

Monday, 20th November, 2006

Monday, 11th December, 2006 (possible alteration)

Monday, 15th January, 2007 (possible alteration)

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