

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

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

Date: Monday, 11 December 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 6th November, 2006 (copy attached) (Pages 1 - 5)
To consider the minutes of the last meeting and update any matters arising
5. Trade Justice Policy - Draft Statement (report attached) (Pages 6 - 10)
To consider the attached report and draft policy statement
6. Complaints - Comments of the Ombudsman (letters attached) (Pages 11 - 17)
To consider the attached correspondence
7. Revision of Council Tax Layout and Information on Documentation (report attached) (Pages 18 - 25)
8. RBT Performance Update (report attached) (Pages 26 - 44)
To consider the attached report of the Chief Executive, RBT
9. Minutes of a Meeting of the Procurement Panel (copy attached) (Pages 45 - 53)
To consider the minutes of the meeting of the Procurement Panel held on 20th November, 2006
10. Minutes of meetings of the Communications and Marketing Group (copies attached) (Pages 54 - 65)
To consider the minutes of the meetings of the Communications and Marketing Group held on (a) 4th October, 2006 and (b) 16th November, 2006.
11. Liaison with RBT
To consider any questions received from Elected Members

Date of next meeting – Monday 15 January 2007

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION
Monday, 6th November, 2006

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

Apologies for absence:- Apologies were received from Hodgkiss.

43. CONFERENCES/SEMINARS

(The Chairman considered the following item in order for a place to be booked)

NATIONAL TRANSFORMATION SCHOOLS – “ENGAGEMENT AND LEARNING ENVIRONMENTS” - 30th November, 2006 in Birmingham.

Resolved:- That approval be given for the attendance of one Councillor (at present The Deputy Mayor, Councillor P. Burke, or a substitute)

44. MINUTES OF THE PREVIOUS MEETING HELD ON 9TH OCTOBER, 2006

Consideration was given to the minutes of the previous meeting, held on 9th October, 2006.

The following issues were raised:-

- (i) Minute No. 26(2) Blue Badges:- It was confirmed that this information had been provided to the Area Assembly Office.
- (ii) Minute No. 37(2) Freedom of Information Requests:- Concern was again expressed that solicitors, consultants, commercial organisations etc using this legislation to request information at a cost to the Council Tax payer. The Cabinet Member asked for a letter from the Council on this issue to be shared with the Local Government Association and the Chancellor.
- (iii) E-Learning:- It was reported that the Corporate Training Section of the Council was already involved on the national steering group of the E-Learning Pool.

Resolved:- (1) That the Executive Director, Corporate Services, ensure that the information re: Blue Badges is provided for the Deputy Mayor (Chair of the Wentworth South Area Assembly)

(2) That the Executive Director, Corporate Services, follow up the requested action in respect of Freedom of Information Requests with the Data Protection and Information Scrutiny Officer.

(3) That the information in respect of the Learning Pool be noted.

(4) That the minutes of the meeting held on 9th October, 2006, be approved as a correct record.

45. CORPORATE SERVICES - QUARTER 2 PERFORMANCE

Consideration was given to a report, presented by the Chief Executive, Corporate Services, detailing the performance of corporate Best Value Performance Indicators and Local Performance Indicators monitored by the Corporate Services Programme Area.

Particular attention was drawn to the following BVPI's:-

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

BVPI 12 – days/shifts lost to sickness

BVPI 15 – Ill Health Retirements

BVPI 16a - % of Employees with a disability

BVPI 17a - % of BME employees

BVPI 11a - % of top 5% of earners that are women:- this had dropped recently as a number of key female staff had left

BVPI 11b - % of top 5% of earners from minority ethnic communities:- details of in-house work around this PI were reported including, BME Group; Women's Network.

BVPI 14 – early retirements (excluding ill health):- reference was made to the impact on this PI of the early retirement of 41 teachers.

Reference was also made to five Local Performance Indicators re:-

- Payment of PFI invoices within 30 days;- failure in quarter 2 was due to problems receiving invoices via Royal Mail.
- Number of employees aged 16 to 24:- issues discussed included – image of Council jobs as a career; retention of locally qualified young people; possible development of a South Yorkshire joint venture.
- LPI's relating to Legal and Democratic Services:- reference was made to the pilot of home working of the Children and Families Legal Team.

Resolved:- (1) That the report be received.

(2) That the Executive Director, Corporate Services, discuss with the Head of Human Resources possible actions to encourage recruitment and retention of younger staff between the ages of 16 and 24.

(3) That the Executive Director, Corporate Services, report to a future meeting on the pilot home working of the Children and Families Legal Team.

46. RBT PERFORMANCE UPDATE

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

Consideration was given to a report, presented by the Chief Executive RBT, detailing the progress and performance of RBT for the period September 2006.

The following aspects were highlighted:-

- Rotherham Connect represented at the Rotherham Show
- Design Studio – nominated Team of the Month
- Streetpride 2 going live within CSC
- HR & P on track with Job Evaluation work
- ICT achieve 100% performance on SLAs
- Power Shutdown a complete success
- National award for Procurement from the CeDar National User Group and the submission of the Payroll Team for a national award. Also Emergency Planning, involving RBT, had been shortlisted for Beacon status.
- Procurement savings £176K ahead of plan (excluding construction)
- The Benefits Service maintained it's 4 star score with the CPA

A Service by Service Overview was also given in respect of the following:-

- Customer Service and Public Access:-
 - Abandoned calls:- it was suggested that a technical investigation should be carried out into the work style where agents received calls at home.
 - Understaffing, sickness and recruitment problems:- it was reported that temporary measures had been put in place.
 - A range of other reasons were put forward to explain underperformance.
- HR and Payroll:-
 - accuracy of payroll team:- 4th out of 62 benchmarked similar local authorities
 - % of enquiries resolved by front-line HR advisors over the telephone
 - no. of days/shifts lost through absence:- this was at its lowest level
 - usage of YourSelf – now being used by schools
- ICT:-
 - renewal of Schools Connect and Rotherham Grid for Learning
 - success of town centre power shutdown
 - mini-refresh
 - SLA's reviewed and enhanced
 - Award of Team of the Month to the Design Studio

- Shortlisting of the Head of Information Systems for IT Professional of the Year
- Procurement:-
 - 6 suppliers now live and sending in e-invoices
 - business case for Procurement Card was now signed off with a 3 months lead time to deliver a pilot
 - issues re: BVPI 8 – undisputed invoices paid within 30 days
 - procurement savings with reference to construction savings
 - 2006/07 Annual Plan now agreed and signed off
- Revenues & Benefits:-
 - launch of joint working team between RBT, the Pension Service and Fairer Charging
 - new style Council Tax reminders and final notices, and review of style for Council Tax Bills
 - RB02/BV09 - % of Council Tax collected:- explanation of the introduction, and impact, of 12 month payment option
 - Restructure of the Local Taxation Team
 - RB08/BV78(b) – time taken to process changes in circumstances

Progress against Corporate Initiatives:-

- Equalities:- achievement at level 3 of the Equality Standard
- Investors in People:- assessment in 20907
- Consultation/Complaints:- the Corporate Complaints Officer was now in post
- Sickness:- measures introduced to monitor long terms sickness absence

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

(2) That the Chief Executive, RBT, investigate:-

- (a) the possibility of the employment of home based agents to receive calls at peak times.
- (b) the background to, and remit of, the Joint Team Board.

(3) That the Executive Director, Corporate Services:-

- (a) continues to update the Cabinet Member in respect of procurement issues.
- (b) arrange for copies of the new Council Tax related documentation to be made available to Elected Members so that they are familiar with them when constituents presented them at Councillors' surgeries.

(4) That the Corporate Complaints Officer be requested to submit quarterly reports to the Cabinet Member for Customer Service and Innovation.

47. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel held on 16th October, 2006.

It was stated that this had been a very productive meeting.

It was noted that John Healey M.P. was to make a Ministerial Visit to the Procurement Team.

Reference was made to Catering Procurement and comments about producing food for local consumption and branding Yorkshire grown foods.

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

48. LIAISON WITH RBT

No questions had been received from Elected Members.

49. DATE, TIME AND VENUE FOR THE NEXT MEETING

Resolved:- That the next meeting be held on Monday, 11th December, 2006 at 11.30 a.m. at the Town Hall, Rotherham.

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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| | |
|---------------------------|---|
| 1. Meeting: | Cabinet Member and Advisers for Customer Services and Innovation |
| 2. Date: | Monday 11th December 2006 |
| 3. Title: | Rotherham MBC's draft Trade Justice Policy Statement |
| 4. Programme Area: | Chief Executive's All Wards |

5. Summary

This report sets out the Council's draft Trade Justice Policy Statement (attached as Appendix A). It sets out why Trade Justice is important to the Council, the work and activities already achieved and key priorities for the future.

6. Recommendations

Cabinet member is asked to:

- 1. Welcome the Trade Justice Policy Statement**
- 2. Endorse the work and activities that have been undertaken by the Council and take the Policy Statement forward.**
- 3. Agrees that it should be a key input into policy and service development and implementation.**

7. Proposals and Details

Attached is the Council's draft Trade Justice Policy Statement. It outlines the Councils' approach to promoting Trade Justice.

Trade Justice is about promoting activities and campaigns for fair trade to benefit poor people and the planet. It underlines that through its work and activities councils can make a key contribution to overcoming some of the issues surrounding global poverty including conflict, crime, pollution and diseases such as AIDS. Rotherham Council is at the forefront of this activity, and can point to good progress in taking forward Trade Justice in the Borough.

It demonstrates clear links and is set within the Framework of Rotherham's Community Strategy, Corporate Plan and the Procurement Strategy. The intention is that the statement would be adopted by the Council, and communicated widely including via the intranet and internet.

The statement sets priorities for the next coming year;

- Raise the profile and highlight the importance of Trade Justice
- Promote good practice of Trade Justice in Rotherham and more widely
- Promote Fair trade in the Borough, including to increase the number of retail outlets in the Borough that sell Fairtrade products

8. Finance

The resources involved through the development and implementation of the Trade Justice Policy Statement are likely to be minimal but will need to be considered as part of the Council's budget process. With a corporate spend of over £300m a year, it is vital that the council procures its products responsibly and fully exploits its position to simulate and promote Corporate Social Responsibility.

9. Risks and Uncertainties

The main risk is that Trade Justice issues in the Council and more generally does not receive the weight and prominence that it should. Steps have been taken to ensure this.

10. Policy and Performance Agenda Implications

The statement supports a wide range of local strategies and programmes. In particular the Community Strategy and the Council's Corporate Plan with its aim of integrating social, economic and environmental goals to ensure a better living for everyone, now and for generations to come. The statement stands alongside and complements these and other plans and strategies.

One of Rotherham's aims outlined in the Corporate Plan is to 'ensure Sustainable Development and Fairness is embedded in all of our work' and "to maintain Social Progress that recognises the needs of everyone." In the Community Strategy it states that "Rotherham will be recognised locally, nationally and internationally for the positive impact all organisations being excellent in sustainable development best practice" Through the development of Rotherham's Trade Justice Policy Statement, it will link to our priorities and contribute to social progress to the wider community.

11. Background Papers and Consultation

Attached is Rotherham's draft Trade Justice Policy Statement.

All Programme Areas were involved in the work towards gaining Fairtrade Status. The Trade Justice Statement has been formulated with the involvement of Chief Executive's Office and Corporate Services.

Consultation shows strong local support for the Council promoting trade justice in the Borough, in the recent Outreach survey for example 83% of those surveyed support the Council's aim of achieving Fairtrade status for the town.

Contact Name:

Deborah Vickers – Policy Assistant, Chief Executive's Office

deborah.vickers@rotherham.gov.uk

Andrew Towlerton, Policy and Research Manager, Chief Executive's Office

andrew.towlerton@rotherham.gov.uk

Rotherham Metropolitan Borough Council

Trade Justice Policy Statement

Why is Trade Justice important to Rotherham?

One in five people in the world today, or over one billion people live in poverty. In an increasingly interdependent world, many world-wide problems like conflict, crime, pollution and diseases such as AIDS are caused or made worse by poverty. Trade Justice is about promoting activities that result in economic, social and environmental benefits for all. We believe that everyone in the world has a right to feed their families, make a decent living and protect their environment.

What is the role of the Council?

The Council has a pivotal role in taking Trade Justice forward, for example:

- It provides key services such as education, social care and community care facilities
- Is a major buyer of goods and services
- Is the largest employer in the Borough
- Influences how citizens live, through setting a good example, and its key community leadership role
- Promoting good governance

This statement supports a wide range of local strategies and programmes. In particular the Community Strategy and the Council's Corporate Plan with its aim of integrating social, economic and environmental goals to ensure a better living for everyone, now and for generations to come. The statement stands alongside and compliments these and other plans and strategies.

The Council can point to good progress in taking forward Trade Justice in the Borough. These are just a few illustrative examples of action that the Council has taken that has made a significant contribution to raising awareness and understanding of Trade Justice.

Arms Treaty - The threat and use of weapons has caused untold human suffering, and easy access to weapons make violence more lethal and conflict more protracted. Rotherham MBC has announced their support for the Control Arms campaign and the Councillors have joined the Million Faces petition calling for an international Arms Trade Treaty. Rotherham Council was the first to adopt a motion in support of the campaign, in particular calling on the UK Government to close the legal loopholes which allow an unrestricted offshore arm deals.

Fairtrade - Fairtrade is an issue that crosses all areas of sustainable development, social equity, economic and environmental. Rotherham and its partners have been active in promoting Fairtrade in the Borough both by supporting the campaign and the governments work to get a better deal for the developing world through fairer trade, debt relief and increased aid. As a

result, Rotherham was awarded Fairtrade Town Status by the Fairtrade Foundation.

Sustainable procurement – The Council has a key role to play in furthering sustainable development through its procurement of goods, buildings and services. Through initiatives and policies such as the Council's Procurement Strategy it is committed to ensuring that the millions pounds of goods and services it buy every year support sustainable development principles. A good example is that it purchases all its electricity from 'green sources'.

Looking ahead we have set the following priorities for the following year:

- Raise the profile and highlight the importance of Trade Justice
- Promote good practice of Trade Justice in Rotherham and more widely

Key contacts

Andrew Towlerton RMBC Policy and Research Manager, extension 2784 e-mail andrew.towlerton@rotherham.gov.uk

Deborah Vickers RMBC Policy and Research Assistant, extension 2784 e-mail deborah.vickers@rotherham.gov.uk



21 June 2006

The Commission for
Local Administration in England

Mr M Cuff
Chief Executive
Rotherham Metropolitan Borough Council
DX 12606
ROTHERHAM 1

Anne Seex
Local Government Ombudsman

Neil Hobbs
Deputy Ombudsman

Our Ref: Annual Letter 06/AS1/jpd
(Please quote our reference when contacting us)

If telephoning contact: Ms K Hill's Personal Assistant on 01904 380225
If e-mailing: st1york@lgo.org.uk

Dear Mr Cuff

Annual Letter 2005/06

I am writing to give you my reflections on the complaints received against your authority and dealt with by my office over the last year. I hope that in reviewing your own performance you will find this letter a useful addition to other information you hold highlighting how people experience or perceive your services.

This year we will publish the letters on our website and share them with the Audit Commission as there was widespread support from authorities for us to do this. We will wait for four weeks after this letter before making it more widely available in these ways to give you an opportunity to consider and review the letter first. If a letter is found to contain any factual inaccuracy we will reissue it.

In addition to the narrative below there are two attachments which form an integral part of this letter: statistical data covering a three year period and a note to help the interpretation of the statistics.

Complaints received

We received 108 complaints about your Council in the last year, 33 more than the previous year. This is a substantial increase over the previous two years when we received 75 and 66 complaints respectively. There have been significant increases in highways, other and planning complaints. The other category includes 12 complaints about the laying down of memorial stones in one graveyard. Complaints dropped slightly or stayed steady in the remaining subject areas. The Council may wish to consider whether there are any underlying issues causing the increase in planning and highways complaints.

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DX 65201 York 5
www.lgo.org.uk

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Mr M Cuff

Decisions on complaints

Reports and local settlements

When we complete an investigation we must issue a report. There are a significant proportion of investigations that do not need to be completed because a 'local settlement' is reached during the course of the investigation and it is therefore discontinued.

As in the previous two years, we did not issue any reports about your Council in 2005/6.

Fourteen complaints led to local settlements, including five housing and eight social services complaints. I have not identified any underlying problems in these service areas from the complaints investigated.

Your Council's complaints procedure and handling of complaints

The Council has averaged 35.8 days to respond to first enquiries, slower than the 28 day target set by the Ombudsman and the 28.7 days achieved last year. The Council should look at how it can respond more quickly to my office, as this is a vital part of providing a quality service to people who complain to us. Responses on housing, planning and social services have tended to take the longest and so a focus on these may yield the best improvement for local people.

We decided 90 complaints, 38% of which were "premature", that is the Council had not had a reasonable opportunity to deal with them. Of the complaints decided, ten were premature complaints resubmitted to my office because the complainants were unhappy with the Council's response. Five of these led to a local settlement (50%). This is a relatively high percentage, and the same proportion as last year. The Council should assess whether its complaint procedure is operating effectively and identify any improvements which should be made.

Four social services complaints highlighted delays in the statutory complaints procedure. I trust that these problems have now been resolved and will monitor this over the next year.

Following our comments last year, it is now easier to find information about how to complain on your website. It does refer to the Ombudsman service but it would be helpful if there was also a direct link to the Local Government Ombudsman's website. I would ask the Council to add this link.

Training in complaint handling

Our training in complaint handling is proving very popular with authorities and we continue to receive very positive feedback from participants. Over the last year we have delivered more than 100 courses from the range of three courses that we now offer as part of our role in promoting good administrative practice.

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Mr M Cuff

Effective Complaint Handling was the first course we developed, aimed at staff who deal with complaints as a significant part of their job. Since then we have introduced courses in complaint handling for front line staff and in handling social services complaints.

All courses are presented by an experienced investigator so participants benefit from their knowledge and expertise of complaint handling.

I have enclosed some information on the range of courses available together with contact details for enquiries and bookings.

Liaison with LGO

You may remember that a series of Liaison Officer Seminars was convened by this office in 2004/5 within York for those officers liaising directly with my staff. It may be that the officers with that responsibility were then unable to attend or that new staff now fulfil that function. I should be grateful to learn therefore whether one or two members of your staff would be interested to attend such a seminar if a second series was convened towards the end of this year or early in 2007. If so, please contact the Assistant Ombudsman whose team covers your Council, who as you may know is currently Karen Hill.

Conclusions/general observations

I welcome this opportunity to give you my reflections about the complaints my office has dealt with over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services. I would again very much welcome any comments you may have on the form and content of the letter.

I would again be happy to consider requests for myself or a senior colleague to visit the Council to present and discuss the letter with councillors or staff. We will do our best to meet the requests within the limits of the resources available to us.

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Mr M Cuff

I am also arranging for a copy of this letter and its attachments to be sent to you electronically so that you can distribute it easily within the council and post it on your website should you decide to do this.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Anne Seex".

Anne Seex
Local Government Ombudsman

Enc: Statistical Data
Interpretation of Statistics
Training Material

LOCAL AUTHORITY REPORT - Rotherham MBC

For the period ending 31/03/2006

| Complaints received by subject area | Education | Highways | Housing (not incl. HB) | Housing Benefit | Local Taxation | Other | Planning | Social Services | Total |
|-------------------------------------|-----------|----------|------------------------|-----------------|----------------|-------|----------|-----------------|-------|
| 01/04/2005 - 31/03/2006 | 1 | 16 | 25 | 0 | 2 | 32 | 17 | 15 | 108 |
| 2004 / 2005 | 4 | 3 | 28 | 1 | 6 | 13 | 5 | 15 | 75 |
| 2003 / 2004 | 5 | 1 | 29 | 1 | 1 | 17 | 4 | 8 | 66 |

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Premature complaints | Total excl premature | Total |
|-------------------------|---------|----|--------|---------|--------|----------|----------------------|----------------------|----------------------|-------|
| 01/04/2005 - 31/03/2006 | 0 | 14 | 0 | 0 | 18 | 17 | 7 | 34 | 56 | 90 |
| 2004 / 2005 | 0 | 15 | 0 | 0 | 17 | 11 | 7 | 22 | 50 | 72 |
| 2003 / 2004 | 0 | 12 | 0 | 0 | 19 | 15 | 7 | 17 | 53 | 70 |

See attached notes for an explanation of the headings in this table.

Average local authority response times 01/04/2005 to 31/03/2006

| Response times | FIRST ENQUIRIES | |
|-------------------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 01/04/2005 - 31/03/2006 | 45 | 35.8 |
| 2004 / 2005 | 26 | 28.7 |
| 2003 / 2004 | 28 | 31.0 |

| Types of authority | <= 28 days % | 29 - 35 days % | > = 36 days % |
|---------------------------|--------------|----------------|---------------|
| District Councils | 53.2 | 25.3 | 21.5 |
| Unitary Authorities | 41.3 | 34.8 | 23.9 |
| Metropolitan Authorities | 41.7 | 30.5 | 27.8 |
| County Councils | 55.9 | 26.5 | 17.6 |
| London Boroughs | 39.4 | 39.4 | 21.2 |
| National Park Authorities | 100.0 | 0.0 | 0.0 |

Chief Executive's Office

Eric Manns Building, 45 Moorgate Street,
Rotherham S60 2RB
Tel: (01709) 822776/7 Fax: (01709) 822792
E-mail: chiefexecutive@rotherham.gov.uk

| | | | | |
|--------------------------|--------------------------------|-------------------------------------|---------------------------|---------------------------------------|
| Our Ref: MC/MS | Your Ref: 06/AS1/jpd | Direct Line: 01709 822770 | Extension: 2770 | Please Contact: Mr. M. Cuff |
|--------------------------|--------------------------------|-------------------------------------|---------------------------|---------------------------------------|

Anne Seex,
Local Government Ombudsman,
Beverley House,
17 Shipton Road,
York.
YO30 5FZ

18th July, 2006.

Dear Ms. Seex,

Annual Letter 2005/06

I refer to your letter dated 21st June, 2006, in which you summarise the complaints you received against Rotherham M.B.C. during the period 1st April, 2005 to 31st March, 2006. I have discussed the contents of your letter with colleagues across the authority and have the following comments to make.

Complaints received

Although the Ombudsman's office received 108 complaints against the authority 34 of those were actually premature complaints in that they had not been through the authority's complaints procedure before the complainant approached your office. This was a significant increase of 54.5% on the previous year's figure.

Additionally, colleagues in the Planning and Highways services have pointed out that although the figures show that there were 17 complaints regarding planning and 16 for highways in actual fact 5 of the highway complaints were double counted i.e. when a premature complaint was originally sent to the authority it was assigned a reference number by the Ombudsman's office and then issued a second number when the customer went back to the Ombudsman because they were unhappy with the authority's decision. This reduces the total number of highway complaints to 11. I can provide details of the reference numbers if required.

Another point I would like to raise is that a particular scheme can result in a number of complaints. The Bramley One Way system generated three complaints to the Ombudsman which was a significant factor in increasing the number of highway complaints.

There are other discrepancies in the figures including a complaint regarding a car parking fine which the Ombudsman accepted was outside their jurisdiction but is still added to the total and a case that the Ombudsman accepted was a compensation matter rather than a complaint.

Your Council's complaints procedure and handling of complaints

I note that the Council has averaged 35.8 days to respond to first enquires which is an increase on the 28.7 days achieved last year. One of the areas highlighted as taking the longest to respond was housing. I can confirm that Neighbourhoods have taken the lessons to be learned about timescale on board and are actively seeking to improve their performance for the year ahead and have introduced response times as a local performance indicator from 2006/07. Neighbourhoods track record of improvement has been recognised in 2005/06 with two Chartermark awards for the Programme Area and their complaints system successfully passed a rigorous Audit Commission assessment in February, 2006.

The Council continually strives to improve our performance across the board and our customers are actively encouraged to submit complaints to enable us to identify where the quality of our services may need to be improved and whether we are making the best use of our resources.

I am pleased to inform you that the direct link to the Ombudsman site is now on our website on the complaints pages and we are currently reviewing the People and Service first pages to ensure they are easily accessible for customers.

Liaison with LGO

I understand that the Liaison Officer Seminar convened in 2005/05 was very successful and colleagues who attended on behalf of Rotherham M.B.C. found the event very useful in building a positive relationship with Investigators and for sharing experiences with colleagues in neighbouring authorities. My office manager, Marie Swallow, will be contacting Karen Hill to discuss attendance should a second seminar be convened towards the end of this year or early in 2007.

Conclusions/general observations

I would like to invite you, or a senior colleague, to attend the Corporate Management Team meeting to present the letter to me and my senior colleagues. I can offer you two dates of Monday, 4th September, 2006, at 2.30 p.m. or Monday the 2nd October, 2006 at the same time. If you are able to accept this offer please contact Irene Stanger my Personal Assistant on the number shown at the top of this letter.

Overall, Complaints Officers across the authority were of the opinion that the Council has developed a good working relationship with Investigators based in the Local Government Ombudsman office at York. There have been a number of changes in personnel both at the York office and within Rotherham M.B.C. and we hope to be able to build on and improve our relationship over the coming months.

Yours sincerely,

Mike Cuff
Chief Executive

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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|----|------------------------|--|
| 1. | Meeting: | Customer Service and Innovation Board |
| 2. | Date: | 11th December 2006 |
| 3. | Title: | Revision of Council Tax layout and information on documentation |
| 4. | Programme Area: | RBT (Connect) – Revenues and Benefits |

5. Summary

This report informs members of the amendments to council tax reminders and final notice documents. The legislative minimum content of each document is still required to be maintained.

Changes have been made to improve customer service and income collection. Documents have been simplified to make them clearer and more understandable. A set of “Frequently Asked Questions” inserts have been created to provide answers to commonly asked questions without the need to contact the Council.

Please note:- the council tax bill is also being revised but the work is ongoing. When this work has been completed, it will also be brought to this board.

6. Recommendations

The format and content of the attached be noted.

7. Proposals and Details

The documentation content is partially covered by legislative requirements under the Local Government Finance Acts 1988 and 1992 and numerous other statutory instruments.

Over and above this we consider there is a need to reconsider both the format and contents of our regular documents that we send to council taxpayers.

The revised documents provide information more clearly to reduce confusion. Use language that is easy to understand and highlight the issues and taxpayers responsibilities should they fail to meet the statutory requirements. The customer will then have the information at his/her fingertips, to be aware of the main issues and reduce the need to make contact unnecessarily.

The aims are (some of these are also mentioned above):

- a. To simplify and improve presentation
- b. To reduce the volume of information, though maintaining legal requirements
- c. Highlight the important details
- d. Reduce where possible some of the formality without losing the impact
- e. Provide additional information in the form of "Frequently Asked Questions" and the associated answers
- f. Educate our customers
- g. Reduce caller volumes, face-to-face and telephone
- h. Improve collection levels
- i. Encourage payment via direct debit

The **reminders** and **second reminders** are the same document and are more informal in format and clearly show the amount/instalment outstanding.

The **final notice** is more formal as we received advice that the impact of this document should be seen to be "**not another reminder**". The format of this document is in the style of a personalised letter. Please note that issuing a final notice means the customer's right to pay by instalments has been stopped and the full account balance is due and payable within 7 days of the notice.

8. Finance

Costs borne by RBT (Connect) Ltd

9. Risks and Uncertainties

None envisaged

10. Policy and Performance Agenda Implications

Customer communication improvement
To improve Collection (BVPI)

10. Background Papers and Consultation

See Appendix A - draft examples of

- a. reminder,
- b. final notice and
- c. "Frequently Asked Questions"

Contact Name : Peter Stringer, Operational Manager Service Development
Manager, Telephone 823331, email pete.stringer@rotherham.gov.uk

Appendix A

a) Reminder



\\rbtstore\home\$\
Peter.Stringer\SD Ne'



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Peter.Stringer\SD Ne'

b) Final Notice



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Peter.Stringer\SD Ne'

c) Frequently asked questions



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Peter.Stringer\SD Ne'

REMINDER NOTICE UNPAID COUNCIL TAX



Name
Address 1
Address 2
Address 3
Address 4
Post Code

Date: 24-Aug-2006

Property Address (if different from above)

Address 1
Address 2
Address 3
Address 4
Post Code

Council Tax Account Reference

12345678

(please quote in any correspondence)

PAY WITHIN 7 DAYS £ 86.00

Dear Sir/Madam

My records show that you have not made payments as previously requested.

THE AMOUNT OF £86.00 MUST BE PAID WITHIN THE NEXT SEVEN DAYS

Failure to make this payment will result in you losing your right to pay by instalments. A court summons for non-payment of council tax will then be issued, and costs of **£55** will be applied for to cover the costs of the summons and court proceedings.

If you do not agree with the amount shown, or if there is any reason why payment has not been made, please contact my office immediately. You will need to quote your Account Reference number, as shown at the top of this letter.

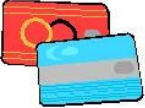



Payment **should not** be withheld when a benefit application has been submitted.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S. Marley'.

For Executive Director of Finance.

**PLEASE NOTE : IF THIS IS YOUR SECOND REMINDER DURING THIS FINANCIAL YEAR.
AND YOU FAIL TO MAKE PAYMENTS AGAIN A FINAL NOTICE WILL BE ISSUED** (see enclosure for further information).

| | |
|---|---|
|  | <p>DEBIT/CREDIT CARD PAYMENTS can be made using the 24 hour telephone line (01709) 336810 or on line at www.rotherham.gov.uk</p> |
|  | <p>In Person: Customer Service Centre Civic Building, Walker Place, Rotherham S65 1UE Customer Service Centre, Station Street, Swinton, Mexborough S64 8PZ (Monday to Friday 8.30am to 5.30pm)</p> <p>OFFICES FOR PAYMENTS (Opening Hours Monday, Tuesday, Thursday, Friday 8.45am to 4.30pm; Wednesday 9.00am to 6.00pm)</p> <p>Dinnington Office, New Street, Dinnington Maltby Office, High Street, Maltby* Greasbrough Office, Munsbrough Rise* Rawmarsh Office, Rawmarsh Hill, Parkgate* Kimberworth Park Office, St Johns Green Wath Office, Town Hall, Wath* (* these offices are also open Saturday 9.00am to 12.00pm)</p> |
|  | <p>By Post: Revenues & Benefit Services, Civic Building, Walker Place, Rotherham S65 1UE</p> <p>Cheques should be made payable to Rotherham Metropolitan Borough Council. Please include your Council Tax Account Reference (shown on the front of this bill) along with your name and address. A receipt for payment will only be issued if requested. Do NOT send cash in the post. <u>THIRD PARTY CHEQUES AND POST DATED CHEQUES ARE NOT ACCEPTABLE</u></p> |
|  | <p>By Telephone: Ring our Customer Contact Centre on (01709) 336006 (Monday to Friday 8.30am to 5.30pm)</p> |
|  | <p>By E-Mail: Email address : council.tax@rotherham.gov.uk</p> |
|  | <p>At a Post Office: You may pay your Council Tax at a Post Office by quoting the Rotherham Borough Council's Giro Bank Account number 607 2011, Your Council Tax Account Reference ???????? , and your name and address. Payments made at the Post Office should be made at least 5 working days before the instalment is due.</p> |

Executive Director of Finance

Civic Building, Walker Place, Rotherham S65 1UF

Tel: (01709) 336006 Fax: (01709) 822376

E-mail: council.tax@rotherham.gov.uk



ADDRESSEE
CORRES_LINE1
CORRES_LINE2
CORRES_LINE3
CORRES_LINE4
CORRES_LINE5

ACCOUNT REFERENCE: ACC_NUMBER

AMOUNT TO BE PAID IMMEDIATELY: £ARREARS

BILLING YEAR: DEBT_YEAR_01
DEBT_YEAR_02
DEBT_YEAR_03

FULL ACCOUNT BALANCE: £OS_AMOUNT

Date: ISSUE_DATE

Address: PROP_ADDRESS

Property Reference: PROPERTY_REF_NO

Dear Sir/Madam,

FINAL NOTICE UNPAID COUNCIL TAX

My records show that you have not made payment as previously requested.

PAYMENT OF £ ARREARS MUST BE MADE WITHIN THE NEXT SEVEN DAYS.

Failure to make this payment will result in a court summons for non-payment of council tax being issued, and costs of **£ 55.00** will be applied for to cover the costs of the summons and court proceedings.

If you do not agree with the amounts quoted, or if there is any reason why payment has not been made, please contact us straight away on 01709 336006. You will need to quote your Account Reference number, which is at the top of this letter.

Any arrears for which a Summons has already been issued are not included in the amount shown above.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S. Marley', with a long horizontal flourish extending to the right.

For Executive Director of Finance.

Reminder

Frequently Asked Questions

Below are some of the questions most frequently asked by customers when they receive a Council Tax reminder?

What happens if I can't pay my bill?

If you miss a payment we will start recovery action. It is important that you contact us as soon as possible if you are not able to make payment. The longer you leave it the bigger the debt becomes and the harder it will be to make an acceptable arrangement to clear the debt. Remember that paying by direct debit ensures that your payments are received on time each month

Reminders

If you don't pay an instalment within 7 days of it falling due, we will send you a reminder notice. You must make sure you make the requested payment immediately. If we don't receive the payment within seven days of the date of the reminder a summons will be issued, incurring costs.

Second Reminder

If, after receiving a reminder and then paying off that instalment within seven days, you then fall into arrears on another instalment, you will be sent a Second Reminder Notice. This will be your **final** chance; no further reminders will be issued throughout the Council Tax year. If you fail to pay this within seven days, you will be issued a summons for the full outstanding balance, incurring costs.

Final Notice

If, after receiving two reminders and paying off the instalments as requested, you fall into arrears for a third time, a Final Notice will be issued demanding the entire balance for the year is settled in full. You have already lost your right to pay by instalments, and if the entire years balance is not paid within seven days a summons will be issued incurring cost

Summons

If you receive any of the above notices and fail to make the payment demanded, the Council will apply to the local Magistrates Court for a summons to be issued against you. The issue of a summons will also incur costs; these are added to your account when the summons is issued and must be paid in addition to the outstanding balance of your Council Tax.

Court costs of £35.00 are added to your bill when a summons is issued.

If I receive a summons can I make a new arrangement to pay?

You should contact us as soon as you receive a summons to make a special arrangement.

- If you pay the full amount before the court hearing including the costs, further recovery action will be stopped.
- If you are unable to do the above we can still make an arrangement for you to spread payments over a few months. The arrangement will include court costs but providing you do not default, further recovery action will be suspended.

Should I go to Court?

Queries can be resolved without going to court. Please contact us by emailing council.tax@rotherham.gov.uk or telephone 01709 336006

You do have the right to attend court. If you do you will be asked to offer your evidence to the magistrate as to why a liability order should not be made. Please be aware that there are very limited issues that the magistrates can consider at the hearing which are valid defences.

The following are not valid defences;

- You can't afford to pay
- You have applied for council tax benefit, or a discount, exemption or other reduction
- You have an outstanding appeal with the valuation tribunal

What happens when a liability order is awarded?

Once a liability order has been awarded it gives the council other means for collecting the debt. **Liability order costs of £20.00 will also be incurred.**

- We can make an attachment to your earnings so that a percentage of your wages/salary is paid to clear the debt.
- We can make an attachment to your Income Support, Job Seekers allowance or Pension Credits, so that an amount is paid from your benefit.
- Bailiffs can be used – They will charge you extra for this.
- If your council tax debt is £1000 or more and you own your property, a charging order can be made at county court. If you sell your property your debt will be paid from the proceeds.
- We can make you bankrupt, or in the case of a company put into liquidation
- Apply for you to be sent to prison.

**Do you want to spread the cost of your
Council Tax ?**

**By switching to Direct Debit you can now make
payments over 12 months*.**

(*commencing April)

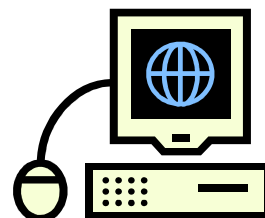
**A choice of payment dates is also available
6th, 13th, 20th or 27th of each month.**

**Please call 01709 336012
for further details or apply on line at
www.rotherham.gov.uk**

**(Please have your bank details and Council Tax account number
available when telephoning.)**

***Use the internet and get an e-mail account for FREE!
Where? - at your local library!***

More details: Tel. (01709) 823672



| |
|--|
| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
|--|

| | | |
|-----------|------------------------|--|
| 1. | Meeting: | Customer Services & Innovation Cabinet |
| 2. | Date: | 11 th December 2006 |
| 3. | Title: | RBT – Performance Update |
| 4. | Programme Area: | RBT |

5. Summary

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

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have been:

- Prestigious national award for the Payroll Team
- 99.77% Accuracy achieved by the Payroll Team
- ICT achieve 100% performance on SLAs
- Design and Print Services staged a successful open day event in the afternoon of the 12th October for all Comprehensive schools
- ICT and Procurement nominated for National eGovernment Awards
- Work continues on Joint initiatives between Revenues & Benefits and DWP
- the involvement of the Welfare Rights Service in events in the borough.
- Improved SLA suite for implementation from 1st November 2006

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

October has seen activity around mapping Planning, Corporate Complaints and Social Services with a view to building these services into the Connect systems. Neighbourhoods will follow as the next service to be included.

The main focus however remains on the delivery of the existing services alongside the additional take-on of Streetpride 2. As expected and highlighted previously the SLA's for calls answered within 15 seconds and abandoned calls to the Rotherham Connect contact centre were not met. Once again vacancies in the Contact Centre at Customer Service Representative (CSR) level continue to impact on the service along with a reduction in staff resources caused by sickness and maternity leave. It has been decided to recruit a number of agency staff to minimise the impact of vacancies and absence on a temporary basis.

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 Customer Service Centre (CSC) staff have temporarily moved into the Contact Centre to try and minimise the impact on customers.

In response and in recognition to the recruitment issues RBT have submitted a Change request to suspend financial penalties, a response has now been received and discussions are underway to come to an agreement.

The facility for a customer to leave a message on the Contact Central system for a call back and deployment of the system to the Customer Service Centre is currently being explored. The use of Integrated Voice Response (IVR) has been put forward as a solution to ensure calls requiring a priority response are directed to an agent.

On a more positive note I can report the involvement of the Welfare Rights Service in events in the borough. On October 20th the service took part in an event at Montgomery Hall, Wath entitled 'Maximise your Benefit' organised by John Healey MP. And on 10th October the service took part in a joint careers evening for special school pupils at the Marriott Hotel.

7.1.2. HR and Payroll

Within HR & Payroll the emphasis remains on accuracy within Payroll, the Service Centre and the supporting teams. Payroll entered a period of consolidation following an increased workload resulting from the month of September. The high volume of contract changes in September put on hold tasks of a lesser priority as all the teams within the Service Centre supported their colleagues in other service areas to cope with the increased workload. These tasks were subsequently all dealt with within October. Performance within the Payroll team around accuracy stood at 99.77% with only 62 errors reported out of 27,488 payslips generated. 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. RBT continue to work extremely closely with the client and a separate meeting to scrutinise the errors in October will take place in order to highlight any training, policy or performance issues. This scrutiny is paramount in order to demonstrate our commitment to constantly demanding better results. Whilst our error rate is very low this is no comfort at all to the person whose pay is wrong. For them it's one hundred percent wrong! We recognise this and we want to work towards seeing that all staff are confident that they will receive their pay correctly and in their bank account on time every time.

The Payroll Team are working with Catering Management following their decision to move all the weekly paid Cooks and Kitchen employees from a weekly to a monthly payment in January 2007. This is a major project involving approximately 600 employees.

The HR Service Centre recently welcomed visitors from Wigan MBC and Greater Manchester Fire Service who expressed an interest in viewing our use of the PSe system for processing payroll. The visit went extremely well with very positive feedback from the organisations involved.

In relation to SLA performance the only 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.

On another positive note usage of Yourself for sick absence input is working well with only a small number of absence administrators not using the facility. The number of schools using this facility has risen from 40 to 56 and work is continuing towards increasing this number with a view to having them all using Yourself by January 2007.

Finally it is with great pleasure that I can announce that The Payroll Team won the "Payroll Excellence in the Public Sector award" at the prestigious Pay Magazine Awards announced on 14th November 2006. This award recognises the enormous effort put in by both the Payroll Team and everyone else in the HR Service Centre to give RMBC an HR & Payroll Service to be proud of.

7.1.3. ICT

Work continues with preparation 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 Carol Mill's report on the advantages/disadvantages of moving the refresh cycle out from 4 years to 5 years, CMT have taken the decision to delay this decision for another 6 months. The ICT Client has asked for an evaluation of the impact of this decision, which is now complete. There is evidence to suggest that the impact of not starting the Refresh Programme is starting to affect the quality of the normal service provided. Before a formal Change Request is submitted by RBT a meeting was arranged with Client Officers, Carol Mills and RBT to highlight the issues which revolve around increased costs and SLA targets which will be affected by the delayed refresh programme. This meeting took place on 7th September 2006. This meeting concluded that a 'mini refresh' programme should be undertaken utilising revenue collected through the refresh element of additional PC's that have been purchased outside of the main programme. It was hoped that by carrying out this 'mini refresh' programme it would free up enough spares to deal with PC failures up to the end of March 2007. A further meeting took place on 9th October to review the situation and as a result a change request has been submitted by the Client formalising the putting on hold of the refresh programme and requesting RBT adjust the service charge accordingly. RBT are also submitting a change request detailing

the proposed 'mini' refresh programme and a suggested approach to next years catch up.

All SLA targets have been met this month and discussions on the review of the 26 ICT Service Levels have now been concluded. Following extensive negotiations a new set of 18 measures has been agreed which are due for implementation on 1st November 2006.

On a positive note Design and Print Services staged a successful open day event in the afternoon of the 12th October for all Comprehensive schools. The event was well attended and has resulted so far in orders being placed from three of the schools. This has also been followed up by a formal submission to offer both services in the 2007/2008 Schools Portfolio of Services for comprehensive schools.

Finally I am pleased to announce that RMBC has been shortlisted for an e-Government National Award in the category of "Local e-Government excellence: Team" (Proven team-working or partnership activity which has delivered more than the sum of the parts). This nomination recognises the role of the ICT section in a ground-breaking technology-based information-sharing initiative between Rotherham Metropolitan Borough Council and Rotherham Primary Care NHS Trust to help to improve the care of vulnerable people.

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. Of the remaining 5 suppliers none were due to go live in October although two, NPower and NPower Gas, have had successful test files processed. It is hoped that both organisations will commence with live invoicing in November. The final batch of suppliers out of the "top ten", YPO, OSI and Supplies Team, are on target to go live before the end of the calendar year. 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, however, following extensive negotiations a new set of measures have now been agreed and will be in place from the 1st November 2006.

The Procurement Card business case is now signed off by the RBT Senior Management Team. The Procurement Cards implementation has a lead time of 3 months to deliver a pilot system.

Performance on the Council's BVPI8 target of undisputed invoices paid within 30 days is reported for the month as 92%, an improvement over previous months; although it is highlighted that this historic issue in gaining commitment from Council Officers in the GRN process is essential to any further improvement.

Procurement savings targeted to be delivered are around £424,000 short of the original plan, this is due to the confirmation that the Council will not be able to deliver the £600,000 budgeted construction savings. This leaves a considerable gap between the RMBC Finance Director's request for £4.5M procurement savings this year and the current estimate of £2.34M excluding construction savings (compared

with an estimate of £2.81M in the Annual Plan). Unless more addressable spend is offered to RBT by RMBC, this target remains non-achievable.

On a final positive note it is with pleasure that I can announce that RBT has been shortlisted for an eGovernment National Award. eProcurement at RMBC is a finalist within the category of "Local e-Government excellence: Efficiency" (*Using electronic service delivery to improve the customer experience & improve local authority efficiency*). The awards are to be announced and presented at a ceremony at The Savoy Hotel in London on 17th January 2007. This is fantastic news and acknowledges the incredible hard work that's been going on in Procurement in the last three years.

7.1.5. Revenues & Benefits

Progress continues on the joint working initiative between RBT, the Department for Work and Pensions (DWP) and RMBC Social Services, with a view to launching a consolidated service in December/January 2007. The two RBT Neighbourhood Benefits Officers are directly involved with this initiative and have been trained and have achieved accreditation from the DWP, to carry out the work that their Visiting Officers have undertaken. Similarly DWP staff have been trained to carry out work (Council Tax Benefit and Housing Benefit work) traditionally being the bread and butter work of the Neighbourhood Visiting Officers.

The next phase is to train the Neighbourhood Benefits Officers in the work carried out by the Fairer Charging staff, within Social Services and train their staff in the procedures and regulations relating to Council Tax and Housing Benefits.

A review of the information that is issued with Council Tax bills is currently being undertaken with the Council's Corporate Finance team and Publicity Department. The aim of this review is to provide better presented and more understandable information to the customer and obviate their need to contact us.

In terms of SLA's performance continues to be tracked monthly and in some cases weekly against targets. discussions on the review of the 18 Service Levels have now been concluded. Following extensive negotiations a new set of 23 measures has been agreed which are due for implementation on 1st November 2006.

In light of the above amendments RBT remain with a number of SLA's whereby performance by the financial year end is likely to be below target.

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

The percentage of council tax collected at the end of October 2006 is 1.21% down on performance at the same time last year, however, in real terms performance is actually 0.34% less because of the following;

- 0.77% of the reduced performance is directly attributed to customers opting to pay council tax over 12 months instalments (this is increasing each month) and this will be recouped in February and March 2006.
- 0.10% (£79k) of the reduced performance is attributed to an outstanding payment due from the Asylum Team (£79k).

A performance clinic was held to address current performance and identify methods to improve. Following this clinic the service is now developing an improvement plan that will be presented to the next client meeting.

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

Performance continues to fall outside the current target however October has seen an improvement on quarter 2. Benchmarking has been undertaken with a number of other LA's and this is currently being evaluated. In addition, A Team Leader has been seconded from daily duties to focus on a number of initiatives designed to improve performance in changes in circumstances.

With the exception of the above SLA's, there has been a general increase in performance against the same period last year and particularly RB06, RB13 and RB14.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities

The council has had confirmation of it's achievement at level 3 of the Equality Standard, with some elements of our working practises achieving level 4. RBT was praised for it's contribution to the strong Equality and Diversity Team working towards level 5 in 2008.

An RBT representative has been chosen to take part in the Equality and Diversity trainer exercise in order to roll out courses across the programme area. Learning Skills funds are to be drawn down to ensure all front facing staff are qualified within 6 months.

7.2.2. Investors In People

In 2007, the liP assessment will include 'Profiling' of certain selected criteria, in order to measure ourselves against stretching targets. RBT is developing a Training system that will encourage the review and evaluation of staff development within the organisation to ensure the investment in people gives a return to the council.

RBT has now provided it's achievements for the Corporate Raising the Standard Plan.

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 September 100% were responded to in the timescales required. The central complaints, comments and compliments database (C3) phase 1 has been fully integrated across all RBT services and the further work for Phase 2 is on-going.

Mark Leese has now commenced within RBT and is responsible across the Council for the registry, referral all Complaints, Comments and Compliments. A key aspect of Mark's role is to monitor performance of handling complaints across the authority, and thereby help to improve the Councils response times.

Within RBT we have revised the internal processes and, customers whom have cause to complain, are notified within 5 working days of a named contact. From the 6th November our target will be to acknowledge customer complaints within 3 working days.

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

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 | Aug-06 | | Sep-06 | | Oct-06 | | |
| | | | | | | | | Actual | Target | Actual | Target | Actual | | Target |
| 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 | | 76% | | 84.13% | | 82.28% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 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 | | 99.50% | | 99.67% | | 99.66% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 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 | | 100.00% | | 99.36% | | 99.19% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 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% | | 100.00% | | 100.00% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 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 | | 67.70% | | 84.10% | | 86.22% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 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 | | 50.24 | | 17.99 | | 12.50 | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 07 | Level of Customer Satisfaction | Performance (M) | N/A | | | | 01/05/06 | | 6 monthly measure | | | | | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |
| 08 | Percentage of orders placed against electronic catalogue framework agreements | Performance (6M) | N/A | | 17% TBC | | 01/05/06 | | 17.11% | | 17.01% | | 17.97% | Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November |

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 | Aug-06 | Sep-06 | Oct-06 | Actual | | | | |
| | | | | | | | | | | | | | | | |
| BVPI8 | Percentage of invoices for commercial goods and services that were paid by the Authority within 30 days of such invoices being received by the Authority | BVPI | 8 | | 95.90% | | | | ↓ | 89.00% | ↓ | 89.00% | ↓ | 92.00% | To improve this indicator it is imperative that RMBC officers are committed to the prompt receipting of invoices |

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 | Aug-06 | | Sep-06 | | Oct-06 | | |
| | | | | | | | Actual | Actual | Actual | Actual | Actual | | Actual |
| 01 | Statutory returns by due date | Performance (A) | N/A | N/A | 100.00 | 100.00% | | 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 | |
| 03 | % of NNDR collected for the year | Threshold (A) | BVPI 10 | 99.00% | 97.50% | 99.00% | | 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 | |
| 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 | |
| 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 | |
| 07 | Average number of days less than a baseline of 100 days for processing new benefit claims | Threshold (Q) | BVPI 78a | 35 days | 32 days | 32 days | | Quarterly measure |  | 29.05 days | | 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 | Aug-06 | | Sep-06 | | Oct-06 | | |
| | | | | | | | | | | | | | |
| 08 | Average number of days for processing notifications of change of circumstances | Performance (Q) | BVPI 78b | 8 days | 6.25 days | 6.25 days | | Quarterly measure |  | 27.34 | | Quarterly measure | |
| 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 |  | 97.40% | | 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 |  | 93.22% | | 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 |  | 96.53% | | 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 | Aug-06 | | Sep-06 | | Oct-06 | | |
| | | | | | | | Actual | Actual | Actual | Actual | Actual | | Actual |
| 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 for a personal caller for interview made in person | Threshold (M) | N/A | N/A | 20 minutes | 20 minutes | | 7.22 | | 8.35 | | 8.48 | |

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 | | | | | | |
| | | | | | | | Aug-06 | Sep-06 | Oct-06 | | | | |
| 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 | | 100.00% | | 100.00% | | 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% | | 100.00% | | 99.65% | |
| 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 | | 100.00% | | 100.00% | | 100.00% | |

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 | | | | | | |
| | | | | | | | Aug-06 | Sep-06 | Oct-06 | | | | |
| 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 | ↓ | 73.29% | ↓ | 73.20% | ↓ | 73.43% | Client has approved suspension of financial penalties whilst RBT fund additional staff and implement a 6 month action plan |
| 19 | Overall customer satisfaction across RMBC | Performance (6M) | N/A | TBC | TBC | 01/10/04 | | 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 | 01/10/04 | | 100.00% | | 96.88% | | 100.00% | Currently within monitoring period for implementation 1st November |
| 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% | Currently within monitoring period for implementation 1st November |
| 22 | Accuracy of Contracts | Performance (6M) | N/A | 95.00% | TBC | 01/10/04 | | 99.25% | | 98.62% | | 99.65% | Currently within monitoring period for implementation 1st November |




























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 | Actual | | | | | | |
| | | | | | | | Aug-06 | Sep-06 | Oct-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 |  | 94.32% |  | 93.78% |  | 96.40% | |
| 02 | Average % of calls not abandoned over an agreed measurement period | Performance (M) | N/A | 92.00% | 92.00% | 01/04/04 |  | 98.20% |  | 98.18% |  | 98.26% | |
| 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 |  | 99.26% |  | 98.26% |  | 99.05% | |
| 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 |  | 99.97% |  | 99.98% |  | 99.99% | |
| 08 | The % availability of business critical applications and technology - Crisp/Swift | Availability (M) | N/A | 85.00% | 99.00% | 01/04/06 |  | 100.00% |  | 100.00% |  | 99.79% | |
| 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% |  | 100.00% | |
| 10 | The % availability of business critical applications and technology - Flare | Availability (M) | N/A | 85.00% | 99.00% | 01/04/06 |  | 99.72% |  | 100.00% |  | 100.00% | |



























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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 | Actual | | | | | | |
| | | | | | | | Aug-06 | Sep-06 | Oct-06 | | | | |
| 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 |  | 99.98% |  | 100.00% |  | 99.66% | |
| 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 |  | 100.00% |  | 99.20% |  | 99.99% | |
| 13 | The % availability of business critical applications and technology - File & print servers centralised | Availability (M) | N/A | 85.00% | 99.00% | 01/04/06 |  | 99.99% |  | 99.65% |  | 99.96% | |
| 14 | The % availability of business critical applications and technology - File & print servers distributed | Availability (M) | N/A | 80.00% | 85.00% | 01/04/06 |  | 99.87% |  | 99.86% |  | 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 |  | 99.98% |  | 100.00% |  | 100.00% | |
| 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 |  | 99.74% |  | 99.06% |  | 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% | | Nil Return | Starting to record as Nil Return when none were supplied during the month |
| 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 | | Nil Return | Starting 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 |  | 98.66% |  | 99.12% |  | 98.83% | Performance reported 1 month in arrears. |






RBT Connect Ltd

ICT

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-  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 | | | | | | |
| | | | | | | | Aug-06 | Sep-06 | Oct-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% |  | 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 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% | | Annual measure | | Annual measure | |
| 25 | % of desktop faults resolved remotely | Performance (M) | N/A | 60.00% | 60.00% | 01/04/05 |  | 68.99% |  | 71.80% |  | 69.34% | |
| 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 | | Annual measure | | 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 BVPI | RBT | | | | | | | | | Comments |
|---------|--|----------------------|------------------|------------------------|-------------------------|------------------------------------|--------|--------|--------|--------|--------|---------|---|
| | | | | Minimum Service Target | Enhanced Service Target | Enhanced target and effective date | Aug-06 | | Sep-06 | | Oct-06 | | |
| | | | | | | | 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 | | 98.75% | | 99.38% | | 100.00% | |
| 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 | | 96.25% | | 98.13% | | 98.75% | |
| 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 | | 96.43% | | 96.07% | | 93.93% | |
| 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 | | 65.23% | | 54.16% | | 42.85% | Unable to fill vacancies within CC from RMBC staff. CR submitted to seek suspension of financial penalties. A response has been received and the Client is requesting additional management information |
| 05 | Average % of calls not abandoned over an agreed measurement period | Threshold (M) | N/A | 85.00% | 90.00% | 01/04/06 | | 86.79% | | 79.16% | | 79.35% | Unable to fill vacancies within CC from RMBC staff. CR submitted to seek suspension of financial penalties. A response has been received and the Client is requesting additional management information |
| 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 BVPI | RBT | | | | | | | | | Comments | | |
|---------|---|----------------------|------------------|------------------------|-------------------------|------------------------------------|--------|--------|--------|--------|--------|--------|----------|--|--|
| | | | | Minimum Service Target | Enhanced Service Target | Enhanced target and effective date | Aug-06 | | | Sep-06 | | Oct-06 | | | |
| | | | | | | | Actual | Actual | Actual | Actual | Actual | Actual | | | |
| 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 | | | | | | | | | The SLA review is now complete and a new suite of SLAs has been proposed to commence, where possible, on 1st November 2006 |
| 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 |

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|---------------------------|
| Corporate Services |
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Meeting Minutes

| | |
|---------------|--|
| Meeting Title | Procurement Panel |
| Date | Monday 20th November, 2006 |
| Start time | 11.00 am |
| Venue | Council Chamber, Rotherham Town Hall |
| Chair | Councillor Ken Wyatt |

| Attendees | Init | Programme Area |
|-------------------|------|------------------------------------|
| Ken Wyatt | KW | Councillor |
| Robin Stonebridge | RS | Councillor |
| Carol Adamson | CA | CEX's |
| Brian Barnett | BB | RBT |
| Simon Bradley | SB | Procurement Manager |
| Abi Dakin | AD | RBT |
| Sandra Greatorex | SG | Voluntary Action Rotherham |
| Linda Haynes | LH | |
| 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 |
| Keith Thompson | KT | Corporate Services |
| Andrew Towleron | AT | CEX's |
| Laura Townson | LT | Children & Young People's Services |
| Deborah Vickers | DV | CEX's |
| Jeff Wharfe | JW | RiDO - Rotherham Partnership |

| Apologies | Init | Programme Area |
|--------------|------|----------------|
| Gerald Smith | RS | Councillor |
| Brian Leigh | BL | RBT |

| Minutes | | |
|---------|---|--------------|
| Ref | Item or Action | Action Owner |
| 57/06 | <p>Introductions</p> <p>The Chairman welcomed those present and introductions were made.</p> | |

| | | |
|-------|---|------------------|
| 58/06 | <p>Minutes of Previous Meeting and Matters Arising</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 16th October, 2006, were agreed as a correct record.</p> <p>It was noted that two secondary schools were not involved in the catering procurement. This had implications re: continuity and commissioning.</p> | |
| 59/06 | <p>Trade Justice Policy Statement</p> <p>Consideration was given to a report, presented by Deborah Vickers (on work placement with the Policy and Research Team), in respect of the development of a policy in respect of Trade Justice.</p> <p>It was explained that the policy was about promoting activities that result in economic, social and environmental benefits for all world wide.</p> <p>The report detailed the role the Council could play in taking Trade Justice forward. It was pointed out that the statement had been designed to incorporate and support the Community Strategy and the Council's Corporate Plan, together with a range of local strategies and programmes.</p> <p>Examples were given of the significant contribution already made by the Council including:-</p> <ul style="list-style-type: none"> - Arms Treaty - Fairtrade initiatives, including involvement of the Youth Cabinet - Sustainable Procurement <p>It was proposed to use the statement to raise the profile and highlight the importance of Trade Justice, and to promote good practice within Rotherham and also to encourage other local authorities to do the same.</p> <p>It was pointed out that the research information was obtained from Manchester and Sheffield City Councils.</p> <p>It was noted that, at present, the Procurement Policy did not incorporate this philosophy.</p> <p>Action points:- (1) That the statement be referred to:-</p> <ul style="list-style-type: none"> (i) the International Links Committee (ii) the Fair Trade Group | <p>AT DV</p> |

| | | |
|-------|---|--|
| | <p>(2) That the statement be linked with the equalities and diversity, ethical and sustainability policies.</p> <p>(3) That links be made with Leeds City Council and Manchester's Fair Trade Market be visited.</p> <p>(4) That feedback from the above action points be included into a final draft statement for consideration by Corporate Management Team and Cabinet.</p> | |
| 60/06 | <p>Voluntary Action Rotherham – Procurement Service Team</p> <p>Sandra Greatorex, Procurement Service Manager, gave a PowerPoint presentation in respect of the establishment of a VAR Procurement Service Team.</p> <p>Reference was made to:-</p> <ul style="list-style-type: none"> - Identification of areas of development - Improvements in quality, management and delivery of services - Transition from grants to contracts - Funding from Yorkshire Forward's S. Yorks. Investment Plan - Aims of the Team:- to support the voluntary and community sector; win & retain contracts; identify income generation streams; safeguard and create new jobs & businesses; contribute to the social economic investment of the Borough - Staff in the Team and their roles - Key objectives:- develop and deliver services, and link with other services; deliver a quality service; develop and support both staff and Trustees to be more contract ready; influence procuring organisations to increase the share of contracts awarded to the VCS. - Projects:- Meet the Seller event in March 2007; establishment of a Multi-agency Liaison Group to commence January 2007; Mini-Conference possibly in conjunction with SY Police; provision of a Children and Young People Development Worker; establishment of a Children and Young People Stakeholder Group. <p>A copy of the draft Terms of Reference for the Multi-Agency Procurement Liaison Group was distributed.</p> <p>Reference was made to the recent White Paper which put</p> | |

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| | <p>the voluntary sector at centre stage in terms of how services can be provided.</p> <p>Action point:- That arrangements be made for Sandra to give the presentation to Our Future Group 2 Strategic Partnerships and Procurement.</p> | KW/ CM |
| 61/06 | <p>PRI Report</p> <p>Consideration was given to a report, presented by the Acting Head of Strategic Partnerships, updating the Panel in respect of the following:-</p> <ul style="list-style-type: none"> - Composition, staffing, function and remit of the Service - Expertise and achievements - Current projects:- <ul style="list-style-type: none"> - RBT Partnership - Customer Service Centres - Education PFI - Leisure and Joint Service Centre PFI - Bereavement Services PPP - Waste Management PPP/PFI - Town Centre Redevelopment - Leadership, Management and Capacity:- <ul style="list-style-type: none"> - Member engagement - Risk management - Skills audit/training - Performance against local indicators - Written processes - Partnering, Collaboration and Supplier Management:- <ul style="list-style-type: none"> - Major contracts - Continuous improvement/lessons learnt/Best Value reviews - Option appraisal - Gateway Reviews – 2 of the team were designated as reviewers - Project management and advising programme areas re: PPP/PFI projects. - Contracts register - Joint procurement/commissioning - Systems that allow business to be done electronically:- <ul style="list-style-type: none"> - Rotherham Schools PFI website via Transform | |

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| | <p>Schools</p> <ul style="list-style-type: none"> - Building Learning Communities Ltd management of community facilities - E-procurement – not currently being used for PPP/PFI projects - E-invoicing/ordering - Use of OJEU procurement route - Supplier engagement <p>- Stimulating Markets and Achieving Community Benefits:-</p> <ul style="list-style-type: none"> - promoting the use of local sub-contractors and suppliers - Equality and diversity – now included on the pre-qualification questionnaire - Environmental issues now included in contract documents - Examples of sustainability and environmental considerations incorporated in e.g. the Schools PFI. - Establishment of Building Learning Communities Ltd – a not for profit company. - I Love my School campaign - Nomination of Transform Schools (Rotherham) Ltd as one of Britain’s first Green Heroes - Use of Output Specifications, measured by KPI’s in a Payment and Performance Mechanism - Whole Life Costings and long life of contracts which helped with forward planning - Building long term relationships through the tendering process - Supplier engagement and development enabling a certain amount of standardisation <p>The Chairman commented on the following:-</p> <p>Our Future Group 6 which was reviewing the RBT Partnership.</p> <p>Development of a Customer Service Centre at Dinnington:- Carol Mills reported that it had been decided to renovate the existing housing office.</p> <p>Bereavement PPP:- it was noted that although this contract was not large it was very customer focussed. The client capacity to manage the contract might need to be built up.</p> <p>Gateway Reviews:- it was acknowledged that these gave the Council re-assurance.</p> | <p>CM</p> <p>KT</p> |
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| | <p>Environmental performance:– it was acknowledged that this was constantly changing.</p> <p>Keith was thanked for his excellent report.</p> | |
| 62/06 | <p>BVPI 8 – Payment of invoices within 30 days (GRN – receipt of goods on a timely basis)</p> <p>Consideration was given to a report, presented by Helen Leadley, relating to performance against BVPI 8.</p> <p>It was reported that performance had dropped since May 2006 and was now scheduled to miss its 2006/2007 target by 6.6%.</p> <p>Reasons for the current level of performance had been identified, and proposed actions to bring about an improvement were detailed.</p> <p>It was pointed out, however, that there were time, staff and cost implications.</p> <p>Concern was expressed that this level of performance may affect the CPA score, and that the savings earmarked for this year would not be achieved.</p> <p>It was reported that following the SLA review with RBT in June 2006 the measurement of the BVPI had stripped out Council behaviour so that RBT were no longer financially penalised for failing on this BVPI whilst they continued to fulfil their part of the process.</p> <p>Concern was expressed in respect of:-</p> <ul style="list-style-type: none"> - the number of Council staff identified, and the role of middle managers in this process. - understanding of the process - it being a cultural issue <p>It was suggested that:-</p> <ul style="list-style-type: none"> (i) the profile of this issue needed raising, through Corporate Management Team (ii) clarification of ownership/liability/responsibility was needed (iii) p.c measures to ensure prompt attention (iv) financial penalties could be back charged to Programme Areas (v) the issue be drawn to the attention of the programme areas and they be reminded of the | |

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| | <p>role of Procurement Champions. The Champions to be reminded that attendance at meetings was essential.</p> <p>(vi) A monthly report be submitted to this Panel in order to identify programme areas which were missing the target and any trends.</p> <p>(vii) This was also an issue for Performance and Scrutiny Overview Committee, the Audit Committee and for Corporate Management Team.</p> <p>Action points:- (1) Carol Mills to write to all Executive Directors pointing out the seriousness of this issue, and reminding them that it was essential that Procurement Champions attended their meetings. It will also be pointed out that the Procurement Panel is monitoring this issue closely through a monthly report and the item will be discussed at the Corporate Management Team.</p> <p>(2) That the Procurement Panel receives monthly updates in respect of this BVPI.</p> <p>(3) That this report be referred to the January 2007 meeting of the Performance and Scrutiny Overview Committee.</p> <p>(4) That the issue be drawn to the attention of the January 2007 meeting of the Audit Committee.</p> <p>(5) That the minutes of meetings of the Procurement Champions be submitted to the Procurement Panel for consideration.</p> <p>(6) That the Procurement Champions be invited to attend a future meeting of the Procurement Panel.</p> | <p>CM</p> <p>HL</p> <p>RS/ KW</p> <p>HL</p> <p>HL</p> |
| 63/06 | <p>Sustainable Procurement Feedback</p> <p>David Rhodes reported that no further feedback was received and the two planned procurement managers meetings (27th Nov & 7th Dec) would help further this to conclusion.</p> | <p>DR HL</p> |
| 64/06 | <p>Update on Action Plan</p> <p>Helen Leadley drew the Panel's attention to the actions which were either amber or red and provided an update in respect of each.</p> <p>Particular reference was made to:-</p> | |

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| | <p>APR1.04 – Procurement Ethics Policy:- a schedule needed to be agreed for sending this document to CMT and to the relevant Cabinet member.</p> <p>APR1.06 – Freedom of Information Act:- it was agreed that this should go to Corporate Management Team and the relevant Cabinet Member with the ethics policy.</p> <p>APR1.08 – Management of High Value/High Risk Procurement:- this had been challenged by PSOC and was awaiting feedback.</p> <p>Clauses in Contracts:- a database of partners was currently being compiled to enable the level of risk in each to be identified. This needed a timescale.</p> <p>APR1.12 – Procurement pages on the Intranet:- a web manager had not been appointed and thus access to the funding had now been missed. It was possible to submit a BIP for next year, bearing in mind other priorities.</p> <p>Carol Mills and Abi Dakin agreed to look at alternative ways of achieving this and Jeff Wharfe added that a six month Knowledge Diffusion project would commence in the new year.</p> <p>APR3.05 – Document Imaging:- information was required from RBT.</p> <p>APR4.03 – elimination of barriers:- reference was made to the various activities taking place.</p> | <p>CM AD JW HL</p> |
| 65/06 | <p>Legal Update</p> <p>There was no report for this item.</p> | |
| 66/06 | <p>Any Other Business</p> <p>The Chairman raised the following issues:-</p> <ul style="list-style-type: none"> (i) Letter received from Darlington following a visit (ii) Visitors from Croatia looking at procurement (iii) Ministerial visit from John Healey MP – together with a press release from the Treasury (iv) Visitors from Cyprus | |
| 67/06 | <p>Agenda Items for the Next Meeting</p> <p>It was agreed that the agenda for the next meeting shall include these items:-</p> | |

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| | BVPI 8 - Payment of Invoices within 30 days (to be a standard agenda item) | |
| Next Meeting | | |
| Date | Monday, 11 th December 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:-

Monday, 15th January, 2007 starting at 10.00 a.m.

Monday, 12th February, 2007 starting at 10.00 a.m.

Monday, 12th March, 2007 starting at 10.00 a.m.

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

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE MEETING OF THE
COMMUNICATIONS AND MARKETING GROUP MEETING
ROTHERHAM SHOW DEBRIED HELD WEDNESDAY 4TH OCTOBER 2006,
ROOM 1 AT THE TOWN HALL****Present:**

Cllr Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
 Carole Bishop, Development Officer, Learning Disability
 Graham Clark, Customer Liaison Officer, EDS
 Veronica De'Ath, Information Manager, RBT – ICT
 Jayne Dickson, Principal Information Officer, Adult Social Services
 Sandra Gabriel, Investors in Education Co-ordinator, Strategic Human Resources
 Ray Globe, E-publishing Officer, Children and Leisure Services
 Tracy Godfrey-Davies, Administration Assistant, Corporate Communications and Marketing
 Marie Hayes, Commercial & Promotional Services Manager, Culture and Leisure
 Tracy Holmes, Head of Corporate Communications and Marketing
 Graham Nicholson, Design Manager, RBT
 Damian Nightingale, Information, Governance, Sharing & Communications Officer, Adult Social Services
 Bronwen Watson, Family, Learning/Programmes Manager, CYPS
 Dave Whelan, Project Manager Construction, 2010 Rotherham Ltd

Apologies:

Lee Adams, Assistant Chief Executive
 Paul Edwards, ICT Client Co-ordinator, Resources
 Clark Herron, Communications Manager, EDS
 Dean Kerry, Communications Manager, Neighbourhoods
 Steve Pearson, Communications Manager, CYPS
 Dawn Price, Consultation Officer, CX
 Debbie Marks, Acting Community Involvement Manager, Neighbourhoods
 Christine Marriott, Policy and Planning Officer, Adult Social Services

1. DEBRIEFING – ROTHERHAM SHOW

- **Finance Update**

Design costs came in a few thousand pounds under original estimate

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| Design | = | £12,174.00 |
| Carpet/Boards/Insurance | = | £15,900.00 |
| Sounds Commercial | = | £396.00 |

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| Additional photography | = | £1,000.00 |
| Total in credit | = | £500.00 |

- **Process of Working Together**

The consensus of opinion was that people worked well together. Team work for setting up and dismantling was good. Marie Hayes thanked everyone for their efforts in clearing down and the general state in which the marquee was left.

There was a lack of communication between PAs; it was assumed that theme leads would feed information to sub-groups working in PAs. This appears only to have occurred in some PAs.

During the event several members of the public asked for direction to stands such as Social Services and said they didn't understand the themes. This problem was compounded by staffs' lack of knowledge.

The Design Studio found the process much easier this year, better lead times.

- **Display Panels, Storage and Insurance**

The layout of the marquee appeared to have more space, less clutter, more organised and welcoming. A very professional look.

The display panels and graphics are currently being stored at the warehouse in Eastwood. The RBT graphics are missing.

Action: Veronica Dea'th

Area Assembly graphics are with Debbie Marks.

The graphics will be moved to the Press Office. A register will be set up for signing in/out of graphics.

- **Marquee, Times of Access/Exit, Set-up and Electrics**

The marquee is delivered to Clifton Park straight from Chatsworth without being cleaned. The roof of the marquee was visibly dirty but no comments were received from the public. MH informed the group that other marquees were available but at an extra cost of £20,000. It was suggested that next year enquiries be made for netting to drape the ceiling.

Members of staff were able to access the marquee earlier than originally anticipated. Staff were misinformed; the finish time on Sunday was 6pm and not 5pm.

The Meals on Wheels stand experienced problems with the electrics and asked if in future an electrician can be on site during the set-up of equipment.

- **External Signage**

The Area Assembly banners situated at the entrance to the 'Your Council' marquee looked good, but didn't communicate that this was the entrance to the Council's marquee. It was suggested that next year the triangular banners be used by the authority to 'shout' our whereabouts.

The possibility of placing some signage on the side and back of the marquee was also discussed.

- **Performance Area**

The area was more spacious than anticipated and worked well, it was agreed that next year more could be made of the area.

The Learning Disability performances were a huge success drawing the public into the marquee. Carole Bishop informed the group that the cost to put together these performances were in the region on £1,000, this was covered by the Beacon's budget this year but would need to be found from our funding next year.

During the 'Carousel of Activity' organised by Community Learning 300 families took part in various activities on show.

The group agreed that the title of the central area 'The Performance Area' was misleading. Next year the area will be titled 'Activity Area' to encourage PAs to bid for use of the space, extending the range of programmes.

During performances it was requested that certain public address speakers be isolated. Further utilising of the 'Activity' area could mean more interruption to the public address system.

Next year the Horticultural marquee is moving to the top of the hill, into the main arena. This arena has entertainment planned, a mix of local and professional on both afternoons. Live entertainment will draw the

public to this locale and possibly bring more people into the Council tent.

It was agreed that the plasma screen and lighting didn't work. The duration of most DVDs were too long.

Next year the need to canvass earlier for the Activity Area to include schools before the summer holidays.

- **Interaction on Individual Stands**

Staff on stands said they were unaware of their purpose/message

- **Consultation**

There was no budget for using the tent as a vehicle to get message across.

- **Staffing Issues**

Time off in lieu did not attract volunteers. PAs struggled for volunteers.

- **Dress Code**

No budget for T-shirts this year. Need to consider different cultures when arranging dress code for next year.

- **Parking Permits**

A lot of staff used Herringthorpe playing field to park. Permits as always were limited.

- **Translation/Interpreting Issues**

Zulfka – some issues to consider

- **Show Programme**

All entries into the show programme need to be communicated by early July. Corporate information in the show programme is limited to 2 sides of A4.

It was noted that the public were experiencing difficulty in finding a copy of the show programme – copies were available outside Event Control and on some stands. Next year a supply would be made available in the entrance to the corporate marquee.

- **Miscellaneous Other**

Veronica Dea'th noted that staff left before the end of the event and left behind boxes of leaflets.

Graham Nicholson said that the corporate photographer found it difficult to cover all aspects of the show. More money would need to be found in the budget to commission another photographer.

Advertising – other local authorities to be asked to advertise the show on their websites, the arrangement would be reciprocated. More use of RMBC website.

More prominence needed to link up/compliment the sharing of information between the Comms and Marketing group and other council displays at the ground.

Ask key people from the following areas to join the group to discuss Rotherham Show 2007:

2010 Rotherham Ltd
Culture and Leisure
Neighbourhoods
Streetpride
Waste Management

- **Planning for 2007**

The process starts for MH and team in January. By April they are at the stage where they have a plan of the layout of stands across the park. Any proposed changes to layout need to be communicated to MH by April.

Next year's show will take place on the 8th and 9th of September. It was agreed that the group start the planning process in January 2007.

2. **KEY MESSAGES FOR PAPER TO CORPORATE MANAGEMENT TEAM**

- Need to submit budget papers

- Extra boards – the company that supplied the boards has gone into liquidation. Possibility of acquiring extra boards from the remaining £500 in budget.
- TH to report to CMT on 16th October 2006.

3. ANY OTHER BUSINESS

- **Image Library**
Final changes to the look/feel are being made. PA testing will take place over the next couple of weeks.

Copies of the Rotherham Show photographs will be added to the library.

- **Exercise Twister**
Corporate emergency planning exercise 'Twister' will take place on the 11th and 12th of October. A rota to cover public information has been produced. The public information incident log will be operated from the press office.

Anyone wishing to view the incident log prior to the exercise can do so on Monday the 9th of October at 11am in the Conference room at the Eric Manns building.

- Jane Dickson handed over to Damian Nightingale.

Ceri Williams, the new Internal Communications Officer, and Damian Nightingale were welcomed to the group

4. DATE/TIME OF NEXT GROUP MEETING

The next meeting is diarised for Thursday the 16th of November at 11am, room 2 at the Town Hall.

Please bring your diaries to forward plan new dates for group meetings.

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL
Communications and Marketing Group Meeting Thursday 16th November 2006
Meeting Room 2, Rotherham Town Hall**

Present:

Councillor Ken Wyatt (Chair) – part
Veronica De'Ath, Information Manager, RBT
Tracy Holmes, Head of Corporate Communications and Marketing
Dean Kerry, Communications Manager, Neighbourhoods
Emma Kirkwood, HR Officer (Employee Involvement), Corporate Services
Graham Nicholson, Head of Design Studio, RBT
Damian Nightingale, Information Governance, Sharing and Communications Officer,
Adult Social Services
Julie Roberts, Town Centre Manager, EDS

In attendance:

Ken Edwards, Exposed Magazine
Sarah McCall, RMBC RBT Client Team

Apologies:

Marie Hayes
Clark Herron
Steve Pearson
Dawn Price
Ceri Williams

1. Welcome, Introductions and Apologies

Councillor Wyatt welcomed everyone to the meeting and invited introductions around the table. Apologies were noted as above. It was agreed that the agenda should be re-ordered to enable a number of issues to be considered before Councillor Wyatt was required to leave the meeting for another commitment. TH explained that colleagues who had joined the group in preparation for Rotherham Show would continue to receive agendas and minutes, but would not be expected to attend the meetings unless they felt it appropriate.

2. HR and Payroll Customer Satisfaction Survey

Sarah McCall attended for this item. She explained that the client team had responsibility for each workstream in the RBT contract, including monitoring customer satisfaction. This was originally measured by RBT but responsibility had now been taken over by the client team to ensure the work is sufficiently robust. A new suite of surveys has been developed across the workstreams. Procurement and ICT had already been undertaken electronically but the twice-yearly HR and Payroll survey would be more complex and the random sample would need to be representative of the workforce as a whole – including weekly-paid employees, those receiving bonuses, staff groups who don't have access to email. Neither RBT nor 2010 Rotherham Limited would be included in the survey.

The number/gender mix of staff to be targeted in each Programme Area had already been calculated – ranging from 50 upwards to 400 in Adult Services and 550 in CYPS - with advice from colleagues in CX Research Team. However, help was now needed with the distribution of the survey, and on the advice of TH, SMc had attended the meeting to discuss. There had been a commitment to getting the survey out by the end of the year, although it was acknowledged that this was now probably unrealistic

EK asked why the Reach-In survey could not be used. Reach-In 3 would be issued within the next 10 days and would be a possible “quick-win”. SMc said the numbers were insufficient but it could be considered as an addition, rather than a replacement.

Action: SMc to liaise with EK re questions and suitability of Reach-In.

It was agreed that the dissemination of such a survey direct to employees would be better considered by and discussed with the meeting of HR managers.

Action: SMc

3. Notes of the Last Meeting Held 4th October 2006

These were agreed without amendment. It was noted that these had been used to form the basis of a paper to Corporate Management Team on key issues relating to Rotherham Show.

4. Rotherham Show – Finance Update and Planning for 2007

It was noted that expenditure on the 2006 local authority marquee had come in just under the £30,000 allocated budget.

TH reported that the paper had been taken to Corporate Management Team, where feedback had been very positive and a request had been made for a Budget Issues Paper (BIP) to be submitted by TH to the budget round for 2006/2007. As a result, TH had submitted a bid for £20,000 for the local authority marquee, as part of a £50,000 BIP for general corporate marketing. The outcome of this would not be known for some time.

It was agreed that Rotherham Show would remain a standing agenda item for the group. It was anticipated that by March/April 2007, lead officers for other council displays at the Show would have been identified and they should be invited to attend a meeting of the group as soon as possible to discuss proposals – including a possible “RMBC village”.

An RMBC show brochure also to be considered.

Action: TH to talk to Marie Hayes re names of lead officers.

5. LGA Commsnet

TH updated the group on the work of the Local Government Association press office in London, the remit of which is to raise the positive profile of local government around the country by identifying national, regional and local media opportunities. Individual media officers have specific work area portfolios (eg tourism, markets, recycling, regeneration, etc) and also regional responsibilities. Helen Zacharias, LGA press officer for Yorkshire and the Humber, had recently visited the RMBC corporate comms/marketing team to discuss joint working, This had hopefully raised the profile of Rotherham with the LGA team and was part of a concerted approach by the team to increase its networks sub-regionally, regionally and nationally.

As part of its work, the LGA also issues a weekly Commsnet bulletin with feature ideas, contacts, journalists seeking case studies etc. TH explained that if Rotherham were to benefit a speedy response would often be required from Programme Areas, and the support of comms leads would be critical.

Action: TH to circulate details of the LGA press officers and their portfolios.

6. Image Library Update

GN reported that work on the image library is almost complete. Training for PA administrators was due to take place on 21st November at Millside. Consent issues were discussed and a draft consent form had been sent to PA leads for their comments. In particular, it was agreed that:-

- It would be the responsibility of the person commissioning the photographer to ensure appropriate consent form(s) were signed and retained for future reference
- No photographs to be uploaded without consent – INCLUDING PIX OF STAFF.
- Forms to be held within Programme Areas – each PA to determine most appropriate approach.
- The extent of the consent should also be noted eg media, publications, web, exhibitions only, etc.
- Copy of the form to be given to the subject(s) of the image at the time of photography. Form to include telephone number of Head of Corporate Communications and Marketing, as the central team should be able to advise on who could help with any queries.

Consideration would also need to be given to the communications required to ensure all appropriate staff are aware of the image library and associated issues once it is up and running.

GN also reported that the RBT Design Studio is looking to develop its competitively-priced professional photography service and has invested in new equipment to support this.

7. Exercise Twister Update

TH reported that the exercise debrief on press and public information had taken place with Annette Senior and that she would be typing up the notes for consideration alongside the wider exercise debrief. The next steps would include updating the relevant emergency plan sections and also organising training for how the CMS system would be used to update the website during a major incident.

Action: TH to liaise with Annette Senior and Veronica De'Ath

8. Employee Suggestion Scheme – Who's Who Guides

TH outlined a suggestion that individual Programme Areas should develop and maintain their own Who's Who guides. A discussion revealed that these already exist to varying degrees and the question of a corporate approach was discussed. It was felt that a review of what exists already should be carried out and information brought back to the meeting.

Action: TH to brief Ceri Williams, Internal Comms Officer. EK to inform Employee Suggestion Scheme Panel.

(nb Councillor Wyatt left the meeting at this point and the chair was taken over by TH).

9. Lifestyle Magazine – Marketing Opportunities for Rotherham

Ken Edwards had been invited to address the meeting after an initial discussion with TH relating to the Sheffield-based lifestyle magazine, Exposed, which presents a potential marketing opportunity for RMBC. 25,000 copies are currently distributed in Sheffield through pubs, clubs, restaurants and other business and leisure outlets. Distribution in Doncaster (10,000) is due to begin in December, rising to 50,000 in the New Year. Readership is estimated 100,000 in Sheffield. Target age range is mainly 18 – 45. Distribution in Rotherham was being considered, subject to sustainability, as all costs are met through advertising revenue.

Editorial and listings opportunities were also available, in addition to advertising. Listings should be sent in by 13th of previous month. Magazine is out 26th of every month, with all copies distributed by 1st of following month.

News releases would also be welcomed, although most likely would be edited to reflect the publication's slightly quirky, off-the-wall style.

JR said she would consider making copies of Exposed available in the Visitors' Centre.

Action:

TH to circulate KE's details to all group members, particularly Steve Pearson (for young people focus); David Barker (for listings) and Clark Herron/Vital PR (for property/regeneration).

TH/Clark Herron: Exposed to be added to RMBC press release distribution lists.

KE to keep TH informed of developments with regard to Exposed in Rotherham.

10. Planned Updates – Front Page of RMBC Website

TH reported that the front page of the website needed to be updated more regularly with key messages and event publicity. Currently it was happening on an ad hoc basis and a more planned approach was needed.

Action: All group members to supply TH with information about forthcoming issues/events with associated timetable.

11. Rotherham Council Matters Update

TH updated members with regard to the opportunities presented to Programme Areas by the paid-for supplements within RCM, which so far had included culture and leisure, the school meals' service and also the first-ever RMBC Annual Report. Further work was planned to set up a readers' panel and to evaluate the format and funding of the newsletter. Regular updates would be brought back to the group.

Action: TH

12. Network Update

TH reported that the corporate comms and marketing team was looking increasingly to develop its networks at sub-regional, regional and national level with a view to raising the profile of Rotherham, benchmarking the function against other local authorities, sharing good practice and overall contribution to the project to raise the reputation of local government in general.

Ceri Williams had been unable to attend the group meeting as she was representing the PR network of Local Government Yorkshire and the Humber at a Reputation/internal comms seminar run by the North East Local Government PR network. This was one of a number of LGYH projects that the corporate team were to be involved in.

It was agreed that a Network Update would be a standing item on the group's monthly agenda.

Action: TH

13. Forthcoming Meeting Dates

It was agreed that TH would discuss these with Cllr Wyatt and report back to the group.

Action: TH

14. Any Other Business

a) 800th Anniversary of Royal Charter for Rotherham/Markets

JR reported that January 2007 marks the 800th anniversary of King John's granting of the Royal Charter for Rotherham as a market town. Consideration is currently being given to whether/how the event should be celebrated/marketed during the course of the year. One possible option could be a three-day mediaeval market, which would cost in the region of £25,000.

However, it was unlikely that additional funds would be available, and any extra events would need to be funded from existing resources, meaning already-established activities such as Rotherham By The Sea, continental market would have to be reconsidered. The group suggested that the negative implications of *not* marking such an important event should also be considered.

A paper was currently being prepared for consideration by members.

TH referred to work being planned by the Marketing Rotherham group – reporting to the Local Strategic Partnership - to raise the positive profile of the town and suggested that this might be considered as part of that, with contributions from partner organisations. TH to talk to Partnership Manager.

Action: TH

JR to report back to next meeting on developments.

Action: JR

b) Help A Hallam Child – Read To Succeed, Raising A Day's Leave

TH reported that a councilwide raffle would be held over the next month or so to raise money for the Read To Succeed charity. Legal advice had been obtained. The support of Programme Areas would be needed in terms of siting collection boxes and banking the monies raised. Further written correspondence would be sent out shortly.

Action: TH/Programme Area comms leads