

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

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

Date: Monday, 21 May 2007

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence.
4. Minutes of the meeting of the Cabinet Member and Advisers for Customer Services and Innovation held on 16th April 2007 (copy attached) (Pages 1 - 2)
5. Corporate Performance Indicators - Year End Report 2006-07 (report attached) (Pages 3 - 21)
To consider the attached report of the Chief Executive
6. RBT Performance Update (report attached) (Pages 22 - 31)
To consider the attached report of the Chief Executive, RBT
7. Minutes of the meeting of the Procurement Panel (copy attached) (Pages 32 - 35)
To consider the minutes of the meeting of the Procurement Panel held on 16th April 2007
8. Minutes of the meeting of the Communications and Marketing Group held on 12th April 2007 (copy attached) (Pages 36 - 40)
To consider the minutes of the meeting of the Communications and Marketing Group held on 12th April 2007
9. Representation on Other Panels, Groups, etc. To consider the following appointments (the current membership is listed):-

(1) E Government Board
Cabinet Member and Advisers for Sustainability and Innovation

(2) Data Protection and Information Group
Councillor Hodgkiss

(3) Fair Trade Group
Councillor Wyatt (Chair); Councillor Jack

(4) Procurement Panel
Councillor Wyatt (Chair)
Councillor Smith, Cabinet Member for Regeneration and Development
Services
Councillor Stonebridge, Chair, Performance and Scrutiny Overview Committee

10. Liaison with RBT
To consider any questions received from Elected Members

11. Date and Time of Next Meeting - Monday 11 June 2007 at 11.30 am

**CUSTOMER SERVICES AND INNOVATION
16th April, 2007**

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

Apologies for absence were received from Hodgkiss and Jackson.

86. MINUTES OF THE PREVIOUS MEETING HELD ON 12TH MARCH, 2007

Consideration was given to the minutes of the previous meeting, held on 12th March, 2007.

Resolved:- That the minutes of the meeting held on 12th March, 2007, be approved as a correct record.

87. DISABILITY DISCRIMINATION ACT 1995 AND SERVICE PROVISION FROM POLICE STATIONS

Consideration of this item was deferred until the next meeting.

88. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for February, 2007, highlighting:-

- the Design Studio had received the HEART team of the year award;
- the Registrars Manager had been the runner-up for the HEART Manager of the Year;
- Revenues and Benefits had organised a successful Direct Debit promotion for Council Tax payments;
- Welfare Rights Officer Arlene Sutton had won a precedent-setting appeal against the Department for Work and Pensions;
- the new Customer Service Centre at Dinnington would go live on 10th April 2007;
- the payroll accuracy service level agreement target is achieved for the tenth consecutive month.

The report included the Service overview for:-

- Customer Services/Public Access
- HR and Payroll
- ICT
- Procurement
- Revenues and Benefits
- Progress against Corporate Initiatives (Consultation/Complaints)

Members also viewed a presentation which highlighted some of the performance information contained in the report, as well as the live monitoring of customer telephone calls received at the Civic Building

Customer Service Centre.

Reference was made to the action to be taken to address the under-performance in respect of Service Level Indicators HR17 (percentage of enquiries resolved by front-line HR advisors by telephone) and RB02/BV09 (Percentage of Council Tax collected for the year).

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

89. MINUTES OF MEETINGS OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel held on 15th March, 2007.

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

90. MINUTES OF A MEETING OF THE COMMUNICATIONS AND MARKETING GROUP

Consideration was given to the minutes of the meetings of the Communications and Marketing Group held on (a) 8th February, 2007 and (b) 8th March, 2007.

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

91. LIAISON WITH RBT

There were no issues to report.

92. EXCLUSION OF THE PRESS AND PUBLIC

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

93. MINUTES OF A MEETING OF THE E GOVERNMENT BOARD

Consideration was given to the minutes of the meeting of the E Government Board held on 28th February, 2007.

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

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Sustainability & Innovation Cabinet Member Deputy Leader & Cabinet Member for Finance Democratic Renewal Scrutiny Panel
2.	Date:	Deputy Leader & Cabinet Member for Finance (21.05.07) Cabinet Member for Customer Services & Innovation (21.05.07) Democratic & Renewal Scrutiny Panel (24.05.07)
3.	Title:	Year End Performance Report
4.	Programme Area:	CEX's

5. Summary

This is the year end performance report in respect of Corporate Health Best Value Performance Indicators monitored and reported on by the Chief Executive's Directorate and Local Performance Indicators owned by the Chief Executive's Directorate.

This report also includes a year end update on the major risks in the former Corporate Services Directorate and actions being taken to mitigate those risks. This report addresses Cabinet Members' responsibilities to ensure that Directorates are managing business risks thoroughly and appropriately.

6. Recommendations

Members are asked to note the performance of these key corporate Best Value Performance Indicators, Local Performance Indicators, achievements of the Directorate and actions taken in respect of managing business risks.

7. Proposal and Details

Throughout 2006/07 the reporting of performance information by the Corporate Services Directorate was presented to the Cabinet Member for Customer Services and Innovation, the Deputy Leader and Cabinet Member for Finance and the Democratic Renewal Scrutiny Panel on a quarterly basis, this report provides a year end report.

This report sets out the year end performance in respect of national targets, together with Departmental local performance indicators and an update on major risks.

Best Value Performance Indicators

Overall there are 8 measurements against 6 national Best Value Performance Indicators which Corporate Services were charged with reporting on (BVPI 11 has 3 targets to report against). Where appropriate, actual numbers of staff are given in brackets following percentage figures, however, these do fluctuate from quarter to quarter due to changes in establishment/overall staffing levels.

Attached at Appendix A is a summary of performance against BVPIs.

Of the 8 measurements, 3 are categorised as green stars, 2 as blue circles and 3 as red triangles (categorisation in accordance with performance plus).

All top quartile figures shown have been updated in accordance with the quartile information recently published by the Audit Commission.

Status Green Star

BVPI 12 Days/shifts lost to sickness

This measure achieved actual performance of 9.62 days which exceeds both the locally set target of 10.25 days and the top quartile Mets position of 10.50 days. Actual sickness for quarter 4 was 2.76 days.

BVPI 16a % of Employees with a disability

This measure achieved actual performance of 3.2% (355) which exceed the locally set target of 2.8%. The top quartile Mets position is 3.06%.

Discrepancies between the target and actual percentages and number of staff are due to changes in the establishment and the method of calculating targets and actual performance, i.e. when the target for 06/07 was set the appropriate guidance indicated inclusion of the total number of staff, but when calculating actual performance, staff who have not declared whether they have a disability or not are discounted from the total (in our case this is approximately 2,000 members of staff).

BVPI 17a % of BME Employees

The green status shown against this indicator reflects actual performance achieved of 2.8% (353 people) which meets the locally set target of 2.8% which is Rotherham's economically active BME population.

As with BVPI 16a, discrepancies between the target and actual percentages and number of staff are due to changes in the establishment and the method of calculating targets and actual performance, i.e. when the target was set for 06/07 the appropriate guidance indicated inclusion of the total number of staff, but when calculating actual performance, staff who have not declared their ethnicity are discounted from the total.

Status Blue Circle

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

The blue status shown against this indicator reflects actual performance achieved of 41.78% (101) against a locally set target of 44.5% (111) with a top quartile Mets position of 46.17%.

Quarter 2 saw a substantial drop in performance due to five women from the top 5% of earners leaving the Authority (1 from Chief Executives and 4 from Children and Young Peoples Service). Quarters 3 and 4 did see an increase, however a performance clinic with Members has been scheduled for 21st May 2007.

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

This measure was baselined during 2005-06 and a target of 3% (8) was set locally for 06/07. The blue status reflects actual performance of 2.99% (7). Data recently published by the Audit Commission identifies a Mets top quartile target of 3.96%. The current target against this measure has been re-assessed and set at 3.5% for 2007-08.

Discrepancies between the target and actual percentages and number of staff are due to changes in staffing levels. A performance clinic with Members has been scheduled for 21st May 2007.

Status Red Triangle

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

The red status of this indicator reflects performance of 1.27% (3 people) against a locally set target of 4.75% (12) with a top quartile Mets target of 4.83%.

This is as a result of factors such as regrading of posts within the top 5%, the 'Bar' for the top 5% threshold increased from PO10 (as at quarter 2) to the top of PO12.

BVPI 14 Early Retirements (excluding ill health)

Performance against this measure is 0.47% (58 people) against a locally set target of 0.34% (40) and this is reflected by the red status. Performance against this indicator has been significantly impacted upon with the retirement of 49 teachers as the Authority is unable to influence the number of teachers retiring early. Data recently published by the Audit Commission identifies a Mets top quartile target of 0.41%.

BVPI 15 Ill Health Retirements

The red status of this measure reflects actual performance of 0.26% (32 people) against a locally set target of 0.2% (24 people) with a top quartile Mets position of 0.21%.

Awards, Accreditations & Achievements

Strategic Partnerships

The PFI Schools project won “The Best Operational Education Project” at the Public Private Finance Awards 2006 in London in May 2006, was a finalist in the Municipal Journal Local Government Achievement Awards 2006 for “Public Private Partnerships Achievement of the Year” and won Contract Journal Awards for “PPP/PFI Award” in London in October 2006.

Strategic Human Resources

Strategic Human Resources was shortlisted as finalists in the June MJ Awards under the category of Pay and Workforce Achievement of the Year. Strategic HR was also a runner up for a CIPD HR award.

The Investors in People refresh took place week commencing 13th June and re-accreditation was achieved.

Legal & Democratic Services

Law Society accredited Trainers have been trained and are now being developed/promoted further. The Legal Service has provided training for C&YPS and EDS during 2006/07.

Local Performance Indicators

Local performance indicators have been identified for all Services within the former Corporate Services Directorate and are shown at Appendix B.

Strategic Partnerships

Of the 5 LPIs within this service area, 2 are shown as status green, 1 as blue and 2 as red.

Strategic Human Resources

Of the 8 LPIs within this service area, 5 are shown as status green and 3 as red. It should be noted that all LPIs for Strategic Human Resources relate to Council wide targets.

The status red indicators are:

Indicator	Target	Current Performance	Actions/Comments
M3 Managers (total 168) attending management Development Centres	56	Q1 – 8 Q2 – 14 Q3 – 13 Q4 – 14 Year End - 49	Due to the scheduling of centres it is not possible to 'catch up' if a centre is not fully attended, as in Q1 where a centre was cancelled due to the involvement of staff in the CPA inspection.
Number of employees aged 16-24	6.5%	Q1 – 4.9% (660) Q2 – 5.3% (716) Q3 – 4.7% (635) Q4 – 4.8% (643) Year End – 4.8%	A number of actions are ongoing to improve performance in this area: <ul style="list-style-type: none"> • Continue to Develop our involvement with the Investors in Education initiative (as a major employer); • Filming for the Council's section of U-xplore (an interactive web based jobs and careers tool) completed and reviewed; • Business Admin work placement sub-group established and 'Young Apprentice' placements being sought; • Variety of projects undertaken with local schools.

Legal & Democratic Services

Of the 22 indicators, 12 show as status green, 1 is currently being baselined and 5 are shown as status red; the remaining 4 are to have reduced targets for 07/08 as discussed at quarter 3 Scrutiny Panel. Work is taking place to rationalise the number of LPIs in this section.

The status red indicators are:

Indicator	Target	Current Performance	Actions/Comments
Advise on Title	100%	Q1 – 60% Q2 – 87.5% Q3 – 93.75% Q4 – 85% Year End – 81.57%	Allocation of work to a part time worker has resulted in delays. Actions have been put in place to drive up performance against this measure.
Communicate outcome of hearing to	100%	Q1 – 100% Q2 – 100% Q3 – 80.5%	Failure to meet target during Q3 was due to changes in the team's working practices as they moved to home working and delays receiving

client within 2 working days		Q4 – 83% Year End – 90.88%	information from Counsel. Actions are currently being considered to improve performance.
% of childcare cases completed in 70 hours or less	75%	Annual Target Year End – 66%	Target not achieved due to increased complexity of cases and increased demands on social workers.
Amount of external spend in Childcare Cases (Counsel, agents)	> £50000	Q1 - £10,636 Q2 - £8,664 Q3 - £40,971 Q4 - £43,333 Year End - £103605	Increased complexity of cases noted above has resulted in more Counsel involvement giving an increase in external spend.
Productive Hours	100%	Q1 – 80% Q2 – 80% Q3 – 85% Q4 – 80% Year End – 81.25%	Target not achieved by 5 fee earners losing time comprising: 2 x maternity cover 2 x staff turnover 1 x increase in admin duties beyond control of fee earner

Risks

Risk registers for the former Corporate Services Directorate have been aligned with the Corporate Plan and Excellence Plan and RISGEN has been used to capture, analyse and assess all the risks identified in the Directorate, see Appendix C. However, only the major risks are detailed below.

Each risk has been assigned a risk manager and has been assessed in terms of Probability and Impact. Four types of impact have been evaluated:

- Cost / budget
- Service Delivery
- Reputation
- Legal / Compliance / Regulatory

The RISGEN system examines a number of factors to produce an assessment of Red – High Risk (numbered 1 or 2), Amber – Medium Risk (3 or 4), or Green – Low Risk (5 or 6). Each risk has been assessed twice:

- Firstly, on the current position, based on the control measures presently in place
- Secondly, at a time in the 'future', assuming a series of risk management actions have been put in place.

By carrying out the risk management actions, the aim is to reduce risks down to a minimum of Amber (medium risk) and preferably Green (low risk), compared to the current position. It should be noted that some actions are completed by an agreed date and others may be ongoing.

Additionally, Members will be aware that risks are constantly changing due to political, social, economic and legislative influences and audit and inspection outcomes. Departmental Management Teams are responsible for identifying new

risks applicable to the functions delivered in the Department and for updating the risk registers.

Risk	Assessment prior to actions	Actions and Impact	Assessment after actions	Department
Recruitment of Qualified/ Experienced Legal Staff	Red 2	<ul style="list-style-type: none"> • Offer Market-Rate supplements on salaries • Employ Locums • Commission private sector to undertake work 	Green 5	Legal
Key Electoral staff	Red 2	<ul style="list-style-type: none"> • Train Legal business support staff to be able to stand in if required • Ensure staff carry out election duties to build knowledge and skill • Seek support from Association of Electoral Administrators (back-up if required) • Approach SY and regional colleagues to have a fall-back plan 	Red 2	Legal
Electoral Services Costs	Red 1	<ul style="list-style-type: none"> • Lobbying of Government to change proposals • Submission of BIP 07-08 	Green 5	Legal
Attraction, retention, motivation & development of staff	Red 2	<ul style="list-style-type: none"> • Improve workforce planning to have a clearer picture of gap areas and plans to meet them – including young people and retaining older people • Benchmark performance in this area against comparator LAs and model areas of good practice • Continue with development of positive action opportunities for under-represented groups • Utilise technology to make recruitment processes easier 	Red 2	Strategic HR
Ensure fair & sustainable pay and reward structures	Red 1	<ul style="list-style-type: none"> • Negotiate with TUs to achieve agreement on a total reward strategy covering compensation for equal pay; changes to terms and conditions; the revised pay structure • Communicate and consult with staff • Ensure members are fully briefed on all actions and gain agreement • Work with regional colleagues to achieve common agreements and learn from each other 	Red 2	Strategic HR

8. Finance

Decreased sickness levels provide a financial saving for the Council which has been reported as a Gershon efficiency saving (the projection for 06/07 for Gershon saving was 1.2million). The reduction in the number of staff retiring on the grounds of ill health, due to the stringent processes now in place, also provide a financial saving.

Risk registers are aimed at mitigating any risks which could prevent Corporate Plan and Service Plan objectives from being achieved. A key principle of resource allocation is the cost of managing risk. Every effort has been made to capture risks and costs but as these are subject to change it is possible that some other risks may be identified that may trigger additional cost.

9. Risks and Uncertainties

Without performance monitoring and action on lower performance areas, the Council could be at risk of having failing services resulting in poor inspection/audit reports and public reporting of its shortcomings. Similarly effective risk management is vital in maintaining and improving the Council's CPA rating.

10. Policy and Performance Agenda Implications

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

Risk Management is part of Good Governance and very important to high scoring on the Use of Resources CPA assessment.

11. Background Papers and Consultation

Corporate Plan 2005-10

Risk Management Strategy 2005

Local Code of Corporate Governance 2005

Statement of Internal Control 2004/05

Audit Commission Performance Audit Follow Up Report 6/12/05

Report to CMT 16/1/06




Report to Audit Committee 25/1/06



Report to PSOC 17/2/06

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Appendix A

Corporate Health Best Value Performance Year End 2006-07

Ref. No	P.I Definition	Links	05/06 Top Quartile	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Year end outturn	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 - 30.9	Actual performance	Total to date 1.4 - 31.12	Actual performance	Total to date 1.4.06 - 31.3.07					
Corporate Priority – A Place For Everyone																	
BV 11	a) The % of top 5% of earners that are women	CPA LPSA (CE)	All Eng 42.45% Mets 46.17%	42.12% (102)	41.65% (104)	na	40.62% (99)	na	40.83% (101)	na	41.78% (101)	na	44.5% (111)	41.78% (101)	Blue		
	b) The % of top 5% of earners from minority ethnic communities	CPA LPSA (CE)	All Eng 4.33% Mets 4.83%	4.51% (11)	4.19% (10)	na	3.8% (9)	na	1.22% (3)	na	1.27% (3)	na	4.75% (12)	1.27% (3)	Red		The top 5% threshold has increased from PO10 (as at Qt 2) to the top of PO12 due to changes in staffing levels/grades, displacing staff previously within top 5% - see also main report.
	c) Top 5% of Earners: with a disability	CPA LPSA (CE)	All Eng 4.83% Mets 3.96%	2.7% (6)	2.72% (6)	na	3.18% (7)	na	2.89% (7)	na	2.99% (7)	na	3% (8)	2.99% (7)	Blue		This indicator is measured overall at year end as a snapshot of our position.

Ref. No	P.I Definition	Links	05/06 Top Quartile	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target – 1.04.06 – 31.03.07	Year end outturn	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 – 30.9	Actual performance	Total to date 1.4 – 31.12	Actual performance	Total to date 1.4.06 - 31.3.07					
BV 16	a) The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 definition compared with the % of:	CPA LPSA (CE)	All Eng 3.89% Mets 3.06%	2.65% (283)	2.57% (298)	na	2.89% (328)	na	3.02% (337)	na	3.2% (355)	na	2.8% (376)	3.2% (355)	Green		This indicator is set against the economically active disabled population of Rotherham. Discrepancy between target & actual performance due to calculation methodology and changes in the establishment.
	b) economically active disabled people in the authority area		Met top Q 19.93	18.9%	18.9%	na	18.9%	na	18.9%	na	18.9%		18.9%	18.9%	N/A	N/A	Figure derived from the 2001 census. This indicator definition is out to consultation because it does not accurately reflect those covered by DDA.
BV 17	a) The % of local authority employees from minority ethnic communities compared with the % of:	CPA	All Eng 4.8% Mets 6.9%	3.2% (425)	3.2% (425)	na	3.2% (421)	na	2.81% (361)	na	2.8% (353)	na	2.8% (376)	2.8% (353)	Green		This indicator is set against the economically active BME population of Rotherham as shown below
	b) economically active minority ethnic community population in the authority area			2.8%	2.8%	na	2.8%	na	2.8%		2.8%		2.8%		N/A	N/A	Figure derived from the 2001 census

Ref. No	P.I Definition	Links	05/06 Top Quartile	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target – 1.04.06 – 31.03.07	Year end outturn	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 – 30.9	Actual performance	Total to date 1.4 – 31.12	Actual performance	Total to date 1.4.06 - 31.3.07					
Corporate Priority – A Quality Service Provider																	
BV 12	The number of working days/shifts lost due to sickness absence	CPA CP	All Eng 8.34 Mets 10.50	10.82 days	2.31 days	2.31 days	2.15 days	4.46 days	2.64 days	7.10 days	2.76 days	9.62 days	10.25 days	9.62 days	Green	↑	The target is in line with the ODPM guidance.
BV 14	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force This indicator is limited to the staff in the official pension scheme.	CPA	All Eng 0.17% Mets 0.41%	0.4% (48)	4 retirees	0.03% (4)	42 retirees	0.39% (46)	7 retirees	0.44% (53)	5 retirees	0.47% (58)	0.34% (40)	0.47% (58)	Red	↓	49 of the 58 retirees were teachers and therefore the Council was unable to affect these retirements
BV 15	The % of employees retiring on grounds of ill health as a % of the total workforce	CPA	All Eng 0.10% Mets 0.21%	0.2% (24)	7 retirees	0.06% (7)	3 retirees	0.08% (10)	10 retirees	0.17% (20)	12 retirees	0.26% (32)	0.2% (24)	0.26% (32)	Red	↓	

Appendix C**Local Performance Indicators: Strategic Human Resources**

LPI	Target 2006/07	2006/07					Status
		Q1	Q2	Q3	Q4	Year End	
Heart Nominations (Team & Individual)	60	15	19 (34)	24 (58)	16 (74)	74	Green
Submissions to Employee Suggestion Scheme	100	79	19 (170)	58 (228)	96 (324)	324	Green
M3 Managers (total 168) attending Management Development Centres	56	8	14 (22)	13 (35)	14 (49)	49	Red <i>Target failed due to scheduling of centres</i>
Leavers % (voluntary in brackets)	12%	11%* (6%)	11.7%* (9.8%)	11.3%* (7%)	10.8% (6.8%)	10.8% (6.8)	Green
PDRs Completed	90%	88%	-	-	71%	79.5%	Red <i>Work to improve the quality of data collected is ongoing</i>
% Response to Reach-in survey	60%	n/a	67%	61.5%	56%	61.5%#	Green
Employees aged 16-24	6.5%	4.9% (660)	5.3% (716)	4.7% (635)	4.8% (643)	4.8% (643)	Red <i>Work is ongoing to improve this indicator through initiatives such as Investors in Education</i>
Employees achieving level 2 (skills for life) in literacy or numeracy	400	335	414	438	483	483	Green

*12 month projected figure

Average response over the year

requests passed to PA representatives within 3 working days							
Rent Possession Cases: Issue within 10 working days of receipt of full instructions	100%	100%	100%	100%	100%	100%	GREEN
Successful outcomes as a % of criminal litigation where Legal Services has recommended that legal proceedings are to be pursued	90%	100%	100%	100%	100%	100%	GREEN
Childcare: Issue Care Proceedings within 3 working days of receipt of full instruction	100%	100%	100%	100%	100%	100%	GREEN
Communicate outcome of hearing to client within 2 working days	100%	100%	100%	80.5%	83%	90.88%	RED <i>Target not achieved due to issues with new working practices of team in Q3 & Counsel in Q4</i>
% of childcare cases completed in 70 hours or less	75%	A	A	A	A	66%	RED Target not achieved due to increased complexity of cases
Amount of external spend in Childcare Cases (Counsel, agents)	> £50,000	£ 10,636	£ 8,664	£ 40,971	£ 43,333	£ 103,605	RED Increased complexity of cases has resulted in more Counsel involvement giving an increase in external spend
Gas Injunction cases issued within 10 working days of receipt of full instructions	100%	nr	nr	100%	100%	100%	GREEN
Productive Hours: % of fee earners achieving annual target chargeable hours of 1200	100%	80%	80%	85%	80%	81.25%	RED Target not achieved by 5 fee earners losing time due to 2 x maternity cover, 2 x staff turnover and 1 x increase in admin duties beyond control of fee earner
Obtain client feedback: Annual survey carried out	Yes / No	A	A	Yes	A	Yes	GREEN
Obtain client feedback: Discuss improvements with	Yes / No	A	A	Yes	A	Yes	GREEN

customers within 10 working days of analysis of questionnaire							
% customer rating of 'good' or better	50%	A	90%	A	A	90%	GREEN
% customer rating of 'satisfied' or better	80%	A	99%	A	A	99%	GREEN
Number of written complaints received from client departments through the complaints procedure	Nil	Nil	Nil	Nil	Nil	Nil	GREEN
Cost of Legal Service as a % per head of population	Baseline	£ 5.47	£ 5.37	£ 5.37	£ 5.37	£ 5.37	Baselined
Number of files audited to comply with Quality system (office manual)	30 per team per ¼	30	30	30	30	30	GREEN
% files audited in compliance with Quality system (office manual)	100%	90%	90%	100%	100%	95%	As discussed at Q3 Scrutiny Panel this target will be reduced from 100% for 07/08

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Appendix C**Local Performance Indicators: Strategic Partnerships**

LPI	Target 2006/07	2006/07					Status
		Q1	Q2	Q3	Q4	Year End	
Number of audits carried out on RBT workstreams per annum	5	1	1	0	0	2	RED <i>Audits not carried out until new SLAs in place for 6 months; audits now scheduled</i>
Number of consultation exercises carried out on RBT Workstreams per annum	4	1	2	1	1	5	GREEN
Number of Performance Clinics held per annum	12	3	3	2	3	11	BLUE <i>Clinic not held by ED but preparation completed</i>
Payment of PFI invoices within 30 days	100%	83%	90.91%	100%	100%	93.48%	RED <i>Revised procedures now in place which is reflected in performance for Q3 & Q4 No remedial action is necessary</i>
Verification of RBT Savings Invoices within 20 working days of receipt of management information	100%	100%	100%	100%	100%	100%	GREEN

Risk Register

Username: Sarah McCall

Report Reference

Date: 24

Chief Executive - Legal Services Risk Register : Default

Register Issue: 5 Draft (Amended: 13-04-07)

Level: 3 Group: Legal Services

Owner: Tim Mumford

Phase 1 Risk Identification					Phase 2 Current Qualitative					Phase 3 Risk Management		Phase 4 Post Risk Management Qualitative					Phase 5 Fall-back Plan							
Risk No	Risk Group	Risk Title Or Description	Risk Owner	Risk Manager	Prob	Impacts					Cat	Score	No of RRs	Next Action Date	Prob	Impacts					Cat	Score	Fall-back Plan	Action Manager
						1	2	3	4	5						1	2	3	4	5				
001/03		Recruitment of Qualified/Experienced Legal Staff	Tim Mumford	Tim Mumford	M	L	H	M	M		2	36	0		L	L	L	L	L		5	16	Y	Tim Mumford
002/03		Health and Safety - Grove Road and Civic Building	Tim Mumford	Lewis South	M	L	M	L	L		4	27	0		L	L	M	L	L		5	18	Y	Lewis South
003/04a		Grove Road Building - IT Systems	Tim Mumford	Lewis South	L	L	H	M	L		3	22	1	30-04-07	L	L	H	M	L		3	22		
004/04a		Key Electoral Staff	Tim Mumford	John Walker	M	H	H	H	H		2	48	1	30-09-07	M	H	H	H	H		2	48		John Walker
007/04		Negotiating SLAs for Legal Services	Tim Mumford	Tim Mumford	L	Nil	L	L	L		5	12	1	30-06-07	L	Nil	L	L	L		5	12		
008/04		Strategic Partnering	Tim Mumford	Tim Mumford	L	L	L	L	L		5	16	0		L	L	L	L	L		5	16		Tim Mumford
009/04		Gaining Member commitment to new Constitution	Tim Mumford	Tim Mumford	L	L	L	M	L		5	18	4	25-05-07	L	L	L	M	L		5	18		
010/04a		Shortage of Storage Space	Tim Mumford	Robert Parker	H	L	L	L	L		4	32	2	01-06-07	L	L	L	L	L		5	16		Robert Parker
018/02b		Electoral Services Costs	Tim Mumford	John Walker	H	H	H	H	H		1	64	1	30-09-07	M	L	L	L	Nil		5	18		

Impact Key: 1:Financial 2:Service Delivery 3:Reputation 4:Legal

Page 19

Risk Register

Username: Sarah McCall

Report Reference:
 Date: 24

Chief Executive - Strategic Partnerships : Default

Register Issue: 5 Draft (Amended: 26-03-07)

Level: 3 Group: Strategic Partnerships Owner: Keith Thompson

Phase 1 Risk Identification					Phase 2 Current Qualitative					Phase 3 Risk Management		Phase 4 Post Risk Management Qualitative					Phase 5 Fallback Plan							
Risk No	Risk Group	Risk Title Or Description	Risk Owner	Risk Manager	Prob	Impacts					Cat	Score	No of RRs	Next Action Date	Prob	Impacts					Cat	Score	Fall-back Plan	Action Manager
						1	2	3	4	5						1	2	3	4	5				
001/04a		ICT Strategy Delivery	Keith Thompson	Dave Finch	M	M	H	M	M		2	39	1	01-04-07	M	M	H	M	M		2	39	Y	Dave Finch
004/03b		Customer Services Client Team Funding	Keith Thompson	Dave Finch	L	H	M	M	M		3	26	0		L	M	M	M	M		5	24		

Impact Key: 1:Financial 2:Service Delivery 3:Reputation 4:Legal

Risk Register

Username: Sarah McCall

Report Reference

Date: 24

Chief Executive - Human Resources Risk Register (Version 2) : Default

Register Issue: 4 Draft (Amended: 18-04-07)

Level: 3 Group: Human Resources Owner: Alan Swann

Phase 1 Risk Identification					Phase 2 Current Qualitative					Phase 3 Risk Management		Phase 4 Post Risk Management Qualitative					Phase 5 Fallback Plan							
Risk No	Risk Group	Risk Title Or Description	Risk Owner	Risk Manager	Prob	Impacts					Cat	Score	No of RRs	Next Action Date	Prob	Impacts					Cat	Score	Fall-back Plan	Action Manager
						1	2	3	4	5						1	2	3	4	5				
001/03a		Development of leadership capacity amongst all the workforce	Alan Swann	Alan Swann	L	H	H	H	H		3	32	4	31-03-07	L	L	L	L	L		5	16		
002/03		Develop the skills and capacity of the workforce	Alan Swann	Alan Swann	L	H	H	H	H		3	32	6	31-03-07	L	L	L	L	L		5	16		
003/03b		Develop the organisation to achieve excellence in people and	Alan Swann	Alan Swann	L	H	H	H	H		3	32	6	31-03-07	L	L	L	L	L		5	16		
004/03b		Attraction, retention, motivation and development of staff	Alan Swann	Alan Swann	M	H	H	H	H		2	48	2	31-05-07	M	H	M	H	H		2	45		
005/03		Ensure fair and sustainable pay and reward structures	Alan Swann	Alan Swann	H	H	H	H	H		1	64	4	31-03-07	M	H	H	H	H		2	48		

Impact Key: 1:Financial 2:Service Delivery 3:Reputation 4:Legal

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Sustainability & Innovation Cabinet Member
2.	Date:	Monday 21 st May 2007
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period March 2007.

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have been:

- Revenues and Benefits Employee wins RMBC's "Young Person of the Year" award
- Dinnington Customer Service Centre opening planned for 10th April 2007
- All Contact Centre SLAs met
- 100% performance on ICT SLAs
- Registrars training guides recognised as national 'Best Practice'
- All Council Tax and Housing Rent bills were successfully issued on time
- Renewal of the Rotherham Grid for Learning

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

It is pleasing to report that the Contact Centre SLA's for this month have been met. It has been an extremely difficult six months for the service with reduced staffing levels due to vacancies and an increase in call volumes however, the additional resources been supplied from the Customer Service Centre and agency staff along with the current reduction in call volumes to a more "normal" level the service continues to meet the service levels.

In addition the Year End billing for Council Tax and Benefits was completed on the 23rd March 2007. Eight non - specialist and three specialist agency staff were recruited during March 2007 to answer the additional calls generated as a result of the 110,000 annual Council Tax bills and the 42,000 Benefit Letters which were issued during this period. This year 17,804 calls were offered and 13,751 calls were answered during March 2007. In comparison to 2006, significant improvements have been made to the service. This year the Council Tax information issued to customers has included a newly designed Council Tax booklet and frequently asked questions have been included with the annual Council Tax bills. Customers are encouraged through various promotions to pay their Council Tax by Direct Debit which can be set up over the telephone. In addition the Benefit notification letters were delayed until Year End billing was completed. This allowed the number of bulk mailings produced during March 2007 to be issued consistently in order to reduce high call volumes. This also ensured that customers received their Council Tax bill before they had received their Benefit letter to help avoid some of the confusion that customers have experienced in previous years.

The service is also currently working to resolve the issues arising from the use of Contact Central and Siebel which infrequently may freeze, perform slowly and in a few instances logs the agent out. Although fixes have been applied the performance is still not 100% and as a result the Siebel team will be deploying monitoring software on 2/3 PC's at both Contact Centre sites. This will give an indication as to what is happening on the PC at the time of freezes/slowness/logouts, in order to attempt to bring resolution to the ongoing problems.

In addition the report requesting to expand the use of Interactive Voice Response (IVR) across all Contact Centre services now the use has been approved by CMT and this Cabinet meeting across the respective areas is currently taking place to discuss deployment.

On the Customer Service Centre's it is reported that the Dinnington CSC was handed over in preparation for opening on 10th April 2007 and the supervisor post has been appointed with a start date of 16th April 2007. Existing CSC supervisors will be used to cover until the new supervisor is in post. Further Dinnington Customer Service Assistants have started and are in post with only one post remaining to be filled, it is noted that these staff are currently in training to support the Contact Centre service in the hope to train staff in services across Rotherham Connect.

National go-live of Registration Online (RON) has taken place this month. However, there have been a number of problems with the system since this time but this was out of RBT's control. We have had to implement our manual contingency twice and both ran smoothly. The GRO (General Register Office) have assured us that everything possible is being done to ensure the system problems will be sorted out.

The 5 RON learning days hosted by the service have now all taken place. We have had a number of thank you letters and cards from other authorities. The evaluation forms have confirmed this positive message. The procedure and training guides for RON that were produced by Louise Sennitt, Gill Richards and Kerry Thomas are on a national website for Registration and are seen as Best Practice documents. This is a really positive achievement for Rotherham.

The Nationality Checking Service is being launched in the Swinton CSC on April 3rd. Appointments are now being taken and early indications are that this will be a popular service.

The Welfare Rights and Money Advice service met its LPI100 target by the end of March 2007 for advising disabled children and their families. By 31st March 157 disabled children and their families had been advised.

Money advice staff are also working with Service Development to start an advice session at the Civic Building CSC.

7.1.2. HR and Payroll

Within HR & Payroll the emphasis remains on accuracy within Payroll, the Service Centre and the supporting teams.

Overall Payroll coped extremely well with the affects of Job Evaluation (JE) on the processing timetable during March but SLA performance was affected with 183 errors reported based on 29,105 payslips generated. This was a considerable increase on the 127 errors reported for February and as a result performance of 99.35% was recorded and the target of 99.50% missed for the first time in almost a year. This was not unexpected given the work associated with checking whether someone has accepted JE or not and if they have applying the additional element breakdown required.

JE work is continuing and each assimilation is becoming more successful due to lessons learned. The investigation into queries and processing of arrears manually for both February and March assimilations is still taking an enormous amount of time

and effort by the team. There is no visible way to improve the process and skilled resource is required to carry out the investigations. The team is prioritising the work to meet customer expectations as much as possible.

The School Crossing Patrol Service employees were successfully transferred to monthly payroll during March.

The Year was successfully closed on all monthly payrolls with final closure following week 53 on the weekly payroll dealt with on 2 April 2007. The payroll year end work will now continue over the next two months to finalise the Employer Annual Return to HMRC.

In relation to the remaining SLAs all targets were met or exceeded for February. Performance on 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) is reported at 75.78% against the agreed temporary threshold target of 70%. Calls offered to the Customer Service 4141 have remained consistently high. It's believed that the increased volume has arisen due to the changes being implemented for Job Evaluation and a lack of employee understanding around the new terms and conditions and impact this would have on pay.

The Advice and Guidance team has needed to have a spring in their step during March to deal with the wide range of project and activities that they have been involved with. With the year end in mind, the Sickness and Welfare Team have focused their attention on encouraging managers to review their outstanding sickness cases; getting absences closed off and employees back to work. This has been achieved through the issue of a manager briefing and individual coaching sessions with managers. A physiotherapy pilot has been introduced, by the Councils Strategic HR unit, within Adult Services, which should hopefully make a positive impact to the service. Under this scheme, managers are able to send individuals suffering from existing muscular-skeletal issues. In response to the number of queries received, the advice and guidance team is working on developing employee handbooks in respect of maternity and redeployment. This will mean that all employment legislation and Council policies in respect to these issues are brought together under one specific document or intranet homepage.

7.1.3. ICT

The renewal of the Rotherham Grid for Learning (RGfL) received official authorisation during March. This ensures the continuation of the current levels of service over the next 3 years to all schools plus an enhancement to the e-mail service by the introduction of 'MailMarshal'. This improvement will provide a key method of providing a safe and secure working environment for pupils and staff, which will allow enforcement of corporate governance and Acceptable Use Policies (AUP). The system will also help to protect the organisation and its employees from viruses, spam etc. The mechanics of how and who will monitor and act on the output reports from the system, has yet to be decided.

The majority of the new SLA targets are now being fully measured and all targets have been achieved this month. The availability measures are now measured across over 600 devices spread through the offices in the borough on a 24/7 basis. On a final note it is worth mentioning that all the new years Council Tax and Housing Rent billing was completed on time by the Printing Services team from Civic Building.

7.1.4. Procurement

The Procurement Service continues to work with the remaining two XML suppliers - Supplies Team and YPO. Supplies Team is very keen to implement eOrdering and eInvoicing; however their XML files are not in a recognised format. The category manager is actively engaged in relationship management and will identify their key technical contact. We will then get them to work directly with Cedar's expert resource to resolve the technical issue. Level of engagement with YPO is less encouraging, with test files still awaited.

Progress continues with the Procurement Card project with pilot cards having been received from the Co-operative Bank. Cardholder user procedures and terms of use have been drafted and reviewed by audit. The interim Statement reconciliation process has been documented and agreed by audit and Procurement. The live Statement reconciliation process has been drafted and will be signed off as part of the pilot.

With regards to performance around the SLAs the PR01 target remains under review. PR08 (percentage of orders placed for catalogue items) the actual number of catalogue orders is low but the percentage performance is lower than normal as the P2P team processed a significantly higher volume of open orders than in any other month of the year. This is due to RMBC financial year-end buying activity including and the raising of all new call-off purchase orders for the start of the 2nd April 07 deadline. RBT are unable to influence this demand. All other SLA measures are confirmed as above target.

The annual savings to date (excluding construction) remained ahead of planned target at 2.1 million.

Contact has now been made through Sandwell Procurement regarding the intended shared service provision. Over the coming weeks, and leading up to contract signature, due diligence and base lining leading to 'As Is' and 'To Be' documentation continues. A BT project team is being built to complete these tasks. The first face-to-face meetings have now taken place, with Brian Leigh, Head of Procurement, spending three days per week at Sandwell from the 2nd April 07, Simon Bradley supported by the management team will cover the Head of Procurement's day to day duties.

7.1.5. Revenues & Benefits

All PC's at the Dinnington CSC have been enabled for e-benefits and have been fully tested to ensure that the e-benefits application and digital signature software is fully working.

The 2007/08 annual billing took place throughout March 2007 with all Council tax and NNDR bills being issued on time and in accordance with the annual billing timetable. Benefits up-rating was also undertaken during March 2007 and all outstanding Pension Credit up-ratings and annual rent increases notified to the LA in advance of 31st March 2007 were completed by 31st March 2007. All 2007/08 Housing Benefit and Council Tax Benefit notification letters have been issued to customers.

With regards to SLA and BVPI performance final performance figures were received on the 21st April 2007 and it is reported that a number of measures were behind target.

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

- The contractual target of 98% has not been achieved. An action plan designed to increase performance was developed in conjunction with the client team although it was generally acknowledged that the full impact of the action plan would be felt in 2007/08. The performance for this financial year was 97%, and it is reported that investigations are currently underway to indicate the reasons behind this.

RB03/BV10 - % of NNDR collected for the year

- The challenging contractual target of 99% has not been achieved with performance reported as 98.89%. It is envisaged that this measure will remain in the top quartile of all Mets.

RB04 – Council Tax cumulative arrears as compared to Council Tax Year End total collectable debt.

- Year end performance is 5.3% against a target of 4.80%. The reasons for the underperformance are currently being investigated and will be further detailed in the forthcoming underperformance report.

RB05 - Year end write-offs as a percentage of collectable debt

- Year end performance is 0.32% against a target of 0.27%. The reasons for the underperformance are currently being investigated and will be further detailed in the forthcoming underperformance report.

RB09/BV79b(ii) – HB overpayments recovered in the period as a percentage of debt outstanding.

- The final performance figure is reported at 40% slightly behind the contractual target of 42.5%. Based on the definition of this measure, the general trend is for performance to slightly reduce year on year because of the increase in the debt outstanding at the beginning of each year and this is borne out by the year on year reduction in the all England top quartile performance level. In the case of Rotherham, the general trend has been bucked with a slight increase in performance against the same period in 2005/06 and in monetary terms the service has collected more this year than in any previous year. In addition, the final outturn exceeded the 39.69% all England top quartile performance of 2005/06 and to significantly exceed the metropolitan districts top quartile performance of 35.57% performance in 2005/06.

In view of the above, the focus in 2007/08 will be to once again exceed previous years' performance levels whilst at the same time negotiating a contractual target that is stretching yet achievable and is comparable to the all England top quartile placing in 2006/07.

The Direct Debit take-up campaign that took place in February has attracted 2,076 additional payers to this method. There will be a further increase in DD applications when the annual bills are delivered in March as council taxpayers wait to know how much they are due to pay before applying.

On a positive note it is with great pride that I can announce that a member of the Revenues and Benefits section has been selected as the council's Young person of the Year. Emma Lloyd, a Neighbourhood Benefit Officer, was nominated from within the service and attended an interview in front of the Mayor and two other councillors. She 'wowed' all three judges and was unanimously voted the winner.

Finally I would like to make you aware of the results of the 2006/07 BVPI Benefits survey. The Government has specified that local authorities collect and report on a number of Best Value Performance Indicators (BVPIs) that explicitly reflect users' perceptions of a range of services provided. The survey explored the attitudes and experiences of recent claimants of either Housing Benefits or Council tax Benefits.

Benefits BVPI Survey

The results in relation to this survey are outlined in the table below

BVPI Number	Description	2003/2004	2006/2007
	Overall benefits service	80%	76%
BV80A	Contact/access facilities	81%	81%
BV80B	Visiting Benefits Offices	74%	83%
BV80C	Telephone Service	78%	71%
BV80D	Staff Service	81%	85%
BV80E	Claim Forms	68%	68%
BV80F	Time taken for a decision	72%	68%

Overall satisfaction saw a -4% drop on the survey results in 2003/04, this is in line with the reduced satisfaction levels of citizens however, in terms of the results the service intends to analyse the many comments received and work towards turning satisfaction levels against the general downwards trend.

This year's survey has seen an improvement across two areas, the visiting Benefits Offices and Staff Service, noticeably the waiting times to see an officer and the cleanliness and tidiness of the building scored highly alongside the service from staff where 85% agreed that they felt that staff treated them with respect.

The areas to highlight are in the telephone service where 63% of respondents felt the telephone was answered quickly and 32% felt they were transferred between several different people.

Investigations are on-going to analyse these results with particular emphasis on the comments received both positive and negative to inform future service delivery.

8. Corporate Initiatives

8.1. Consultation

The RBT Consultation Focus group is still reviewing the feedback from the service area sub-groups, with a mapping exercise currently taking place to identify any common issues that have a negative impact on employee satisfaction with their role, their manager or the Council as a whole. Following this mapping exercise the focus will then centre around how to address these perceptions, and to identify positive actions that can be taken. Over the next month, up until the 11th June 2007, the next annual Employee Opinion Survey is taking place and will provide additional feedback for the group to consider and incorporate with the employee feedback that we already have.

8.2. Complaints

The corporate complaints, comments and compliment system - configured in Siebel - is due to go live at the end of May 2007. Directorate complaint officers, and nominated support staff, have already attended the training and are currently undertaking a programme of testing to ensure that their requirements have been met. The new system will provide the Council with a truly centralised system moving away from the silo systems that each directorate currently operates. In addition it will provide the authority with improved reporting so that complaint handling performance, and trend analysis can be made on a more frequent and timely basis.

RBT Complaint Performance 1st April 2006 - 31st March 2007

Over the year 80% of all customer complaints were closed within the corporate timescales. This represents an improvement of 9% from the 2005 - 06 statistics and is direct result of an increased focus within RBT of managing this important customer feedback in a more timely manner.

Disappointingly the provisional Local Government Ombudsman statistics show that it took an average of 29 calendar days to respond to the 2 first time enquiries that were received from the ombudsman in the period, which is just outside of the 28 calendar day target. The overall Council figure, including the RBT statistics was an average of 34.7 days - a slight improvement on the 35.8 average from 2005 - 06.

Following an investigation, across the complaint officers group, it would appear that these delays have been influenced by the delay in correspondences receiving sign off within the Chief Executives Office and this was certainly a factor with the 2 complaint referrals received by RBT. This issue has already been identified by the Corporate Complaint Officer group, and following discussions a number of measures have been put into place to help improve the handling of ombudsman referrals. These include:-

- Each directorate, including RBT, to have a local performance indicator tracking performance against the 28 day target.
- A corporate performance clinic to review complaint handling as a whole.
- Revised process within the Chief Executives Office to allow the Assistant Chief Executive to sign off any response to the ombudsman in the Chief Executive's absence.

Additionally the local government ombudsman has agreed to both forward complaint referrals by e-mail and to accept responses via this format - a factor which will aid the Council in meeting this target.

8.3. Equalities

Mandatory roll-out of the Marshall's e-learning package is going well and with one month to go, 41% of staff have successfully completed the course.

The second RBT representative begins the Equality and Diversity Training course Mid-May.

The Equalities Steering group is on target to complete the Level 4 portfolio in time for July's deadline.

Workforce statistics have been provided to Corporate for inclusion in the further assessment of Equality of development for all.

8.4. Investors in People

The RBT interviewees have been selected for this year's Portfolio Review of the new standard. A group from Rotherham Connect and a number of representative employees will be contacted shortly to arrange suitable appointments.

9. 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.

10. 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.

11. 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

12. Background Papers and Consultation

Appendix 1 – 2006/07 BVPI Benefits Survey Analysis Report

Contact Names:

Paul Broadberry, Chief Executive, RBT, X2414, paul.broadberry@bt.com

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

Finance

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 16th April, 2007
Start time	10.00 am
Venue	Committee Room 1, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Andrew Bedford	AB	Strategic Director of Finance
Simon Bradley	SB	RBT Procurement Manager
David Finch	DF	Client Officer
Sandra Greatorex	SG	Voluntary Action Rotherham
Peter Hunter	PH	RiDO Investment Team
David Lisgo	DL	Neighbourhoods and Adult Services
Sarah M ^c Call	SM	Client Officer
Arnold Murray	AM	Asset Manager
Laura Townson	LT	Children & Young People's Services
Jeff Wharfe	JW	RiDO - Rotherham Partnership

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Robin Stonebridge	RS	Councillor
Carol Adamson	CA	CEX
Bob Crosby	BC	Neighbourhood Services
Abi Dakin	AD	RBT
Tim Gollins	TG	Supporting People Manager
Brian Leigh	BL	RBT
David Rhodes	DR	Environment & Development Services

Minutes		
Ref	Item or Action	Action Owner
24/07	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Thursday, 15th March, 2007, were agreed as a correct record.</p>	

25/07	<p>Demonstration of E Tendering and Open Framework Agreements</p> <p>(a) The Procurement Panel received a presentation and a computer demonstration from Tim Spensley (RBT Procurement) about the e Tendering ICT system which allowed companies and suppliers to submit tenders for contracts with the Borough Council. The system was being piloted by thirteen local authorities in England, including Rotherham and was used for contracts whose value was more than £50,000. The system was funded by the Regional Centre of Excellence and there was no cost to the participating local authorities.</p> <p>Panel Members asked:-</p> <ul style="list-style-type: none"> - whether the system could be used for suppliers to advertise for sub-contractors; and - that the system be made available for voluntary and community sector organisations, by demonstration at forthcoming 'meet the buyer' events. <p>Agreed: that the progress of the e Tendering system be reported to future meetings of the Procurement Panel.</p> <p>(b) The Procurement Panel received a presentation from Helen Chambers (RBT Procurement) about the system of open framework agreements. This computer system allowed authorised Borough Council staff to order and purchase items from existing procurement contracts and the e procurement catalogue.</p> <p>The Panel thanked Tim and Helen for their presentations.</p>	SB
26/07	<p>Recycled Content Paper</p> <p>The Procurement Panel welcomed Mike Neil (representing the Waste and Resource Action Programme) who gave a presentation about recycled content office and publications papers. The presentation and subsequent discussion included the following salient points:-</p> <ul style="list-style-type: none"> - recycled content of paper - specification - policy specification - endorsements and case studies – organisations already using recycled content paper - technical data sheets - OGC contract - the reasons for using recycled content paper 	

	<ul style="list-style-type: none"> - the environmental impact of disposing of paper - the production of paper did not impact upon rain forests (paper was produced from pine and from eucalyptus) - the costs (in respect of paper and printing machinery) of using recycled content paper - use of recycling iconography and logos on official stationery <p>The Procurement Panel agreed to obtain the views of the Borough Council's Design Studio about the use of recycled content paper.</p> <p>Mike was thanked for his presentation.</p>	SM ^C SB
xx/07	<p>BVPI8 – Payment of invoices within 30 days (Goods Receivable Notification (GRN) - receipt of goods on a timely basis)</p> <p>The Procurement Panel noted that the performance in respect of BVPI8 had been improving recently. The performance levels would be monitored at each meeting of the Procurement Panel.</p>	
20/07	<p>Sustainable Procurement</p> <p>David Rhodes referred to the recent publication by the Government of the National Action Plan for Sustainable Procurement. The implications of this National Action Plan would have to be assessed before updating both the Environmental Performance Questionnaire and the Supplier Guidance Notes on the Council's Procurement web site. Procurement Panel members would be asked to send their comments and suggested revisions of these documents directly to David.</p> <p>David would be reporting further on these issues to the meeting of the Procurement Panel to be held on Monday, 14th May, 2007.</p>	
21/07	<p>Action Plan Update</p> <p>Sarah M^cCall drew the Panel's attention to the actions which were either amber or red and provided an update in respect of each one.</p> <p>Particular reference was made to:-</p> <p>APR4.02 – Environmental Standards written and communicated effectively – this issue was still in progress (refer to Minute 20/07 above).</p>	

	APR4.03 – review tendering processes to ensure elimination of barriers - the Procurement Panel asked Sandra Greatorex (Voluntary Action Rotherham) to give a presentation on this issue at the meeting of the Procurement Panel to be held on Monday, 14 th May, 2007.	SG
22/07	<p>Procurement Managers' Meeting – Terms of Reference</p> <p>The Procurement Panel agreed that the Procurement Managers' meeting should become the officers' steering group to the Panel and should have the following terms of reference:-</p> <ul style="list-style-type: none"> - to have its meetings one week before the meetings of the Procurement Panel and to review the Panel's agenda items; - to track the progress of the Action Plan; - to consider items referred by the Procurement Champions and to include them within the Procurement Panel's framework. 	
23/07	<p>Rotherham Construction Partnership – Phase 2</p> <p>Paul Smith referred to the imminent establishment of phase two of the Rotherham Construction Partnership, in accordance with the European Union rules, as the first phase of the Partnership had reached the end of its four years term.</p> <p>The Procurement Panel noted that all partnerships should ensure compliance with this European Union ruling.</p>	
Next Meeting		
Date	Monday, 14 th May, 2007	
Time	11.00 a.m.	
Venue	Town Hall, Rotherham	

Dates of Future Meetings

The dates for future meetings of the Procurement Panel were agreed as follows:-

Monday, 18th June, 2007 starting at 11.00 am

Monday, 16th July, 2007 starting at 11.00 am

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

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE COMMUNICATIONS AND MARKETING GROUP
MEETING****THURSDAY 12th April, ROOM 2, TOWN HALL****Present:**

Cllr Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
Keeley Cutts, Student on work experience with Corporate Comms and Marketing

Rachael Ellis, Communications Manager, 2010 Rotherham Ltd

Janet Fletcher, Manager Customer Services, EDS

Tracy Godfrey-Davies, Marketing Assistant, Corporate Communications and Marketing, Chief Executive's

Tracy Holmes, Head of Corporate Communications and Marketing, Chief Executive's

Dean Kerry, Communications Manager, Neighbourhoods/Area Assemblies

Emma Kirkwood, Human Resources Officer, Strategic HR, Chief Executive's

Damian Nightingale, Information, Governance, Sharing & Communications Officer, Adult Social Services

Steve Pearson, Communications Manager, CYPS

Apologies:

Veronica De'Ath, Information Manager, RBT

Paul Edwards, ICT Client Co-ordinator, Resources

Mark Evans, Customer Services Client Manager, Chief Executive's

Marie Hayes, Commercial & Promotional Services Manager, EDS

Clark Herron, Communications Manager, EDS

Emma Hill, Business Support Officer, EDS

Alison Lilburn, Systems and Information Officer, CYPS

Graham Nicholson, Design Manager, RBT

Julie Roberts, Town Centre and Markets Manager

Tom Sweetman, Project Manager, Neighbourhoods

Ceri Williams, Internal Communications Officer, Chief Executive's

1. Welcome, Introductions and Apologies

Councillor Ken Wyatt welcomed everyone to the meeting and called for introductions around the table. Deferred agenda items from meeting held on 8th March further deferred to 10th May. Apologies were noted.

It was agreed that an update on activity to mark the 800th anniversary of the Markets Charter should be provided at the next meeting by Julie Roberts/Clark Herron.

Action: Julie Roberts/Clark Herron

2. Notes of the last meeting

These were discussed and agreed as a true record. Matters arising not on the agenda:

- *Electronic Discussion Forum* – DN informed the group that the electronic forum initially set up to communicate and encourage discussion around the merger seemed to be working well though not being used as frequently as they had anticipated. TH asked DN for a formal review at some point as this could prove to be a useful pilot for other parts of the council.

Action: Damian Nightingale

- *International Film Awards* – Anne Todd was unable to attend the meeting. However, an update was given by Janet Fletcher. The awards evening at Sheffield Arena was due to be twinned with a community ‘Bollywood’ party at Magna and links to the big screen in Rotherham town centre. However, community groups had been unable to secure funding resulting in the Magna event becoming a commercial event with ticket sales to secure seating at the dinner.

The use of the big screen and associated town centre events is still under discussion although it is hoped that the BBC’s screening of the awards ceremony – with a half-hour time delay – will go ahead in any event. SP said it would of benefit to the town if the awards were not being televised elsewhere.

Trevor Kippax, officer for Culture and Diversity, is looking at the possibility of arranging a smaller version of the Diversity Festival that features at the Rotherham Show to appear in the town centre on Saturday 9th June. However, lack of an identified budget may again cause difficulties.

A decision has to be taken by 20th April

Who’s Who Guide – This staff suggestion had been agreed and £25 awarded. Ceri Williams, prior to going on annual leave, circulated an update on the Who’s Who guide asking the group to discuss and agree which format/style was to be developed.

The group agreed a consistent approach was needed and proposed the use of photographs to M3 level displayed in an organisation chart format. Photographs of more junior staff in Chief Executive’s would also be useful, given their corporate role across the council.

The use of the photographs collected for ID badge purposes was discussed and discounted – the team responsible would be unlikely to have the capacity to deal with the volume of request.

Given the current restructuring within the authority it was agreed that the work should be deferred until September. Ceri Williams to develop a project plan for consideration by the group.

Action: Ceri Williams

3. Marketing Budgets

Andrew Bedford will be submitting a report to CMT in May analysing current spend on marketing across the authority. TH has been asked to work with Finance Officers to ensure all activity is accurately scoped, and to develop a proposal for how a more centralised budget could be managed in the future. Progress report to the group in May meeting.

Action: Tracy Holmes

4. Marketing Rotherham Group Delivery Plans

TH outlined the background to the Marketing Rotherham Group, which had initially been established by the Local Strategic Partnership as a more informal network of communications people from across the member organisations.

However, the role of the group had now been formalised in reporting to the Chief Officers' Group of the LSP and delivering against Key Outcome 3 of the Local Area Agreement Cross-Cutting Theme, and also the Proud Board for elements of the Proud Delivery Plan.

Neighbourhoods and EDS are currently represented by Dean Kerry and Clark Herron respectively currently attend but TH said that given the current agenda, any member of the group may find attendance helpful and relevant to their work, given that the performance indicators around the council's reputation and citizen satisfaction rates are core to RMBC communications and marketing work.

Three key areas of work have been identified in the LAA delivery plan:-

- (a) Refreshing the 'Faces of Rotherham' campaign to involve all partners, not just RMBC – targeting internal and external audiences. Some funding had been made available but partners would be looking to maximise free opportunities for promoting the images within their own organisations, eg reception areas, hospital wards, etc.

(b) Media coverage – focusing on identifying good news stories which tackle negative perceptions of local neighbourhoods and demonstrate the success of local initiatives.

(c) Communicating directly with citizens, including the development of proposals for a Rotherham-wide newspaper

Priorities in the Proud Board delivery plan include the celebration of success in Rotherham, including the Community Achievement Awards and greater publicity for the Rotherham Ambassador awards.

5. Who's Who Guide

This topic was covered earlier in the meeting.

6. Smokefree Rotherham

Khamis Al-Alaway from the PCT is leading on the 'Smokefree Rotherham' campaign. Breakfast briefings have been organised to help get the message across to local businesses.

24th April at the Consort Suite, Consort Hotel, Thurcroft

31st May at the Dinnington Resource Centre, Dinnington

Two further events to take place in June. Venues to be confirmed.

A ministerial visit by Health Minister Caroline Flint has been arranged to further publicise the impending legislation. The next edition of Rotherham Council Matters will carry a 'Smokefree' supplement.

7. Rotherham Show

Janet Fletcher updated the group on changes at the show. The horticultural marquees will be moving to the top area of the site, making room for a central entertainment/event arena close to the Council marquee. Consideration will need to be given to the conflict of sound/volume of events taking place.

Programme of events to be available shortly. JF to send a draft running order to TH to circulate to the group.

Action: Janet Fletcher

It was agreed that the Learning Disability service user group performances had been extremely well-received and they should be approached again. However, it was acknowledged that last year's activity had been funded from Beacon monies which may not be available in 2007.

Action: Tracy Holmes to contact RMBC lead.

Graham Nicholson to bring images used ast last year's show for consideration.

Action: Graham Nicholson

8. Network Update

There will be a meeting of the Local Government Yorkshire and Humber PR Network group on the 19 April. Anyone interested in attending please contact Tracy Holmes, as no-one is available from the corporate team.

9. Any Other Business

Anne Geldard sent her thanks to all who had contributed to the May edition of Rotherham Council Matters.

TH asked the group to bring their diaries along to the May meeting to agree convenient times/dates for future meetings of the group.

10. Date and Time of Next Meeting

The next meeting is scheduled for Thursday 10th May at 9.30 am in the conference room at the Eric Manns Building.