

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 10 September 2007

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 30th July 2007 (Pages 1 - 5)
To consider the minutes of the previous meeting and update any matters arising
5. Disability Discrimination Act and Service Provision from Police Stations (Pages 6 - 7)
- notes from meeting held on 2nd August, 2007
6. RBT Performance Update (Pages 8 - 19)
To consider the attached report of the Chief Executive, RBT
7. Minutes of a Meeting of the Communications and Marketing Group (copy attached) (Pages 20 - 22)
To consider the minutes of the meeting of the Communications and Marketing Group held on 13th August 2007
8. Minutes of a meeting of the Procurement Panel (Pages 23 - 29)
To consider the minutes of the meeting of the Procurement Panel held on 31st July 2007
9. Liaison with RBT
To consider any questions received from Elected Members
10. Exclusion of the Press and Public
The following item is likely to be considered in the absence of the press and public as being exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 as amended (information relating to financial affairs)

11. Council Tax Collection Action Plan (Pages 30 - 45)
(Exempt under Paragraph 3 of the Act -

**SUSTAINABILITY AND INNOVATION
30th July, 2007**

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

7. MINUTES OF THE PREVIOUS MEETING HELD ON 11TH JUNE 2007

Consideration was given to the minutes of the previous meeting held on 11th June, 2007.

Resolved:- That the minutes of the meeting held on 11th June, 2007, be approved as a correct record.

8. CONFERENCE - 'ONE LIVING PLANET - ONE PLANET LIVING'

Resolved:- That one Member of the Sustainable Communities Scrutiny Panel attend the conference entitled 'One Living Planet – One Planet Living' to be held in Leeds on Wednesday, 5th September, 2007.

9. CORPORATE COMPLAINTS REPORT 2006-07

Consideration was given to a report of the Strategic Director, Financial Services, which provided details of the complaints received and handled during 2006/07.

There had been 945 complainants making 1,589 complaints, the majority of which were in relation to Neighbourhoods/2010 Rotherham Ltd. (combined total of 40%). However, when taking into account individual complaint points which were felt to be more representative of the issues raised by customers, Adult Services and Children and Young People's Services accounted for the majority.

There was a general increase in the number of people complaining since last year but it was felt that the 2005/06 figures had been exceptionally low. The report also highlighted:-

- Since the creation of the Children and Young People's Directorate there had been an increased focus on handling complaints and targeted staff training;
- Adult Services had received 468 Stage 1, 2 and 3 complaints by 159 customers;
- Overall complaint performance had increased with 1,447 (81%) of complaints closed in the year compared with 67% in 2005/06;
- There has been a 59% increase in recorded complaints from 2005/06;
- 16% of all complaints were upheld;
- 9% of all complaints were partially upheld over the period;
- 25% of all complaints were either upheld in full or in part;

- The need to evaluate the reasons for the high percentage of Stage 2 complaints either upheld in part or in full;
- No reports of maladministration had been issued.

Members noted that the Council has improved its average response time, to the Local Government Ombudsman first enquiries, to 34.7 days (an improvement from the 2005/06 figure of 35.8 days), but was not yet meeting the target of 28 calendar days. In order to address this issue, the Local Government Ombudsman had agreed to forward referrals by electronic mail and to accept responses by the same method. Other actions to improve this performance were outlined in the appendix to the report submitted.

It was also noted that 52% of all Stage 2 complaints were upheld either in full or in part and therefore further analysis would need to be undertaken given that the vast majority of these complaints were not upheld at Stage 1.

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

(2) That the action plan set out at Appendix C of the report submitted be noted, in particular the proposed scrutiny review of the complaints process and procedures that is to be undertaken.

(3) That the arrangements for staff training, identified by the Performance and Scrutiny Overview Committee, be supported.

(4) That the Director of Internal Audit and Governance be asked to review the action plan prior to its implementation, with a view to adding issues to the issues log.

(5) That future monitoring reports about complaints made to the Council be submitted to the Cabinet Member and Advisers for Sustainability and Innovation at quarterly intervals.

10. RBT PERFORMANCE UPDATE

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

- celebration of 18 years of Welfare Rights service
- all Contact Centre Service Level Agreements had been achieved for the third consecutive month
- IVR developments continue within the Contact Centre
- Online mileage and expense claims now available through YourSelf (Intranet)

In addition reference was also made to:-

- the difficulties experienced across the Council during the severe weather and flooding of June and July (with a consequent effect upon certain performance indicators);
- the successful pilot of the use of the procurement card;
- the continuing development of the e benefits 'self serve' system;
- the importance, for the Council's overall budget position, of achieving high performance with Council tax collection.

Resolved:- That the report be noted.

11. COMMITMENT TO THE NOTTINGHAM DECLARATION ON CLIMATE CHANGE

Emma Bridge, Policy Officer, submitted a report on the Nottingham Declaration on Climate Change.

Nottinghamshire County Council first launched the Nottingham Declaration in 2000. It was designed specifically for local authorities to enable them to show their commitment to addressing Climate Change and had already been signed by over 200 local authorities. Signing up to the Declaration gave authorities access to a national web based resource designed to support local authorities throughout all stages from starting to address the challenges of climate change through to reviewing implemented plans and promoting the exchanging of ideas and experiences, including best practice.

The Declaration would show the Council's commitment to long term plans for reducing greenhouse gas emissions and build on the existing Environment Policy and Sustainable Development Framework. Rotherham already fulfilled many of the commitments but would need to bring them into a single succinct Climate Change Action Plan document. It was proposed that the Action Plan be developed, implemented and project managed by the Members Sustainable Development Action Group.

Resolved:- (1) That the details of the Nottingham Declaration, as now reported, be noted.

(2) That the Cabinet be asked to approve that the Nottingham Declaration be signed by the Council and an appropriate press release be issued.

12. ROTHERCARD SCHEME

Consideration was given to a report of the Chief Executive, RBT, on the progress of the Rothercard Service provided by the Revenues and Benefits Service of RBT.

The main points of the report were:-

- The Service was launched in 1993 to prioritise support for Rotherham people living on a low income
- The criteria was extended in 1996 to include a range of disability benefits and 16-19 year olds in full-time education. The over 60s, looked after children and refugee/asylum seekers became eligible in November, 2002
- 55 public issuing points across the Borough as well as a number of agencies and groups
- Environment and Development Services were the principle discount provider offering 35% discount on a wide range of leisure activities including hire of Library products. The Civic Theatre and Arts Centre offered a discounted price according to performance

- £50 discount on funeral and cremation expenses for the relatives of deceased Rothercard holders and a 20% discount on the charge for the cost of maintaining memorials in a safe condition
- 50% discount on the Bulky Item Removal Service
- Over 40 local businesses supported the scheme
- Membership had risen from 4,342 in April, 2002, to the current figure of 10,353.

Members debated the need for the Cabinet to have discussions with the Rotherham Chamber of Commerce about the possibility of more retail outlets participating in the Rothercard scheme. Additionally, the Council's partner organisations (for example, in leisure services provision) should also participate in the Rothercard scheme.

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

(2) That the report be referred to the Democratic Renewal Scrutiny Panel for further consideration.

13. MINUTES OF THE MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel on 25th June, 2007.

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

14. MINUTES OF MEETINGS OF THE COMMUNICATIONS AND MARKETING GROUP

Consideration was given to the minutes of the meetings of the Communications and Marketing Group held on 10th May and 4th June, 2007.

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

15. LIAISON WITH RBT

The meeting noted that the issue raised by a Councillor, concerning communications difficulties during the inclement weather in June and July, was now being examined by the Council, jointly with RBT.

16. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any person (including the Council)).

17. RBT RISK MANAGEMENT

The Chief Executive, RBT, submitted a report highlighting the major risks in RBT and the actions being taken to mitigate those risks.

Members debated the benefits of RBT participating in the risk management review of the whole Council.

Resolved:- (1) That the report be received and its contents noted.

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

18. CONFIDENTIAL WASTE

The Data Protection and Information Security Officer presented a report concerning the new corporate contract and policy for the disposal of confidential waste. It was noted that the Council's e Government Board had approved this policy and supported the establishment of the new contract.

Resolved:- (1) That the report be received and its contents noted.

(2) That the disposal of confidential waste, in accordance with the new policy and contract, as detailed in the report now submitted, be approved.

(3) That a revised briefing note be distributed to all Members of the Council, about the disposal of confidential waste.

**DISABILITY DISCRIMINATION ACT AND
SERVICE PROVISION FROM POLICE STATIONS
2nd August, 2007**

Present:- Councillor Hodgkiss (in the Chair) and Councillor Kaye.

1. DISABILITY DISCRIMINATION ACT AND SERVICE PROVISION FROM POLICE STATIONS

In accordance with Minute No. 2(2) of 11th June, 2007, a meeting was held with representatives of South Yorkshire Police to discuss disabled access to police stations and the situation of Safer Neighbourhood Teams.

Disappointment was expressed by the Police representatives that they had not been involved in the survey in the spirit of partnership working.

In 2002 the Police Authority had considered a report setting out the work required to comply with the Disability Discrimination Act (DDA) to the 12 major police stations had had public access. It was decided that any members of the public would be dealt with on a one-to-one basis.

Discussion ensued on each police station as follows:-

Wath – It was acknowledged that it did not totally comply with DDA. It had recently been refurbished with ramps installed and the counter lowered. It was suggested that disabled parking, and notices stating such, be provided within the car park.

Maltby – It was built in 2002 in compliance with the standard at that time. The disabled car park was outside the main car park due to the barrier system but consideration would be given to creating spaces near to the main entrance.

Dinnington – It was recognised that it was not fit for purpose and was to move.

Rawmarsh – There was an induction loop fitted and checks would be made to ensure it was working properly.

Main Street – The main problem was the lack of provision for public or disabled car parking. The possibility of providing disabled parking spaces would be revisited.

It was noted that the District Facilities Manager was to meet with representatives of the Council shortly to look at the joint service centres and the inclusion of Police enquiry desks particularly for Maltby and Rawmarsh.

Safer Neighbourhood Teams – There was access to the Teams through the Area Assembly Partnership Managers. The telephone numbers were widely advertised.

It was felt that an invitation to relevant partners should be issued when any future reports of this nature were carried out.

The Police representatives were thanked for their attendance.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member of Sustainability & Innovation
2.	Date	10th September 2007
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period June & July 2007.

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have included:

- RBT Services respond to the borough emergency in June
- Call-Queuing live in HR&P in June
- HR&P training sessions in June
- Indications from the BFI of a 4 star Benefits service score

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

As the contract re-negotiations continue the overall Public Access programme is undergoing a period of re-planning and new scope definition.

As the re-negotiations take place work continues in the following areas:

- Contact Centre and CRM Technology Project
- Customer Service Centres
- CRM Integration Projects

Due to the major flooding incident the Emergency Plan was activated on 25th June, 2007. This impacted directly on the Contact Centre as the Emergency telephone line (336000) was publicised on 26th June, 2007. Streetpride and Repairs lines were in operation 24 hours a day until 2nd July 2007 at which point all services reverted to 8am until 8pm, Monday to Friday.

Existing Contact Centre resources were used to manage the service whilst operating 24 hours a day. Support was also provided from the Customer Service Centre, Service Development team and RBT Management.

All Contact Centre services experienced downtime due to a power failure (in the normally measured service hours) between the hours of 8am until 2.30pm 26th June, 2007.

The Contact Centre service received 11,452 calls for the period 25th June to 30th June 2007. 2,489 of these calls were as a result of the Emergency Line being activated. In addition, the repairs line received a 70% increase in calls offered and the Streetpride line received an 84% increase in calls offered (based on averages over the last six months).

The Contact Centre officially stood down from the Flood Emergency at 5.00pm on Monday 2nd July, 2007 and full shift patterns were resumed on 4th July.

As resources were utilised from the Revenues and Benefits Service to assist with the Emergency phone line during the emergency period, performance therefore was also affected on this service.

The major flooding has also affected the Magistrates court. The court hearing dates for Council Tax accounts which have been summonsed during June and July 2007, have been adjourned until 8th August. The increased volumes arising from this closure alongside the publication of the number for customers whom are calling from properties that have been affected by flood damage requesting Council Tax exemptions and assistance with payment will see increasing call volumes into the months of July and possibly August.

It has been agreed with The Client that SLA targets have been suspended for June.

The Flood Relief Payment Line was introduced Friday 20th July 2007, 310 calls have been received and 285 calls have been answered.

Two of the Contact Centre SLAs were not achieved in July due to a number of factors:

- System Performance
- Emergency plan
- Severe Weather conditions and weather warnings
- Flood Relief Payment Line

On average 20,407 calls were offered per month for the period 01/03/07 - 30/05/07, for the month of July 2007 the Contact Centre was offered 23,911 calls, this demonstrates a 17% increase in volume.

The Alternate Weekly collection helpline was launched on the 16th July, 2007, staffed by four agency members inputting directly in the Authority system (previously Flare), currently used by the Waste Management back office. Since the launch the line has received 2,959 calls of which 2,418 have been answered, resulting in 18% of calls being abandoned. It is anticipated that calls offered to this line and the Streetpride golden number will increase significantly when the new waste collection rounds commence on 10th September, 2007.

On 23rd July, 2007 the Automated Payment line option was introduced to the Streetpride Golden number. Since the launch seventy one payments have been made via this alternative channel. It is likely that the usage of the 24 hour payment line will increase once Parking services advertise the direct number on all appropriate correspondence.

On 4th June, 2007 Contact Central was deployed to the Civic Customer Service Centre. Two members of staff from the CSC will support the Contact Centre Services from this location during quieter periods. Early indications

show that this arrangement is working and further work is being undertaken to consider rolling out to other CSC sites across the Borough.

The Civic Contact Centre co-ordinated flood relief payments for customers this involved verification of documents and identities of customers to valid payments. This service was delivered to 97 customers.

Due to the major flooding incident the registration service was closed on 3rd July, 2007. Contingency planning, the goodwill and assistance of Facilities Services staff ensured that all deaths were registered in time for funerals to take place and all marriages went ahead as planned.

The Director of Registration from the General Register Office chose Rotherham for a site visit in July on the recommendation of the Regional Chief Inspector. He was impressed with Rotherham's positive attitude to change and service standards.

Swinton CSC continues to provide the Nationality Checking Service with sixty four applications being checked during June and a cumulative total of one hundred and thirty nine from April to date.

With effect from the 2nd July, 2007, the Money Advice service will be present at the CSC on alternate Mondays to provide a service to customers. Additionally in response to the flooding emergency the Welfare Rights team have carried out emergency advice sessions to customers affected by the floods in Dinnington, Herringthorpe and Catcliffe. The service has helped people claim £5,277 in Community care grants after the floods with some claims still to be decided. Advice and assistance also was given on other under claimed benefits.

7.1.2. HR and Payroll

Within the HR Service, good progress has taken place across the period despite the emergency plan being activated across the Council in support of the flooding situation.

As agreed by The Client, SLA targets have been suspended for the month of June due to the emergency situation however the main area to highlight was HR03 payroll accuracy which reported performance of 99.29% against its 99.50% target. The payroll system was reverted back to the Friday before the emergency in order to ensure payroll was processed for weekly staff and as a result 77 corrections made on the Monday were lost. If these corrections had been processed the payroll accuracy SLA would have been achieved at 99.6%.

It is pleasing to report that performance for July successfully returned to on or above target in all the services measures. HR03 reported in at 99.60% with 96 reported errors from 24,681 payslips.

Job Evaluation work continues and the June & July assimilations for weekly and monthly paid staff have been completed. Monthly paid staff that did not assimilate in May due to scheduling problems were also assimilated in June. In addition the backlog of failed assimilations has also been completed including the payment of arrears where due. The master acceptance spreadsheet has been validated against forms received and handed over to Strategic HR. The spreadsheet now highlights those employees who have accepted or rejected the new terms & conditions or those who have not returned a response slip. No further assimilations will take place until Strategic HR determines what to do with the remaining employees and inform HR & Payroll of action required.

Work continues to clear the backlog of JE queries, a target for completion by the end of July was not met but a significant effort has reduced the number outstanding to 31. The queries received after 31st July will be stored separately to be done after the current backlog is cleared.

Within the Payroll team payments following the flood dominated input for both monthly and weekly payrolls early in July. The team endeavoured to accept as many monthly claims as possible for processing, even though in many cases the claims were received beyond input deadline, in order that employees would receive their payments as early as possible. Claims not received by our July payroll closure will now be paid in August. All weekly paid employees' claims have now been processed.

The impact of the emergency will be felt by the team during August as claims for additional hours working are received for payment.

The new on-line Mileage and Expenses form went live for claims from 1st June 2007 on Your**Self**. So far approximately half of the normal monthly claims have been received by the new electronic format. It expected that the shift from the paper documents to the on-line version will increase over the coming weeks.

The Hipath call queuing system went live in the HR Service Centre on the 4th June. This has considerably improved access to the service, vastly reduced the use of auto redial and has generally been welcomed as an improvement. Early indications are that the initial number of extra employees needed to manage the call volume may have been overestimated. However, the abandonment rate for the first month was approx 20% and some callers waited over 6 minutes to have their call responded to at peak periods. It is therefore clear that the number of calls still exceeds the allocated resource.

In addition the HR Service Centre is set up to make the most productive use of resource which is facilitated by the call queuing system. Instant response on every occasion is a different level of service requiring staff to be available on a just in case basis and is therefore more expensive.

Early June saw record numbers attending the 'Introduction to Recruitment and Selection' course provided by the Advise and Guidance Service. Fourteen

delegates enjoyed this two day programme and feedback results show an improvement on the previous course. For example, 'Excellent' ratings increased from 20% to 71%! Comments from delegates included "very comprehensive, combined theory and practice well and has left me feeling confident about recruiting" and "quite honestly the best course I have been on to date!"

During July the Quarter 1 returns for BV12 were released, these show an actual figure of 8.2 days (Working days lost to sickness per FTE) this compares well both with the 2007/8 target of 9.25 days and the Quarter 1 actual for 2006/7 of 9.24 days. The Advice and Guidance teams are recognised as playing a key role in this continued performance improvement for the Council.

7.1.3. ICT

ICT staff supported the emergency situation admirably.

Following extensive flooding on Monday 25th June, power was lost to town centre buildings from approximately 09:30 to 13:00 the following day. All IT services were shutdown throughout this period. The vast majority of services were restored by 3 pm on Tuesday 26 June although normal working for Council Staff did not commence until Wednesday 27 June.

A number of communications link provided by BT and Telewest were affected and some services were temporarily disrupted.

The ICT service was asked to respond to some special requests as a result of the flood:

- The provision of laptops and scanners at the temporary Maltby Control centre
- The provision of laptops, mobile communications equipment, cameras, scanners and the installation of a broadband connection at Ulley reservoir.
- The setting up of a number of laptops and broadband at the Catcliffe Memorial Hall, to aid the Flood Relief Centre.

It should be noted that the broadband installations were made live within hours and was only possible due to the partnership arrangement with BT and their commitment to RMBC's difficulties.

ICT staff delivered support for the Contact Centre and emergency control room on a 24 hour basis throughout the emergency.

The RMBC website received an increased amount of activity during the event, as it was a crucial information point for both staff and customer alike. The

resilience of the system is to be explored as the site was actually down when the power was lost.

The flood impacted on service availability SLAs at the end of June.

The measurements have been taken from the systems that have previously been agreed and audited by the client. Due to the measuring systems being unavailable due to the total power loss in the Borough, the targets could only be measured when all the systems including the measurement ones had been restored.

The availability measures therefore show that the targets were in fact met as when the power was restored systems were available for the remainder of the period.

It was felt inappropriate to manually alter the agreed method of measurement to allow for the outage. It is hoped that a suitable methodology for showing the effect of the power outage can be discussed and agreed

The ICT client has given instruction that the refresh can now be restarted. The agreement is that the client will pay a reduced refresh cost of £385,000 this financial year and then return to the full £585,000 for each subsequent year.

To achieve the cost savings already realised by the client it has also been accepted that 17" TFT displays will not be replaced in the current refresh round except on failure. It is also accepted that there will be no refresh activity in the final year of the contract.

The process of restarting the refresh programme is now underway. Equipment will shortly be ordered. Additional staff will be required on a temporary basis to restart the refresh programme.

It is expected that the order of refresh will attempt to follow as closely as possible the last round of refresh. This will ensure that the oldest equipment is replaced first. The actual programme will be submitted to the client for approval.

7.1.4. Procurement

Good progress has taken place right across RBT Procurement in the months of June & July despite the emergency plan being activated across the Council in support of the flood disaster.

The team played a vital role in sourcing and procuring emergency goods and services for the Council and front line services and in doing so worked tirelessly around the clock to support that need, this a credit to all involved. Information was also exchanged and passed onto our colleagues within neighbouring Local Authorities who were also caught up in the flood disaster

emergency. In June staff within RBT Procurement worked 24/7 shift rota's resulting in approx 680hrs of support for the disaster.

Procurement staff continue to support the clean-up operation now taking place across the borough and surrounding areas associated with the flood disaster. The team continues to play a vital role in sourcing and procuring goods and services for the Council with equipment still being utilised, all be it, on a much smaller scale, with creditor transactions now being received and processed through P2P.

The Procurement Card 'pilot' has now been operating on a much larger scale within EDS throughout July and has been very well received. EDS end-user training on Deecal is now complete. Three P2P Senior Coordinators have now been fully trained on Deecal and feedback highlights the ease of use. A meeting has been scheduled for the project team on 23rd August to agree the final stages on implementation.

The extension of the p-card pilot for use by Dutton's to settle agency staff payments is held pending further commercial discussions, a meeting has now been arranged for the 1st August.

With regards to performance all SLA's for the period were above target. Included was the new target measure for PR01 which was recently set at 88.72% and reported performance of 89.31% for June and 91.64% in July. BVPI8 is reported at 91% in June and July.

Negotiations which were on-going with 2010 and RBT for the provision of a Procurement Service have now been put on hold until further notice at the request of RMBC.

7.1.5. Revenues & Benefits

Within the Revenues and Benefits Service it is worth reporting that the CPA 2007 self assessment was submitted on the 28th June 2007. The BFI have acknowledged receipt of the supporting evidence and the BFI have contacted us to confirm their report will be prepared in the first two weeks of August. Our self assessment indicates an overall rating of 4* being achieved.

The flooding in Rotherham impacted on this service, in respect of both staff availability and our customers. This has involved our staff undertaking additional duties and jobs to include:-

- Staff working at the Catcliffe Memorial Hall to provide advice to flood victims in respect of both Council Tax and Housing and Council Tax Benefit, this continued up to the 13th July 2007.
- The adjournment and subsequent production of adjournment notices to customers following the client's decision to suspend recovery proceedings whilst Rotherham Magistrates Court remains inoperative.

- Whilst the Court Service have listed our cases in Doncaster's Magistrates Court as an alternative, the Client has ordered all cases to be adjourned / suspended until Rotherham Magistrates Court becomes available.
- 4,002 cases have been adjourned to the 8th August 2007, the court indicating that they hope to be open for August. If Rotherham Magistrates Court is still not available further instruction will be sought from client.
- These adjournments have had an impact on the recovery timetable as the intended cases to be heard on the 8th August 2007 have now been scheduled for a later date. This knock on effect will continue for a number of months.

We are targeting NNDR cash payers with a Direct Debit campaign and the flyer will be sent to all cash payers that have an outstanding balance. These will be sent throughout August.

Performance across all SLAs is progressing on target with the exception of Council Tax collection. Updates are as follows:

June 2007:

- Collection levels have slightly reduced in comparison with the same time last year. At the end of June 29.15% had been collected compared with 29.18% as at the end of June 2006.
- However, as reported previously, this year's collection levels are reduced as a consequence of a reduction in number of customers prepaying council tax at the beginning of the financial year, instead these payments will be recouped throughout the course of the financial year. Taking June 2007 in isolation, 9.4% of the total net liability was collected which is exactly the same as June 2006 i.e. 9.4% collected.

July 2007

- Collection levels have slightly increased in comparison with the same time last year. At the end of July 2007 38.48% had been collected compared with 38.31% as at the end of July 2006.
- This slight improvement against the same period last year is welcome but can partly be attributed to the additional exemptions awarded due to the flooding which has reduced the overall level of debt. The amounts awarded for council tax exemptions have been supplied to RMBC Accountancy (Anne Ellis) for consideration as part of the report to Government on costs associated with the recent floods.
- Recovery action has been delayed because of the loss of the Rotherham Magistrates Court due to the floods and we have been advised that the re-opening will be further delayed. As mentioned

earlier Doncaster Magistrates Court is to be used from August 2007, over 3,200 cases will be at court on the 8th August 2007.

An article on Debt Recovery appeared in Rotherham Matters and The Rotherham Star.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities & Diversity

The Trained Equality Trainers are involved in the corporately planned pilot to ensure Uniform delivery of the Abacus training.

Negotiations with Northgate, the system provider for our Benefits System, have begun, to implement a monitoring system to allow RBT to analyse the take up of service by the six Equality strands.

7.2.2. Investors in People

RBT internal assessors completed their interviews and provided reports to deadline in June.

An internal PDR audit has commenced. The quality of targets will be assessed against set criteria.

Analysis of the 2007 RBT staff survey is complete and results will be fed into SMT to aid continuous improvement.

7.2.3. Consultation/Complaints

Consultation

The outturn of the 2007 employee satisfaction survey is currently being mapped against previous employee feedback to establish any common issues. Once complete this will be progressed via the RBT Consultation Steering group.

In June Customer Satisfaction Surveys were undertaken for ICT Print and the Civic Customer Service Centre. The responses to both of these surveys are currently being analysed by Miles Crompton, Chief Executives Office, together with a review of the previous customer satisfaction surveys for Procurement and HR & Payroll.

Complaints

- Performance has improved slightly, from the April - June figures by 1%. Overall though a performance return of 89% does still exceed the 2006 - 07 annual return, although again given the relatively low numbers of complaints the figures can vary quite dramatically. For example if the next complaint closed is out of time performance would dip to 86%, whereas if it is in time performance remains at 89%.
- As is to be expected Revenues and Benefits has the largest number of complaints, although as an overall proportion of complainants to actual customers, the figure remains very low.
- The majority of complaints are still being dealt with at Stage 1 - given that very few requests to proceed to Stage 2 have been received in the period - which I feel is testament to the work of the individual officers who investigate complaints, and the quality assurance step that is in place in the Performance team to validate a response prior to it being forwarded to a customer.
- Note of caution - over the period the amount of complaints upheld or not upheld were exactly the same. When this is expressed as an overall percentage, and in light of the other categories (withdrawn, inconclusive, and partially upheld) excel does score one slightly higher but this is because it is rounding figures up and the cumulative percentage would equal in excess of 100%.

As a result of complaints over this period we have seen the following steps put into place:- employees being reminded / receiving refresher training to guard against errors, new signage to advise customers of the correct opening hours and a review of staffing rotas to allow for extra staff at peak periods.

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

None

Contact Names:

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

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

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE COMMUNICATIONS/MARKETING GROUP MEETING
Monday 13th AUGUST 2007, ROOM 2, TOWN HALL****Present:**

- Cllr Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
- Veronica De'Ath, Information Manager, RBT
- Ray Globe, E-publishing Officer, Children and Leisure Services
- Tracy Godfrey-Davies, Marketing Assistant, Corporate Communications and Marketing, Chief Executive's
- Alison Hall, Renaissance Marketing Officer
- Dean Kerry, Communications Manager, Neighbourhoods and Adult Services/Area Assemblies
- John Kelly, Graphic Designer, RBT
- Emma Kirkwood, Employee Involvement Officer, Chief Executive's
- Graham Nicholson, Design Manager, RBT
- Damian Nightingale, Information, Governance, Sharing & Communications Officer, Neighbourhoods and Adult Social Services
- Ash Rehman, Service, Development and Support Team Leader, Neighbourhood Services

Apologies:

- Mark Evans, Customer Services Client Manager, Chief Executive's
- Clark Herron, Communications Manager, EDS
- Janet Fletcher, Rotherham Show Team, Culture and Leisure
- Tracy Holmes, Head of Corporate Communications and Marketing, Chief Executive's
- Alison Lilburn, Systems and Information Officer, CYPS
- Steve Pearson, Communications Manager, CYPS
- Tom Sweetman, Project Manager, Neighbourhoods
- Dave Whelan, Project Manager Construction, 2010 Rotherham Ltd
- Ceri Williams, Internal Communications Officer, Chief Executive's

1. Welcome, Introductions and Apologies

Councillor Wyatt welcomed colleagues.

2. Notes of the Last Meeting Held 3rd August 2007

Notes to be covered at next meeting.

3. Rotherham Show

TGD distributed updated copies of the proposed content grid for discussion/consideration.

Front Entrance

It was agreed the front entrance should be kept free to enable the public to see into the marquee.

Learning/Units J and P

Content required to accompany 2 posters.
Steve Wright taking 'out of school activity' photograph.

Achieving/Units H and I

Design studio waiting for photos and content.

Alive/Units E and O

Using new photo - single shot of a lady with a guide dog
Would like to use the photo of saxophone player used in the 'I AM' campaign.
Formal photographic consent for this image is currently out of date. TGD to seek extended permission for use.

Action: TGD

Safe/Units C and D

Design studio waiting for photos and content.
Possible use of photograph of Alan Matthews to accompany the timeline of 'Great Flood of 2007'.

Proud/Units A and B

Unit A – all photos and content at Design Studio
Unit B - Design studio waiting for photos and content.

Fairness/Unit F

Design studio received photos from Joanna Walker of a 'hamper'. It was decided the quality was not good enough to enlarge. K W suggested using a photograph held by the Design Studio of a child with chocolate on his face. GN to check quality and availability.

Action: GN

Content for each photo to be sent to Design Studio.

Information on successful projects funded by the Neighborhood renewal fund still outstanding. TH to chase

KW asked Design Studio to produce a sign to advertise the raffle of a football in aid of flood victims.

Action: TH

Sustainable Developments/Unit G

KW expressed his concern that the content for this unit is predominantly about buildings and has asked for other images to appear – the use of stock shots was agreed. Design requires accompanying content data to identify suitable stock shots.

Consultation Area/Unit L

This area, set behind the Renaissance model will be used by Evans of Leeds for consultation. The public will be asked to fill in post-it notes with their views. The notes will be pinned on to a laminated board between units L and M.

Area Assemblies/Unit M

Dean Kerry having extra boards fitted on unit M to display graphics.

RBT/Unit N

All photos and consent at Design Studio.

Entrance/Outside

Banner above the entrance to the marquee.

Each side of the entrance to have a wooden triangular framework. On one side a 'Welcome to your Council's exhibition' banner, on the other side a map showing where you are and the location of other council sites. GN to check and match the wording on the official programme.

Action: GN

Set up - All graphics material will be setup in the marquee by the Design Studio. Staff working on Sunday (until 6pm) to take down and re-tube the graphics.

TGD to ask Dave Whelan about collection of the graphics following the show.

Action: TGD

Table cloths - will be used to dress the tables at each unit. VD has sourced white cloths from the Bailey Suite at no cost.

Meals on Wheels will be using banqueting roll to cover their tables.

The possibility of skirting the tables holding the Renaissance model with graphics was discussed. Alison Hall to liaise with the Design Studio.

Action: Alison Hall

Photography – People asked to be aware Steve Wright from the Design Studio is on holiday week beginning the 20th of August.

4. **Any Other Business**

Emergency Planning – KW noted that the recent weather warning link emailed to laptops/PCs cannot be accessed by mobiles/blackberry. RG said that CYPS compile and send out a plain text email to update mobiles/blackberry.

5. **Date and Time of Next Meeting**

Monday 3rd September 2007, 3.30pm. Meeting Room 2, Town Hall.

Meeting Minutes

Meeting Title	Procurement Panel
Date	Tuesday 31st July, 2007
Start time	11.00 am
Venue	Council Chamber, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Abi Dakin	AD	RBT
Colin Earl	CE	Director of Internal Audit & Governance
Sandra Greatorex	SG	Voluntary Action Rotherham
Peter Hudson	PH	2010 Rotherham Limited
David Lisgo	DL	Neighbourhoods and Adult Services
Sarah M ^c Call	SM	Client Officer
David Rhodes	DR	Environment & Development Services
Zafar Saleem	ZS	Equalities and Diversity Manager
Tim Spensley	TS	RBT
Jon Surridge	JS	Environment & Development Services

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Robin Stonebridge	RS	Councillor
Carol Adamson	CA	CEX
Brian Barrett	BB	Rotherham Construction Partnership
Andrew Bedford	AB	Strategic Director of Finance
Simon Bradley	SB	RBT Procurement Manager
Bob Crosby	BC	Neighbourhood Services
Lesley Dabell	LD	Voluntary Action Rotherham
David Finch	DF	Client Officer
Gary Ironmonger	GI	2010 Rotherham Limited
Laura Poulter	LP	Children & Young People's Services
Ian Smith	IS	Director of Asset Management
Paul Smith	PS	Rotherham Construction Partnership

Minutes		
Ref	Item or Action	Action Owner
45/07	Minutes of Previous Meeting The minutes of the previous meeting of the Procurement Panel, held on Monday, 25 th June, 2007, were agreed as a correct record.	

46/07	<p>Employment Rights on the Transfer of an Undertaking 2006 (TUPE)</p> <p>The Procurement Panel welcomed Rose Poad (Human Resources Adviser to Voluntary Action Rotherham) who presented an informative report about Employment Rights on the Transfer of an Undertaking (TUPE). The Act had been updated in 2006 to include service contracts and therefore all contracts from statutory bodies may have TUPE implications. The exception to this rule would be new ventures. Details of training provision about the implications of TUPE were included in the report.</p> <p>Rose indicated that it would be beneficial for her to speak with statutory agencies (eg: Fire and Rescue Service, Probation Service and the Primary Care Trust) about the TUPE Regulations.</p> <p>Rose was thanked for her contribution to this meeting.</p>	
47/07	<p>Promoting Equality Through Procurement</p> <p>Zafar Saleem presented a report summarising the Council's new legal duties to promote equality, setting out how these apply to procurement and updating the Panel on actions taken to address the new requirements. The three positive legal duties are:-</p> <ul style="list-style-type: none"> (i) Race Equality Duty (introduced in 2001) (ii) Disability Equality Duty (introduced in December 2006) (iii) Gender Equality Duty (introduced in April 2007) <p>To help contract managers respond to the new duties, the Equality and Diversity Unit has updated the guidance and tools for contract managers, all of which were included with the report submitted.</p> <p>Reference was made to the imminent establishment of the new, single Equalities Commission and Commission for Human Rights.</p> <p>The Procurement Panel noted that the following documents have been updated and are published on the Equality and Diversity Unit Pages of the Council's Intranet:-</p> <ul style="list-style-type: none"> - Building Equality in Procurement: Short Guide for Contract Managers in RMBC (July 2007); - Equality and Diversity Pre-Qualification Questionnaire (July 2007); 	

	<p>- Equal opportunities and anti-discrimination contract clause (July 2007)</p> <p>Panel members also Noted the plans for future work, as detailed at appendix 1 to the report submitted.</p>	
48/07	<p>Voluntary and Community Sector Funding – Base Budget Review</p> <p>Zafar Saleem presented a report and action plan which provided a summary of the findings and actions arising from the Council’s Base Budget Review of Funding to the Voluntary and Community Sector (VCS), with a particular focus on those aspects that are of relevance to the procurement agenda.</p> <p>The report stated that a number of proposals had been endorsed during a series of meetings of a Member-led base budget panel. These proposals included:-</p> <ul style="list-style-type: none"> • Three year service level agreements to be the norm where appropriate. • Support in principle for full cost recovery (FCR) but a desire to agree a local model that can be implemented corporately as well as by partners in the Local Strategic Partnership. There is a potential impact of FCR on Council contracts and budgets and this should be weighed against greater encouragement from government nationally to implement FCR. • To establish a consistent corporate approach to assessing requests for payment in advance of delivery (bank-rolling) where appropriate for VCS groups. • Minimum notice periods for ending of contracts. <p>The base budget review had also considered the establishment of a central team to manage/monitor service level agreements in line with a corporate “One Council” approach. This proposal would require further consideration, to facilitate effective implementation.</p> <p>The Procurement Panel endorsed the action plan, as now submitted and agreed to incorporate appropriate actions into the existing reporting schedule for the Procurement Strategy action plan.</p>	
49/07	<p>Partnerships Governance</p> <p>Colin Earl presented a report stating that the Audit Commission’s annual use of resources assessment places</p>	

	<p>significant emphasis on the need for councils to manage partnerships effectively.</p> <p>The report submitted evidenced that the Council already substantially complies with the use of resources Key Lines Of Enquiry (KLOE) criteria. Additionally, the report suggests how this Council intends to further strengthen arrangements into the future, to ensure the Authority is prepared to meet any new expectations emanating from the Local Government Bill and the Comprehensive Area Assessment.</p> <p>Reference was made to the many partnership arrangements which the Council had entered into (some 500 separate partnerships), ranging in size from statutory partners such as the Primary Care Trust, to small grants provided to community and voluntary groups.</p> <p>The Procurement Panel:-</p> <p>(i) noted the register of significant partnerships, as now submitted.</p> <p>(ii) noted the proposal for the Assistant Chief Executive and the Director of Audit and Governance to establish arrangements for:</p> <p>(a) collating, centrally, information from details already held by directorates about the governance, financial, performance and ethical arrangements for all significant partnerships; and</p> <p>(b) subsequently appraising partnerships' governance arrangements against the Audit Commission's high level partnerships' standards.</p> <p>(iii) noted the proposals for the Governance Section in Corporate Finance to maintain the significant partnerships register and for the Assistant Chief Executive and the Director of Audit and Governance to establish arrangements for updating the register on a regular, quarterly, basis.</p>	
50/07	<p>Procurement – Local Performance Indicators</p> <p>Sarah McCall presented a report stating that the Council's Corporate Procurement Strategy contains an action to develop a set of local indicators in order to measure the Council's procurement function in terms of delivery of the Procurement Strategy and day-to-day management of the procurement function. The report contained details of the indicators developed to date, proposed targets and the first</p>	

	<p>quarter's reported performance.</p> <p>Performance against the Local Performance Indicators will be reported to the Procurement Panel on a quarterly basis; performance against procurement savings will continue to be monitored on a monthly basis at Procurement Champions' meetings.</p> <p>Of the fourteen indicators, (details of which were appended to the report):-</p> <ul style="list-style-type: none"> * five are status green, with performance on or above target * three are being baselined * two have a nil return * one will commence after September 2007 <p>Work is currently ongoing to further develop two indicators:-</p> <ul style="list-style-type: none"> - increase percentage spend with voluntary and community sector organisations; - percentage of contracts to be let with whole life costings being considered at tender stage. <p>Work is currently being undertaken with Recycled Action Yorkshire on how best to report and record against:-</p> <ul style="list-style-type: none"> - ten per cent of value of materials in a new build development above 1,000 square metres to be from sustainable sources, e.g. renewable, recyclable, eco-friendly. <p>The Procurement Panel:-</p> <ul style="list-style-type: none"> (i) agreed that the local performance indicators for procurement, developed to date, be supported and the current performance be noted; (ii) would forward the report to the Members' Sustainable Development Action Group for further consideration; and (iii) agreed to appropriate publicity being published in respect of the current level of performance against the local indicators (whilst being mindful of any issues of commercial sensitivity). 	<p>SM</p> <p>SM</p>
51/07	<p>BVPI8 – Payment of invoices within 30 days</p> <p>Sarah McCall presented a report about BVPI 8, the performance indicator which measured performance of the</p>	

	<p>payment of undisputed invoices within thirty days. The Council has agreed the following average annual targets for performance of BVPI8 with RBT:</p> <table data-bbox="539 338 831 450"> <tr> <td>2007/08</td> <td>96.3%</td> </tr> <tr> <td>2008/09</td> <td>97.0%</td> </tr> <tr> <td>2009/10</td> <td>97.5%</td> </tr> </table> <p>After a reduction in performance against this indicator in May 2006, a series of measures were put in place by the Council and the situation steadily improved, although the final outturn figure for the year was 91% against a target of 95.90%. Performance against BVPI8 is not as consistent as it should be and it is recognised that the Council should act to instil and embed good practice in this area and work continues to this effect. Recent performance has achieved:</p> <table data-bbox="443 817 708 929"> <tr> <td>April</td> <td>97%</td> </tr> <tr> <td>May</td> <td>95%</td> </tr> <tr> <td>June</td> <td>91%</td> </tr> </table> <p>The Panel noted that June's performance was adversely affected by the recent flooding, as disruptions resulted in missed payment runs.</p> <p>Agreed:- That the performance of BVPI 8 be noted and the current course of rectifying action, as detailed in the report submitted and incorporating a modification to the Cedar system, be approved.</p>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	April	97%	May	95%	June	91%	
2007/08	96.3%													
2008/09	97.0%													
2009/10	97.5%													
April	97%													
May	95%													
June	91%													
52/07	<p>Action Plan Update</p> <p>Sarah M^cCall presented a report which drew the Panel's attention to the actions which were either amber or red and provided an update on the work being undertaken to resolve each action. Particular reference was made to the following actions listed in the report submitted:-</p> <p>1.04 – Procurement Ethics Policy – expected completion on 10 August 2007;</p> <p>1.08 – Capital Projects – expected completion during March 2008, with review continuing;</p> <p>2.03 – Trading and Charging powers of a local authority – further information would be available in October 2007;</p> <p>3.05 – Document Imaging – pilot scheme taking place at Sandwell MBC and this Council to make decision in March 2008, on completion of this pilot scheme;</p>													

	<p>4.03 – Tendering Processes – the ‘meet the buyer’ event has been re-arranged and will take place on 26 September 2007;</p> <p>4.06 – Engage with Local Market – a revised timescale for this action is to be prepared during September 2007.</p> <p>The Panel noted that the issue of Freedom of Information in respect of procurement documents was currently being investigated, in the light of issues of commercial sensitivity.</p> <p>Agreed:- (a) That the information be noted.</p> <p>(b) That the actions to implement the Procurement Strategy are noted and the updated Action Plan is approved.</p>	
53/07	<p>REMPLOY Consortium</p> <p>The Chairman reported receipt of a letter from the REMPLOY Consortium, asking for details about Council contracts with the REMPLOY organisation, which provided employment for people with a disability. Tim Spensley undertook to obtain information from RBT Procurement, in order to respond to this letter.</p>	TS
Next Meeting		
Date	Monday, 17 th September, 2007	
Time	11.00 a.m.	
Venue	Town Hall, Rotherham	

Dates of Future Meetings

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

Monday, 5th November 2007, at 10.00 a.m.
Monday, 10th December 2007, at 10.00 a.m.
Monday, 14th January 2007, at 10.00 a.m.

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

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

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