

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

Venue: Town Hall, Moorgate
Street, Rotherham.

Date: Monday, 5 November 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 8th October, 2007 (Pages 1 - 4)
To consider the minutes of the previous meeting and update any matters arising
5. RBT Performance Update (Pages 5 - 13)
To consider the attached report of the Chief Executive, RBT
6. 'Tell Us Once' (Pages 14 - 16)
- to consider the report of Customer Services Client Manager
7. Corporate Complaints Quarter 1 2007-08 (Pages 17 - 28)
- to consider the report of Customer Services Client Manager
8. Registration Employment Status (Pages 29 - 32)
- to consider the report of Customer Services Client Manager
9. Liaison with RBT
To consider any questions received from Elected Members

(The Chair authorised consideration of the following item to enable the matters to be processed.)

10. Communications and Marketing Group (Pages 33 - 34)
- minutes of meeting held on 3rd September, 2007
11. Conference

- Waste Recycling Environmental – 29th November, 2007 – House of Commons, London

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 8th October, 2007

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

An apology for absence was received from Councillor Sharman.

28. MINUTES OF THE PREVIOUS MEETING HELD ON 10TH SEPTEMBER, 2007

Consideration was given to the minutes of the previous meeting held on 10th September, 2007.

Resolved:- That the minutes of the meeting held on 10th September, 2007, be approved as a correct record.

29. REACHOUT 15

In accordance with Minute No. 45 of the 5th September, 2007 Cabinet meeting, the results of Rotherham Reachout 15 were noted.

The Corporate Consultation Officer reported that Reachout 16 contained questions on climate change.

Resolved:- That the results of Rotherham Reachout 16 relating to climate change be submitted to the 10th December Cabinet Member meeting.

30. HOW'S THE VISITOR ECONOMY TODAY? - CONSULTATION RESULTS

Consideration was given to Minute No. 30 of the Tourism Panel held on 17th September, 2007.

An on-line survey had taken place but it appeared that there had been some problems resulting in a number of responses not being received. It was not thought that it was a RBT function.

Resolved:- That the Transformation & Strategic Partnerships Manager look into the issues raised.

31. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for the period August, 2007, with a presentation by the Service Leader, Performance and Improvement, highlighting:-

- New link with HM Revenues and Customs live within HR and Payroll
- ICT equipment now received to enable refresh

- Procurement savings confirmed as £887,000 to 31st July, 2007
- RBT shortlisted in the annual Association for Public Excellence awards in the category "Best Efficiency Initiative"

In addition, reference was also made to:-

- o Customer Services/Public Access
- o HR and Payroll
- o ICT
- o Procurement
- o Revenues and Benefits
- o Progress against Corporate initiatives
 - Equalities and Diversity
 - Investors in People
 - Consultation/Complaints

Discussion took place on the report. The following issues were highlighted:-

- Sustainable procurement
- BT had a Sustainable Practice and was commencing carbon footprint analysis for Councils
- On-line recruitment
- Client should report on RBT performance
- Procurement savings
- BVPI8
- Exemption from Council Tax for those affected by the recent floods

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

(2) That the Chief Executive, RBT, submit a report to the next meeting on sustainable procurement.

(3) That the quarterly complaints report be submitted to the 5th November Cabinet Member meeting.

32. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of a meeting of the Procurement Panel held on 17th September, 2007.

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

33. LIAISON WITH RBT

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

(a) completion of the special school transport contracts

The Procurement Manager was progressing the continuation of the

contract. The Councillor concerned would be informed of the situation.

(b) Broadband

A meeting was to be held shortly of the ICT Group co-ordinating with Members' requirements.

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEMS)

34. ROTHERCARD REVIEW

At a recent Employee Suggestion Scheme Panel, 2 employee suggestions were considered regarding the Rothercard scheme.

Consideration had been given to the suggestions as follows:-

(1) That a digital photographing service be provided at all issuing centres for Rothercard enabling an applicant's photo to be printed directly onto the Rothercard at the time of issue.

There were 38 public issuing point across the Borough, together with a number of agencies and groups. To supply digital cameras at each issuing point, at an approximate cost of £200 each, plus photo paper supplies etc., was not practical.

(2) That different colours be used for age groups making it easier for staff to recognise the current payments for sessions.

This had initially been rejected on cost and resource grounds. However, it was felt that the inclusion of date of birth where applicable would address the problem without resorting to multiple coloured cards for each age group.

Resolved:- (1) That no further action be taken with the regard to the suggested provision of a digital photographing service at all issuing points.

(2) That records be amended to include date of birth where applicable i.e. cardholders under 16 years of age, and the cards amended accordingly.

35. CONFERENCES

Resolved:- That the Cabinet Member (or substitute) be authorised to attend the following:-

The Tree Council "A Guide to the Tree Warden Scheme" to be held in London on 16th October, 2007.

The Local Government Association "Future of Post Office Services" to be held in London on 18th October, 2007

The Annual General Meeting of Nuclear Free Local Authorities to be held in Dublin on 6th December, 2007

The Irish and UK Local Authorities Standing Conference on Nuclear Hazards to be held in Dublin on 7th December, 2007

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability & Innovation
2.	Date	5th November 2007
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

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

6. Recommendations

That the information in the report be noted.

7. Proposals and Details

Highlights

Highlights for the period have included:

- A member of RBT Connect staff awarded HEART Employee of the month for September;
- Alternate weekly collection resulted in 4,082 calls answered for the month; an increase from 3,647 answered in August;
- Rotherham Registrars selected by Central Government as a pilot site for the 'Tell Us Once' project – one of only three sites nationwide;
- Payroll Accuracy SLA achieved for third consecutive month;
- Interest received from other Local Authorities about the partnership's PSE developments within HR & Payroll;
- Positive feedback received from delegates on Managers Briefings provided by the HR & Payroll Advise & Guidance Service;
- ICT shortlisted for two national awards;
- Planning Alert system launched;
- ICT achieve 100% of its SLA targets;
- Procurement Savings confirmed as £1,087,000 to 31st August 2007; and
- Revenues and Benefits achieve 100% of targets in quarterly SLA measures.

6.1. Service by Service Overview

6.1.1. 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; and
- CRM Integration Projects.

All measures across the Contact Centre and the Customer Service Centre have reported on or above target with the exception of RC03. The percentage of inbound telephone calls answered by a customer services agent within 15 seconds is below its 70% target at 61.59%. This failure is a result of the Streetpride golden number receiving a 28% increase in telephone enquiries during the month over the baseline figure. The table below confirms the current volumes of calls into the Streetpride service in comparison with the agreed baseline:-

W/C	Baseline	No. of calls offered	% incr
03/09/2007	2130	2343	10.00%
10/09/2007	2130	3109	45.96%
17/09/2007	2130	2954	38.69%
24/09/2007	2130	2481	16.48%

The main factors which contributed to the increase in call demand included:

- The 10th September, 2007 was the first bin collection for the Alternate Weekly Collection service. Although a dedicated golden number was set up to handle enquiries, limited resources, limited opening hours and customers having prior knowledge of the Streetpride service resulted in customers contacting the Streetpride existing golden number
- From the 10th September 2007 changes were made to the types of waste which could be collected from the green bin. Many customers made contact as this resulted in missed collections due to contamination.
- Changes to the Contractors collecting the Blue Bag (Missed Blue Bag enquiries increased by 62% in September compared with the average enquiries from the previous three months).

Within the Contact Centre the 'alternate weekly collection' golden number received 5,294 calls in September, of which 4,082 were answered, resulting in 22.89% of calls being abandoned.

The Contact Centre continues to be supported by the Customer Service Centre. During September, support has also been received from the Service Development Team to manage the increase in call volume resulting from the change to Alternate Weekly Collections.

The flood relief payment line closed on Wednesday 5th September 2007.

Rotherham has been confirmed as one of only three registration services to be selected by Central Government as a pilot site for the 'tell us once' project. Five prototypes based around the joining up or minimising of touch points linked to major life events have been drawn up. Rotherham's prototypes all link to the registration of a birth and will be tested over the next six to eight weeks.

The Superintendent Registrar and RBT HR Manager have attended the registration service employment status seminar. Planning for implementation is underway and further consultation has been arranged with HR & the Unions.

It is pleasing to report that one of our Rotherham Connect Service Development officers has been awarded Heart Employee of the month for

September. Robert Savage, a training and development officer, was nominated following his work on flood relief payments after the borough emergency earlier this year.

6.1.2. HR and Payroll

Within the partnership's HR Service, it is pleasing to report that all measured SLAs have been achieved for the period for the third consecutive month following June's floods.

The HR03 payroll accuracy SLA reported performance of 99.51% thereby achieving its target for the third consecutive month. 119 errors were reported from the 24,225 payslips produced in September.

Within our HR service centre the SLA target monitoring call volumes reverted to 80% with effect from 1st August 2007. It is pleasing to report that the team has reached this target and maintained it for two consecutive months with September's performance reported at 83.15%.

A representative from our Payroll Team attended the first PSE Special Interest Group for Public Sector Organisations. These groups are a direct link to our software supplier, Northgate, and will help to shape future software development. The meeting was well represented and approaches have been received from other Local Authorities who are interested in the self-service developments that the partnership has achieved.

A pension forum was held on 25th September to discuss in detail the requirements of the new Local Government pension scheme that will be effective from 1 April 2008. The new scheme will require extensive development of the HR system to enable assessment and banding for contributions from April 2008 as well as reporting arrangements for year end 2008/9. The work to effect the scheme changes is contained within our System Team's development plan which will ensure we have the capability and resources to implement the scheme on time and have all changes tested well in advance.

The Council's new salary sacrifice scheme for bikes was launched with payslip marketing taking a key role.

A new series of Managers Briefing sessions on Absence Management were facilitated by our Advice & Guidance Service during September. Seventy managers booked to attend the four sessions. A colleague from Sheffield Council's People Management Team attended one of the sessions, following an invitation by Strategic HR. Feedback from the sessions was very positive.

ICT

All monthly SLA measures were achieved in our ICT service.

We have now agreed to recommence the ICT refresh programme. Work on shaping the programme is just about to commence. This will be an intelligent refresh based on business needs.

Rollout of the IKON intelligent MFD print devices is now virtually complete, with just three devices required to complete the programme. Overall the new devices have been welcomed positively as more flexible devices than the previous versions.

As widely reported in the press the planning alert system is now live which gives citizens an automatic email notification of any application within 100 metres of their address. This is in collaboration with EDS and moves Customer Centric services forward by being able to provide direct helpful information to customers regarding important issues, such as planning.

It is with great pride that we can report that our ICT service has been shortlisted for two prestigious national awards. In the Computing Awards for Excellence our ICT service has been shortlisted for "IT Department of the Year" and one of our Desktop Support Officers, Stewart Fawley, has been shortlisted for "IT Professional of the Year". The awards ceremony takes place at the Battersea Park Events Arena, London on 7th November 2007.

6.1.3. Procurement

Excellent progress has continued across procurement in the month of September.

Following the successful roll out of procurement cards and end user training in the EDS Directorate, we have now implemented cards within the partnership's ICT service in support of the recently launched schools catalogue. Revenues and Benefits will now go live week commencing 8th October, 2007 for the processing of individual court fees. The next steps for procurement card roll out across the Council are being finalised and when complete will be presented to the Client for information.

SLAs measures within Procurement for the month of September were all above target.

Procurement savings for the month of July were confirmed at over £191,000. £1,087,000, this is £200,000 ahead of the annual plan forecast.

Performance against the BVPI8 measure (Percentage of invoices for commercial goods and services that were paid by the Authority within 30 days of such invoices being received by the Authority) was 91% in September.

Work is ongoing to advise Council officers of their requirement to receipt goods and services promptly.

Following on from last months reported staff success in CIPS (Chartered Institute of Performance and Supply) exams, sixteen Procurement officers are now studying CIPS certificate, foundation, and advanced diploma courses. RBT Procurement, through Durham Logistics, will be the first Local Authority in the Country to use VOLTS (Virtual Online Learning Tutored Support) an online distance learning package which will be launched live on the 7th November, 2007.

6.1.4. Revenues & Benefits

September saw our Revenues and Benefits Service report on its SLA measures for the 2nd quarter of 2006/07. It is pleasing to report that all 6 of these quarterly measures exceeded their contractual targets.

Performance across all remaining annual SLAs is progressing with the majority of targets on schedule. Those areas to highlight are detailed below:-

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

Collection levels have decreased in comparison with the same time last year. At the end of September 2007 56.83% has been collected compared with 57.00% as at the end of September 2006. Current projections are for RBT to sustain last year's performance of 97%.

This slight decrease against the same period last year can be attributed to the removal of exemptions awarded due to the flooding which has resulted in an increase in the overall level of debt. The amended amount 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. RBT anticipate that we can recover this and sustain a minimum of last years performance

Recovery action has been delayed because of the loss of the Rotherham Magistrates Court due to the floods. Following the reopening of the court on the 3rd September the service has worked overtime to bring the recovery timetable back up to date and ensure the orders obtained have been processed.

RB03/BV10 – Percentage of National Non Domestic Rate collected for the year

Collection levels have decreased in comparison with the same time last year. At the end of September 2007 59.97% has been collected compared with 61.55% as at the end of September 2006.

This decrease against the same period last year can be attributed to the removal of exemptions awarded due to the flooding which has resulted in an increase in the overall level of debt. The amended amount awarded for National Non Domestic Rates 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.

From the end of October we have agreed to produce weekly collection figures for both Council Tax and NNDR collection to enable us to track trends better and react in a much more proactive way where the trend is negative.

6.2. Progress against Corporate Initiatives

6.2.1. Equalities & Diversity

We made a presentation to the Democratic Renewal Scrutiny Panel on our progress towards the E&D agenda. The panel posed questions around Registrars and work has begun with the BME workers group, to impact assess the provision of death related service.

To ensure we meet the Equality Standard level 5, negotiations with Northgate have commenced, who have now begun to implement a monitoring system to allow us to analyse the take up of service by the six Equality strands. Northgate have accepted the need to upgrade their software and are currently quoting for the work required to ensure the product is 'Future proofed'.

6.2.2. Investors in People

We await the corporate IIP report, which will feed into service improvement.

The TUTOR system is in test. This will enable staff within RBT to book and cost all training centrally and prompt pre-course service 'impact' assessments, further evidencing measurable improvements to service on completion of the learning. The system also includes prompts to evaluate.

6.2.3. Consultation/Complaints

Consultation

The customer satisfaction survey that was due to be launched in the Registrars service has been put on hold given that another survey is currently being undertaken as part of the 'Tell Us Once' pilot. This area will be picked up again following the completion of the 'Tell Us Once' survey, and any subsequent customer consultation that is required as part of the pilot.

Complaints

From the 1st April - 30th September 2007 performance in handling complaints, within target, improved to 91% from the performance at the end of August 2007. Please note that a recent system audit has highlighted that a complaint that was previously declared as being closed in time had in fact failed the target. As a consequence performance for the period Apr - August 2007 was actually 89% and not 91% as declared in a previous Sustainability & Innovation report. The performance figures continue to remain volatile and the failure to close a complaint in time can have a big impact on performance. For example if the next complaint is closed out of time performance would drop to 89%.

Over the period 39% of complaints were upheld, with the other outcomes being Not Upheld (48%), Inconclusive (9%) and Withdrawn (4%). This maintains the improvement from previous periods and the trend of fewer complainants requesting an escalation of their complaint to Stage 2 has continued. It is felt that this is due to the efforts of local managers who deal with Stage 1 complaints and the centralised quality assurance process that is in place to support the services.

Between the 1st April and the 30th September 2007 RBT received 55 complaints (from 35 complainants), the majority of which relate to the Revenues and Benefits service. Given the overall number of service users this represents a low proportion.

It is recognised that the complaints procedure is an important feedback mechanism for customers to highlight issues. A key part of the procedure is to learn from this feedback and to take actions locally to guard against similar incidents. As part of this process staff feedback sessions, to discuss issues, have been held together with a review of the staffing resource and rota of a particular service.

PSOC have initiated a review of Corporate Complaints.

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.

9. Risks and Uncertainties

We proactively manage risk to prevent negative impacts on performance that may affect our CPA rating or service delivery.

10. Policy and Performance Agenda Implications

The partnership is responsible for key areas of service delivery and therefore has a key role in the delivery of BVPI's and LPI's.

11. Background Papers and Consultation

None

Contact Names:

Jill Dearing, Service Director, Performance & Improvement X 3367,
Mark Gannon, Transformation and Strategic Partnerships Manager, X6536

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Sustainability & Innovation
2.	Date:	5th November 2007
3.	Title:	Briefing on the ‘Tell Us Once’ Programme
4.	Directorate:	Financial Services on behalf of all

5. Summary

In response to the Varney Review published in December 2006, the Government has produced an implementation plan. A key deliverable of the plan is the ‘Tell Us Once’ programme that is being led by the Department for Work and Pensions (DWP).

Rotherham Borough Council is one of just three local authorities nationally to have been approached by the DWP to develop and lead in partnership with them a prototype to help inform the potential for future national roll-out.

6. Recommendations

Members are asked to support the Council’s involvement in the ‘Tell Us Once’ programme.

7. Proposals and Details

7.1 Background

In response to the Varney Review published in December 2006 - ***Service transformation: A better service for citizens and businesses, a better deal for the taxpayer***, the Government has developed an implementation plan. The plan has the overall sponsorship of the Prime Minister, and Sir David Varney has been retained by the Prime Minister as a special advisor to oversee delivery.

A key deliverable of the plan is the completion of the 'Tell Us Once' programme that has been developed and is being led by the Department for Work and Pensions (DWP). The primary objective for this programme is to look at introducing more efficient and effective processes surrounding the customer journey for birth and bereavement, as well as the creation of a Change of Address service by 2010. It is recognised by the Government that timescales may be affected by the need to revise/remove legislative or information sharing arrangements that currently exist.

In the briefing report on the Varney Review that was considered by CMT at its meeting on 5th March 2007, support was given to the Council becoming an active player within any future pilot work surrounding the Varney Review that would be developed by the Government.

Following the issuing of a letter shortly afterwards from the Council's Chief Executive to the DWP registering the Council's support and interest in participating in 'Tell Us Once', a response was soon received from the DWP programme lead and a preliminary meeting subsequently took place on 26th July 2007, with senior officers of the Council.

A follow-up scoping meeting then took place on 10th September 2007, with members of the DWP programme team and council officers to develop a set of prototypes based around the Registrations Service. Central to this scoping work was the need to not adversely impact current service levels across the service.

A proposal detailing five prototypes and request for funding was submitted by the Council and has been approved by the 'Tell Us Once' Programme Board.

It is expected that each prototype will run for a period of between 6 to 8 weeks. The findings will then help the DWP and the Council to define a fuller pilot based on this early research. It is expected that the pilot stage will then run for up to 6 months, commencing in early 2008.

Finally, it is worth noting that Rotherham Borough Council is just one of three local authorities nationally to have been approached by the DWP to assist with this programme of work. The other two being the London Borough of Southwark and Tameside Metropolitan Borough Council, because of their lead responsibilities on the Government Connect programme. It is expected that the number of local authorities involved in 'Tell Us Once' going forward will increase as the programme enters full piloting and pathfinder status.

8. Finance

The overall 'Tell Us Once' programme budget allocated to it is thought to be in the region of £15 million.

All costs attributable to the Council's involvement in the prototype phase will be funded by the DWP's programme budget in full. Confirmation has been received that the Council has approval to spend up to its submitted budget request of £85k to cover all expectant costs in the 6 to 8 week phase.

The Council's involvement in the detailed piloting phase would be subject to a separate proposal and request for funding.

9. Risks and Uncertainties

Whilst involvement in the 'Tell Us Once' programme offers the opportunity to look at truly joining-up end-to-end processing around birth and bereavement, it is not clear as to how far this will be capable of being achieved until the prototype phase has been completed.

The DWP programme team will be calling upon data sharing/information security experts from across Government with a view to removing/working around those barriers which presently impede the efficient processes that are being sought.

Also, it is unclear at this stage as to how successful this will be without the need for legislative changes. However, the mere fact that the programme has the overall sponsorship of the Prime Minister ought to be a strong enough reflection of the commitment being given to work through such issues and make this a reality.

10. Policy and Performance Agenda Implications

The Council has a unique opportunity to help shape cross-government customer service delivery through its involvement in the 'Tell Us Once' programme. Prototype status automatically qualifies the Council to become a member of the DWP's Programme Board chaired by Leigh Lewis, Permanent Secretary at the DWP.

The actions proposed support the evolving themes and priorities to the Council's updated Customer Access Strategy, as well as supporting the proposals in the Local Government White Paper around joining up service delivery with partners.

11. Background Papers and Consultation

The Registration Service, RBT and Corporate Information Governance Group have been consulted in developing this report.

- Minute no. 101/07, CMT Meeting held 5th March 2007.
- Service transformation: A better service for citizens and businesses, a better deal for the taxpayer, Sir David Varney, December 2006.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO OFFICERS

1. Meeting:	Cabinet Member for Sustainability and Innovation
2. Date:	5th November, 2007
3. Title:	Corporate Complaints Quarter 1 Report 2007-08
4. Directorate:	Financial Services on behalf of all

5. Summary

This report provides details of the complaints received and handled during Quarter 1 2007/08, across the Council and 2010 Rotherham Ltd.

6. Recommendations

The Cabinet Member is asked to:

- a) Note the report and the statistics on Complaints Management for Quarter 1 2007/08.
- b) Consider how future developments of the corporate system and process documentation will be funded in future.

7. Proposals and Details

The Corporate Report for Complaints for Quarter 1 2007/08 has been produced through a merger of Directorate reports and the Siebel complaints data. Moving forward, data will be extracted solely from the new Corporate Complaints System, consequently saving officer time and allowing them to focus more on managing complaints. A summary of the key points from the analysis is provided here with full details of the performance achieved by Directorate over the quarter shown in Appendix A, with the lessons learnt from the complaints shown in Appendix B.

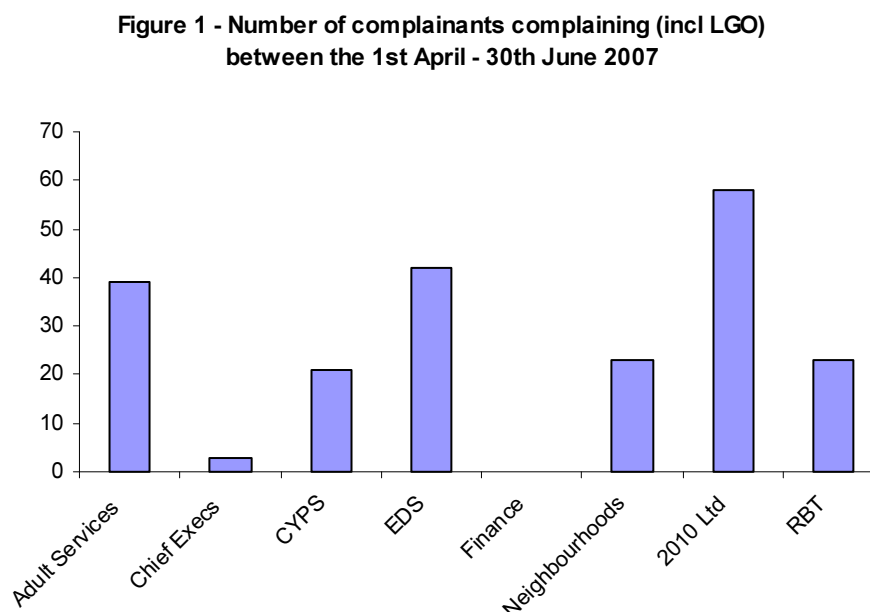
Following the role out of the new Corporate Complaints System, all complaints are now being logged centrally on the system by the Corporate Complaints Officer or Directorates. This is a major step forward from the individual systems formerly used by Directorates and supports the vision of a more holistic view of all customer contacts.

As part of this development, further work is being considered within the Council to link the corporate system with the details held in Surgery Connect, thereby providing a more complete overview of a customer's interaction with the Council. This will become increasingly important as the Council becomes reliant on customer insight information in shaping services in the future.

7.1 Analysis of Complaints received in Quarter 1 2007/08

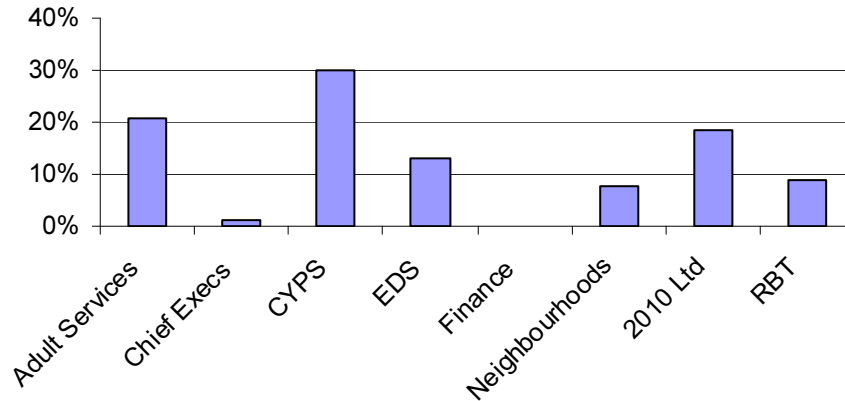
The following analysis provides a summary view of performance in handling complaints in Quarter 1, with additional information being contained in the tables at the end of the report (Appendix A).

As illustrated, Figure 1 shows 209 complainants made 320 complaints, including 8 Local Government Ombudsman (LGO referrals, over the quarter.



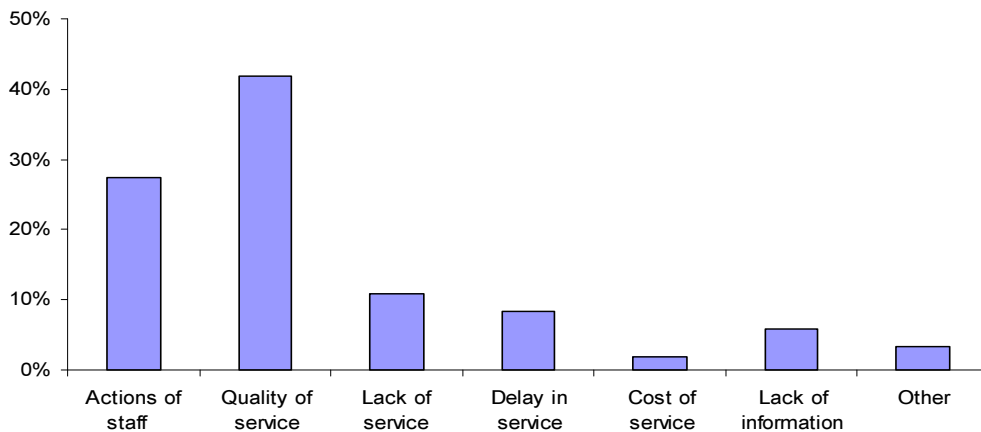
However, when taking into account individual complaint points, which is felt more representative of the issues raised by customers, CYPS and Adult Services accounted for the majority (see Figure 2).

Figure 2 - Complaints received per Directorate as a percentage of all complaints



Most complaints were around Quality of Service (42% - 134 of 320), followed by Actions of Staff (28% - 88 of 320). See Figure 3 below and also refer to Table 2 within Appendix A for a breakdown by Directorate of the complaint categories.

Figure 3 - Complaints received by category (incl LGO) as percentage of all complaints



7.2 Comparison with the 2006/07 Figures

Due to a change in the frequency of reporting and the move to report against individual complaint points, it is not possible to compare Quarter 1 2007/08 with Quarter 1 2006/07. It is possible, however, to compare the outcome and percentage closed in target in Quarter 1 2006/07 and the annual outcome for 2006/07.

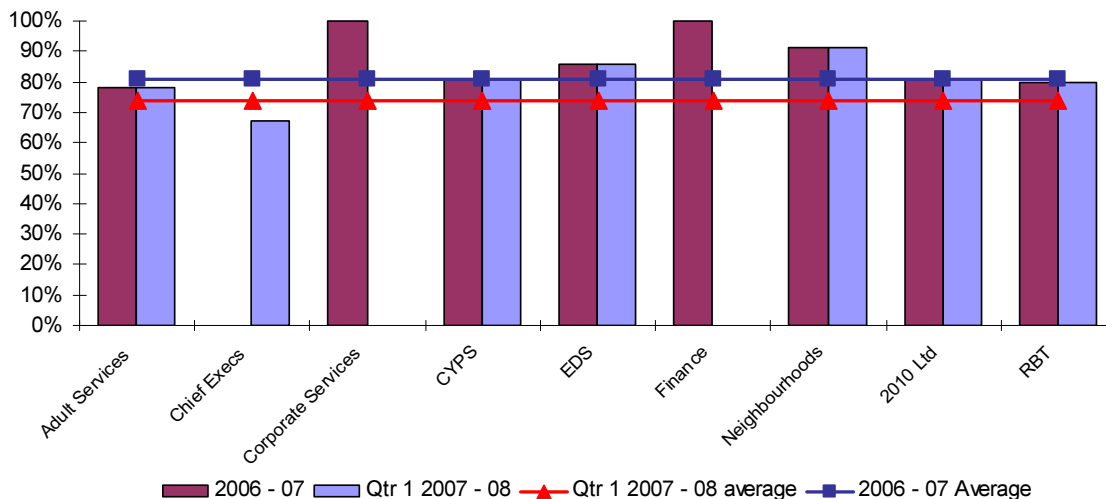
For the period 1st April 2006 - 31st March 2007, 16% of complaints were upheld compared with 32% for Quarter 1 2007/08, whereas 9% were partially upheld for 1st April 2006 - 31st March 2007 compared with Quarter 1 2007/08, which resulted in 7% of complaints being partially upheld.

7.3 Complaints Closed/Performance Issues

7.3.1 Complaints closed in Quarter 1

Overall complaints performance for Quarter 1 2007/08 is currently 74% (See Figure 4 below and also Table 4 in Appendix A for a further breakdown) compared with the 81% annual outturn for 2006/07. Principally, this is down to a fall in performance in CYPS, where performance has fallen from 81% (2006/07) to 50% in Quarter 1 2007/08, although Neighbourhoods also saw a fall in performance over the same period. It is noted that in most other Directorates, performance has remained relatively stable or has improved slightly.

Figure 4 - Percentage of complaints closed within time for quarter 1 (2007 -08) and the annual outturn for 2006 - 07



The fall in performance for Quarter 1 in CYPS is as a result of the following issues:-

- Structural Changes within the Council – Complaints relating to Culture and Leisure are now dealt with by EDS. Previously these complaints, due to the nature of them, have largely been closed within time and therefore have previously off-set a number of social care complaints which have exceeded the deadline. Complaints for this area are now handled and reported by EDS.
- Launch of the new Complaints System – The new Siebel-based system was launched on 4th June 2007 and has resulted in a different process to manage and refer complaints. The majority of complaints for this period were managed through an Access database.

In order to address the fall, the complaints officers are holding regular discussions with the teams within CYPS in an effort to improve performance throughout the Directorate.

The fall in performance for Quarter 1 in Neighbourhoods was due to the majority of out of time complaints being for the same Service Area, dealt with by the same two officers, related to particularly sensitive issues (for the customers involved) and were part of a long running customer campaign. It had therefore been necessary to seek in-depth advice (including Legal) prior to a response being provided.

7.3.2 Performance Issues identified since the Period

Whilst not yet reflected in the performance information, it is apparent that there will be a dip in performance in the Quarter 2 statistics for Rotherham 2010 Ltd. This is principally due to a number of complaints and reminder alerts being unactioned from when the new system was launched.

Following the identification of this issue, additional support has been provided on the new system and the complaints mailboxes, with noticeable improvements in their recent performance. To guard against similar issues, the Corporate Complaints Officer is auditing the system on a regular basis and highlighting areas of concern to the appropriate Directorate/2010 Officer.

7.4 The Way Forward

7.4.1 Taking Complaints Management Forward

A full scrutiny review of complaints is due to commence in October 2007, which is a current Year Ahead commitment for the Council. The terms of reference for the review are due to be formalised shortly and are expected to give consideration to issues surrounding the corporate procedure and its application across the Council.

7.4.2 Local Initiatives in Managing Complaints

A quality assurance process has been introduced within RBT and Neighbourhoods and Adult Services to pro-actively audit all correspondences before they are forwarded to a customer. This further step has allowed for a final check that letters use appropriate language and address the issues raised, as well as ensuring that they include guidance on the next step available to the customer.

This centralised approach has helped to improve the overall quality as well as guarding against the unnecessary escalation of complaints due to confusion, or the fact that key points were not addressed.

In addition to this, Neighbourhoods and Adult Services have implemented a further step as part of managing complaints. A 'Learning from Complaints Interview' is held with the appropriate officer following an investigation to ensure that learning from complaints remains a key focus of complaint management, with this feedback being used to help improve services.

The benefits of these approaches will be shared within the Complaint Officers Forum for possible roll-out across the Council and Rotherham 2010 Ltd, although a fuller analysis will be required of the impact that this may have on resources at a Directorate level.

8. Finance

A three month review of the system is currently underway. Following this there may be additional costs in order to make changes to the system to reflect the new structures of the Council. This will be reviewed and progressed by the Transformation and Strategic Partnerships Team.

Funding will need to be identified for future developments to the corporate system as well as updating and printing the 'Tell us Your Views' booklet and officer guides. How this is best achieved is likely to form a part of the Scrutiny review when a more informed decision can be made.

9. Risks and Uncertainties

A lack of continued focus in how complaints are managed, in particular those from the Local Government Ombudsman, may impact on future corporate assessments and could raise the likelihood of a negative report from the Local Government Ombudsman.

10. Policy and Performance Agenda Implications

The area of complaints was a key focus in the last CPA Inspection, and inspectors were keen to see developments moving forward.

11. Background Papers and Consultation

The Directorate Complaint Officers have been consulted in developing this report.

Performance and Scrutiny Overview Committee – 27th July 2007 (Item 44)
Cabinet Member for sustainability and innovation 30th July (Item 9)

Contact Name:

Mark Evans, Customer Services Client Manager, Transformation and Strategic Partnerships, Ext. 6540.

Performance Statistics for Quarter 1 - 01/04/07 TO 30/06/07

1. Complaints received by Directorate - (1st April – 30th June 2007)

	Stage 1	Stage 2	Stage 3	LGO	Total
Adult Services	45 (from 33 people)	9 (from 3 people)	10 (from 1 person)	2 (from 2 people)	66 (39 people)
Chief Execs	4 (from 3 people)	0	0	0	4 (3 people)
CYPS	45 (from 14 people)	34 (from 4 people)	16 (from 2 people)	1 (from 1 person)	96 (21 people)
EDS	35 (from 35 people)	3 (from 3 people)	3 (from 3 people)	1 (from 1 person)	42 (42 people)
Finance	0	0	0	0	0
Neighbourhoods	22 (from 20 people)	1 (from 1 person)	0	2 (from 2 people)	25 (23 people)
2010 Ltd	54 (from 53 people)	2 (from 2 people)	1 (from 1 person)	2 (from 2 people)	59 (from 58 people)
RBT	25 (from 21 people)	1 (from 1 person)	2 (from 1 person)	0	28 (23 people)
Total	230 complaint points (from 179 people)	50 complaint points (from 14 people)	32 complaint points (from 8 people).	8 LGO referrals (from 8 people)	320 (from 209 people).

RMBC complaints (excluding LGO) = 213 complaint points from 201 people

Customers may have been counted more than once as their complaint escalates through the stages or if they have submitted more than one complaint in the period.

2. Complaints received by Category (1st April – 30th June 2007)

	Actions of staff	Quality of service	Lack of service	Delay in service	Cost of service	Lack of information	Other	Total
Adult Services	25	21	4	7	1	2	6	66
Chief Execs	0	0	3	0	0	1	0	4
CYPS	19	52	12	5	1	5	2	96
EDS	11	21	5	-	2	2	1	42
Finance	0	0	0	0	0	0	0	0
Neighbourhoods	9	8	1	3	0	4	0	25
2010 Ltd	16	15	10	10	2	4	2	59
RBT	8	17	0	2	0	1	0	28
Total	88	134	35	27	6	19	11	320

3. Complaints closed by Directorates - Overall Numbers (1st April – 30th June 2007)

	Stage 1						Stage 2						Stage 3						Total
	CU	CNU	CPU	CI	CDW	CW	CU	CNU	CPU	CI	CDW	CW	CU	CNU	CPU	CI	CDW	CW	
Adult Services	0	0	0	0	43		4		1	0	0	0	7	3	0	0	0	0	58
Chief Execs	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
CYPS	0	0	0		41	0	3	12	2	0	0	0	9	6	7	4	0	0	84
EDS	12	22	2	0	0	0	1	2	0	0	0	0	2	1	0	0	0	0	42
Finance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neighbourhoods	1	16	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	21
2010 Ltd	13	11	2	4	0	0	1	0	0	0	0	0	0	0	1	0	0	0	32
RBT	13	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	26
Total	39	62	6	5	84	0	9	15	4	0	0	0	18	10	8	4	0	2	266

Key

CU – Closed Upheld

CNU – Closed Not upheld

CPU – closed partially upheld

CI –closed inconclusive

CDW – Closed dealt with (ASS & CYPS only) CW – Closed withdrawn

4. Complaints dealt with within Complaint Procedure Timescales (1st April – 30th June 2007)

	Stage 1	Stage 2	Stage 3	Total	Performance 1.04 – 30.06.07	Performance 1.04 – 31.03.07	% 2005-6
Adult Services	43 (of) 45	3 (of) 3	0 (of) 10	46 (of) 58	79%	78%	61%
Chief Execs	2 (of) 3	0 (of) 0	0 (of) 0	2 (of) 3	67%	N/A	N/A
CYPS	23 (of) 41	3 (of) 17	16 (of) 26	42 (of) 84	50%	81%	59%
EDS	33 (of) 36	3 (of) 3	3 (of) 3	39 (of) 42	93%	87%	70%
Finance	0 (of) 0	0 (of) 0	0 (of) 0	0 (of) 0	N/A	100%	N/A
Neighbourhoods	14 (of) 19	2 (of) 2	0 (of) 0	16 (of) 21	76%	91%	90%
2010 Ltd	26 (of) 30	1 (of) 1	1 (of) 1	28 (of) 32	88%	81%	72%
RBT	21 (of) 24	0 (of) 0	2 (of) 2	23 (of) 26	88%	80%	71%
RMBC	162 (of) 198	12 (of) 26	22 (of) 42	196 (of) 266	74%	81%	67%

5. LGO Decisions for 1st April – 30th June 2007 (including any decisions that rolled over from 2006 – 07)

	Closed – awaiting clarification	Maladministration with injustice.	Local settlement	Maladministration	No maladministration	Ombudsman discontinuing	Outside jurisdiction
Adult Services	0	0	1	0	0	0	0
Chief Execs	0	0	0	0	0	0	0
CYPS	2	0	0	0	1	0	0
EDS	0	0	2	0	2	0	0
Finance	0	0	0	0	0	0	0
Neighbourhoods	0	0	1	0	3	0	0
2010 Ltd	2	0	0	0	0	0	1
RBT	0	0	0	0	0	0	0
RMBC	4	0	4	0	6	0	1

Key Service Improvements from Complaints**Service Improvements Resulting from Complaints**

Directorate	Issue	Recommendation	Action
Adult Services	Poor Advice form Direct Payments Support Agency to Service User	Ensure that advice given is accurate and Support agency to take responsibility for consequences of giving bad advice	To clarify when the contract with the Support Agency is reviewed
Adult Services	Change of Carer led to a reduction in the reliability of the service a customer received. The service was within the standards agreed but the previous carer had exceeded these	Identify situations where a change in staff may significantly change the service someone receives	Consult with customers before final changes are made to the service they are given
Adult Services	Complaint upheld that a provider was not meeting the needs of a complainant's son	Move to a Direct Payment	Agreement to move to a Direct Payment which allowed the customer greater choice in the services that his son could be offered.
Adult Services	A self funding customer complained that they were not given information about providers.	Information sent	The up to date register of providers is now automatically sent to any customer who is potentially self funding
CYPS	Appropriate assessment, planning and review procedures should always be observed.	The quality of child protection plans and agreements has improved and is now monitored by the Safeguarding Unit. Adoption Support Plans are considered by the Adoption Panel and should include an assessment of the child's therapeutic needs and how these will be met	Progressed as per recommendation.

Directorate	Issue	Recommendation	Action
CYPS	Any meetings held should be formally minuted and where decisions are made during conversations, these should be followed up with written information.	Key decisions are recorded, evidenced through file audits. Strategy meetings are now chaired by the assistant safeguarding manager or planning and protection officers. Full minutes including recommendations are taken at strategy meetings	Progressed as per recommendation.
CYPS	Not being aware of the Child Protection procedures and/or what happens in relation to Section 47 investigations.	Child protection procedures are now clearly explained to those involved and the implementation of the Safeguarding Unit has helped this process.	Progressed as per recommendation.
CYPS	Importance of recording electronic communications specifically relating to decisions made.	To remind staff about the importance of case file recording specifically in relation to electronic communication ensuring that relevant correspondence, including hard copy emails, are placed on the case file.	Progressed as per recommendation.
CYPS	Improving communication within the Fostering Service.	Communication about any proposed placements, and the needs of individual children, is improving. The Fostering Service is developing a satisfaction questionnaire for foster carers, feedback will improve the service and help resolve specific issues.	Progressed as per recommendation.
CYPS	Lack of clear information for customers.	To review how information/details are cascaded.	CYPS, in conjunction with the Neighbourhoods are to undertake a review of procedures and information available, to include on their priority, about adaptations. Within Adoption Services, practice has improved and relevant information about the child at the point matching is being considered is provided. Information relating to adoption issues such as attachment disorders is to be improved. Dedicated worker in relation to determining adoption allowances

Directorate	Issue	Recommendation	Action
Neighbourhoods	Lack of quality information to customers who have had a legal notice served on them.	Advice service is currently being set to provide better information to customers who have had a legal notice served on them.	Progressed as per recommendation.
Neighbourhoods	Lack of a receipting process for customers when housing application forms are handed in.	Develop a system to receipt housing application forms when they are handed in at reception areas.	Progressed as per recommendation.
Neighbourhoods	Lack of personal housing plans.	Prevention and Support Team to adopt the use of personal housing plans	Progressed as per recommendation.
RBT	Lack of action following a customer informing the service of a change of circumstances.	To conduct a staff feedback session within the front office (Contact Centre) and back office (Revenues and Benefits) to highlight the issue. Further investigation of the computer systems to be undertaken to establish if such issues could be identified and addressed in future.	Progressed as per recommendation.
RBT	Delay in dealing with a customer complaint.	To centralise complaint management to ensure that issues are picked up in time and to enable services to focus more on complaint investigation.	Complaint management centralised within the Performance and Improvement Team.
RBT	The fact that inaccurate information was displayed on a sign outside of a Customer Service Centre.	To order new signage to replace the out of date information and to screen the information until the new sign was installed.	Progressed as per recommendation.

ROTHERHAM BOROUGH COUNCIL – REPORT TO OFFICERS

1.	Meeting:	Cabinet Member for Sustainability and Innovation
2.	Date:	5th November 2007
3.	Title:	Registration Employment Status
4.	Directorate:	Financial Services on behalf of all

5. Summary

The report presents information about the forthcoming national change in employment status for registration officers.

6. Recommendations

That the Cabinet Member:

Note the information in the report.

7. Proposals and Details

7.1 Background

The service is made up of local authority employees and principal officers. Principal Officers, mainly registrars and superintendent registrars, are crown employees and as such have no employment status.

Financial reporting is by way of a manual cash book, inspected by the General Register Office (GRO) and audited by the local authority.

A forthcoming Statistics and Registration Service Bill contains provisions to provide for registrars and superintendent registrars to become local authority employees. These provisions are likely to come into place in early December 2007. This is a big step forward in the modernisation of the registration service and it will give local authorities more power to manage and deliver the service to the public according to their corporate aims and objectives.

With the support of HR and involving the Service Manager and Superintendent Registrar we will shortly be embarking on a consultation exercise to engage staff, Members, senior management and unions, and ensure we give staff our full support throughout this change.

Some of the facts around the implementation of the new Bill are;

- a) All registrars and superintendent registrars will become employees of the local authority which appointed them.
- b) All deputies not currently employed by the local authority will become employees of the local authority.
- c) The terms and conditions of appointment will apply as the terms and conditions of employment (subject to any necessary modifications such as the application of the general principles of employment law). Pension rights will be unaffected, as will reckonable service for unfair dismissal and redundancy purposes.
- d) Officers undertaking the duties of a registrar or superintendent registrar will continue to be subject to the requirements of the Marriage and Registration Acts, and be personally responsible for any offences committed. They will also be subject to the Registrar General's direction in respect to the performance of their statutory duties.
- e) As local authority employees, registration officers will be subject to the local authority's HR policies and disciplinary procedures. The Registrar General will no longer have the power to dismiss. Arrangement will however be put in place to cover any concerns which the Registrar General may have as to an officer's performance or capability, or where there has been a breach (or alleged breach) of registration law. This will involve the Registrar General liaising directly with the Proper Officer (or his or her representative).

- f) Complaints against registration officers will be dealt with in accordance with the local authority's procedures.
- g) Registration officers will no longer be required to account to the Registrar General for registration fees. Instead local authority accounting and auditing arrangements will apply. A form of account will however need to be completed and submitted to the Registrar General covering the period up to an officer's last day as a statutory officer. It will also be necessary to complete a pro forma advising of unused stock at this time, and to update the Registrar General when requesting further supplies of certificates and security forms.
- h) The Registrar General will continue to have overall responsibility for civil registration in England and Wales, and will work in partnership with local authorities to ensure the delivery of statutory services and encourage good practice. Guidance on technical matters will also continue to be provided by GRO, as well as the provision of Handbooks and the delivery of training to support future legislative or procedural changes.
- i) Routine inspections of individual registration officers will cease and be replaced by a programme of GRO service delivery inspections. This will be undertaken centrally by analysing data from the web-based RON system, supplemented by field visits and stock checks. In this respect registration officers will continue to be required to make registers and forms available for inspection.

8. Finance

No implications with staff pay as registration officers are already paid by the local authority. However, there may be requirements for attendance at national conference events to gain further information. This would incur travel and joining expenses for staff and/or management.

9. Risks and Uncertainties

Registration officers see this as a huge change for them and will therefore be apprehensive of the change. We need to ensure that we fully engage with people and share as much information as we can to boost morale and keep attitudes positive.

A potential risk is that registration officers don't accept their new local authority contracts and would therefore be redundant with effect from the date of change in employment status.

10. Policy and Performance Agenda Implications

None.

11. Background Papers and Consultation

It is proposed to engage with unions to explain and discuss the new employment status, and consult with staff and offer support and advice during the changes.

Contact Name:

Mark Evans, Customer Services Client Manager, Transformation and Strategic Partnerships, Ext. 6540.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE COMMUNICATIONS/MARKETING GROUP MEETING
Monday 3rd SEPTEMBER 2007, ROOM 2, TOWN HALL****Present:**

- Cllr Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
- Fabienne Cotte, Marketing Manager, EDS
- Ray Globe, E-publishing Officer, Children and Leisure Services
- Tracy Godfrey-Davies, Marketing Assistant, Corporate Communications and Marketing, Chief Executive's
- Tracy Holmes, Head of Corporate Communications and Marketing, Chief Executive's
- John Kelly, Graphic Designer, RBT
- Damian Nightingale, Information, Governance, Sharing & Communications Officer, Neighbourhoods and Adult Social Services
- Stella Jackson
- Jayne Wild, Support Officer, Corporate Services

Apologies:

- Veronica De'Ath, Information Manager, RBT
- Rachael Ellis, Communications Manager, 2010 Rotherham Ltd
- Mark Evans, Customer Services Client Manager, Chief Executive's
- Alison Hall, Renaissance Marketing Officer
- Clark Herron, Communications Manager, EDS
- Dean Kerry, Communications Manager, Neighbourhoods and Adult Services/Area Assemblies
- Graham Nicholson, Design Manager, RBT
- Steve Pearson, Communications Manager, CYPS
- Ceri William, Internal Communications, CX

1. Rotherham Show

- Graphics
GN informed the group that graphics/content for the corporate marquee was more or less done. Still waiting for proofs to be signed off for the Safe and Achieving stands. All work to be sent to the printers on Tuesday the 4th September.

John Kelly will be arranging to pick up last years graphics from the Press Office.

Design staff will be setting-up the graphics/content on the backing boards in the corporate marquee on the morning of Friday the 7th of September. Staff will be able to access the marquee as of midday on Friday to complete the set-up of stands.

The dismantling of graphics and content will start at 6pm on Sunday the 9th of September. All staff still working in the marquee at this time will be required to pack away all graphics into the tubes/bags provided. The tubes/bags will

be collected from the marquee by Dave Whelan of 2010 Rotherham Ltd and returned to the press office on Monday.

PLEASE NOTE ALL ITEMS AND RUBBISH MUST BE CLEARED AWAY.

- Renaissance
The architects' model of the town centre cannot now be delivered in time for the show. The model is to be replaced by a large map of the area with images, possibly 3-D, in their locations.

The consultation wall will have 'consultation slips' attached with comments detailed on the front and personal details on the back.

- Tablecloths
VD confirmed tablecloths have been ordered and will be delivered to the marquee.
- Mayor's Visit
KW asked for confirmation of what time the Mayor will be visiting the corporate marquee. TGD to liaise with Marie Hayes.

Action: TGD

- Flowers
TGD asked if anyone would require any floral displays as they needed to be ordered via Marie Hayes. No requests for flowers.
- Translations
TGD distributed language identification cards and posters to be displayed on each stand. To access this service you will need your client ID number.
- Dress Code
It was agreed that staff should wear smart casual clothing along with ID badge. No jeans.
- Photographers
Steve Wright and Steve Shaw from the Design Studio will be taking photographs throughout the show. CH has commissioned John Maine to take agreed/specific shots.
- Signing In/out sheets
Each stand to have their own record of attendance.

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

To be confirmed.

Post meeting note: The Mayor will be visiting the marquee on Saturday at 10.45am.