

## **CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION**

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

**Date: Monday, 10 December 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 5th November, 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. Rotherham Information Group (Page 14)  
- terms of reference attached
7. Minutes of a meeting of the Procurement Panel (Pages 15 - 20)  
To consider the minutes of the meeting of the Procurement Panel held on 5<sup>th</sup> November 2007
8. Liaison with RBT  
To consider any questions received from Elected Members

**SUSTAINABILITY AND INNOVATION**  
**5th November, 2007**

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

An apology for absence was received from Councillor Sharman.

**36. JILL DEARING**

It was reported that Jill had left the employment of the Authority and taken up a position with another company. The Chairman wished her well for the future.

**37. MINUTES OF THE PREVIOUS MEETING HELD ON 8TH OCTOBER, 2007**

Consideration was given to the minutes of the previous meeting held on 8<sup>th</sup> October, 2007.

Arising from Minute No. 30 (reference from the Tourism Panel), it had been clarified that it was an annual survey with plans in place to ensure the same problems did not recur but it was not a function of RBT.

Arising from Minute No. 31(2) (sustainable procurement), it was reported that information had been provided to the Strategic Director of Environment and Development Services on the usage of paper, power and fuel. A meeting had been set up with the Strategic Director at which the Head of BT Sustainability Practice would be present.

Resolved:- (1) That the minutes of the meeting held on 8<sup>th</sup> October, 2007, be approved as a correct record.

(2) That Emma Bridge, Policy Officer, be invited to the meeting to discuss sustainable procurement.

**38. RBT PERFORMANCE UPDATE**

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

- Rotherham Registrars selected by Central Government as a pilot site for the 'Tell us Once' project
- Interest received from other local authorities in the partnership's PSE developments within HR & Payroll
- ICT shortlisted for 2 national awards
- ICT achieved 100% of SLA targets

In addition, reference was also made to:-

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

Resolved:- That the report be noted.

**39. 'TELL US ONCE'**

The Customer Services Client Manager reported that, in response to the Varney Review, the Government had produced an implementation plan of which 1 deliverable was the 'Tell Us Once' programme led by the Department for Work and Pensions (DWP).

Rotherham Borough Council was 1 of just 3 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.

The objective was 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 was recognised by the Government that timescales may be affected by the need to revise/remove legislative or information sharing arrangements that currently existed.

At a scoping meeting with members of the DWP programme team and Council officers, a set of 5 prototypes based around the Registrations Service had been developed. Each prototype will run for a period of between 6-8 weeks the findings of which would then help the DWP and the Council to define a fuller pilot based on the early research. It was expected that the pilot stage would then run for up to 6 months commencing in early 2008.

Resolved:- (1) That the Council's involvement in the 'Tell Us Once' programme be supported.

(2) That regular progress reports be submitted to the Cabinet Member.

**40. CORPORATE COMPLAINTS QUARTER 1 2007-08**

The Customer Services Client Manager submitted a report detailing the complaints received and handled during Quarter 1 2007/08 across the Council and 2010 Rotherham Ltd.

209 complainants had made 320 complaints including 8 Local Government Ombudsman referrals of which Children and Young Peoples' Service and Adult Services accounted for the majority.

Due to a change in the frequency of reporting and the move to report against individual complaint points, it was not possible to make comparisons with the same period the previous year. However, it was possible to compare the outcome and percentage closed in target in quarter 1 2006/07 and the annual outturn for 2006/07.

For the period 1<sup>st</sup> April, 2006-31<sup>st</sup> March, 2007, 16% of complaints were upheld compared with 32% for Quarter 1 2007/08. 9% were partially upheld for 1<sup>st</sup> April, 2006-31<sup>st</sup> March, 2007, compared with Quarter 1 2007/08 which resulted in 7% of complaints being partially upheld. Overall complaints performance for Quarter 1 2007/07 was 74% compared with the 81% annual outturn for 2006/07.

It was noted that a Scrutiny Review was currently taking place but had a much wider remit than Corporate complaints. It included competency, job descriptions, staff currently in post, scope and opportunities for more detailed reporting of information.

Resolved:- (1) That the report and statistics for Quarter 1 2007/08 be noted.

(2) That the outcome of the Scrutiny review be awaited.

**41. REGISTRATION EMPLOYMENT STATUS**

The Customer Services Client Manager submitted a report on the forthcoming national change in employment status of registration officers.

A forthcoming Statistics and Registration Service Bill contained provisions to provide for registrars and superintendent registrars to become local authority employees. These provisions were likely to come into place in early December, 2007. This would 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, a consultation exercise would be commenced shortly to engage staff, Members, senior management and Unions and

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ensure staff were given full support throughout the change.

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

(2) That a further report be submitted in January, 2008.

**42. LIAISON WITH RBT**

There were no issues to report.

(THE CHAIR AUTHORISED CONSIDERATION OF THE FOLLOWING ITEMS TO ENABLE THE MATTERS TO BE PROCESSED.)

**43. COMMUNICATIONS AND MARKETING GROUP**

Consideration was given to the minutes of the meetings of the Communications and Marketing Group held on 3<sup>rd</sup> September, 2007.

It was noted that a Council Web-Site Group, to be Chaired by Councillor Wyatt, had been established.

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

**44. CONFERENCE**

Resolved:- That the Cabinet Member be authorised to attend a meeting of Waste Recycling Environmental to be held on 29<sup>th</sup> November, 2007, at the House of Commons, London.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:</b>	<b>Sustainability &amp; Innovation Cabinet</b>
<b>2.</b>	<b>Date</b>	<b>10th December 2007</b>
<b>3.</b>	<b>Title:</b>	<b>RBT – Performance Update</b>
<b>4.</b>	<b>Programme Area:</b>	<b>RBT</b>

**5. Summary**

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

**6. Recommendations**

That the information in the report be noted.

## 7. Proposals and Details

### Highlights

Highlights for the period have included:

- Alternate weekly collections resulted in 2,319 calls answered for the month; a decrease from 4,082 answered in September;
- Work continues on the 'Tell Us Once' project
- Rotherham Registrars features in a national publication
- Payroll Accuracy SLA achieved for fourth 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 achieve 100% of its SLA targets;
- Procurement Savings confirmed as £1,087,000 to 30<sup>th</sup> September 2007.

### 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; 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 66.18%. This failure is a result of the Streetpride golden number receiving a 9% 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 weekly baseline:-

W/C	Baseline	No. of calls offered	% incr	FTE
01/10/2007	2130	2625	23.00%	11.4
08/10/2007	2130	2387	12.00%	9.9
15/10/2007	2130	2217	4.00%	9.7
22/10/2007	2130	2217	4.00%	9.5
29/10/2007	2130	2017	-5.00%	11

During October, the 'Alternate Weekly Collection' dedicated golden number received 2319 calls of which 2038 were answered, resulting in 12.11% of calls being abandoned. With effect from 1<sup>st</sup> November, 2007 this telephone number will be transferred to the Streetpride golden number.

In response to the increase in call volumes above the baseline we are in consultation with the client to suspend financial penalties for October in respect of this SLA.

The Contact Council, established following the Varney report on public services, with a remit to monitor public funded contact centre performance, published a submission template for contact centres wishing to make their first Performance Management Framework (PMF) return. Our return has now been submitted for the Rotherham Connect Contact Centre. The PMF consists of 26 performance indicators designed to test four primary competencies; measurement, insight, delivery and planning.

The service is also progressing Varney's recommendation that all public funded contact centres should be accredited by December 2008.

Contact Central technology has now been rolled out to the Dinnington and Swinton CSCs. This is increasing call handling flexibility across the Rotherham Connect service.

Rotherham volunteered for early access to the Registration On-Line (RON) marriages module and has been accepted. A GRO (General Register Office) train the trainer event will take place at Cent on 29th November, 2007, Rotherham will then commence testing of the module and develop training material in preparation for National go-live. The go-live date is not fixed but will be no earlier than April 08.

Our Registration Service features in the autumn / winter edition of Marginal Notes, which is a national publication sent to all Registration Services in England and Wales. The feature covers Rotherham's achievement in piloting the RON system and their Best Team award at the RBT annual awards ceremony.

A bid was submitted to Macmillan Cancer Care on 12th October, 2007. The bid is for 3 workers to run a welfare benefits and debt advice service for people in Rotherham diagnosed and living with cancer. If accepted, full funding will be provided for the first 3 years which then tapers in years 4 and 5. This will enable the service to maximise benefits for people and their families at a time when they can face financial hardship.



### **7.1.2. HR and Payroll**

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

The HR03 payroll accuracy SLA reported performance of 99.53%, thereby achieving its target for the fourth consecutive month. Within the month 103 errors were reported from the 24,594 payslips produced.

As reported previously within our HR service centre the SLA target monitoring call volumes reverted to 80% with effect from 1<sup>st</sup> August 2007. It is pleasing to report that the team continues to maintain its excellent performance with reported performance of 83.09% for October.

The results of our customer satisfaction survey show that 85.8% of customers are satisfied with the service provided by the HR Service Centre. This level of satisfaction underlines the fact that the vast majority of customers are satisfied with the HR & Payroll Service but the detailed comments reveal some dissatisfaction with access to the HR Helpline. It is expected that the improvements to the HR Helpline including the recent installation of the call queuing system will mean less comments and greater satisfaction with this part of the service in future.

Preparation for the payment of arrears due to the imminent pay award has been undertaken. This will be the first retrospective pay award to will be paid via the PSE system (previous pay awards having been agreed prior to implementation date), therefore substantial work needs to be undertaken to ensure retrospection is fully tested. Work on this retrospection is underway and will be completed in time to implement pay award arrears in December.

The Service Centre hosted visits from Telford and Wrekin Council and Sefton Borough Council where demonstrations of self-service developments undertaken by RBT were well received.

Assessment Centres were delivered in October by our Advice and Guidance Service. These included a Director level appointment in Neighbourhoods and Adult Services in support of an Elected Member Panel (including the Deputy Leader and Cabinet Member); and a dozen M3 Managers as part of a restructuring also in Neighbourhoods and Adult Services. All Assessment Centre were well received by Councillors, managers and candidates.

Applications following the launch of the Council's new salary sacrifice scheme for bikes were checked and orders processed during October. An extension to the scheme deadline is being considered to enable as many applications as possible prior to December payroll deadline.

All the Council's absence administrators were invited to attend briefings in October, with over one hundred accepting the invite. The aim of the briefings was to stress the importance and context of sickness absence management; to clarify the administrators' roles; to understand the difficulties encountered

by absence administrators carrying out their roles; and to share best practice. The session proved very useful and was well received.

Three courses were delivered during October as part of the "People Management" programme provided by the team. Additionally six courses were run for 2010 as part of a bespoke programme for the revised supervisory role of Neighbourhood Champions.

### **7.1.3. ICT**

All monthly SLA measures were achieved in our ICT service.

We have now recommenced the ICT refresh programme with rollout starting initially in Crinoline House as agreed with the ICT Client. This will be an intelligent refresh taking into account the work-style and agile working agenda to ensure the appropriate equipment is refreshed during the process.

Rollout of the IKON intelligent MFD print devices is now complete. Overall the new devices have been welcomed positively as more flexible devices than the previous versions. A separate request has been received from the ICT client to publish information about the setting up of duplex settings. This message has been published recently on the Intranet homepage.

The ConnectED newsletter which was launched to all Rotherham Schools during September has already generated additional work from a few schools with a number of additional enquiries also being received. Additionally, following on from a successful visit to Design & Printing Services, Rotherham Chamber has placed their first order with RBT for mailing and postage work.

Our ICT Design and Print service will have a stand at e-Attain conference at Magna on the 20th November and at the Rotherham Chamber networking event on the 29th November.

### **7.1.4. Procurement**

Good progress has continued across procurement in October.

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 are also now using the cards for the processing of individual magistrates court fees. Trials have now been agreed to commence shortly within Adult Services at Addison House and Park Lea care homes for catering needs through the contracted supplier 3663. Discussions are also due to take place with managers from the Library Service with a view to discussing p-cards and how best they could support their current business needs. 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.

SLA measures within the service for the month of October all reported in or above target with the exception of PR01 (% of catalogued goods or services delivered within the "lead times" displayed in the item file) which reported performance of 88.72%, 0.5% below its contractual target. Our confidential waste supplier has been experiencing difficulties resulting in a dip in their delivery performance which has adversely affected this measure. The problems are around delivery drivers and also their invoicing procedure which may be unfairly reflecting on the accuracy of their performance, as this measure calculates the invoice date as the delivery date in lieu of the 'real' delivery date being unidentifiable. Immediate steps have been taken in relation to supplier performance.

Performance in BVPI8 for the month of October has significantly increased to 94%. Work continues to advise Council officers of their requirement to receipt goods and services promptly.

Procurement savings for the month of September were confirmed at over £204,000. £1,282,000, this is £222,000 ahead of the annual plan forecast.

RMBC will be the first Local Authority in the Country to use VOLTS (Virtual Online Learning and Tutorial Support) an online distance learning and tutoring platform. Sixteen of our Procurement staff, currently studying CIPS supported by Durham Logistics, have now all had individual thirty-minute inductions and familiarisation sessions pre-launch. Our staff have already confirmed VOLTS is a much better and more flexible program to work with, this will be underpinned by a workshop with tutors plus detailed revision sessions just prior to exams. VOLTS will be launched 'live' 7<sup>th</sup> November 2007.

#### **7.1.5. Revenues & Benefits**

Following the disruption caused by June's floods our recovery timetable is now back on track and next year's schedule has been agreed with the Courts.

Performance across all SLAs is progressing on target and the following is a regular update on council tax and NNDR collection:-

#### **RB02/BVPI09 – Percentage of Council Tax collected for the year**

As at the 31st October 2007 the collection rate was 66.21% compared to 66.30% last year.

Although the collection rate is 0.09% below last year's, an analysis shows that the number of twelve monthly Direct Debit Council Tax payers has increased by 2,640 compared to last year which will produce in an increase in February and March collection figures.

## **RB03/BVPI10 – Percentage of National Non Domestic Rate collected for the year**

As at 31st October 2007 the collection rate was 68.51% compared to 69.98% last year.

Although the collection rate is 1.47% below last year's £375,000 of this can be partially attributed to the Council's instalments not being collected in October due to a technical error. This has now been resolved. Further analysis shows that accounts amended due to the flood exemptions now have instalments due in February and March which has changed the instalment profile thereby resulting in an expected increase in collections during that period.

## **7.2. Progress against Corporate Initiatives**

### **7.2.1. Equalities & Diversity**

Mosaics has been considered and rejected as a solution to Equalities Monitoring requirements in Benefits.

To ensure we meet the Equality Standard level 5, a plan for implementation of the Northgate module will be written by the first week in January 2008. Each of the service areas in RBT have been tasked with the production of a plan to evidence monitoring fuelled service improvements by December 2008.

### **7.2.2. Investors in People**

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

Phase one of TUTOR system is complete. This will enable people in 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 pre and post training events and provides a budget authority level. Reports can be instantly exported to excel to allow filtering at a greater level.

### **7.2.3. Consultation/Complaints**

#### **Consultation**

RBT's internal Communication forums are complete. The Forums were held in order to address perceived communications issues. All hopes and concerns recorded will be fed back out to RBT staff.

The Registrars service is currently consulting with customers as part of the Tell Us Once project. This survey should provide important feedback for the Council on the process of registering a birth and the major benefits and concerns of sharing this information across local government and other agencies. Two further surveys are also planned, these include a registrar survey, based on a DWP model, targeting the registrars staff with the final survey targeting customers who have registered a birth within the last six months.

### **Complaints**

In the month of October RBT received seven customer complaints (from 5 customers), six of which related to the Revenues and Benefit service with the final complaint relating to the Cashiers service. Over this period six complaints were responded to, with four of these being within the corporate timescales. The performance in October has had a negative impact on the overall year to date figure and action has been taken locally within the service to guard against any similar issue in future.

From the 1st April - 31st October 2007 performance in handling complaints, within target, has fallen to 89% from the performance at the end of September 2007 as a consequence of a dip in performance in October. Due to the relatively low number of complaints 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 88%, whereas the next 10 complaints have to be closed in time for performance to return to 91% of complaints being closed, the performance figure that RBT achieved up to the end of September..

Over the period 38 % of complaints were upheld, with the other outcomes being Not Upheld (49%), Inconclusive (8%), Partially Upheld (2%) and Withdrawn (3%). This maintains the improvement from the 2006 - 07 annual outturns. 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 31st October 2007 RBT received 64 complaints, 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 a number of staff feedback sessions, to discuss and inform people of the issues, have been held.

## **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:**

Paul Hamblett, RBT Enterprise Programme Officer Manager –  
paul.hamblett@bt.com, X 3482,

**Rotherham Information Governance Group****Terms of Reference**

The Group will set the direction for Information Governance for Rotherham and consider operational issues at the interface between organisations and the resolution of these issues.

The Group will also be a source of advice and will report to the Local Authority, Hospital and Primary Care Trusts.

**The Group will**

- Set the strategic direction in terms of Information Governance resolving individual issues across the agencies
- Act as a source of advice on individual or group Information Governance decisions to each organisation
- Review and comment on organisations in relation to progress against Information Governance targets and the Information Governance audit process
- Ensure consistent policy setting and advising on policy in relation to patient/client identifiable information sharing across the organisations in Rotherham
- Take an overview of Information Governance training, education and awareness across the organisations and ensure that there is a core curriculum across Rotherham in terms of training. Including making a practical connection between the enquires received by each Rotherham Caldicott Guardian and Information Governance Leads and feed this into the training programme
- Receive each organisations Information Governance Report and comment on them in relation to performance
- Agree a Joint Agency Information Sharing Work Programme
- Ensure Rotherham Health and Local Authority participate in Regional and National Information Governance initiatives.
- Act as a Forum for the discussion of handling Information Governance requests

Where there is a non-consensus that will be recorded across the organisations and passed on to each organisation

**Membership**

Rotherham Caldicott Guardians and Leads

Lay representative from the Local Authority

Review 1 September 2006

### Meeting Minutes

Meeting Title	<b>Procurement Panel</b>
Date	<b>Monday 5<sup>th</sup> November, 2007</b>
Start time	10.00 am
Venue	Committee Room 1, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Lesley Dabell	LD	Voluntary Action Rotherham
David Finch	DF	Client Officer
Mark Gannon	MG	Transformation Manager
Tim Gollins	TG	Manager – Supporting People
David Lisgo	DL	Neighbourhoods and Adult Services
Sarah M <sup>c</sup> Call	SM	Client Officer
Trevor Posliff	TP	Youth Offending Service
David Rhodes	DR	Environment & Development Services
Tim Spensley	TS	RBT Business Services
Jon Surridge	JS	Environment & Development Services
Jeff Wharfe	JW	RiDO – Rotherham Partnership

Apologies	Init	Programme Area
Andrew Bedford	AB	Strategic Director of Finance
Simon Bradley	SB	RBT Procurement Manager
Abi Dakin	AD	RBT
Matt Gladstone	MG	Assistant Chief Executive
Sandra Greatorex	SG	Voluntary Action Rotherham
Laura Poulter	LP	Children & Young People's Services
Julie Slatter	JS	CX
Ian Smith	IS	Director of Asset Management
Paul Smith	PS	Rotherham Construction Partnership

Minutes		
Ref	Item or Action	Action Owner
60/07	<b>Minutes of Previous Meeting</b>  The minutes of the previous meeting of the Procurement Panel, held on Monday, 17 <sup>th</sup> September, 2007, were agreed as a correct record.	



61/07	<p><b>Rotherham Partnership Proud Theme Board – Performance Clinic – Voluntary and Community Sector</b></p> <p>The Procurement Panel welcomed Kate Hurley (Voluntary Action Rotherham) who presented a report about the performance clinic, which had taken place on 14<sup>th</sup> September 2007, about third sector (ie: the voluntary and community sector) procurement and commissioning. Included with the report were lists of the short, medium and long term actions which had been proposed at the performance clinic. The Procurement Panel noted that there would be another performance clinic held in approximately three months' time, to monitor progress and add to actions.</p> <p>It was also noted that the performance clinic actions affected the Council, its statutory partners and voluntary and community sector organisations.</p> <p>The Procurement Panel agreed with the proposed actions, as contained in the report and asked that a progress report be submitted to the Panel's meeting to be held on Monday, 14<sup>th</sup> January 2008.</p> <p>The Panel also agreed that the Multi-Agency Procurement Liaison Group would be the most appropriate group to own and progress the actions. Appropriate officers (SM<sup>C</sup>, LD, SG and KH) are to progress this issue.</p> <p>The Panel thanked Kate for presenting the report.</p>	<p>SM<sup>C</sup></p> <p>SM<sup>C</sup> LD SG</p>
62/07	<p><b>Ethical Procurement Policy</b></p> <p>Consideration was given to a report about the ethical procurement policy which has been developed as part of the implementation of the Council's corporate procurement strategy. The policy is targeted at staff who have a significant involvement in procurement for the Council, and provides guidance to ensure goods and services are procured without compromising the integrity of staff and the Council. The policy has been developed in consultation with representatives of all parties involved in procurement in the Council, taking into account the requirements of the Code of Practice on Official Conduct and other relevant Council Policies, and has previously been endorsed by the Procurement Panel.</p> <p>Agreed:- (1) That the ethical procurement policy be approved and forwarded to the Corporate Management Team, the Cabinet for approval and for adoption by the Council.</p>	

	(2) That, subject to receipt of Cabinet and Council approval, this Panel approves appropriate communication of the policy to interested parties, including inclusion of the policy on the Council's Internet website and intranet site.	DF
63/07	<p><b>Buy Recycled Project (Recycling Action Yorkshire) – Action Plan Update</b></p> <p>The Procurement Panel considered a report stating that, as part of a Yorkshire-wide project to increase the amount of recycled materials purchased, this Council is currently working on a project with Recycled Action Yorkshire (RAY) which will operate until March 2008. RAY's 'Buy Recycled' project is providing free consultancy support to try and increase the number and volume of recycled products purchased by the Council. RAY is funded by Yorkshire Forward and the project is designed to stimulate the market for recycled materials throughout the recycling chain from collection, reprocessing, manufacture to end markets. An action plan has been developed to take the project forward and the report detailed the current position of performance against the action plan.</p> <p>Statistical details of the benefits of purchasing recycled materials' products would be submitted to the Panel's meeting to be held on Monday, 14<sup>th</sup> January 2008.</p> <p>The Procurement Panel noted the contents of the report and the current performance against the action plan.</p> <p>It was agreed that this report also be submitted to the Sustainable Development Advisory Group.</p>	SM <sup>C</sup> C
64/07	<p><b>Procurement Strategy – Review and Refresh</b></p> <p>Consideration was given to a report concerning the Council's Corporate Procurement Strategy and the action to review and update the strategy. The report included the major factors influencing the review and a proposed timetable leading to presentation of the refreshed Strategy to Elected Members during May 2008.</p> <p>The Council's Corporate Procurement Strategy was developed during 2005/06 and covers the period from 2006 to 2009. It sets out what the Council means by procurement, its vision, aims and objectives for procurement and how it will improve. The strategy incorporates an action plan for achieving the vision. Progress against this action plan is reported regularly to the Procurement Panel and to the Performance and Scrutiny Overview Committee.</p>	

	The Procurement Panel noted and approved the proposed timetable for reviewing the corporate procurement strategy.	
65/07	<p><b>Procurement – Local Performance Indicators</b></p> <p>Consideration was given to 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, the targets and the first and second quarters' reported performance.</p> <p>The Panel noted that, of the fourteen indicators:-</p> <ul style="list-style-type: none"> <li>: six are status green with performance on or above target</li> <li>: three are being baselined</li> <li>: one is reported on a 6 monthly basis</li> <li>: one will commence after September 2007</li> <li>: three are still under development</li> </ul> <p>Agreed: (1) That the indicators developed to date be approved and current performance noted.</p> <p>(2) That the amendments to the following indicators be approved:-</p> <p>(i) in respect of LPI 13, the current reporting schedule of six-monthly be moved to annual reporting, in line with the Equality Standards timescale for reporting; and</p> <p>(ii) as there is a Local Area Agreement in respect of the Council's percentage spend with the third sector, this indicator is not required.</p>	
66/07	<p><b>'Meet the Seller' Event – 26<sup>th</sup> September 2007</b></p> <p>The Procurement Panel noted that this event had been extremely well-attended, both by representatives of voluntary and community sector organisations and by procurement officers from statutory agencies such as the Borough Council, the Rotherham Primary Care Trust and the South Yorkshire Fire and Rescue Service.</p>	
67/07	<p><b>BVPI8 – Payment of invoices within 30 days</b></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="443 819 1059 927"> <tr> <td>April</td> <td>97%</td> <td>May</td> <td>95%</td> </tr> <tr> <td>June</td> <td>91%</td> <td>July</td> <td>91%</td> </tr> <tr> <td>August</td> <td>91%</td> <td>September</td> <td>91%</td> </tr> </table> <p>Agreed:- That the performance of BVPI 8 be noted and the current course of rectifying action, as detailed in the report submitted, be approved.</p>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	April	97%	May	95%	June	91%	July	91%	August	91%	September	91%	
2007/08	96.3%																			
2008/09	97.0%																			
2009/10	97.5%																			
April	97%	May	95%																	
June	91%	July	91%																	
August	91%	September	91%																	
68/07	<p><b>Action Plan Update</b></p> <p>Sarah M<sup>c</sup>Call 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>3.05 – To implement document imaging – the outcome of the pilot scheme at Sandwell MDC was awaited;</p> <p>4.06 – Development of the Procurement Forward Plan on the Council's Internet web site – a report was required about the costs of establishing this facility.</p> <p>Agreed:- (1) That the information be noted.</p> <p>(2) That the actions to implement the Procurement Strategy are noted and the updated Action Plan is approved.</p>																			
69/07	<p><b>Conference – Third Sector Commissioning – London – Monday 10<sup>th</sup> December 2007</b></p> <p>The Procurement Panel noted the details of the above conference.</p>																			

<b>Next Meeting</b>		
Date	Monday, 10 <sup>th</sup> December, 2007	
Time	10.00 a.m.	
Venue	Town Hall, Rotherham	

#### **Dates of Future Meetings**

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

Monday, 14<sup>th</sup> January 2008, at 10.00 a.m.

Monday, 11<sup>th</sup> February 2008, at 10.00 a.m.

Monday, 10<sup>th</sup> March 2008, at 10.00 a.m.

Monday, 14<sup>th</sup> April 2008, at 10.00 a.m.

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