

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 14 January 2008

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 10th December, 2007 (Pages 1 - 3)
To consider the minutes of the previous meeting and update any matters arising
5. RBT Performance Update (Pages 4 - 13)
To consider the attached report of the Chief Executive, RBT
6. Communications and Marketing Group (Pages 14 - 17)
- minutes of meeting held on 11th October, 2007
7. Minutes of a meeting of the Procurement Panel (Pages 18 - 20)
To consider the minutes of the meeting of the Procurement Panel held on 10th December 2007
8. Liaison with RBT
To consider any questions received from Elected Members

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 10th December, 2007

Present:- Councillor Wyatt (in the Chair)

Apologies for absence:- Apologies were received from Councillors Hodgkiss and Sharman.

45. MINUTES OF THE PREVIOUS MEETING HELD ON 5TH NOVEMBER, 2007

Consideration was given to the minutes of the previous meeting held on 5th November, 2007.

Resolved:- That the minutes of the meeting held on 5th November, 2007, be approved as a correct record.

46. RBT PERFORMANCE UPDATE

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

- Continued work on the 'Tell Us Once' project
- Rotherham Registrars features in a national publication
- Payroll Accuracy SLA achieved for the fourth consecutive month
- ICT achieving 100% of its SLA targets
- the number of telephone calls to the contact centre had increased sharply during October 2007 because of the introduction of alternate weekly refuse collection in more parts of the Borough area
- RBT are to provide figures of the 'number of telephone calls offered', the number of telephone calls answered' and the number of telephone calls abandoned or lost'
- the Contact Council, established nationally to monitor public funded contact centre performance, will begin in April 2008
- a bid had been submitted to MacMillan Cancer Care to organise a welfare benefits and debt advice service for people in Rotherham diagnosed and living with cancer
- the ICT refresh programme had recommenced
- performance was much improved across the Council with BVPI8 – good received notes
- the level of collection, for the current and previous financial years, for both Council Tax and National Non-Domestic Rates – the report to the next meeting will include year end projection figures as well as comparative details about performance on collection, reminder letters, court use, etc.

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

(2) That the summary analysis of complaints received by RBT, in each Council Ward, be noted.

(3) That the achievement of the British Computer Society Public Sector Organisation of the Year award be welcomed and the award be presented at the Council meeting to be held on 6th February, 2008.

(4) That all Members of the Council be informed of the out-of-hours and emergency contact details for Council and RBT services for the forthcoming Christmas and New Year holiday period.

47. ROTHERHAM INFORMATION GOVERNANCE GROUP

Consideration was given to the terms of reference of the Rotherham Information Governance Group.

Resolved:- (1) That the terms of reference of the Rotherham Information Governance Group be noted.

(2) That Councillor Wyatt be appointed as this Council's representative on the Rotherham Information Governance Group.

48. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of a meeting of the Procurement Panel held on 5th November, 2007.

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

49. LIAISON WITH RBT

It was agreed that Mark Gannon would update the Cabinet Member and the Councillors involved, about the ICT programme pilot for Elected Members.

50. CONFERENCE - LOCAL GOVERNMENT ASSOCIATION - SUSTAINABLE COMMUNITIES - LIVERPOOL - 11 TO 13 MARCH 2008

Resolved:- That the Cabinet Member for Sustainability and Innovation (or substitute) be authorised to attend the above conference.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability & Innovation
2.	Date	14th January 2008
3.	Title:	RBT – Performance Update
4.	Directorate:	RBT

5. Summary

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

6. Recommendations

That the information in the report be noted.

7. Proposals and Details

Highlights

It is with great pride that we can announce that RBT has been successful in the British Computer Society (BCS) Awards, 2007, winning the Public Sector Organisation of the year award. The BCS is the leading body for those working in IT. With a world-wide membership of over 60,000 members in over 100 countries, BCS is the qualifying body for Chartered IT Professionals (CITP).

This award reflects the valued contribution of every member of RBT and also our colleagues in wider RMBC.

Other highlights for the period have included:

- All SLA targets achieved within Rotherham Connect;
- 97.7% of our customers are 'very satisfied' with our Welfare Rights and Money Advice Service;
- The 'Tell Us Once' consultation comes to a close;
- Payroll work continues on the Annual NJC pay award;
- Positive feedback received from Rotherham 2010 delegates on 'People Management' courses provided by our HR & Payroll Advice & Guidance Service;
- ICT achieve 100% of its SLA targets;
- BVPI8 performance improvement to 96% for November;
- Procurement Savings confirmed as £1,570,000 to 31st October 2007;
- Rotherham ranked highest for Revenue Collection for 2006/07 in South Yorkshire.

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.

It is pleasing to report that all the service's SLAs have achieved their targets for November.

It is anticipated that changes to the waste collection service during December 2007 will increase call volumes for the Streetpride service. Leaflets and stickers have been issued to customers in an attempt to minimise calls, however, it is predicted that volumes will increase in the week commencing 17th December. The service has planned to maximise resources during this period.

The results of the Performance Management Framework (PMF) submission have been received for the second quarter. Ninety-one submissions were received in total from public funded contact centres across the country.

As a follow up to the general performance report, a Principal Officer from our Performance and Improvement team and the Contact Centre Operational Manager attended a PMF workshop run by the Contact Council. Their role was to give feedback and discuss learning and consultation. The day proved valuable and the feedback will be used to shape the future of the Performance Management Framework. The next submission is due in January 2008.

A meeting has been arranged for 3rd January, 2008 to discuss how the service will move forward with regard to the PMF and formal accreditation of the Contact Centre.

Rotherham volunteered for early access to the Registration On-Line (RON) marriages module and two members of staff have attended GRO (General Register Office) training for the module. This will give our service priority access to the training environment and the ability to prepare in advance for the system go-live which is planned for April 2008.

Customer feedback for our Welfare Rights and Money Advice Service at the end of September demonstrated 97.7 % of customers using the service are very satisfied.

Continuing their commitment to assisting families of children with disabilities and special needs, Welfare Rights Officers attended Hilltop special school on 27th November, 2007. Two sessions were delivered giving advice to parents on the benefits available for children with special needs.

The Welfare Rights service is acting as appeals partner for the joint team between local Pension Service, Fairer Charging and Neighbourhood Benefit Officers. Appeal results are starting to come through with recent appeal for a 72 year old being awarded backdated attendance allowance 16/4/07.

The service demonstrates excellent internal and external joined up working.

A referral from the Department of Child and Adolescent Mental Health and was taken up by Rotherham's Welfare Rights and Money Advice Service. Engagement with Disability Living Allowance services and a mortgage lender maximised the income of a family with a disabled child and saved them from losing their home. As a result of Welfare Rights & Money Advice Service

involvement the family's annual income was increased by £8,102 and arrears of £1,988 were awarded.

7.1.2. HR and Payroll

Within the partnership's HR Service, it is disappointing to report that the Payroll accuracy SLA (HR03) failed to meet its contractual target of 99.50%. Performance is reported as 98.95% with 284 errors from 27,105 payslips produced.

This underperformance is attributed to the attempted implementation of the new server configuration which took place between the first and final payroll run over the weekend of the 17th and 16th November. This is believed to have caused some data corruption.

This corruption caused one hundred and fifty employees to have a further deduction of their water rates which was immediately repaid to them with a letter of apology. It also caused twenty eight employees to receive some arrears of mileage and expenses totalling £220.50. Again each employee has been written to with an apology and details about repaying the overpayment.

Without this problem the Payroll Accuracy SLA target would have been met at 99.6%.

The server reconfiguration is designed to further improve the robustness of the system and to implement a separate reporting server where data can be extracted and analysed without affecting the operational server. The reason the first attempt to reconfigure failed, is understood by ICT and a second attempt is due over the weekend before Christmas, after all payroll runs. This will help to reduce any risk to the payroll and allow further testing of the reconfiguration to take place on Christmas Eve.

As reported previously 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 continues to maintain its excellent performance with reported performance of 80.91% for November. The team has achieved this target every month since the increase.

A business case seeking to recruit an additional two FTE to support the Helpline has been submitted with a view to further improving the response of the Helpline team following the comments received from the Customer Satisfaction Survey and feedback from Schools.

Pay award details were received for NJC Local Government Services employees and JNC Chief Officers during November. The Local Government employee award was received in time to upload the new pay rates for November salary, arrears of pay from 1 April 2007 will be paid with December salary. The JNC Chief Officers award was received after the close down for

November payroll; therefore, new rates and arrears of pay will be paid with December salaries in January.

The IPF Payroll Benchmarking Group was held during November. This is an annual event and provides an opportunity to not only re-visit the benchmarking statistics but also to open discussion relating to current developments and a sharing of experiences. The main topics of conversation were the forthcoming changes to the Local Government Pension Scheme and the current work related to the pay award. RBT's work on the development of self-service and Manager/employee take up was discussed at great length and seen as innovative and forward thinking.

Applications following the launch of the Council's new salary sacrifice scheme for bikes were checked and orders processed during November. The scheme deadline was extended and to date around seventy applications have been received. It is anticipated that the deductions through pay will start in December.

The final courses of the programme of "People Management" courses were delivered to Rotherham 2010 during November by our Advice and Guidance Team. A total of twelve full day courses were delivered during October and November. Feedback from the sessions has proved very positive.

The latest phase of the implementation of the new Dignity at Work Policy, which the team were commissioned to develop by Strategic HR, was the training for First Contact Officers. The session was also very successful and the feedback also very positive.

Paul Cosgrove, our Advice and Guidance Manager supported the Directors of 2010 at a mass meeting of the workforce at Barbot Hall to announce/confirm the decision to close the unit. Our Advice and Guidance Team will be heavily involved in the next few months to secure alternative employment for as many of the thirty eight employees as possible.

7.1.3. ICT

All monthly SLA measures were once again achieved in our ICT service.

The ICT Refresh programme is gathering speed and the Client team's equipment at Reresby House has now been refreshed as agreed. CYPS is partially complete along with some satellite offices. We are now recycling redundant kit through Dell after wiping the hard drives clean of data; however this is not a sustainable solution.

The ConnectED newsletter which was launched to all Rotherham Schools during September continues to generate additional business. For example, our Design and Print Service have been commissioned by St Bernard's School to re-brand a range of their marketing material. Additionally

Rotherham Chamber continue to place orders for mailing and postage work.

Our ICT Design and Print service facilitated a stand at the e-Attain conference at Magna on the 20th November and at the Rotherham Chamber networking event on the 29th November. Both events generated enquiries for the service.

7.1.4. Procurement

Further good progress has continued across the partnership's Procurement service in the month of November.

Following the successful roll out of procurement cards and end-user training in EDS, p-cards are now live in our Revenues and Benefits Service for the processing of magistrate court fees and also within ICT in support of the recently launched schools catalogue. Planned trials at Addison House and Park Lea Care homes have been replaced with trials at Park Hill Lodge and Netherfield Court at the request of Adult Services and are scheduled to commence in early January 2008. Given the imminent change of libraries software, the Library Service will not be going live with p-cards in the near future.

SLA measures for November reported above target with the exception of PR02 which records and measures the percentage of fully completed and authorised cheque requests received in P2P before 2pm on the payment day that are processed on the next available payment run date. This measure underperformed because of an administrative error, now corrected, by a new starter. Supplier problems, which affected PR01 in October, were resolved and this measure returned to above target performance in November.

Performance in BVPI8 for the month of November has significantly increased to 96%; an all time high for this time of year. Work continues to advise Council officers of their requirement to receipt goods and services promptly.

Procurement savings for the month of October were confirmed at over £288,000 with savings for the year to date showing at £1,570m which is £229k ahead of the annual plan forecast.

The first draft of next year's Annual Plan reveals that BPP are confidently predicting savings in excess of £2.636M at present with work ongoing to increase this prediction further before the second draft is produced in February.

7.1.5. Revenues & Benefits

Our Revenues and Benefits Service has requested a cross matching of our overpayments to national DWP records. This has been accepted and will

allow us to identify any outstanding debtors, in respect of over-payments to RBT on a nationwide basis.

The project for the implementation of the Local Housing Allowance in April 2008 is progressing on schedule. The necessary software is expected in January 2008 and once delivered, training will be scheduled accordingly.

Our Recovery timetable remains on schedule. The volume of work going to bailiffs remains high, however the number of vulnerable cases remains low with only six being reported for November. For the year to date the bailiffs have collected £578,641, of which £116,062 was collected in November.

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 30th November 2007 the collection rate was 75.35% compared to 75.47% last year.

Although the collection rate is 0.12% below last year's, this year has seen an increase in taxpayers choosing to pay over a twelve month period; the effect of this is that a larger percentage of debt is due to be collected in March, when compared to previous years. Consequently the service is confident that a collection rate of 97% will be maintained.

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

As at 30th November 2007 the collection rate was 78.53% compared to 80.28% last year.

The collection rate is 1.75% below last year's and work is currently being undertaken as to ascertain the reasons to it and devise a strategy to reverse this trend.

Finally it is worth reporting that 2006/07 BVPI performance figures have now been published by the Audit Commission. Comparing collection rates with other local authorities in 2006/07 shows that for Council Tax Rotherham had the highest collection rate in South Yorkshire and was 7th equal amongst the 36 Metropolitan Authorities. For NNDR collection Rotherham again had the highest 2006/07 collection rate in South Yorkshire and was 9th equal amongst Mets.

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

The Tell Us Once consultation process with customers and members of staff ceased in October with the results broadly demonstrating that members of staff and customers are happy to both ask, and provide, additional information during the registry of a birth. This data has been submitted by Mark Evans, Customer Services Client Manager, as part of the DWP pilot that is currently taking place and the service are currently waiting to hear if any further work is required as part of the project.

Over the remainder of the financial year two internal customer satisfaction surveys are planned (Procurement and ICT) in order to assess RBT employee satisfaction with the service that they receive. This step is being taken as RBT employees are excluded from the client surveys, given that they contribute to a contractual SLA, and therefore are being unable to make comments that may ultimately help to improve the services. It is anticipated that the procurement survey will be completed and analysed in February 2008, with the ICT survey being completed in March. Following the piloting of these surveys a HR & Payroll survey will then be forwarded to members of staff completing the initial cycle for internal customer surveys.

Complaints

In the month of November RBT received three customer complaints (from 2 customers), all of which related to the Revenues and Benefit service. Over this period eight complaints were responded to, with seven of these being within the corporate timescales. Due to the relatively low numbers the performance in November has had a negative impact on the overall year to date figure and action has been taken locally around the complaint that exceeded deadline which was due to a member of staff scanning the complaint incorrectly.

From the 1st April - 30th November 2007 performance in handling complaints, within target, has fallen to 87 % from the performance at the end of October 2007 as a consequence of one complaint being closed out of time. 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 86 %, whereas the next 9 complaints would have to be closed in time for performance to return to 89 % of complaints being closed, the performance figure that RBT achieved up to the end of October. Despite this fall RBT remain a positive contributor to the overall RMBC figure.

Over the period 40% of complaints were upheld, with the other outcomes being Not Upheld (47 %), Inconclusive (7%), Partially Upheld (3 %) 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 November 2007 RBT received 68 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. In order to ensure that lessons are learnt from the complaints received RBT are to introduce a scheduled post complaint review procedure to ensure that the appropriate actions are taken and to help identify any further learning opportunities for RBT or the wider Council.

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 METROPOLITAN BOROUGH COUNCIL**NOTES OF THE COMMUNICATIONS/MARKETING GROUP MEETING
THURSDAY 11TH OCTOBER 2007, CONFERENCE ROOM, ERIC MANN'S****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
- Stella Jackson, Local Government, Yorkshire and Humber
- John Kelly, Graphic Designer, RBT
- Damian Nightingale, Information, Governance, Sharing & Communications Officer, Neighbourhoods and Adult Social Services
- 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. Welcome, Introductions and Apologies

Councillor Ken Wyatt welcomed everyone to the meeting and called for introductions around the table. Apologies were noted.

2. Minutes of the last meeting – 3rd September 2007

These were agreed as a true record

3. A – Z of Services

TGD has been asked to produce a comprehensive A to Z directory of council services. The last time a similar booklet was produced was 1998. According to the Local Government Association's Reputation project, research has shown that an A to Z guide to services is the council publication most appreciated by the public.

A four-page pull-out supplement was produced for the May 2006 edition of Rotherham Council Matters giving a summary of key council numbers. It is proposed a more comprehensive guide in booklet form be produced, A5 format with a basic text layout, pagination approximately 50/60 pages, delivered to all households.

TGD researched what other local authorities have produced, what is currently available on the intranet and our website and came up with a list of entries as a starting point. Examples were distributed to the group. The volume of work and attention to detail required is huge. Communications leads were asked to support in the collection and management of the data as they were better acquainted with the services delivered by each directorate.

TGD to email spreadsheets to comms leads with details of suggested entries and an accompanying spreadsheet with examples of data required.

Action: TGD

The deadline for return of data is Monday 10th December.

Action: ALL

Concerns were raised over the 'shelf life' of some entries.

4. Update on Year Ahead Commitments

Pooling of Comms and Marketing Resources

CMT and Members have agreed to the pooling of resources. Pete Hudson (Finance) and Tracy Holmes will be talking to Directorate representatives to pin down the detail of the figures and identify spend.

Community partnership newspaper

Cabinet Members, CMT and the LSP have endorsed the principle of a community newspaper to be fully funded by advertising. The redirection of council spends on advertising and council notices will potentially contribute.

The LSP have agreed a budget of £2-3k to work with the Council's appointed advertising agency, Pearsons on working up a risk assessment/business case.

The next edition of Rotherham Council Matters will go door to door this month (October). This edition will include the Annual Report. Should the community newspaper go ahead, this could potentially be the final issue and could be used to look back over the life of the publication and how Rotherham has changed during the life of the publication.

Branding strategy

Significant work has already been completed by the Design Studio on corporate identity guidelines, working with a steering group. Further work to be done on sub-brands. Market research will be carried out to identify public opinion on branding. Questions to be included in the next Reachout questionnaire.

Website development

Website management is now back in TH's portfolio. Mark Evans has agreed to fund a piece of work by a member of the SOCITM Better Connected review team which will give an appraisal of the current RMBC website, and suggested work needed to improve. This will then be presented to CMT for a view on further work.

TH to send report to KW.

Action: TH

5. Faces of Rotherham Campaign

The Local Strategic Partnership agreed to fund a £6k budget for photography. Steve Wright from the Design Studio has been commissioned to carry out the work. Anyone with any photography ideas/needs contact TH.

Steve Wright will be invited to the next meeting to show some of the photography and accompanying strap lines.

6. Athena/Young Athenian Awards

The Athena awards are run by the Chamber of Commerce, the Council is a joint sponsor. The awards are to recognise people who show excellence in supporting women. Ceri Williams will be sending information out to staff in the next couple of weeks. Local comms leads to promote.

Action: CW

The Young Athenian Awards only run in Rotherham but are linked to the Athena Awards. Council involved in organization. The awards are to celebrate youngsters up to 18 years who have done something outstanding. Ceri Williams will be sending information out to staff, community groups and Parish Councils. Again local comms leads to promote.

Action: CW

7. Rotherham Show Debrief

Overall this year's show was deemed a success. KW asked the group for their feedback.

KW – The property group Evans lacked staffing at times. Disappointing that the model was not available as a centre piece but the map did attract attention. Clark Herron and team handled most of the public consultation. The graphics were good and the marquee seemed less cluttered. The PCT expressed an interest in sharing space within the marquee next year. The Fairness stand had no giveaways but did raise £120 with the football.

JK – People were late getting copy to the Design Studio despite several reminders. The responsibility for coordinating the collection of graphics and data was fragmented which resulted in a lengthy proofing process. The use of a new supplier added to the pressure resulting in the graphics arriving late for the set-up of the marquee.

The consistency and colour of the graphics were much better than the previous year, brighter and punchy.

Design Studio to collect the graphics from the press office and re-tube. TGD then asked all comms leads to collect and store their graphics.

RG – The atmosphere was more like an exhibition. More needs to be provided for people to do. RG acquired some windmills from the Early Years tent for the public to build.

DN – The meals on wheels area is always crowded there is no room for further activities but questionnaires were filled in.

FC – Culture and Leisure have their own tent which had crazy golf around the outside for people to play.

SP – sent an email to TH with his feedback. He raised the following.

What about:

- Keeping the display boards and posters around the edge
- Lose the tables in front of each stand (possibly replace with some leaflet racks)
- Introduce a “customer service centre” type arrangement at the far end of the marquee to go alongside the meals on wheels to act as a central point for information, questions and leaflets etc.
- Use the central area for one big fun, interactive event (possibly a different one each day) that is linked to the council but is not just a consultation or a display. Something to get people involved and stop them wandering off
- A couple of active meeters and greeters at the main entrance to welcome people

KW – would appreciate CH’s comments.

Action: CH

8. Any Other Business

None raised.

9. Date and Time of Next Meeting

Monday 12th November at 10am in the Conference Room at the Eric Manns building.

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 10th December, 2007
Start time	10.00 am
Venue	Committee Room 2, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Lesley Dabell	LD	Voluntary Action Rotherham
Abi Dakin	AD	RBT
David Finch	DF	Client Officer
Mark Gannon	MG	Transformation Manager
Sarah M ^c Call	SM	Client Officer
David Rhodes	DR	Environment & Development Services
Jon Surridge	JS	Environment & Development Services

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Andrew Bedford	AB	Strategic Director of Finance
Simon Bradley	SB	RBT Procurement Manager
Sandra Greatorex	SG	Voluntary Action Rotherham
Tim Gollins	TG	Manager – Supporting People
Trevor Posliff	TP	Youth Offending Service
Laura Poulter	LP	Children & Young People's Services

Minutes		
Ref	Item or Action	Action Owner
70/07	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 5th November, 2007, were agreed as a correct record.</p>	
71/07	<p>BVPI8 – Payment of invoices within 30 days</p> <p>Sarah McCall presented a report about BVPI 8, the performance indicator which measured performance of the payment of undisputed invoices within thirty days. The Council has agreed the following average annual targets for performance of BVPI8 with RBT:</p>	

	<table border="0"> <tr> <td>2007/08</td> <td>96.3%</td> <td></td> <td></td> </tr> <tr> <td>2008/09</td> <td>97.0%</td> <td></td> <td></td> </tr> <tr> <td>2009/10</td> <td>97.5%</td> <td></td> <td></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. The provision of automated monthly reports, by Directorate, on invoices where GRNs are late, is considered to be the main way of improving performance as action can be targeted to areas with low performance. A solution to providing these has now been delivered by the Transformation and Strategic Partnerships Team at no cost and the first of these automated monthly reports was produced in early November 2007.</p> <p>Recent performance during 2007 has achieved:</p> <table border="0"> <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> <tr> <td>October</td> <td>94%</td> <td>November</td> <td>96%</td> </tr> </table> <p>The Procurement Panel welcomed the improved performance for October and November.</p> <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%	October	94%	November	96%	
2007/08	96.3%																													
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August	91%	September	91%																											
October	94%	November	96%																											
72/07	<p>Procurement Strategy - Action Plan Update</p> <p>Sarah M^cCall presented a report which drew the Panel's attention to the actions which were either amber or red and provided an update on the work being undertaken to resolve each action. Particular reference was made to the following actions listed in the report submitted:-</p> <p>2.03 – Policy on the Council's use of Trading and Charging powers – on hold until completion of base budget review of fees and charges;</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 – the Transformation and Strategic Partnerships Team is negotiating with RBT to reduce the costs of establishing this facility in the long term, although a short term solution was now being implemented.</p> <p>The report also detailed progress with the actions arising from the base budget review of Third Sector Funding.</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> <p>(3) That the appreciation expressed by representatives of the voluntary and community sector organisations, for the recent training about procurement for small and medium-sized enterprises, be conveyed to the appropriate staff of RBT.</p>	
73/07	<p>Spikes Cavell – Internet Web Site Observatory</p> <p>The Procurement Panel noted that the four South Yorkshire local authorities were all collaborating on a joint project to achieve savings on the procurement of contracts. The appropriate details were published on the Spikes Cavell Internet web site observatory, the costs of which were funded jointly by the four local authorities who are working together to reduce the costs of using the observatory.</p> <p>It was suggested that there ought to be attempts to obtain external grant funding for the costs of this internet observatory.</p>	
Next Meeting		
Date	Monday, 14 th January, 2008	
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, 11th February 2008, at 10.00 a.m.

Monday, 10th March 2008, at 10.00 a.m.

Monday, 14th April 2008, at 10.00 a.m.

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