

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 10 March 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 11th February, 2008 (Pages 1 - 2)
To consider the minutes of the previous meeting and update any matters arising
5. RBT Performance Update (Pages 3 - 12)
To consider the attached report of the Chief Executive, RBT
6. Minutes of a meeting of the Procurement Panel (Pages 13 - 18)
To consider the minutes of the meeting of the Procurement Panel held on 11th February, 2008
7. Liaison with RBT
To consider any questions received from Elected Members

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 11th February, 2008

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

56. MINUTES OF THE PREVIOUS MEETING HELD ON 14TH JANUARY, 2008

Consideration was given to the minutes of the previous meeting held on 14th January, 2008.

Resolved:- That the minutes of the meeting held on 14th January, 2008, be approved as a correct record.

57. RBT PERFORMANCE UPDATE

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

- All SLA targets achieved within Rotherham Connect
- 'Tell Us Once' to commence as a 6 month pilot
- ICT achieved 100% of its SLA targets
- BVPI8 performance reported at 95% for December
- Procurement savings confirmed as £1,741,000 to 30th November, 2007

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

Discussion ensued on the report with the following issues raised:-

- Investigation of the late payment to foster carers and reported back to the next meeting
- The need to report full call handling data for calls to the HR Helpdesk including those which were answered immediately and those where the caller was queued
- The refresh had been paused pending finalisation of a new approach to procuring kit

- It was proposed that Members' laptops be included in the refresh
- The need to report spend as well as procurement savings

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

(2) That the report produced for the Scrutiny Review on referrals made to the Welfare Rights and Money Advice Service be submitted to the next Cabinet Member meeting.

(3) That a report be submitted setting out a clear policy on the disposal of old computer equipment.

(4) That the Quarter 2 and 3 Complaints report be submitted to the next meeting.

(5) That a presentation on the overview of the new RBT organisation be made to the next meeting.

58. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of a meeting of the Procurement Panel held on 14th January, 2008.

It was noted that Rotherham had been shortlisted for the Sustainable City Award on Sustainable Procurement.

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

59. LIAISON WITH RBT

The Chairman reported that an issue had been raised about RBT's public engagement.

It was reported that RBT carried out customer satisfaction questionnaires but did not specifically in relation to the contact centres and customer service centres. It was suggested that a question should be included in Rotherham Reachout.

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM TO ENABLE THE APPROPRIATE BOOKING TO BE MADE.)

60. CONFERENCE

Resolved:- That the Chairman (or substitute) be authorised to attend a Local Government Information Unit Good Practice Seminar "Becoming an ethical town – from fair-trade to plastic bags" to be held in London on 3rd March, 2008.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability & Innovation
2.	Date	10th March 2008
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period January 2008.

6. Recommendations

That the information in the report be noted.

7. Proposals and Details

Highlights

Key points for the period include:

- Call answering SLA underperformance;
- 'Tell Us Once' work continues;
- All SLA targets achieved in HR & Payroll;
- HR support continues with Rotherham 2010 employees;
- ICT achieve 100% of its SLA targets;
- ICT refresh suspended;
- Procurement Service supports local business;
- Exam success in Procurement;
- Direct Debit take-up campaign in Revenues and Benefits.

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

As the contract refresh continues 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.

January saw the service fail its RC03 SLA target which measures the percentage of inbound telephone calls answered within 15 seconds.

A number of contributory factors have been determined that are believed to have affected performance in this measure:

- The demand for Contact Centre services has been high throughout January. The overall number of calls offered and answered showed a 25% increase when compared with average call volumes¹;
- In the period 24.12.07 – 31.12.07, when council services were closed, adverse weather conditions, Revenues and Benefits bulk mailings and increased demand for Waste Management services all significantly impacted on call volumes throughout January;
- Heavy rain fall on 10th, 15th, 21st and 31st January resulted in increased calls, these peaked at specific times of the day when the rain was at its heaviest and affected the team's capacity to respond to calls;

1. All averages are based on calls logged over the last six months.

- On the 15th and 21st January, there were numerous requests for sandbags and increased drainage enquiries to the Streetpride service;
- On the 21st January the addition of gale force winds and localised flooding of low lying land resulted in 542 out of scope calls, an increase of 157 enquiries when compared to the average of 385¹;
- Drainage enquiries more than doubled, 228 enquiries were received in January compared to the average of 103¹;
- Strong winds during the period caused an increase in the number of requests for replacement blue bags and boxes with 1,117 requests received; an increase of 117% compared with the average of 513 enquiries¹;
- The Streetpride service received a 29 % increase in enquiries relating to Waste Management in January; 3403 enquiries were made compared with the average of 2638.

The second Performance Management Framework submission was sent to the Contact Council on the 31st January 2008, covering the period Oct – Dec 2007. A general performance report will be issued during February and further consultation and feedback workshops are planned for late February/early March.

The Tell Us Once project within Registrars starts gathering live data with effect from 4th February 2008. There has been a reduction in the scope of the project owing to DWP and HMRC legislation and procedures. The project is unable to trigger action in respect of new claims for Child Benefit, Tax Credits, Income Support, Incapacity Benefit and Jobseekers Allowance. Application forms can be issued for new claims to Child Benefit and Tax Credits and contact telephone numbers can be issued for new claims to Income Support, Incapacity Benefit and Jobseekers Allowance.

Local Authorities Coordinators and Regulatory Services (LACORS) have this year launched an annual award. Rotherham's nomination in the category of Innovation in Service Delivery has been formally accepted, shortlisting will take place in March and the award ceremony will be in April.

Our Welfare Rights and Money Advice Service continues to develop its knowledge and understanding of key client groups. One worker has attended the Rotherham Unison Black Members Group AGM and One worker attended the Safe Haven Yorkshire conference; a project that can help asylum seekers and irregular migrants with a voluntary return to their home countries.

The Welfare Rights Service dealt with 280 customers in January whilst the Money Advice Service saw 90 customers in the month. January in the Money Advice Service is historically a quiet month whilst February tends to show an increase in customers due to Christmas credit card bills being received.

1. All averages are based on calls logged over the last six months.

7.1.2. HR and Payroll

Within the partnership's HR Service, it is pleasing to report that the Payroll accuracy SLA (HR03) achieved its contracted SLA target in January after two consecutive months of underperformance. Performance for the month is reported as 99.67% with 80 errors from 24,265 payslips produced.

The HR Helpline response rate is steadily improving following the introduction of two extra people to take calls. The calls answered first time has settled down to 80%+. The quality of call answering is consistently reported as good and it looks like the hard work invested is paying off.

Revised pay rates were included with the January salary run following receipt of the pay award details for JNC Craft workers and employees paid under the Soulbury Agreement. Arrears of pay, back-dated to April 2007 (Craft workers) and September 2007 (Soulbury) will be paid in February 2008. Details for Youth and Community employees and Council Members were received during the month and will also be actioned for February's pay-run. All the adjustments to estimated weekly wages, which were paid in advance, prior to the Christmas holidays, were dealt with during January.

New employees within the Helpline Team, Customer Services and Pensions administration have taken up their roles in January. The additional resource has started to take effect even though we are in the early stages of training.

Good feedback has been received from SYPA relating to the high accuracy achieved for pension form 9s.

The database server transfer which caused payroll performance issues in November 2007 was successfully completed during the weekend of 12th & 13th January with full database testing taking place the following weekend after the first weekly payroll run. The transfer was a complete success and has noticeably affected Yourself response times, positively, for clients. Early feedback is extremely complimentary.

Initial scoping work took place, for the pending Local Government Pension scheme changes, that will come into effect 1st April 2008. Additionally, the first of several planned in-house training sessions was rolled out to Service Centre employees. Further communication to RMBC employees will be published before April.

Key work continues in the Partnership's HR Consultancy Service (formally Advice and Guidance). Following the successful training program for thirty-one managers in 2010, which was delivered in October and November, we have been approached to commence discussions around repeating the programme for a further fifty managers. Each manager would attend a four, full day, bespoke course and one half day course. It is likely that this programme will begin in the new financial year.

Discussions have also taken place in respect of two commissions for Assessment Centres for senior level appointments – Chief Executive at 2010 and a Director in EDS. Further M3 level Assessment Centres have been commissioned by Neighbourhoods and Adult Services as part of their restructuring.

7.1.3. ICT

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

At the request of the RMBC Client, the ICT Refresh has halted, with the exception of the Emergency Planning suite. The rollout team has now been disbanded. The restart date and process remains to be agreed, however it will take some weeks to restart the rollout and the halting of the programme will have a financial impact and customer service implications.

Within the partnership's ICT Service work has been ongoing with the Rotherham 2010 website. The site is now based within a Content management System (CMS) allowing users to make their own amendments to content and to change the site significantly without the need to contact a member of RBT ICT staff.

Rotherham Area Assemblies and Rotherham Parish and Town Councils are also going to be CMS sites and are due to go live at the beginning of February 2008. The sites will be handed over to the client for content on 31st January 2008. The Rotherham Area Assemblies site itself features seven sub sites (one for each Area Assembly). The Rotherham Parish and Town Council sites will eventually contain more sites, however at present Wickersley, Harthill, Wales and Whiston are keen to have their sites. Wickersley will be the first along with the main site to go live.

Our ICT Design and Print service are working on a Pre-Qualification Questionnaire (PQQ) to provide South Yorkshire Passenger Transport Executive with print and photographic services. The proposal submission was required by 8th February 2008.

7.1.4. Procurement

Good progress has continued in the partnerships Procurement service and all the contractual targets were achieved in the month.

As reported last month, survey figures recently published by the Client reveal the overall customer satisfaction for Procurement by our customers has now increased to 88.90%; this is a huge credit to all the team. The results and comments are now being analysed and a complete update will be available on the intranet and circulated to Procurement Champions in February 2008.

Procurement Lodge Cards have now been delivered to Dutton International with the intention that they will start using them for the payment of agency staff services during mid February. A test file will be interrogated to ensure that the correct data will be imported into Cedar; once this has been approved the process will "go live". Dutton's will require additional training on Decal which is programmed to take place week commencing 18th February. Discussions have taken place in January with food supplier 3663 a further meeting has now been scheduled in for 21st February with our project manager and 3663's account manager and financial director with a view to a trial within the next 4-6 weeks.

Procurement savings to the end of December are at £1,854k; shared between RMBC and RBT at £630k and £1,224k respectively. The Service is currently developing the reporting of Procurement Spend to run in line with the savings reporting. This will hopefully be in place for forthcoming reports.

BVPI8 performance for January is reported at 90% which is consistent with normal expectations for the month following the Councils Christmas closure. Work is ongoing to advise Council officers of their requirement to receipt goods and services promptly.

Our Procurement service continues to support local business. We have actively been engaged in meeting and speaking with the Rotherham Youth Enterprise on how best they may develop and position themselves as a business, in order for them to actively bid for procurement opportunities and ultimately trade with the Council. We have also delivered external training to both the Voluntary and Community Sector Organisations across Rotherham which has proved to be very worthwhile and we have been approached by VAR to facilitate an additional event.

An e-learning package has now been developed and will be available to all Council officers through the Directions e-learning portal. This package will be going live within the next two weeks.

On a final positive note, our Procurement service continues to support the professional development of staff. Exam results have just been released for staff studying level 5 CIPS, a 100% pass rate was achieved. Study sessions for staff continuing at levels 3, 4 and 5 have now been arranged with exams to take place at the end of May.

7.1.5. Revenues & Benefits

The Local Housing Allowance project remains on schedule. A safeguarding policy has been written and is with the client awaiting members' approval. Software was expected in the week commencing 7th January 2008 this has now been delayed until the week commencing 18th February with training scheduled for the week commencing 4th March.

The enforcement schedule remains on target; whilst the number of reminders remains below the number issued last year, there has been a marked increase in the number of summonses and liability orders generated. This has resulted in an increase in the number of recovery processes. The team worked overtime for three weeks in January to ensure that work remains up to date in respect of recovery action. Council Tax billing amendments these have been completed, on average, within eighteen days, throughout January.

A direct debit campaign is currently underway with 24,000 leaflets being issued to our cash payers promoting the virtues of direct debit.

Performance across all SLAs is progressing on target with the following exceptions

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

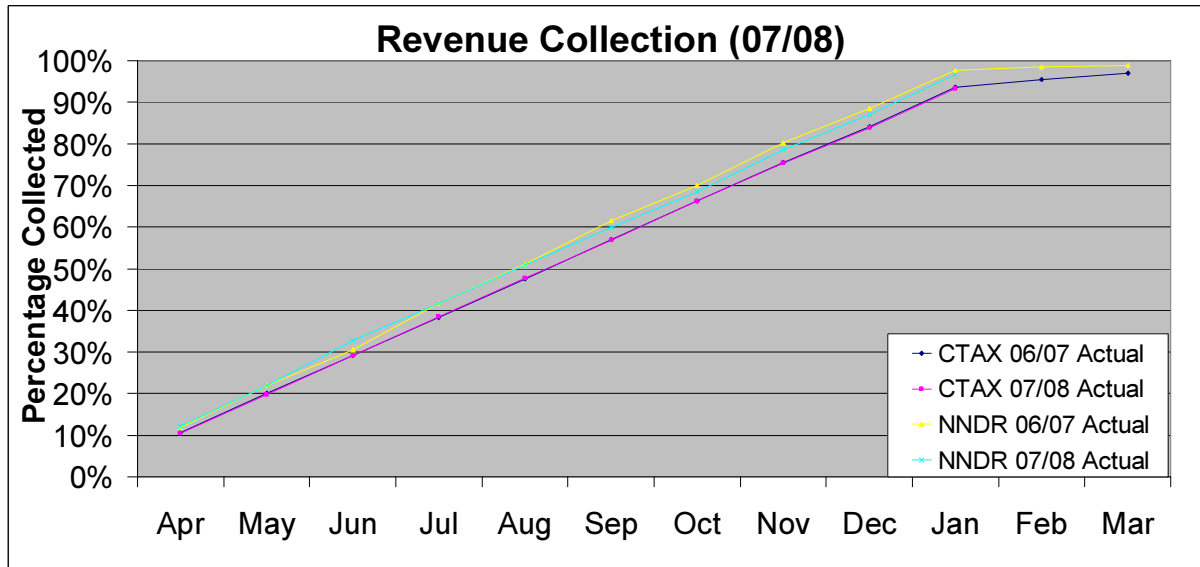
As at 31st January 2008 the collection rate was 93.31% compared to 93.55% last year.

The collection rate is 0.24% 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. Consequently the service is confident that a collection rate of 97% will be maintained.

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

As at 31st January 2008 the collection rate was 96.67% compared to 97.63% last year. The collection rate is 0.96% below the previous year; this represents a significant improvement on the comparison last month. The service remains confident that a collection rate of 98.90% will be maintained.

The graph below shows the 2007/08 performance in Council Tax and NNDR Collection compared to 2006/07.



RB20 - Number of reductions in benefit entitlement in year

The DWP has revised PM10 (equates to RB20) for Rotherham and will measure our performance over the period April 2007 to September 2007. The DWP target for a four star on this measure is 7,010 changes for Rotherham. During the period the Service achieved 7,006 (99.9%) this equates to a CPA three star in respect of that measure.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities & Diversity

Each service in RBT has attended a service planning workshop, in which the ESLG was explained and the commitment required to achieve level five was outlined. Services are to produce an action plan to deliver a case study to be used in evidencing level five by December 2008.

7.2.2. Investors in People

The TUTOR system requires additional functionality. A proposals document awaits review by Senior Management.

The PDR process will begin in February, in line with RBT's earlier Service planning, due to the requirements for measurable targets and more challenging performance management of people. RBT's deadline for completion is May 2008 and objectives will run from April to March.

The IIP variance data was fed into service planning.

Tighter control of spend on Training and Development will ensure a clearer link to return on investment in line with recommendations. This will be facilitated by the implementation of TUTOR.

7.2.3. Consultation/Complaints

Consultation

In January 2008 a complainant satisfaction survey was rolled out across the Council and forwarded to a number of customers who received a response to their complaint from the Council / Rotherham 2010 Ltd between the 1st October and the 31st December 2008. This pilot is being administered by the RBT Performance Team and will provide important customer feedback on their experience of both the complaints procedure and the outcome of their complaint, as well as helping to inform the scrutiny review into complaints management that is currently underway. The analysis on this survey is due for completion by the end of February 2008.

Complaints

In January 2008 RBT received 6 Stage 1 complaints, all of which related to the Revenues and Benefits service. Over the same period 5 complaints were closed with all of them being closed within target. Cumulatively performance in closing complaints (from the 1st April 2007 - 31st January 2008) within target equates to 90%, with 71 of 79 complaints being closed in time, an improvement of 1% on the figure that was reported in December 2007. 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 89%, whereas the next 6 complaints would have to be closed in time for performance to return to 91%, the figure achieved from the 1st April to the 30th September. With this level of performance RBT will remain a positive contributor to the overall RMBC figure.

Over the period 39% of complaints were upheld in the customers favour, with the other outcomes being Not Upheld (49%), Partially Upheld (3%), Inconclusive (6%) 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 ensure that any complaint response is appropriate.

Between the 1st April and the 31st January RBT received 80 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, with all complaints being reviewed for learning opportunities.

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,

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 11th February, 2008
Start time	10.00 am
Venue	Committee Room 1, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Simon Bradley	SB	RBT Procurement Manager
Mark Gannon	MG	Transformation Manager
Peter Hunter	PH	RiDO Investment Team
Peter Lawrenson	PL	Environment & Development Services
Helen Leadley	HL	Procurement Client Manager
Mark Leese	ML	RBT
Sarah M ^c Call	SM	Client Officer
Trevor Posliff	TP	Youth Offending Service
Jeff Wharfe	JW	RiDO – Rotherham Partnership

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Brian Barrett	BB	Rotherham Construction Partnership
John Brayshaw	JB	2010 Rotherham Limited
Lesley Dabell	LD	Voluntary Action Rotherham
Abi Dakin	AD	RBT
Tim Gollins	TG	Manager – Supporting People
Sandra Greatorex	SG	Voluntary Action Rotherham
Andy Hare	AH	Neighbourhoods and Adult Services
Laura Poulter	LP	Children & Young People's Services
David Rhodes	DR	Environment & Development Services
Paul Ritchie	PR	Voluntary Action Rotherham
Julie Slatter	JS	Head of Policy and Performance
David Stevenson	DS	Neighbourhoods and Adult Services
John Surridge	JS	Environment & Development Services

Minutes		
Ref	Item or Action	Action Owner
08/08	Minutes of Previous Meeting The minutes of the previous meeting of the Procurement Panel, held on Monday, 14 th January, 2008, were agreed as a correct record.	

09/08	<p>Performance Strategy Refresh – Climate Change Commission Recommendations</p> <p>Helen gave a presentation to the Panel about the recommendations of the Climate Change Commission for local authorities' procurement to influence the supply chain and create low carbon markets. Included within the presentation were the ten priority spend categories identified by the Sustainable Procurement Task Force.</p> <p>These recommendations would be included within the refresh of the Council's Procurement Strategy.</p>	HL
10/08	<p>Procurement – Flexible Framework</p> <p>The Panel considered the Flexible Framework document for Procurement. The document contained the following key areas:-</p> <ul style="list-style-type: none"> - People - Policy, Strategy and Commissioning - Procurement Process - Engaging Suppliers - Measurements and Results <p>It was noted that local authorities were required to achieve Level 3 of the five levels by 31st December 2008. The Panel agreed to review the progress, at each meeting, of the various actions in place to achieve Level 3 by the end of this year.</p>	HL
11/08	<p>Sustainable Cities Procurement Award</p> <p>The Procurement Panel noted that the Council had been shortlisted for the Sustainable Cities Procurement Award.</p>	
12/08	<p>Procurement – Commissioning Team for Adult Social Services</p> <p>Consideration of this item was deferred until the next meeting of the Procurement Panel.</p>	DS
13/08	<p>Buy Recycled Project (Recycling Action Yorkshire) – Action Plan Update</p> <p>The Procurement Panel noted 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). This project will operate until 31st March 2008, when the consultancy arrangement</p>	

	<p>will terminate. However, the project itself will continue, with funding provided by Yorkshire Forward, until 31st March, 2009 and RAY's 'Buy Recycled' toolkit will also continue to be available to this Council.</p> <p>Yorkshire Forward had been asked to consider the possibility of continued funding for the Recycling Action Yorkshire Project beyond March 2009.</p>	
14/08	<p>Procurement - Forward Plan of Contracting Opportunities</p> <p>Consideration was given to the Council's Forward Plan document for Procurement which provided information to small and medium-sized enterprises and to organisations in the voluntary and community sector, about contracting opportunities with the Council.</p> <p>The Panel noted that the document would be made accessible to all suppliers on the Council's Internet web site and would be updated every month. Version 2 of the Forward Plan would shortly be published on the web site. Rotherham Borough Council was one of the first local authorities in the Yorkshire and Humber Region to provide this information via the Internet.</p>	
15/08	<p>Procurement Strategy - Review Plan</p> <p>The Panel noted the details and timescales of the Council's Procurement Strategy Review Plan.</p> <p>Arrangements would be made for a seminar for all Members of the Council, about the Council's refreshed Procurement Strategy, to be held on Tuesday, 15th April, 2008.</p>	
16/08	<p>Procurement Standards</p> <p>The Panel noted the contents of a report detailing the Procurement Standards adopted by each of the Council's Directorates and by 2010 Rotherham Limited.</p> <p>It was noted that these Standards were especially useful to organisations in the voluntary and community sector and the details of the report would be discussed further with representatives of Voluntary Action Rotherham.</p>	HL
17/08	<p>Procurement – Local Performance Indicators – Quarter 3 (2007/2008)</p> <p>Consideration was given to a report stating that the</p>	

	<p>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, second and third quarters' reported performance.</p> <p>The Panel noted that, of the thirteen indicators:-</p> <ul style="list-style-type: none"> : six are status green with performance on or above target : two are status red : one is status amber : one is reported on an annual basis at the year end : two indicators are still under development : one indicator is 'work in progress' <p>The Panel noted details of the Local Performance Indicators in respect of the Council's contract with Ringway plc.</p> <p>There was discussion about the Council's percentage of core trade spend with small and medium enterprises in the Rotherham Borough area. It was agreed that information and details of best practice ought to be obtained from other local authorities about the studies of the proportion of local companies' turnover which involved trading with local authorities.</p> <p>It was noted that future reports will use the revised method of reporting the status of Local Performance Indicators.</p> <p>Agreed: (1) That the contents of the report be noted and the indicators developed to date be approved and current performance noted.</p> <p>(2) That a representative of the Rotherham Chamber of Commerce be invited to attend the next meeting of the Procurement Panel for discussion about the Local Performance Indicator in respect of the Council's percentage spend with local businesses in the Rotherham Borough area.</p> <p>(3) That, at a future meeting of the Procurement Panel, consideration be given to the Local Performance Indicator in respect of the Council's percentage spend with Black and Minority Ethnic organisations in the Rotherham Borough area.</p>	<p>HL</p>
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18/08	<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 data-bbox="539 488 831 595"> <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. 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.</p> <p>Recent performance during 2007/08 has achieved:</p> <table data-bbox="443 1149 1066 1330"> <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> <tr> <td>December</td> <td>95%</td> <td>January</td> <td>90%</td> </tr> </table> <p>The average performance against BVPI 8 for the year 2007/08 to date is 93.10%. The Panel noted that the reduced performance for January had been anticipated; however, the performance for February was expected to show an improvement. This performance report was also being considered by the Council's Corporate Management Team.</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%	December	95%	January	90%	
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%																									
December	95%	January	90%																									
19/08	<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</p>																											

	<p>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>The report also detailed progress with the actions arising from the base budget review of Third Sector Funding.</p> <p>It was noted that future reports will use the revised method of reporting the status of actions.</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>	
Next Meeting		
Date	Monday, 10 th March, 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, 14th April 2008, at 10.00 a.m.

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