

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 14 April 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 March, 2008 (herewith) (Pages 1 - 2)
To consider the minutes of the previous meeting and update any matters arising
5. RBT Performance Update (herewith) (Pages 3 - 13)
- To consider the attached report of the Chief Executive, RBT
6. Minutes of a meeting of the Communications and Marketing Group held on 10th December, 2007 (herewith) (Pages 14 - 16)
7. Minutes of a meeting of the Procurement Panel held on 10th March, 2008 (herewith) (Pages 17 - 21)
To consider the minutes of the meeting of the Procurement Panel held on 10th March, 2008
8. Liaison with RBT
To consider any questions received from Elected Members

SUSTAINABILITY AND INNOVATION
10th March, 2008

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

An apology for absence was received from Councillor Sharman.

61. MINUTES OF THE PREVIOUS MEETING HELD ON 11TH FEBRUARY, 2008

Consideration was given to the minutes of the previous meeting held on 11th February, 2008.

Resolved:- That the minutes of the meeting held on 11th February, 2008, be approved as a correct record.

62. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for the period January, 2008, highlighting:-

- RBT Service Level Agreement Performance Summary
- Customer Services performance
- Call handling - inbound telephone calls (performance below SLA – comparison with January, 2007 performance to be provided)
- Call-queuing in Human Resources and Payroll (further information to be provided about the number of calls which are answered immediately and the number which are held in the call queue)
- ICT refresh to continue
- Development of Internet web site

In addition, reference was also made to:-

- Customer Services/Public Access
- HR and Payroll
- ICT
- Procurement (including BVPI8 GRN performance level)
- Revenues and Benefits
- Council Tax and NNDR collection levels
- Progress against Corporate initiatives
 - Equalities and Diversity
 - Investors in People
 - Consultation/Complaints

Further to Minute No. 57 of the previous meeting held on 11th February, 2008, consideration was also given to the following reports:-

- (i) Scrutiny Review – referrals to the Welfare Rights and Money Advice Service;

(ii) RBT organisation structure;

(iii) RMBC Computer Hardware Disposal, proposed policy approach – report to be submitted to the E Government Board.

Resolved:- (1) That the contents of the reports, as now submitted, be noted.

(2) That the Cabinet Member for Sustainability and Innovation be informed of the operation of the call queuing 'real time' monitoring system.

(3) That RBT continue to encourage the payment of Council Tax by direct debit.

(4) That further consideration be given to the proposed 'Business Intelligence Initiative', concerning the publication of information about the role and work of RBT.

63. CONFERENCE

Resolved:- That the Cabinet Member (or substitute) be authorised to attend the seminar about the 'Biodiversity Duty', to be held in Sheffield on Friday, 4th April, 2008.

64. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of a meeting of the Procurement Panel held on 11th February, 2008.

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

65. LIAISON WITH RBT

The following issues were discussed:-

(a) Surgery Connect – a facility would be provided enabling Councillors to submit their surgery reports by fax, although electronic mail was the preferred method of delivery;

(b) ICT for Elected Members – the refresh of Members' laptop computers and the rollout of broadband connections was about to begin; the purchase of the older equipment would be governed by the Council's Computer Hardware Disposal Policy.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Sustainability & Innovation Cabinet
2.	Date	14th April 2008
3.	Title:	RBT – Performance Update
4.	Programme Area:	Financial Services

5. Summary

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

6. Recommendations

That the information in the report be noted.

7. Proposals and Details

Highlights

Key points for the period include:

- All services achieve their contractual targets across the RBT services;
- The Civic Customer Service Centre relocates temporarily due to the asbestos scare in Civic Building;
- 'Tell Us Once' work continues;
- HR support continues with Rotherham 2010 employees;
- Annual pay award process now complete;
- Instruction received to restart the ICT refresh programme;
- Procurement e-learning package now live;
- Successful 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 and the Council continues to redevelop it's Customer Access Strategy 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 the Service achieved all of its contractual targets for February.

The period saw Civic building closed for two days as a precautionary measure when asbestos was detected in the building. An emergency face-to-face service was operated from Norfolk House. Contact numbers were published on the council's website and additional telephone enquiries were taken by staff deployed at Swinton and Dinnington CSCs.

Across the Service a management meeting has been held between the CSC, Contact Centre and back office services to draw up an action plan to manage the predicted increase in calls resulting from council tax year-end billing and revised housing and council tax benefit notification letters.

With the Partnership's Registrars Service, the Tell us Once project has been gathering live data for three weeks. Approximately 50% of customers are refusing an appointment; with the main reasons being the customer doesn't have time or has already dealt with processes themselves in the time between the child's birth and attending the registration. Feedback currently indicates that the service is of most benefit to first time parents. Parents with other children are familiar with the processes and don't require the same level of assistance.

The service was represented at the Council's Lesbian Gay Bisexual and Transgender event on 22.02.08 where advice and information about Civil Partnership was given.

The Welfare Rights and Money Advice Service provided advice to all employees of Barbot Hall UPVC following a recent redundancy announcement.

Confirmation has now been received from Macmillan Cancer Care Charity of initial approval of the funding bid for provision of welfare and debt advice services to local cancer patients.

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.

7.1.2. HR and Payroll

It is pleasing to report that all of our HR & Payroll SLAs reported on or above target for February.

Within the partnership's HR Service, the Payroll accuracy SLA (HR03) achieved its contracted SLA target for the second consecutive month in February. Performance for the month is reported as 99.57% with 116 errors from 27,036 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.

During the period 85.77% of calls received were answered within 30 seconds. A welcome message starts for the caller after 10 seconds (4 rings). After this message music is played until 30 seconds into the waiting period; at which point if the call hasn't been answered a second message is heard. This second message is then replayed every 30 seconds until the call is answered.

Pay award arrears were included with February salary following the receipt of the pay award details for JNC Craft workers and employees paid under the Soulbury Agreement. New pay rates and arrears of pay were also included in February salary for Members and Youth and Community Workers following receipt of the pay award information. These latest awards now complete the annual pay award process.

The new employees to the Helpline Team, Customer Services and Pensions administration have started to take effect even though we are in the early stages of training. Excellent feedback has been received particularly from SYPA relating to the high level of accuracy achieved for pension form 9s and their speed of delivery.

The process of configuring the PSE system to dot.net started in earnest during February with a successful completion of the Yourself application. The next stage is to fully test the latest PSE upgrade (version 3.9.3) which was uploaded into the test database on 25 February. Testing will take place during the next few weeks before upload to the live database takes place on 15 March in readiness for the closure of payroll for 2007-8.

Development work progressed during February to establish a process for the Local Government Pension scheme changes that will become effective on 1st April 2008. A series of training workshops were rolled out to all Service Centre employees to ensure full understanding of the changed requirements for pension administration going forward. Additionally a HR newsletter was circulated outlining the changes for Managers to cascade to their employees. Further communication to RMBC employees will be published on March's pay-slip.

Vital work continues in the Partnership's HR Consultancy Service. Following the successful training session delivered to RMBC First Contact Officers last year, we have been asked to deliver a training session to 2010 First Contact Officers. In addition, we have also been asked to deliver a training session on Conducting Investigations to 2010 Investigation Officers.

The Council's PDR and Absence Management training for managers were delivered successfully with positive feedback from managers. Work has now commenced on the design of a new training session for Managers on the subject of Change Management.

Following the decision to close 2010's manufacturing unit at Barbot Hall, the HR Consultancy Team have continued to support a number of meetings and 'surgery' drop in sessions and have played a key role in facilitating the redeployment process. Of the 38 employees affected, 16 have already been redeployed, ten have secured jobs externally, one has taken voluntary redundancy, three are awaiting potential internal job offers and four are due to retire on 31st March '08. The team continues to seek redeployment for four employees.

7.1.3. ICT

All monthly SLA measures were once again achieved in the partnership's ICT service.

The Service has now been instructed to restart the refresh programme. RBT is currently considering the best way forward and there will need to be an agreement on how and when the refresh programme will restart in earnest. The main implications of the refresh being stopped are an increased number of support calls and equipment failures.

Development is complete for both the Area Assemblies Website and the Parish Council Website. Go live will proceed when the system owners have completed the input of the web page information.

A Pre-Qualification Questionnaire (PQQ) was submitted to South Yorkshire Passenger Transport Executive on 8th February to provide print and photographic services.

Following on from the success of Schools ConnectED Newsletter, the next edition will be produced during March for launch during April 08.

Design & Print will be showcasing work recently produced for Maltby Manor Primary School and St Bernard's Comprehensive School.

7.1.4. Procurement

The Procurement Service achieved all its contractual targets for the third consecutive month.

During the Civic building asbestos evacuation on 14th February the Procurement management team, within twenty minutes of being briefed on the situation from Chief Executive Mike Cuff, had redeployed key operational staff to work out of Bailey House. This enabled the service to continue to operate and manage all the Councils urgent Procurement activity until the Civic Building was reopened on Monday 18th February and it was business as usual.

The e-learning package is now live and available through the Directions page on the intranet. A team briefing will be sent out shortly by HR to all employees confirming this. RBT Procurement and the Client have worked extremely hard to make this e-Learning experience happen.

A Cedar 'senior consultant' at the request of the Procurement Manager has now been on-site to resolve the e-RFQ issues. The one remaining fix which was affecting "go live" has now been corrected and uploaded in to the Cedar test environment; the procurement team will now carry out final stages of UAT prior to go live w/c 17th March.

The lodged Procurement Card trial with Dutton's International (master vendor agency staff agreement) has been put back due to IT problems with the installation of software by the supplier; a meeting is now scheduled for the end of March '08.

Procurement savings to the end of January are at £2.080k; shared between RMBC and RBT at £707k and £1,373k 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 February is reported at 96%. Work is ongoing to advise officers of their requirement to receipt goods and services promptly.

Supplier and Contract Management System (SCMS) training for Councillors and the RBT bid team is almost complete. A role out programme for the next phase of SCMS training for key officers from within RMBC who let contracts outside of RBT Procurement is now being compiled. At a recent Heads of Procurement meeting held in Doncaster it was agreed that Rotherham would provide the lead officer across the sub-region on SCMS representation. A total of thirty tenders have now been advertised on the SCMS system by Procurement, eight of which have now been moved through to the contract module. All tenders that are issued by RBT Procurement are now advertised on SCMS.

The Procurement service continues to support the professional development of its staff with CIPS study sessions now being undertaken through the Durham Logistics on-line VOTLS system. The tutor now has the ability to review assignments, monitor progress, and offer feedback with key support. Exams are to take place at the end of May '08.

7.1.5. Revenues & Benefits

The Local Housing Allowance implementation project remains on schedule, with the required software upgrade being installed on the weekend of 15th & 16th March. The indicative Broad Market Rent Area (BMRA) levels have been received however the actual levels will not be received until the last week of March.

Meanwhile the Service remains on target for all its Housing Benefit performance measures. The only area of concern remains RB20. Whilst the target has been reviewed and lowered to 14,020, it still remains a stretching target and as at 3rd March 12,733 had been achieved.

The SLA measuring the collection of Housing Benefit overpayments remains on target and performance as the end of February 2008 exceeded that of last year, with 38.6% compared to 35.95%. As at 23rd February, the service had recovered in excess of £1,000,000 of overpayments.

The final definitions of the new National Indicators have now been received and work is to commence in respect of the monitoring and reporting of N180 and N181 which measure the number of changes of circumstances and the time taken to process claims respectively. Both of these measures relate to Housing Benefits and will form part of next year's targets.

The Council Tax enforcement schedule remains on target and whilst the number of reminders remains below the number issued last year, there has been a marked increase in the number of summons and liability orders generated. In March the Service intends to tighten the timetable even more to ensure that all appropriate taxpayers are reminded prior to the year end.

Council Tax billing amendments have been completed, on average, within 16 days, throughout February.

In December an audit of Council Tax was undertaken, the report has now been received, and no major concerns had been identified.

A direct debit campaign recently undertaken has seen the number of taxpayers choosing direct debit increase by in excess of 1,000. The number of direct debit payers currently stands at 59,255.

Annual billing for NNDR is to be run over the weekend of the 2nd and 3rd of March, with the bills being issued the following week. This will see a substantial increase in the number of bills being issued with the forthcoming changes in empty property rates.

The NNDR audit is still underway, although no major issues have been highlighted at this moment in time.

Performance across all the remaining Revenues and Benefits SLAs is progressing on target with the following exceptions:

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

As at the 29th February 2008 the collection rate was 95.47% compared to 95.53% last year.

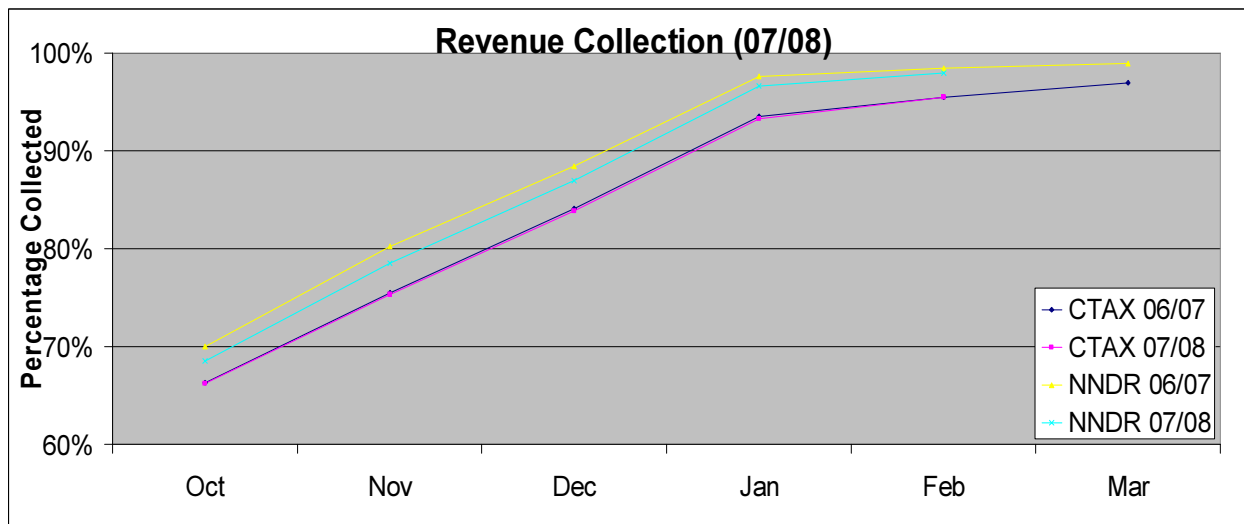
In respect of Council Tax, the forecast indicated that the service would be at 96.17%, we have fallen somewhat short of this, however when compared with last year's performance we are down by only 0.06%, therefore the Service remains on track for 97%. An analysis of the instalment profiles supports this, as an increased number of taxpayers have moved to twelve monthly direct debit, as a consequence the service will collect more in March than we have historically collected. It has provided difficulty to forecast in relation to the shift to twelve monthly payers.

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

As at 29th February 2008 the collection rate was 97.96% compared to 98.44% last year.

In respect of NNDR, the forecast indicated that the service would be at 98.5% again we have fallen short of this, and when compared with last year's performance again we have performed poorly in comparison. In mitigation the summer flooding resulted in a large number of amended bills being generated. An analysis of this indicates that those ratepayers affected have had instalments granted through to March 2008; traditionally payment would be made in full by the end of January. As a result the Service is still collecting monies in this month that will hopefully claw back a considerable part of the deficit.

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

As at the 3rd March 2008 the Service had achieved 12,733 reductions. To date, a further 1,287 are required in the month of March to meet the target of 14,020. Further targeted work is to be undertaken throughout March to ensure that the target is achieved. Furthermore, investigatory work has been undertaken to develop a more robust procedure for undertaking reviews of claimants in accordance with their risk score i.e. the risk of fraud or error in their claim. Once developed this will be used next financial year to ensure the change events are identified and acted upon accordingly.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities & Diversity

The Benefits Service has completed all the background work required before monitoring begins. 25,000 monitoring forms will be sent out in with benefits application forms in March. This data is to be collected and collated onto the Benefits system. Once analysed, any disproportionate groups will be consulted, in order to make improvements to the service in time to produce successful case studies for the December 2008 deadline.

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 February 2008 the complainant satisfaction survey was completed. The survey results will be analysed further through the complaint officer's forum and a decision on whether the survey is rolled out as business as usual or piloted further.

The internal procurement satisfaction survey has been rolled out to all RBT cedar users, except those in the Procurement service, for their feedback on the service that they receive. The analysis from the survey will be completed by the end of March / early April.

Complaints

In February 2008 RBT received 4 Stage 1 complaints, all of which related to the Revenues and Benefits service. Over the same period 6 complaints were closed with all of them being closed within target, and closed as not upheld. Cumulatively performance in closing complaints (from the 1st April 2007 - 29th February 2008) within target equates to 91%, with 77 of 85 complaints

being closed in time, an improvement of 1% on the figure that was reported in February 2008. 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 90%, whereas the next 10 complaints would have to be closed in time for performance to improve to 92%. With this level of performance RBT will remain a positive contributor to the overall RMBC figure.

Over the period 37% of complaints were upheld in the customers favour, with the other outcomes being Not Upheld (53%), Partially Upheld (2%), Inconclusive (6%) and Withdrawn (2%). 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 29th February RBT received 84 complaints, the majority of which relate to the Revenues and Benefits service. Given the overall number of service users the amount of complaints received across all RBT services remain low.

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 Business and Performance Manager –

paul.hamblett@bt.com, X 3482,

Mark Gannon, Transformation & Strategic Partnerships Manager –

mark.gannon@rotherham.gov.uk, X 6536

ROTHERHAM METROPOLITAN BOROUGH COUNCIL**NOTES OF THE COMMUNICATIONS/MARKETING GROUP MEETING
MONDAY 10TH DECEMBER, ROOM 2 AT THE TOWN HALL****Present:**

- Cllr Ken Wyatt, Cabinet Member for Customer Service and Innovation (Chair)
- Hilary Carden, HR Officer, Human Resources
- Fabienne Cotte, Marketing Manager, EDS
- Tracy Godfrey-Davies, Marketing Assistant, Corporate Communications and Marketing, Chief Executive's
- Alison Hall, Renaissance Marketing Officer
- Clark Herron, Communications Manager, EDS
- Tracy Holmes, Head of Corporate Communications and Marketing, Chief Executive's
- Dean Kerry, Community Liason Officer, Neighbourhoods and Adult Services
- Brian Mather, Communications Assistant, CYPS
- Graham Nicholson, Design Manager, RBT
- Damian Nightingale, Customer Information Officer, Adult Social Services
- Steve Pearson, Communications Manager, CYPS
- Jayne Wild, Support Officer, Corporate Services
- Ceri William, Internal Communications, CX
- Linda Wilson, HR Officer, Human Resources

Apologies:

- Veronica De'Ath, Customer Services Development Manager, RBT
- Ray Globe, E-publishing Officer, Children and Leisure Services

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 – 11th October 2007

These were agreed as a true record

3. Faces of Rotherham Campaign

Historically the agenda for the meeting has tended to be very corporate. At future meetings it was suggested people were asked around the table to raise issues from the directorates.

GN showed the group the photography taken so far by Steve Wright. Some images work better than others and the 'I AM' strap line has been dropped. Monies are still available from the LSP budget for further photography. Anyone with any photography ideas please contact TH.

Action: All

4. A to Z of Services

At the last meeting communications leads were asked to provide support for the collection and management of data. TGD emailed spreadsheets to comms leads with details of suggested entries. Some details have been received – waiting on further returns.

KW asked for the data to be shared with elected members before going to print.

5. Management Development Campaign

Linda Wilson and Hilary Carden from HR asked the group for their support in endorsing the Management Development Programme and ideas on the best way to further promote the scheme.

CW suggested a pull-out section in the February/March edition of UNITE, Incorporating success stories and quotes from previous attendees to heighten awareness. The on-line version to have a separate PDF pull-out.

Other suggestions:

- Case studies in local bulletin
- Cascade briefings
- Flash message on the Intranet
- Heads of Service agenda (March)
- PDR – to target M2 Managers
- Flyer
- Direct mail to managers – set reminders to follow up initial contact

6. Screen Yorkshire

The launch of the Filming Friendly Partnership was held at the National Media Museum in Bradford on the 4th of December. Karen Milner from Screen Yorkshire has been asked to attend the next Comms and Marketing group meeting to discuss 'Yorkshire' as a place for film locations.

7. Athena and Young Athenian Awards

The closing date for nominations for the Athena awards has been extended to the 25 January. The actual awards will take place on the 7th of March.

A flyer to promote the Young Athenian Awards will go out early in the New Year. SP to seek nominations via Head Teachers and Student Mentors. Nomination forms are available in printed and electronic format.

8. Developing the RMBC Website

John Fox, a member of the SOCITM Better Connected review team has appraised the current RMBC website, and suggested work needed to improve the site. He would like to see the appointment of a dedicated Webmaster and the de-cluttering of the front page. TH to circulate the report.

Action: TH

9. Partnership Newspaper for Rotherham

The next edition of Rotherham Council Matters will go door to door week commencing the 25th of February. It was unclear whether further issues would follow pending the possible launch of the new publication.

Pearsons, RMBC's retained advertising agency, have been commissioned to research sources of funding, staffing, marketing and promotion to deliver a single community newspaper, and prepare an initial report.

TH to update at the next meeting.

Action: TH

10. Marketing Budgets

TH and Pete Hudson (Finance) have met with Directorate representatives to plan for next year by identifying monies available and bringing together a budget on paper for 2008.

11. Award Applications

KW asked the group to bring details/examples of major awards to the next meeting.

Action: ALL

12. Town Centre Projector

The Town Centre Projector is now available. Anyone wishing to use the projector to contact Adam Oxley direct.

13. Date and Time of Next Meeting

To be confirmed.

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 10th March, 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
Brian Barrett	BB	Rotherham Construction Partnership
John Brayshaw	JB	2010 Rotherham Limited
Abi Dakin	AD	RBT
Emma Fairclough	EF	RBT
Sandra Greatorex	SG	Voluntary Action Rotherham
Peter Hunter	PH	RiDO Investment Team
Helen Leadley	HL	Procurement Client Manager
Sarah M ^c Call	SM	Client Officer
David Rhodes	DR	Environment & Development Services
Myles Thompson	MT	Rotherham Chamber of Commerce
Jeff Wharfe	JW	RiDO – Rotherham Partnership

Apologies	Init	Programme Area
Gerald Smith	GS	Councillor
Simon Bradley	SB	RBT Procurement Manager
Teresa Butler	TB	2010 Rotherham Limited
Lesley Dabell	LD	Voluntary Action Rotherham
Mark Gannon	MG	Transformation Manager
Trevor Posliff	TP	Youth Offending Service
Laura Poulter	LP	Children & Young People's Services
John Surridge	JS	Environment & Development Services

Minutes		
Ref	Item or Action	Action Owner
20/08	Minutes of Previous Meeting The minutes of the previous meeting of the Procurement Panel, held on Monday, 11 th February, 2008, were agreed as a correct record.	

	energy efficient goods and services.															
24/08	<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 viewed the document which has now been made accessible to all suppliers on the Council's Internet web site and would be updated every month.</p> <p>Sandra Greatorex advised that Voluntary Action Rotherham's website contained a link to the Forward Plan.</p> <p>The Panel agreed that Myles Thompson should promote the Forward Plan to members of the Rotherham Chamber of Commerce.</p>															
25/08	<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 1294 831 1406"> <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 1955 1066 2024"> <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> </table>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	April	97%	May	95%	June	91%	July	91%	
2007/08	96.3%															
2008/09	97.0%															
2009/10	97.5%															
April	97%	May	95%													
June	91%	July	91%													

	<p>August 91% September 91% October 94% November 96% December 95% January 90% February 96%</p> <p>The average performance against BVPI 8 for the year 2007/08 to date is 93.36%. The Panel noted that the reduced performance for January had been anticipated, although the performance for February was much improved. 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>	
26/08	<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 actions listed in the report submitted:-</p> <p>1.08 – Capital Project Procedure Guide – this guide was shortly to be considered by the Corporate Management Team;</p> <p>1.10 – Procurement Written Procedures – the procedures had now been completed for Children and Young People's Services, Environment and Development Services and for RBT;</p> <p>4.03 – Barriers to Tendering for BME, SME and V&CS organisations – the multi-agency procurement liaison group was continuing its review of these processes.</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 Zafar Saleem attend future meetings to update the Panel on the Base Budget Review/Voluntary Sector Funding Action Plan.</p>	

Next Meeting	
Date	Monday, 14 th April, 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, 12th May 2008, at 10.00 a.m.

Monday, 9th June 2008 at 10.00 a.m.

Monday, 7th July 2008 at 10.00 a.m.

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