

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 9 June 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 19th May, 2008 (Pages 1 - 3)
To consider the minutes of the previous meeting and update any matters arising
5. RBT - Performance Update (Pages 4 - 14)
6. Freedom of Information Act - Update (Pages 15 - 16)
- Sarah Corbett, Data Protection and Information Security Officer
7. Procurement Panel (Pages 17 - 28)
- minutes of meetings held on 14th April and 12th May, 2008
8. Liaison with RBT
To consider any questions received from Elected Members

**CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
19th May, 2008**

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

1. RBT - PERFORMANCE UPDATE

Paul Briddock, Service Director - Operational Services, and Paul Hamblett, Business and Performance Manager, RBT, presented the submitted report on the progress and performance of RBT for the period March, 2008.

Key points for this period included:-

- Recruitment for the Maltby Joint Service Centre commenced
- 'Tell Us Once' work continued
- Annual figures released for Welfare Rights and Money Advice
- Payroll accuracy service level agreement achieved for third consecutive month
- Human Resources support continued with Rotherham 2010 employees
- Confirmation that all RMBC graphic design and print requirement to be commissioned via RBT Design and Print
- Procurement card trial in Legal Services
- Annual billing complete in Revenues and Benefits
- Service level agreement underperformance in Revenues and Benefits
- Council Tax collection improvement on 2006/07

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 and a question and answer session ensued and the following issues were raised and clarified:-

- new housing repairs system
- uniform refresh for front facing services
- Welfare Rights and Money Advice Service performance
- recruitment for new Maltby Joint Service Centre

- call recording facilities
- Procurement service level agreement failures
- ICT refresh
- Procurement savings update
- Revenues and Benefits service level agreement failures
- Rotherham District General Hospital issues
- process for the issuing of a summons for non payment of Council Tax

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

2. CORPORATE COMPLAINTS

Mark Gannon, Transformation and Strategic Partnerships Manager submitted the report detailing the complaints received and handled during Quarters 2 and 3 of 2007/08 across the Council and 2010 Rotherham Ltd.

235 and 227 complainants had made 365 and 261 complaints in Quarters 2 and 3 respectively.

During Quarter 2, 33% of the complaints were upheld at Stages 1 and 2 with 34% at Stage 1 and 27% at Stage 2 in Quarter 3. These were high percentages that required further attention to ensure complaints were being dealt with robustly at Stage 1. This had been highlighted to the Scrutiny Panel undertaking the review into complaints.

The majority of complaints in both quarters were around quality of service followed by actions of staff. These issues were being picked up through the Corporate Complaints Officers Forum.

Once the Scrutiny Review of Corporate Complaints issued the findings of their review, further work would take place on developing the Corporate Complaints process which would also be a Year Ahead Commitment for 2008/09.

Actions taken or being taken to improve complaints management were set out in the report.

Discussion ensued and the following issues were covered :-

- need for further attention to dealing with complaints at Stage 1
- learning from complaints
- analysis of complaints received by Council ward

Resolved:- That the report be noted.

3. REPRESENTATIVES ON OUTSIDE BODIES

Consideration was given to representation in respect of the above and the need to nominate representatives.

Resolved:- (1) That the Cabinet Member and Adviser for Sustainability and Innovation attend meetings of the Council's E Government Board.

(2) That Councillor Wyatt remain as Chair of the Fair Trade Group, and attend meetings, together with Councillor Hodgkiss.

(3) That Councillor Wyatt (Chair), Councillor Smith, Cabinet Member for Regeneration and Development Services and Councillor Whelbourn, Chair, Performance and Scrutiny Overview Committee attend the meetings of the Procurement Panel.

(4) That Councillors Wyatt and Hodgkiss attend meetings of the LGA Rural Commission. (Note: Councillors Wyatt and Hodgkiss to attend the Annual Conference in September, 2008).

(5) That Councillor Wyatt attend meetings of the Rotherham Environment Forum.

(6) That Councillor Wyatt attend meetings of the Rotherham Information Governance Group.

4. LIAISON WITH RBT

There were no Member issues to report.

(The Chairman authorised consideration of the following item to prevent any unnecessary delay in processing the matter referred to)

5. SUPPORTING LOCAL POST OFFICES

The Chairman reported that he had attended a Local Government Association briefing last week relating to the above.

He was preparing a report on feedback from the briefing which would be distributed this week to all Members of the Council.

Concerns were expressed regarding further potential closures.

Resolved:- That the information be noted and the report also be forwarded to Cath Saltis (Head of Scrutiny Services), Mark Gannon (Transformation and Strategic Partnerships Manager) and Dawn Price (Consultation Officer) for consideration.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability & Innovation
2.	Date	9th June 2008
3.	Title:	RBT – Performance Update April 2008
4.	Directorate:	Financial Services

5. Summary

The report presents an overview of RBT's performance for the period April 2008.

6. Recommendations

That the information in the report be noted.

7. Proposals and Details

Highlights

Key points for the period include:

- New Housing Repairs System live within Customer Services;
- Maltby JSC recruitment continues;
- Tell Us Once pilot continues within Registrars;
- Job Evaluation phase 2 impact on HR & Payroll;
- Rotherham Learning Portal now live;
- RMBC website design;
- ROCC issues in Procurement;
- eProcurement training delivered;
- Local Housing Allowance introduced;

Performance Management Framework

There is now a new framework for managing performance across the partnership between BT and RMBC which forms part of the new contract. This is being phased in gradually from April 08 and has replaced the existing framework of SLA's. The new performance management framework consists of strategic, operational and management measures.

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

All available performance measures under the new Performance Management Framework (PMF) were met during April.

April saw the new Housing Repairs System going live. The implementation has generally gone well, although there are number of issues which require resolution before full acceptance into service can be achieved.

The main area for concern surrounds call handling times. Handling times have increased by approximately 33% since go-live with the reasons being two-fold. A change in working practices with 2010 and a number of software scripts which require amendment or creation. Although these script changes have been raised with 2010, due to resource issues, these have not been progressed. A meeting was arranged with 2010 on 18th April to agree urgent resolution; however, this has failed to achieve the required outcome. The RBT Project Manager has arranged a meeting with 2010 management to escalate the issues.

The Revenues and Benefits Telephone Enquiry Team handled high call volumes throughout April 2008 as anticipated. The main reasons for this are due to the continuation of Year End mailings and the bulk mailings generated from the recovery schedule

In order to handle the increase in call volumes, additional resources were provided until 4th April, 2008, which have been a combination of specialist staff from Local Taxation and Benefits Assessment, Customer Service Centre Staff and Specialist Agency Staff. Ongoing support is continuing from the Customer Services Centre staff.

The Revenues and Benefits Team are to deliver the customer contact element of Former Tenant Arrears (FTA). This is one of the actions in response to a recent review to address performance in relation to the FTA Collection Rate. Work is underway in preparation to implement effective collection procedures to improve the overall rate of FTA collected.

Customer Services are responding to a Change Request in respect of closing the Switchboard services operating from Maltby and Wath District offices. These are currently managed by Neighbourhood and Adult Social Services (NASS) and the request involves diverting the call traffic to the main Council Switchboard managed by RBT.

Recruitment for the new Maltby Joint Service Centre (JSC) continues. Following two recruitment campaigns ringfenced to RMBC the following staff have been appointed:

- 3 FTE x Customer Services Representatives (CSR);
- 3.6 FTE x Customer Services Advisors (CSA)

The following positions, however, still remain vacant:

- 1 FTE x Team Supervisor;
- 3.4 FTE x Customer Service Advisors

A third round of recruitment, ringfenced to RMBC staff, is currently underway in an attempt to fill the remaining CSA positions. Following the two recruitment campaigns ringfenced to RMBC, the service has also been unable to appoint to the position of Team Supervisor. It has therefore been agreed that the post will now be ringfenced to existing Customer Service Centre (CSC) advisors within RBT. An additional CSA will be appointed to Maltby and the difference in salary between the CSA and Team Leader positions will be funded by RMBC.

Existing staff will supplement the new Maltby starters which may impact on the CSC's staff ability to meet the new Performance Management Framework.

A meeting is to take place early May with the Client, NASS and RBT to discuss how NASS services are to be delivered in the future from Customer Service Centres.

Work is ongoing to action items within the Cashiers Health and Safety action plan which continues to be shared and discussed with the Unions. Work to improve access for disabled customers at the Civic cashiers counter is now complete and has been approved by a member of the Access Audit Group.

A consultation meeting has been held at the existing Maltby District Office between Customer Service Management, Cashiers and Asset Management to discuss the requirements for the new Cashiers counter within the Maltby JSC. A member of the Access Audit Group is also to be consulted in relation to the customer side of the counter.

The first working group meeting took place on 29th April to investigate options for extending payments for customers.

The scope of the Tell Us Once pilot within the partnership's Registrars Service has been extended to include completion of Child Benefit forms. The RBT member of staff, who currently has detailed knowledge of the pilot, is leaving the Authority. From 12th May 2008 the intention is to staff the project with agency staff. This poses a significant risk to the project, experience proves that quality agency staff often leave to permanent posts. If knowledge is maintained by agency staff only, who could leave without notice, the pilot is very vulnerable.

In the Welfare Rights and Money Advice Service a benefit rate booklet has been produced and distributed to internal and external customers and community groups throughout Rotherham. Rotherham Carers Forum quoted "this booklet is invaluable to us and our users".

Welfare rights sessions have commenced at the Breathing Space project, with a steady stream of patients/customers already utilising the service.

Negotiations are still ongoing with Macmillan Cancer Care, to deliver welfare rights advice on their behalf to people in Rotherham, living with and affected by cancer.

The service has been approached by Jamie Oliver's production company Fresh One TV. They have requested that they film advice given by a member of the Money Advice team to a young single mother who the company are working with as part of their Ministry of Food Project here in Rotherham. The rationale behind this is that links have been identified with people in debt and poor health/unhealthy diets. The advice given by an Advisor is scheduled to be filmed at the Client's home in early May.

7.1.2. HR and Payroll

Performance during April was affected by the implementation of Job Evaluation (JE) phase 2. JE changes to grade were expected to be a one step process. In reality we were faced with a list of “rejectors” where changes had to be reversed and former terms and conditions applied for weekend working and overtime payments. This amendment to the overall process has affected the payroll accuracy figure which reduced to 99.44%.

The affect on payroll accuracy was anticipated and formed the basis of a request for a suspension of operational measure HRO2 – Payroll Accuracy. The Client has agreed to a reduction in the target level from 99.5% to 95% with an on-going review each month until the current JE process is finalised.

The HR Helpline response rate is steadily improving and is especially impressive given the increase in calls received during April relating to the implementation of JE phase 2. Calls resolved by the front line HR advisors has settled down to 80%+. The quality of call answering is consistently reported as good.

The Payroll Team saw a number of changes to the system and processes finalised during April. It was a very busy month with the implementation of:

- Payment of April increments;
- New pension bandings;
- Job Evaluation changes to grade and terms and conditions;
- Statutory changes to tax and NI thresholds and the uplift of tax codes;
- Reconciliation of year end 2007/8;
- Input of water rates for 2008/9;
- General Teaching Council payments and deductions.

Payroll year end work progressed well during April with the information for Statement of Accounts delivered ahead of schedule and P60s dispatched on 18th April. All statutory year end processes are on track to be delivered by the due deadline.

Work is progressing with 2010 Ltd. to complete all establishment changes in line with their new management structure by the end of May.

HMRC has confirmed that the new tax thresholds, an increase from £34,600 to £36,000, will be introduced for all payments made after 18 May 2008. It is anticipated that a software patch will be received shortly for upload to the system early May.

Within the Partnership's HR Consultancy Service in April, the draft Dignity at Work policy and the revised draft Grievance Procedure have now been circulated to Trade Unions for comment. Work on these procedures was undertaken to ensure that they reflect best practice and bring them into line with existing practice within the Authority. Manager briefing sessions on the new Dignity at Work policy are to take place in May 2008.

The Service delivered a full day training session for Dignity at Work - First Contact Officers within 2010 during the month. The purpose of the training was to equip the Officers with the skills to effectively support and advise employees who experience Dignity at Work issues.

The regular Recruitment and Selection course and two PDR courses were delivered by the team in April. Charlotte Wakefield, whose employment was funded by Training and Assessment Centre commissions, left RBT/RMBC at the end of April. Action will be undertaken shortly to replace Charlotte in the team, in order to provide sufficient resource to be able to undertake the additional work.

During April we delivered two senior level Assessment Centres, these were for the Director of Planning and Regeneration appointment in EDS and Chief Executive appointment in 2010. Both were conducted at Swinden House, both involved a Stakeholder Panel and both ran smoothly.

7.1.3. ICT

The Partnership's ICT service has achieved all measurable performance targets for April under the new Performance Management Framework.

The service desk answered over 94% of all calls received within thirty seconds, up 4% from last month. The number of abandoned calls was 1.61% which is slightly lower than the 2.53% for the last month.

Chris Sweeney has been appointed as ICT operational manager with immediate effect. Chris has been seconded into the position for a period of six months.

Following the ICT Client's decision to restart the PC refresh programme, RBT have submitted a plan for returning to levels to meet the Council's immediate business needs, with an initial focus on replacing failing D600 laptops.

The Rotherham Learning Portal has now gone live. Meetings have taken place to formalise the support arrangements going forward. Several requests have been received from schools to be set up on the system and the first one will be implemented in early May. Aamir Siddique now splits his time so that he spends two days a week with Tom Ormerod's team.

A great deal of effort has been put into implementing the redesigned RMBC Website. All the templates have been amended in preparation for a demonstration to Councillors in early May. The new design is seen as a vast improvement on the existing design. The new design has been produced by the RBT Design Studio.

Assistance has been provided to the client and to RMBC in developing the Agile Working project.

Work is well underway within the Partnership's Design and Print Service on the RMBC branding strategy. A refreshed range of briefing templates, newsletter and poster templates will be available for staff to use and will be in keeping with the RMBC branding guidelines.

The printing of payslips has been in line with the agreed timescales and over the past 12 months consistently hit 100% target.

7.1.4. Procurement

During April, the Partnership's Procurement Service processed almost 14000 invoices which is consistent with previous months. All available performance measures under the new PMF were above target for the period.

Following both financial year end and conclusion of the discussions regarding the Procurement Framework for the refreshed contract, April has seen work commence on delivering all the requirements of the refreshed contract as well as continuing with business as usual.

The ROCC upgrade was extensively tested in user acceptance testing (UAT) by RBT Procurement staff leading up to 'go-live'. However, fixes needed and tested in the test environment were not migrated successfully by ROCC into live. The lead consultant from ROCC has confirmed publicly that this was a ROCC error and that they would work to put things right. However, in the meantime various major issues have arisen including:

- RBT Procurement being unable to pay invoices;
- Valuable history of previous transactions had not been fed through leaving the RBT Procurement team working blind.
- A temporary solution implemented during the recovery period has slowed things RBT Procurement down considerably.

RBT Procurement staff worked to maintain a high level of service despite the pressures caused by these issues. However, ROCC's delay in solving the issues is having a significant impact on both performance measures, under the new Performance Management Framework (PMF), and early payment discounts.

YPO e-Invoicing and e-Ordering was scheduled to go live week commencing 28th April, however it is currently on hold pending further investigation of the call-off order process which is not currently supported by Cedar. A report needs to be generated which will separate the call-off orders from the standard orders, enabling YPO to then generate an electronic file based on the standard order goods which have been provided. A progress update will be provided next month.

Procurement savings to the end of March were at £2,442k, below the annual target of £2,953k.

During the month of April 16 RMBC end-users completed the beginner training course in e-procurement which was delivered by RBT Procurement experts. The training covered all aspects of the e-procurement process to ensure the end users are competent in both requisitioning and receipting. There are currently 11 end-users booked on to complete the beginner training course in the month of May.

A meeting with the Co-Operative bank and OGC (who negotiated the Procurement Card agreement with the Co-Operative Bank) and RBT Procurement took place on 8th April. The meeting focused on support for some of RMBC's key suppliers and identifying how they might achieve level 3 status which would in turn benefit the Council not only by the provision of a much simpler transaction process but also by the provision of line item details on Procurement Card transactions. Separately, the Deecal system has been installed at Dutton's. UAT has been carried out and fixes identified will be applied in May. Two members of Procurement will visit Duttons on 4th June to deliver further training to the staff in preparation for go-live.

A member of Durham Logistics College (DLC) has been on site to conduct a quality audit of their CIPS training provision. Revision sessions were also conducted throughout April in order to prepare students for their exams at the end of May. Furthermore, RBT Procurement have begun discussions with DLC about providing the "Rotherham solution" into other South Yorkshire authorities as well as into Sandwell Council. Whilst this would require fresh competitive tendering, DLC remain one of the very few CIPS-approved providers of such training. A pre-tender meeting to progress discussions is scheduled for 27th May.

7.1.5. Revenues & Benefits

April saw the Revenues and Benefits Service catching up on the anticipated peak in work resulting from annual billing and providing additional resources to the Contact Centre. This was achieved through targeted overtime within both the Assessment and Local Taxation teams. Both teams are now operating without backlogs and meeting the appropriate service measures.

The Local Housing Allowance was introduced during April through our Service Development Team and the general consensus is that there are no major issues coming to the fore. A post implementation review is to be held to ensure all issues are captured and lessons to be learned are identified.

The month also saw the introduction of a number of new and amended SLA's in line with the new PMF.

In respect of the Housing Benefit performance measures, all monitoring indicates that we have either achieved all the targets or are on course to meet all targets. The only concern is that the DWP have not requested the Single Housing Benefit Extract (SHBE) at this moment and therefore official DWP figures are unavailable. The latest indication is that reporting from DWP will recommence from June.

Council tax and National Non Domestic Rates (NNDR) collection performance remains a concern with both collection rates showing a drop against the forecast rates for the end of April. Whilst the Council Tax action plan has been implemented, work is still required in respect of the actions identified in order to improve the NNDR collection rate. A draft NNDR Action Plan was provided to the Client team for comment. The Client team have proposed some amendments based on good practice elsewhere to make it a better balance between recovery/enforcement and intervention/assistance. It will be taken through the decision routes once RBT and the Client have agreed the draft.

Within our Local Taxation team workload is within appropriate levels and the days taken to complete a 'move-in' is an acceptable 18 days. Reminders were issued in late April, for those who should have paid their first instalment at the beginning of the month.

As referred to earlier, the collection of FTA is currently under going a review to improve the collection rate and the Client has drafted a report which proposes next steps. This is currently under discussion with the Strategic Director of Finance.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities & Diversity

25,000 monitoring forms were sent out with benefits application forms in March. We have now received 5,000 responses, a much greater volume than anticipated. This data will be entered into the system for analysis before the end of June. Resources will be pooled from across Customer Services to enable data input. Once analysed, any disproportionate groups will be consulted, in order to make improvements to the service in time to provide a successful case study for the Council's December 2008 deadline for Equality Standard for Local Government level 5.

A plan for achievement of ESLG level 5 in RBT is being written to enable the correct allocation of resource to ensure the success of the project.

A refreshed Equalities Impact Assessment schedule will be written by the end of June to comply with legislature and the RBT induction is being updated with relevant Equalities related information for dissemination to new members of the RBT team.

7.2.2. Investors in People

A demonstration of the Council's PSe training module was well attended by all Services in RBT. Feedback has been written for Strategic HR and progression of the system continues. Collation of a list of system administrators is in progress.

The PDR process has begun and a review of completed PDRs will commence at the end of May.

Plans for interim management targets are in early planning stages, with a view to inclusion in PDRs.

Tighter control of spend on Training and Development will ensure a clearer link to return on investment in line with recommendations.

RBT has provided Strategic HR with specific questions for those employed in RBT to be included in the Staff Survey, 'Your Voice'.

7.2.3. Consultation/Complaints

Consultation

An analysis of the internal procurement survey, within RBT, is still underway and should be released shortly. Aside from this RBT have finalised a survey to consult customers of the registration service that is with the Chief Executive's Office for quality assurance and sign-off.

Complaints

In April 2008 RBT received 9 Stage 1 complaint points, 5 of which related to the Revenues and Benefits service and the remaining 4 related to Public Access. Over the same period 7 complaint points were closed, with all of them being closed within target, and therefore a 100% success rate for the month.

Over the period 56% of complaints were upheld in the customer's favour (4 of 7), with a further 29% of complaints being partially upheld (2 of 7) with the remaining 14% of complaint closures being classed as Not Upheld (1 of 7). These figures differ to the annual return for 2007 – 08 when 38% of complaints were upheld, with a further 2% being closed as Partially Upheld. Given the relatively low number of complaints released to date the percentages remain volatile although close attention will be paid to complaint outcomes over the coming months. RBT have introduced a complaints tracker to make sure that appropriate actions are taken with upheld complaints in order to ensure that lessons are learnt and to guard against repeat incidents.

8. Finance

There are no additional financial implications resulting from this report.

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 BOROUGH COUNCIL – REPORT TO CABINET MEMBER FOR
SUSTAINABILITY AND INNOVATION**

1.	Meeting:	Cabinet Member for Sustainability and Innovation
2.	Date:	9th June, 2008
3.	Title:	Freedom of Information Act 2000
4.	Programme Area:	Chief Executive's Office

5. Summary

To update the Cabinet Member for Customer Services and Innovation on how the Council is dealing with requests for information under the Freedom of Information Act 2000.

6. Recommendations

To consider the information presented.

7. Proposals and Details

Corporate responsibility for compliance with the Freedom of Information Act lies with Legal Services. However, each Directorate has an FOI representative who responds to requests for information held entirely within their area, with advice from Legal Services. Where a request falls across several Directorates, Legal Services will respond.

A report was presented to the Cabinet Member for Customer Services and Innovation meeting in November 2006 detailing requests received to that date. This report gives an update for all of 2007.

A total of 316 requests were responded to during 2007, compared to 220 in 2005 and 245 in 2006, an increase of 30%.

Many of the requests (47%) were from individuals or local interest groups (13%). 20% of the requests were from the media and 14% from commercial organisations. 96% of requests were responded to within 20 working days.

Since the beginning of 2008, the number of requests from local interest groups has increased dramatically, largely due to the Bramley traffic scheme. Over 180 requests have been received from January 1st 2008 to April 30th 2008, putting the Council on course for approximately 550 requests in 2008.

Consideration has recently been given to publishing information regarding how much it costs the Council to deal with FOI requests. The Chief Executive has asked for details of time spent on FOI to be logged for the financial year 2008-9. We are also in the process of setting up a sharepoint site for the Directorate FOI representatives, which will assist in tracking requests and identifying repeat or vexatious requests.

8. Finance

It is likely that extra staffing resources will be required to deal with the increased volume of FOI requests.

9. Risks and Uncertainties

Risk of legal action from Information Commissioner if we do not respond fully to requests for information. Risk of enforcement action if we respond to a request and the Information Commissioner disagrees with our application of the exemptions. Risk of embarrassment or reputational damage to the Council if we are required to disclose certain types of information.

10. Policy and Performance Agenda Implications

To assist compliance with the Freedom of Information Act

11. Background Papers and Consultation

Freedom of Information Act 2000

Council procedures for dealing with requests for information

Contact Name : T. C. Mumford, Assistant Chief Executive, Legal and Democratic Services. Extension 3502.

e-mail: tim.mumford@rotherham.gov.uk

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 14th April, 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
Robin Stonebridge	RS	Councillor
Laura Poulter	LP	Children & Young People's Services
Andy Hare	AH	Neighbourhoods and Adult Services
Tim Gollins	TG	Neighbourhoods and Adult Services
Sandra Greatorex	SG	Voluntary Action Rotherham
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
Peter Hunter	PH	RiDO – Investment Team
John Brayshaw	JB	2010 Rotherham
Abi Dakin	AD	RBT – Procurement Champion
Simon Bradley	SB	RBT- Procurement

Apologies	Init	Programme Area
Brian Barrett	BB	Rotherham Construction Partnership
Trevor Posliff	TP	Youth Offending Service
John Surridge	JS	Environment & Development Services
Jeff Wharfe	JW	RiDO – Rotherham Partnership
Lesley Dabell	LD	Voluntary Action Rotherham
Zafar Saleem	ZS	Community Engagement – Chief Executive's Section

Minutes		
Ref	Item or Action	Action Owner
27/08	Minutes of Previous Meeting The minutes of the previous meeting of the Procurement Panel, held on Monday, 10 th March, 2008, were agreed as a correct record.	
29/08	Article 5 – Energy Efficiency – Draft Sustainable Procurement Policy	

David Rhodes presented a report on implementing Article 5 of Directive 2006/32/EC in the UK, together with a report on the Draft Sustainable Procurement Policy yet to be agreed by Council.

The EU Energy Services Directive, issued on 15th January 2008, aims to reduce CO² emissions in member states.

Article 5 of the directive ensures the public sector fulfils an exemplary role and complies with selected energy efficiency measures in relation to the use of energy efficient equipment and the building of energy efficient buildings.

Whilst performing this exemplary role the public sector must:

- ❖ Communicate its energy saving actions to the wider public
- ❖ Take up cost effective energy efficiency improvements that generate the largest savings in the shortest space of time
- ❖ Put in place a number of measures to ensure that cost effective energy efficiency measures are taken up

The Directive states that Central Government has to choose two options within 2008 to implement this Directive.

Annex VI of the Directive provides a list of eligible energy efficient public procurement measures to apply to the public sector, of which the Government must choose at least two to implement.

The report set out six options for consideration and the meeting was informed of preferred, and most suitable options, and how the Authority was currently performing in readiness to meet effective energy efficiency measures of Article 5 of the directive, and the Authority's Energy End-use Efficiency and Energy Services Directive and Procurement Policy.

A wide consultation process had begun.

The meeting was informed that as of 1st October, 2008 all new buildings will require an Energy Performance Certificate.

The report set out a number of key objectives with regard to:

- Construction
- Electrical Appliances
- Batteries

	<ul style="list-style-type: none"> - ICT Equipment <p>The Panel's discussion of this item referred to the following issues:-</p> <ul style="list-style-type: none"> - cost implications - batteries and Codes of other EU countries - good building standards, particularly in schools - RBT catalogue and choice <p>Agreed:- (1) That a further report on issues raised through the consultation process be submitted to the next meeting.</p> <p>(2) That David Rhodes liaise with Richard Copley, Transformation & Strategic Partnerships Team, with regard to ICT issues, and with Simon Bradley RBT in relation to projected costings.</p>	DR
30/08	<p>Adult Social Services – Procurement Update</p> <p>Andy Hare presented a report which drew the Panel's attention to the work of the Commissioning and Contracting Team in Adult Services and its focus on procurement of care service provision in the following three areas:-</p> <ul style="list-style-type: none"> ❖ Residential and Nursing Care ❖ Domiciliary Care ❖ Voluntary and Community Sector <p>Key functions include:-</p> <ul style="list-style-type: none"> • Contract letting • Monitoring quality of performance • Market management <p>The service has continued to work with providers on a range of mutual issues through Provider Forums which meet every 8 weeks.</p> <p>Contract monitoring and quality assurance programmes are now fully embedded into the routine operation of the team.</p> <p>The report set out seven areas of activity and achievement of the team during 2007 and progress against the 4 themes of the corporate procurement strategy in the various areas of procurement.</p> <p>Particular reference was made to the key functions of the Team in the compilation of the First (Joint) Commissioning Strategy and Commissioning Strategy in relation to</p>	

	<p>procurement and contract management with a variety of providers within the voluntary and community sector.</p> <p>The Commissioning Strategy, which comprises of a comprehensive needs assessment of the borough's population, will drive the Directorate's commissioning process to 2023.</p> <p>The First (Joint) Commissioning Strategy with the Primary Care Trust is being developed in parallel with the Directorate's own strategy.</p> <p>Particular reference was made to:-</p> <ul style="list-style-type: none"> - the role of the Brokerage Team in procuring individual care packages on behalf of Social Workers for service users - quality checks and the LA's "arms length" role - contract assurance, management and monitoring function - capacity issues - changes or development in procurement requirements - role of Commissioning officers - market split - demographic issues/ageing population and increased demand on resources - withdrawal of Bathing Service - devolution of budgets to individual care – possible implications - Meals on Wheels service <p>Agreed:- (1) That a copy of the draft Commissioning Strategy be circulated to all members of the Procurement Panel.</p> <p>(2) That a list of the providers (67 in total) be sent to all members of the Procurement Panel.</p>	<p>AH</p> <p>AH</p>
31/08	<p>Bus Recycled Project, Action Plan Update</p> <p>Sarah McCall presented a report which provided an update on the end of project position against the Action Plan on the Buy Recycled Project.</p> <p>As part of a Yorkshire-wide project to increase the amount of recycled materials purchased, the Council has worked with Recycled Action Yorkshire (RAY) on the Buy Recycled project August 2007 until March 2008.</p> <p>RAY's Buy Recycled project provided free consultancy</p>	

	<p>support to help increase the number and volume of recycled products purchased by the Council. RAY is funded by Yorkshire Forward and the project was designed to stimulate the market for recycled materials throughout the recycling chain from collection, reprocessing, manufacture to end markets.</p> <p>In connection with RAY, an action plan was developed to take the project forward.</p> <p>Of the 45 actions, 35 are status green and complete and 10 are status amber, with work to continue outside the timescale of the project.</p> <p>The status of the amber actions was highlighted in terms of work to ensure completion.</p> <p>Agreed:- (1) That the information, as detailed in the report submitted, be noted.</p> <p>(2) That amber actions be included within the new Procurement Strategy Action Plan for progression.</p>	SM
32/08	<p>Procurement Forward Plan</p> <p>Sarah McCall gave a verbal update on the Council's Forward Plan document for Procurement.</p> <p>The report had recently been submitted to the Performance and Scrutiny Overview Committee who had requested that items within the Forward Plan be aligned to key decisions of the Authority.</p> <p>The meeting was informed that the Forward Plan would be put on the Council's website.</p> <p>Agreed:- That the Forward Plan of key decisions be put on the agenda of Procurement Managers.</p>	SM
33/08	<p>Flexible Framework - Update</p> <p>Helen Leadley gave a verbal update on 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> <p>The meeting was informed of progress on the five categories, as follows:-</p> <p>People – The major issue of non-achievement was in relation to sustainable training. This would be discussed at the next Procurement Task Force.</p> <p>Policy, Strategy and Commissioning – Already achieving Level 3.</p> <p>Procurement Process – Already achieving Level 3.</p> <p>Engaging Suppliers – Up to Level 2 achieved but Level 3 requires continual sustainable engagement with suppliers. An element of this can currently be evidenced with KPI's but there is a requirement on key spend areas. This will be addressed as part of the new procurement strategy.</p> <p>Measurements and Results – Up to Level 2 achieved. Further stage is looking at individual procurers linked to sustainable development objective. Again, this will be mapped over in the new Procurement Strategy.</p> <p>Work to achieve Level 3 on all five levels is still progressing to the end of the next financial year.</p>	
34/08	<p>Update on GRN and BVP1 8</p> <p>Sarah McCall presented a report on BVPI 8 measures – relating to the payment of undisputed invoices within 30 days. The Council has agreed the following average annual targets for performance of BVP18 with RBT:</p> <p>2007/08 – 96.3% 2008/09 – 97% 2009/10 – 97.5%</p> <p>The out turn performance for the year is 94% and whilst the target has not been achieved, significant improvement on 2006/07 performance of 91% has been made.</p> <p>The report set out a number of mitigating actions against full performance and informed on work which continued on late</p>	

	<p>GRNed invoices with Procurement Champions receiving regular monthly reports for action.</p> <p>It was noted that whilst BVP18 no longer exists as a national indicator from April 2008, reporting against this measure will continue.</p>	
35/08	<p>Procurement Strategy – Update on Action Plan</p> <p>Sarah McCall presented a report which drew the Panel's attention to the actions which were either amber or complete 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> <ul style="list-style-type: none"> - Achieving the Vision for Leadership, Management and Capacity - Achieving the Vision for Partnering, Collaboration and Supplier Management - Achieving the Vision for Systems that allow Business to be done electronically - Achieving the Vision for Stimulating markets and achieving community benefits - Base Budget Review of Third Sector Funding <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 Action 2.03 be removed from the Procurement Strategy which is being undertaken as part of work under other projects.</p> <p>(4) That it be noted that Zafar Saleem is to submit a report on Base Budget Review of Third Sector Funding to the next meeting.</p>	
36/08	<p>Any Other Business</p> <p>Laura Poulter informed the meeting that she would shortly be on maternity leave and that a replacement was currently being sought to represent Children and Young People's Services on the Procurement Panel.</p>	
Next Meeting		
Date	Monday, 12 th May, 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, 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.

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 12th May, 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
Andy Hare	AH	Neighbourhoods and Adult Services
Helen Leadley	HL	Procurement Client Manager
Sarah M ^c Call	SM	Client Officer
David Rhodes	DR	Environment & Development Services
Peter Hunter	PH	RiDO – Investment Team
John Brayshaw	JB	2010 Rotherham
Jeff Wharfe	JW	RiDO – Rotherham Partnership
Lesley Dabell	LD	Voluntary Action Rotherham
Philip Gilbert	PG	Voluntary Action Rotherham
Emma Fairclough	EF	RBT
Jon SurrIDGE	JS	Environment and Development Services

Apologies	Init	Programme Area
Laura Poulter	LP	Children and Young People's Services
Trevor Posliff	TP	Youth Offending Service
Sandra Greatorex	SG	Voluntary Action Rotherham
Simon Bradley	SB	RBT - Procurement
John Brayshaw	JB	2010 Rotherham
Myles Thompson	MT	Rotherham Chamber of Commerce

Minutes		
Ref	Item or Action	Action Owner
37/08	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 14th April 2008, were agreed as a correct record, subject to an alteration to the title of Minute No. 31/08 which should read Buy Recycled Project, Action Plan Update.</p>	All
38/08	<p>BVP18</p> <p>Sarah McCall presented a report on BVPI8, a measurement</p>	

	<p>of payment of undisputed invoices within 30 days.</p> <p>The Council has agreed the average annual targets for performance of BVP18 with RBT as follows:-</p> <table data-bbox="347 376 734 488"> <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>Out turn performance for 2007/08 achieved 94% which demonstrated an improvement on 2006/07 performance of 91%.</p> <p>Performance against BVP18 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 is ongoing to this effect. Recent performance up to April has achieved 95%.</p> <p>Work continues on late GRNed invoices with Procurement Champions receiving regular monthly reports for action. RBT's Purchase to Pay Team are receiving a number of comments and complaints regarding late GRN Directorate reports. Despite Champions dealing directly with staff on these, RBT are being held responsible. It is proposed to aim to work away from these reports.</p> <p>It was noted there is currently no Champion for the CEX's Directorate.</p>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	
2007/08	96.3%							
2008/09	97.0%							
2009/10	97.5%							
39/08	<p>Action Plan Update</p> <p>Sarah McCall presented a report which provided an update on progress against the following 4 key visions of the National Procurement Strategy, via four action plans corresponding to the visions.</p> <ul style="list-style-type: none"> ❖ Vision for leadership, management and capacity ❖ Vision for partnering, collaboration and supplier management ❖ Vision for systems that allow business to be done electronically ❖ Vision for stimulating markets and achieving community benefits <p>The Procurement Panel also track progress of the base budget review action plan.</p> <p>Copies of the full Action Plan are attached at Appendix A.</p>							

	Agreed:- That the actions to implement the Procurement Strategy be noted and ongoing actions approved.	
40/08	BBR Action Plan Update This item was deferred to the next meeting.	
41/08	Parish Councils Councillor Wyatt made reference to a recent Council Seminar on the Corporate Procurement Strategy Refresh 2008-2011. An issue was raised at the Seminar as to whether Parish Councils could make use of the Council's Procurement Service. Agreed:- That Helen Leadley investigate with RBT the potential business opportunities of providing services to parish councils and liaise with the relevant officer dealing with Parish Councils, as relevant.	
42/08	Update from Supporting People This item was deferred to the next meeting.	
43/08	LPI Report Sarah McCall presented a report on an action within the Corporate Procurement Strategy 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 set out details of the indicators developed to date, targets and performance for the first, second and third quarters of the current year. The status of the amber actions was highlighted in terms of work to ensure completion. Agreed:- (1) That the information, as detailed in the report submitted, be noted. (2) That Helen Leadley liaise with Lesley Dabell with regard to the use of the Spikes Cavell toolkit by Voluntary and Community Organisations to monitor the risk of job losses in this sector.	
44/08	Procurement Forward Plan Update	

	<p>Sarah McCall presented the submitted report on the Council's Forward Plan document for Procurement.</p> <p>Agreed:- That the Forward Plan of key decisions, as detailed in the report presented, be noted.</p>	
45/08	<p>Plastic Bag free Rotherham</p> <p>Councillor Wyatt gave a verbal report on the development of a "Plastic Bag Free Rotherham" initiative arising from discussion at the Youth Cabinet.</p> <p>Members of the Procurement Panel were asked to promote this initiative to reduce the use of plastic bags, and to ask Directorates to use bio-degradable bags or alternative products, for example, when placing orders for goods.</p>	
46/08	<p>Any Other Business</p> <p>The meeting was informed that Voluntary Action Rotherham had almost completed a Review of the Procurement Service.</p> <p>A report on this matter would be submitted to the next meeting, together with an update on broader work around the Voluntary/Community Service.</p>	
Next Meeting		
Date	Monday, 9 th June, 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:-

9th June 2008

21st July 2008

8th September 2008

6th October 2008

3rd November 2008

1st December 2008

12th January, 2009

9th February, 2009

9th March, 2009

6th April, 2009

(All Mondays at 10.00 a.m. in the Town Hall)

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