

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

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

**Date: Monday, 21 July 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 9th June, 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. Rothercard Update (Pages 15 - 19)
7. Procurement Panel (Pages 20 - 25)  
- minutes of meeting held on 9<sup>th</sup> June, 2008
8. Liaison with RBT  
To consider any questions received from Elected Members
9. Exclusion of the Press and Public  
The following items are likely to be considered in the absence of the press and public as being exempt under those paragraphs listed below of Part 1 of Schedule 12A to the Local Government Act 1972.
10. Council Tax Action Plan (Pages 26 - 40)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council)).
11. NNDR (Business Rates) Action Plan (Pages 41 - 48)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council)).

**SUSTAINABILITY AND INNOVATION**  
**9th June, 2008**

Present:- Councillor Wyatt (in the Chair).

An apology for absence was received from Councillor Hodgkiss.

**6. MINUTES OF PREVIOUS MEETING**

Consideration was given to the minutes of the previous meeting held on 19<sup>th</sup> May, 2008.

Resolved:- That the minutes of the meeting held on 19<sup>th</sup> May, 2008, be approved as a correct record.

**7. RBT - PERFORMANCE UPDATE**

Paul Briddock, Service Director - Information Systems and Customer Services, and Paul Hamblett, Enterprise Programme Officer Manager, RBT, presented the submitted report on the progress and performance of RBT for the period April, 2008.

Key points for this period included:-

- Recruitment for the Maltby Joint Service Centre
- Annual figures released for Welfare Rights and Money Advice
- Continued HR support with employees of 2010 Rotherham Ltd.
- Procurement card trial in Legal Services
- Council Tax performance 2006/07
- New Performance Management Framework
- Implementation timetable
- Strategic/Operational Measures
- Service highlights
- Corporate

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

A discussion ensued and the following issues were raised and clarified:-

**SUSTAINABILITY AND INNOVATION - 09/06/08**

- In future the report would be produced and submitted by the Transformation and Strategic Partnerships Manager
- There would be 51 Operational Measures as well 5 annual key Strategic Measures for each service and Management Measures
- Progress on the Measures would be reported on a monthly basis
- Refresh of the oldest laptops to be completed within the next 2/3 months – need for a clear disposal policy
- Action plan being compiled for NNDR collection

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

(2) That, when completed, the action plan for the collection of NNDR be submitted to the Cabinet Member as well as the Deputy Leader delegated powers meetings.

(3) That the appreciation of all Paul Broadberry's work whilst Interim Chief Executive be placed on record.

**8. FREEDOM OF INFORMATION ACT - UPDATE**

Sarah Corbett, Data Protection and Information Security Officer, submitted an update on how the Council was dealing with requests for information under the Freedom of Information Act 2000.

A total of 316 requests had been responded to during 2007 compared to 220 in 2005 and 245 in 2006. 47% of the requests were from individuals or local interest groups (13%), 20% from the media and 14% from commercial organisations. 96% were responded to within 20 working days.

Since the beginning of 2008, the number of requests from local interest groups had increased dramatically, over 180 from 1<sup>st</sup> January to 30<sup>th</sup> April.

The Chief Executive had requested that details of time spent on FOI be logged for the 2008-09 financial year. Financial Services had produced a calculator so the costs could be worked out with a report to be published at the end of the year.

It was also noted that the 3 complaints lodged with the Commission Complaints Office had resulted in decision notices in the Council's favour.

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

(2) That the positive outcome of the complaints lodged with the Commission Complaints Office be noted.

**9. PROCUREMENT PANEL**

Consideration was given to the minutes of meetings of the Procurement Panel held on 14<sup>th</sup> April and 12<sup>th</sup> May, 2008.

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

**10. LIAISON WITH RBT**

There were no Member issues to report.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1.	<b>Meeting:</b>	<b>Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting</b>
2.	<b>Date:</b>	<b>21<sup>st</sup> July 2008</b>
3.	<b>Title:</b>	<b>RBT Performance Report – May 2008</b>
4.	<b>Directorate:</b>	<b>Financial Services</b>

**5. Summary**

This report summarises RBT's performance against contractual measures and key service delivery issues for May 2008 across the areas of Customer Access, Human Resources and Payroll, ICT, Procurement and Revenues and Benefits.

**6. Recommendations**

The Cabinet Member for Sustainability and Innovation is asked to:

- 1. Note RBT's performance against contractual measures and key service delivery issues for May 2008.**

## 7. Proposals and Details

### 7.1 Customer Access

#### 7.1.1 Overall Performance

All Customer Access measures were achieved according to their contractual targets in May. The following measures have had housing repair statistics removed from them whilst the new ROCC Housing Repairs functionality is embedded:

- CAS5 Average waiting time by channel.
- CA05 Percentage of contact not abandoned by channel

#### 7.1.2 Contact Centre

The launch of the ROCC Housing Repairs system is having an impact on RBT's performance. This is due to a number of factors relating to the project implementation which RBT are working through with 2010. Calls to the repairs golden number (336009) have been temporarily excluded until the end of May from the relevant performance measures as already outlined.

RBT are working with Neighbourhoods and Adult Services (NAS) to agree the resourcing of calls that previously went to the Maltby and Wath district offices which are now being dealt with through NAS's 'Assessment Direct' service.

Cross skilling of Contact Centre staff continues with the following table showing the current levels:

SKILL 1		SKILL 2				SKILL 3					
<b>Total Number of Staff that can be trained in skills*</b>											
41		41		41		39		39		39	
Jobline		General Enquiries		Key Choices		Repairs		Surgery Connect		Streetpride	
No	%	No	%	No	%	No	%	No	%	No	%
38	93	38	93	38	93	24	59	32	78	32	78

\* There are 3 members of staff who are non progressive grades, therefore, are not included in the total number of staff that can be trained in Repairs, Surgery Connect and Streetpride. Four Customer Service Representatives in Revenues & Benefits Contact Centre have been cross skilled in these areas to varying degrees - these have been included.

#### 7.1.3 Customer Service Centre

Recruitment for the Maltby new Joint Service Centre (JSC) is still ongoing. All appointments have been made for Customer Service Representatives and the Team Supervisor positions. A training schedule has been devised and will commence on the 2nd June, 2008. Work is still ongoing to agree the scope of activities that RBT staff will undertake at Maltby.

The Customer Service Centre put forward a submission for the National Customer Service Awards. The service did not make it to the finals but did receive special

praise. The panel awarded the Customer Service Centre team Highly Commended Status.

A meeting has taken place with Neighbourhood and Adult Services (NAS) and RBT to discuss how NAS services are to be delivered in the future from Customer Service Centres, particularly with regard to the forthcoming opening of the Maltby Joint Service Centre. Service delivery options were presented to NAS for consideration.

The Nationality Checking Service delivered from Swinton CSC dealt with 72 applications in May in comparison to 44 in the same period last year.

Cross skilling of Customer Service Centre staff continues with the following table showing the current levels:

SKILL 1	Total Number of Staff that can be trained in skills*	48	Reception Duties	No	44
				%	92
		48	Scanning	No	44
				%	92
48		Post	No	44	
			%	92	
48		Reception Siebel	No	44	
			%	92	
SKILL 2		48	Planning	No	23
				%	48
		48	Streetpride	No	36
				%	75
SKILL 3		48	Introduction to Council Tax	No	45
				%	94
		48	Housing Benefit and Council Tax Benefit	No	45
				%	94
	48	Pension Credits	No	45	
			%	94	
	48	FSM	No	45	
			%	94	
48	Verification	No	45		
		%	94		
48	AUDDIS	No	45		
		%	94		
SKILL 4	48	1 <sup>st</sup> Line Recovery	No	39	
			%	81	
	48	Self-employed	No	7	
			%	15	
	48	Students	No	1	
			%	2	
48	Overpayments	No	24		
		%	50		

\* Skill 4 is for specialist Benefits staff who have more than 2 years' experience.

## 7.1.4 *Cashiers*

Work is ongoing to action items within the Cashiers Health and Safety action plan.

The working group established to explore extending payments options for customers (and chaired by the Transformation and Strategic Partnerships Manager) continues to look at developing a solution to take to CMT and then Members by the end of summer, following appropriate consultation with staff and customers. Representatives from 2010, RBT (including the Cashiers Service), the Council and Trade Unions have been working together on this project to ensure the best solution for all is achieved.

## 7.1.5 *Registrars*

The service is currently carrying two vacant positions. RBT are to advertise for these post urgently to ensure the service is not affected.

The Tell Us Once project has had 13.81% take up in the month of May. Leaflets have been amended to reflect the enhanced child benefit application service. These leaflets are also provided to customers who register births at Rotherham Hospital.

## 7.1.6 *Welfare Rights and Money Advice*

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.

Welfare Rights and Money Advice staff visited Barnsley MBC to evaluate their welfare rights service and to look at best practice of both Authorities with a view to improving service delivery.

The service was represented at the Staff Benefits event which took place at Bailey House. The day was very successful in raising awareness of the Welfare Rights and Money Advice services available to staff.

Publicity featuring Councillor Wyatt, RBT Staff and Jeanette Mallinder of Rotherham Cares Forum has appeared in the local press to publicise the Welfare Rights and Money Advice Service "Benefit Rates Booklet".

## 7.2 Human Resources and Payroll

### 7.2.1 *Overall Performance*

All contractual targets were achieved although performance during May was affected by the implementation of job evaluation phase 2. JE changes to grade were expected to be a one step process, in reality the Payroll Team were faced with applying former terms and conditions to a list of 68 employees who have rejected the JE grade.



### 7.2.2 Payroll

There were a number of important changes in May:

- 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

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

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

### 7.2.3 Helpline

The target for the percentage of calls retained and handled by the Helpline Team (i.e. dealt at first point of contact without referring to another team) is 80%. The Helpline Team have now achieved this target eight months running as outlined in the following table:

Month	Calls Answered At First Point of Contact Without Referring to Another Team (%)
October 2007	83.09
November 2007	80.91
December 2007	81.83
January 2007	83.55
February 2007	85.07
March 2008	86.10
April 2008	85.68
May 2008	88.60

## *HR Consultancy*

Implementation of the recruitment management (RMS) system looks to be getting nearer, a final price and project plan is to be delivered imminently from the RBT Project Management Team. The first attempts to fill the new post of Senior HR Consultant (Resourcing), which will manage RMS and the Resourcing Team, was unsuccessful. The post is being re-advertised in May but this will not impact on the implementation work. Contingency arrangements are being developed to manage the initial work within the current Consultancy Team.

The team have been carrying out data validation work in preparation for the implementation of Yourself functionality for tracking CRB status. Further work has also been necessary following issues being raised in a recent audit exercise.

### *7.2.4 Employee Relations*

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 scheduled. RBT delivered a full day training session for Dignity at Work - First Contact Officers within 2010 in April. 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.

### *7.2.5 Training*

The regular Recruitment and Selection course and two PDR courses were delivered 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 RBT 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.

## *7.3 ICT*

### *7.3.1 Overall Performance*

All ICT measures were achieved according to their current contractual targets in May.

### *7.3.2 Desktop Refresh*

Desktop Refresh is yet to return to normal levels. The Transformation and Strategic Partnerships (TSP) Team are pushing hard to ensure that this happens as soon as possible and RBT have responded by drafting a roll out plan and seeking to recruit appropriate numbers of staff to resource this.

### *7.3.3 Rotherham Learning Portal*

Development and documentation on the platform is continuing, and RBT have now created thirteen new site collections for a number of schools which are now live.

## 7.3.4 Websites

RBT is assisting the TSP Team in the intermediate refresh of the Council's website by working on some new template designs and some tweaks to site functionality. The refreshed look and feel is planned to go live in mid-June.

RBT are also redeveloping their own website and are currently assessing which design to proceed with after some internal consultation.

## 7.3.5 ICT and Information Security

A report on ICT Security went to CMT and some of the recommendations were endorsed. Further work is ongoing in this area to ensure that the Council's ICT and Information Security is fit for purpose yet flexible to business needs as we move forward on agile working.

## 7.3.6 Microsoft Enterprise Agreement

The TSP Team are currently assessing the requirements to renew the Microsoft Enterprise Agreement which is due to expire at the end of June. A report outlining the preferred options will be taken to Members as soon as the necessary analysis has been carried out.

## 7.4 Procurement

### 7.4.1 Overall Performance

There were a number of contractual measures which failed in the Procurement Service in May. These are as follows:

- *PO2 – Percentage of fully completed and authorised cheque requests received in P2P before 2pm on the payment day that are processed on the next available payment run date.*

Performance dropped from 99.7% in April to 93.51% in May against a target of 98.46%.

- *PO3 – Percentage of undisputed invoices for commercial goods and services that were input within 25 calendar days of such invoices being received by the P2P Team.*

Performance dropped from 99.74% in April to 97.94% in May against a target of 99.22%.

- *PO4 – Percentage of non-eRFQ open requisitions consolidated into purchase orders by the end of the next working days.*

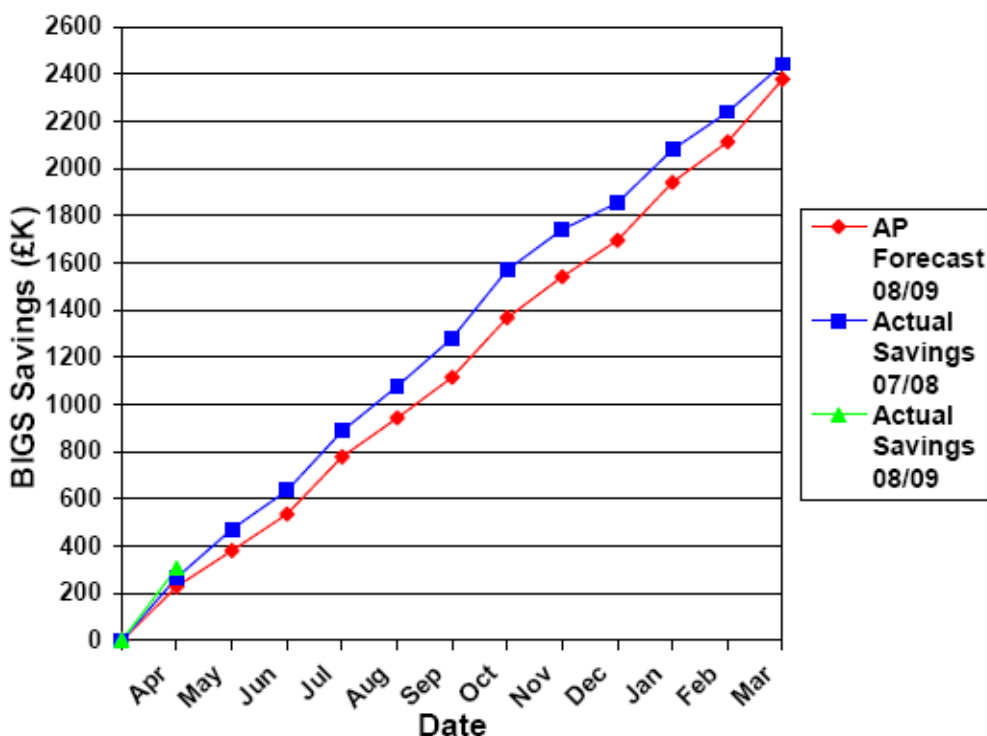
Performance dropped from 81.45% in April to 67.33% in May against a target of 75%.

This appears to be due to the backlog of transactions created by the upgrade of the ROCC system which had some issues in implementation. RBT are working with 2010, and ROCC to resolve this issue so that there is no adverse impact on either Council procurement or the good work done by the TSP Team and Directorates across the Council to improve the performance on former BVPI8.

All other contractual measures were reported on or above target.

#### 7.4.2 Savings Performance

Procurement savings for the period to the end of April '08 (including the March adjustment) were confirmed at £307,254. In addition construction savings of £19,088 and £1250 of Procurement fees were also invoiced. Procurement savings based on the graph below are ahead of the annual plan forecast by £77,826. The savings forecast shown in the BIGS graph below is work in progress as the TSP Team is still awaiting the final version of the Annual Procurement Plan from RBT. Once this has been delivered and agreed by the TSP Team, it will go to CMT for approval.



#### 7.4.3 Addressable Spend Tracking

As part of the refreshed contractual arrangements, a new process for tracking addressable spend (i.e. the spend by the Council over which RBT are able to influence the price with suppliers to generate savings) has commenced. Tracking of addressable spend for 2008-09 began on 1st April and the TSP will begin getting monthly updates of the position from RBT.

#### 7.4.4 ROCC Implementation

As already outlined, the implementation of the new ROCC system has created some issues within the Procurement Service, namely the creation of backlogs of invoices. The impact on the Procurement Service is not yet fully known but the TSP

Team has requested a status report from RBT and will work with RBT to help them address this issue once the position is known.

### *7.4.5 e-Procurement Training*

During the month of May, thirteen RMBC end users completed the beginner training course which was delivered by RBT Procurement experts. The training covered all aspects of e-procurement to ensure the end users are competent in both requisitioning and receipting.

### *7.4.6 Procurement Cards*

Dutton's International have fed data test orders and invoices into Deecal in preparation for the training workshop on the 4th June. Once all UAT is complete and further training given, a go-live date with the supplier will be agreed, likely to be week commencing 4th August. A visit to Bristol Council has been arranged for the 23rd June and will be used to support the process being mapped and implemented across RMBC.

### *7.4.7 PDRs / Training*

Members of the team who have been studying for level 3, level 4 and level 5 CIPS took their exams in May, with results due in August. Preparation is underway for those completing the next modules.

The final service plan workshop was delivered by the Purchase to Pay Manager. The workshop was conducted to enable staff to see how they contributed to the success of both their own development and the development of the service.

PDRs are being completed across the teams and are progressing to schedule. At the end of May approx 80% were completed.

### *7.4.8 Recruitment*

The Procurement Service has advertised three vacant posts within the service with interviews scheduled to take place around the middle of June.

### *7.4.9 SCMS*

Multiple and 1-2-1 SCMS training sessions have now been delivered to RMBC officers by RBT; this is directed at key staff with responsibility for e-Tendering activity. All twenty eight people identified by the TSP Team will be trained on the system by the end of June.

### *7.4.10 Sandwell Shared Service Provision*

The final business case was presented to Sandwell MBC in May for formal approval. The Council response is now awaited. This Sandwell BIGS Procurement Service allows for RBT to work collaboratively with both RMBC and SMBC to secure savings above those which could be generated by the Councils working

independently. It is envisaged that over the next three years up to 30% of RMBC's agreements will be let in this way with additional savings accruing to RMBC and RBT.

7.5 Revenues and Benefits

7.5.1 *Overall Performance*

All Revenues and Benefits measures (with the exception of one) are annual or quarterly measures, so there is no significant performance information to report for May although it is worth noting that performance on Council Tax and NNDR Collection is already lower than at the same time last year. The TSP team continues to work with RBT to monitor performance in these two areas and to take any relevant action to continually improve collection figures. The impact of people moving to 12 month direct debits (up from 9,486 to 12, 908) and a reduction in the number of up-front payers (down to 0.6% from 0.83%) are contributing to the lower collection rates in May compared to the same time last year. Future performance reports will give estimated outturns for these two measures based on better information throughout the year. It is also worth noting that an update of the Council Tax Action Plan and a new one for NNDR are being developed to assist with the collection rates and will be brought to Members shortly.

7.5.2 *Council Tax*

Council Tax collection for May was 19.5% compared with 19.79% in May 2007. The following table outlines current recovery information:

<b>Council Tax Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>2008-09</b>	<b>2007-08</b>
Reminders	13,441	13,040
Summons	5,736	3,973
Liability Orders	853	1,364

The days taken to complete a move in is now averaging at 14.69 days.

The percentage of people now paying their Council Tax by direct debit is 66.27%.

7.5.3 *NNDR*

NNDR Collection for May was 21.43% compared with 21.97% in May 2007. It is worth remembering that the rules on vacant properties has changed from 1<sup>st</sup> April 2008 so there is now a liability for NNDR where this was never previously the case. This may have an impact on collection which will be assessed throughout the year. The following table outlines current recovery information:

<b>NNDR Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>2008-09</b>	<b>2007-08</b>
Reminders	1,415	1,266
Summons	69	292
Liability Orders	64	28

The percentage of people now paying their NNDR by direct debit is 52.47%.

## **8. Finance**

None.

## **9. Risks and Uncertainties**

The TSP Team work with RBT to proactively identify and manage risks 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 key national and local performance indicators. The partnership also supports the Council service areas in their service delivery.

## **11. Background Papers and Consultation**

- RBT performance reports for May 2008.
- RBT arrow report for May 2008.

## **Contact Name :**

Mark Gannon, Transformation and Strategic Partnerships Manager, x6536,  
mark.gannon@rotherham.gov.uk

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

<b>1. Meeting:</b>	<b>Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting</b>
<b>2. Date:</b>	<b>21<sup>st</sup> July, 2008</b>
<b>3. Title:</b>	<b>Rothercard Update</b>
<b>4. Directorate:</b>	<b>Financial Services</b>

**5. Summary**

The report presents the progress of the Rothercard Scheme provided by the Revenues and Benefits Service of RBT and the implications if the scheme were extended to include Higher Education students.

**6. Recommendations**

The Cabinet Member for Sustainability and Innovation is asked to:

- 1. Note the report and the implications of extending the Rothercard Scheme.**



## 7. Proposals and Details

### 7.1 Background

The Rothercard Scheme was launched by the Council as an anti-poverty initiative in 1993 to prioritise support for Rotherham people living on a low income, through offering a discount on a range of Council services and encouraging local businesses to provide discounts on goods and leisure activities in the Borough. The Rothercard Scheme contributes to the Council's core values and priorities by:

- Ensuring fair service provision irrespective of age, gender, race, disability or income.
- Supporting vulnerable people and taking positive action to reduce social exclusion.
- Improving the general health and quality of life for all Rotherham people through improved access to affordable leisure opportunities.

### 7.2 Who qualifies for a Rothercard?

Rothercard was originally targeted at people receiving means-tested benefits, which qualified the applicant and all family dependants to join. Young people on a youth training scheme were also included.

In July 1999 the criteria were extended to include a range of disability benefits which only qualify the disabled individual for a card, and 16-19 year olds in full time education. Over 60s, Looked After Children and Refugee/Asylum Seekers became eligible in November 2002. The full qualifying criteria are given in the Rothercard leaflet at Appendix A.

Cards are valid for one year (five years for over 60s). Proof of eligibility is required with every application.

### 7.3 Membership

Rothercards issued and membership figures over the past 6 years have risen from 4,342 in April 2002, to the current figure of 12,249.

The breakdown of Rothercards is as follows:

Category	Number
Under 60 (one year)	3,542
Over 60 (five years)	8,501
No age recorded	206
<b>Total</b>	<b>12,249</b>

### 7.4 Exchange agreements

Rothercard is included in the "More Leisure 4 less in South Yorkshire" scheme, which allows for reciprocal discounts across authority boundaries for similar cards operated by Sheffield, Doncaster and Barnsley.

## 7.5 Impact of extending the eligibility

If applications from Higher Education students to the Rothercard scheme were accepted then this could have a wider impact to the Authority than just an increase in the cost of administering the issuing of cards.

It is difficult to quantify the effect opening up the scheme to Higher Education students would have on the Authority since usage statistics are not collected for this particular age group. Also, the cross boundary agreement with Sheffield (a University City with a large number of students), Doncaster and Barnsley, which gives access to each others leisure facilities means there is the potential for large numbers to use the facilities in any of the cross boundary towns. Therefore, the number of Higher Education students in the rest of South Yorkshire would have to be accounted for.

In addition, any change might represent a variation to the Leisure PFI contract, as it is not something that was part of the original agreement. This could mean that where as now there is no funding to compensate Culture & Leisure for Rothercard users, DC Leisure could make a case for compensation as the additional users would impact on their income.

This would be cash that the Council would have to find, rather than as would happen now, the service compensating from within its own budgets for the loss of income. There is no way at this point of identifying how much this would be but it could significant given the cross boundary agreement.

## 8. Finance

Directorates meet the cost of the Rothercard discount from their own budget.

## 9. Risks and Uncertainties

- The Leisure PFI contract with DC Leisure may lead to a case for compensation to cover their loss of income.
- Directorates may not offer discounts if budget pressures are acute. This may lead to a loss of incentives to have the card and subsequent drop in level of use.
- Failure to maintain/increase cardholders and advertise the scheme may result in businesses no longer wishing to participate again removing the attractiveness to potential customers.

## 10. Policy and Performance Agenda Implications

Rothercard contributes to two corporate themes of the Council;

- **Learning** – by providing discounts for Cultural and Leisure Services Rothercard enables specific communities within the borough to access service they would otherwise not use.
- **Fairness** – by offering discounts to specific communities Rothercard contributes to enable access to all services for all groups.

**11. Background Papers and Consultation**

None.

**Contact Name:**

**Mark Evans**, Customer Services Client Manager, x6540,  
[mark.evans@rotherham.gov.uk](mailto:mark.evans@rotherham.gov.uk)

**Qualifying criteria for a free Rothercard**

The person must be living at an address which is registered for Council Tax with Rotherham Borough Council and they are on a low income.

The benefits and other conditions which qualify a person for a free Rothercard are:

- |  |   |  |
|--|---|--|
| • Attendance Allowance   | • Council Tax Benefit   | • Disability Living Allowance          |
| • Carers receiving Carer's allowance   | • Working Tax Credit  | • Housing Benefit                      |
| • Incapacity Benefit   | • Income Support  | • Severe Disablement Allowance         |
| • Jobseekers Allowance (Contributions based)                                     | • Jobseekers Allowance (Income based)   | • Youth Training/Modern Apprenticeship |
| • HC 2/3 Certificate (help with cost of prescriptions, dentist/optician charges) | • Young People aged 16-19 in full time education (and your parents receive child benefit) | • Looked after children/young people   |
| • Refugees/Asylum seekers dependent on NASS payments                             |   | • Over 60 years old                    |

Family dependents also qualify if they receive one of the following benefits

- |  |                                       |  |
|--|---------------------------------------|--|
| • Council Tax Benefit                                | • Working Tax Credit                  | • Housing Benefit  |
| • Income Support                                     | • Jobseekers Allowance (Income based) | • HC 2/3 Certificate (help with cost of prescriptions, dentist/optician charges) |
| • Refugees/Asylum seekers dependent on NASS payments |                                       |  |

### Meeting Minutes

Meeting Title	<b>Procurement Panel</b>
Date	<b>Monday 9<sup>th</sup> June, 2008</b>
Start time	10.00 am
Venue	Committee Room 1, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Andy Hare	AH	Neighbourhoods and Adult Services
Helen Leadley	HL	Procurement Client Manager
David Rhodes	DR	Environment & Development Services
Michael Holmes	MH	Chief Executive
Zafar Saleem	ZS	Chief Executive
Tim Gollins	TG	Neighbourhoods and Adult Services
Jeff Wharfe	JW	RiDO – Rotherham Partnership
Emma Fairclough	EF	RBT
Jon Surridge	JS	Environment and Development Services
Sandra Greatorex	SG	Voluntary Action Rotherham

Apologies	Init	Programme Area
Simon Bradley	SB	RBT - Procurement
Sarah McCall	SM	Client Officer
Lesley Dabell	LD	Voluntary Action Rotherham

Minutes		
Ref	Item or Action	Action Owner
47/08	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 12<sup>th</sup> May 2008, were agreed as a correct record.</p>	
48/08	<p><b>Matters Arising</b></p> <p><b>(a) BVPI8</b></p> <p>It was confirmed that Rob Houghton had been appointed Procurement Champion for the CEX's Directorate.</p> <p><b>(b) Parish Councils</b></p>	

	<p>Councillor Wyatt reported that potential business opportunities of providing services to parish councils had presently not been pursued in view of other work taking place. However, this would be addressed at a later stage.</p>	
49/08	<p><b>BBR Action Plan Update</b></p> <p>Zafar Saleem presented a report on the above.</p> <p>The report set out a number of actions in place to update the status of Procurement Strategy Action Plans and the meeting was informed of key issues arising from the report.</p> <p>The meeting was also informed of the purpose of the Base Budget Review, the background to the Action Plan exercise, and benchmarking work with other Local Authorities to ensure robust contracts are in place in Rotherham to deliver the Council's objectives and priorities.</p> <p>The Base Budget Review had been split into two phases – (a) Analysis of Spend and (b) Random Sampling of Spend.</p> <p>The Base Budget Review had concluded that, in general, most work commissioned through the voluntary sector was aligned to priorities but that there is a need for joined-up working in terms of random sampling.</p> <p>A series of actions had arisen from the Base Budget Review which mainly dealt with Procurement Strategy.</p> <p>The meeting discussed:-</p> <ul style="list-style-type: none"> <li>❖ Commissioning and the need to build in procurement principles</li> <li>❖ Need for all voluntary agencies to work towards the Council's priorities</li> <li>❖ Conflict of Interest in relation to working with the LA and "doing business"</li> <li>❖ Funding to enable baseline measurement to proceed in voluntary and community sector spend/influence on PI</li> <li>❖ Compact Training</li> </ul> <p>Agreed:- (a) That VAR and LSP liaise regarding a suitable timeframe for revision of Codes, a possible timeframe being suggested of 2-3 years.</p> <p>(b) That issues raised regarding training for Commissioning Officers be discussed with Vince Roberts, LSP.</p>	All

50/08	<p><b>Update from Supporting People</b></p> <p>Tim Gollins presented a report which gave an update on key issues on Housing Related Support in the area of procurement.</p> <p>Supporting People procures short-term housing related support services to address homelessness and meet the needs of excluded groups. It also procures long-term services for people with physical and sensory impairment, learning disability and mental health problems.</p> <p>The market analysis shows a vibrant sector in most client group areas.</p> <p>A re-procurement schedule, consisting of currently contracted services, had been compiled over the next 5 years. A framework agreement procurement mechanism is being used to help manage the market, and maintain a vibrant 3<sup>rd</sup> sector.</p> <p>The procurement schedule, which gave details of individual services, contract values and re-procurement dates, was available on request.</p> <p>Discussion took place with regard to:-</p> <ul style="list-style-type: none"> <li>- staffing</li> <li>- marketing and potential providers</li> <li>- Commissioning Strategy priorities</li> <li>- Framework Agreement/Monitoring</li> <li>- Area Base Grants</li> <li>- Competitive procurement</li> </ul> <p>Agreed:- (1) That the update report be noted.</p> <p>(2) That a meeting take place with Tlim Gollins and representation from the VCS to discuss concerns about the Framework Agreement, as discussed.</p>	
51/08	<p><b>VAR Update</b></p> <p>Sandra Greatorex presented a report which gave a summary of a Service Review carried out by VAR in June 2008.</p> <p>Details of the full Service Review report was available on the VAR website.</p> <p>The aim of the review is to identify the impact of the project</p>	

	<p>to date and to inform strategic planning with regard to the needs of the sector, post 2009. The review will also help to shape the next 6 months delivery of the final year of the project from May 2008 until October 2008.</p> <p>The review of the project had been undertaken by way of a Desk Review and One to one interviews.</p> <p>Other information had been gathered from a variety of sources that had been collated throughout the delivery of the service. All of these documents, along with their findings, have been used to inform the future shape of the service.</p> <p>The report set out the Review of Findings and a number of Recommendations of the Review, relevant to the Procurement Panel were:-</p> <ul style="list-style-type: none"> <li>❖ VAR to work with RMBC Procurement Client to identify inclusion in Procurement Strategy</li> <li>❖ Discuss review findings at Multi-Agency Procurement Liaison Group</li> <li>❖ Procurement Officers with agreement of VCS organisations with performance management issues refer to VAR Procurement Team to provide support</li> <li>❖ Procurement Officers with agreement of VCS organisations with capacity issues in relation to tender submissions refer to VAR Procurement Team</li> <li>❖ RMBC have consistent processes across departments</li> <li>❖ RMBC work with VAR Procurement Team to organise events</li> <li>❖ Ensure that Procurement/Commissioning officers have an awareness of the Compact Funding and Procurement Code of Practice</li> <li>❖ Ensure that tender processes are in proportion of the contract, clear and concise</li> <li>❖ Consistent processes across RMBC departments in relation to performance management</li> </ul> <p>A comment was made on the need to align the work of the Service Review with the Commissioning Strategy.</p> <p>Agreed:- That the VAR Service Review (June 2008) be received and its contents noted.</p>	
52/08	<p><b>RMBC Supplier Environmental Audit – YPO Report</b></p> <p>David Rhodes gave a verbal report on the above. A performance indicator within the Authority had necessitated an audit of two suppliers, the purpose of the audit being to</p>	



	<p>promote improved environmental performance and to understand the impact of this on the environment. The first audit had been carried out on Yorkshire Purchasing Organisation.</p> <p>Two YPO staff had been trained and an improvement had been made on environment performance. Other areas of improvement had necessitated long-term capital investment, some of which had been put in place.</p> <p>An update to the list of the Authority's top 20 suppliers of goods and contractors was being undertaken.</p> <p>It was noted that a similar audit of Ringway Ltd (Grounds Maintenance) and Waste Recycling Ltd would be carried out at the end of 2008.</p> <p>Members present were advised to raise any environmental concerns with David Rhodes in relation to Organisations supplying the Council.</p> <p>Agreed:- That the verbal report be noted. Emma Fairclough to provide DR with an updated top 20 supplier list.</p>	EF
53/08	<p><b>Sustainable Procurement Policy</b></p> <p>David Rhodes gave a verbal report on the above.</p> <p>A copy of the Policy had recently been received and two areas of concern had been noted. These related to (a) ICT and an environment standard for electrical products – Rotherham was currently implementing a best practice model of Leeds Council and (b) the cost of buying energy efficiency equipment.</p> <p>Agreed:- That Emma Fairclough liaise with David Rhodes with regard to a suitable named officer from RBT to work with David Rhodes on costings.</p>	EF/DR
54/08	<p><b>Any Other Business</b></p> <p>The meeting noted the contents of a copy of the Guidance on Recent European Case Law and its consequences in relation to carrying out any procurement relating to the use of and notification to bidders of award criteria being used to evaluate their bids.</p> <p>Agreed:- That the Guidance Document be noted for future reference.</p>	
<b>Next Meeting</b>		
Date	Monday, 21 <sup>st</sup> July, 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:-

8<sup>th</sup> September 2008

6<sup>th</sup> October 2008

3<sup>rd</sup> November 2008

1<sup>st</sup> December 2008

12<sup>th</sup> January, 2009

9<sup>th</sup> February, 2009

9<sup>th</sup> March, 2009

6<sup>th</sup> 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.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted