

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 6 October 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 8th September, 2008 (Pages 1 - 3)
5. Questionnaire for the 7th General Conference (Pages 4 - 8)
6. RBT Performance Report (Pages 9 - 14)
7. Procurement Panel (Pages 15 - 18)
- minutes of meeting held on 8th September, 2008
8. Registration Service Highlight Report (Pages 19 - 24)
9. Exclusion of the Press and Public
The following item is likely to be considered in the absence of the press and public as being exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 - information relating to the financial or business affairs of any particular person (including the Council))
10. RBT Performance Report (Pages 25 - 29)

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 8th September, 2008

Present:- Councillor Wyatt (in the Chair) .

Apologies for absence were received from Councillors Hodgkiss and Sharman.

19. MINUTES OF THE PREVIOUS MEETING HELD ON 21ST JULY, 2008

Consideration was given to the minutes of the previous meeting held on 21st July, 2008.

Further to Minute No. 13 (Rothercard), the Transformation and Strategic Partnerships Manager reported on work that had been undertaken to ascertain whether or not neighbouring authorities offered discounted leisure schemes to those young people undertaking higher education. All 3 authorities had a scheme of some description offering discounts.

If introduced in Rotherham, there would be budgetary issues and also a change in Policy required.

Resolved:- (1) That the minutes of the meeting held on 21st July, 2008, be approved as a correct record.

(2) That a report on the proposed extension of the Rothercard to students undertaking Higher Education and the resultant budgetary issues be submitted to the Corporate Management Team and the Cabinet.

20. RBT PERFORMANCE JULY, 2008

Mark Gannon, Transformation & Strategic Partnerships Manager, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for July, 2008, across the areas of Customer Access, Human Resources and Payroll, ICT, Procurement and Revenues and Benefits.

Key points for this period included:-

- All contractual targets had been achieved in Customer Access, Human Resources and Payroll and Procurement
- Go-live for Maltby Joint Service Centre was 15th September
- Work was ongoing exploring extended payment options for customers
- 1 ICT Service performance measure had failed in July
- Procurement savings for the period to the end of June were £620,111, currently ahead of the annual plan forecast
- All ICT measures achieved according to their current contractual

targets

- A number of contractual measures failed in the Procurement Service

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

- Surgery Connect
- Recruitment of Web Site Manager
- Web Site upgrade

Resolved:- (1) That RBT's performance against contractual measures and key service delivery issues for July, 2008, be noted.

(2) That a separate report be submitted in the future on savings performance, Council Tax and NNDR.

21. ROTHERHAM SHOW PLANNING MEETING

The notes of a meeting of the Rotherham Show Planning Meeting held on 10th July, 2008, were noted.

22. PROCUREMENT PANEL

Consideration was given to the minutes of the Procurement Panel meeting held on 21st July, 2008.

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

23. LIAISON WITH RBT

The Chairman reported that an issue had been raised about problems being experienced with the on-line completion of Register of Electors information.

It was reported that the service was provided by a 3rd party with whom RBT was working with to try and resolve the problem. It was understood that the service was now working.

Resolved:- That the Councillor who raised the issue be notified of the above with a copy provided to the Cabinet Member.

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

24. CONFERENCE

Resolved:- That the Cabinet Member (or substitute) be authorised to attend the Environment Agency's annual conference "Environmental Futures 08 "Creating the climate for change" to be held on 24th-25th November, 2008, in London.

Questionnaire for the 7th General Conference of Mayors for Peace

A. Outline of your city

1. Name of City (Country)	()	
2. Contact information of city hall	(Address of city hall)	
	(TEL)	
	(FAX)	
	(Website)	
3. Name of Mayor (or head of municipality)	(Name)	
	(Title)	
	(Mayor's E-mail)	
	(Term of office until: Month _____, 20____)	
4. Contact person	(Name)	
	(Position)	
	(E-mail)	
5. Population	(As of D/ M/ Y)	
6. Official languages		
7. Sister/ Friendship Cities (Countries)	(City names)	(Countries)

B. Participation in the General Conference

Is your city planning to attend the 7th General Conference of Mayors for Peace to be held in August 2009 in Nagasaki City? Please tell us your thinking at the present moment.

(Select one)

- (1) Yes, we are planning to attend. (Planned number of participants _____)
- (2) No, we will not attend.
- (3) Not yet determined. (Will decide by: M /Y)

C. 2020 Vision Campaign

1. Our 2020 Vision Campaign has been promoting the Cities Are Not Targets (CANT) project since July 2006 to demand assurances from nuclear weapon states that no cities are targeted for nuclear attack. As a part of the project, we have been conducting a petition drive in

which citizens in each city can participate. This drive has already collected the signatures of more than 240,000 people in Japan and overseas. The collected signatures will be submitted first to the UN General Assembly in October 2008, and again to the Preparatory Committee Meeting for the NPT Review Conference (NPT PrepCom) in May 2009 to demand passage of a resolution globally recognizing the cities as stakeholders with a legitimate voice in peace and security issues. The petition will also be utilized for promoting “The Hiroshima-Nagasaki Protocol”

- (1) Have you already helped to gather signatures for this petition drive? (Yes, or No)
- (2) If you have, could you possibly gather more signatures? (Yes, or No)
- (3) If you have not, could you possibly promote the petition drive this year? (Yes, or No)

2. In April 2008, Mayors for Peace announced “the Hiroshima-Nagasaki Protocol”, which outlines a process leading toward the total abolition of nuclear weapons by the year 2020. In preparation for the UN Decade for Disarmament, 2010 to 2020, we intend for the Protocol to be adopted at the NPT Review Conference in May 2010. To that end, we hope to obtain passage of a resolution in the UN General Assembly in October 2009 commending the Protocol for adoption by the NPT Review Conference. To achieve this goal, Mayors for Peace is gathering the “Cities Appeal”, to be signed by mayors or heads of municipalities and other elected officials as a means of publicly endorsing the Hiroshima-Nagasaki Protocol and calling on national governments to support it.

- (1) Are you aware of the Protocol and the Cities Appeal? (Yes, or No)
- (2) If you select “Yes” in (1), have you signed the Cities Appeal to endorse the Hiroshima-Nagasaki Protocol? (Yes, or No)
- (3) If you select “No” in (1), may we send this information to you again now? (Yes, or No)
- (4) If you select “No” in (2), would you be willing to sign the Appeal this year? (Yes, or No)

3. How can we strengthen our 2020 Vision campaign? If you make a suggestion, please give us as much detail as possible. (Open Question. Multiple answers allowed). If you select (3) below, please attach documents presenting the details of past and planned activities in your city (including the events organized by NGOs and other private sectors.)

- (1) Utilize publicity and mass media more effectively

Examples:

(2) Strengthen approaches to national and municipal governments

Examples:

(3) Facilitate participation of citizens by promoting related activities in your city.

Examples:

(4) Other

Examples:

4. If we were to form a mayoral delegation to attend the NPT Review Conference in May 2010 at the UN Headquarters in New York and demonstrate our desire for the abolition of nuclear weapons, would be willing to participate or send a representative? (Select one)

- (1) Yes, I would be willing to attend or send a representative.
- (2) No, we would not attend.
- (3) Cannot say at this point.

5. The operational cost of Mayors for Peace has been borne thus far by the cities of Hiroshima and Nagasaki. However, as the number of our member cities has been rapidly increasing the cost has also been increasing. Now, Mayors for Peace is calling on member cities, foundations, like-minded corporations, and individuals to contribute funds for the global growth of the 2020 Vision Campaign. To facilitate future international activities, your city's contribution would be deeply appreciated. Currently, more than 70 member cities have contributed, and some cities have pledged to contribute annually an amount equivalent to 0.025 Euro per inhabitant until the year 2020. Is it possible for your city to offer even nominal financial support for Mayors for Peace? (Select one)

- (1) My city has already contributed and will continue to financially support for the organization.
- (2) My city has not yet contributed, but we intend to contribute in the future.
- (3) My city has already contributed but it will be difficult to continue that support.
- (4) My city will not contribute.

6. If you have chosen (1) or (2) in Question 5, approximately how much (in any currency) can you contribute? If you have chosen (3) or (4) in Question 5, what is the main reason your city is not willing to make a financial contribution? Candid and specific comments would be appreciated. (open question)

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D. General Conference

1. What theme(s) would you like to discuss at the General Conference? (multiple answers allowed)

- (1) Abolition of nuclear weapons, nuclear disarmament and disarmament in general, including biological and chemical weapons, missile defenses, conventional weapons, light and small arms.
- (2) Peace and disarmament education (human resource development)
- (3) Conflict prevention and peaceful resolution (confidence-building, cultivating human resources for conflict resolution)
- (4) Reconstruction of war-ravaged cities
- (5) Structures to protect children from wars (prevent children from being victims and becoming soldiers)
- (6) Starvation, poverty, issues of refugees and habitat (including problems caused by increasing population concentration in urban areas)
- (7) Human security and human rights issues
- (8) Climate change and environmental sustainability
- (9) Others (please specify)

[]

2. Would you like to speak to any of the themes you chose in Question 1 in the conference? If you were given a speaking opportunity, what main points would you like to make in your speech? Detailed response appreciated.

- (1) I would like to speak during the conference.

(Theme)

(Outline of the speech)

[]

(2) I would NOT like to speak during the conference

3. To strengthen collaboration with NGOs and nations that are actively promoting nuclear disarmament, the Mayors for Peace secretariat would also like to invite NGOs and national representatives to participate in the General Conference. Do you have any comment on this matter? (open question)

[Empty response box for question 3]

4. This question is exclusive for executive cities. Please specify your impression of past conferences and points need to be improved. Detailed answer would be appreciated. (open question)

[Empty response box for question 4]

E. New activities for the Mayors for Peace to address

The number of our member cities has grown rapidly into a global network of 2,368 cities in 131 countries and regions (as of August 1, 2008). Recently, several area or national meetings of Mayors for Peace have also been held. In what activities do you think our global network can be more effectively utilized? Please suggest what activities Mayors for Peace should address. Detailed answers will be most appreciated. (open question)

(Examples): Holding area meetings, establish branches of Mayors for Peace in each country, and strengthen communication through the internet, etc.

[Empty response box for section E]

Thank you very much for your cooperation.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting
2.	Date:	6th October 2008
3.	Title:	RBT Performance Report
4.	Directorate:	Financial Services

5. Summary

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

6. Recommendations

The Cabinet Member for Sustainability and Innovation is asked to:

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

7. Proposals and Details

7.1 Customer Access

7.1.1 Overall Performance

All Customer Access measures currently being measured were achieved according to their contractual targets in August.

7.1.2 Complaints

There were two complaints received from customers in relation to the RBT Customer Access service in August, both of which were upheld.

One complaint was in relation to the number of cashiers available to take payments at the Civic Offices and the resulting impact this had on queuing times. RBT have acknowledged that there were particular issues on the day in question and are currently recruiting to backfill vacant posts.

The second complaint was regarding inaccurate information a Customer Service Advisor gave to a customer on processing times for a Change of Circumstance and methods of payment. The member of staff concerned has been advised of the way the enquiry should have been dealt with, and RBT are looking at putting in place better targeted information on processing times for front-line staff.

7.1.3 Training and Development

Table 1 shows the position at August in relation to customer service training and development of RBT staff:

Table 1: RBT Customer Service Training

Percentage of staff	Service	Staff variance (+/- on July data)
Telephone (Revenues & Benefits Contact Centre)		
100% (28 staff)	Council Tax	+ 4 staff
93% (26 staff)	Recovery	+ 5 staff
86% (24 staff)	Housing Benefit/Council Tax Benefit (inc Free School meals)	+3 staff
Telephone (Generic Contact Centre)		
87% (34 staff)	Jobsline	-
90% (35 staff)	General Enquiries	-
87% (34 staff)	Key Choices	-
83% (30 staff)	Repairs	+ 3 staff
64% (23 staff)	Surgery Connect	-
78% (28 staff)	Streetpride	-
Face-to-Face (Customer Service Centres)		
82% (42 staff)	Reception Duties	-

73% (37 staff)	Planning	+ 5 staff
82% (42 staff)	General Enquiries	-
73% (37 staff)	Streetpride	-
98% (47 staff)	Council Tax	-
98% (47 staff)	Housing Benefit/Council Tax Benefit (inc Free School meals)	+ 4 staff

7.1.4 Joint Service Centres

- Maltby – The Service Centre is on schedule for opening its doors to the public on 15th September. A leaflet has been finalised for Rotherham Show that will also be available at reception desks at all Customer Service Centres, Crinoline House and Norfolk House.

In addition, an information message about the new facility has been placed on the Contact Central telephone system for customers to listen to should they have to wait to connect to an advisor. The Council's Press Office is currently preparing a press release for issue the week prior to opening.

- Aston and Rawmarsh – Preliminary meetings continue to take place with all stakeholders to capture requirements.

7.1.5 Cashiers

The working group established to explore extending payments options for customers is currently finalising the paper setting out the solutions to be discussed with all stakeholders prior to progressing through the appropriate decision route.

Work continues on the last remaining health and safety actions identified in response to the claim for Repetitive Strain Injury (RSI). RBT are continuing to progress these in conjunction with Economic and Development Services.

7.1.6 Tell Us Once

The Council was confirmed on 15th August 2008, as one of 12 pathfinder sites that from 6th October 2008 to 31st March 2009, will be providing an expanded 'Tell Us Once' (TUO) service that will include bereavement services.

During the pathfinder phase the TUO service operated by the Council for the registration of births will carry on 'as is' with the addition of signposting the customer to a TUO telephone service that will be operated by HM Revenue and Customs.

7.1.7 Council House Repairs System

Some progress has been made with the scripting and workaround issues, although overall system stability has caused some problems during the month. Call durations are still considerably higher than normal and RBT are now following formal escalation routes with 2010 to resolve the issues.

7.1.8 Customer Service Excellence Standard

RBT have completed their self-assessments against the Customer Service Excellence standard for all work streams. TSP is currently working with RBT to

verify the gap analysis for inclusion in the corporate report for CMT in early October. An action plan will be developed by RBT in conjunction with TSP before any formal assessment is scheduled.

7.2 Human Resources and Payroll

7.2.1 *Overall Performance*

All contractual targets were achieved during

7.2.2 *New Legislation*

Revised conditions of service affecting part time teachers have been published by the National Negotiating Body. Initial findings are that the changes may mainly affect how we describe the payments to casual supply teachers and potentially a review of contracted hours for part time teachers. A request for further information has now been sent to schools in relation to part time teachers. System development work is scheduled to meet the requirement to split pay for Supply Teachers so that holiday pay is clearly shown on a payslip.

7.2.3 *Operational Issues*

The HR Service Centre have worked with colleagues from Strategic HR, Financial Services, EDS & PriceWaterhouseCoopers to successfully introduce a Salary Sacrifice Scheme for Car Parking charges paid by Council permit holders. We believe we are the only Local Council in the Country to be able to provide such a benefit of tax free car parking.

The HR Service Centre is busy seeking to identify and 'plug' the gaps on the HR system of employees without a current CRB check. The migration of all records onto PSe has for the first time enabled a comprehensive audit of records. Work is ongoing and discussions with both CYPs and NAS management to help identify the next steps.

Preparations are well underway for the loading of the necessary software to introduce our new Recruitment Management System (RMS) from ABACUS. This should be on site in early October and the team are working on preparations to help make this a successful installation.

The team are preparing for changes to internal processes to accommodate the change in advertising processes in readiness for the RMS's web-centric approach to advertising all our jobs and in the new Community Newspaper, Rotherham News.

7.2.4 *Upcoming Software Updates*

Following the Chancellor's announcement relating to changes to tax thresholds following the removal of the 10% tax band at the beginning of the financial year, a supplementary upgrade to the PSe software was received and successfully uploaded. These changes affect pay after 7 September.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were achieved in August. There was a small amount of website downtime and a problem which affected the delivery of emails to and from external organisations – but neither of these was significant.

7.3.2 *Desktop Refresh*

Desktop Refresh is operating at 100 units per month. This is just sufficient to achieve RBT's contractual obligation to refresh each computer once every four years. The TSP Team has asked that RBT improve on this refresh rate.

7.3.3 *ICT and Information Security*

Following issues being raised by Members and officers regarding perceived restrictions around ICT access, the Member for Sustainability and Innovation chaired a joint Member/officer group to explore some of the issues of concern with a view to making amendments to policies and processes where appropriate. Following the meeting a report was taken to CMT with an action plan for getting the right balance between risk and control in terms of ICT access. CMT approved the action plan and asked that the e-Government Board oversee its implementation.

7.3.4 *ICT Changes*

Given the large amount of work ongoing around ICT development within the authority, the TSP Team is working RBT senior management to ensure that RBT remains responsive in this area in order to meet the Council's requirements. The TSP Team will be monitoring this closely.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement Service were achieved in August.

7.4.2 *BVPI8*

On September 10th it became possible again to run the reports that enable Procurement Champions to monitor and address late GRN-ing (Goods Receipt Notification). Following the period of disruption to this work after the 2010 ROCC computer upgrade, performance against this measure experienced a downturn. However, it is anticipated that the figures will begin to improve again in the next couple of months.

7.4.3 *Training and Development*

There are two points to note:

- 18 RBT staff are now studying CIPS (Chartered Institute of Purchase and Supply).

- Procurement Co-ordinators conducted e-Procurement training to 16 new starters within RMBC.

7.4.4 *Procurement Cards*

In August Procurement cards were used on 43 occasions. The next area being investigated for potential future use is 2010 who have requested a quote from ROCC in order to explore the opportunity further.

7.4.5 *e-Invoicing and e-Ordering*

Progress is being made with the last key supplier, YPO to become e-invoice and e-order enabled with test files now at an advanced stage.

8. Finance

The contract with RBT includes a service credit arrangement, the effect of which is that should an OM not achieve target a calculation based on the amount by which the target was missed, allocated weighting of the measure, etc results in a financial penalty for RBT as a direct consequence of any underperformance.

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 August 2008.

Contact Name:

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

Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 8th September, 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
Helen Leadley	HL	Financial Services
Sarah McCall	SM	Financial Services
Julie Slatter	JS	Chief Executive
Chris Charnley	CC	RBT
Nicole Chavaudra	NC	Children & Young People's Services
Peter Hunter	PH	RIDO
Brian Barrett	BB	Environment & Development Services
John Brayshaw	JB	2010 Rotherham
Lesley Dabell	LD	VAR
Sandra Greatorex	SG	VAR
Jon Surridge	JS	Streetpride
Andy Hare	AH	Neighbourhoods and Adult Services
Simon Bradley	SB	RBT

Apologies	Init	Programme Area
Jeff Wharfe	JW	RiDO – Rotherham Partnership
Tim Gollins	TG	Neighbourhoods and Adult Services
Abigail Dakin	AD	RBT

Minutes		
Ref	Item or Action	Action Owner
66/08	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 21st July 2008, were agreed as a correct record.</p>	
67/08	<p>Matters Arising</p> <p>It was noted that the meeting referred to at Minute No. 56/08 relating to Supporting People was to be held this month.</p>	TG

68/08	<p>Payment of Invoices within 30 days – BVP18</p> <p>Sarah McCall presented a report on BVPI8 measures – the payment of undisputed invoices within 30 days.</p> <p>Out turn performance for 2007/08 achieved 94% which demonstrated an improvement on 2006/07 performance which achieved 91%.</p> <p>Performance against BVP18 is not as consistent as it should be and it has been recognised that the Council should act to instil and embed good practice in this area and work is ongoing to this effect. Recent performance for the new financial year has achieved.</p> <p style="text-align: center;">April 95% May 92% June 88% July 90%</p> <p>Average performance against BVP18 for the year to date is 91.25%.</p> <p>The meeting was informed of an issue with regard to the recent upgrade of the ROCC system by RBT and 2010, which had had some impact on the performance of this measure.</p> <p>Agreed:- That the current position in respect of BVP18 be noted.</p>	
69/08	<p>Procurement Strategy Action Plan Update</p> <p>Sarah McCall presented a report which drew the Panel's attention to the actions which were either amber or red and provided an update on the work being undertaken to resolve each action. Particular reference was made to the following actions listed in the report submitted:-</p> <p><u>Action Plan for Achieving the Vision for Leadership, Management and Capacity</u></p> <p>Of the 17 actions originally contained within this plan, 14 are now complete and 3 are status amber with work ongoing, each with 85% to 95% completion.</p>	

	<p><u>Action Plan for Achieving the Vision for Partnering, Collaboration and Supplier Management</u></p> <p>Of the 5 actions originally contained within this action plan, 4 are complete and 1 action has been removed from the plan as this is being undertaken under other projects.</p> <p><u>Action Plan for Achieving the Vision for Systems that Allow Business to be done Electronically</u></p> <p>Of the 8 actions originally contained within this action plan, 7 are complete and 1 is status amber with work ongoing at 50% complete.</p> <p><u>Action Plan for Achieving the Vision for Stimulating markets and Achieving Community Benefits</u></p> <p>Of the 10 actions originally contained within this action plan, all 10 actions are now complete.</p> <p><u>Base Budget Review of Third Sector Funding</u></p> <p>Of the 19 actions within this action plan, 8 are complete, 11 have amber status.</p> <p>Agreed:- (1) That the actions to implement the Procurement Strategy be noted.</p> <p>(2) That the Action Plan be approved.</p>	
70/08	<p>Procurement Forward Plan</p> <p>It was noted that the Procurement Forward Plan would be placed on the website this week.</p>	
71/08	<p>Any Other Business</p> <p>A. Reference was made to the Corporate Commissioning Framework, which is still in development.</p> <p>Agreed:- That an update of the Framework be submitted to the next meeting of this Panel.</p> <p>B. Reference was made to Business Continuity and the need for a strategy regarding suppliers in the event of emergencies.</p>	HL

	Agreed:- That a standardised PTQ relating to business continuity be agreed upon for procuring officers to include in relevant contracts. HL to include in the agenda for the next procurement manager's meeting.	HL
Next Meeting		
Date	Monday, 6 th October, 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:-

- 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.



Registration Service Highlight Report



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Approvers

Name	Location	Date
Anne Hawke	EPO Team, Civic Building	30.09.08

Distribution

Name	Location
Mark Gannon	Reresby House
Zoe Oxley	Contact Centre Central Library
Dave Morley	Second Floor Civic Building
Paul Hamblett	Second Floor, Civic Building

Unless otherwise stated the following statistics cover the period 01.04.08 to 31.08.08

Registration of Births

The service registered 1271 births. Of these 39 were re-registrations to either include the natural father's details in the birth entry or to record that the parents have married at some point after the child's birth. Approximately one quarter of all birth registrations took place at Rotherham General Hospital.

Death Registrations

The service registered 928 deaths; approximately one quarter of all deaths registrations took place at Rotherham General Hospital.

Certified Copies of Certificate

2804 certified copies of certificates were produced; these are made up of birth, death marriage and civil partnership and are requested by customers for a variety of reasons, the main ones being job and passport applications along with family history.

Notice of Marriage and Civil Partnership

605 Notices of intention to marry were taken along with 11 notices of intention to form a civil partnership.

Marriage and Civil Partnership

243 Marriages and 6 civil partnerships took place, of these 130 marriages and 6 Civil Partnerships took place in the Ceremony Room in Bailey house, the remainder being conducted at approved venues across the borough.

Celebratory Services

5 naming ceremonies were conducted, two in the ceremony room at Bailey House and 3 at approved venues.

5 renewal of vows ceremonies were conducted, 2 in the ceremony room at Bailey House 3 at approved venues.

Citizenship Ceremonies

The register office now regularly holds two group citizenship ceremonies per month. This dignified celebration is the final step in becoming a British Citizen and is an excellent way of welcoming citizens into the British family and the community of Rotherham.

130 new citizens have attended group ceremonies; in addition 3 private citizenship ceremonies were conducted.

New Approved Venues

The Superintendent Registrar made an inspection of the newly built Aston Hotel, in relation to an application for a licence for marriages. This will provide an additional choice of venue for customers, increasing approved premises in Rotherham to ten.

Nationality Checking Service

Swinton Customer service centre continues to provide the valuable nationality checking service, with 695 applications taken in the first year and an application to renew the licence has just been submitted.

This innovative way of delivering the service from a community location, with easy rail access and free parking gives added value to our customers and the service receives excellent feedback from those who use it.

Tell Us Once

Rotherham was one of only three local authorities selected to pilot a 'Tell us Once' service, which aims to reduce the number of customer touch points for customers who have had a child or suffered bereavement.

Rotherham was a pilot site for the birth registration work stream. Forging strong links and building an excellent partnership approach with HMRC and DWP has enabled a service where, for the first time, customers are able to access associated benefits and services without the need to send valuable documents, such as birth certificates, through the post.

The success of the pilot has ensured pathfinder status and the service is now working towards a similar approach for death registration.

National Training and Professional Qualification Working Party

Rotherham has always been the nominated representative for the Yorkshire and Humber region on this national forum and Louise Sennitt has recently taken over from Anne Hawke; she aims to build on the excellent foundation laid by Anne.

Ceremony Room

Following a successful capital bid the Ceremony room has had a much needed facelift. It now has neutral décor, a new carpet and contemporary art work, giving the room a more modern feel.

Change History

Issue	Owner	Date	DCR No	Change Details
1, 1 st Draft	Louise Sennitt	09/02/08	N/A	Initial Darft
1. 2 nd Draft	Anne Hawke	25/03/04	N/A	Updates / Formatting & Approval



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 (An RMBC/BT Joint Venture Company)

MJ Awards 2006
 'Winner of the Best Public Private Partnership Achievement'

Rotherham Metropolitan Borough Council, Civic Building, Walker Place Rotherham S65 1UF

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

Document is Restricted