

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 10 November 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 Chair is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence
4. Minutes of the previous meeting held on 6th October, 2008 (Pages 1 - 3)
5. RBT Performance Report (Pages 4 - 15)
6. Procurement Panel (Pages 16 - 22)
7. Complaints Forum (Pages 23 - 26)
- minutes of meeting held on 25th September, 2008
8. Customer Access Group (Pages 27 - 29)
- minutes of meeting held on 29th September, 2008
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 30 - 33)

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 6th October, 2008

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

25. MINUTES OF THE PREVIOUS MEETING HELD ON 8TH SEPTEMBER, 2008

Consideration was given to the minutes of the previous meeting held on 8th September, 2008.

Resolved:- That the minutes of the meeting held on 8th September, 2008, be approved as a correct record.

26. QUESTIONNAIRE FOR THE 7TH GENERAL CONFERENCE

The Cabinet Member presented the submitted information on a questionnaire for the 7th General Conference of Mayors for Peace initiative, for which he was currently the contact person.

The initiative, which involved several thousand municipalities across the world signing-up to be engaged and supportive of the work, including Rotherham Council, operated on a sub-Government level.

The performance and the work undertaken by the Organisation was towards a UN Conference on Nuclear Weapons on a global ban of nuclear weapons and the fact that Cities should not be targets.

Mayors for Peace was now calling on member cities, foundations, like-minded corporations, and individuals to contribute funds for the global growth of the 2020 Vision Campaign.

A meeting was to take place later this month, to be attended by an officer of RMBC, who was to give a briefing on the work being carried out in the UK, particularly around the work of the 2020 Vision Campaign.

The Cabinet Member suggested that the aims of this initiative be an objective for the work of the Cabinet Member and Advisors for Sustainability and Innovation, and that they be supportive of the aim of an Award of a World Ban on Nuclear Weapons.

Resolved:- That the information on the 7th General Conference of Mayors for Peace be submitted to the next meeting of the International Links Committee.

27. RBT PERFORMANCE REPORT

Mark Gannon, Transformation & Strategic Partnerships Manager, presented the submitted report which summarised 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.

Key points for this period included:-

- All contractual targets had been achieved in Customer Access, Human Resources and Payroll, ICT and Procurement
- Go-live for Maltby Joint Service Centre was 15th September
- A paper was being finalised setting out solutions to be discussed with all stakeholders on extended payment options for customers
- The Council had been confirmed as 1 of the 12 pathfinder sites for the provision of an expanded 'Tell Us Once' service that would include bereavement services
- The HR Service Centre had worked with colleagues to successfully introduce a Salary Sacrifice Scheme for car parking charges paid by Council permit holders
- 18 RBT staff were studying for the Chartered Institute of Purchase and Supply

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

- Complaint – queuing times and availability of staff
- Recruitment
- Joint Service Centres – Aston and Rawmarsh
- Cashiers – health and safety actions
- Council House Repairs System – call durations/scripting and workaround
- Operational issues – CRB checks
- Memory sticks

The meeting was informed that future performance reports would include an update on the full range of contractual measures.

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

28. PROCUREMENT PANEL

Consideration was given to the minutes of the Procurement Panel meeting held on 8th September, 2008.

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

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM TO ENABLE MEMBERS TO BE FULLY INFORMED)

29. REGISTRATION SERVICE HIGHLIGHT REPORT

The meeting considered the contents of a Registration Service Highlight Report which set out statistical information on the work of the Registrars.

The report detailed statistical information on:-

- Registration of Births
- Death Registrations
- Certified Copies of Certificate
- Notice of Marriage and Civil Partnership
- Marriage and Civil Partnership
- Celebratory Services
- Citizenship Ceremonies
- New Approved Venues
- Nationality Checking Service
- Tell Us Once
- National Training and Professional Qualification Working Party
- Ceremony Room

Resolved:- That the Registration Service Highlight Report be received and noted.

30. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any person (including the Council)).

31. RBT PERFORMANCE REPORT

Mark Gannon, Transformation & Strategic Partnerships Manager, presented a report which summarised RBT's performance in respect of Procurement savings achieved and in respect of the Revenues and Benefits Service.

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

- Procurement – Savings Performance
- Addressable Spend Tracking
- Council Tax

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

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting
2.	Date:	10th November 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 September 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

Work has continued during September to implement the new suite of measures, however new reporting mechanisms have required development and implementation and in some cases changes to ways of working. The majority of measures are now being reported but work is ongoing on the remainder. Full details of performance against operational measures for all workstreams are attached at Appendix 1.

7.1 Customer Access

7.1.1 *Overall Performance*

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

7.1.2 *Complaints*

There were three complaints received from customers in relation to the RBT Customer Access service in September, with RBT acknowledging it was directly at fault for one of the complaints with the remaining two not upheld. The complaint was in relation to a newly appointed Customer Service Advisor who incorrectly advised a customer on the payment of benefits. The advisor was subsequently provided with further guidance around dealing with this type of enquiry.

7.1.3 *Tell Us Once*

The pathfinder phase for the Tell Us Once (TUO) service will expand from October and include bereavement as well as births and will be delivered as a face-to-face and telephone service. The TUO telephone service for births will be operated by HM Revenue and Customs and for bereavement by the Pensions Service.

From mid- November an e-channel will be introduced for the TUO bereavement service that will be implemented by all pathfinder locations. This will not provide customers with the ability to self-serve at home across the internet, but will streamline the processes for TUO Officers when submitting information to central government and enable the automatic collation of management information.

The Council is currently finalising for signature of the Memorandum of Understanding with the Department for Work and Pensions (DWP) the Memorandum of Understanding which includes the agreed level of funding for the pathfinder phase.

Recruitment is currently taking place to appoint temporary TUO Officers. In the meantime, these positions are being jointly staffed by Customer Service Advisors and the DWP local office.

7.1.4 Replacement Telephone Solution

The Contact Centre requirements for a replacement telephone solution for Contact Central have been finalised; implementation timescales for the project are still to be agreed.

7.1.5 Training and Development

The table below shows the position as at the end of September in relation to customer service training and development of RBT staff:

Percentage of staff	Service	Variance of staff trained (+/- on August data)
Telephone (Revenues & Benefits Contact Centre)		
96% (27 staff)	Council Tax	-1 staff
96% (27 staff)	Recovery	+1 staff
100% (24 staff)	Housing Benefit/Council Tax Benefit (inc Free School meals)	-
Telephone (Generic Contact Centre)		
100% (41 staff)	Jobsline	+7 staff
95% (39 staff)	General Enquiries	+4 staff
100% (41 staff)	Key Choices	+7 staff
84% (32 staff)	Repairs	+ 2 staff
79% (30 staff)	Surgery Connect	+7 staff
89% (34 staff)	Streetpride	+6 staff
Face-to-Face (Customer Service Centres)		
82% (42 staff)	Reception Duties	-
73% (37 staff)	Planning	-
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)	-

7.1.6 Council House Repairs System

RBT and Rotherham 2010 have made good progress in resolving the scripting issues with the system and the operational issues are expected to be resolved in October. Performance issues are still being experienced with the new repairs system which is impacting on the Contact Centre service for Housing Repairs. Rotherham 2010 is currently investigating the issues.

7.1.7 *Customer Service Excellence Standard*

A report on the level of compliance against the Customer Service Excellence standard along with a schedule of dates for the remaining Directorates of the Council is to be considered by the Corporate Management Team on 6th October.

Following confirmation by the Cabinet Office Contact Council that there is no requirement on Local Authority contact centres to achieve accreditation by December 2008, it is proposed within the report that RBT work towards achieving the Customer Service Excellence accreditation by the end May 2009.

7.2 Human Resources and Payroll

7.2.1 *Operational Measures*

All HR&P measures were achieved according to their contractual targets in September.

7.2.2 *Upcoming Projects*

Development work has commenced on the proposed Changes wizard which will replace the current paper document (CON2) used to amend employee's contracts.

The Service Centre currently uses an interface to notify the South Yorkshire Pensions Authority of all new starters and new appointments. Development to enhance this interface to include all contract changes has now been completed with testing due in October. RMBC is the only local Council that has such a system which enables us to not only meet but exceed our Service Level Agreement targets. On completion a project is to be undertaken to combine this information into a 'credit card' type statement to all Managers via YourSelf hierarchy, to detail any changes to establishment records for any member of their teams. This is a vital project to help introduce a higher state of awareness and compliance issues as recommended by the Client and Internal Audit.

Other safeguards are being introduced to address Internal Audit requirements in respect of paper documents such as weekly timesheets and those currently arriving via 'generic' electronic mailboxes. These preventative actions are being introduced to address issues raised about the HR & Payroll service on the annual Audit Governance report. It is hoped that Business Transformation activity to deliver an electronic solution and transmission via YourSelf 'Reports to' fields, in the same style as the Procurement Requisitioning method, will be completed by next year.

The first meeting with ABACUS Media the contractors for the Council's new Recruitment Management System is scheduled for 08.10.08. Activity is taking place to help complete preparations for the pilot of the system by Christmas with full roll out across the Council on 1st April 2009.

7.2.2 *Terms & Conditions Operational Activity*

Revised conditions of service affecting part-time teachers have been published by the National Negotiating Body. The required review of the teaching and non-teaching elements of a part-time teacher working weeks commenced in September with the start of the new school year. Following the review, if some part-time teachers require an adjustment to contracted hours, pay will be protected for three

years, under the terms of the national agreement. The requirement to indicate on Supply Teacher's payslips the element of pay relating to holiday entitlement was met by the due date.

Craft Workers' pay award details for 2008 are anticipated in early October; increases to salary and arrears of pay back dated to 01.04.08 will be processed for November salary as applying to 2010 Rotherham Ltd employees only.

7.2.3 *General*

September is always a busy month for the Service Centre with the highest volume of contract changes and new employee contracts for the start of the new school year. Additionally, payroll processing increased due to further receipt of strike registers and the application of teachers pay award and annual increments.

This is the last month where the temporary reduced target of 95% for payroll accuracy would apply. It is with great credit that the payroll service has worked hard to ensure it was never necessary to rely on this reduced target.

Details of the national pay award have only just been notified and will be applied in November salaries; arrears from 01.04.08 are to be paid in December and will result in the anticipated additional processing activity.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were achieved in September, with the exception of ICTO2 'percentage uptime for business critical applications'. This measure was reported as being achieved at 99.29%, yet we are aware that there were significant problems with the Storage Area Network (SAN) following the power cut on September 12th which resulted in the loss of G and H drives for many staff, with normal service not being restored until the following week. RMBC has escalated this issue to senior RBT management.

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 *VPN Price Renegotiation*

After negotiation by the Transformation and Strategic Partnerships (TSP) Team, RBT have agreed to reduce the monthly charge for VPN¹ access from £30 - £50 to a flat rate of £18 for all users - existing and new. These reduced prices will commence from 1st November. This will enable Directorates to utilise VPN at a reduced rate and will also mean existing budget holders will see their monthly revenue charges reduce. Based on existing numbers of VPN tokens currently in use (circa 800), this will bring an overall annual revenue saving to the Council of at least £115,200. This price reduction will help staff adopt new, more flexible, ways of working.

7.3.4 *ICT Changes*

Given the large amount of work ongoing around ICT development within the Authority, the TSP Team is working with 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 that are being reported were achieved in September. One target is still not reported - PO7 'percentage of e-RFQs consolidated into purchase orders'; an automated report is being developed to monitor this measure.

7.4.2 *BVPI8*

BVPI8 figures match last month's and last year's September figures at 91%. A report about BVPI8 was taken to CMT recently which has given fresh impetus on Procurement Champions chasing late GRN reports.

It is anticipated that attention on this figure will increase given that the Prime Minister has highlighted the need to pay SMEs promptly in a recent Prime Minister's questions response, indicating that central Government will aim to make SME payments within 10 days.

¹ Virtual Private Network - the technology that allows remote access to the network using a tag with a code.

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 September 2008.

Contact Name:

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

Measure	Ref	Target	July	Aug	Sept	Status	Comments
Customer Access Overall Performance		100	105.63	106.8	106.26	★	Overall status of Customer Access Oms
Cost per Transaction (F2F)	CAO1	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
Cost per Transaction (Telephony)	CAO1	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
Utilisation & Availability (F2F)	CAO2	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
Utilisation & Availability (Telephony)	CAO2	?	?	58.7	61.34	🚧	Measure reported for telephony only at this time; target to be set following baselining
First Contact Resolution by Channel (F2F)	CAO3	?	88.57	100	100	🚧	Target to be set following baselining
First Contact Resolution by Channel (Telephony)	CAO3	?	99	100	93	🚧	Target to be set following baselining
Average Call Quality Assessment	CAO4	95	94.08	98.27	96.16	🟡	Performance shown as amber as less than 2% above target
% of Contact not Abandoned (F2F)	CAO5	85	99.79	99.83	99.96	★	
% of Contact not Abandoned (Telephony)	CAO5	90	96.27	95.73	95.6	★	
Overall Mystery Shopping Score (F2F)	CAO6	?	?	?	?	🚧	Work ongoing to introduce mystery shopping
Overall Mystery Shopping Score (Telephony)	CAO6	?	?	?	?	🚧	Work ongoing to introduce myster shopping
Complaints Handling	CAO7	10	?	?	8	★	
% Customers Speaking to more than 1 Assistant during 1 call/visit	CAO8	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
Provision of MM Data	CAO9	100	100	100	100	★	

More than 2% above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Measure	Ref	Target	July	Aug	Sept	Status	Comments
HR&P Overall Performance		100	106.41	106.4	106.8	★	
Accuracy of Contracts	HRO1	95	100	99.16	100	★	
Accuracy of Payment	HRO2	95	99.75	99.2	99.59	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	92.7	95.98	95.84	★	
P45s issued within 3 working days	HRO4	98	100	100	100	★	
Manual Cheques issued within 1 working day	HRO5	98	100	100	100	★	
Non-Statutory Returns by Due Date	HRO6	100	100	100	100	●	Measure shown as amber as less than 2% above target
Quality of Information Given to Caller	HRO7	90	100	100	100	★	
% Contracts of Employment Issued within 15 working days	HRO8	90	100	100	100	★	
CRB Process	HRO9	95	100	97.29	100	★	
Provision of MM Data	HRO10	100	100	100	100	●	Measure shown as amber as less than 2% above target

More than 2% above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Measure	Ref	Target	July	Aug	Sept	Status	Comments
ICT Overall Performance		100	100	109	109	★	
% Availability of Website	ICTO1	99	97	99.9	99.7	★	
% Availability of Business Critical Applications	ICTO2	99	100	99.9	99.3	★	
% Availability of Telephony Systems	ICTO3	80	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	?	?	?	?	🚧	Revised timescales agreed, baselining to be undertaken
% ICT Change Requests Completed in Agreed Timescales	ICTO5	?	?	?	?	🚧	Catalogue in development to streamline process and clarify timescales
% Complex Change Requests Completed to Agreed Specification	ICTO6	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
% Calls Fully Closed at First Point of Contact	ICTO7	?	?	?	?	🚧	Fundamental changes required to implement measure
% Print Jobs Completed as Agreed	ICTO8	?	?	?	?	🚧	Measure unable to report work ongoing on reporting mechanism
% Engages Service Desk Telephony Calls	ICTO9	?	?	1.58	1.14	🚧	Baselining ongoing prior to a target being set
Average Time Taken to Answer Calls	ICTO10					🚧	Baselining ongoing prior to a target being set

More than 2% above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Measure	Ref	Target	July	Aug	Sept	Status	Comments
Procurement Overall Performance		100	92.38	108	108.4	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	97.98	92.5	90.41	●	Performance shown as amber as less than 2% above target
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	100	99.9	100	●	Performance shown as amber as less than 2% above target
% Undisputed Invoices Input within 25 calendar days	PO3	99.22	99.49	99.5	99.61	●	Performance shown as amber as less than 2% above target
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	75.52	87	84.63	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	?	?	?	?	Measure reporting from September, but showing a nil return
% Orders Placed Against Electronic Catalogue	PO6	17	21.64	21.2	22.77	★	
% eRFQ Open Requisitions	PO7	?	?	?	?	?	Measure unable to report work ongoing on reporting mechanism
% Framework Agreements Developed with consideration given to Sustainability	PO8	?	?	?	?	?	Measure reporting from September, but showing a nil return
Provision of MM Data	PO9	100	14	100	100	●	Performance shown as amber as less than 2% above target

More than 2% above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Measure	Ref	Target	July	Aug	Sept	Status	Comments
Revs & Bens Overall Performance		100	100	100	100.9		
% Council Tax Collected	RBO1	97	37.9	46.7	56.27		Annual target but tracked for information during the year
% NNDR Collected	RBO2	98.50%	41.1	50.3	60.24		Annual target but tracked for information during the year
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	14.7	15.1	15.39		Annual target but tracked for information during the year
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	1.73	1.94	2.25		Annual target but tracked for information during the year
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8	?	?	?		Unable to calculate until year end
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27	?	?	?		Unable to calculate until year end
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	?	422	161	232.6		Unable to calculate until year end; target to be set by DWP
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.36	0.4	0.41		Unable to calculate until year end; estimate given as at 21.09.08
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	20.9	28.7	32.02		Annual target but tracked for information during the year
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	96.1	95.6	95.3		Quarterly target but tracked for information each month
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	0.97	0.97	1.44		Annual target but tracked for information during the year
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	81.7	81.9	84.04		Annual target but tracked for information during the year
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	87	88.9	89.65		Annual target but tracked for information during the year
Provision of MM Data	RBO14	100	100	100	100		Performance shown as amber as less than 2% above target

More than 2% above target
 Within 2% of target
 More than 2% below target
 Unable to report at this time



Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 6th October, 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
Chris Charnley	CC	RBT
Nicole Chavaudra	NC	Children and Young People's Services
Peter Hunter	PH	RiDO – Rotherham Partnership
Sandra Greatorex	SG	VAR
Jon Surridge	JS	Streetpride
Andy Hare	AH	Neighbourhoods and Adult Services
Jeff Wharfe	JW	RiDO – Rotherham Partnership
Emma Fairclough	EF	RBT
John Brayshaw	JB	2010

Also in attendance:-

Jamie Lawson and Paul Kincell, Remploy (for agenda item 8 only)

Apologies	Init	Programme Area
David Rhodes	DR	Environment and Development Services
Simon Bradley	SB	RBT
Lesley Dabell	LD	VAR
Tim Gollins	TG	Neighbourhoods and Adult Services

Minutes		
Ref	Item or Action	Action Owner
72/08	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 8th September 2008, were agreed as a correct record.</p>	
73/08	<p>Matters Arising</p> <p>(a) It was confirmed that the meeting between Tim Gollins</p>	

	<p>and VAR, relating to Supporting People, referred to at Minute No. 56/08 of the Procurement Panel held on 21st July 2008 had now taken place.</p> <p>(b) The Cabinet Member reported that the Base Budget Review of Supporting People was to take place on the 21st October, 2008.</p> <p>(c) The meeting was informed that Julie Slatter, Chief Executive's Section, had been invited to attend the next meeting of this Panel to give an update on the Corporate Commissioning Framework.</p>	
74/08	<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>The Council had agreed the following average annual targets for performance of BVP18 with RBT:</p> <p>2007/08 – 96.3% 2008/09 – 97.0% 2009/10 – 97.5%</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 was not as consistent as it should be and it had been recognised that the Council should act to instil and embed good practice in this area and work was ongoing to this effect. Recent performance for the new financial year had achieved:-</p> <p>April – 95% May – 92% June – 88% July – 90% August – 91%</p> <p>Average performance against BVP18 for the year to date was 91.20%.</p> <p>Agreed:- (1) That the current position in respect of BVP18 be noted.</p> <p>(2) That information referred to relating to ongoing cost resources to chase GRNs from officers, be given at the next meeting.</p>	

75/08	<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 were 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 were complete and 1 action had been removed from the plan as this was 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 were complete and 1 was 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 were now complete.</p> <p><u>Base Budget Review of Third Sector Funding</u></p> <p>Of the 19 actions within this action plan, 8 were complete, 11 had amber status.</p> <p>All uncompleted actions would be carried forward to next month's Action Plan.</p> <p>A question was raised with regard to a revised timetable for the Draft Strategy once it was approved by CMT.</p> <p>Questions were raised with regard to:-</p> <ul style="list-style-type: none"> - timescales for the work within Supporting People 	

	<ul style="list-style-type: none"> - whether the number of hits to view the Forward Plan on the Council's website was recorded - the role of Rotherham Construction Partnership <p>Agreed:- That the actions to implement the Procurement Strategy be noted and ongoing actions approved.</p>	
76/08	<p>Procurement Forward Plan</p> <p>Sarah McCall presented the submitted report, for information purposes, on the Council's Forward Plan document for Procurement.</p> <p>Agreed:- That the Procurement Forward Plan as detailed in the report presented, be noted.</p>	
77/08	<p>RBT Update</p> <p>Emma Fairclough submitted a report on behalf of RBT Procurement, which gave a brief update on three key areas of activity - Procurement savings, partnering and collaboration and the use of electronic processes in support of business requirements.</p> <p><u>Procurement Savings</u></p> <p>For the first five months of the year to August 2008 procurement savings are on target for Version 1 of the annual plan. A number of new savings initiatives to be agreed with the client later this month would then be included in Version 2, this will take the savings to year end with a target of £2.5m for Procurement savings. Since RBT began, Procurement savings in excess of £8.7m had now been achieved.</p> <p><u>Partnering and collaboration</u></p> <p>Negotiations between Sandwell MBC and BT had now been completed. The Chief Executive of the local authority is taking the contract for final approval on 30th October, 2008. One of the major opportunities presented to Rotherham was the prospect of joint tendering. Collaboration of projects across the sub-region with other local authorities were now well advanced. In addition to the ones already in operation, RBT Procurement in early 2009 will put in place a new contract for local authority officers across the sub-region wishing to study for 'CIPS' the chartered institute of purchasing and supply qualification. CIPS existed to promote and develop high standards of professional skill, ability and integrity among all those engaged in purchasing</p>	

	<p>and supply chain management, it also assisted individuals, organisations and the procurement profession as a whole. RBT Procurement currently had 16 officers taking CIPS examinations throughout the various levels.</p> <p><u>Use of Electronic Processes</u></p> <p>All Local Authorities were under pressure to make savings, in line with the Gershon Report. Improving contracting arrangements and increasing levels of collaboration were obvious first candidates with regards to achieving efficiency savings, and Rotherham alongside this had now successfully implemented a purchasing card scheme. The use of technology was fast becoming a growing asset within any business, highlighted in the report submitted being a number of ways in which RBT were taking advantage of advancing technology to streamline business processes.</p> <p>In addition, the report gave an update on:-</p> <ul style="list-style-type: none"> - Purchasing Card The Purchasing card not only offers purchasers cost savings and management benefits, it also offers real benefits to suppliers, not least in terms of the speed and simplicity of settlement which brings definite cash flow advantages. - e-RFQ e-automated quotation process whereby RBT Procurement can go out to the Market place and obtain competitive prices efficiently on behalf of customers. - SCMS RBT Procurement conduct 100% of their tender activity on behalf of the Council electronically through the government funded Supplier Contract Management System. - e-Invoicing and e-Ordering The use of e-invoicing and e-ordering had simplified the way paper documents were now processed. <p>Agreed:- That the RBT update report be received and the information noted.</p>	
78/08	<p>Meet the Buyer Event</p> <p>Helen Leadley reported on the submitted report which detailed potential events within the Rotherham Council Meet the Buyer Day.</p> <p>These included:-</p>	

	<ul style="list-style-type: none"> ❖ Stands with buyers staffing them ❖ SCMS demos ❖ Info about Procurement Pages website : forward plan/standards/E&D/sustainability/Business Continuity ❖ Presentations from each area of procurement – explaining their processes/current work/plans for the future ❖ Equality and Diversity presentation ❖ Supplier Awards <ul style="list-style-type: none"> Best Environmental Supplier Best Equality and Diversity Supplier Best VCS Supplier Best Innovative Supplier Best Community Involved Supplier <p>The meeting discussed the event and ideas and suggestions were given with regard to publicity, the involvement of other organisations/bodies and contacts, and activities on the day.</p> <p>Agreed:- That the submitted report be noted.</p>	
79/08	<p>Remploy</p> <p>The meeting welcomed Jamie Lawson and Paul Kincell from Remploy who gave a presentation on the work of their organisation in terms of potential partnering opportunities with both Central and Local Government, and the public sector in relation to procurement strategy work.</p> <p>The presentation set out information on:-</p> <ul style="list-style-type: none"> - Government’s Sustainable Procurement Group - Supported Business – Not for Profit - Who are Remploy? - Why do we exist? - Modernisation - What Do We Do? - Employment Services - Building Products and Services - Partnerships - E-cycle - Textiles/Furniture - Local Public Sector Sales - Workscope - Packaging and Print - CCTV - Healthcare - Automotive and Electronics 	

	<ul style="list-style-type: none"> - Who do we work with and how? - Why are we so Special? - What is in it for you? - What are Supported Employment Factories and Businesses? - Main Contractors <p>The following facts were given:-</p> <ul style="list-style-type: none"> - by 2012, 20,000 people will be helped in employment - Over 50% of the working population had a working disability - Help was given to offenders to gain employment <p>At the close of the presentation, the following issues were discussed:-</p> <ul style="list-style-type: none"> ▪ Sustainability and disposal of electronic data ▪ Meet the Buyer Event (RMBC) ▪ Changes in the “traditional” image of Remploy ▪ Products and Value for Money <p>Agreed:- (1) That the presentation from Remploy be received.</p> <p>(2) That Jamie Lawson and Paul Kincell, Remploy be thanked for an interesting and informative presentation.</p>
Next Meeting	
Date	Monday, 3 rd November, 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:-

8th 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.

COMPLAINTS FORUM
Thursday, 25th September, 2008

Present:-

Councillor Wyatt

in the Chair

Zoe Burke

Complaints Manager, Children and Young People's Service

Graham Clark

Customer Liaison Manager, Environment and Development Services

Mark Evans

Customer Services Client, Financial Services

Mark Gannon

Transformation and Strategic Partnerships Manager

Adam Hurst

Complaints Manager, Neighbourhoods and Adult Social Services

Mark Leese

Corporate Complaints Officer, RBT

Andrea Pearson

Senior Administrative Officer, Chief Executive's Office

Sneh Soni

Customer Service Officer, 2010 Rotherham Ltd.

Jayne Wilde

Corporate Complaints Officer for Financial Services

Dawn Mitchell

Senior Democratic Services Officer, Chief Executive's Office

An apology for absence was received from Janet Wykes.

1. TERMS OF REFERENCE AND MEMBERSHIP OF THE GROUP

Agreed:- That Mark Evans consult with all members of the Group and submit proposed Terms of Reference to the next meeting.

2. RESPONSE TO THE SCRUTINY RECOMMENDATIONS

Mark Gannon circulated a report that was to be submitted to CMT which outlined the response to the Scrutiny Review of Corporate Complaints incorporating proposals for dealing with each of the recommendations.

Mark asked that officers consider the report and inform him by 30th September of any amendments or any altered timescales. All comments would be combined and the report submitted to CMT on 6th October and then onto Cabinet.

Agreed:- That any comments on the report be passed to Mark Gannon by 30th September.

3. TELL US YOUR VIEWS ANNUAL REPORT 2007/08

Mark Evans circulated a draft report setting out details of the Council's corporate-wide feedback procedure 'Tell Us Your Views' which incorporated corporate complaints, comments, compliments and suggestions for the period 1st April, 2007-31st March, 2008.

The report would be submitted to CMT and then into the Member arena. Members of the Group were asked to review the figures contained within, particularly the appendices, with comments passed to Mark Evans by 30th September.

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

- Directorates had different methods of capturing information
- What was the definition of a compliment?
- The need to capture and include in future reports the number of preliminary enquiries made before a customer decided to pursue a complaint with the Ombudsman and the amount of work it entailed

Agreed:- (1) That any comments on the report be passed to Mark Evans by 30th September, 2008.

(2) That "lessons learnt" be included as an appendix to the report.

4. PEOPLE AND SERVICE FIRST GUIDES ON COMPLAINTS

Mark Evans reported on the revamp of the People and Service First documentation which would incorporate the guidance for staff and investigating officers and the Tell Us Once booklet and be branded Customer First.

Discussion took place on the revamp and ways of making the document accessible other than producing it in hard copy.

Agreed:- That a draft of the new document be submitted to the next meeting.

5. CUSTOMER SERVICE EXCELLENCE STANDARD ACCREDITATION

Mark Evans reported that an assessment of the corporate evidence had already been supplied to the assessors and formally signed off which included the corporate feedback procedure 'Tell Us Your Views'. Going forward with future Directorate assessments this information will not have to be provided.

NAS had already been formally accredited against the new Customer

Service Excellence standard in June.

A report was to be submitted to CMT on 6th October.

The timescale for the Council to achieve accreditation was by Summer, 2009.

The timescale around the remaining Directorates was included in the report to CMT based on self-assessments that had been undertaken by the Directorates, status of where they thought they were against the criteria.

Agreed:- That the report be noted.

6. QUARTER 1 COMPLAINT STATISTICS

Mark Leese presented a report for information containing the first quarter complaints statistics which showed some improvement compared to the annual figure for 2007/08.

Discussion ensued on the table which showed the statistics by Ward. It was pointed out that it reflected the Ward that the complainant lived in which was not necessarily the Ward where the incident occurred. If it needed to be refined to reflect other factors the smart script within the Siebel system would need to be amended accordingly.

The annual report showed complaints at Area Assembly and Ward level which future quarterly reports would also copy.

Agreed:- That the report be noted.

7. SIEBEL SYSTEM USER ISSUES

Mark Leese reported that he was still feeding back on the odd issues to officers but any outstanding issues that arose he would report to this meeting as necessary.

Over the coming months he was hoping to offer more targeted support to users in an attempt to prevent any common areas.

If there were any changes required to the system Mark Evans and himself should be contacted as a matter of urgency in order that the change could be made in the timescale required.

Agreed:- That the report be noted.

8. COMPLAINANT SATISFACTION SURVEYS

Mark Leese reported that each Directorate had sent out their surveys to a range of customers who still had a live complaint. To date, Mark had only

been notified of 11 responses from approximately 200 surveys. The agreement had been that every completed survey would go for analysis through SNAP.

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

(2) That Neighbourhoods and Adult Services forward the responses that they received directly.

9. REQUESTS TO GO TO STAGE 3 OF THE COMPLAINTS PROCEDURE

Graham Clark raised the issue of complaints that officers felt would not be successful at Stage 3 of the Complaints Procedure and whether officers could advise the customer of such and thus save time and expense.

Sneh Soni reported that, for 2010, where a complaint was against Policy and it was known it would be a waste of the complainant's, officers' and Board Members' time, the complainant had been advised of such and the complaint stopped.

Mark Leese stated that in the revised procedures it did say that if it was thought that no purpose would be served in going to Stage 3, officers could go to Legal Services for their decision as to whether to proceed or not.

It was felt that there should be a standardised letter across all Directorates advising complainants about referring their complaint to Councillors surgeries.

10. OMBUDSMAN ENCLOSURES

Andrea Pearson asked that she receive any enclosures that could not be sent through to her electronically in good time prior to the 28 calendar day deadline.

11. SEMINAR

Agreed:- That Anne Seex, Local Government Ombudsman, be approached with a view to conducting a seminar for all Members.

12. FUTURE AGENDA ITEM

New Adult Health and Social Care Complaints Procedure

13. DATES OF FUTURE MEETINGS

Agreed:- That a further meeting be held on 19th January, 2009, commencing at 2.00 p.m.

CUSTOMER ACCESS GROUP
Monday, 29th September, 2008

Present:- Councillor Wyatt (in the Chair); Clare Bailey, Graham Clark, Ann Cocking, Mark Evans, Richard Garrad, Mark Leese, Asim Munir and Jayne Wild

Apologies were received from Mark Gannon, Dave Roddis, Sneh Soni and Jasmine Speight.

1. TERMS OF REFERENCE AND MEMBERSHIP OF THE GROUP

Agreed:- That Mark Evans would draft the Terms of Reference and circulate them to all Members of the Group.

2. CUSTOMER ACCESS STRATEGY

Mark Evans gave a presentation in relation to the Customer Access Strategy. The presentation drew specific attention to:-

- Customer Access Vision which was built around five themes
 - Improving the customer experience
 - Re-focussing our priorities
 - Joint up service delivery
 - Marketing and promoting ways to access our services
 - Learning development and training

- The strategy would look to:
 - Improve our customer insight and segmentation capabilities
 - Improve further the access to services across all channels
 - Develop a “satellite access model” for face to face contact
 - Work with our customers to facilitate their transition to using alternative channels if they are able to do so.

A suggestion was made and agreed to include Performance Management within the Terms of Reference.

3. TRANSFORMATION PROGRAMME

Mark Evans informed the Group that a presentation had been made to CMT three weeks ago in relation to the Business Transformation Programme.

Each directorates had identified a list of business areas where transformation work could be undertaken. A further set of review meetings were being arranged to cut-down the list to focus on the priority areas. Once the areas had been identified a business case would be produced with Directorate leads and RBT to find the best option for transforming and delivering each business area.

4. CMT UPDATE REPORT ON CUSTOMER SERVICE EXCELLENCE ACCREDITATION

Mark Evans circulated a report which was to be circulated to CMT on 6th October in relation to the update on Council Wide accreditation against the Customer Service Excellence Standard.

The report provided a summary of the work conducted so far in relation to obtaining accreditation. It highlighted the current issues identified which were fundamental to achieving compliance against the standard and provided three options for consideration relating to continuation of achieving council-wide accreditation.

Mark confirmed that he would email a copy of the report to all Members of the Group for their comments prior to 6 October 2008. He asked for all comments to be made by the end of Tuesday 30 September 2008.

5. REVISED PEOPLE AND SERVICE FIRST GUIDES

Mark Evans reported that the People and Service First Guides was to be re-branded by the Design Studio to "Customer First". He confirmed that a decision had been made to consolidate the previous two complaint procedure guides into one and to revise the content.

An E-Learning package in Customer Care was in the process of being finalised with Strategic HR and this would be available to all council employees and be used as part of the corporate induction training.

Mark confirmed that he would arrange for demonstration of the new E-Learning package for the next meeting.

6. PAYMENT OPTIONS

Mark Evans reported that the Council were currently reviewing the range of payment methods it offers customers for making Council payments. The Working Group that had been set up would shortly be publishing its options paper which would be circulated to the Group.

Resolved:- That the position be noted.

7. REVIEW OF SERVICE STANDARDS

Mark Evans reported that service standards were to be introduced in all service areas across the Council. Each service area would be asked to identify the service areas which needed service standards setting and he asked all Members of the Group to advise him of these. He confirmed that he would pull together a corporate guide to assist with the process.

8. DATES OF FUTURE MEETINGS

Resolved:- That the next meeting of the Group be held on Monday 10 November 2008 at 10.30 am.

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

Document is Restricted