

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

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

Date: Monday, 8 December 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. Minutes of meeting held on 10th November, 2008 (Pages 1 - 3)
4. RBT Performance Report (Pages 4 - 16)
5. Procurement Panel (Pages 17 - 25)
- minutes of meeting held on 10th November, 2008
6. Customer Access Group (Pages 26 - 27)
- minutes of meeting held on 10th November, 2008
7. Liaison with RBT
8. 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)).
9. RBT Performance Report (Pages 28 - 31)

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION
Monday, 10th November, 2008

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

33. MINUTES OF THE PREVIOUS MEETING HELD ON 6TH OCTOBER, 2008

Consideration was given to the minutes of the previous meeting held on 6th October, 2008.

Resolved:- That the minutes of the meeting held on 6th October, 2008, be approved as a correct record.

34. RBT PERFORMANCE REPORT

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

Key points for this period included:-

- All contractual targets had been achieved in Customer Access, Human Resources and Payroll and Procurement
- The pathfinder phase for Tell Us Once had been expanded and now includes bereavement as well as births and would be delivered as a face-to-face and telephone service
- Development work had commenced on the proposed Changes wizard which would replace the current paper document used to amend employee's contracts
- All targets for the ICT Service were reported by RBT as being achieved although ICT02 'percentage uptime for business critical applications' was yet to be validated so could not be accurately reported as achieved. RBT were due to come back to the Council imminently on this and a report submitted to Members thereon
- Following negotiation, RBT had agreed to reduce the monthly charge for Virtual Private network

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

- It appeared that the electronic screen at the Maltby Service Centre was still not operational
- Discussions were taking place with regard to a number of operational issues at the Service Centre

Resolved:- That RBT's performance against contractual measures and

key service delivery issues for September, 2008, be noted.

35. PROCUREMENT PANEL

Consideration was given to the minutes of the Procurement Panel meeting held on 6th October, 2008.

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

36. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum meeting held on 25th September, 2008.

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

37. CUSTOMER ACCESS GROUP

Consideration was given to the minutes of the Customer Access Group meeting held on 29th September, 2008.

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

38. LIASION WITH RBT

Members of the Council had asked questions about the following issues:-

(a) 2 Councillors had experienced problems with computers and printers and difficulty in reporting problems
This had now been resolved. Mobile telephone numbers had also been supplied.

(b) an issue had been raised regarding internet access in the Majority Party Room in the Town Hall.
This had now been resolved.

39. 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 they involve 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 particular person (including the Council)).

40. RBT PERFORMANCE REPORT

Mark Gannon, Transformation and 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.

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

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting
2.	Date:	8th December 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 October 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 October 2008.**

7. Proposals and Details

Work has continued during October 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 *Operational Measures*

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

7.1.2 *Training and Development*

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

Table 1: RBT Customer Service Training

% of Staff	Staff Trained	Total Staff	Service	Staff Variance (+/- on September data)
Telephone (Revenues & Benefits Contact Centre)				
97%	29	30	Council Tax	+2 staff
90%	27	30	Recovery	-
100%	24	24	Housing Benefit / Council Tax Benefit / Free School Meals	-
Telephone (Generic Contact Centre)				
98%	41	42	Jobsline	-
93%	39	42	General Enquiries	-
98%	41	42	Key Choices	-
82%	32	39	Repairs	-
77%	30	39	Surgery Connected	-
87%	34	39	Streetpride	-
Face to Face (Customer Service Centres)				
82%	42	51	Reception Duties	-
73%	37	51	Planning	-
82%	42	51	General Enquiries	-
73%	37	51	Streetpride	-
98%	47	48	Council Tax	-
98%	47	48	Housing Benefit / Council Tax Benefit / Free School Meals	-

7.1.3 *Complaints*

There were two complaints received from customers in relation to the RBT Customer Access service in October. One of these is a referral from the Local Government Ombudsman regarding the length of time taken to assess a benefit claim, as well as failing to inform the customer that recovery action was being taken on a previous overpayment. The Ombudsman's decision is awaited. The second complaint was a stage 1 complaint and was not upheld.

7.1.4 *Joint Service Centres/Customer Service Centres*

- Maltby – The Service Centre opened its doors to the public on 15th September and the Customer Service Centre has had 1,269 visitors between go-live and 30th September, which is an average of 106 visitors per day. During October the Service Centre 2009 visitors, giving an average of 87 per day.
- Aston and Rawmarsh – A stakeholder meeting for Aston is scheduled for 20th December 2008 to discuss the re-design, however, for Rawmarsh stakeholder meetings are still on hold until early 2009.
- Swinton – With effect from 10th November 2008 Neighbourhoods and Adult Services will be providing a Adult Social Care enquiries service 5 days per week (8.30 am to 5.30 pm) from one of the booths at Swinton.

7.1.5 *Replacement Telephone Solution*

The Contact Centre requirements for a replacement telephone solution for Contact Central have been finalised. Nortel Core Telephone Solution is expected to be agreed for implementation in November 2008.

7.1.6 *Tell Us Once*

Recruitment has taken place and the appointments have been made for the 3 temporary TUO Officers to cover the birth and bereavement service up to the end of March 2009. An additional room near to the Bailey House reception has been refurbished to be able to deliver the expanded TUO service to customers from 10th November.

RBT are working closely with the Department for Work and Pensions to have the e-channel introduced for the TUO bereavement service by early November.

The Council has signed the Memorandum of Understanding with the Department for Work and Pensions (DWP) which includes the agreed level of funding for the pathfinder phase.

7.1.7 *Council House Repairs System*

RBT and Rotherham 2010 continue to make good progress in resolving the scripting issues with the system. Further procedural amendments are being considered to reduce the call length times.

Although there were some issues still being experienced at the start of October by the latter part of the month there has not been any lengthy periods of disruption.

7.1.8 *Customer Service Excellence Standard*

A joint RBT and Client workshop is being arranged for 15th December 2008 to review the gap analysis across each of the RBT work streams and to develop an agreed action plan for implementation.

7.1.9 *NI14 Avoidable Contact*

A meeting with RBT and the Client has been arranged for 16th December 2008 to review the robustness of the avoidable contact methodology being used within the Contact Centre and Customer Service Centres.

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 is continuing on the proposed Changes Wizard. This will replace the current paper document (CON2) used to amend employees' contracts. A 'go live' date of 1st April 2009 has been set.

The Service Centre currently uses an interface to notify the South Yorkshire Pensions Authority of all new starters and new appointments. Development has been completed and testing was underway in October to enhance this interface to include all contract changes.

On completion of this work a further 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.

Work is continuing to obtain the necessary authorising information from managers in line with Internal Audit requirements in respect of paper documents such as weekly timesheets and pay information currently arriving via 'generic' electronic mailboxes. These preventative actions have been introduced to avoid a third successive qualification of the HR & Payroll service on the Annual Governance report. RBT are looking to Business Transformation activity to deliver an electronic solution and transmission via YourSelf 'Reports to' fields in the same style as the Procurement Requisitioning method.

Other system improvements have been introduced where automatic e-mails are now being sent to recruiting managers to check employees actually started work and also to 'warn' if an employee already has a second contract that could breach the 48 hour working time directive limit. An addition to on-line mileage claim forms

now enables employees to log Home to Office mileage and remind managers to check the Diversionary mileage rule has been applied.

The first meeting with ABACUS Media, the contractors for the Council's new Recruitment Management System, took place on 8th October. Activity is taking place to help complete preparations for the pilot of the system by Christmas and the full roll out across the Council on 1st April 2009.

The PSe Training Module to record training events and book attendance on courses went live on 3rd November with the pilot group. All Directorate Learning & Development Co-ordinators are planned to be operational by the end of November.

ICT, HRP and Client colleagues viewed a new potential development called OrgPlus on 24th October 2008. This is designed to provide live organisation charts, management reporting information on workforce statistics and a 'smarter' way of updating Establishment records. Funding of such a development, which was not on the planned programme, will be an issue if it is decided this solution provides the transactional improvements required.

7.2.3 *Terms & Conditions Operational Activity*

The Craft Workers' pay award details for 2008 were received early October but unfortunately too late to apply to October pay. Increases to salary and arrears of pay back dated to 1 April 2008 will be processed for November salary as applying to 2010 Rotherham Ltd employees only.

The national pay award will be applied in November salaries. Arrears are to be paid in December and will result in some additional processing activity as normal when these awards are made in retrospective effect as in this case back to 1st April 2008.

Chief Officers' pay award has just been confirmed and this will be applied in December along with any arrears.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in October. The telephones at Grove Road were unavailable for much of the last week of October which has caused the TSP team to query the uptime figure of 100% for ICTS3/ICT03 (Telephony Availability). RBT are in the process of preparing their response and are conducting an investigation in to the downtime.

In September's report the TSP team challenged the reporting 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 and we are waiting for an explanation/justification of the uptime measure.

7.3.2 *Desktop Refresh*

Desktop Refresh is operating at 100 units per month which 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 Change Reporting*

At several recent Performance Review Boards, the ICT Client has expressed concerns about the quality of Change Request (CR) reporting in the Client reports. This issue has been raised with RBT senior management for resolution.

7.3.4 *Complaints*

One complaint was received in October. This was from Councillor Hamilton and was in relation to the quality of service received from the first line support team. RBT has made changes to its service as a result of this complaint.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement Service that are being reported were achieved in October. One target is still un-reported (percentage of e-RFQs consolidated into purchase orders by the end of the next working day).

7.4.2 *BVPI8*

BVPI8 achieved 91% in October, which is down against the same point last year when 94% was achieved. Work is ongoing with Procurement Champions to address the causes of late transactions within Directorate.

Following the recent move by central government to pay SMEs within 10 working days, initial work is ongoing to assess how we would compare should this be rolled out to local government.

7.4.3 *Procurement Cards*

In October, Procurement Cards were used on 18 occasions with a total value of £1511.99. Future roll out areas include: 2010, Century Business Centre, School Kitchens, and all CYPs and NAS social care establishments.

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 October 2008.

Contact Name:

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

Measure	Ref	Target	Aug	Sept	Oct	Status	Comments
Customer Access Overall Performance		100	106.8	106.26	106.2	★	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	59.08	🚧	Measure reported for telephony only at this time; target to be set following baselining
First Contact Resolution by Channel (F2F)	CAO3		100	100	100	🚧	Target to be set following baselining
First Contact Resolution by Channel (Telephony)	CAO3		100	93	93	🚧	Target to be set following baselining
Average Call Quality Assessment	CAO4	95	98.27	96.16	97.03	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.83	99.96	98.8	★	
% of Contact not Abandoned (Telephony)	CAO5	90	95.73	95.6	95.8	★	
Overall Mystery Shopping Score (F2F)	CAO6					🚧	Work ongoing to introduce mystery shopping
Overall Mystery Shopping Score (Telephony)	CAO6					🚧	Work ongoing to introduce mystery shopping
Complaints Handling	CAO7	10		8	9	★	
% 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	Aug	Sept	Oct	Status	Comments
HR&P Overall Performance		100	106.4	106.8	106.7	★	
Accuracy of Contracts	HRO1	95	99.16	100	100	★	
Accuracy of Payment	HRO2	95	99.2	99.59	99.74	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	95.98	95.84	94.92	★	
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	★	
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	97.29	100	100	★	
Provision of MM Data	HRO10	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	Aug	Sept	Oct	Status	Comments
ICT Overall Performance		100	109	109	109	★	
% Availability of Website	ICTO1	99	99.9	99.7	99.9	★	
% Availability of Business Critical Applications	ICTO2	99	99.9	99.3	100	★	
% 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	0.9	?	Baselining ongoing prior to a target being set
Average Time Taken to Answer Calls	ICTO10			9.5	7.4	?	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	Aug	Sept	Oct	Status	Comments
Procurement Overall Performance		100	108	108.4	110.46	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	92.5	90.41	94.3	★	Performance shown as amber as less than 2% above target
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.9	100	99.93	●	Performance shown as amber as less than 2% above target
% Undisputed Invoices Input within 25 calendar days	PO3	99.22	99.5	99.61	99.36	●	Performance shown as amber as less than 2% above target
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	87	84.63	88.18	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96				?	Quarterly measure
% Orders Placed Against Electronic Catalogue	PO6	17	21.2	22.77	23.33	★	
% eRFQ Open Requisitions	PO7					?	Measure unable to report work ongoing on reporting mechanism
% Framework Agreements Developed with consideration given to Sustainability	PO8					?	Quarterly measure
Provision of MM Data	PO9	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



Measure	Ref	Target	Aug	Sept	Oct	Status	Comments
Revs & Bens Overall Performance		100	100	100.9	100	★	
% Council Tax Collected	RBO1	97	46.7	56.27	65.63	🚩	Annual target but tracked for information during the year
% NNDR Collected	RBO2	98.50%	50.3	60.24	69.74	🚩	Annual target but tracked for information during the year
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	15.1	15.39	17.8	🚩	Annual target but tracked for information during the year
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	1.94	2.25	2.96	🚩	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		161	232.6	294	🚩	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	0.4	0.41	0.42	🚩	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	28.7	32.02	36.18	🚩	Annual target but tracked for information during the year
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.6	95.3	90.17	★	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	1.44		🚩	Annual target but tracked for information during the year
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	81.9	84.04	82.71	🚩	Annual target but tracked for information during the year
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	88.9	89.65	90.91	🚩	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 10th November, 2008
Start time	2.00 pm
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
Sandra Greatorex	SG	VAR
Jon Surridge	JS	Streetpride
Emma Fairclough	EF	RBT
John Brayshaw	JB	2010
Deborah Fellows	DF	Chief Executive's Section
Lesley Dabell	LD	VAR
Vince Roberts	VR	Chief Executive's Section
Jeff Wharfe	JW	RiDO – Rotherham Partnership
David Rhodes	DR	Environment and Development Services

Apologies	Init	Programme Area
Myles Thompson	MT	Rotherham Chamber of Commerce
Andy Hare	AH	Neighbourhoods and Adult Services
Julie Slatter	JS	Chief Executive's Section
Nicole Chavaudra	NC	Children and Young People's Services
Peter Hunter	PH	RiDO – Business Development Team
Brian Barrett	BB	Environment and Development Services
Simon Bradley	SB	RBT - Procurement

Minutes		
Ref	Item or Action	Action Owner
80/08	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 6th October 2008, were agreed as a correct record.</p>	
81/08	<p>Matters Arising</p> <p>Meet the Buyer Event – Councillor Wyatt requested that, once a firm date had been agreed for the event, an advertisement be placed in the next edition of Rotherham News.</p>	

	<p>Councillor Wyatt confirmed that Council funding for the event had been agreed.</p>	
82/08	<p>Commissioning Strategy Update</p> <p>Vince Roberts presented the submitted report on the Commissioning Framework which set out proposals for the adoption and implementation of the Corporate Commissioning Framework across the activities and business of the Council.</p> <p>The Commissioning Framework did not replace existing frameworks within particular Directorates or those that Partners may have, but added value to them by setting out principles and suggestions on a number of areas of work.</p> <p>The report provided a summary of key issues that needed to be addressed, together with progress on implementing them.</p> <p>The meeting was asked to consider linkages to be made between the Commissioning Framework and the Procurement Strategy.</p> <p>The report set out the following issues:-</p> <ul style="list-style-type: none"> - Principles to underpin commissioning activity - Partnership approach - Corporate Needs Assessment - Commissioning priorities for 2008/09 - Awareness raising, training and competency development - Links to Procurement Strategy - Commissioning Directors Group <p>A Commissioning Lead from each Directorate had been identified.</p> <p>Discussion took place on the following issues:-</p> <ol style="list-style-type: none"> (a) Benefits of joint commissioning (b) Areas for further development and focus (c) Further developments since the plan was last considered by CMT (d) Impact assessment <p>Agreed:- (1) That the adoption by the Council of the Commissioning Framework be noted.</p>	

	(2) That the progress made in implementing the framework be noted.	
83/08	<p>Procurement Webpages</p> <p>Sarah McCall gave a presentation with regard to the content of the new procurement webpages on the Council's internet site.</p> <p>It was now possible to track month by month how many hits had been made to the website and which pages were of particular interest. It was felt this would be of more relevance as procurement work progressed.</p> <p>Information included on the website was:-</p> <ul style="list-style-type: none"> - Suppliers Guide - Equality & Diversity - Sustainable Procurement - Useful links to partners <p>Members present were advised to access the full details of this item on:-</p> <p>http://www.rotherham.gov.uk/graphics/YourCouncil/Procurement.</p> <p>Attention would be drawn to the webpage content at the Meet the Buyer Event in the near future.</p> <p>Agreed:- That Councillor Wyatt liaise with Tracy Holmes in relation to information on the Suppliers Guide, as discussed.</p>	
84/08	<p>Buy Recycled: End of Project Report</p> <p>Sarah McCall presented the submitted report which set out the current position with regard to the end of Project - RAY Buy Recycled Project.</p> <p>Each week the 253,000 households within Rotherham sorted out their waste ready for the recycling collection.</p> <p>The report set out what happens to the waste that is recycled, and highlighted key issues with regard to:-</p> <ul style="list-style-type: none"> - recycling of green waste produced by the Council's Landscape Service - recent development of Brookfield Park - composting and the reuse of recycled material which has a positive impact on the environment 	

	<ul style="list-style-type: none"> - the role of the Recycling Action Yorkshire's (RAY) Buy Recycled project - importance of engagement with Procurement Officers and the benefits gained in increasing the number of recycled content products purchased, and access to RAY's resources and knowledge base which helped with awareness raising across the Council - increasing focus on recycled content products - on-line monitoring tool to calculate the amount of waste that has been diverted from landfill and the CO² savings made from buying recycled content products - future work needed around specific areas of recycled content products in construction projects; recycled compost; and promoting the green stationery range. The revised Procurement Strategy and subsequent action plan will take these and other areas of socially responsible procurement forward. <p>A Case Study written by RAY Buy Recycled Project was available on the Procurement Webpage.</p> <p>Agreed:- (1) That the contents of the submitted report be noted.</p> <p>(2) That the report be submitted to the next meeting of the Recycling Group.</p>	
<p>85/08</p>	<p>Procurement Strategy Action Plan Out Turn Report</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. Incomplete actions from this action plan will be incorporated into the revised Procurement Strategy action plan.</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. This action plan is therefore fully complete.</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. The incomplete action from this action plan will be incorporated into the revised Procurement Strategy action plan.</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. This action plan is therefore fully complete.</p> <p>A new Action Plan and style of reporting for the future was currently in draft form and actions had been sent out to “action owners” for comment in preparation for the next meeting.</p> <p>Agreed:- That the information contained in the report now submitted be noted.</p>							
<p>86/08</p>	<p>BVPI8 – Payment of Invoices within 30 days</p> <p>Sarah McCall presented a report on BVP18 measures – the payment of undisputed invoices within 30 days.</p> <p>The Council has agreed the following average annual targets for performance of BVP18 with RBT:-</p> <table data-bbox="347 1512 638 1624"> <tr> <td>2007/08</td> <td>96.3%</td> </tr> <tr> <td>2008/09</td> <td>97.0%</td> </tr> <tr> <td>2009/10</td> <td>97.5%</td> </tr> </table> <p>Out turn performance for 2007/08 achieved 94% which demonstrated an improvement on 2006/07 performance 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>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	
2007/08	96.3%							
2008/09	97.0%							
2009/10	97.5%							

	<p>April 95%</p> <p>May 92%</p> <p>June 88%</p> <p>July 90%</p> <p>August 91%</p> <p>September 91%</p> <p>Average performance against BVP18 for the year to date is 91.16%.</p> <p>The meeting was informed that the Performance and Scrutiny Overview Committee had requested a quarterly update on this performance measure, and had asked that any Directorate not meeting the target, must send their Strategic Director and Cabinet Member to a meeting of PSOC to explain why.</p> <p>Agreed:- (1) That the current position in respect of performance of BVP18 be noted.</p> <p>(2) That an issue referred to on the payment of energy invoices be investigated by Helen Leadley, as discussed.</p> <p>(3) That David Rhodes set up a separate meeting to discuss the issues of utility bill payments.</p>	
87/08	<p>Procurement Mentors</p> <p>Helen Leadley presented a submitted report on the need for Procurement Mentors.</p> <p>Sheffield City Council is expanding the successful Procurement Mentoring Scheme as part of the LEGI funded BiG: make it your business programme. The mentoring scheme supports organisations in Sheffield that are bidding for public sector contracts by linking them with a mentor who can provide up to 4 hours of tailored support and assistance with bid writing and preparation. The assistance may be with completing a PQQ, writing the bid, or even making the decision whether to tender for the contract.</p> <p>More mentors from across the region to sign up to the scheme was required. Mentors need:-</p> <ul style="list-style-type: none"> ○ To be procurement professionals or have experience of procurement in a Local Authority ○ To be able to dedicate around 4-8 hours of mentoring within a 6 month period, outside of work time ○ Up to date knowledge of trends and developments with procurement and relevant legislation 	

	<ul style="list-style-type: none"> ○ Good written and verbal skills <p>All mentors are paid for their time.</p> <p>If any Procurement Panel member was interested, and was able to offer their experience and skills to support organisations to win business, they were advised to contact Laura Porterhouse at laura.porterhouse@sheffield.gov.uk.</p> <p>Agreed:- That the contents of the report on the Procurement Mentor Scheme be noted and that members of the Procurement Panel pass the information on to relevant staff.</p>	
88/08	<p>Quality Standards</p> <p>Helen Leadley presented the submitted report on Quality Standards, Policies and Procedures, as prepared by RBT.</p> <p>The procedure gave brief details of the quality standards, policies and procedures that the Council would expect a supplier to hold in order to trade with them. It is recognised that, because the Council's procurement activities are so diverse, some standards will only apply to certain areas, so the details had been broken down by area of procurement. Contact details for further information are available under each section of the report.</p> <p>In addition to the specific areas, all contracts contained standard clauses for Equalities & Diversity, Business Continuity Planning and Environment. Further information on these could be found on the Council's Procurement web pages.</p> <p>The report set out areas of procurement covered by:-</p> <ul style="list-style-type: none"> - 2010 Rotherham Limited - Adult Social Services & Housing (non 2010) - Advice & Information - Children & Young People's Services (CYPS) - External Funding - RBT - Rotherham Construction Partnership - Supporting People <p>Agreed:- That the contents of the report on Quality Standards be noted.</p>	
89/88	<p>Procurement LPI's</p> <p>Sarah McCall presented the submitted report which contained action to develop a set of local indicators in order</p>	

	<p>to measure the Council's procurement function in terms of delivery of the Procurement Strategy and day-to-day management of the procurement function.</p> <p>The report set out details of the indicators developed to date, and targets and performance for the first and second quarters of the current year.</p> <p>Of the 18 indicators:-</p> <ul style="list-style-type: none"> ○ 8 are status amber with performance on target ○ 2 are status red ○ 5 are annual indicators with reporting due later in the year ○ 1 indicator has been superseded by changing legislation ○ 2 are still under development ○ 2 are for information/monitoring only without targets ○ 1 has reporting yet to commence <p>The two status red indicators are:</p> <ol style="list-style-type: none"> 15. Overall % of recycled materials used; and 16. Overall % of excavated materials diverted away from landfill <p>Both these indicators relate to the Ringway contract with performance reported for the quarter only. Due to the nature of civil engineering it can be expected that performance against these indicators will fluctuate quite considerably from one quarter to the next, depending on the recycling opportunities available for the different types of schemes under construction.</p> <p>The need to liaise directly with umbrella organisations to increase spend with BME organisations was acknowledged.</p> <p>Agreed:- That the report, as submitted, be noted.</p>	
90/88	<p>Procurement Forward Plan</p> <p>Sarah McCall referred to the contents of the current Procurement Forward Plan for information purposes.</p> <p>Agreed:- That the contents of the Procurement Forward Plan be noted.</p>	
Next Meeting		
Date	Monday, 8 th December, 2008	
Time	10.00 a.m.	

Venue	Town Hall, Rotherham
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Dates of Future Meetings

The dates for future meetings of the Procurement Panel are agreed as follows:-

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.

**CUSTOMER ACCESS GROUP
Monday, 10th November, 2008**

Present:- Councillor Wyatt (in the Chair); Clare Bailey, Mark Evans, Richard Garrad, Lorna Kelly, Mark Leese, Asim Munir, Tracey Parkin, Sneh Soni, Jasmine Speight, Jean Tracey and Jenny Vaughan.

9. MINUTES OF MEETING HELD ON 29TH SEPTEMBER, 2008

Resolved:- That the minutes of the meeting held on 29 September 2008 be approved as a correct record.

10. NEW RECRUITMENT MANAGEMENT SYSTEM

Tracey Parkin, HR Manager (People) gave members of the group an update in relation to the new Corporate Recruitment Management System.

She reported that the new system was a Year Ahead commitment and therefore would be live by the end of the year. The system would allow customers to apply for jobs on-line by January 2008. A new approach was to be introduced in relation to advertising jobs, which would direct people to the website where they would find out more about working in the Council rather than only giving information about the job. More work would be undertaken in partnership with Job Centres and Libraries to promote the use of the system.

She confirmed that a publicity campaign would be undertaken during December which would include bus advertisements and advertising via Rother FM, as well as the usual methods of advertising.

The Chair asked whether the system would be able to retain people's details for future use. Tracey confirmed that it was intended that in the future this facility would be included on the system, to enable a "talent pool" to be available for all departments when recruiting.

A discussion took place around how people with learning disabilities and literacy problems would be able to access the system. It was agreed that contact would be made with Jackie Bickerstaff for assistance in the area.

Members of the group discussed the various places which could be used to promote use of the system and the following were identified:

- Kiosks in Sure Start Children's Centres
- Early Years
- Local Schools
- Audio message on the Council's Jobline Number

A the request of the Chair, Tracey confirmed that the first evaluation of the system would take place in April 2009.

11. CUSTOMER FIRST - WALKTHROUGH OF THE CORPORATE CUSTOMER CARE E-LEARNING MODULE

Jean Tracey, HR Officer took members of the group through a walkthrough of the Corporate Customer Care e-learning Module.

Contained within the Module were the following:-

- Introduction – Our details
- Customer First Corporate Standards (including new logo)
- Customer Service Excellence Award
- Rotherham Statistics
- Customer Contact Details

It followed with 3 separate videos relating to contacting the council, which showed how problems escalate when customers are not handled in a professional and courteous manner.

Jean confirmed that there would be links to the intranet and updated Customer First guides (replacement for People and Service First). There would also be a link to individual Directorate Customer Service pages on the intranet.

The Module would be available from January, 2009, to all Members of the Council and would be a mandatory part of the induction process, and the number of people using the module would be monitored.

It was agreed that progress on numbers completing the Module would be reported back to the group in June/July 2009.

12. DATE OF NEXT MEETING

Resolved:- That the next meeting of the Group be held on Monday 5 January 2009 at 10.30 am.

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

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