

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

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

**Date: Monday, 12 January 2009**

**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 8th December, 2008 (Pages 1 - 3)
4. RBT Performance Report for November 2008 (Pages 4 - 16)
5. Procurement Panel (Pages 17 - 21)  
- minutes of meeting held on 8<sup>th</sup> December, 2008
6. Liaison with RBT
7. 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)).
8. Additional RBT Performance Report (Pages 22 - 25)

**CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION**  
**Monday, 8th December, 2008**

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

An apology for absence was received from Councillor Sharman.

**41. MINUTES OF MEETING HELD ON 10TH NOVEMBER, 2008**

Consideration was given to the minutes of the previous meeting held on 10<sup>th</sup> November, 2008.

Resolved:- That the minutes of the meeting held on 10<sup>th</sup> November, 2008, be approved as a correct record.

**42. 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 October, 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, IT and Procurement
- The Council had signed the Memorandum of Understanding with the Department for Work and Pensions, which included the agreed level of funding for the pathfinder phase for Tell Us Once
- A joint RBT and Client Customer Service Excellence workshop had been arranged to review the gap analysis across each of the RBT workstreams and to develop an agreed action plan for improvements
- Development work was continuing on the proposed Changes wizard. A 'go live' date of 1<sup>st</sup> April, 2009, had been set
- Discussions were still taking place with regard to the challenge of ICT02 and an explanation awaiting from senior RBT management
- BVP18 achieved 91% in October, down against the same time last year. Work was ongoing with Procurement Champions to address the causes of late goods receipting within Directorates

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

- There had been an increase in the number of casual enquiries with regard to entitlement to benefits
- Recent documentation sent out requesting information on benefit receipt had caused some confusion as to the eligibility of war pensions

- Wi-fi at the Maltby Service Centre was shortly to be piloted with a view to being rolled out further from Christmas. Equipment was on order for the electronic screen
- Clarification requested on the stakeholder meeting to be held for Aston Service Centre on 20<sup>th</sup> December
- The need for Neighbourhoods and Adult Services to publicise the provision of an Adult Social Care enquiry service from the Swinton Service Centre.

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

(2) That the Cabinet Member be invited to a demonstration on the replacement telephone solution to which the Work Smart Manager should also be invited.

#### **43. PROCUREMENT PANEL**

Consideration was given to the minutes of the Procurement Panel meeting held on 10<sup>th</sup> November, 2008.

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

#### **44. CUSTOMER ACCESS GROUP**

Consideration was given to the minutes of the Customer Access Group meeting held on 10<sup>th</sup> November, 2008.

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

#### **45. LIAISON WITH RBT**

There were no issues to report.

#### **46. 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.

#### **47. 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 October, 2008, be noted.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1.	<b>Meeting:</b>	<b>Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting</b>
2.	<b>Date:</b>	<b>12<sup>th</sup> January 2009</b>
3.	<b>Title:</b>	<b>RBT Performance Report for November 2008</b>
4.	<b>Directorate:</b>	<b>Financial Services</b>

**5. Summary**

This report summarises RBT's performance against contractual measures and key service delivery issues for November 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 November 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 *Overall Performance*

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

#### 7.1.2 *Complaints*

There was one complaint received from a customer in relation to the RBT Customer Access service in November. Following investigation into the complaint, regarding cashiers at Swinton Customer Services Centre not crediting the customer's water account with the sum paid, it was established that the Council was not at fault.

#### 7.1.3 *Joint Service Centres/Customer Service Centres*

- Aston and Rawmarsh – Stakeholder meetings for Aston and Rawmarsh have been put on hold until early 2009 by EDS.
- Swinton and Dinnington – Issues of sickness and leave amongst Adult Services staff that operate from Swinton and Dinnington resulted in Adult Social Care enquiries being dealt with intermittently. This was raised with Neighbourhoods and Adult Services senior management who have agreed to take immediate action to resolve.

#### 7.1.4 *Maltby Switchboard Transfer*

Throughout November staffing resource has been re-allocated from other contact centre services to handle the calls that were previously handled by the Neighbourhood and Adult Services staff located within the previous Maltby Civic building. The issue has been escalated to the RBT Service Director who is currently in discussions with Neighbourhood and Adult Services senior management.

#### 7.1.5 *Registration Service sickness*

There is an unusually high level of sickness absence within the service. Short term measures have been put in place to mitigate the risk to the service and include the re-allocation of duties, part-time staff working additional hours and re-scheduling of appointments; however this is not sustainable in the mid-term and alternative solutions will be required if the situation has not improved by January 2009.

### 7.1.6 Training and Development

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

**Table 1: RBT Customer Service Training**

Service	Total Staff	Staff Eligible	Eligible Staff Trained		Variance from Previous Month
			Number	%	
<b>Telephony - Revenues &amp; Benefits:</b> Council Tax	30	30	30	100	+1
<b>Telephony - Revenues &amp; Benefits:</b> Recovery	30	30	30	100	+3
<b>Telephony - Revenues &amp; Benefits:</b> Housing Benefit/Council Tax (inc. Free School meals)	30	24	24	100	0
<b>Telephony - Revenues &amp; Benefits:</b> Former Tenant Arrears	30	30	18	60	0
<b>Telephony - Generic Contact Centre:</b> Jobline	40	40	40	100	-1*
<b>Telephony - Generic Contact Centre:</b> General Enquiries	40	40	38	95	-1*
<b>Telephony - Generic Contact Centre:</b> Key Choices	40	40	40	100	-1*
<b>Telephony - Generic Contact Centre:</b> Repairs	40	38	31	82	-1*
<b>Telephony - Generic Contact Centre:</b> Surgery Connect	40	38	29	76	-1*
<b>Telephony - Generic Contact Centre:</b> Streetpride	40	38	33	87	-1*
<b>F2F - Generic Contact Centre:</b> Reception Duties	54	54	47	87	0
<b>F2F - Generic Contact Centre:</b> Planning	54	54	41	76	0
<b>F2F - Generic Contact Centre:</b> General Enquiries	54	54	45	83	0
<b>F2F - Generic Contact Centre:</b> Streetpride	54	54	38	70	0
<b>F2F - Generic Contact Centre:</b> Council Tax	54	51	50	98	0
<b>F2F - Generic Contact Centre:</b> Housing Benefit/Council Tax Benefit (inc. Free School meals)	54	51	50	98	0

\* The variance of was caused by one member of staff leaving. However the % of eligible staff trained remains at 100%, but the total number of staff has reduced from 41 to 40.

### 7.1.7 Replacement Telephone Solution

The replacement telephone system, Nortel Core Telephone Solution, has received sign-off and implementation arrangements are being discussed with key RBT managers.

### 7.1.8 Tell Us Once

The Bereavement workstream went live on 21<sup>st</sup> November 2008 and early indications are that take up is good, averaging over 70%.

Cruise training will be completed by all the Tell Us Once staff by 10th December, 2008.

A workaround is still in place relating to completion of the electronic Bereavement Reporting System. The problem is not local to Rotherham and work is being undertaken by the National Programme Team to resolve the issue.

### 7.1.9 *Equalities and Diversity*

Training throughout the service is underway and is scheduled to take place during 2009/10. The service will be producing two case studies towards attaining the Level 5 National Standard.

### 7.1.10 *ISO9001 Accreditation*

Work is continuing across the service towards achieving ISO9001 accreditation, with the first stage audit scheduled for late January 2009.

### 7.1.11 *Business Process Re-engineering*

All workshops have been completed to review the as-is processes for Revenues and Benefits. These are now being mapped onto the ARIS system in preparation for undertaking the to-be exercise which will be available early in 2009.

## 7.2 Human Resources and Payroll

### 7.2.1 *Overall Performance*

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

### 7.2.2 *Changes Wizard*

Development work is now well underway on the proposed Changes wizard, which will replace the current paper document (CON2) used to amend employee's contracts, which is anticipated to be live by April 2009.

### 7.2.3 *SYPA Interface*

Development work to create an interface to notify the South Yorkshire Pensions Authority of all contract changes is also progressing well with sign off anticipated in the New Year. Rotherham MBC is the only local Council to have developed such a process which will enable us to meet and exceed the SYPA service level agreement targets.

### 7.2.4 *Internal Audit Compliance Checking Requirements*

Agreement was reached with Internal Audit that the checking of paper documents to specimen authorising signatures would initially be limited to a sample 10% check. This additional checking requirement is due to start on 1 December 2008.



### 7.2.5 *Recruitment Management System*

The ABACUS recruitment management software was installed onto HR servers on 28 November; training for configuration will take place on 16/17 December. This project is on track for implementation of the pilot group in January 2009 with a full roll out to the wider Council on 1 April 2009.

### 7.2.6 *Payroll Activity*

The NJC Local Authority Employees' pay award revised salaries were implemented in November. Arrears of pay back dated to 1 April 2008 will be paid in December along with the Chief Officer's pay award.

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

The Soulbury pay award details were received late November. It is anticipated that the revised salaries and arrears of pay back dated to September 2008 will be paid in December.

Chief Officers Pay Award has just been confirmed and this will be applied in December along with any arrears.

A further tranche of employees joined the new car park salary sacrifice scheme during November. There has been a good take up of the scheme with almost 400 applicants now taking part in the scheme. Further work on the advancement of a bus travel salary sacrifice will start in the New Year.

### 7.2.7 *New Legislation*

Revised conditions of service affecting part time teachers have been published by the National Negotiating Body. There is a requirement to review the teaching and non-teaching elements of a part time teacher's working week. This review commenced in September with the start of the new school year and is expected to fully complete in January 2009.

### 7.2.8 *Proposed Service Changes*

Richard Booth, Service Centre Leader, has transferred temporarily to concentrate on the acquisition of third party business for RBT. Management responsibilities within the HRP Service Centre are being re-aligned.

Additionally in response to increasing demands for support on HR Advice & Guidance issues in Directorates the HRP Service Centre are reviewing structures to provide individual officer support to Directorate HR Managers. This will hopefully help in handling workloads but also for customers/ managers/ employees in having named Directorate contacts should the HR Business partner be unavailable.

In this respect hot desk working areas will be available in Strategic HR on Floor 3 Norfolk House, in Directorates, where necessary, and also now in the HRP Service Centre.

### 7.2.9 *Achievements*

Further progress was made with Adult Services in November relating to the revised contracts for Home Carers and the need to process compensatory payments. It is planned that the compensation payments will be made to weekly and monthly employees in December with the revised contract weeks applied in January 2009.

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

## 7.3 ICT

### 7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in November except for ICTS2/ICT02 (Business Critical Applications Availability) where there was some downtime on the email system that has not been reported by RBT. The Transformation and Strategic Partnerships (TSP) Team are working with RBT to establish the true position.

In October's report, the TSP Team challenged the reporting of telephony uptime. The telephones at Grove Road were unavailable for much of the last week of October which caused the TSP team to query the uptime figure of 100% for ICTS3/ICT03 (Telephony Availability). RBT have been asked to prepare a response which they have yet to provide.

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% in spite of there being significant problems with the Storage Area Network (SAN) following the power cut on September 12<sup>th</sup> which resulted in the loss of G and H drives for many staff, with normal service not being restored until the following week. RBT have been asked to prepare a response which they have yet to provide.

### 7.3.2 *VOIP*

The new Nortel VOIP (Voice Over IP) switch arrived during November. RBT are currently building the switch with a view to commencing testing in December. Maltby JSC will be the first site to receive VOIP telephony with the other RMBC buildings having their telephony replaced during 2009 and 2010. VOIP brings a huge amount of extra functionality when compared with analogue systems – one key feature is that staff will be able to log in to any phone and 'bring their extension to them'.

### 7.3.3 *Howard/Reresby Decant*

Approximately 160 staff were moved in to Reresby House from Howard Building and several other Council buildings. The move involved several IT challenges including re-wiring Reresby, creating hot desking environments, creating a machine room and moving the Howard telephone switch in to Reresby. The work was completed over one weekend and with no problems being reported.

#### 7.3.4 *Desktop Refresh*

Desktop Refresh is now operating at just 89 units per month which is not sufficient to achieve RBT's contractual obligation to refresh each computer once every four years. The TSP Team has commenced negotiations with RBT in order to improve the refresh rate.

#### 7.3.5 *ICT Change Reporting*

At several recent Portfolio 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.

#### 7.3.6 *Complaints*

One complaint was received in November. This was from 2010 who expressed concerns about the reliability of some of their hardware and the quality of support they were receiving from RBT. RBT met with 2010's ICT Client week commencing 8<sup>th</sup> December and have committed to improve the situation.

### 7.4 Procurement

#### 7.4.1 *Overall Performance*

All targets for the Procurement Service that are being reported were achieved in November. One target is still unreported (percentage of e-RFQs consolidated into purchase orders by the end of the next working day) as RBT are experiencing problems with the Cedar report. However RBT advise that when the report is fixed, retrospective data will be available.

#### 7.4.2 *BVPI8*

BVPI8 performance for November improved to 93%. Whilst this is an improvement on October's performance of 91%, this is below November 2007's position of 96%.

#### 7.4.3 *Achievements*

YPO e-invoicing has been successfully installed into the live system. This means that all the identified key suppliers are now e-invoicing.

RBT Procurement arranged for the supplier Corporate Express to come and demonstrate their new 'Green' catalogue range through Road Shows held at various locations throughout the Council.

Negotiation Techniques training and training on new EU regulations on scoring criteria took place for all Category Managers.

Procurement officers have conducted e-procurement training to 15 end users.

A Senior Category manager conducted SCMS training to staff from CYPS and EDS.

**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/CAA 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 November 2008.

**Contact Name:**

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

Measure	Ref	Target	Sept	Oct	Nov	Status	Comments
Customer Access Overall Performance		100	106.26	106.2	106.84	★	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		61.34	59.08	58.28	?	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		93	93	84	?	Target to be set following baselining
Average Call Quality Assessment	CAO4	95	96.16	97.03	98.17	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.96	98.8	99.73	★	
% of Contact not Abandoned (Telephony)	CAO5	90	95.6	95.8	96.01	★	
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		?	Nil return
% 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	Sept	Oct	Nov	Status	Comments
HR&P Overall Performance		100	106.83	106.72	106.51	★	
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	95	99.59	99.74	99.67	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	95.84	94.92	93.51	★	
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	100	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	Sept	Oct	Nov	Status	Comments
ICT Overall Performance		100	108.67	108.97	108.99	★	
% Availability of Website	ICTO1	99	99.7	99.94	99.98	★	
% Availability of Business Critical Applications	ICTO2	99	99.29	99.96	99.98	★	
% Availability of Telephony Systems	ICTO3	80	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4				95.33	⚠	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				31.13	⚠	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		1.14	0.9	1.3	⚠	Baselining ongoing prior to a target being set
Average Time Taken to Answer Calls	ICTO10		9.5	7.4	8.75	⚠	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	Sept	Oct	Nov	Status	Comments
Procurement Overall Performance		100	108.44	110.46	111.26	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	90.41	94.3	93.39	★	Performance shown as amber as less than 2% above target
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	100	99.93	99.78	●	Performance shown as amber as less than 2% above target
% Undisputed Invoices Input within 25 calendar days	PO3	99.22	99.61	99.36	99.4	●	Performance shown as amber as less than 2% above target
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	84.63	88.18	89.13	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96				?	Quarterly measure
% Orders Placed Against Electronic Catalogue	PO6	17	22.77	23.33	24.13	★	
% 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	Sept	Oct	Nov	Status	Comments
Revs & Bens Overall Performance		100	100.9	100	100		
% Council Tax Collected	RBO1	97	56.27	65.63	74.61		Annual target but tracked for information during the year
% NNDR Collected	RBO2	98.50%	60.24	69.74	78.83		Annual target but tracked for information during the year
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	15.39	17.8	17.45		Annual target but tracked for information during the year
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	2.25	2.96	3.43		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		232.6	294	366		Unable to calculate until year end; target to be set by DWP, estimate given for information
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.41	0.42	0.41		Unable to calculate until year end; estimate given as at 14.11.08
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	32.02	36.18	38.95		Annual target but tracked for information during the year
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.3	90.17	95.76		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	1.44		1.44		Annual target but tracked for information during the year
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	84.04	82.71	83.4		Annual target but tracked for information during the year
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	89.65	90.91	92.11		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	<b>Procurement Panel</b>
Date	<b>Monday 8<sup>th</sup> December, 2008</b>
Start time	10.00 am
Venue	Committee Room 3, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
John Brayshaw	JB	2010
Emma Bridge	EM	Chief Executive's Section
Chris Charnley	CC	RBT
Nicole Chavaudra	NC	Children and Young People's Services
Emma Fairclough	EF	RBT Procurement
Sandra Greatorex	SG	VAR
Peter Hunter	PH	RiDO – Business Development Team
Helen Leadley	HL	Financial Services
Sarah McCall	SM	Financial Services
Jon Surridge	JS	Streetpride
Jeff Wharfe	JW	RiDO – Rotherham Partnership

Apologies	Init	Programme Area
Brian Barrett	BB	Environment and Development Services
Andy Hare	AH	Neighbourhoods and Adult Services
David Rhodes	DR	Environment and Development Services

Minutes		
Ref	Item or Action	Action Owner
91/08	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 10<sup>th</sup> November 2008, were agreed as a correct record.</p>	
92/08	<p><b>Sustainability Update</b></p> <p>Emma Bridge gave a powerpoint presentation on sustainable development as follows:-</p> <p>Recognition that:-</p> <ul style="list-style-type: none"> <li>– Climate change was real and happening</li> <li>– Fundamental challenge to the future</li> <li>– Environmental, humanitarian and financial consequences of inaction</li> <li>– Not too late to avoid the worst effects</li> </ul>	

	<ul style="list-style-type: none"> <li>- Councils have a pivotal role in mitigating and adapting to climate change</li> </ul> <p>Policies driving sustainable development</p> <ul style="list-style-type: none"> <li>- Stern Review on the Economics of Climate Change</li> <li>- Climate Change Act 2008</li> <li>- Carbon Reduction Commitment</li> <li>- Local Area Agreement</li> </ul> <p>Implications/Challenges for Rotherham Council</p> <ul style="list-style-type: none"> <li>- Tougher targets and duties</li> <li>- Financial cost of compliance</li> <li>- Mitigating the effects of climate change</li> <li>- Adapting how services were delivered</li> </ul> <p>Opportunities</p> <ul style="list-style-type: none"> <li>- Raising the Borough's reputation as a leader in sustainable development</li> <li>- Strengthening the economy through supporting the environmental technology sector</li> <li>- Low carbon infrastructure e.g. renewable energy generation, better public transport networks, "retrofitting" buildings to increase energy efficiency</li> <li>- Saving money through energy/fuel efficiency</li> <li>- Improving quality of life</li> </ul> <p>Council Key Achievement So Far included:-</p> <ul style="list-style-type: none"> <li>- Signing of Nottingham Declaration on Climate Change</li> <li>- Energy Saving Trust Climate Change Programme</li> <li>- Carbon Footprinting pilot</li> <li>- Yorkshire and Humber Environment Index</li> <li>- Potential projects identified with projected investment of £250,000</li> <li>- Projected savings of 568 tonnes of CO2 annually</li> <li>- Moorgate Crofts, Breathing Space Centre and Henley Rise</li> <li>- PTQ environmental questionnaire/contract clause for all procurement</li> <li>- Car Share Scheme</li> </ul> <p>Emma was thanked for her presentation.</p>	
93/08	<p><b>Multi-Agency Procurement Group</b></p> <p>This item was deferred until the next meeting.</p>	
94/08	<p><b>Meet the Buyer</b></p> <p>Helen Leadley circulated an update on progress so far with respect to the above event. The Consort Hotel, Thurcroft,</p>	

	<p>had been provisionally booked for Thursday, 5<sup>th</sup> March, 2009.</p> <p>Discussion ensued on funding, existing materials, presentations proposed and the proposed categories.</p> <p>The following points were raised/highlighted:-</p> <ul style="list-style-type: none"> <li>- An article should be included in the February edition of Rotherham News</li> <li>- Suggested LAGBI funding may be used with a view to economic development</li> <li>- A charge of £100 be made for a stall where appropriate</li> <li>- An agenda item on the Achieving Board</li> <li>- Enquiries should be made to Recycling Action Yorkshire, Regional Groundwork and Carbon Action Yorkshire with regard to funding</li> <li>- Rotherham Foundation Trust should be added to the list of invited partner agencies</li> </ul> <p>HL advised that a planning workshop for the event would be held on 16<sup>th</sup> December, 2008.</p> <p>Agreed:- That Doug Hershaw, NHS Rotherham, be invited to the future meetings of this Panel.</p>	<p>HL</p> <p>JW</p>
95/08	<p><b>Training</b></p> <p>Helen Leadley reported that the sub-regional was looking to collaborate on some very basic procurement training which Sheffield was to lead on.</p> <p>The training was to be module based non-examined and would be broken into subjects such as introduction to procurement, legal framework of procurement, introduction to contract law, negotiation, documentation, evaluation and contract management. Helen had also suggested sustainability and stakeholders.</p> <p>There would be cost implications with regard to officer time in delivering and receiving training but would be a collaboration across the sub-region and, therefore, its delivery shared by the various Councils in order to keep commitments down.</p> <p>Agreed:- That an update be given to the next meeting.</p>	

96/08	<p><b>BVPI8 – Payment of Invoices within 30 days</b></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="347 488 638 600"> <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>Outturn 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> <table data-bbox="347 1003 614 1294"> <tr> <td>April</td> <td>95%</td> </tr> <tr> <td>May</td> <td>92%</td> </tr> <tr> <td>June</td> <td>88%</td> </tr> <tr> <td>July</td> <td>90%</td> </tr> <tr> <td>August</td> <td>91%</td> </tr> <tr> <td>September</td> <td>91%</td> </tr> <tr> <td>October</td> <td>91%</td> </tr> <tr> <td>November</td> <td>93%</td> </tr> </table> <p>Average performance against BVP18 for the year to date is 91.37%.</p> <p>Champions and buddies were continuing to work on monthly reports detailing late invoices by Directorates to address the causes of late transactions.</p> <p>Agreed:- That the current position in respect of performance of BVP18 be noted.</p>	2007/08	96.3%	2008/09	97.0%	2009/10	97.5%	April	95%	May	92%	June	88%	July	90%	August	91%	September	91%	October	91%	November	93%	
2007/08	96.3%																							
2008/09	97.0%																							
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May	92%																							
June	88%																							
July	90%																							
August	91%																							
September	91%																							
October	91%																							
November	93%																							
97/88	<p><b>Procurement Forward Plan</b></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>																							

98/99	<p><b>Any Other Business – Personalisation Agenda</b></p> <p>Discussion ensued on the above which would have an impact on services.</p> <p>Agreed:- That Tom Sweetman, Innovation Manager, Neighbourhood and Adult Services, be invited to the next meeting to discuss the personalisation agenda.</p>	HL
<b>Next Meeting</b>		
Date	Monday, 12 <sup>th</sup> January, 2009	
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:-

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

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

6<sup>th</sup> April, 2009

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

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

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

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