

CABINET MEMBER FOR SUSTAINABILITY AND INNOVATION

Venue: Town Hall, Moorgate Street,
Rotherham.

Date: Monday, 6th April, 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 the meeting held on 9th March, 2009 (Pages 1 - 4)
4. Customer Access Group (Pages 5 - 12)
- minutes of meetings held on 23rd February and 23rd March, 2009
5. RBT Performance Report for February, 2009 (Pages 13 - 23)
6. Procurement Panel (Pages 24 - 28)
- minutes of meeting held on 9th March, 2009
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. Additional RBT Performance Report (Pages 29 - 34)

SUSTAINABILITY AND INNOVATION
9th March, 2009

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

62. MINUTES OF THE MEETING HELD ON 9TH FEBRUARY, 2009

Consideration was given to the minutes of the previous meeting held on 9th February, 2009.

Further to Minute No. 57 (Procurement Panel), it was noted that the name of the award was the Local Government Chronicle and Health Service Journal Sustainable Procurement Award.

Resolved:- That, subject to the above clerical correction, the minutes of the meeting held on 9th February, 2009, be approved as a correct record.

63. RBT PERFORMANCE REPORT FOR FEBRUARY, 2009

Mark Gannon, Transformation & Strategic Partnerships Manager, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for January, 2009, 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, ICT and Procurement
- Work had commenced on site at Aston
- Ongoing work for Customer Service Excellence
- ABACUS recruitment management software now installed with configuration work progressing.
- The TSP Team had negotiated improved PC pricing with RBT

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

- Some very good results across the whole Council from the recent Mystery Shopper exercise
- Encouraging numbers had signed up for on-line pay slips
- A visit was to be made by a senior civil servant to observe Tell Us Once

Resolved:- That RBT's performance against contractual measures and key service delivery issues for January, 2009, be noted.

64. PROCUREMENT PANEL

Consideration was given to the minutes of the Procurement Panel held on

9th February, 2009.

It was noted that the recent Meet the Buyer event had been a tremendous success with over 250 delegates in attendance. Thanks were given to the TSP Team for co-ordinating the event.

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

65. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum held on 19th January, 2009.

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

66. CUSTOMER ACCESS GROUP

Consideration was given to the minutes of the Customer Access Group held on 2nd February, 2009.

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

67. LIAISON WITH RBT

A Member of the Council had raised a query with regard to the processing of a request.

It was noted that a representative from RBT had spoken with the Councillor concerned and the work was now in hand.

68. 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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972.

69. E-GOVERNMENT BOARD

Consideration was given and discussion took place on the minutes of the E-Government Board held on 23rd February, 2009.

It was noted that a presentation was to be made to the Performance and Scrutiny Overview Committee on the ICT Capital Strategy.

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

70. ADDITIONAL 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.

Resolved:- That RBT's performance against contractual measures and key service delivery issues for January, 2009, be noted.

(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))

71. NNDR ACTION PLAN UPDATE

In accordance with Minute No. 18 of July, 2008, the Revenues and Benefits Client Manager submitted an update on the implementation of the NNDR Collection Action Plan.

Significant progress had been made in respect of 12 of the 13 identified actions. The exception related to the use of insolvency where a tendering process was required before any further action could be taken.

Resolved:- That the progress made in implementing the NNDR Action Plan be noted.

(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))

72. WELFARE RIGHTS & MONEY ADVICE SERVICE

The Chairman welcomed Janet Scott and Anthony Dockray, Welfare Rights and Money Service, to the meeting.

Janet reported that the Service was facing increased demand due to the economic downturn. Intervention by experienced Money Advisers at an early stage could result in the prevention of repossession and, therefore, decrease the impact and cost to social landlords and the effect of homelessness on families and communities. The Service only had 2 full-time Money Advisers

In the last months there had been a 68% increase in customers. Many were unable to get advice elsewhere as they did not qualify for assistance under Legal Aid which had had the knock on effect of longer waiting times for appointments. In addition, staff were attending the credit crunch roadshows.

The report set out Government initiatives and the implications for staff.

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

(2) That a proposal be developed on the requirements and associated costs to supplement staff.

(3) That discussions be held with the Director of Internal Audit and Governance.

**CUSTOMER ACCESS GROUP
Monday, 23rd February, 2009**

Present:- Councillor Wyatt (In the Chair); Mark Gannon, Mark Leese, Emma Heyes, Trish Law, Lorna Kelly, Asim Munir, Jasmine Speight and Jayne Wild.

An apology for absence was received from Richard Garrard.

20. MINUTES OF MEETING HELD ON 2ND FEBRUARY, 2009

Agreed:- That the minutes of the previous meeting held on 2nd February, 2009 be approved as a correct record.

21. TERMS OF REFERENCE

Mark Gannon, Transformation and Strategic Partnerships Manager, presented the submitted Draft Terms of Reference for the Customer Access Group.

The need to be 'customer-focused' is now widely accepted, driven by rising customer expectations and the need to design services which meet the needs of a broad population.

The Local Government White Paper, CSR07, the Varney Review and the Herdan Review of Charter Mark are designed to encourage new approaches and behaviours in the public sector to embed the voice of the customer in the way services are designed and delivered.

In order to achieve this, Rotherham MBC will need to work across Directorates and with stakeholders in the areas of customer service and customer access.

The Draft Terms of Reference set out:-

- Aim
- Objectives
- Roles and responsibilities
- Current Group Representation
- Frequency of Meetings
- Review of Terms of Reference

Agreed:- (1) That the Draft Terms of Reference for the Group be approved, as amended and discussed.

(2) That the Terms of Reference be reviewed annually, or as necessary.

22. MYSTERY SHOPPING RESULTS

Jasmine Speight, Quality Standards Officer, presented the submitted

information which gave details of the Customer Inspection Service – Mystery Shopping Results (January, 2009).

Ten Customer Inspectors, made up of 7 females and 3 males, including young people, older people and customers with physical disabilities, carried out Mystery Shopping activities across the Council during January, 2009.

The activities included a reality check of a sample of Customer access points, Customer Care exit poll surveys and a general enquiry.

The Customer Inspectors visited:

- The Eric Mann's building
- Bailey House
- Swinton Customer Service Centre
- Maltby Customer Service Centre
- Town Centre Library
- Civic Customer Service Centre

The report set out a number of exercises undertaken in each of the above buildings, scenarios and questions posed, together with Customer Satisfaction Surveys, Reality Check Monitoring and Headline Results.

Headline results included:-

Telephone Enquiry:

- 95% (57 out of 60) were answered within 7 rings
- 86% (48 out of 56) of officers provided a greeting
- 83% (49 out of 59) of officers provided the section/team
- 38% (22 out of 57) calls were transferred more than once
- 100% of staff provided all options to the customer to make a complaint
- 68% (39 out of 57) of customers scored the overall service as "excellent" or "good"

Mystery Shop:

- All customers were served within 2 minutes at each customer access point (4 out of 6 – no queues)
- The customers felt that 100% of staff were knowledgeable to answer their question
- The overall impression of the service received by the customers was scored as "Excellent" at 5 customer access points and "good" at 1

Reality Check Monitoring – Customer Perceptions

- 83% felt that outside of the buildings were well maintained (5 out of 6 buildings)
- 100% felt that the staff area visible from reception looked

professional and well organised

- 83% felt that the notice boards were up to date (5 out of 6 buildings)

Public Area information:

- 33% (2 out of 6) customers located the Complaints Leaflet
- 50% (3 out of 3) customers located the Customer Care Charter
- 33% (2 out of 6) customers located the Customer Suggestion Scheme leaflet

Public Area Information

Customer Comments

- Windows need painting outside
- Interview Rooms could benefit from a lick of paint
- Very well looked after
- Reception kept very clean

Customer to Customer Exit Poll Surveys:

- 98% of customers were satisfied (58% very satisfied and 40% satisfied) that their enquiry was dealt with at the first point of contact
- 100% of customers were satisfied (62% very satisfied and 38% satisfied) that reception staff were polite, helpful and professional
- 100% of customers were satisfied (56% very satisfied and 44% satisfied) that the information provided was clear, relevant and in an appropriate language
- 90% of customers were satisfied (57% very satisfied and 33% satisfied) that what was to happen next was explained in plain language
- 97% of customers were satisfied (52% very satisfied and 45% satisfied) with the overall service they received

The meeting discussed the need to explore creative ways to engage with BME groups in terms of their customer experiences in accessing Council services.

The information obtained from the Mystery Shopping exercise was compared to other similar work in relation to understanding trends or any corporate issues identified.

It was suggested that the information from this Survey be brought to the attention of the Customer Services Excellence Working Group.

A further suggestion was to involve the organisation Speak Up in terms of involvement of customers with learning disabilities, in addition to other similar Organisations dealing with customers with both physical disability and impairment.

Agreed:- That the Mystery Shopping Results (January 2009) be received

and noted.

23. CUSTOMER SERVICES EXCELLENCE UPDATE

Mark Gannon, Transformation and Strategic Partnerships Manager, gave a verbal update on the Customer Services Excellence initiative.

A report on this matter would shortly be submitted to CMT.

Each of the Directorates had now established a date for full assessment. It is anticipated that all Directorates will have been accredited by July, 2009.

Jasmine Speight, Quality Standards Officer, reported on long term proposals.

Customer Services Excellence is a continuous process to help to develop Customer Services across the whole of the Council.

A lead Officer Group has been identified to look at corporate gaps against some of the criteria.

Agreed:- That the verbal report be received and noted.

24. CUSTOMER CARE E-LEARNING

Jayne Wild, Support Officer, gave a verbal update on the Customer Care e-learning initiative.

The meeting was informed that the initiative would be a mandatory requirement for all members of staff.

The meeting discussed:-

- Lack of take-up across the Council and possible reasons for this
- Length of learning package
- Involvement of the Learning and Development Panel
- Possible links to PDRs

The learning package would be accessible on the Council's intranet site from Friday, 27th February, 2009.

Agreed:- (1) That the verbal update be received and noted.

(2) That an update on the take-up of the package be reported to future meetings on a quarterly basis.

25. REBRANDING OF DOCUMENTS

Jayne Wild, Support Officer, gave a verbal update on Rebranding of Documents.

A copy of a Draft Customer Charter was provided at the meeting. Once finalised, the Customer Charter would be printed and displayed in public areas.

The Customer Charter set out:-

- ❖ Our promise
- ❖ How can we help you?
- ❖ Minimum standards

It was suggested that the Customer Charter be practised alongside more detailed definitions, for example, in terms of what is classed as a letter, together with other more specific Charters within individual Directorates.

Agreed:- (1) That the verbal update be received and noted.

(2) That members of the group notify Jayne Wild of any amendments to the draft Customer Charter, how many copies they require for their Directorate, and their relevant Cost Codes.

26. FUTURE AGENDA ITEMS

Discussion took place on future agenda items.

The following topic was highlighted:-

- Language and Clear Communication Guidelines

Other issues discussed were:-

- Translation and Interpretation
- Corporate standard font
- Work carried out by the PSI Forum
- RNIB Accreditation Charter Mark with regard to improving access for people
- Website – British Sign Language

27. DATE OF NEXT MEETING

Agreed:- That the next meeting of the Customer Access Group be held on Monday, 23rd March, 2009 at 1.30 p.m. in the Town Hall.

CUSTOMER ACCESS GROUP
Monday, 23rd March, 2009

Present:- Councillor Wyatt (in the Chair); Clare Bailey, Mark Gannon, Lorna Kelly, Patricia Law, Jasmine Speight and Jayne Wild.

28. APOLOGIES FOR ABSENCE

Apologies for absence were submitted from Richard Gerrard and Asim Munir.

29. MINUTES OF PREVIOUS MEETING HELD ON 23RD FEBRUARY, 2009

Agreed:- That the minutes of the previous meeting held on 23rd February, 2009, be approved as a correct record.

30. MATTERS ARISING

Arising from the minutes the following were noted:-

- Minute No. 23 (Customer Services Excellence) - a report had been considered by the Corporate Management Team (CMT) who were satisfied with the progress to date
- Streetpride had successfully passed their assessment the previous week
- Minute No. 24 (Customer Care E-Learning) – was now live on e-mail portal. CMT had not thought it appropriate to make it mandatory but would encourage Managers to promote it to their staff
- Minute No. 25 (Rebranding of Documents) – the Chief Executive's Office had its own project group focussing on accreditation.

31. CUSTOMER ACCESS STRATEGY

The Vision and Strategy had been refreshed last year with an accompanying action and implementation plan. Unfortunately monitoring and implementation of the action plan had ceased when the postholder had left the Authority. An appointment had now been made to the post, Rachel O'Neil, who was to start on 30th March, 2009.

Discussion ensued on the plan. It was noted that the status of actions was as at December, 2008, and things would have progress since that time:-

Strategic Objective 1: Improving the customer experience

- CRM and customer insight data used to shape services by

December, 2008 (red now amber)

This had been picked up as part of the Customer Service Excellence (CSE). All the data would be available on the intranet for use when developing policies/strategies so able to obtain information on the customers that lived in that area

- Reviewing and implementing the new Customer Service Standards (red now green)
This would be 1 of the key tasks for Rachel to update the action plan against actual progress
- Communication and Marketing Plan around channel migration (red still red)
A Website Manager was now in post and would be addressed
- Aston Joint Customer Service Centres opened by Summer, 2009
The timeline had slipped
- 80% of customer facing contacts resolved at first point of contact by September 2009
The new NI14 was currently being measured by RBT. However, there was conflicting advice on the methodology for the capturing of data. Rotherham's data for 2009/10 would be based on the dedicated Customer Access Points. It would built into CRM.

Strategic Objective 2: Refocusing Our Priorities

- Hours of Service consulted on by March 2009 to inform the business case for extended opening hours
2010 Rotherham Ltd. were keen to move to 24/7. Views of Directorates were required on any services they would want to provide extended hours or and then ask the customers to ascertain demand. Worksmart would also facilitate it more readily.

Strategic Objective 3: Joined-up Service Delivery

- Develop a 'satellite centre model' to support the network of primary customer service centres and access needs of the rural areas of the Borough
Looking at post offices etc. for benefits surgeries outreach work. Some areas may already be well served. Could basic licensing activities be carried out at contact centres?

Strategic Objective 4: Marketing and Promoting Ways to Access Our Services

- Achieve 'Gold' standard in the LGA Reputation Campaign by 2009
This came under Tracy Holmes.

Strategic Objective 5: Learning, Development and Training

- Learning from customer forums will exist in every service area by December 2008
This referred to Neighbourhood and Adult Services

32. FUTURE AGENDA ITEMS

Translation and Interpretation Services
RNIB Accreditation Charter Mark with regard to improving access for
people
Website – British Sign Language

33. DATE OF NEXT MEETING

Agreed:- That the next meeting of the Customer Access Group be held
on Monday, 11th May, 2009, at 1.30 p.m. in the Town Hall.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

| | | |
|----|---------------------|--|
| 1. | Meeting: | Cabinet Member for Sustainability and Innovation – Delegated Powers Meeting |
| 2. | Date: | 6th April 2009 |
| 3. | Title: | RBT Performance Report for February 2009 |
| 4. | Directorate: | Financial Services |

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for February 2009 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 February 2009.**

7. Proposals and Details

Work continues 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 February.

A meeting has been scheduled for March to progress target setting for measures which have been undergoing baselining.

7.1.2 Complaints

Two complaints were received by the service in February. The first related to incorrect advice provided by a customer service centre agent; this issue has been addressed with the relevant agent and learning shared across the service. The second complaint related to a call to the contact centre which was disconnected; this was due to a software problem on a PC which was rectified to prevent recurrence. Both complaints were closed upheld.

7.1.3 Aston Customer Service Centres

Work has commenced on site at Aston with a schedule open date for April 2010.

7.1.4 Contact Centre

The Streetpride service received 4434 calls for the week ending 06.02.09 of which 3884 calls were answered. This is the highest number of calls received in a week since it went live in 2003. The increase in call volumes occurred as a result of adverse weather conditions and disruption to the waste and recycling service. In order to reduce the number of calls to this service the Streetpride welcome message was changed to inform customers of the disruption to the waste and recycling service due to the adverse weather conditions and directed them to the website for further updates.

7.1.5 Tell Us Once

A project continuation strategy has been drawn up detailing proposals for delivery and requesting funding for the period 1st April 2009, when the current pathfinder ends, up to 31st August, 2009 when the outcome of the national business case will be known. The strategy was presented to Terry King, responsible for TUO project design, on 13th February, 2009 and positive comments were received. A decision is expected mid March 2009.

Rotherham Tell Us Once Pathfinder has been chosen for a site visit by Terry Moran Chief Executive of Pension, Disability and Careers Service. This is a very high profile visit, scheduled for 31st March 2009. Mr Moran has specified that he wishes to focus on the delivery of the service and meet those who deliver on a day to day basis.

7.1.6 Registration Service

From 01.04.09 the charge for ceremony fees on Saturday and Sunday will be the same. The service delivered is exactly the same on both days with the only differential being staff salaries as staff were paid at a higher rate for Sunday. However, under job evaluation the rate paid to staff on Saturday and Sunday is the same; this came into force 01.04.08 but was protected to 31.03.09.

A Health and Safety recommendation and risk assessment have highlighted a risk in the period 5.00 to 5.30 Monday to Friday when only the Registration Service is open to the public and there are no other staff sited on the ground floor of Bailey House. The Customer Access Client is currently working with RBT to assess potential impacts of this request.

7.1.7 Siebel CRM Version 8

Training has taken place for contact centre agents. The system is scheduled to go live on 16.03.09.

7.1.8 Customer Service Excellence (CSE)

Work is ongoing for CSE with the first assessment scheduled for 02.04.09 on the Contact Centre. The inspection for Customer Services/Revenues & Benefits is scheduled to take place week commencing 18.05.09.

7.1.9 Breathing Space

Initial discussions with the Primary Care Trust (PCT) have been favourable and they wish to fund the project for another year. A change request has been written and is to be submitted to the PCT.

7.1.10 Additional

Customer Service Centre and Money Advice took part in the first Credit Crunch Roadshow at the Central Library on 25.02.09.

Welfare Rights Service attended an Autism awareness day for parents at the Robert Ogden School on 25.02.09.

A training session on benefits for people who are at end of life was given by the Welfare Rights service to district nurses at the hospice on 24.02.09.

7.1.11 Training and Development

Table 1: RBT Customer Service Training

| Service | Total Staff | Staff Eligible | Eligible Staff Trained | | Variance from Previous Month |
|---|-------------|----------------|------------------------|-----|------------------------------|
| | | | Number | % | |
| Telephony - Revenues & Benefits: Council Tax | 29 | 29 | 29 | 100 | 0 |
| Telephony - Revenues & Benefits: Recovery | 29 | 29 | 29 | 100 | 0 |
| Telephony - Revenues & Benefits: Housing Benefit/Council Tax (inc. Free School meals) | 29 | 25 | 25 | 100 | 0 |
| Telephony - Revenues & Benefits: Former Tenant Arrears | 29 | 29 | 18 | 62 | +1 |
| Telephony - Generic Contact Centre: Jobline | 44 | 44 | 40 | 91 | 0 |
| Telephony - Generic Contact Centre: General Enquiries | 44 | 44 | 29 | 89 | 0 |
| Telephony - Generic Contact Centre: Key Choices | 44 | 44 | 40 | 91 | 0 |
| Telephony - Generic Contact Centre: Repairs | 44 | 42 | 36 | 86 | 0 |
| Telephony - Generic Contact Centre: Surgery Connect | 44 | 42 | 31 | 74 | +2 |
| Telephony - Generic Contact Centre: Streetpride | 44 | 42 | 33 | 79 | 0 |
| F2F - Generic Contact Centre: Reception Duties | 56 | 56 | 48 | 42 | 0 |
| F2F - Generic Contact Centre: Planning | 56 | 56 | 42 | 75 | 0 |
| F2F - Generic Contact Centre: General Enquiries | 56 | 56 | 46 | 82 | 0 |
| F2F - Generic Contact Centre: Streetpride | 56 | 56 | 45 | 80 | +9 |
| F2F - Generic Contact Centre: Council Tax | 56 | 53 | 52 | 98 | 0 |
| F2F - Generic Contact Centre: Housing Benefit/Council Tax Benefit (inc. Free School meals) | 56 | 53 | 53 | 98 | 0 |

7.2 Human Resources and Payroll

7.2.1 Overall Performance

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

7.2.2 PSe HR&P System

User testing is now underway on the proposed Changes wizard which will replace the current paper document (CON2) used to amend employee's contracts. It is anticipated that this development will be live by April 2009.

7.2.3 *Pensions*

The interface to notify South Yorkshire Pensions Authority of all contract changes is now in the final test phase; it is anticipated that this development will go live during March.

7.2.4 *Recruitment Management System*

ABACUS recruitment management software is now installed with configuration work progressing. The wider project is still on track for implementation on 1 April 2009 with user training on track.

7.3 ICT

7.1.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in February.

The ICT Report states "RBT have agreed to use the Service Desk reporting to supplement Nagios for 4 months, commencing with the March Client Report ". The latest indication from RBT is that they will not now be able to deliver this commitment. The ICT Client has escalated the issue with RBT.

7.3.2. *EDRMS*

The Electronic Document Record Management System (EDRMS) consultancy moved in to the information inventory phase during February, with every team in RMBC conducting a survey of the records they hold (paper and electronic). The outcomes of the consultancy are expected in May.

7.3.3 *Customer Satisfaction*

The ICT Customer Satisfaction survey was distributed in February with 318 responses being received. The data is currently being analysed to allow us to measure performance for ICTS5.

7.3.4 *Desktop Refresh*

Roll out of the new HP laptops continued through February with around 200 devices being deployed.

7.3.5 *ICT Change Logging*

A new e-form based system has been launched to replace the old MS Word change forms. The new process has streamlined the process of logging change requests and has generated a great deal of positive feedback from staff.

7.3.6 *Complaints*

One complaint was received in February concerning the Integrated Children's Service project. RBT upheld the complaint and noted that RBT's communication with the customer had been poor.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement Service that are being reported were achieved in February. The last unreported performance indicator has now been baselined and a target is being negotiated (percentage of e-RFQs consolidated into purchase orders by the end of the next working day).

7.4.2 *BVPI8*

BVPI8 figures for February achieved 95%, improving on the previous month's performance of 90% and almost matching the figure of 96% achieved for February 2008.

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. No service credits were applied in February.

9. **Risks and Uncertainties**

The Transformation and Strategic Partnerships (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 February 2009.

Contact Name:

Mark Gannon
Transformation and Strategic Partnerships Manager
Extension 6536
mark.gannon@rotherham.gov.uk

| Measure | Ref | Target | Dec | Jan | Feb | Status | Comments |
|---|------|--------|--------|--------|--------|--------|--|
| Customer Access Overall Performance | | 100 | 106.54 | 105.74 | 106.02 | ★ | Overall status of Customer Access OMs |
| Cost per Transaction (F2F) | CAO1 | | | 15.59 | | 🚩 | Quarterly measure |
| Cost per Transaction (Telephony) | CAO1 | | | 3.96 | | 🚩 | Quarterly measure |
| Utilisation & Availability (F2F) | CAO2 | | 67.1 | 76.49 | 73.46 | 🚩 | Target to be set following baselining |
| Utilisation & Availability (Telephony) | CAO2 | | 53.52 | 60.16 | 57.33 | 🚩 | Target to be set following baselining |
| First Contact Resolution by Channel (F2F) | CAO3 | | 97.5 | 100 | 100 | 🚩 | Target to be set following baselining |
| First Contact Resolution by Channel (Telephony) | CAO3 | | 99 | 97 | 96 | 🚩 | Target to be set following baselining |
| Average Call Quality Assessment | CAO4 | 95 | 97.54 | 97.46 | 98.04 | ★ | |
| % of Contact not Abandoned (F2F) | CAO5 | 85 | 99.91 | 99.8 | 99.74 | ★ | |
| % of Contact not Abandoned (Telephony) | CAO5 | 90 | 95.35 | 92.66 | 93.19 | ★ | |
| 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 | 7 | | | 🚩 | Reported quarterly |
| % Customers Speaking to more than 1 Assistant during 1 call/visit | CAO8 | | | 0 | 0 | 🚩 | Mechanism now in place to report F2F; work ongoing for telephony |
| 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 | Dec | Jan | Feb | Status | Comments |
|---|-------|--------|--------|-------|--------|--------|----------|
| HR&P Overall Performance | | 100 | 106.35 | 106.4 | 106.63 | ★ | |
| Accuracy of Contracts | HRO1 | 95 | 100 | 100 | 100 | ★ | |
| Accuracy of Payment | HRO2 | 95 | 99.58 | 99.52 | 99.77 | ★ | |
| % of Enquiries Resolved at First Point of Contact | HRO3 | 80 | 92.41 | 92.8 | 94.24 | ★ | |
| 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 | ★ | |
| 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 | Dec | Jan | Feb | Status | Comments |
|---|--------|--------|--------|--------|--------|--------|--|
| ICT Overall Performance | | 100 | 108.96 | 108.86 | 108.89 | | |
| % Availability of Website | ICTO1 | 99 | 99.87 | 99.99 | 99.65 | | |
| % Availability of Business Critical Applications | ICTO2 | 99 | 99.99 | 99.99 | 99.99 | | |
| % Availability of Telephony Systems | ICTO3 | 80 | 100 | 99.66 | 100 | | |
| % Faults Fixed in Agreed Timescales | ICTO4 | | 93.05 | 95.86 | 94.94 | | Target to set following baselining |
| % 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 | 20 | 29.8 | 33.31 | 36.24 | | |
| % Print Jobs Completed as Agreed | ICTO8 | | | | | | Measure unable to report work ongoing on reporting mechanism |
| % Engages Service Desk Telephony Calls | ICTO9 | | 0.28 | | | | Following change in telephony system due to relocation of service desk this measure can not be reported; work ongoing to agree replacement measure |
| Average Time Taken to Answer Calls | ICTO10 | | 7.25 | 14.3 | 8.65 | | 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 | Dec | Jan | Feb | Status | Comments |
|---|-----|--------|--------|--------|--------|--------|--|
| Procurement Overall Performance | | 100 | 110.78 | 104.61 | 109.46 | ★ | |
| % Catalogued Goods or Services Delivered within Lead Times | PO1 | 88.72 | 96.29 | 89.61 | 90.84 | ★ | |
| % Cheque Requests Processed on Next Available Payment Run | PO2 | 98.46 | 99.73 | 98.49 | 99.9 | ★ | |
| % Undisputed Invoices Input within 25 calendar days | PO3 | 99.22 | 99.64 | 99.36 | 99.94 | ★ | |
| % non-eRFQ Open Requisitions Consolidated into Purchase Orders | PO4 | 75 | 91 | 91.4 | 91.22 | ★ | |
| % Framework Agreements Risk Assessed for Impact on Local Economy | PO5 | 96 | | | | ?! | Quarterly measure; nil return for Q3 |
| % Orders Placed Against Electronic Catalogue | PO6 | 17 | 22.63 | 23.24 | 22.19 | ★ | |
| % eRFQ Open Requisitions | PO7 | | | | | ?! | Reporting now in place but agreement required on turnaround time before reporting can commence |
| % Framework Agreements Developed with consideration given to Sustainability | PO8 | | | | | ?! | Quarterly measure; nil return for Q3 |
| Provision of MM Data | PO9 | 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 | Dec | Jan | Feb | Status | Comments |
|---|-------|--------|-------|-------|-------|--------|--|
| Revs & Bens Overall Performance | | 100 | 97.91 | 100 | 100 | | |
| % Council Tax Collected | RBO1 | 97 | 84.74 | 92.64 | 94.99 | | Annual target but tracked for information during the year |
| % NNDR Collected | RBO2 | 98.50% | 89.66 | 95.43 | 97.11 | | Annual target but tracked for information during the year |
| Time Taken to Process HB/CTB New Claims and Change Events | RBO3 | 15 | 16.58 | 13.52 | 9.92 | | Annual target but tracked for information during the year |
| Number of Fraud Prosecutions & Sanctions per 1000 caseload | RBO4 | 4.25 | 3.96 | 4.54 | 4.9 | | 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 | | 448.2 | 448.2 | 595.9 | | Unable to calculate accurately 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 | 0.39 | 0.37 | | Unable to calculate accurately 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 | 40.66 | 43.69 | 45.51 | | Annual target but tracked for information during the year |
| % New Benefit Claims Decided within 14 days of Receipt | RBO10 | 90.5 | 94.36 | 91.46 | 98.31 | | 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 | 2.68 | 2.68 | 2.68 | | Annual target but tracked for information during the year |
| % Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks | RBO12 | 75 | 84.59 | 84.01 | 84.24 | | Annual target but tracked for information during the year |
| % HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks | RBO13 | 85 | 93.48 | 94.11 | 94.44 | | Annual target but tracked for information during the year |
| Provision of MM Data | RBO14 | 100 | 100 | 100 | 100 | | |

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 9th March, 2009 |
| 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 |
| Emma Fairclough | EF | RBT Procurement |
| Sandra Greatorex | SG | VAR |
| Paul Ritchie | PR | VAR |
| Brian Barrett | BB | Environment and Development Services |
| Tim Gollins | TG | Neighbourhoods and Adult Services |
| Sarah McCall | SM | Financial Services |
| David Rhodes | DR | Environment and Development Services |
| Helen Leadley | HL | Financial Services |
| Nicole Chavaudra | NC | C&YPS |
| Doug Hershaw | DH | NHS Rotherham |

| Apologies | Init | Programme Area |
|----------------|------|---------------------------|
| Jon Surridge | JS | Streetpride |
| Julie Slatter | JS | Chief Executive's Section |
| Chris Charnley | CC | RBT |
| Simon Bradley | SB | RBT |
| John Brayshaw | JB | 2010 |

| Minutes | | |
|---------|---|--------------|
| Ref | Item or Action | Action Owner |
| 16/09 | <p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting of the Procurement Panel, held on Monday, 9th February, 2009, were agreed as a correct record.</p> | |
| 17/09 | <p>Update from ASS against Strategy</p> <p>Tim Gollins, Acting Strategic Commissioning Manager, gave a verbal update on areas of procurement within his Directorate.</p> <p>The main areas of procurement activity were in relation to:-</p> <ul style="list-style-type: none"> ○ Personalised model of care and support delivery – | |

| | | |
|--------------|---|---------------------|
| | <p>principal issues outlined, one of which included a phasing out of block contracts</p> <ul style="list-style-type: none"> ○ Reviews of VCS Contracts ○ Safeguarding Adults (Adult Protection) ○ Mental Health Review – development of partnership framework with PCT and subsequently RDASH ○ Electronic and Social Care Records <p>Members present raised questions with regard to:-</p> <ul style="list-style-type: none"> - The current position in relation to the Meals on Wheels Service - Voluntary Sector focus – Task Group and representation on various Task Groups - Forward Plan on Procurement, and possible impact from personalisation agenda - Need to revise Procurement Strategy as a consequence of personalisation agenda <p>Agreed:- (1) That a presentation on the personalised model of care, and how it will impact on the current block contract system for day care, be given at a future meeting.</p> <p>(2) That an electronic copy of today’s verbal report be forwarded to all members of the Procurement Panel.</p> | <p>TG</p> <p>TG</p> |
| <p>18/09</p> | <p>Update on YorBuild</p> <p>Brian Barrett gave a presentation on the RCP2 (Design Work) and YorBuild (Contracted Work) initiatives, which were both operating in parallel to one another.</p> <p>The powerpoint presentation set out:-</p> <ul style="list-style-type: none"> - Construction Frameworks <ul style="list-style-type: none"> - Rotherham Construction Partnership - Formed in 2004 - 5 Consultant Partners - 10 contractor partners - Approx. £22m construction work per year - Coming to end of useful life - RCP2 – Consultants Framework – Tender Documents to be sent out March 2009 – 125 Pre-Qualification Questionnaires evaluated - Construction Partners – County-wide framework - Formation of Project Group – YorBuild – Rotherham MBC acting as lead Authority for South Yorkshire - Role of Lead Authorities - Mechanism within Business Case | |

| | | |
|-------|--|------------------------|
| | <ul style="list-style-type: none"> - Construction Frameworks Timescale - Supply Chain <p>Members present raised a number of questions and discussion ensued on the following issues:-</p> <ul style="list-style-type: none"> - Capital Programme Work – including Building Schools for the Future - Value Bands re. scope for smaller operators - How the two initiatives operated and meshed together - Mix of Local Performance Indicators - Environment and diversity issues - Percentage of recycling content – information-gathering by Contractors <p>Full details of the Construction Frameworks initiative was available on the Yorbuild website www.yorbuild.com.</p> <p>Agreed:- (1) That Brian Barrett be thanked for his presentation.</p> <p>(2) That Brian Barrett forward the proposed LPs that will be built into the YORBuild framework at tender stage to Helen Leadley.</p> <p>(3) That Brian Barrett and David Rhodes liaise with regard to environmental questions for the tender and clauses for the contract.</p> | <p>BB</p> <p>BB DR</p> |
| 19/09 | <p>Update from Children & Young People’s Services</p> <p>Nicole Chavaudra presented the submitted report which gave a general progress update on procurement activities within the Children and Young People’s Services.</p> <p>The report gave an update on:-</p> <ul style="list-style-type: none"> ○ The transformation of C&YPS ○ Joint Commissioning initiatives ○ Services and accommodation for young people leaving care ○ Fostering care placements ○ Other major projects ○ Major procurements undertaken ○ Further developments ○ Commissioning Framework 2008-2011 ○ Regional Commissioning of Residential Care Placements ○ Connexions ○ CAMHS and Short Breaks for Disabled Children ○ Leaving Care Services – Social Care Placements | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|---|---------|-------|---------|-------|---------|-------|-------|-----|-----|-----|------|-----|------|-----|--------|-----|-----------|-----|---------|-----|----------|-----|----------|-----|---------|-----|----------|-----|--|
| | <ul style="list-style-type: none"> ○ Progress against specific actions in the action plan ○ Government Policy Changes – particularly in relation to LSC ○ Challenges – i.e. recruitment of in-house foster carers and quality of placements <p>Members present raised a number of questions and discussion ensued on:-</p> <ul style="list-style-type: none"> - Implementation of National environment reforms - Equality and Diversity – 2 tier system for different levels of value - Service User engagement – Good Practice nationally - Comparisons with neighbouring Authorities in relation to outcome specifications <p>Agreed:- That the current position in respect of C&YPS procurement activity be noted.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>20/09</p> | <p>BVP18</p> <p>Sarah McCall submitted a report on BVP18 measures.</p> <p>BVP18 measures the payment of undisputed invoices within 30 days. The Council has agreed the following average annual targets for performance of BVP18 with RBT:-</p> <table data-bbox="347 1220 638 1332"> <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>Recent performance for the new financial year has achieved:-</p> <table data-bbox="347 1478 614 1881"> <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> <tr> <td>December</td> <td>94%</td> </tr> <tr> <td>January</td> <td>90%</td> </tr> <tr> <td>February</td> <td>95%</td> </tr> </table> <p>Average performance against BVP18 for the year to date is 91.81%.</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% | December | 94% | January | 90% | February | 95% | |
| 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% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 90% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|---------------------|--|--|
| | Agreed:- That the current position in respect of performance against BVPI8 be noted. | |
| 21/09 | <p>Meet the Buyer Event</p> <p>Helen Leadley gave a verbal update on the Meet the Buyer Event which had taken place last week at Magna.</p> <p>Over 250 Delegates had attended and the event had been very successful.</p> <p>The meeting discussed:-</p> <ul style="list-style-type: none"> - Lessons to be learned - Delegate lists, re. diversity of businesses - DVD of Award Ceremony - Marketing issues - Web site statistics - Funding for a future event - Voluntary Sector attendance <p>Agreed:- That a report on the success of the Meet the Buyer initiative be submitted to the next meeting.</p> | |
| 22/09 | <p>Any Other Business</p> <p>Sandra Greatorex, VAR, informed members present that this was her last meeting of the Procurement Panel.</p> <p>Agreed:- That Sandra be thanked for her welcome input and contribution into the work of the Procurement Panel, and that the best wishes of Panel members be extended to her for her future career.</p> | |
| Next Meeting | | |
| Date | Monday, 9 th April, 2009 | |
| Time | 10.00 a.m. | |
| Venue | Town Hall, Rotherham | |

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

Document is Restricted