

CABINET MEMBER OF RESOURCES

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

Date: Monday, 6th July, 2009

Time: 2.30 p.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 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Minutes of Meeting held on 8th June, 2009 (Pages 1 - 7)
4. Revenue Budget Monitoring for April, 2009 – May, 2010 - Financial Services (Pages 8 - 9)
5. Revenue Budget Monitoring for the Period April – May, 2009 - Chief Executive's Directorate (Pages 10 - 13)
6. RBT Performance Report (Pages 14 - 23)
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 Information (Pages 24 - 27)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any particular person (including the Council)).

CABINET MEMBER OF RESOURCES
8th June, 2009

Present:- Councillor Wyatt (in the Chair).

An apology for absence was received from Councillor Hodgkiss.

1. RBT PERFORMANCE REPORT FOR THE YEAR END 2008/09 AND APRIL 2009

Sarah McCall, Performance Officer, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for year end 2008/09 and April, 2009, across the areas of Customer Access, Human Resources and Payroll, ICT and Procurement.

Key points for this period included:-

Strategic Measures

- Customer Access – of the 5 targets only 4 had targets set for the year 2008/09. All 4 targets had been achieved. The remaining strategic measure related to customer perception with a baselining exercise to be carried out during 2008/09. The work had been undertaken and a satisfaction target agreed for 2009/10 of 75%
- Human Resources and Payroll – of the 5 targets only 4 had targets set for the year 2008/09. All 4 targets had been achieved. The remaining strategic measure related to customer perception with a baselining exercise to be carried out during 2008/09. The work had not been carried out during 2008/09 but work was now ongoing to undertake the exercise early in the current financial year
- ICT – of the 5 targets only 4 had targets set for the year 2008/09. All 4 targets had been achieved. The remaining strategic measure related to customer perception with a baselining exercise to be carried out during 2008/09. The work had been undertaken and a satisfaction target agreed for 2009/10 had been proposed to RBT
- Procurement – of the 5 targets only 4 had targets set for the year 2008/09. All 4 targets had been achieved. The remaining strategic measure related to savings with an upper quartile target, however, as comparative data was not yet available for other authorities the outturn position for the measure would not be known until July
- Revenues and Benefits - of the 5 targets only 4 had targets of achieving upper quartile performance. However, as comparative data was not yet available for other authorities, the outturn position would not be known until July. A baselining exercise had been carried out for the remaining strategic measure relating to customer perception and a 75% satisfaction target agreed for 2009/10

- The revised Performance Management Framework set out 5 annual cross-cutting strategic measures for RBT. Of the 5, only 3 applied to the first year of implementation of the new PMF, all of which achieved target. The remaining 2 were effective from 2009/10

April, 2009

- All contractual targets had been achieved in Customer Access, Human Resources and Payroll, ICT and Procurement
- In April, 2009, the average waiting time for face-to-face customers slipped to 89.12% of customers seen within 15 minutes against a target of 90%. Performance was tracked monthly
- The footfall within the Customer Service Centres had increased by 21% from April, 2008, with significant increases seen in Revenues and Benefits and 2010 Rotherham Ltd. queries
- Call volumes were 19% lower than the same period in 2008
- The Contact Centre had achieved formal accreditation on Customer Service Excellence
- South Yorkshire Pensions Authority interface was now complete
- Recruitment Management System was live from 1st April
- Yourself Version 6 went live in April
- All targets for ICT were achieved with the exception of ICT04 (faults fixed in agreed timescales). RBT achieved 93.69% against the 94% target
- All targets for Procurement were achieved with the exception of the % of orders placed against electronic catalogue framework which achieved 16.41% against a target of 17%

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

- an internal performance clinic was to be held on the footfall within the Customer Service Centres
- the whole of RBT had been successful in attaining Customer Service Excellence although formal confirmation of this had yet to be received.

Resolved:- (1) That RBT's performance against contractual measures and key service delivery issues for April, 2009, be noted.

(2) That the issue of the Revenues and Benefits contact centre and the increased pressure being experienced be referred to the Credit Crunch Working Group.

2. CHIEF EXECUTIVE REVENUE OUTTURN REPORT 2008/09

Joe Johnson, Principal Accountant, presented briefly the submitted report relating to the above.

The net outturn for the Chief Executive's Directorate showed an underspend of £28,734 against a net cash limited revenue budget of £8,966,905. This represented a variation of -0.32%.

The summary outturn position was detailed in the report and the main variations related to :-

- underspend in the Chief Executive's Office due to savings on salaries, underspend on pensions budget and DCLG income, overspend in various expenditure budgets
- underspend in Rotherham Partnership, Policy and External Affairs, overspends in Rotherham News, Communication Team and the Community Engagement Team
- underspends in Scrutiny and Town Hall Catering, overspends in light transport and Secretariat
- underspend on Member training and development due to contributions from the South Yorkshire Forum
- overspend on Infrastructure and Corporate Initiative Budget
- overspend on Human Resources including Recruitment Management System
- underspend in Legal and Democratic Services including saving on salaries in Committee Services, Election Services and Legal Services

It was reported that a request for carry forward would be made to the Cabinet relating to 20% of the Directorate underspend in accordance with the revised outturn procedure in respect of year end variances.

Resolved:- (1) That the 2008/09 revenue outturn position for the Chief Executive's Directorate be noted.

(2) That the impending request to Cabinet for carry forward, as now reported, be noted.

3. FINANCIAL SERVICES CAPITAL OUTTURN REPORT 2008/09

Joe Johnson, Principal Accountant, presented briefly the submitted report relating to the above and indicating that the net outturn position showed a break even position against a net budget of £7,652,388.

The summary outturn position was detailed in the report.

Resolved:- That the 2008/09 Capital Outturn position for the Financial Services Directorate be noted.

4. FINANCIAL SERVICES REVENUE OUTTURN REPORT 2008/09

Joe Johnson, Principal Accountant, presented briefly the submitted report relating to the above.

The net outturn for Financial Services Directorate showed an underspend of £73,556 against a net cash limited revenue budget of £10,443,340. This represented a variance of – 0.70%.

The summary outturn position was detailed in the report and the main variations related to:-

- underspend in Central Finance and Management Team due to unbudgeted management income from 2010 Rotherham Ltd.
- underspend in Audit and Governance due to vacancy management
- underspend in Service Finance due to Schools Traded Account
- underspend in Transformation and Strategic Partnership due to additional staff costs, CSC Security costs and surveys, strategies and records management costs
- underspend on the RBT Client Function due to over recovery of rent rebate

The request to Cabinet for carry forward related to 20% of the Directorate underspend in accordance with the revised outturn procedure in respect of year end variances.

Resolved:- (1) That the 2009/09 revenue outturn position for the Financial Services Directorate be noted.

(2) That the impending request to Cabinet for carry forward, as now reported, be noted.

5. CUSTOMER ACCESS GROUP

Consideration was given to the minutes of the Customer Access Group held on 11th May, 2009.

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

6. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum held on 11th May, 2009.

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

7. WEBSITE STRATEGY GROUP

Consideration was given to the minutes of the Website Strategy Group held on 26th May, 2009.

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

8. REPRESENTATION ON WORKING PARTIES/PANELS

Consideration was given to representation in respect of the above and the need to nominate representatives.

Resolved:- (1) That the Cabinet Member and Adviser for Resources attend meetings of the Council's E Government Board.

(2) That Councillor Wyatt attend meetings of the Corporate Information Governance Group.

(3) That Councillor Wyatt remain as Chair of the Fair Trade Group, and attend meetings, together with Councillor Hodgkiss.

(3) That Councillor Wyatt (Chair), Councillor Smith, Cabinet Member for Economic Development, Planning and Transportation, and Councillor Whelbourn, Chair, Performance and Scrutiny Overview Committee attend the meetings of the Procurement Panel.

(5) That Councillors Wyatt and Hodgkiss attend meetings of the LGA Rural Commission.

(6) That Councillor Wyatt attend meetings of the Rotherham Environment Forum.

9. 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.

10. ADDITIONAL RBT PERFORMANCE INFORMATION FOR YEAR END 2008/09 AND APRIL 2009

Sarah McCall, Performance Officer, presented a report which summarised RBT's performance in respect of Procurement savings achieved and in respect of the Revenues and Benefits Service for the year end 2008/09 and April, 2009.

Resolved:- That RBT's performance against contractual measures and key service delivery issues for the year end 2008/09 and April, 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)).

11. STAGE 3 COMPLAINT PANEL

It was noted that a meeting of a Complaints Panel held been held on 18th May, 2009, comprising Councillors Dodson (in the Chair), Atkin and Boyes. The Panel heard a complaint received from Mrs. R. regarding to the alleged lack of information concerning the opening of Maltby Joint Service Centre.

The Panel had upheld the complaint insofar as the Panel felt that more should have been done to ensure that the residents of Maltby were aware of the impending opening of the Service Centre and the site traffic arrangements.

The Panel had recommended:-

- That where there was a forthcoming event of significant local importance, all relevant officers needed to give consideration to the timely and effective dissemination of information by means of media publicity and means within the Council's sole control and in particular to its direction to the local communities who would be affected by the event
- That a senior officer take responsibility for all forms of dissemination of pre-event information particularly where the event has significant local importance

Resolved:- That the Panel's findings be noted.

(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of individual)

(THE CHAIRMAN AUTHORISED CONSIDERATION TO ENABLE THE MATTER TO BE PROCESSED.)

12. LGA CONFERENCE - UNLOCKING POTENTIAL FOR ECONOMIC GROWTH - 8TH JULY, 2009

Resolved:- That the above conference be referred to the Credit Crunch Working Group for consideration.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member For Resources
2	Date:	Monday 6th July 2009
3	Title:	Revenue Budget Monitoring for the Period April – May 2009
4	Directorate:	Financial Services

5 Summary

This is the first Budget Monitoring Report for the Financial Services Directorate for 2009/10. The service is currently forecasting a break-even position against a net revenue budget of £10.5m by the end of March 2010

6 Recommendations

Members are asked to:

- **Note the latest revenue forecast outturn for the Financial Services Directorate for 2009/10.**

7. Proposals and Details

This report advises Members of the Revenue Budget monitoring for the period up to the end of May 2009 and shows that the Directorate is currently forecasting a break-even position for the financial year 2009/10.

8. Finance

The summary year to date and projected revenue outturn position for Financial Services (as at the end of May 2009) are detailed in the following table:-

	May 2009			Forecast 2009/10		
	Profiled Budget £'000	Actual Spend to date £'000	Variance Over(+) /Under(-) £'000	Annual Budget £'000	Projected Outturn £'000	Variance Over(+) /Under(-) £'000
Central Finance & Management Team	246	255	9	1481	1,481	0
Audit And Governance	74	68	-6	448	448	0
Service Finance	269	280	11	1,618	1,618	0
Transformation & Strategic Partnerships	44	68	24	262	262	0
RBT Client Function	1,116	1,132	16	6,698	6,698	0
TOTAL	1,749	1,803	54	10,507	10,507	0

9. Risks and Uncertainties

The projected outturn is an estimate and consequently may change. Careful scrutiny of expenditure and income and close budget monitoring remain essential through the year.

10. Policy and Performance Agenda Implications

The delivery of the Council's Revenue Budget within the limits determined in March 2009 is vital to achieving the Council's Policy agenda. Financial performance is a key element within the assessment of the Council's overall performance.

11. Background Papers and Consultation

The Strategic Director of Finance and budget holders have been consulted in the production of this report.

Contact Name: Joe Johnson, Principal Accountant, Extension 2074
joe.johnson@rotherham.gov.uk

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member For Resources
2	Date:	Monday 6th July 2009
3	Title:	Revenue Budget Monitoring for the Period April – May 2009
4	Directorate:	Chief Executive

5 Summary

This is the first Budget Monitoring Report for the Chief Executives Directorate for 2009/10. The service is currently forecasting a break-even position against a net revenue budget of £9m by the end of March 2010.

6 Recommendations

Members are asked to:

- **Note the latest revenue forecast outturn position for the Chief Executive's Directorate for 2009/10.**

7. Proposals and Details

This report advises Members of the Revenue Budget monitoring for the period up to the end of May 2009 and shows that the Directorate is currently forecasting a break-even position by the end of the financial year 2009/10.

There are several areas to highlight:-

- Transport fleet – the drivers currently undertake non contractual, unbudgeted overtime. Working schedules are currently under review .
- There are also several vacancies and staff secondments across the Directorate which are offsetting other minor overspends and is therefore helping it achieve its forecast break-even position.

8. Finance

The summary year to date and projected revenue outturn position for Chief Executives (as at the end of May 2009) are detailed in Appendix 1, the table below shows the summarised position:-

May 2009				Forecast 2009/10		
Head Of Account	Profiled Budget £'000	Actual Spend To date £'000	Variance Over(+) /Under(-) £'000	Annual Budget £'000	Projected Outturn £'000	Variance Over(+) /Under(-) £'000
Chief Executive	1,201	1,183	-18	5,736	5,736	0
Human Resources	197	190	-7	1,167	1,167	0
Legal and Democratic Services	349	352	3	2,111	2,111	0
TOTAL	1,747	1,725	-22	9,014	9,014	0

9. Risks and Uncertainties

The projected out-turn is an estimate and consequently may change. Careful scrutiny of expenditure and income and close budget monitoring remain essential through the year.

Delivery of a balanced budget is subject to the potential pressures in section 7 of this report being managed.

10. Policy and Performance Agenda Implications

The delivery of the Council's Revenue Budget within the limits determined in March 2009 is vital to achieving the Council's Policy agenda. Financial performance is a key element within the assessment of the Council's overall performance.

11. Background Papers and Consultation

The Assistant Chief Executive, the Strategic Director of Finance and budget holders have been consulted in the production of this report.

Contact Name: Joe Johnson, Principal Accountant, Extension 2074
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**ROTHERHAM MBC
REVENUE BUDGET MONITORING**

CHIEF EXECUTIVE'S DIRECTORATE MAY 09																		
EXPENDITURE/INCOME TO DATE (As at 15th June 2009)											NET PROJECTED OUT-TURN							
Last Reported Projected Net Out-turn £000	Service Division	Expenditure			Income			Net			Annual Budget £000	Projected Out-turn £000	Current projected year end Variance Over (+)/ Under (-) £000	Financial Impact of Managemen t Action £000	Revised Projected Year end Variance Over(+)/Und £000	Revised Financial RAG Status	* Note	
		Profiled Budget £000	Actual Spending £000	Variance (Over (+) / Under (-) Spend) £000	Profiled Budget £000	Actual Income £000	Variance (Over (+) / Under (-) Recovered) £000	Profiled Budget £000	Actual £000	Variance (Over (+) / Under (-) Spend) £000								
0	Directorate Office	159	147	-12	0	0	0	159	147	-12	756	756	0	0	0	G		
0	Communications & Marketing Team	120	153	33	0	-33	-33	120	120	0	720	720	0	0	0	G		
0	Equalities,CCI & Sustainable Dev.Team	69	75	6	-1	-6	-5	68	69	1	420	420	0	0	0	G		
0	Performance and Quality	58	59	1	-6	0	6	52	59	7	316	316	0	0	0	G		
0	Policy and External Affairs	58	70	12	-8	-19	-11	50	51	1	299	299	0	0	0	G		
0	Partnership & Research Team	49	55	6	-15	-25	-10	34	30	-4	203	203	0	0	0	G		
0	Scrutiny & Member Support	497	500	3	-11	-21	-10	486	479	-7	2,504	2,504	0	0	0	G		
0	Members Development	5	1	-4	0	0	0	5	1	-4	32	32	0	0	0	G		
0	Infrastructure & Corp Initiative Bud.	227	227	0	0	0	0	227	227	0	486	486	0	0	0	G		
0	Human Resources	209	239	30	-12	-49	-37	197	190	-7	1,167	1,167	0	0	0	G		
0	Legal and Democratic Services	520	568	48	-171	-216	-45	349	352	3	2,111	2,111	0	0	0	G		
0	TOTAL CEX DIRECTORATE	1,971	2,094	123	(224)	(369)	(145)	1,747	1,725	(22)	9,014	9,014	0	0	0			

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources
2.	Date:	6th July 2009
3.	Title:	RBT Performance Report for May 2009
4.	Directorate:	Financial Services

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for May 2009 across the areas of Customer Access, Human Resources and Payroll, ICT and Procurement.

6. Recommendations

The Cabinet Member for Resources is asked to:

- **Note RBT's performance against contractual measures and key service delivery issues for May 2009.**

7. Proposals and Details

The first year of the new performance management framework has now been completed. Full details of performance against operational measures for May 2009 for all workstreams are attached at Appendix A.

7.1 Customer Access

7.1.1 *Overall Performance*

All customer access measures currently being measured were achieved according to their contractual targets during May 2009.

In April's performance report the average waiting time for face-to-face customers (CAS5) was incorrectly reported as 89.12% of customers seen within 15 minutes against a target of 90%. The actual figure for April was 85.3%. This error was due to incorrect reporting by RBT. May's performance was 88.49% of customers seen with agreed timescales but this measure has, for the second month running, not achieved the target of 90%. This measure is a strategic measure with an annual target but with performance tracked monthly. RBT will be asked to set out actions they intend to take to improve performance in this key area of customer service.

Work is continuing on revised performance measures with anticipated sign off prior to the end of July 2009.

7.1.2 *Complaints*

Four complaints were received in May 2009. Two of these were closed as upheld and the appropriate action taken to ensure officers responsible for the errors are aware of the correct processes. One complaint was closed as partially upheld as an officer had failed to notice that an account had reverted to cash from direct debit payments; the officer concerned has been notified of the error. The final complaint is still open. Lessons learned from all complaints have been shared with the wider team.

7.1.3 *Tell Us Once*

Work is underway to mainstream the Tell Us Once service which is expected to take place in August 2009. There is wide-spread interest in the service with the Superintendent Registrar speaking at the I&DEA Front Office Shared Services Conference and also being interviewed by the Local Government Chronicle; both events have further raised the profile of RMBC's role in the project.

7.1.4 *Macmillan Cancer Welfare Benefits Service*

Two Welfare Rights Officers are scheduled to commence employment with the service from 8th June 2009.

7.2 Human Resources and Payroll

7.2.1 *Overall Performance*

All targets for operational measures were achieved for May 2009.

7.2.2 Changes Wizard

User testing continues on the proposed Changes Wizard continues and it is on track for full roll out in July 2009. This development is slightly delayed because of the pay award work currently being undertaken. Revision to the payslip interface is a requirement before the Changes Wizard goes live so that master contracts are not affected. Testing continues to ensure the changes do not interfere with the print extract.

7.2.3 South Yorkshire Pensions Interface

The South Yorkshire Pensions Authority interface is now complete and has commenced live operation.

7.2.4 RMS

The Recruitment Management System was live from 1st April 2009 with recruiting managers undertaking training beforehand. There has been 97% take up of online applications, which was higher than expected at this early stage.

7.2.5 Payroll Activity

The Youth & Community Pay Award has been received and will be back dated to April 2008 when processed in June.

The year end procedures for Teachers' Pensions (TR17) and South Yorkshire Pension Authority (Fund Credit Tab) were finalised during May. RMBC was the first Authority in the region to achieve sign off from South Yorkshire Pensions Authority for a balanced Fund Credit Tab.

P11Ds and P60s were distributed to all employees well ahead of the statutory deadline.

7.2.6 Future Activity

Business Requirements documentation has been produced for timesheet automation. Schools' timesheets are to be reviewed first as they are high volume, but the least complex. A front end data capture document has been devised as part of the technical solutions requirement and a group of schools have been identified as potential pilot users. Internal Audit has been contacted to review the process for distribution and receipt of the data capture document to ensure authorisation requirements are maintained. It is planned to have the pilot schools using the new system prior to the school summer break.

7.2.7 Achievements

The HR Service Centre achieved accreditation following the the Customer Service Excellence Audit.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in May 2009.

There is concern that RBT are still unable to report against ICT06 (Complex Change Requests completed to agreed specification) which counts for a substantial amount of activity that goes through the RBT ICT Service. The ICT Client will escalate this to the Service Review Board for resolution.

7.3.2. *VOIP*

Planning continues for the VOIP roll-out to Maltby JSC and Doncaster Gate. In July RMBC will move the entire Eric Manns and Town Hall telephone number range on to the new Nortel platform and deploy VOIP to around 400 users. Business Process Review is being conducted to ensure call handling processes are in-line with the new technology.

7.3.3 *Doncaster Gate*

The ICT fit-out of Doncaster Gate continued throughout May with the project being on target to complete by the time the building opens in July.

7.3.4 *Desktop Refresh*

The 3 month project to deliver 350 laptops to staff continued in May. Many of these laptops will be used in teams that are adopting 'WorkSmart', including those moving to Doncaster Gate. Any surplus desktop PCs that are fit-for-purpose will be re-used as public access machines in Rotherham's libraries.

7.3.5 *Complaints*

No complaints were received in May.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream that are being reported were achieved in May.

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).

7.4.3 *BVPI8*

Former BVPI8 achieved 96.44% in May 2009. Work continues to drive up performance against this indicator with regular reports to Members and Champions continuing to address issues arising from late transaction reports. A Performance

Clinic will be held shortly to look at the continued performance issues with this measure.

8. Finance

The contract with RBT includes a service credit arrangement, the effect of which is that should an operational measure not achieve its target a calculation based on the amount by which the target was missed including weighting results in a financial penalty for RBT as a direct consequence of any underperformance. No service credits were applied in May.

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 May 2009.

Contact Name:

Mark Gannon
Transformation and Strategic Partnerships Manager
Extension 6536
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Measure	Ref	Target	Mar	Apr	May	Status	Comments
Customer Access Overall Performance		100	106.68	107.69	107.58	★	Overall status of Customer Access OMs
Cost per Transaction (F2F)	CAO1		15.27			🚩	Quarterly measure
Cost per Transaction (Telephony)	CAO1		3.96			🚩	Quarterly measure
Utilisation & Availability (F2F)	CAO2		58	54.61	55.21	🚩	Measure under review
First Contact Resolution by Channel (F2F)	CAO3		100	100	100	🚩	Target to be set following baselining
First Contact Resolution by Channel (Telephony)	CAO3		95.71	98.57	97.14	🚩	Target to be set following baselining
Average Call Quality Assessment	CAO4	95	95.86	97.56	97.64	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.65	99.69	99.64	★	
% of Contact not Abandoned (Telephony)	CAO5	90	97.75	99.69	99.29	★	
Overall Mystery Shopping Score	CAO6					🚩	Measure under review
Complaints Handling	CAO7	90		96		★	Reported quarterly
% Customers Speaking to more than 1 Assistant during 1 call/visit	CAO8		0	0		🚩	Measure under review
Provision of MM Data	CAO9	100	100	100	100	★	Measure achieved

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



Measure	Ref	Target	Mar	Apr	May	Status	Comments
HR&P Overall Performance		100	105.77	105.98	104.51	★	
Accuracy of Contracts	HRO1	95	99.1	99.56	100	★	
Accuracy of Payment	HRO2	99.5	99.69	99.76	98.74	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	93.48	93.76	94.94	★	
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		?!	Quarterly Measure
Quality of Information Given to Caller	HRO7	90	100	100	100	★	
% Contracts of Employment Issued within 15 working days	HRO8	90	100	100	99.15	★	
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	Mar	Apr	May	Status	Comments
ICT Overall Performance		100	109	103.87	105.17	★	
% Availability of Website	ICTO1	99	100	99.99	99.92	★	
% Availability of Business Critical Applications	ICTO2	99	99.97	99.99	99.91	★	
% Availability of Telephony Systems	ICTO3	80	100	99.93	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	93.96	93.69	96.78	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	99				⚠	Catalogue in development to streamline process and clarify timescales
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				⚠	Measure unable to report work ongoing on reporting mechanism
% Calls Fully Closed at First Point of Contact	ICTO7	25	28.44	29.19	30.01	★	
% Print Jobs Completed as Agreed	ICTO8	95				⚠	Measure unable to report work ongoing on reporting mechanism
% Engages Service Desk Telephony Calls	ICTO9					⚠	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	10		8.6	11.13	▲	Measure not achieved, but target under review to bring into line with charter times

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



Measure	Ref	Target	Mar	Apr	May	Status	Comments
Procurement Overall Performance		100	105.93	102.67	106.60	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	92.53	89.13	90.75	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.74	99.62	99.45	●	
% Undisputed Invoices Input within 25 calendar days	PO3	99.22	99.58	99.62	99.58	●	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	89.43	88.1	87.65	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	100			?!	Quarterly measure
% Orders Placed Against Electronic Catalogue	PO6	17	19.72	16.41	20.24	★	
% 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	98		100		?!	Quarterly measure
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	Mar	Apr	May	Status	Comments
Revs & Bens Overall Performance		100	114.94	100		?	
% Council Tax Collected	RBO1	97	97	10.37	19.46	?	Annual measure
% NNDR Collected	RBO2	98.50	97.9	14.78	21.95	?	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	8.18	9.83	12.66	?	Annual measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	5.27	0.6	1.1	?	Annual measure
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8	5.62		5.62	?	Annual measure
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27	0.19		0.06	?	Annual measure
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7			418.97	502.67	?	Annual measure
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.36			?	Annual measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	49.85	6.45	12.85	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.16	95.24	93.35	?	Quarterly measure
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	4.71			?	Annual measure
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	86.39	94.29		?	Annual measure
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	95	100		?	Annual measure
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



NB status refers to year end 08/09 position

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

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