

## **CABINET MEMBER OF RESOURCES**

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

**Date: Monday, 14th September, 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 (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 6th July, 2009 (Pages 1 - 3)
4. Revenue Budget Monitoring for April – July, 2009 - Financial Services (Pages 4 - 5)
5. Revenue Budget Monitoring for the Period April – July, 2009 - Chief Executive's Directorate (Pages 6 - 9)
6. RBT Performance Report (Pages 10 - 21)
7. Complaints Forum (Pages 22 - 24)  
- minutes of meeting held on 6<sup>th</sup> July, 2009
8. Website Strategy Group (Pages 25 - 29)  
- minutes of meetings held on 8<sup>th</sup> July and 12<sup>th</sup> August, 2009
9. Conference - LGA Annual Capital Finance  
- to be held on Friday, 20<sup>th</sup> November, 2009 in London
10. E Gov Board (Pages 30 - 33)  
(information relating to the financial or business affairs of any particular person (including the Council))
11. 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 those paragraphs indicated below of Part 1 of Schedule 12A to the Local Government Act 1972.

12. Additional RBT Performance Information (Pages 34 - 37)  
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any particular person (including the Council)).
13. Stage 3 Complaint Panel (Pages 38 - 43)  
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)

**CABINET MEMBER OF RESOURCES**  
**6th July, 2009**

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

**13. MINUTES OF MEETING HELD ON 8TH JUNE, 2009**

Consideration was given to the minutes of the previous meeting held on 8<sup>th</sup> June, 2009.

Resolved:- That the minutes of the meeting held on 8<sup>th</sup> June, 2009, be approved as a correct record.

**14. REVENUE BUDGET MONITORING FOR APRIL – MAY, 2009 - FINANCIAL SERVICES**

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

The report showed that the Financial Services Directorate was forecasting a break-even position against a net revenue budget of £10.5M by the end of March, 2010.

The report set out the summary year to date and projected outturn position for Financial Services as at the end of May, 2009.

Resolved:- That the latest revenue forecast outturn position for the Financial Services Directorate for 2009/10 be noted.

**15. REVENUE BUDGET MONITORING FOR THE PERIOD APRIL – MAY, 2009 - CHIEF EXECUTIVE'S DIRECTORATE**

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

The report showed that the Chief Executive's Directorate was forecasting currently a break-even position against a net revenue budget of £9m by the end of March, 2010.

Areas highlighted in the report covered:-

- Transport
- Vacancies and secondments
- Legal Services – Electoral Services

The report set out the summary year to date and projected outturn position for the Chief Executive's Directorate as at the end of May, 2009.

Resolved:- That the latest revenue forecast outturn position for the Chief Executive's Directorate for 2009/10 be noted.

**16. RBT PERFORMANCE REPORT**

Mark Gannon, Transformation & Strategic Partnerships Manager, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for May, 2009, across the areas of Customer Access, Human Resources and Payroll, ICT and Procurement.

Key points for this period included:-

- All contractual targets had been achieved in Customer Access, ICT and Procurement
- The average waiting time for face-face customers was 88.49%. This measure was a strategic measure with an annual target but with performance tracked monthly. Work was continuing on revised performance measures with anticipated sign off prior to the end of July, 2009. An internal performance clinic had been held Work underway to mainstream the Tell Us Once service – expected August, 2009
- HR02 (accuracy of payroll) target had not been hit
- ICT06 (complex change requests completed to agreed specification) had now been agreed with RBT and would be available for the next report
- Planning continued for the VOIP rollout to Maltby JSC and Doncaster Gate
- Continuation of desktop refresh
- Former BVP18 achieved 96.44% in May, 2009

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

**17. EXCLUSION OF THE PRESS AND PUBLIC**

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

**18. ADDITIONAL RBT PERFORMANCE INFORMATION**

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.

The national collection statistics for Council Tax and Business Rates had now been published and showed Rotherham's position in relation to other Metropolitan District Councils. Rotherham was now the 4<sup>th</sup> best performing MDC in the country in respect of Council Tax and 10<sup>th</sup> in respect of National Non-Domestic Rates.

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

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1</b>	<b>Meeting:</b>	<b>Cabinet Member For Resources</b>
<b>2</b>	<b>Date:</b>	<b>Monday 14<sup>th</sup> September 2009</b>
<b>3</b>	<b>Title:</b>	<b>Revenue Budget Monitoring for the Period April – July 2009</b>
<b>4</b>	<b>Directorate:</b>	<b>Financial Services</b>

**5 Summary**

This is the latest 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 July 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 July 2009) are detailed in the following table:-

	July 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	492	527	35	1481	1,481	0
Audit And Governance	149	149	0	448	448	0
Service Finance	538	560	22	1,618	1,618	0
Transformation & Strategic Partnerships	87	156	69	262	262	0
RBT Client Function	2,233	2,227	-6	6,698	6,698	0
<b>TOTAL</b>	<b>3,499</b>	<b>3,619</b>	<b>120</b>	<b>10,507</b>	<b>10,507</b>	<b>0</b>

## 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**

<b>1</b>	<b>Meeting:</b>	<b>Cabinet Member For Resources</b>
<b>2</b>	<b>Date:</b>	<b>Monday 14th September 2009</b>
<b>3</b>	<b>Title:</b>	<b>Revenue Budget Monitoring for the Period April – July 2009</b>
<b>4</b>	<b>Directorate:</b>	<b>Chief Executive</b>

**5 Summary**

This is the latest Budget Monitoring Report for the Chief Executives Directorate for 2009/10. The service is currently forecasting an overspend of £7k 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 July 2009 and shows that the Directorate is currently forecasting an overspend of £7k 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 still under review and the external contract is being revised in the next financial year.
- There are also several vacancies and staff secondments across the Directorate which are offsetting other minor overspends and is therefore helping it achieve its near break-even position.

## 8. Finance

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

Head Of Account	July 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
Chief Executive	2,037	2,053	16	5,736	5,743	7
Human Resources	392	445	53	1,167	1,167	0
Legal and Democratic Services	696	747	51	2,111	2,111	0
<b>TOTAL</b>	<b>3,125</b>	<b>3,245</b>	<b>120</b>	<b>9,014</b>	<b>9,021</b>	<b>7</b>

## 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  
joe.johnson@rotherham.gov.uk

**ROTHERHAM MBC  
REVENUE BUDGET MONITORING**

<b>FINANCIAL SERVICES DIRECTORATE JULY 09</b>																	
<b>Last Reported Projected Net Out-turn £000</b>	<b>Service Division</b>	<b>EXPENDITURE/INCOME TO DATE (As at 17th August 2009)</b>									<b>NET PROJECTED OUT-TURN</b>						<b>* Note</b>
		<b>Expenditure</b>			<b>Income</b>			<b>Net</b>			<b>Annual Budget £000</b>	<b>Projected Out-turn £000</b>	<b>Current projected year end Variance Over (+)/ Under (-) spend £000</b>	<b>Financial Impact of Management Action £000</b>	<b>Projected Year end Variance Over(+)/Und er(-) spend £000</b>	<b>Revised Financial RAG Status</b>	
		<b>Profiled Budget £000</b>	<b>Actual Spending £000</b>	<b>Variance (Over (+) / Under (-) Spend) £000</b>	<b>Profiled Budget £000</b>	<b>Actual Income £000</b>	<b>Variance (Over (+) / Under (-) Recovered) £000</b>	<b>Profiled Budget £000</b>	<b>Actual £000</b>	<b>Variance (Over (+) / Under (-) Spend) £000</b>							
		<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	
0	Directorate Office	293	290	-3	-41	-41	0	252	249	-3	756	735	(21)	0	(21)	G	
0	Communications & Marketing Team	240	320	80	0	-76	-76	240	244	4	720	720	0	0	0	G	
0	Equalities, CCI & Sustainable Dev. Team	143	150	7	-4	-8	-4	139	142	3	420	425	5	0	5	G	
0	Performance and Quality	117	121	4	-12	-12	0	105	109	4	316	331	15	0	15	G	
0	Policy and External Affairs	115	133	18	-16	-29	-13	99	104	5	299	299	0	0	0	G	
0	Partnership & Research Team	98	112	14	-30	-51	-21	68	61	-7	203	187	(16)	0	(16)	G	
0	Scrutiny & Member Support	852	882	30	-22	-42	-20	830	840	10	2,504	2,528	24	0	24	G	
0	Members Development	11	11	0	0	0	0	11	11	0	32	32	0	0	0	G	
0	Infrastructure & Corp Initiative Bud.	293	293	0	0	0	0	293	293	0	486	486	0	0	0	G	
0	Human Resources	415	565	150	-23	-120	-97	392	445	53	1,167	1,167	0	0	0	G	
0	Legal and Democratic Services	1,090	1,483	393	-394	-736	-342	696	747	51	2,111	2,111	0	0	0	G	
0	<b>TOTAL CEX DIRECTORATE</b>	3,667	4,360	693	(542)	(1,115)	(573)	3,125	3,245	120	9,014	9,021	7	0	7		

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Resources</b>
<b>2.</b>	<b>Date:</b>	<b>14<sup>th</sup> September 2009</b>
<b>3.</b>	<b>Title:</b>	<b>RBT Performance Report for June &amp; July 2009</b>
<b>4.</b>	<b>Directorate:</b>	<b>Financial Services</b>

**5. Summary**

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

## 7. Proposals and Details

Full details of performance against operational measures for June and July 2009 for all workstreams are attached at Appendix A.

### 7.1 Customer Access

#### 7.1.1 *Overall Performance*

Customer Services met all performance measures during this period with the exception of seeing face to face customers within 15 minutes. Only 88.41% of customers have been seen within 15 minutes year to date, against a target of 90%. The target has been missed due to high sickness levels, holidays and a number of vacancies. A performance clinic is being held to ensure performance is improved for August. The demand for Revenues and Benefits skills are increasing and RBT have agreed to review how they can cross skill staff members to ensure increased capacity is available.

#### 7.1.2 *Tell Us Once*

The national decision for the Tell us Once (TUO) project is expected on 18 September 2009. We have submitted a change request for RBT to mainstream the service within the Customer Service Centre and now await confirmation of acceptance. RBT are aware that the Pathfinder project ceases in September 2009 and are aware that the CR requires an urgent response. The TUO programme has been short listed for an APSE Service award in the category of Best Partnership Working.

#### 7.1.3 *CRM I World*

The project remains on course, with training planned for August 2009. The project has a scheduled go live date of 29 September 2009.

#### 7.1.4 *Achievements*

Excellent customer satisfaction survey results have been achieved within the Registration service, with 99.4% of customers being satisfied / very satisfied with the service that they receive.

### 7.2 Human Resources and Payroll

#### 7.2.1 *Overall Performance*

All targets for operational measures were achieved for June and July 2009.

#### 7.2.2 *Current Projects*

The Contract Variation Wizard went live on 20 July 2009 with the Version 7 release of the Yourself self service facility. Feedback has been very positive with the format requiring only minor tweaks. A further release (7.1) will be available from 10 August 2009, capturing revisions to front end questions and other suggested improvements.

Revision to the payslip interface, a requirement before the Contract Variation Wizard went live, was also successfully delivered into service.

The final run of the Teacher Annual Service Return was processed during July with a full check of data undertaken. This is the final statutory year end return that is processed on behalf of the Authority and has a deadline date of 31 August 2009.

The new front end data capture document that will hopefully replace paper timesheets for school based employees was rolled out to a pilot group of schools for weekly paid SMSAs. The pilot ran until the school break for the summer recess but feedback was very positive. This development is the first that will eventually lead to an automation of the paper timesheet process. A new monthly capture of additional hours/overtime will also be included in the version 8 Yourself release due in October 2009. It is hoped to extend the school based employees data capture document to monthly employees during the autumn term.

Consultation with Client, Trade Unions and employees took place to provide information relating to HR transformation projects and revised structures; new structures for the Resourcing and Changes Teams were approved. Expressions of interest were invited from the affected employees with interviews for the new structure roles taking place in early August 2009.

### *7.2.3 Payroll Activity*

The Youth & Community Pay Award was processed in June with arrears of pay back dated to 1 April 2008.

July increments were paid to employees on JE Bands.

The Annual SY Pensions Forum took place on 16 July 2009 with positive feedback on the RMBC year end process. RBT, on behalf of RMBC, was the first to submit a balanced annual return

### *7.2.4 Future Activity*

The Service Centre provided temporary management cover from 1 July 2009 for the Millside Learning and Development Centre following the retirement of the Centre Co-ordinator. The HR Service Centre is currently reviewing this arrangement following a request to permanently transfer the transactional activity to RBT.

A review of the HR Consultancy (Schools) Team was undertaken during July with recommendations expected early August.

### *7.2.5 Achievements*

Kath Hardwick and Alan Rodgers were voted to the Chairs of the Northgate PSe Payroll & AMS and Technical Special Interest Groups respectively. These groups cover public and private sector organisations and form the main link to the

development arm of the Northgate software solutions team. This is a significant step and acknowledges the contribution RBT has made in the development of the PSe HRP system.

### 7.3 ICT

#### 7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in June and July despite a number of major incidents affecting the network. It has been agreed that future Client Reports will include a section on Major Incidents which will explain how incidents have impacted on Operational Measures.

#### 7.3.2 *Business Continuity Planning (BCP) and Disaster Recovery (DR)*

RMBC has recruited BT BCP experts to assist with developing our BCP and DR capabilities. The ICT Client attended a full day workshop with the consultants and representatives from RBT and the RMBC Emergency Planning Team. It was agreed that the next step is for the Council to conduct full Business Impact Assessments (BIA) on all its services. It is important to note that this is not initially about IT; rather RMBC will be determining the relative importance of each of its services. The BIA process is underway at the moment.

We are meeting again in October to review the outcomes of the BIA. At that time we will know which services are deemed essential in the event of an emergency; we can then look at the IT that supports each of these and build a BCP for each one. A costed report will then be presented to CMT highlighting the work required. £250k from the ICT Capital Budget has been allocated to implement the outcomes of the BIA.

#### 7.3.3 *Doncaster Gate*

July saw the completion of the ICT fit-out of Doncaster Gate and the relocation of staff from Eric Manns and other buildings. The re-fit of Eric Manns is now underway.

#### 7.3.4 *VOIP Go-live*

June and July saw the first live deployments of RMBC's new VOIP telephony system. The Nortel system is now in use in Maltby JSC, the Town Hall, Doncaster Gate and parts of Grove Road. A few teething problems were encountered at each site, but this is to be expected with such a large transformation project. The technology is being well received by users and initial feedback is that VOIP is allowing RMBC staff to work in a truly flexible manner for the first time. The ICT Client will be presenting at a VOIP Seminar for Members on 8<sup>th</sup> September 2009.

#### 7.3.5 *Desktop Refresh*

July saw the completion of a 3 month project to deliver 350 laptops to staff. Many of these laptops were for teams that are being 'WorkSmarted' including those moving to Doncaster Gate. Any surplus desktop PCs that are relatively new will be re-used

as public access machines in Rotherham's libraries. RBT and RMBC are planning the desktop refresh programme for the rest of the 2009/10 financial year.

### 7.3.6 *Electronic Document Record Management System (EDRMS)*

Cimtech have completed their EDRMS consultancy and the final report was presented to CMT in July. CMT endorsed the report's conclusions and requested that a project team be established to plan and implement EDRMS across RMBC.

### 7.3.7 *Acorn Online*

Acorn Online is a new Intranet system which allows all officers to access Acorn data which profiles our Borough at the post code level. One of the key themes of the Customer Access Strategy is improving the customer experience; to do this the Council wants to make effective use of data and research to get an accurate understanding of the customer profile. In using this customer information the Council hopes to shape service delivery around customer needs and, therefore, improve the customer experience.

RMBC has a licence to use Acorn profiles – bought in consortium with the other 3 Local Authorities in the region. These give us an insight of our customers and allow us to target our services in the most appropriate way. They can tell us, for instance, which people have Internet access so we can advertise online services to them or encourage internet take-up in the areas with low access.

We have converted the Acorn data received in spreadsheet format to a searchable database accessed via the Intranet. Functionality includes:

- Automatic population and updates from spreadsheet to database
- Search function to search on a number of variables
- Linked to online GIS so that when the customer has finished their search they can be linked to a map which shows the area they are interested in

The data made available will fall into 2 categories:

- Acorn – classifies all postcodes by neighbourhood type
- Pay Check – provides estimates of household income by postcode

The data has a wide range of uses, particularly with regards to customer segmentation and area profiling and has already been used by RMBC to model childcare needs. This profiling work will transform our ability to understand our customers, in particular it will bring the following benefits:

- Customer Segmentation – the classification of a population into different groups.
- Services – services can then be provided based on an understanding of local populations and neighbourhood context.
- Customer Insight – knowledge about the customer, based on their behaviour, experiences, beliefs, needs and/or desires.



Officers will be able to search the Acorn data via a textual interface or through our online GIS.

#### 7.3.8 *Complaints*

No complaints were received in June or July.

### 7.4 Procurement

#### 7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in June.

Measure PO2 (% cheque requests processed on next payment run) failed in July with performance of 96.13% against a target of 98.46%. Investigations are ongoing to establish the reasons for this measure failing and to establish actions to prevent recurrence. All other procurement measures were achieved in July.

#### 7.4.3 *BVPI8*

Former BVPI8 achieved 93.47% and 94.37% respectively in June and July 2009. Average performance to date stands at 94.98%.

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 June and July as the outcome of investigations for measure PO2 are awaited.

Penalties for the failure of measure HRO2 in May are now being clawed back following over-performance in June and July.

## 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 June and July 2009.

**Contact Name:**

Mark Gannon  
Transformation and Strategic Partnerships Manager  
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Measure	Ref	Target	May	June	July	Status	Comments
Customer Access Overall Performance		100	107.58	107.06	107.15	★	Overall status of Customer Access OMs
Cost per Transaction (F2F)	CAO1			15.28		🚩	Quarterly measure
Cost per Transaction (Telephony)	CAO1			3.96		🚩	Quarterly measure
Utilisation & Availability (F2F)	CAO2		55.21	6.79	33.87	🚩	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		97.14	95.71	97.14	🚩	Target to be set following baselining
Average Call Quality Assessment	CAO4	95	97.64	96.64	97.67	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.64	99.76	99.4	★	
% of Contact not Abandoned (Telephony)	CAO5	90	99.29	94.6	97.96	★	
Overall Mystery Shopping Score	CAO6					🚩	Measure under review
Complaints Handling	CAO7	90		96	100	★	Reported quarterly with additional information for tracking
% Customers Speaking to more than 1 Assistant during 1 call/visit	CAO8					🚩	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	May	June	July	Status	Comments
HR&P Overall Performance		100	105.98	106.38	106.31	★	
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	98.74	99.65	99.84	★	Measured failed in May, but recovered in June and July
% of Enquiries Resolved at First Point of Contact	HRO3	80	94.94	96.33	95.7	★	
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	99.15	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	May	June	July	Status	Comments
ICT Overall Performance		100	105.17	116.57	109.31	★	
% Availability of Website	ICTO1	99	99.92	99.99	100	★	
% Availability of Business Critical Applications	ICTO2	99	99.91	99.99	99.99	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	96.78	98.2	98.74	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	99		99.72	99.61	★	Measure reporting from June
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				⚠	Measure expected to report from August
% Calls Fully Closed at First Point of Contact	ICTO7	25	30.01	43.84	35.64	★	
% Print Jobs Completed as Agreed	ICTO8	95			100	★	Revised mechanism to monitor now in place
% 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	85	11.13		93.24	⚠	Target now 85% within 21 seconds in line with customer charter; issues with reporting show July's performance as % within 30 seconds; issue to be rectified

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



Measure	Ref	Target	May	June	July	Status	Comments
Procurement Overall Performance		100	106.60	109.81	107.29	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	90.75	95.6	91.71	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.45	99.00	96.13	▲	Investigations are ongoing to establish the reasons for this measure failing and to establish actions to prevent recurrence
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.58	99.46	99.48	●	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	87.65	94.15	87.33	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96		100		★	Quarterly measure
% Orders Placed Against Electronic Catalogue	PO6	17	20.24	22.16	21.43	★	
% eRFQ Open Requisitions	PO7			100		🚧	Reporting now in place but agreement required on turnaround time required
% 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	May	June	July	Status	Comments
Revs & Bens Overall Performance		100	100	100	100	?	
% Council Tax Collected	RBO1	97	19.46	28.54	37.76	?	Annual measure
% NNDR Collected	RBO2	98.50	21.95	30.72	39.91	?	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	12.66	13.69	14.75	?	Annual measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	1.1	1.96	2.67	?	Annual measure
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8	5.62	5.62	5.62	?	Annual measure
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27	0.06	0.07	0.09	?	Annual measure
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7		502.67	601	597	?	Annual measure
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48		0.34	0.34	?	Annual measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	12.85	19.87	25.6	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	93.35	93.81	93.3	?	Quarterly measure
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99		0.95		?	Annual measure
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	92.75	94.06	90.00	?	Annual measure
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	100	100	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 figures are for monitoring purposes only for annual and quarterly measures**

**COMPLAINTS FORUM**  
**Monday, 6th July, 2009****Present:-**

Councillor Wyatt  
Zoe Burke  
Richard Garrad  
Mark Leese  
Rachel O'Neil  
Andrea Pearson  
Dawn Mitchell

**In the Chair**  
Children and Young People's Service  
Environment and Development Services  
Corporate Complaints Officer  
Customer Access Client Manager  
Chief Executive's Office  
Chief Executive's Office

Apologies for absence were submitted by Mark Gannon, Stuart Purcell and Jayne Wilde.

**36. MINUTES OF LAST MEETING**

**Agreed:-** That the minutes of the meeting held on 11<sup>th</sup> May, 2009 be approved as a correct record.

Arising from Minute No. 31 (RMBC Council Statistics), it was noted that all information had been sent through to Rachel O'Neil.

**37. OMBUDSMAN ENQUIRIES**

Zoe Burke reported on the number of first enquiries received from the Ombudsman which were not presently recorded on Siebel. She queried whether these could be entered onto the system so there was full information on a particular case.

There was agreement that such enquiries should be entered onto the system.

**Agreed:-** That Mark Leese draft and circulate a protocol to deal with such enquiries.

**38. TELL US YOUR VIEWS CORPORATE LEAFLET**

Rachel O'Neil reported that it was her understanding that Children and Young Peoples' Services and Neighbourhoods and Adult Services were drawing up their own Tell Us Your Views leaflet. The leaflet was in need of revamping and becoming more customer focussed that it presently was.

Zoe Burke reported that the CYPs leaflet had been done in consultation with some looked after children. During Inspection, Inspectors had pushed for this to be done and to be focused and children and young people.



It was understood that NAS had moved away from the Corporate leaflet as the Adult strand no longer had a 3 stage process. As far as possible they had used the same terminology but in accordance with their new Guidance.

It was proposed that Jayne Wilde commence work on reviewing the document in conjunction with Directorates to see where any changes could be made with a view to having a Corporate document taking into account their views and legislative requirements.

**Agreed:-** That work proceed as outlined above.

### 39. LGO ANNUAL REPORT

Mark Leese reported on the Local Government Ombudsman Annual Review 2008/09 which summarised the complaints dealt with by them.

In total there had been 60 enquiries about the Council during 2008/09. Formal and informal premature complaints made up 20 of them, 15 people were given advice and 25 complaints (41.7%) were forwarded to the investigative team.

The target for the year had been hit and the Council was now within the 67% of metropolitan authorities responding within 28 days. Although the number of first enquiries had reduced from previous years had reduced, the number of questions asked (see Minute No. ??) had increased so the numbers did not necessarily reflect the effort by officers.

Discussion ensued on the report and the new procedures operated by the Ombudsman. The Ombudsman office was very open to meeting with Councils to discuss any concerns there may be.

**Agreed:-** That the Chair contact the Local Government Ombudsman with a view to her presenting the Annual Review to Elected Members.

### 40. COMPLAINTS REPORTING SCHEDULE

Mark Leese reported that Q1 had now ended with the report due shortly.

**Agreed:-** That Mark Leese draw up an annual programme showing cut off times for officers and to enable the web site to be updated.

### 41. SCRUTINY REVIEW OF CORPORATE COMPLAINTS

Mark Gannon had had to give his apologies for the meeting. He would e-mail the Group his report and include as an agenda item on the next meeting.

### 42. DATE OF NEXT MEETING

**Agreed:-** That the next meeting be held on Monday 7<sup>th</sup> September, 2009, commencing at 1.00 p.m.

**WEBSITE STRATEGY GROUP****Monday, 13th July, 2009**

Present:- Councillor Wyatt (in the Chair); Jon Ashton, Jane Evans, Mark Gannon, Pete Hayes, Pete Lawrenson, Steve Pearson and Jenny Vaughan.

Apologies for absence were received from Richard Copley, Holmes, Williams and Wilson.

**19. MINUTES OF MEETING HELD ON 26TH MAY, 2009**

Agreed:- That the minutes of the meeting held on 26<sup>th</sup> May, 2009, be agreed as a true record.

**20. WEBSITE REFRESH - UPDATE**

Jon Ashton gave the following update:-

- Training the following week for all Directorate Editors
- All the surveys now set up and software installed
- Customer Focus Groups. VAR had also been approached together with some of the disability groups to get them involved
- Members of the public would be approached in Civic Building and Maltby Service Centre asking for feedback on the designs and their thoughts on the website
- Jadu had given 5<sup>th</sup> November as the launch date but it was hoped to bring it forward slightly
- The design was not that important for information migration so there was still another month for consultation on design. Migration would start after the training
- There were 2 designs but there could be a 3<sup>rd</sup> containing elements of the 2 (see Minute No. 21)
- All Members Seminar to be held on 22<sup>nd</sup> July at 11.30 a.m.

Agreed:- That Jon Ashton produce a position statement for the Chair.

**21. DESIGN OPTIONS AND FEEDBACK**

Jon Ashton demonstrated the 2 main design concepts for the website. Comments were made as follows:-

**Design 1**

- Traditional Local Authority web site
- Cleaner and more pleasing to the eye than the current site, however, did not feel that it had moved enough
- Google to be the search engine
- 3 "clicks" to reach the information needed
- Need to take on board local phrases used to make it easier to search
  - tagging covered in the training sessions
- Directorate Editors had a major role as well as the Communications Team for ensuring the news page was kept up-to-date. The aim was to have a forward plan

**Design 2**

- Breaks the mould and ambitious
- Looked like Google's home page
- 4 icons – find information, forms and payments, news and events and contacting the Council
- Suggestion that there should be a picture(s) of Rotherham as well as the icons. A rolling background and images?
- Flicker were to be employed – randomly generate a picture for the above suggestion?
- No other Local Government web site had gone down this route
- Easier for those with learning disabilities to access
- The Equality Team needed to see both designs

The design concepts would be presented to the Members Seminar on the 22<sup>nd</sup> July.

**22. AUTHENTICATION PROJECT**

Rachel O'Neil has asked for this item to be deferred until the next meeting due to her being off work ill. However, Mark Gannon asked if each Directorate could give some thought to any processes they would like to present to the web site as self service which would entail the customer having to log in and submitting personal details.

**23. DIRECTORATE EDITORS**

The minutes of the meeting held on 8<sup>th</sup> July, 2009, were noted.

**24. DATE OF NEXT MEETING**

Agreed:- That a further meeting be held on Wednesday, 12<sup>th</sup> August, 2009, at 11.00 a.m.

**WEBSITE STRATEGY GROUP**  
**Wednesday, 12th August, 2009**

Present:- Councillor Wyatt (in the Chair); Jon Ashton, Jane Evans, Pete Lawrenson, Rachel O'Neil, Steve Pearson, Jenny Vaughan and Ceri Williams.

Apologies for absence:- Apologies were received from Veronica De'Ath, Tracy Holmes and Sue Wilson.

**25. MINUTES OF MEETING HELD ON 13TH JULY, 2009**

Agreed:- That the minutes of the meeting held on 13<sup>th</sup> July, 2009, be agreed as a true record.

Since the last meeting, the all Members Seminar had taken place which had been quite well attended. Members present had given a steer to design 2 being the preferred option.

**26. WEBSITE DEVELOPMENT - UPDATE**

Rachel O'Neil reported on the Website Strategy implementation plan and circulated a progress report which showed it to be on track highlighting:-

- Training for Directorate Editors now completed and in the process of moderating some of the data
- Good progress on the Democracy and EDS areas
- First health check of the content shortly involving Rachel, Jon Ashton, Directorate Editors and members of the Focus Group
- First meeting of the Focus Group held consisting of 11 members from a mixed background. The meeting had been very positive with the Group signing up to work until February, 2010, to review/feedback on website content

Discussion ensued on the implementation plan with the following issues clarified/raised:-

- o The next phase was to train Content Editors at the beginning of September. There were 6 members of staff fully trained on the more complex issues so if staff did move on there was sufficient scope to train others
- o There were 6/7 members of staff with authorisation rights and there was no problem in increasing that number. Ceri would be able to train more staff. In an Emergency Planning situation there would be a need for more people given the 24 hour working. There could be a bank of staff who could be given authorisation in an emergency situation

- On track for part-launch in November, 2009.
- Rogue websites - "Looking Local" was a website available on digital television that all 4 of the South Yorkshire local authorities had signed up to in 2005, however, the information content was very poor and in need of serious updating. Currently the Council paid £15,000 per annum - renewable in April. Responsibility for updating the site rested with RBT's Information Team but it was not believed that they had ever been asked to update it. Options available were:-
  - Stopping the subscription next year  
Rotherham would be the only local authority in South Yorkshire not included  
Only 1% of the population used the service  
The money could be spent on the website
  - Invest time in updating the site but not until the website had been launched  
Look at what could be done to make it better before a decision was made to cease subscription
- 5 Change Requests had been submitted to RBT so as to enable a self-service facility to be included on the website for the top face-to-face processes:-
  - Authentication Project
  - Data Cleansing
  - Forms that members of the public could complete on the website that went straight into Siebel
  - Ability for members of the public to be able to pull their Council Tax information off, set up/amend a Direct Debit
  - Ability to apply for Benefits (Summer 2010)
- Possible other processes for self-service facility e.g. Assessment Direct, CYPS (School Admissions and School Meals), Electoral Register

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

(2) That Rachel O'Neil give some consideration to the Emergency Plan process and ensure that procedures were in place for October, 2009.

(3) That Ceri Williams provide Rachel O'Neil a contact point for the Electoral Register.

(4) That Rachel O'Neil contact Bev Pepperdine/Janine Moorcroft with regard to Assessment Direct

## 27. DESIGN PROGRESS

Rachel O'Neil reported that the 2 designs have been consulted upon with the most popular 1 being design 2. This had been fed back to Jadu.

Jadu had been requested to change the design slightly – icons, pictures/colour, promote local news. It was hoped the final design would be received by the end of the day.

Agreed:- That the final draft design be e-mailed to members of this Group and Directorate Editors for sign off.

## **28. INTERACTIVE FEATURES**

Rachel O'Neil reported that there was an opportunity to use videos etc. to enable the site to be more interactive. Discussions had taken place with a company and partnerships around potentially developing a Rotherham Interactive Channel that would be rich media and could promote Rotherham.

It would be a separate website as it would need to be hosted by a partnership. There would be a cost to develop the site itself, produce the media and host it for the first year. Quotes were currently being sought for such a proposal.

Discussion ensued on the suggestion. Whilst it was thought it was the way forward, concern was expressed with regard to the resources required to maintain it and ensure that it remained up-to-date.

Agreed;- (1) That a report be submitted to the LSP Board.

(2) That contact be made with RIDO.

## **29. DATE OF NEXT MEETING**

Agreed:- That a further meeting be held on Wednesday, 16<sup>th</sup> September, 2009, at 11.00 a.m.

## FINANCIAL SERVICES

### E-Government Board

#### Minutes of the Meeting

<b>Date</b>	Monday 3 <sup>rd</sup> July 2009
<b>Time</b>	9.30am
<b>Venue</b>	Room 1, Town Hall
<b>Chair</b>	Councillor Ken Wyatt (KW)
<b>Minute Taker</b>	Jon Ashton (JA)

<b>Attendees</b>	<b>Initials</b>	<b>Directorate</b>
Neil Armstrong	NA	CYPS
Jon Ashton	JA	Financial Services
Richard Copley	RC	Financial Services
Sarah Corbett	SC	Chief Executive's Office
Jayne Dickson	JD	RBT
Richard Douthwaite	RD	Financial Services
Jane Evans	JE	EDS
Mark Gannon	MG	Financial Services
Phil Morris	PM	CYPS
Tom Sweetman	TS	NAS
Tim Littlewood	TL	Chief Executive's
Steve Houghton-Burnett	SHB	RBT

<b>Apologies</b>	<b>Initials</b>	<b>Directorate</b>
Andrew Bedford	AAB	Financial Services
Sue Wilson	SW	CYPS
Paul Harris	PH	EDS
Peter Wheatley	PW	RBT

<b>No.</b>	<b>Item</b>	<b>Action</b>
1.	<p><b><u>Introductions and Apologies for Absence</u></b></p> <p>Introductions were made and apologies were noted as above.</p>	
2.	<p><b><u>Minutes of the Previous Meeting held on 23rd March 2009</u></b></p> <p>The minutes of the previous meeting were agreed as a true and accurate record.</p>	
3.	<p><b><u>Matters Arising</u></b></p> <p>MG is progressing the issue of 'agile' minutes with Committee Services and will report back to a future Board meeting.</p>	



No.	Item	Action
4.	<p><b><u>The Future of CEDAR</u></b></p> <p>A brief background to CEDAR was given by RD:</p> <ul style="list-style-type: none"> <li>• General overview of CEDAR</li> <li>• Not been evaluated in over 10 years</li> <li>• The technology is now aging</li> <li>• Hardware &amp; software requires improvement</li> </ul> <p>RD tabled a report setting out plans to review CEDAR. A full report including recommendations will be drawn up; this will in turn form the business case setting out the next steps. RD will bring back a report on this in Nov/Dec 2009.</p>	RD
5.	<p><b><u>VOIP</u></b></p> <p>Maltby Service Centre is fully operational as of 3<sup>rd</sup> July 2009. The telephone directories have been changed to accommodate the new longer VOIP numbers. All of the initial technical glitches experienced during the installation have been ironed out. Next step is to install at Doncaster Gate:</p> <ul style="list-style-type: none"> <li>• CEX due to move mid July.</li> <li>• FS follow later in late August.</li> </ul> <p>Concerns were raised over the short notice of training and usage, it was noted that lessons have been learned and logged and this was exactly why Maltby was chosen. The process maps to help users identify the best VOIP set ups for them will be circulated and added to the intranet VOIP pages. The link to the VOIP intranet pages will also be circulated.</p>	RC RC
6.	<p><b><u>WorkSmart Open Days</u></b></p> <p>The 3 day WorkSmart demo at Bailey is complete Thanks were given to all involved for their input into making the demos a success. Various 'stakeholders' were present during the 3 days including Unison, GMB and others. All the desks that were set up were complete with full technology including computers, screens, VOIP phones, etc and were fully usable. Rolling presentations/workshops were given throughout the 3 days in order to demo the technology in more detail.</p> <p>The WorkSmart open days were deemed a success and very well received by staff.</p>	
7.	<p><b><u>EDRMS</u></b></p> <p>Cimtech are assisting with the EDRMS audit, the options of which were presented to the EDRMS team in mid June. A draft CMT has been produced and was tabled for discussion. Subject to CMT agreement with the recommendations, a business case will be drawn up setting out in more detail the operating model, organisational structure and costs. MG took the group through the draft report and requested comments from Board members as soon as possible.</p>	ALL

No.	Item	Action
8.	<p><b><u>Pow Wow Now Conference Calling</u></b></p> <p>Pow Wow Now (PWN) is a low cost alternative to BT Meet Me conference calling. There are no set up fees and it provides an unlimited number of users. MG's team are managing the facility and instructions on how to get a PIN and dial in number will be circulated along with costs of using the service.</p> <p>MG asked Board members to think about which staff in their Directorate's might need or want access to the services. Everyone to let MG have names by end of July and he will arrange for them to be set up.</p> <p>A discussion took place around the difference between the PWN facility and the facility that will be available on the new VOIP phones. RC pointed out that users will be able to use the VOIP phones for ad hoc conferences (but not pre-scheduled) with a limited number (6) of users. For larger, scheduled calls, there is a conf call facility with VOIP, however it is not a standard install required a monthly subscription.</p> <p>PWN has been trialled successfully and provides a good conference calling solution for most staff, especially with the advent of agile working.</p> <p>In addition to the conf call facility, PWN also offers a 'live meeting' option which allows for computer presentations to be given in a virtual nature. This will be rolled out as the second phase of the project.</p> <p>MG to speak to KW regarding provision to Members.</p>	<p>MG</p> <p>ALL</p> <p>MG</p>
9.	<p><b><u>BT Consultancy Days</u></b></p> <p>MG informed the group that 75 days of free consultancy had been negotiated with BT for each year remaining on the contract. This year's allocation must be committed before March 2010. MG proposed that this is split equally to give each Directorate 15 days each. The group was asked to think about their Directorate's business needs and to think outside of the normal RBT services as these were BT consultancy days and could include work on areas not in RBT's repertoire. Ideas are to be submitted to MG by end of July 2009. SHB to circulate a note around what kind of consultancy areas BT can offer.</p>	<p>ALL SHB</p>
10.	<p><b><u>Desktop Refresh</u></b></p> <p>RC reported that the project is progressing well, 350 machines have been refreshed in the last quarter, mainly refreshed to laptops. WorkSmart and building moves are key drivers for the project.</p>	
11.	<p><b><u>Website</u></b></p> <p>JA reported that this project was now moving forward. Servers are in place and are currently having software installed and tested. It is planned that there will be a 3 month migration plan with a proposed live date of October. The two draft designs of the new site are almost ready; these will be presented at the Members meeting on 22<sup>nd</sup> July. A customer engagement program has begun and although a general 'website focus</p>	

No.	Item	Action
	group' will be formed, other groups like youth cabinet, disability groups, etc will be consulted. TS offered the possibility of some consultation time on one of his pre-existing panels and JA will pick this up with TS. Software training will be week commencing 20 <sup>th</sup> July; the migration of content will start immediately after.	JA
12.	<p><b><u>AOB</u></b></p> <p>MG made the group aware of the e-Government National Awards and asked for any ideas to be forwarded to MG, including any from RBT. The closing date for submissions is 1st Oct 2009. The e-Learning package was discussed as a potential to enter and MG will pick this up with Strategic HR. TS also mentioned the NAS e-learning on safeguarding as a good example of the use of e-learning.</p>	All MG
13.	<p><b><u>Date Of Next Meeting</u></b></p> <p>Thursday 3<sup>rd</sup> September, 1.30pm, venue TBC</p>	

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