

CABINET MEMBER OF RESOURCES

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

Date: Monday, 9th November, 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 12th October, 2009 (Pages 1 - 5)
4. Independent Safeguarding Authority Vetting and Barring Scheme (Pages 6 - 9)
5. Revenue Budget Monitoring for April – September, 2009 - Financial Services (Pages 10 - 11)
6. Revenue Budget Monitoring for the Period April – September, 2009 - Chief Executive's Directorate (Pages 12 - 15)
7. RBT Performance Report (Pages 16 - 28)
8. Complaints Forum (Pages 29 - 31)
- minutes of meeting held on 7th September, 2009
9. Website Strategy Group (Pages 32 - 33)
- minutes of meetings held on 16th September, 2009

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CABINET MEMBER OF RESOURCES
Monday, 12th October, 2009

Present:- Councillor Wyatt (in the Chair) and Councillor Hodgkiss (Policy Adviser).

31. MINUTES OF MEETING HELD ON 14TH SEPTEMBER, 2009

Consideration was given to the minutes of the previous meeting held on 14th September, 2009.

Resolved:- That the minutes of the meeting held on 14th September, 2009, be approved as a correct record.

(THE CHAIRMAN AGREED CONSIDERATION OF THE FOLLOWING ITEM TO ENABLE MEMBERS TO BE FULLY INFORMED.)

32. ELECTRONIC COMMUNICATIONS POLICY

Phil Howe, Assistant Chief Executive (Human Resources), presented the updated Electronic Communications Policy which incorporated modern technology changes and the inclusion of access to social networking sites for business purposes.

Changes had been adopted following consultation with the Corporate Management Team, members of the E-Gov Board, Trade Unions, the Corporate Information Governance Group, Communication Officers and HR Business Partners which included home working and social networking websites, personal blogs etc.

A team briefing had been issued on 10th September drawing attention to the Policy changes and that employees would receive a direct e-mail on the subject with read receipts being monitored. To date, 3,027 had read the e-mail out of approximately 4,000 active e-mail addresses.

Discussion ensued on the Policy with a number of issues highlighted which were not applicable to Elected Members.

Resolved:- (1) That the progress made on the revision of the Electronic Communications Policy, including its circulation to employees and Elected Members, be noted.

(2) That a meeting be held between Therese Caswell, Sarah Corbett, Tracey Holmes and Mark Gannon to consider a Social Networking Policy.

33. THIRD PARTY FUNDING BUDGET

Asif Akram, Project Development Officer, submitted an update with regard to the Council's provision of a budget to cover 'third party' funding for

Rotherham generated landfill grant applications.

At the start of the 2009/10 financial year, the total budget was £45,464.97 (including carry forward from 2008/09 of £28,818.97). During the current financial period, a commitment of £10,890 had been made but no actual payments.

Given the slow rate of project submission, it was anticipated that there would be a substantial underspend by the year end. The situation had been made worse by 1 of the main grant operators, WREN, having stopped receiving applications from organisations in the Rotherham area (excepting activities in Swinton and Wath) as a result of WRG having no landfill operations in the area.

The Chairman reported a suggestion made by Councillor Mannion, in light of a letter sent to all Members of the Council, that all the schools in Rotherham be provided with wormeries. Although it was felt to be a worthwhile suggestion, if a Member provided funding through their Community Leadership Fund, the Member would have a relationship with that school as well as some Members had already committed their funding to the initiative

It was suggested that contact be made with projects that had previously received WREN funding and ascertain if they had any sustainability issues and thereby keeping it within the principles of Landfill Tax.

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

(2) That Asif Akram contact David Wilde, Local Agenda 21 Community Worker, to discuss previous WREN funded targets.

(3) That a further report be submitted in due course.

34. REVENUE BUDGET MONITORING FOR THE PERIOD APRIL – AUGUST, 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
- Rotherham newspaper

The report set out the summary year to date and projected outturn

position for the Chief Executive's Directorate as at the end of August, 2009.

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

35. REVENUE BUDGET MONITORING FOR APRIL – AUGUST, 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 August, 2009.

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

36. 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 August, 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
- Average wait time for face-to-face customers continued to improve. In August over 75% of customers were seen within 5 minutes
- 5% reduction in volumes across the Customer Access portfolio of services in comparison to August, 2008
- Supplementary Yourself release went live on 10th August, 2009
- The Service Centre continued to provide temporary management cover for the Millside Learning and Development Centre
- Corporate VOIP proposal agreed by CMT in August
- Meetings with Thales to discuss the planned migration of the RMBC network to Digital Region circuits
- Work progressing on the redevelopment of the RMBC website
- Former BVP18 achieved 93.78%, an improvement on August, 2008. Average performance to date stood at 94.64%

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

37. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum held on 7th September, 2009.

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

38. WEBSITE STRATEGY GROUP

Consideration was given to the minutes of the Website Strategy Group held on 16th September, 2009.

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

39. CUSTOMER ACCESS GROUP

Consideration was given to the minutes of the Customer Access Group held on 21st September, 2009.

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

(THE FOLLOWING ITEM WAS MOVED INTO THE OPEN SESSION OF BUSINESS.)**40. 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 for August, 2009.

The following issues were highlighted:-

- £307,000 procurement savings for the period to the end of July, 2009
- As at the end of August, 2009, Council Tax Collection rate of 46.69% - slightly down on the corresponding point in 2008/09 (46.99%)
- The average number of days taken to action a Council Tax Change of Circumstances was 12.89 days as at the end of August, 2009
- 67.50% of people paid their Council Tax by direct debit as at the end of August, 2009. At the same point in 2008 the figure was 66.82%
- 48.36% NNDR collection rate compared with 50.32% as at August, 2008
- The HB/CTB New Claims and Change Events had worsened and now stood at 15.33 days against the local interim target of 15 days.

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

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(2) That details of deferrals be included in future reports.

41. 2009/09 PAY CLAIM

Phil Howe, Chief Executive (Human Resources), reported that the 2008/09 pay claim had been settled and was to be paid into October's pay together with arrears backdated to April, 2008.

Discussion had now commenced with regard to the 2009/10 pay award.

Resolved:- That the report be noted.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Resources
2.	Date:	9th November 2009
3.	Title:	Independent Safeguarding Authority Vetting and Barring Scheme
4.	Directorate:	Chief Executive's

5. Summary

On October 12th 2009, the Independent Safeguarding Authority's (ISA) responsibilities for barring individuals who pose a known risk from working or volunteering with children and vulnerable adults will be further strengthened. From this date the first phase of the implementation of the Vetting and Barring Scheme (VBS) will commence leading up to its full roll out from July 2010 onward. Once full roll out commences there will be potentially significant financial challenges arising from increased charges associated with individuals registering under the Vetting and Barring Scheme.

6. Recommendations

6.1 That Cabinet Member note the changes arising from the implementation of the Vetting and Barring Scheme

6.2 That consideration is given to the issue of whether the Council or Individuals will be asked to cover the cost of registration with the ISA under the Vetting and Barring Scheme

7. Proposals and Details

Background

The VBS was established as a result of the Bichard Enquiry, which followed the Soham Murders. The enquiry recommended that all those who work with vulnerable groups should be registered. The VBS is a partnership of the Criminal Records Bureau and the ISA. Whilst the CRB are responsible for the application and monitoring elements of the scheme the ISA are responsible for the decision making and maintenance of two barred lists for England and Wales and Northern Ireland covering the children's and vulnerable adults' sectors. These two new lists will be launched on 12th October 2009. The new Barred Lists will replace the existing Protection of Children Act (PoCA) List, List 99 and the Protection of Vulnerable Adults (PoVA) List in England and Wales, and the Disqualification from Working with Children (DWC) List, the Unsuitable Persons List (UP List) and the Disqualification from Working with Vulnerable Adults (DWVA) List In Northern Ireland as well as the current system of Disqualification Orders, which is operated by the Criminal Justice System. The VBS is designed to ensure that anyone who presents a known risk to vulnerable groups is prevented from working with them and is an additional recruitment tool. It is not a guarantee that an individual is suitable for the position.

All staff undertaking roles that are deemed as "regulated activity" will be required to be registered with the ISA under the VBS and it will be illegal for an employer to employ someone to undertake "regulated activity" if they are not registered. The definition for a "regulated activity" is slightly different (wider) than that of the CRB definition but is still centred on those working with Children and Vulnerable Adults. Detailed sector specific guidance is due to be released by ISA during October. The process of becoming registered involves making an application which is processed by the Criminal Records Bureau (CRB).

Whilst the two new barred lists will come into effect on the 12 October 2009 applicants can only start to apply for ISA registration under the scheme from 26 July 2010. The Online ISA-registration service will be introduced at the same time, **it is from this later point that increased charges associated with ISA registration will begin to take effect.**

It is not considered that the 12th October launch presents any significant changes or difficulties for the Council. With the launch of the new barred lists, standard CRB checks will no longer reveal information held on the old or new barred lists. However a check of the new lists can be made as part of an enhanced CRB check and currently all posts which will fall under the regulated activity banner in the Council are in any event subject to an enhanced CRB check.

Vetting and Barring Scheme vs Criminal Records Bureau Checks

Whilst the introduction of CRB checks has significantly improved the position in respect of safeguarding children and vulnerable adults, there a number of weaknesses in the current system which are addressed within the VBS scheme.

- The CRB check is a "snap shot in time" an individual could have offended since the CRB check was undertaken.
- Whilst employees in the social care environment are subject to three year renewal checks, those employed in education establishments are not.

- Those employed prior to the CRB checks being implemented, in 2002, were not required to have a check undertaken.
- ISA will maintain the VBS list of “barred” individuals and employers will be notified if one of their registered employees offends and becomes barred from working in a regulated activity.
- All employees working in regulated activities will be required to be registered.

Cost

The cost of Registering is £64, compared with the current CRB application fee of £36 which is currently paid for by the employing service.

As at present for CRB checks an administration fee of £12 per application will be charged by the HR Service Centre (assuming that the application process is no more complex than the current CRB application process).

Whilst there seems to be an assumption, within the VBS scheme details, that the employer will pay the fee for existing staff, this is not specified as being the case in respect of newly recruited employees. A decision will therefore have to be taken on whether to pay the Registration Fee for those new entrants who are not registered. A number of surveys have been commissioned by employers’ organisations to get a feel for the views and intentions of employers in this respect. It is still unclear what the consensus view will be.

Phased Implementation

Following the 12th October, the VBS will be rolled out on a phased basis covering different groups of employees as it progresses, the phasing will be as follows:

Year 1 (From 26.07.10)	New entrants and people moving roles
Year 2	People who have never had a CRB check
Year 3	People whose CRB checks are over 3 years old
Year 4	People with more recent CRB checks
Year 5	Anyone remaining

What needs to be done?

In planning for the roll out of the VBS the following tasks need to be taken forward:

- Confirm/validate the “ISA Registration required” for all relevant posts within the Pse HR & Payroll System, replacing the current “CRB required” information
- Check/confirm that the CRB 3 year renewal process will no longer be required in the social care environment
- Make provision within Pse HR & Payroll System to record VBS registration details
- Consult with trade unions and decide on Council Policy re Registration Fees
- Ensure recruitment and advertising processes are ready for VBS implementation for new entrants and job movers by July 2010

- Communicate with existing employees prior to the phased implementation in January 2011.

8. Finance

10,900 employees are indicated on the HR and Payroll System as being in posts requiring a CRB check.

Assuming that this number of people will in future require registration, at a cost of £76 (£64 + £12), then the cost over the 5 year implementation period will be £828,000.

Provision needs to be made, if RMBC decide to meet the cost of this registration, over the 5 year implementation period. An average cost, based on the £828k figure above, would be £166k per year. The actual costs will not be spread evenly as in the first year it will only apply to new entrants. In a typical year RMBC employs around 1,600 new starters, even if they all require ISA registration (which they will not) the cost would be £122k. In the second year (January 2011 – July 2012) the cost will be higher as RMBC currently employ 2,600 staff in schools who have never had a CRB. “Year 2” implementation actually commences in Year 1 (January rather than June), perhaps to equalise the cost impact. The position will change year on year as people move roles outside of the phasing plan and increasingly employees will come to RMBC already registered – once an individual is registered subsequent employers can check the registration at no cost as re-registration is not required.

9. Risks and Uncertainties

A failure to conform to the new VBS regime will leave the Council open to prosecution and create the potential to leave vulnerable young people and adults at risk of harm.

If the Council agrees to pay for individual registration costs there will be significant financial implications yet a failure to do so runs a risk of being uncompetitive within the recruitment market for hard to recruit posts such as Social Workers

10. Policy and Performance Agenda Implications

The protection of vulnerable young people and adults supports the Community Strategy and Corporate Plan themes of **Safe** and **Alive**.

The Council’s performance on ensuring that appropriate pre employment checks are in place for posts dealing with vulnerable young people and adults has featured as an area of interest for inspectors conducting reviews of Children’s and Adult’s Services.

11. Background Papers and Consultation

Further details on the Independent Safeguarding Authority and the Vetting and Barring Scheme can be found on the ISA’s website <http://www.isa.gov.org.uk/>

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member for Resources
2	Date:	Monday 9th November 2009
3	Title:	Revenue Budget Monitoring for the Period April – September 2009
4	Directorate:	Financial Services

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 September 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 September 2009) are detailed in the following table:-

	September 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	718	769	51	1,440	1,440	0
Audit And Governance	222	234	12	448	448	0
Service Finance	813	823	10	1,629	1,629	0
Transformation & Strategic Partnerships	131	174	43	262	262	0
RBT Affordability	3,349	3,296	-53	6,698	6,698	0
TOTAL	5,233	5,296	63	10,477	10,477	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.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member for Resources
2	Date:	Monday 9th November 2009
3	Title:	Revenue Budget Monitoring for the Period April – September 2009
4	Directorate:	Chief Executive

5 Summary

This is the latest Budget Monitoring Report for the Chief Executives Directorate for 2009/10. The service is currently forecasting an underspend of £5k against a net revenue budget of £8.9m 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 September 2009 and shows that the Directorate is currently forecasting a £5k underspend 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 (£18k pressure). 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 the slight underspend position.
- The Rotherham newspaper operates as a traded service and is partially funded by contributions from the new Human Resources Recruitment Management System. However, due to the current economic climate the number of advertisements being placed has reduced. This has led to a potential year end pressure on the Newspaper of £25k.
- The Statutory Costs budget has reduced in 2009/10 which has led to a budget pressure of £32k (2% of the budget) on Legal Services.
- Human Resources have received additional funding for the Worksmart project.(£21k) and there is also a vacancy on the Trade Union Secondment budget (£5k).

8. Finance

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

Head Of Account	September 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	% Variation from Budget
Chief Executive	3,005	2,998	-7	5,753	5,742	-11	-0.19
Human Resources	558	536	-22	1,111	1,085	-26	-2.34
Legal and Democratic Services	1,031	1,029	-2	2,059	2,091	32	1.55
TOTAL	4,594	4,563	-31	8,923	8,918	-5	-0.06

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 effectively 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.

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**ROTHERHAM MBC
REVENUE BUDGET MONITORING**

CHIEF EXECUTIVE DIRECTORATE SEPTEMBER 09																		
EXPENDITURE/INCOME TO DATE (as at 5th October 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 (-) spend £000	Financial Impact of Management Action £000	Projected Year end Variance Over(+)/Und er(-) spend £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								
(24)	Directorate Office	462	432	-30	-81	-81	0	381	351	-30	762	716	-46	0	-46	G		
-7	Communications & Marketing Team	351	456	105	0	-107	-107	351	349	-2	703	703	0	0	0	G		
10	Community Engagement Team	217	239	22	-7	-24	-17	210	215	5	419	429	10	0	10	G		
15	Performance and Quality	175	181	6	-18	-18	0	157	163	6	316	331	15	0	15	G		
0	Policy and External Affairs	173	202	29	-24	-37	-13	149	165	16	299	299	0	0	0	G		
-17	Partnership & Research Team	161	189	28	-45	-91	-46	116	98	-18	232	215	-17	0	-17	G		
23	Scrutiny & Member Support	1278	1327	49	-33	-66	-33	1,245	1,261	16	2,504	2,531	27	0	27	G		
0	Members Development	16	16	0	0	0	0	16	16	0	32	32	0	0	0	G		
0	Infrastructure & Corp Initiative Bud.	380	380	0	0	0	0	380	380	0	486	486	0	0	0	G		
-21	Human Resources	593	771	178	-35	-235	-200	558	536	-22	1,111	1,085	-26	0	-26	G		
21	Legal and Democratic Services	1,649	2,112	463	-618	-1,083	-465	1,031	1,029	-2	2,059	2,091	32	0	32	G		
0	TOTAL CEX DIRECTORATE	5,455	6,305	850	-861	-1,742	-881	4,594	4,563	-31	8,923	8,918	-5	0	-5			

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources
2.	Date:	9th November 2009
3.	Title:	RBT Performance Report for September 2009
4.	Directorate:	Financial Services

5. Summary

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

6. Recommendations

The Cabinet Member for Resources is asked to:

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

7. Proposals and Details

Full details of performance against operational measures for September 2009 for all workstreams is attached at Appendix A.

7.1 Customer Access

7.1.1 *Overall Performance*

All performance targets were achieved during September 2009.

Progress continues to be made in ensuring that 90% of customers are seen in 15 minutes, with the target being achieved for the second consecutive month.

Productivity levels have been reported for the second month, achieving 43%. The Client is continuing to work with RBT to analyse results and identify how performance can be improved.

The Revenues and Benefits Contact Centre Service remains a hotspot, with only 31% of calls answered within the Corporate Charter target of 7 rings.

7.1.2 *Complaints*

Four complaints were received in September, all were generated via the Customer Service Centres and relate to Revenues and Benefits processes. Two of these complaints were upheld and feedback has been provided to the appropriate staff members; one was inconclusive and one has yet to be closed.

7.1.3 *Projects*

Details of a proposed Revenues and Benefits Business Process Review has recently been shared by RBT with the Transformation and Strategic Partnerships (TSP) Team. The TSP Team have a number of concerns with the proposals in terms of how RBT have engaged key stakeholders and the potential impact on the service. The TSP Team are now working with RBT to ensure that they fully address the concerns that have been raised and use appropriate partnership governance arrangements to implement this proposed change, if it goes ahead.

The CRM – i-Wworld project is now live and accepted into the Customer Service areas. Training has been successfully completed with minimal impact to service levels.

The Nortel Telephony Solution (CC6) will upgrade the contact centre telephony system. This was expected to go live 02.11.09 but has now been delayed by one week to allow for further testing to take place.

7.1.4 *Future Activity*

Trish Martin, the recently appointed Welfare Rights and Money Advice Manager has resigned and further recruitment is required for this post.

7.2 Human Resources and Payroll

7.2.1 *Overall Performance*

All targets for operational measures were achieved for September 2009.

7.2.2 *Current Projects*

Arrangements are in place to accommodate the external Auditor, KPMG, to provide the final authorisation of the teachers' pension return thereby completing the 2008/9 year end process. KPMG are to visit the HR Service Centre in early October to undertake the audit; the deadline for submission to the Teachers' Pension Authority is 30.11.09.

The new e-form to capture additional hours/overtime via the Yourself functionality will be included in the Version 8 Yourself release due to go live on 09.10.09. Version 8 will also include new screens to capture qualifications, skills and emergency planning as well as revised authorisation delegation routines.

The Millside transfer progressed with further discussions taking place with CYPS and NAS relating to reception cover and booking of rooms. It is anticipated that the transfer will take place in October as planned. In the interim the Service Centre continue to provide temporary management cover for Millside.

The plan to re-locate the Service Centre to the 3rd floor of Norfolk House as part of the moves to facilitate the vacation of Crinoline House continues.

A review of the HR Consultancy (Schools) Team was undertaken during July. Recommendations for changes to the Team's structure were submitted to the RBT Board for approval. As a consequence approval was given for the early retirement of one member of staff from 31.10.09.

7.2.3 *Payroll Activity*

The NJC for local authority employees pay award details were received and processed for October pay day along with arrears of pay back dated to 01.04.09. Pay scales were revised with the new values and published on the intranet. This is a major piece of work affecting the majority of Council employees.

The Teachers pay award was successfully implemented along with annual increments for Soulbury employees and Teachers.

7.2.4 *Future Activity*

The configuration of servers in preparation for the installation of Orgplus software was successfully completed during September. Human Concepts are due to install and provide super-user training from 12.10.09 to 15.10.09. This new software will facilitate the automation of establishment changes. Internal processes will also be reviewed in line with the new software. This review will include direct report lines amendment and the current DSP process.

Discussions with a number of schools who expressed an interest in piloting the RMS system for recruitment have commenced. These schools will be supported with additional training.

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 and these schools continue to operate the new process. Plans to roll out the timesheets to the wider school community continue but have been slightly delayed due to the implementation of the NJC Pay Award. It is hoped that further roll out can commence within the next month.

7.2.5 Achievements

The removal of paper CON2 documents was successfully achieved in September with all managers now using the new variation to contract wizard. All HR administration is now fully on-line.

7.2 ICT

7.2.1 *Overall Performance*

All targets for the ICT Service were achieved in September.

7.3.2 *Desktop Refresh*

Much of the current ICT work revolves around preparing for the Crinoline House decant. Six hundred laptops have been ordered from RBT who have committed to deploy them at a rate of 60 per week – this will allow for staff from Crinoline and Norfolk House to work in an agile manner and thereby reduce the number of desks needed.

7.3.3 *VOIP*

All CEX and Financial Services staff in Doncaster Gate have been using the new Nortel VOIP telephony for over three months now. During this time developments have taken place with regard to the way calls are routed and as a result fewer calls go to voicemail.

VOIP has allowed staff to work in a more agile way and ‘follow me’ extension numbers make it much easier for colleagues, partners and customers to contact staff.

Work has started on the next major VOIP roll-outs across Norfolk House and Bailey House. The VOIP roll out will be tied in to the office moves and the decant from Crinoline House. The lessons learned from the implementation of VOIP at Maltby JSC and Doncaster Gate will help make the transition much smoother.

The VOIP contract was signed by RMBC and RBT during September.

The ICT Client presented at a Member seminar on VOIP which was well attended and led to a useful discussion.

7.3.4 *Digital Region*

The migration of the RMBC network to Digital region is being planned through regular meetings and workshops with Thales, BT and RBT. We should be in a position to start taking lines from Digital Region early in 2010. This will reduce our networking costs and improve the resilience of our network. The first Digital Region

cabinets were installed on Rotherham streets in September and hundreds more will be appearing over the coming months.

7.3.5 *Complaints*

No complaints were received in September.

7.3 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in September.

7.4.3 *BVPI8*

Former BVPI8 achieved 92.46% in September 2009 which is an improvement on the September 2008 performance of 91%. Average performance to date stands at 94.09%.

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 has been arranged for 10.11.09 to look at the continued performance issues with this measure.

7.4.4 *Savings Performance*

Procurement savings for the period to the end of August 2009 were £189k which is a significant drop on recent months.

This may in part be due to the summer period when term-time only staff are not making purchases, but may also be as a result of budget constraints reducing spend.

7.4.5 *Addressable Spend Tracking*

Addressable spend figures for September 2009 are found in the table below:

Savings in month of August	Savings year to date	Estimated Savings to year end	Addressable Spend in September	Addressable Spend Year to Date
£189,925	£1,449,962	£2.993m	£0.937m	£14.530m

Following a recommendation from Internal Audit, addressable spend figures are now reported excluding VAT. This has resulted in the figures for September showing a large reduction on previously reported figures for addressable spend. However, this does not account for all of the reduction in September's addressable spend which is showing a reduction on recent months and, as above, may in part be due to the summer period but may also be a result of budget constraints.

7.5 Revenues & Benefits

7.5.1 *Council Tax*

The Council Tax Collection Rate stood at 55.94% at the end of September 2009, 0.33% lower than the corresponding point in 2008/09. Workloads remain high but a strict recovery timetable is in place and the target for 2009/10 continues to be that RBT achieve a Council Tax Collection Rate which places Rotherham in the upper performance quartile for Metropolitan District Councils, with a minimum collection level of 97.0% regardless of quartile position.

The following table illustrates recovery action taken in the year to date compared with the same point in 2008/09: -

Council Tax Collection – Recovery Procedures		
Documents Issued	At September 2009	At September 2008
Reminders	27,674	28,737
Summonses	8,450	8,311
Liability Orders	7,145	6,933

The average number of days taken to action a Council Tax Change of Circumstance was 15.51 days at the end of September 2009. This is above the target of 14 days and is a direct consequence of the current high workloads being experienced within the service.

The percentage of people paying their Council Tax by direct debit was 67.86% at the end of September 2009. The figure at the comparative point in 2008/09 was 67.35%.

7.5.2 *NNDR*

The NNDR collection rate stood at 61.16% at the end of September 2009, 0.92% up on the same point in 2008/09. It must be emphasised, however, that the current year position is inflated by a number of significant advance payments, the recent granting of a large rate relief application and an rateable value reduction in respect of one of the borough's bigger business rate payers. In real terms it is likely that the position remains slightly down compared to the same point in 2008/09.

The following table illustrates the current levels of recovery action being taken: -

NNDR Collection – Recovery Procedures		
Documents Issued	At September 2009	At September 2008
Reminders	3,033	2,814
Summons	887	881
Liability Orders	592	462

A further consideration in respect of business rates in the current financial year is the NNDR Deferral Scheme which was introduced by Central Government with effect from 31 July 2009. This allows businesses to defer payment of a small proportion (in most cases 3%) of their 2009/10 NNDR liability. In Rotherham, by the end of September, 314 deferral applications had been granted covering a total sum of £430,809.69, which businesses will have to repay in the next two tax years. A further 92 applications had been refused, in most cases because the business concerned was already the subject of recovery action and, in many instances, had a history of poor payment.

It should be noted that the deferred amount detailed above has not yet been factored into the collection rate calculation which means that performance will, currently, be understated. The calculation has not been updated because the Northgate IT Software update which pertains to the scheme will only be installed into the live system from 24 October 2009 and, moreover, because specific guidance on any revised collection rate calculation has not yet been received from central government.

7.5.3 Other Service Measures

Performance against the remaining Strategic and Operational Measures is mixed. The position in respect of the average time taken to process HB/CTB New Claims and Change Events continues to be a cause for concern. The year to date figure at the end of September is 12.85 days but this has been suppressed by a number of bulk changes following the decrease in 2010 rents and, were it not for these, cumulative performance would stand at 16.02 days, above the local target of 15 days. As stated previously the increase in benefits customer caseload, as a result of the current economic downturn, continues to be a key factor contributing to the situation.

8. Finance

The contract with RBT includes a service credit arrangement. The effect of this 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.

Penalties for the failure of measure HRO2 in May have now been clawed back following over-performance in June, July, August and September.

Following over-performance of PO2 in August and September penalties for the failure of this measure in July are now being clawed back.

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 significant role in the delivery of key national and local performance indicators. The partnership also supports the Council Directorates in their service delivery.

11. Background Papers and Consultation

RBT performance reports for September 2009.

Contact Name:

Mark Gannon
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Customer Access Measure	Ref	Target	July	August	Sept	Status	Comments
Customer Access Overall Performance		100	107.15	106.61	107.41	★	Overall status of Customer Access OMs
Cost per Transaction (F2F)	CAO1					🚩	Quarterly measure; target to be agreed; to be reported in next month
Cost per Transaction (Telephony)	CAO1					🚩	Quarterly measure; information for monitoring only; to be reported in next month
Versatility Measure	CAO2			92.12	92.59	🚩	New measure; target to be set following baselining
First Contact Resolution by Channel (F2F)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	97.14	94.29	97.14	★	
Average Call Quality Assessment	CAO4	95	97.67	97.15	97.28	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.4	99.84	99.8	★	
% of Contact not Abandoned (Telephony)	CAO5	90	97.96	96.06	95.51	★	
Complaints Handling	CAO7	90	100	100	100	★	Reported quarterly with additional information for tracking
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



HR&P Measure	Ref	Target	July	August	Sept	Status	Comments
HR&P Overall Performance		100	106.31	106.42	106.32	★	
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.84	99.77	99.83	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	95.7	96.57	95.8	★	
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	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



ICT Measure	Ref	Target	July	August	Sept	Status	Comments
ICT Overall Performance		100	109.31	107.34	109.88	★	
% Availability of Website	ICTO1	99	100	100	100	★	
% Availability of Business Critical Applications	ICTO2	99	99.99	99.99	99.98	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	98.74	96.86	97.12	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5		99.61	99.58	100	★	Target being negotiated
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				?	Measure dependant on resolution of Cross Cutting Measure CCS1
% Calls Fully Closed at First Point of Contact	ICTO7	25	35.64	32.75	37.54	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	99	100	★	
Utilisation & Availability	ICTO9					?	New measure to be implemented to measure Service Desk productivity
Average Time Taken to Answer Calls	ICTO10	85	93.24	93.62	91.29	★	Target now 85% within 21 seconds in line with customer charter; issues with reporting show performance as % within 20 seconds

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



Procurement Measure	Ref	Target	July	August	Sept	Status	Comments
Procurement Overall Performance		100	107.29	104.52	104.81	★	
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	91.71	91.31	98.98	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	96.13	99.64	99.00	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.48	99.49	99.77	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	87.33	84.2	85.52	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96			100	★	Quarterly measure
% Orders Placed Against Electronic Catalogue	PO6	17	21.43	21.81	20.9	★	
% eRFQ Open Requisitions	PO7					🚧	Turnaround now agreed as 85% within 4 working days; nil return for August, July & September
% 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



Revenue & Benefit Measure	Ref	Target	July	August	Sept	Status	Comments
Revs & Bens Overall Performance		100	100	100	101.51	?	
% Council Tax Collected	RBO1	97	37.76	46.69	59.94	?	Annual measure
% NNDR Collected	RBO2	98.50	39.91	48.36	61.16	?	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	14.75	15.33	12.35	?	Annual measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	2.67	3.28	3.42	?	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	0.09	0.12	0.16	?	Annual measure
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7		597	645	645	?	Annual measure
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.34	0.31	0.31	?	Annual measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	25.6	33.16	36.43	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	93.3	93.62	93.24	?	Quarterly measure
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99		0.95	1.91	?	Annual measure
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	90.00	94.29	89.82	?	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, 7th September, 2009

Present:-

Councillor Wyatt
Sarah Griffiths
Emma Hill
Mark Leese
Stuart Purcell
Jayne Wild

In the Chair

2010 Rotherham Ltd.
Environment and Development Services
Corporate Complaints Officer, RBT
Neighbourhood and Adult Services
Financial Services

Apologies for absence were submitted by Zoe Burke, Mark Gannon, Rachel O'Neil and Andrea Pearson.

43. MINUTES OF LAST MEETING

Agreed:- That the minutes of the meeting held on 6th July, 2009 be approved as a correct record.

44. CEDAR NOMINALS - RAISING CHEQUES FOR COMPENSATION

Mark Leese outlined problems experienced with reporting on any compensation payments that had been paid to complainants. He stated that if Services added 7930 on Cedar to their cost codes it would enable Finance to extract the details of any payments.

Stuart Purcell reported that he already engaged with Finance so NAS may already do this.

The Chair referred to a recent review of the Ex-Gratia Policy in an attempt to bring some consistency to payments made and queried whether this would affect compensation payments?

The Complaints Procedure stated that Directors could authorise a payment up to a value of £500; anything further had to be submitted to the Cabinet Member for approval. A number of factors could make up a compensation payment e.g. goodwill gesture, time and trouble and out of pocket expenses such as telephone calls or postage.

Mark stated that the use of the nominal would also enable more accurate information to be gathered and bench marking to take place at subsequent meetings if warranted.

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

(2) That officers liaise with Finance about adding the nominals.

(3) That members of the Group be provided with a copy of the recent Ex-Gratia Policy.

45. SIEBEL SYSTEM**(a) Errors and Protocol to Amend**

Mark Leese reported on issues with regard to incorrect/incomplete inputting information onto the Siebel system which affected the integrity of the resultant report.

He circulated a proposed report template which showed the Siebel reference number, the date received, subject, customer name, created by, owner, action required, review date and the date record amended. Quite often it was the case that the officer had not pressed the 'next steps' button or had not completed the registration. It was proposed that Directorates correct any errors that were identified to them within 2 weeks.

The current reports only included cases which had been categorised correctly and that, therefore, there was a risk that the performance reported may be inaccurate.

Agreed:- (1) That Mark Leese circulate the incomplete entries to Complaints Officers on a monthly basis.

(2) That Jayne Wild liaise with Rachel O'Neil to ascertain the status of the Quarter 1 monitoring report and the annual review.

(b) Input Issues

Stuart Purcell reported that within Neighbourhoods and Adult Services there was a high internal target to get a set number of compliments per month and, that their current average was approximately 50-60. The Admin Officers struggled to input them on a one-for-one basis because of their numbers as well as the complaints, comments and Ombudsman enquiries. In order to reduce the backlog, Stuart had instructed them to enter them on a Service Area basis only so it was known which particular Team received the complaint and how many they had received.

As these were not in Siebel, they were in the data extracts, as provided by Mark for Quarter 1, as the agreement was that the reports only include data held in the Siebel CRM system.

Mark Leese suggested that this issued be discussed with Rachel O'Neil and the possibility of either simplifying the compliment register or agreeing that the report could include data held in other sources..

Agreed:- That Stuart discuss with Rachel O'Neil.

46. STAGE 3 COMPLAINTS

Mark Leese stated that it had been his and Rachel O'Neil's intention to review some of the Stage 3 complaints that had taken place but there had

been gaps in the information entered onto Siebel with regard to the investigations and reports. Mark had e-mailed out to individual officers but the reports were not there to review.

There was also the issue of performance reporting days which was flagged against the Directorates but they did not have too much control in most cases. If officers felt this was an issue for them there may be a need for a separate meeting to discuss this.

Stuart felt that the monitoring report needed to reflect the fact that there was another Service involved in Corporate complaints and highlight where the deadline was breached.

Stuart also highlighted the fact that there was no written protocol where a complaint that encompassed 2 Directorates and that this had been an issue on a Stage 3 involving EDS and NAS.

Agreed:- That this issue be included on the next agenda.

47. ANY OTHER BUSINESS

(a) Mark was to attend the LGA Seminar on 17th November, 2009, the agenda for which he would circulate. If there were any issues the Group wanted him to raise should contact him.

(b) Using the Freedom of Information calculator, Mark was to collate the costs of a complaint from Stage 1 to completion within RBT. Mark would also include any Stage 2 and Stage 3 complaints if they were received. This would provide an insight into the true cost of staff time in dealing with a complaint.

48. DATE OF NEXT MEETING

Agreed:- That the next meeting be held on Monday 9th November, 2009, commencing at 1.30 p.m.

WEBSITE STRATEGY GROUP
Wednesday, 16th September, 2009

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

Apologies for absence were received from Jayne Evans, Mark Gannon and Tracey Holmes.

30. MINUTES OF MEETING HELD ON 12TH AUGUST, 2009

Agreed:- That the minutes of the meeting held on 12th August, 2009, be agreed as a true record.

31. MIGRATION UPDATE

Rachel O'Neil circulated the Website Strategy Implementation Plan and took members through the main points.

She reported that the "go live" date had now been put back by 2 weeks as there had been a problem with the design proof supplied by Jadu. It was anticipated that during the first week in October the user content would be migrated over to the new CMS to give people an opportunity see what the website would look like. A health check would also be undertaken to ensure that website principles are adhered to.

She confirmed that a presentation and report would be going to CMT and Cabinet during October.

The plain words training had now been completed to ensure writing for the web training for all appropriate staff. X Forms training was scheduled to take place on Friday 18th September and this training would also include galaxy sites.

A discussion ensued around whether the site would be interactive when it went live and if so would there be a twitter feed. It was agreed that this was important but it would need to be closely monitored.

Information had been requested from RBT in relation to the impact of other systems and this was still awaited but was expected before the end of the week.

It was anticipated that a realistic "go live" date for the new website would be November 2009.

32. REGISTRATION CATEGORIES

Jon Ashton circulated a draft document in relation to the Rotherham Registration Categories. He commented that he felt all categories had

been covered but asked whether there needed to be any additional categories. It was suggested that reference needed to be made to the area for social care and safeguarding. It was agreed that a category would be added.

The Chair asked for a copy or the final version be emailed to him in order for him to circulate it for further comment.

Agreed:- (1) That the suggested categories be accepted with the inclusion of a category for social care.

(2) That a copy of the amended version of the list be emailed to the Chair.

33. GALAXY SITES

Jon Ashton gave an update in relation to galaxy sites, and provided examples of galaxy sites already set up within other authorities. He confirmed that Jadu had provided a number of links to the various sites and he agreed that he would circulate these to members of the group after the meeting.

34. DIRECTORATE EDITORS

The minutes of the meetings held on 13th August, 2009 and 9th September, 2009, were noted.

35. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday 12th October, 2009, at 1.30 pm.