

CABINET MEMBER OF RESOURCES

Venue: Bailey House, Rawmarsh Road, Rotherham S60 1TD

Date: Monday, 8th March, 2010
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 8th February, 2010 (Pages 1 - 7)
4. Revenue Budget Monitoring Report April 2009 - January 2010 - Financial Services (Pages 8 - 10)
5. Revenue Budget Monitoring Report April 2009 - January 2010 - Chief Executive (Pages 11 - 14)
6. RBT Performance Report (Pages 15 - 27)
7. Apprenticeship Update (Pages 28 - 33)
8. Website Strategy Group (Pages 34 - 35)
- minutes of meetings held on 15th February 2010
9. E Gov Board (Pages 36 - 39)
- Minutes of the meeting held on 30th November 2009
10. Exclusion of the Press and Public
The following item is likely to be considered in the absence of the press and public as being exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person (including the Council)).
11. Consultancy Support - Organisational Development (Pages 40 - 42)

CABINET MEMBER OF RESOURCES
8th February, 2010

Present:- Councillor Wyatt (in the Chair).

K70. MINUTES OF MEETING HELD ON 11TH JANUARY, 2010

Consideration was given to the minutes of the previous meeting held on 11th January, 2010.

Resolved:- That the minutes of the meeting held on 11th January, 2010, be approved as a correct record.

K71. REVENUE BUDGET MONITORING APRIL-DECEMBER, 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 December, 2009. It also stated that the Directorate had incurred £22,954 agency spend.

A process for collating details of spend on the use of consultants had been implemented and would be included in reports as from April, 2010.

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

K72. REVENUE BUDGET MONITORING APRIL-DECEMBER, 2009 - CHIEF EXECUTIVE

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 an underspend of £40,000 against a net revenue budget of £9M by the end of March, 2010.

Areas highlighted in the report covered:-

- Transport fleet
- Vacancies and Secondments
- Rotherham Newspaper
- Statutory Notices
- Worksmart

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

It was reported that discussions were still ongoing with regard to the phase 2 of the Rotherham Newspaper (Minute No. K61 refers) and a more sustainable model.

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

K73. REDUCING AGENCY COSTS - INTERNAL TALENT POOL

The Assistant Chief Executive (Human Resources) submitted a report on the decision of the Strategic Leadership Team to introduce an internal Talent Pool in order to reduce the cost of sourcing temporary employees from external agencies.

It was hoped that potential savings for the Council and 2010 Rotherham Ltd. combined would be in the region of £50-80,000 per annum in relation to administrative and clerical staff if current levels of demand continued.

Following initial concentration on sourcing administrative and clerical staff, the possibility of expanding the Pool to encompass other occupational categories and the placement of apprentices would be explored. It would also become a focus for deployment of employees around the Council both in response to the outcomes of service restructuring and changing service priorities.

The Pool would be a facility to utilise activities currently underway to map the skills of the workforce to better deploy employees to meet changing demands and critical gaps in service. Ultimately, it could use skills mapping data to identify employees with consultancy skills which could lead to a decline in the use of more costly external consultants.

Discussion ensued on the proposal and the possibility, once established, of promoting it to public sector partners.

Resolved:- (1) That the proposal to set up a Talent Pool be supported.

(2) That Service Managers first attempt to source temporary administrative and clerical employees via the Talent Pool.

(3) That future consideration be given to extending the scope of the Talent Pool to include other employment categories.

(4) That the concept of using the Talent Pool as a focus for effective deployment of existing staff within the Council be endorsed.

(5) That the initial set up costs of the Talent Pool (£9,859) and annual systems support charge (£305 per annum) to be met from charges levied for redeployment of staff be approved.

(6) That service standards for the operation of the Talent Pool be agreed between Strategic HR and the HRP Service.

(7) That 6 monthly updates be submitted to the Cabinet Member.

(8) That the report be submitted to the next meeting for the Consultancy and Agency Value for Money Group in May 2010.

K74. SCHOOLS SUPPORT STAFF NEGOTIATING BODY

The Assistant Chief Executive (Human Resources) reported that on 12th November, 2009, the Apprenticeships, Children, Skills and Learning Bill had received Royal Assent. This formally established the School Support Staff Negotiating Body (SSNB) as a statutory body which would agree a pay and conditions framework for support staff in the maintained School sector. Subject to ratification by the Secretary of State, agreements would apply to all maintained schools in England.

The role and remit of the SSSNB could have significant implications for School support staff.

Teachers would not be covered nor support staff employed under contracts incorporating the agreement of the JNC for Youth and Community Workers, the Solbury Committee and the JNC for Local Authority Craft and Associated Employees. Any other employee whose contract of employment provided for them to work wholly in schools, including those employed by the local authority's DSO/DLO, would be included. There would be a facility for the parties locally to refer jointly to the SSSNB any questions or differences of interpretation concerning the inclusion or otherwise of particular employees.

The SSSNB was required to negotiate and seek to reach agreement on matters referred to it by the Secretary of State through the employers and Trade Unions. Sides were also free to bring other matters to the negotiating table.

Initially the SSSNB was to focus on:-

- The production of a core contract of employment to cover remuneration, duties and working time
- The design of national job role profiles to cover core school support staff roles
- The development and production of a method for converting those role profiles into a salary structure
- A strategy that would effectively implement the national pay and conditions framework in all schools maintained by local authorities in

England including a methodology to manage both transition and steady state

The Secretary of State has asked the SSSNB to submit to him any agreements on the above by 28th May, 2010. There would then be a period when the Secretary of State would consider the agreements before deciding whether to endorse them or refer them back to the SSSNB for reconsideration.

Consultations with support staff trade unions in Rotherham had been ongoing with a paper in the process of preparation to send out to all Schools. The Human Resources Schools Advice and Guidance Team would be advising and assisting Schools on issues of implementation as they arose. Staff from Council DSO/DLO operations, specifically the Cleaning and Catering functions, would also be within the remit of the new body.

The Human Resources Business Partners from the different Directorates involved would liaise to ensure a consistent approach was taken with regard to consultation and implementation of outcomes.

Resolved:- (1) That the changes which would arise from the remit of the new School Support Staff Negotiating Body be noted.

(2) That consultation with Schools and directorates containing affected staff groups continue on an ongoing basis with regards to the implementation of the new Body.

(3) That the report be referred to the Cabinet Member for Children and Young People's Services for information.

K75. RBT PERFORMANCE REPORT

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

Key points for this period included:-

Customer Access

- All performance targets achieved
- Average waiting time for face-to-face customers had significantly improved – 95.5% of customers being seen within 15 minutes
- Revenues and Benefits customer contact was improving with a reduction to 15.49% of telephone calls being abandoned. Waiting times for Revenues and Benefits telephone customers achieved 44.10% of calls answered in 21 seconds
- Revised performance measures had now been agreed in principle. Subject to RBT concluding any remaining issues with trade unions, it

- was expected that the Business Process Re-engineering work would now progress
- 2 complaints received in December, both closed as upheld, relating to the Cashier Service
 - RBT currently developing options for the staffing of Aston Joint Service Centre and for incorporating cashiers within the wider customer services network
 - Office launch event scheduled for the MacMillan Welfare Rights Project on 29th January, 2010

Human Resources and Payroll

- All performance targets achieved
- Maltby Academy was set up on PSE as a new organisation in readiness for transfer of employees from Maltby Comprehensive School to the new Academy in January
- Version 9 of Yourself was due for release in February

ICT

- Achievement of performance targets for the ICT Service in December, 2009, was currently being reviewed by the ICT Client as there were several instances of downtime affecting critical systems during the period not reflected in the performance reports from RBT
- Eric Manns Building re-opened in December, 2009, and had VOIP throughout together with a wireless network to enable flexible working
- RBT, ICT and EDS had been working with an external company to design the audio-visual infrastructure for the refurbished Town Hall
- ICT specification for the new Civic Building completed in December, 2009, and passed to the building contractors

Procurement

- All performance targets achieved with the exception of PO6 (% of orders placed against electronic catalogue framework agreements) which achieved 17.85% against a target of 19%. Performance was expected to increase to normal levels during January
- Former BVP18 achieved 95.49% in December, 2009, an improvement on 2008. Average performance to date stood at 94.38%
- Procurement savings for the period to the end of November, 2009, were £216,195

Revenues and Benefits

- Council Tax Collection Rate 81.12% at the end of December, 2009, 0.34% lower than the same point in 2008 once the impact of comparative timing of Direct Debts run over the Christmas period had been taken into account
- Overtime continued to be worked and, together with the strict recovery timetable, hoped that any shortfall in collection, compared

- with the previous year, would be addressed by the end of March, 2010
- The target for 2009/10 continued to be a Council Tax Collection Rate which placed Rotherham in the upper performance quartile for Metropolitan District Councils with a minimum collection level of 97.0%
 - There had been 3,079 Council Tax Liability Orders referred to the bailiff during the financial year. Currently 21.8% of the total bailiff caseload with Council Tax arrears were making regular payments by arrangement whilst a further 8.2% had had their cases put on hold at the request of the Council.
 - Average number of days taken to action a Council Tax Change of Circumstance was 14.83 days, slightly above the 14 days target and down on the position at the end of November when the average was 12.45 days
 - NNDR collection rate was 88.79% at the end of December, 2009, 0.87% down on the same point in 2008. The situation was distorted by the comparative timing of Direct Debit runs over the Christmas period. The figure was also adjusted to incorporate the affect of the NNDR Deferral
 - 368 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of December, 2009. currently 12.7% of the total bailiff caseload with NNDR arrears were making regular payments by arrangements whilst a further 6.6% had had their cases put on hold at the request of the Council
 - As at the end of November, 2009, there were 340 live cases on the NNDR Deferral Scheme, allowing deferral of £467,291
 - The average time taken to process HB/CTB New Claims and Change Events continued to be closely monitored. As at 2nd January, 2010, the figure was 12.90 days

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

K76. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum held on 11th January, 2010.

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

K77. CUSTOMER ACCESS GROUP

Consideration was given to the minutes of the Customer Access Group held on 18th January, 2010.

It was noted that the Customer Excellence Award had been formally presented to the Authority at the recent Council meeting.

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

K78. WEBSITE STRATEGY GROUP

Consideration was given to the minutes of the Website Strategy Group held on 18th January, 2010.

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

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member For Resources
2	Date:	Monday 8th March 2010
3	Title:	Revenue Budget Monitoring for the Period April – January 2010
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

7.1 This report advises Members of the Revenue Budget monitoring for the period up to the end of January 2010 and shows that the Directorate is currently forecasting a break-even position for the financial year 2009/10.

7.2 Within this forecast outturn the Directorate has incurred the following Agency Spend to the end of January:

Supplier	Month 10 Spend (£)	Cumulative Spend to date (£)
Duttons	1,759	22,910
Hays Accountancy		520
Badenoch & Clark	12,739	14,022
TOTAL	14,498	37,452

7.3 The large expenditure on Badenoch & Clark relates to costs incurred over a period of months.

7.4 A process for collating details of spend on the use of Consultants has been implemented and information will be provided in Budget Monitoring Reports from April 2010.

8. Finance

The summary year to date and projected revenue outturn position for Financial Services (as at the end of January 2010) are detailed in the following table:-

	January 2010			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	1,192	1,175	-17	1,431	1,431	0
Audit And Governance	369	375	6	443	443	0
Service Finance	1,346	1,388	42	1,617	1,617	0
Transformation & Strategic Partnerships	221	302	81	262	262	0
RBT Affordability	5,580	5,567	-13	6,698	6,698	0
TOTAL	8,708	8,807	99	10,451	10,451	0

9. Risks and Uncertainties

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

10. Policy and Performance Agenda Implications

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

11. Background Papers and Consultation

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

Contact Name: Joe Johnson, Principal Accountant, Extension 2074
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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member For Resources
2	Date:	Monday 8th March 2010
3	Title:	Revenue Budget Monitoring for the Period April – January 2010
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 £70k 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 January 2010 and shows that the Directorate is currently forecasting a £70k 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 (£15k pressure).
- There are also several vacancies and staff secondments across the Directorate which are offsetting other minor overspends
- 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 is less than was anticipated. This has led to a potential year end pressure on the Newspaper of £25k.
- The cost of placing Statutory Notices in the local press will exceed the budget by £41k.
- Human Resources have received additional funding for the Worksmart project.(£25k) which is due to expire at the end of 2010/11 and there is also a vacancy on the Trade Union Secondment budget (£10k). These are being used to offset pressures across the wider Directorate.
- Additional income has been received, totalling £30k.(REIP & EIRA)

There is no agency expenditure to report in this financial year, although there has been expenditure incurred on Job Evaluation in 2009/10, this is funded via a centrally held budget. A process for collating details of spend on the use of Consultants has been implemented in accordance with Scrutiny Review recommendations and information will be provided in reports from April 2010.

8. Finance

The summary year to date and projected revenue outturn position for Chief Executive's Directorate (as at the end of January 2010) are detailed in Appendix 1, the table below shows the summarised position:-

Head Of Account	January 2010			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	4,747	4,688	-59	5,646	5,575	-71	-1.26
Human Resources	920	897	-23	1,105	1,058	-47	-4.25
Legal and Democratic Services	1,778	1,836	58	2,103	2,151	48	2.28
TOTAL	7,445	7,421	-24	8,854	8,784	-70	-0.79

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.

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.

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

CHIEF EXECUTIVE DIRECTORATE JANUARY 2010																			
EXPENDITURE/INCOME TO DATE (As at 11th February 2010)												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									
(46)	Directorate Office	753	742	-11	-122	-159	-37	631	584	-47	758	697	(61)	0	(61)	G			
0	Communications & Marketing Team	517	738	221	0	-213	-213	517	525	8	621	629	8	0	8	G			
(4)	Community Engagement and Research Team	467	463	-4	-17	-25	-8	450	438	-12	541	528	(13)	0	(13)	G			
(10)	Performance and Quality	289	296	7	-29	-40	-11	260	256	-4	313	306	(7)	0	(7)	G			
(20)	Policy and External Affairs	285	270	-15	-39	-49	-10	246	220	-26	296	276	(20)	0	(20)	G			
0	Partnership Team	158	245	87	-71	-155	-84	87	90	3	104	104	0	0	0	G			
27	Scrutiny & Member Support	2136	2243	107	-56	-139	-83	2,080	2,104	24	2,495	2,527	32	0	32	G			
0	Members Development	27	22	-5	0	0	0	27	22	-5	32	22	(10)	0	(10)	G			
0	Infrastructure & Corp Initiative Bud.	449	449	0	0	0	0	449	449	0	486	486	0	0	0	G			
(33)	Human Resources	978	1,265	287	-58	-368	-310	920	897	-23	1,105	1,058	(47)	0	(47)	G			
46	Legal and Democratic Services	2,844	3,478	634	-1,066	-1,642	-576	1,778	1,836	58	2,103	2,151	48	0	48	G			
(40)	TOTAL CEX DIRECTORATE	8,903	10,211	1,308	(1,458)	(2,790)	(1,332)	7,445	7,421	(24)	8,854	8,784	(70)	0	(70)				

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources
2.	Date:	8th March 2010
3.	Title:	RBT Performance Report for January 2010
4.	Directorate:	Financial Services

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for January 2010 across the areas of:

- Customer Access
- Human Resources & Payroll
- ICT
- Procurement
- Revenues & Benefits

6. Recommendations

The Cabinet Member for Resources is asked to:

- Note RBT's performance against contractual measures and key service delivery issues for January 2010.

7. Proposals and Details

Full details of performance against operational measures for January 2010 for all workstreams is attached at Appendix A.

7.1 Customer Access

7.1.1 *Overall Performance*

All performance targets were achieved in January 2010 with the exception of CAO5 (Contact not abandoned – telephony) which achieved only 80.77% against a target of 90%.

The failure of CAO5 was as a result of Contact Centre call volumes increasing significantly due to adverse weather conditions, with volumes to the Streetpride service increasing by 219%. Strategic Measure CAS5 was also impacted by these volumes, with only 62% of customers having their call answered within target. Call volumes have now reduced to a more manageable level and performance is improving.

Efficiency and effectiveness of face to face services remain low (36.2%) and the Transformation and Strategic Partnerships (TSP) Team will work closely with RBT to understand how we can make improvements in this area.

The initial telephony contact experience within the Revenues and Benefits Service continues to be poor. The TSP Team have suggested methodology statements for the new performance measures and will work closely with RBT to successfully implement the Business Process Re-engineering project.

7.1.2 *Complaints*

This month, 5 complaints were received within the service with 3 complaints ongoing and 2 closed as upheld. The upheld complaints related to Direct Debit processes being completed incorrectly and appropriate action has been taken.

7.1.3 *Other Service Information*

As part of the 2010 Rotherham Ltd procurement process to select suppliers, RBT Customer Service Management delivered 5 presentations to potential suppliers to demonstrate the operation currently being delivered from the Contact Centre and what potentially could be offered in the future. The service has received excellent feedback.

Lesley Feris has been appointed to the post of Welfare Rights and Money Advice Manager and begins her new post from 8th March.

The Rotherham McMillan Benefits Advice Service was officially launched on 29th January. The service has been running since June 2009 and is already making a huge difference to people across Rotherham who have cancer and who have money worries because of their illness. To date, 328 people have used the service and have been supported to claim over £1 million in statutory benefits.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All performance targets were achieved in January 2010.

7.2.2 *Current Projects*

The Service Centre continued with its delivery of training courses for employees using VOIP telephony during January. These courses will be delivered to 3,000 employees over a period of 2/3 years. The delivery of VOIP training supports the Council's accommodation moves.

Testing on the mileage system re-write and the automated DSP form continued through January in preparation for the release of YourSelf version 9 which is due to go live at the end of February. Version 9 will also include further organisation chart views.

The technical development to allow for automatic write back of timesheet information to PSE is now complete. New software has been loaded to ease the secure transmission of information between HR+P and schools and this is now in the final stages of testing.

The HR+P Service Centre moved to the third floor of Norfolk House in early January with no disruption to normal service other than requests for personal files which were slightly delayed while file storage was relocated.

7.2.3 *Payroll Activity*

The Craft pay award new rates and arrears of pay were successfully paid in January.

Maltby Academy payroll went live in January as planned with all new processes and BACS payment deadlines met.

Ringway Grounds Maintenance TUPE transfer of employees was successfully administered for payroll in January.

7.2.4 *Future Projects*

Orgplus development is progressing with the team working towards a February provision to Managers via Version 9 YourSelf release. This new software will facilitate the automation of establishment changes such as setting up a new job, closing jobs, regrading of jobs etc but also give some basic management information in an easy to understand chart format. Testing will be undertaken by the First Line team as part of their support role for YourSelf. Specific training will be given to Heads of Service and Business Partners relating to the automation of their current authorisation process. Due to the nature of this process Internal Audit has been fully briefed with their sign off of the new arrangement required before the scheduled go live in February.

A meeting is to be held in early February to kick start the process for Work Package 2 transformation. It is anticipated this will include a review of the Consultancy Teams

The PSe annual statutory maintenance upgrade is to be sent at the end of February in time for test and release. The release will include new high earners tax thresholds and percentages.

The Version 10 YourSelf release is due in June 2010 and this will include enhanced facilities for PDR recording and a new facility for online reporting.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in January. This is being queried as there were several instances of downtime affecting critical systems.

7.3.2 *Accommodation Changes*

The VOIP rollout continues to progress and several floors in each of Bailey House, Civic Building and Norfolk House have now started using the new Nortel technology. Initial problems with soft phones have been resolved and many people are now making internal calls from their homes at no cost.

7.3.3 *BS25999 and Business Continuity Planning*

In order to most effectively focus our BCP efforts we need to understand what our priorities are as an organisation across all services. To help us identify our priority services and systems we are adopting the principles of BS25999 the core of which is a Business Impact Assessment which allows us to review our most important corporate services and activities and identify what processes are required to support these, such as ICT systems, other dependant agencies etc. When the Business Impact Analysis is complete we will know where to focus Business Continuity efforts including ICT priorities. This approach was ratified by the Influenza Pandemic Group in January and is expected to be complete by the end of 2010.

7.3.4 *Power Down*

On Sunday 24th January YEDL turned off the substation which provides electricity to the Central Library, Norfolk House and Civic Building so that they could carry out essential maintenance. Since Civic Building houses our data centre all RMBC's ICT Systems were unavailable for most of the day. We planned for this event for several months and RBT staff safely turned off the 300+ servers before the power down and brought them back up on Sunday evening. RMBC staff then connected from home to test some of the more critical systems.

The process was complete by midnight on Sunday 24th January and all systems were back up and running with no significant problems by the time staff started work on the Monday. The power down simulated an emergency event and it is reassuring to know that we can restore our ICT so quickly in the event of a loss of power.

7.3.5 *New Website*

The new RMBC website went live on 6th January and represents a significant step forward for RMBC's online presence. A few days after the site was made live the RMBC site climbed 309 places in the league table of Local Authority websites. Feedback from internal and external customers has been positive and we have already seen an increase in the number of visits and transactions. Work continues to add new features to the site and make it ever more useful to customers.

Within 2 weeks of going live the decision to adopt an external hosting approach for the website was successfully tested as the site was unaffected by the scheduled loss of power to our data centre. It would have been impacted if we'd chosen to host the website internally.

7.3.6 *Complaints*

No complaints were received in January.

7.4 Procurement

7.4.1 *Overall Performance*

All performance targets were achieved in January 2010 with the exception of PO3 (% of undisputed invoices for commercial goods and services that were input within 25 calendar days of receipt) which achieved 98.96% against a target of 99.22%. Performance is understood to have been impacted by increasing volumes of transactions and the TSP Team and RBT are working closely together to address this.

7.4.3 *BVPI8*

Former BVPI8 achieved 93.71% in January 2010 which is an improvement on the January 2009 performance of 90%. Average performance to date stands at 94.31%.

7.4.4 *Savings Performance*

Procurement savings for the month of December 2009 were £330,278.68.

7.4.5 *Addressable Spend Tracking*

Addressable spend figures for January 2010 are as follows:

Savings in month of December	Savings year to date	Estimated Savings to year end	Addressable Spend in January	Addressable Spend Year to Date
£330,278	£2,671,693	£3.275m	£3.543m	£24.253m

Work is currently ongoing to look at the procurement model.

7.5 Revenues and Benefits

7.5.1 *Council Tax*

At the end of January 2010 the Council Tax collection rate stood at 92.19%, which is 0.45% down on the same position in 2008/09. Latest forecasts by RBT suggest that the final collection rate at 31 March 2010 could be 0.24% down on last year but overtime is still being worked and every effort will be made to minimise any shortfall. 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 January 2010	At January 2009
Reminders	39,853	40,700
Summonses	11,234	11,299
Liability Orders	9,403	9,085

The total number of Council Tax Liability Orders referred to the bailiff in the financial year up to the end of January 2010 was 3,306. Currently 21.3% of the total bailiff caseload (i.e. not just those referred in 2009/10) with council tax arrears are making regular payments by arrangement whilst a further 13.4% have had their cases put on hold at the request of the Council.

The average number of days taken to action a Council Tax Change of Circumstance was 15.14 days at the end of January 2010. This continues to be slightly above the performance level which the service aims to achieve (14 days) and down on the position at the end of December when the average was 14.83 days. There are still large volumes of work being received and the Christmas break may have contributed to the overall time taken to action changes. RBT are continuing to work overtime and it is hoped that this will start to be reflected in the performance figure before year end.

7.5.2 *NNDR*

NNDR collection performance stood at 94.95% at the end of January 2010, which is 0.48% down on the same point in 2008/09. A large rateable value increase in respect of one business has added approximately £850,000 to the debit and assuming the balance is collected this will obviously improve performance. However, there are also a number of write offs still to be actioned and these will

also influence the overall position in a negative direction. As previously the NNDR collection figure has been adjusted to incorporate the affect of the NNDR Deferral Scheme.

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

NNDR Collection – Recovery Procedures		
Documents Issued	At January 2010	At January 2009
Reminders	4,213	4,035
Summons	1,165	1,274
Liability Orders	725	695

The total number of Business Rates Liability Orders referred to the bailiff in the financial year up to the end of January 2010 was 380. Currently 12.8% of the total bailiff caseload (i.e. not just those referred in 2009/10) with NNDR arrears are making regular payments by arrangement whilst a further 13.0% have had their cases put on hold at the request of the Council.

With reference to the NNDR Deferral Scheme, the number of new applications is continuing to diminish. At the end of January 2010 there were 352 live cases, allowing deferral of £472,430, whereas at the end of December 2009 there were 340 live cases covering a deferred total of £467,290.

7.5.3 *Other Service Measures*

Performance against the remaining Strategic and Operational Measures continues to be reasonable, although the average time taken to process HB/CTB New Claims and Change Events remains the subject of close scrutiny. The year to date figure, as at 31 January 2010, was 13.33 days, a fractional increase from the 12.90 days reported in respect of the period up to 2 January 2010. RBT are continuing to work overtime and it is hoped that this will start to be reflected in the performance figure before the year end.

Performance in respect of the number of changes in HB/CTB entitlements within the year also continues to be an area of concern although, once again, it is hoped that the overtime and additional hours that have been made available will improve the situation.

The final area where it now appears that the Operational Measure Target will not be achieved is in respect of Council Tax Write Offs as a % of Collectable Debt. This has understandably been influenced by the economic conditions that have prevailed in the last 2 years which have seen customers leaving addresses with higher levels of debt. Additionally increases in committal costs charged by the courts have meant that this is no longer a cost effective recovery route in many cases and some debts have therefore become uneconomical to collect.

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.

HRO2 failed in November resulting in potential penalties of £109.45; this measure exceeded target in December and January, therefore RBT are now clawing back the penalty by over-performing against the measure.

PO6 failed in December resulting in potential penalties of £102.67; however this measure achieved target in January, giving RBT the opportunity to claw back the penalty by over-performing on this measure.

CAO5 failed in January resulting in potential penalties of £434.91; however future over-performance of this measure would give RBT the opportunity to claw back the penalty.

PO3 failed in January resulting in potential penalties of £8.89 however future over-performance of this measure would give RBT the opportunity to claw back the penalty.

9. Risks and Uncertainties

The TSP Team work with RBT to proactively identify and manage risks to prevent negative impacts on performance that may affect our corporate performance scores 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 Council directorates in their service delivery.

11. Background Papers and Consultation

RBT performance reports for January 2010.

Contact Name:

Mark Gannon
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Customer Access Measure	Ref	Target	Nov	Dec	Jan	Status	Comments
Cost per Transaction (F2F)	CAO1			15.33			Quarterly measure; information for monitoring only.
Cost per Transaction (Telephony)	CAO1			4.62			Quarterly measure; information for monitoring only.
Versatility Measure	CAO2	90	94.09	94.85	95.3	★	
First Contact Resolution by Channel (F2F)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	98.57	97.14	★	
Average Call Quality Assessment	CAO4	95	97.01	97	97.34	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.82	99.94	99.84	★	
% of Contact not Abandoned (Telephony)	CAO5	90	96.08	95.04	80.77	▲	
Complaints Handling	CAO7	90	100	100	100	★	Reported quarterly with additional information for tracking.
Provision of Management 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	Nov	Dec	Jan	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	98.43	99.92	99.89	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	96.76	91.13	96.94	★	
P45s issued within 3 working days	HRO4	98	100	100	100	★	
Manual Cheques issued within 1 working day	HRO5	98	100	100	100	★	
Non-Statutory Returns by Due Date	HRO6	100		100			Quarterly Measure
Quality of Information Given to Caller	HRO7	90	100	100	100	★	
% Contracts of Employment Issued within 15 working days	HRO8	90	100	100	100	★	
CRB Process	HRO9	95	100	100	100	★	
Provision of Management 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	Nov	Dec	Jan	Status	Comments
% Availability of Website	ICTO1	99	100	100	99.7	★	
% Availability of Business Critical Applications	ICTO2	99	99.99	99.99	99.6	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	98.09	97.11	97.39	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	96.86	100	99.07	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				⚠	Measure dependant on resolution of Cross Cutting Measure CCS1 which is currently being negotiated.
% Calls Fully Closed at First Point of Contact	ICTO7	25	38.37	93.94	35.77	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Average Time Taken to Answer Calls	ICTO10	85	93.32	93.94	90.67	★	

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



Procurement Measure	Ref	Target	Nov	Dec	Jan	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	90.31	88.95	97.68	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.69	99.84	99.00	★	
% Undisputed Invoices Input within 25 calendar days	PO3	99.22	99.36	99.6	98.96	▲	Performance is understood to have been impacted by increasing transaction volumes; the TSP Team and RBT are working together to address this.
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	91.93	91.5	91.11	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96		100			Quarterly measure.
% Orders Placed Against Electronic Catalogue	PO6	19	21.33	17.85	21.07	★	
% eRFQ Open Requisitions	PO7					?!	Turnaround now agreed as 85% within 4 working days; nil return for November, December & January as there were no eRFQs.
% Framework Agreements Developed with consideration given to Sustainability	PO8	98	100	100			Quarterly measure.
Provision of Management 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	Nov	Dec	Jan	Status	Comments
% Council Tax Collected	RBO1	97	78.34	83.12	92.19	?	Annual measure
% NNDR Collected	RBO2	98.50	78.76	88.79	94.95	?	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	12.51	12.9	13.33	?	Annual measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	4.52	4.98	5.37	?	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	0.23	0.26	0.28	?	Annual measure
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7		727.5	727.5	727.5	?	Annual measure
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.34	0.32	0.33	?	Annual measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	42.22	43.99	45.71	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5		91.3			Quarterly measure
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.91	2.29	2.29	?	Annual measure
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	86.14	88.28	86.67	?	Annual measure
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	100	100	100	?	Annual measure
Provision of Management 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

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:-	Cabinet Member for Resources
2.	Date:-	8th March 2010
3.	Title:-	Apprenticeship Update
4.	Directorate:-	Chief Executive's

5. Summary

This report provides an update on Apprenticeship activity within Rotherham MBC and highlights issues surrounding the future of apprenticeships in the current climate.

The Council has been required to complete a return to Government Office indicating the number of Apprentices we currently employ and the number of Apprentices likely to commence employment in the next 12 months. Data currently made available indicates that Rotherham's performance on these figures is going to be below that of other Metropolitan/City Councils within the region.

6. Recommendations

6.1 That Cabinet Member note and celebrate the Apprenticeships we have offered to date and the success of Apprentices in securing employment.

6.2 That Cabinet Member supports the step change to increase the number of Apprenticeships offered by the Council.

6.3 If 6.2 is accepted then consideration be given to adopting the minimum Directorate targets for numbers of Apprentices appointed each year set out within this report. Each Strategic Director would need to firmly commit to achieve these targets and performance would be reported to SLT on a quarterly basis.

6.4 That if the targets are adopted, there is a recognition that this will create additional workload pressures and actions to support this work will be required.

7. Proposals and Details

7.1 Background

In the last 2 years the Council has employed 34 young people as apprentices, most of whom have been employed on a one year contract. Eleven of these young people have gained employment of some sort within the council, 4 in jobs elsewhere and 12 are at present still in an apprenticeship. The remainder (7) of the 34 either failed to complete their apprenticeship or have completed without a job outcome. Two further apprentices are to be appointed following interview processes.

In terms of future activity we have definitive pledges to appoint at least two Horticultural Apprentices. In addition Neighbourhoods and Adult Services are also to take on 4 Programme Led Apprentices in Social Care. (It should be noted that Programme Led Apprenticeships are in effect offers of unpaid work placements and the Apprentice is not an employee in receipt of a wage. Therefore they do not count towards our objective of employing more paid apprentices as per Government objectives). The Director of Children and Young Peoples Service is also able to report that within the last week, working in partnership with the voluntary sector, the Directorate has secured funding for 16 apprentices through the Children's Workforce Development Council (CWDC). There will also be 10 graduate placements, also funded by CWDC. This programme will be delivered over two years and will start shortly. The scheme is in partnership with Sheffield Hallam University and is focussed on integrated youth support services (IYSS).

The issue of Apprenticeships and the Council's progress in reaching the position referred to above has been reported to Strategic Leadership Team on a number of occasions, the last report being in July 2009. On each occasion SLT have given their backing to seeking to offer more Apprenticeships but has to date not set targets or committed funding to make a step change in the numbers of Apprentices we employ on an annual basis. The numbers appointed in the last two years have been achieved largely through a combination of funding sourced by Children and Young People's Services and further funding released after meeting LAA targets. Additionally some Directorates have been prepared to fund Apprenticeships directly from within their own budgets but this approach has been more limited in scope despite the previous SLT backing and promotional activity/direct contact undertaken by Strategic Human Resources.

7.2 Benchmark Performance

Clearly the Government is stepping up its activity to encourage the Public Sector to take on more apprentices. This month John Denham the Communities Secretary said:

"Our snapshot findings shows top councils are creating one apprenticeship for every 65 employees, the average is one per 248 employees. But almost 60 per cent of councils are doing worse than this and just under a quarter are doing nothing to up their numbers at all."

The Government has committed to increasing public sector apprenticeships by 21,000 as part of its drive to reduce the number of young people not in school or working which currently stands around 5 per cent. Within Rotherham, 2935 under 24 year olds are currently claiming job seeker allowance.

Using the Communities Secretaries benchmark figures the Council currently stands at employing 1 Apprentice per 964 employees. This figure includes School employees. If Schools were to be excluded the ratio would fall to 1 to 364 employees but would still leave the Council amongst the Minister's worst performing Councils. Additionally early benchmark data received from the Government Office for the Yorkshire and Humber shows the Council as potentially the lowest performing Metropolitan Authority in terms of numbers of Apprentices projected to be employed as at March 2010:

Local Authority	How many apprenticeships did they have in January 2009?	How many apprenticeships will the authority deliver by March 2010 (based on current projections)?
Barnsley	45	45
Bradford	126	168
Calderdale	0	25
Doncaster	200	260
East Riding	57	58
Kirklees	160	175
Hull	46	175
Leeds	141	250
North East Lincolnshire	42	94
North Lincolnshire	16	19
North Yorkshire	75	105
Rotherham	25	13
Sheffield	96	96
Wakefield	71	96
York	21	21
Total	1121	1600

The above figures were compiled last year and are due to be updated shortly, to this end the Council has to complete a return on our latest figures by the end of this week.

It should be noted that there is some lack of clarity over both how the Ministers Apprentice to staff ratio's have been calculated ie does this include School based staff. Furthermore there are questions about how the data from Government Office has been compiled, for instance have some Authority's included apprentices employed by ALMO's? Currently 2010 Rotherham Ltd employs 30 apprentices which would boost Rotherham's performance considerably if they were to be included in any returns.

However given the pressure from Central Government to employ ever increasing numbers of apprentices and the information on our benchmark performance that is currently available, the Council needs to make a decision on whether or not, given current and future budgetary pressures, it is prepared to make a firm commitment to making a step change in numbers of apprentices employed.

If we were to use the benchmark average of 1 Apprentice to 248 employees to set a target for each Directorate the result would be as follows. Directorates with less than 248 employees have been allocated a target of at least 1 Apprentice. **These targets**

would represent the minimum number of 12 month Apprenticeships a Directorate would commit to appoint to in each financial year:

Directorate	Headcount	Apprentice Target 10/11	Current Apprentices 09/10
Chief Executive	161	1	1
Children & Young People	2185	9	2
Environment Development	2143	9	3
Finance	137	1	0
Neighbourhood & Adult	1870	8	0
RBT	661	3	0
Schools*	6552	26*	6
Whole Council	13709	31 (57 *)	12

* The Director of Children and Young Peoples Services has suggested that the Schools target be aspirational taking account of the fact that the Council cannot directly control the actions of Schools on this matter though it can seek to influence their engagement in the apprenticeship agenda.

Apprenticeships would be for a period of 12 months and therefore each year the Council could predict that it would appoint 31 apprentices (aspiring to 57 with the inclusion of Schools) to replace those completing their Apprenticeship. At the end of the financial year SLT could review the targets with a view to increasing them further if it was considered that more could be achieved to raise our performance further within the region. Performance could be reported throughout the year to SLT on a quarterly basis to monitor progress against the targets.

7.2 Support for Apprenticeship Activity

To achieve what we have to date an HR Officer from Strategic HR has been actively promoting Apprenticeships, supporting Apprenticeship recruitment, liaising with Colleges, conducting corporate induction sessions, conducting jobsearch and application form training sessions and supporting Managers and Apprentices when concerns or difficulties arise. This work is taking at least 0.5 fte of the Officers time and additionally they are supporting the Young People's agenda by working on School engagement activities, Young Apprenticeships, work placements for looked after children, ad hoc requests from Schools/Colleges for work placements and more recently Future Jobs Fund Activity. This work is inevitably undertaken at the expense of other activity within the Strategic HR Service Plan. Additionally another Officer within Strategic HR team has their time equally committed to the employability agenda for disabled people and since the launch of the Access All Areas scheme in March 2009 we have organised, supported and monitored 70 work placements for disabled people including young people under 24 years of age. A number of these placements have led to participants gaining paid employment.

If SLT achieve the targets set out earlier in this report this will have further resource implications for Strategic HR and assistance is sought to share this workload. It is proposed that discussions take place between the Assistant Chief Executive (Human Resources) and Director of Children and Young People's Services on how this can best be achieved.

8 Finance

It is proposed that each Directorate be left to determine how best to direct funding within their budgets to achieve the targets set out in this report. An Apprentice aged 18 or under is eligible to receive the minimum Apprenticeship rate of £95 per week (£4954 per annum). Apprentices aged 19 or over or those that reach that age during a second year (if applicable) during their Apprenticeship must be paid the national minimum wage which is currently £178.71 per week (£9318 per annum) for 18 to 21 year olds or £214.60 per week (£11,190 per annum) for those aged 22+. If an apprentice starts their appointment after their 19th birthday the training provider may levy a charge for the training provided to the young person. Additionally employer NI costs would be incurred at a figure of around 12.8% of the wage and further on costs would be incurred if the Apprentice elected to join the pension scheme, however in practice it has been found that the wage rate and the temporary nature of the appointment have dissuaded Apprentices from electing to join the South Yorkshire Pension Scheme. Further costs to each Directorate would include items such as ICT equipment, travel expenses and protective clothing where applicable.

9. Risks and Uncertainties

The Council had agreed to support the development of apprenticeships as part of a commitment to increasing jobs with training for the young people of the borough and for succession planning. A failure to demonstrate leadership by offering apprenticeships within its workforce will jeopardise the Council's ability to encourage other employers to offer work with learning opportunities to young people. Under the current budgetary constraints, Directorates are finding it increasingly difficult to identify monies to fund further apprenticeships. Furthermore in a number of directorates posts are being ring-fenced for redeployment opportunities for those employees whose posts are at risk.

As far as possible the Council would seek to support young people who complete Apprenticeships to secure employment, preferably within the Council or our partner organisations. However given the current financial climate no guarantees can be given.

10. Policy and Performance Agenda Implications

A key target within the Public Service Agreement is the reduction of the number of young people (16 to 18) who are currently on the NEET register. Another driver for addressing this agenda is that of an ageing workforce, within the Council 56% of employees are aged 40 and above with only around 5% aged 16 -24. It is essential that we recruit and nurture young people to become the workforce and managers of the future.

Central Government and Government Office for the Yorkshire and Humber have made pledges to increase the number of Apprenticeships across the country and within Yorkshire and Humber and we are required to supply data to the Government Office on current and predicted performance.

Apprenticeships and work with learning, support the community strategy and corporate plan themes of Achieving, Learning and Fairness by promoting the employment and up-skilling of young people thereby increasing their employability.

11. Background Papers and Consultation

Previous reports to CMT, report to Chief Executive Partnership Group, visits undertaken to each DMT to promote the concept of apprenticeships. The Trade Unions have been consulted on this issue at the Joint Consultative Committee.

Contact Name:- Simon Cooper, Human Resource Manager, ext 23745,
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WEBSITE STRATEGY GROUP
Monday, 15th February, 2010

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

An apology for absence was received from Tracy Holmes.

57. MINUTES OF MEETING HELD ON 18TH JANUARY, 2010

Agreed:- That the minutes of the meeting held on 18th January, 2010, be agreed as a true record.

58. MONTHLY PERFORMANCE, STATISTICS AND TRENDS

Jon Ashton circulated the performance figures for the website from 7th January 2010 to 7th February 2010.

The figures showed an increase in the number of visits to the website, but that the number of page views had gone down. However, it was noted that the pages viewed most remained the same as the old website.

It was noted that there had been some confusion relating to feedback pages but it had been suggested that this be monitored to see whether it continued or settled down, before looking at redesigning it.

Agreed:- That the monthly performance, statistics and trends be noted.

59. FORWARD PLAN

Rachel O'Neil circulated a draft copy of the Website Forward Plan which detailed the proposed themes for each month. She asked members of the group for comments with a view to bringing a finalised version to the next meeting.

It was recommended that the forward plan should align with the Communications and Marketing Plan. It was also suggested that it corresponded with the details held on the intranet.

Agreed:- That the draft forward plan be noted and that a finalised version be presented at the next meeting.

60. GALAXY SITES

Jon Ashton reported that work was ongoing in respect of the galaxy sites and a site for the "hard of hearing was due to be completed at the end of the week.

The next piece of work would be in respect of governance of the site and

to establish the number of sites required to get a fuller picture and prioritise how work would progress.

A discussion took place around the funding of these sites and suggestions were made as to how this would be raised.

It was suggested and agreed that a further update in respect of the galaxy sites be brought to the meeting after next.

Agreed:- That the information be noted and a further update be brought to the meeting after next.

61. E-CONSULTATION

Rachel O'Neil reported that there was a package available on the system which enabled consultation to be completed on line.

She asked that if anyone was in the process of, or knew of someone who was about to undertake a consultation exercise to let her know, so that she could work with them.

62. DIRECTORATE EDITORS MEETING

The minutes of the meeting held on 10th February 2010, were noted.

63. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 15th March 2010 at 10.00 a.m.

FINANCIAL SERVICES

E-Government Board

Minutes of the Meeting

Date	Monday 30 th November 2009
Time	10.30am
Venue	Committee Room 2, Town Hall
Chair	Councillor Ken Wyatt (KW)
Minute Taker	Angela Kemp (AK)

Attendees	Initials	Directorate
Arshad Azam	AA	RBT
Jon Ashton	JA	Financial Services
Richard Copley	RC	Financial Services
Sarah Corbett	SC	Legal Services
Jayne Dickson	JD	RBT
Richard Douthwaite	DR	Financial Services
Jane Evans	JE	EDS
Mark Gannon	MG	Financial Services
Paul Harris	PHa	EDS
Phil Howe	PHo	Strategic HR
Nick Milnes	NM	RBT
Shaun Johnson	SJ	RBT

Apologies	Initials	Directorate
Tim Littlewood	TL	Chief Executive's Office
Tracey Parkin	TP	Strategic HR
Frank Hodgkiss	FH	Councillor

No.	Item	Action
1.	<p><u>Apologies for Absence</u></p> <p>Apologies were noted as above.</p>	
2.	<p><u>Minutes of the Previous Meeting held on 2nd November 2009</u></p> <p>The minutes of the previous meeting were agreed as a true and accurate record.</p>	
3.	<p><u>Matters Arising</u></p> <p><u>Website</u> It was noted that the 'go live' date was still planned for mid December 09. This will be a 'soft launch' followed by a more concentrated take up campaign starting in the new year.</p> <p><u>e-Government Awards</u> It was noted that unfortunately the safeguarding e-learning submission had not be short-listed.</p> <p><u>Contact Centre – Transfer to VOIP Platform</u> MG reported that an updated email had been issued by RBT regarding</p>	

No.	Item	Action
	the contact centre transfer to VOIP which is now planned for 12 th December. It was agreed AK would circulate the e-mail to e-Government Board Members for reference.	AK
4.	<p><u>Looking Local – Digital TV</u></p> <p>JA advised Board Members that Rotherham MBC has been signed up to Looking Local Digital TV for approximately 4 years at a cost of £12,000 per year. A further £3,000 investment is required to continue with the Looking Local Digital TV provision.</p> <p>It was noted that this facility has a narrow platform, with out of date data and has received limited usage. Areas of potential interest such as local job searches and council house searches would incur extra costs to access and would be in addition to the hosting and updating costs. It was noted that the site is currently hosted by Kirklees Council.</p> <p>The Website Strategy Group has discussed what value would be gained from continuing with Looking Local digital TV and are recommending that no further investment is made.</p> <p>The e-government board endorsed the Website Strategy Group's recommendation not to progress any further with Looking Local Digital TV. JA agreed to progress notice arrangements.</p>	JA
5.	<p><u>EDRMS Business Case</u></p> <p>MG updated Board Members on the progress of the EDRMS Business Case report which is to be presented to CMT subject to approval from the e-Government Board. The business case contains 3 option appraisals which provide details around in-house provision, out-sourcing or a mixed economy.</p> <p>MG agreed to circulate the report to Board Members for comment. E-Government Board Members agreed to review the content of the report and feedback any comments to MG.</p> <p>The e-government board agreed that the business case report could be progressed to CMT subject to no significant comments being raised.</p> <p>It was also noted that SC is working up an initial report on Information Governance Unit which will be presented to CMT in 2-3 weeks time.</p>	MG / ALL
6.	<p><u>e-Learning Stats – Mandatory Courses</u></p> <p>PHo introduced a report containing completion statistics by Directorate for the following mandatory e-learning courses:-</p> <ul style="list-style-type: none"> • PDR • Recruitment and Selection Refresher • Risk Management • Data Protection <p>Discussion took place on what courses were actually deemed as</p>	

No.	Item	Action
10.	<p data-bbox="304 230 699 264"><u>ICT Capital Strategy Update</u></p> <p data-bbox="304 297 1235 394">RC introduced a mid point update report on the ICT Strategy (2008-11) setting out the progress to date against the projects outlined in the implementation plan.</p> <p data-bbox="304 427 1241 495">The status of each project commitment was discussed and it was noted that all projects remain on target.</p> <p data-bbox="304 528 1265 763">The current forecast spend of the ICT capital budget was discussed and the position was noted. 3 projects were not accounted for in the original projections. 2 of these projects have been reported to e-Government Board and have received retrospective approval; these projects were noted as the Town Centre Manager CRM System and the New Elections Management System. A further report is expected to be presented to the e-Government Board on Aston JSC in the near future.</p> <p data-bbox="304 797 1214 864">It was noted that the ICT Capital Strategy Update will be presented to CMT on Monday 7th December followed by Cabinet and PSOC.</p> <p data-bbox="304 898 660 931">The e-Government Board :</p> <ul data-bbox="357 965 1246 1104" style="list-style-type: none"> • welcomed the update and noted the progress on implementation of the ICT Strategy; and • congratulated RC for the positive progress made to date on the ICT Strategy implementation. 	

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

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