CABINET MEMBER OF RESOURCES

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

Date: **Monday, 12th April, 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 March, 2010 (Pages 1 - 7)

4.   Revenue Budget Monitoring for April – February, 2010 - Financial Services (Pages 8 - 11)

5.   Revenue Budget Monitoring for the Period April – February, 2010 - Chief Executive's Directorate (Pages 12 - 14)

6.   RBT Performance Report (Pages 15 - 28)

7.   Complaints Forum (Pages 29 - 32)
      - minutes of meeting held 8th March, 2010

8.   Customer Access Strategy Group (Pages 33 - 35)
      - minutes of meeting held on 8th March, 2010

9.   Website Strategy Group (Pages 36 - 39)
      - minutes of meetings held on 15th March, 2010

10.   E Gov Board (Pages 40 - 44)

CABINET MEMBER OF RESOURCES
8th March, 2010

Present:- Councillor Wyatt (in the Chair).

An apology was received from Councillor Hodgkiss.

K79.   MINUTES OF MEETING HELD ON 8TH FEBRUARY, 2010

Consideration was given to the minutes of the previous meeting held on 8th February, 2010.

Resolved:- That the minutes of the meeting held on 8th February, 2010, be approved as a correct record.

K80.   REVENUE BUDGET MONITORING REPORT APRIL 2009 - JANUARY 2010 - 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 January, 2010. It also stated that the Directorate had incurred £37,452 agency spend to date.

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.

K81.   REVENUE BUDGET MONITORING REPORT APRIL 2009 - JANUARY 2010 - 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 £70,000 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
- Income

The report set out the summary year to date and projected outturn position for the Chief Executive's Directorate as at the end of January, 2010.

There was no agency expenditure to report in the current financial year although there had been expenditure incurred on Job Evaluation in 2009/2010 funded via a centrally held budget. A process for collating details of spend on the use of consultants had been implemented in accordance with Scrutiny Review recommendations and would be provided in reports as from April, 2010.

Discussions were ongoing with regard to Rotherham News.

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

K82.   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 January, 2010, 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 with the exception of CAO5 (contact not abandoned – telephony) which achieved only 80.77% against a target of 90%
− Efficiency and effectiveness of face-to-face services remained low (36.2%). The Transformation and Strategic Partnerships was working closely with RBT on improvements in this area
− 5 complaints had been received with 3 ongoing and 2 closed as upheld
− New Welfare Rights and Money Advice Manager to commence on 8th March

Human Resources and Payroll
− All performance targets achieved
− Technical development to allow for automatic write back of timesheet information to PSE now complete
− Version 10 YourSelf release due in June, 2010

ICT
− Achievement of performance targets for the ICT Service in January,

2010, 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

−   Continued VOIP rollout progress

−   Principles of BS25999 to be adopted, the core of which was a Business Impact Assessment, which would allow review of the most important corporate services and activities and identify what processes were required to support

−   New website went live on 6th January

Procurement

−   All performance targets achieved 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%.

−   Former BVP18 achieved 93.71% in January, 2010, an improvement on 2009. Average performance to date stood at 94.31%

−   Procurement savings for the period to the end of December, 2009, were £330,278.68

Revenues and Benefits

−   Council Tax Collection Rate 92.19% at the end of January, 2010, 0.45% lower than the same point in 2008/09. Latest forecasts by RBT suggest that the final collection rate at 31st March, 2010 could be 0.24% down on last year

−   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 3,306 Council Tax Liability Orders referred to the bailiff during the financial year. Currently 21.3% of the total bailiff caseload with Council Tax arrears were making regular payments by arrangement whilst a further 13.4% 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 15.14 days, slightly above the 14 days target and down on the position at the end of December when the average was 14.83 days

−   NNDR collection rate was 94.95% at the end of January, 2010, 0.48% down on the same point in 2008/09. A large rateable value increase in respect of 1 business had added approximately £850,000 to the debit and, assuming the balance was collected, would

obviously improve performance. However, there were also a number of write offs still to be actioned which would influence the overall position in a negative direction. As previously, the figure was also adjusted to incorporate the affect of the NNDR Deferral

− 380 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of January, 2010. currently 12.8% of the total bailiff caseload with NNDR arrears were making regular payments by arrangements whilst a further 13.0% had had their cases put on hold at the request of the Council

− As at the end of December, 2010, there were 352 live cases on the NNDR Deferral Scheme, allowing deferral of £472,430

− The average time taken to process HB/CTB New Claims and Change Events continued to be closely monitored. As at 31st January, 2010, the figure was 13.33 days

It was noted that the failure of CAO5 was attributed to significantly increased Contact Centre call volumes due to adverse weather conditions (219% increase to the Streetpride Service). Strategic Measures CAS5 had also been impacted upon by the volumes with only 62% of customers having their call answered within target.

Discussion also took place on:-

− the TUPE transfer of employees from Ringway Grounds Maintenance and associated issues
− downtime affecting critical systems
− Servers
− Increased case load for Housing Benefits and Council Tax

Resolved:-   (1) That RBT's performance against contractual measures and key service delivery issues for January, 2010, be noted.

(2) That the next report include an update on the situation with regard to servers.

K83.   **APPRENTICESHIP UPDATE**

The Assistant Chief Executive (Human Resources) submitted an update on apprenticeship activity within the Council highlighting issues surrounding the future of apprenticeships in the current climate.

The Council had been required to complete a return to Government Office indicating the number of apprentices currently employed and the number likely to commence employment in the next 12 months.

In the last 2 years the Council had employed 34 young people as apprentices, most of whom had been employed on a 1 year contract. 11 of the 34 had gained employment of some sort within the Council, 4 in jobs elsewhere and 12 at present still in an apprenticeship.   The

remaining 7 had either failed to complete their apprenticeship or had completed without a job outcome. 2 further apprentices were to be appointed following interview processes.

There were definitive pledges to appoint at least 2 Horticultural apprentices, 4 Programme Led Apprentices in Social Care (these did not count towards employing more paid apprentices as per Government objectives as they were not employees in receipt of a wage), 16 through the Children's Workforce Development Council (CWDC) and a further 10 graduate placements also funded by the CWDC.

The issue of apprenticeships and the Council's progress in reaching the position referred to above had been reported to the Strategic Leadership Team on a number of occasions. Backing had been given to seeking to offer more apprenticeships but to date had not set targets or committed funding to make a step change in the numbers employed on an annual basis.

Using John Denham, Communities Secretary's, benchmark figure, Rotherham was amongst the worst performing Councils for employing apprentices. Also early benchmark data received from the Government Office for the Yorkshire and Humber showed the Council as potentially the lowest performing Metropolitan Authority in terms of numbers of apprentices projected to be employed as at March, 2010.

If using the benchmark average of 1 apprentice to 248 employees to set a target for each Directorate, the results would be:-

Apprentices	Apprentice Target 2010/11	Current 2009/10
Chief Executive	1	1
Children and Young People	9	2
Environment and Development	9	3
Finance	1	0
Neighbourhood and Adult Services	8	0
RBT	3	0
Schools*	26*	6
Whole Council	31(57*)	12

*It was suggested that the Council could not directly control the actions of schools on this matter though it could seek to influence their engagement in the apprenticeship agenda.

Apprenticeships would be for a period of 12 months.

If the targets were achieved, there would be resource implications for Strategic HR. It was proposed that discussions take place with the Strategic Director of Children and Young People's Services on how it

could best be achieved.

However, further information was being sought as to how other authorities were calculating their numbers and what was included and what was excluded. At present Rotherham did not include 2010 Rotherham Ltd. or school based staff.

Resolved:- (1) That the apprenticeships offered to date be noted and the success of apprentices in securing employment be celebrated.

(2)   That the step change to increase the number of apprenticeships offered by the Council be supported.

(3) That the adoption of the minimum Directorate targets for the numbers of apprentices appointed each year set out within the report be supported.

(4)   That the additional workload pressures and actions to support the above be recognised.

(5)   That an update be submitted on a quarterly basis including all schemes such as Access all Areas, Future Jobs Fund and other Placement Schemes.

K84.   **WEBSITE STRATEGY GROUP**

Consideration was given to the minutes of the Website Strategy Group held on 15th February, 2010.

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

K85.   **E GOV BOARD**

Consideration was given and discussion took place on the minutes of the E-Government Board held on 30th November, 2009.

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

K86.   **EXCLUSION OF THE PRESS AND PUBLIC**

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

K87.   **CONSULTANCY SUPPORT - ORGANISATIONAL DEVELOPMENT**

The Chief Executive (Human Resources) submitted a proposal to exempt

the contract for the provision of services, in connection with the review of the senior management structure of the Council, from Standing Order No. 48.1 (requirement to invite 3-6 tenders from contractors for contracts with an estimated value of £50,000 or more), and to award the contract to Hay Group Consulting Ltd.

Hay Group would be commissioned to work with the Council's HR teams to identify the potential for the re-structuring/re-profiling of senior managers' roles. The value of the preliminary work was estimated to be £35-40,000. However, depending on the outcome of the review, it may be necessary to commission the company to carry out further work taking the overall value of the contract over £50,000.

It was anticipated that the totality of the work would not exceed the current European Union threshold for services (currently £150,000) and therefore not engage the EU procurement rules.

It was noted that Strategic Director of Finance and the Assistant Chief Executive (Legal and Democratic Services) had been consulted and agreed with the proposal.

Resolved:- That exemption from Standing Order No. 48.1 (requirement to invite 3-6 tenders for contracts with an estimated value of £50,000 or more) be approved and the contract for the review of the Council's organisational structure be awarded to Hay Group Consulting Limited.

Agenda Item 4

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS		

1	Meeting:	**Cabinet Member For Resources**
2	Date:	**Monday 12th April 2010**
3	Title:	**Revenue Budget Monitoring for the Period April – February 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 February 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 February:

Supplier	Month 11 Spend (£)	Cumulative Spend to date (£)
Duttons	3,320	26,230
Hays Accountancy		520
Badenoch & Clark		14,022
TOTAL	**3,320**	**40,772**

7.3 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 February 2010) are detailed in the following table:-

	February 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	1,311	1,281	-30	1,431	1,431	0
Audit And Governance	406	417	11	443	443	0
Service Finance	1,482	1,513	31	1,617	1,617	0
Transformation & Strategic Partnerships	239	283	44	260	260	0
RBT Affordability	6,138	6,104	-34	6,698	6,698	0
TOTAL	**9,576**	**9,598**	**22**	**10,449**	**10,449**	**0**

9. Risks and Uncertainties

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

10. Policy and Performance Agenda Implications

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

11. Background Papers and Consultation

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

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

ROTHERHAM MBC

REVENUE BUDGET MONITORING

FINANCIAL SERVICES DIRECTORATE FEBRUARY 10

Last Reported Projected Net Out-turn £000	Service Division	EXPENDITURE/INCOME TO DATE (As at 11th March 2010)							NET PROJECTED OUT-TURN					* Note
		Expenditure			Income			Net					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
		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	Annual Budget £000	Projected Out-turn £000				
(61)	Directorate Office	817	794	-23	-122	-187	-65	695	607	-88	758	697	(61)	0	(61)	G
8	Communications & Marketing Team	569	812	243	0	-183	-183	569	629	60	621	631	10	0	10	G
(13)	Community Engagement and Research Team	514	501	-13	-19	-21	-2	495	480	-15	541	530	(11)	0	(11)	G
(7)	Performance and Quality	319	325	6	-32	-42	-10	287	283	-4	313	306	(7)	0	(7)	G
(20)	Policy and External Affairs	314	312	-2	-43	-55	-12	271	257	-14	296	276	(20)	0	(20)	G
0	Partnership Team	174	281	107	-78	-185	-107	96	96	0	104	104	0	0	0	G
32	Scrutiny & Member Support	2349	2451	102	-61	-145	-84	2,288	2,306	18	2,495	2,523	28	0	28	G
(10)	Members Development	30	19	-11	0	0	0	30	19	-11	32	22	(10)	0	(10)	G
0	Infrastructure & Corp Initiative Bud.	483	483	0	0	0	0	483	483	0	486	486	0	0	0	G
(47)	Human Resources	1,076	1,370	294	-63	-401	-338	1,013	969	-44	1,105	1,054	(51)	0	(51)	G
48	Legal and Democratic Services	3,134	3,548	414	-1,178	-1,548	-370	1,956	2,000	44	2,103	2,154	51	0	51	G
(70)	**TOTAL CEX DIRECTORATE**	9,779	10,896	1,117	(1,596)	(2,767)	(1,171)	8,183	8,129	(54)	8,854	8,783	(71)	0	(71)	

Agenda Item 5

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS		

1	Meeting:	**Cabinet Member For Resources**
2	Date:	**Monday 12th April 2010**
3	Title:	**Revenue Budget Monitoring for the Period April – February 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 £71k 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 February 2010 and shows that the Directorate is currently forecasting a £71k 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 £34k. A new funding model is being investigated for the newspaper, once agreed a report will be circulated at a future meeting.
- 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 February 2010) are detailed in Appendix 1, the table below shows the summarised position:-

Head Of Account	February 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	5,214	5,160	-54		5,646	5,575	-71	-1.27
Human Resources	1,013	969	-44		1,105	1,054	-51	-4.62
Legal and Democratic Services	1,956	2,000	44		2,103	2,154	51	2.43
TOTAL	**8,183**	**8,129**	**-24**		**8,854**	**8,783**	**-71**	**-0.80**

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
joe.johnson@rotherham.gov.uk

Agenda Item 6

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS		

1.	Meeting:	**Cabinet Member for Resources**
2.	Date:	**12th April 2010**
3.	Title:	**RBT Performance Report for February 2010**
4.	Directorate:	**Financial Services**

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for February 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 February 2010.**

7. Proposals and Details

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

7.1 <u>Customer Access</u>

7.1.1 *Overall Performance*

All performance targets were achieved in February 2010.

Efficiency and effectiveness of Customer Services remain low (39% efficiency for face-to-face services and 48% for telephony services year to date), although specific actions are being taken to increase the results in this area and a 10% increase in efficiency across the Customer Service Centre network has been achieved this month.

Examples of actions taken are:

- o Customer Service Centre advisors are now processing local taxation work;
- o Customer Service Centre advisors making proactive outbound calls in recovery work, which will help to improve the Council Tax collection rate;
- o Customer Service Centre advisors will shortly take on the Rothercard administration function;
- o Rothercard telephone calls are being moved into the Contact Centre;
- o Wath switchboard is being diverted to the Contact Centre;
- o Work is underway to explore the feasibility of delivering Registration processes via the Contact Centre.

The Transformation and Strategic Partnerships (TSP) Team continues to work closely with the RBT Customer Services team to ensure that ongoing improvements are made.

7.1.2 *Complaints*

This month, 8 complaints were dealt with 4 complaints closed as upheld, 3 not upheld and 1 complaint ongoing. The upheld complaints related to Direct Debit processes being completed incorrectly and to customers not receiving call backs as promised. Retraining has been provided for appropriate staff members.

7.1.3 *Tell us Once (TUO)*

Training to up-skill the existing registration staff in the Tell Us Once service will take place throughout March and April.

7.1.4 Registration Service – New Governance

The service has submitted its application for New Governance status. New Governance removes the requirement to formally apply for a new scheme when staffing requirements change, allowing the service to respond more efficiently to change. Governance is via an annual stewardship report to the Registrar General, rather than by full service inspection. Reporting is aligned to local governance, giving consistency at a national and local level. Support is provided by the General Register Office Account Manager and annual security stock inspections continue.

7.1.5 Revenues and Benefits Business Process Re-engineering (BPR)

Recent meetings with the Trade Unions have been constructive and they are comfortable for the project to move forward. RBT have agreed all measures and targets for the services and the TSP Team has drafted a full set of methodology statements which is with RBT for sign off. The TSP Team will now work closely with RBT to ensure that the BPR implementation is delivered effectively and that customer service levels are improved. RBT anticipate that the new arrangements will commence in July 2010.

7.1.6 Other Service Information

The Primary Care Trust has notified the service that as a result of the present financial climate they will not be in a position to fund the Welfare Rights Service within Breathing Space in the financial year 2010-2011.

7.2 Human Resources and Payroll (HR+P)

7.2.1 Overall Performance

All performance targets were achieved in February 2010, with the exception of HRO2, Accuracy of Payment, which achieved performance of 99.09% against a target of 99.5%. This was due to a system amendment which resulted in a number of car parking payments not being deducted from salaries.

7.2.2 Current Projects

YourSelf release version 9 which included the mileage re-write, the automated Delegated Staffing Powers process and the new organisation charting software was released to the live environment on 1st March 2010. Communications were sent by email to identify authorising managers with an additional Manager Briefing published prior to launch. The Orgplus development is now live following the release of YourSelf version 9 and this project is now complete.

The PSe statutory maintenance release V4.1 was received at the end of February and installed in the test environment. Live install is scheduled for 12th March with full testing of the software taking place in early March. The release includes taxation changes for 2010-11, some revisions to securities and the training module plus some enhancements to the sickness module.

A meeting is planned for March with Abacus Ltd (the Council's provider of the e-recruitment system) relating to the latest version release of the 'Recruit' software.

The Auto-Timesheet is now live with the pilot schools and March will see a further roll out to schools currently processing weekly paid SMSAs.

The General Teaching Council (GTC) payments and deductions to Teachers are scheduled for April and we await the delivery of the GTC file.

The School Workforce Census format has been amended causing additional development work to provide the information. Discussion with Secondary School's Business Managers during February highlighted the significant workload the capture of information for this census has caused. The HR Service Centre is working with Clifton School to find an automated solution.

Proposals to change the current car mileage rates identified by Strategic HR will require development of the PSe tables and amendment to the self service wizard. It is acknowledged that the potential effective date could be 1st April 2010.

The Service Centre continued with its delivery of training courses for employees using VOIP telephony during February. Bailey House has been proposed for the new training venue from March.

The Council's new Talent Pool process started in early February. The short term worker requisition and new vacancy filling process are now live with the new re-deployment process scheduled to go live on 8th March 2010.

The review of the HR Schools' Intranet pages is complete. These pages now have the same look and feel as the main HR Intranet pages including linking to documents for ease of use.

Sandwell Council has adopted the HR call logging system. The system will go live in Sandwell on 22 March. The Service Centre will continue to support Liberata Sandwell with user training in the run up to their go live date and for a period beyond.

7.2.3 *Payroll Activity*

Youth & Community Workers revised pay rates were paid in February with the arrears of pay, back dated to September 2009, scheduled to be paid in March.

Increment letters for 2010 employees and the RMBC extended PO grades who receive April increments will be dispatched to Managers for validation during March to allow for a two week turn around.

The transfer of Thurcroft Infant school from an external supplier to RMBC payroll is scheduled for 1st April 2010. Liaison with Schools First will begin in March to capture all current employee details ready for take on to the Council's payroll.

7.2.4   *Future Projects*

The Payroll team will be fully involved in all year end activities following the closure of payrolls in March. The monthly payrolls will be closed down over two weekends (20th and 27th March) with the weekly payroll closed on the evening of 29th March. Closure of payrolls requires all activity on the live system to be suspended and is therefore undertaken outside of normal working hours to cause the least disruption. Following the closure and balancing of payrolls various statutory returns must be completed by due deadlines. The team will focus during the next few months on ensuring the Council's obligations are met.

A project to review the HR Service Centre Management structure and the HR Consultancy Teams will commence during March. A Project Manager has been assigned to the review.

Version 10 of YourSelf is due in June 2010 and will include PDR and a new facility for online reporting.

7.3   ICT

7.3.1   *Overall Performance*

All targets for the ICT Service were achieved in February.

7.3.2   *Server Replenishment*

There is no centrally funded server refresh programme in the same way that there is for desktop PCs. RMBC is currently virtualising its servers in preparation for the migration to the new data centre in the New Civic Building. This is where a physical device is divided into a number of "virtual" devices by using special software. Additionally we have a long standing policy that no new physical servers should be implemented as part of our commitment to implementing 'green' ICT.

When infrastructure is nearing the end of its usefulness, RBT notifies the ICT Client and we begin a review of the systems and services hosted on the infrastructure to assess options for replacement. Sometimes these reviews offer a good opportunity to begin having the systems externally hosted; sometimes the best course of action is to replace the failing kit with new virtual servers. We are currently going through this process with regards to our UNIX and Network Attached Storage platforms which are nearing the end of their lives.

7.3.3   *Accommodation Changes*

A new 1 GB network link between Civic and Bailey has been ordered to replace the incumbent link which runs through Crinoline House. This will be live by the end of April.

7.3.4 *Shared Outlook Calendars*

All staff have been asked to open their Outlook Calendars. This is because, as we continue to adopt a more agile way of working it is important that our colleagues know where we are working and when we are available for a conversation or meeting. By making better use of Outlook Calendars we can still work together effectively, even when we're not all in the same office. Work continues to ensure that all service areas do this.

7.3.5 *Print Reduction Initiatives*

In an effort to reduce the amount of money we spend on desktop printing, all staff have been asked to think about whether they need to print documents and have been encouraged to take their laptops to meetings rather than printing out agendas and minutes. In addition, all printers have been set to default to duplex and black and white. Early indications are that these changes have had a dramatic effect with colour printing falling by 65%.

7.3.6 *Complaints*

No complaints were received in February.

7.4 <u>Procurement</u>

7.4.1 *Overall Performance*

All performance targets were achieved in February 2010.

7.4.3 *BVPI8*

Former BVPI8 achieved 97.69% in February 2010 which is an improvement on the February 2009 performance of 95%. Average performance to date stands at 94.62%.

7.4.4 *Savings Performance*

Procurement savings for the month of January 2010 were £326,579.

7.4.5 *Addressable Spend Tracking*

Addressable spend figures for January 2010 are as follows:

Savings in month of January	Savings year to date	Estimated Savings to year end	Addressable Spend in February	Addressable Spend Year to Date
£326,579	£2,998,273	£3.275m	£2.79m	£27.043m

Work is currently ongoing to look at the procurement model.

7.5   Revenues and Benefits

7.5.1   *Council Tax*

At the end of February 2010 the Council Tax Collection rate stood at 94.86%, which is 0.13% down on the same position in 2008/09. As highlighted in the previous monthly report, forecasts by RBT have suggested that the final collection rate at 31 March 2010 could be 0.24% down on last year. However, the shortfall is currently less than the predicted figure and it remains possible that the final outturn may be better than anticipated. 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 February 2010**	**At February 2009**
Reminders	42,660	43,670
Summonses	12,063	12,126
Liability Orders	9,839	9,433

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of February 2010 was 3,579. Currently 20.2% 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 13.7% 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 12.24 days at the end of February 2010. This is an improvement on the position reported previously and is better than the performance level which the service aims to achieve, i.e. 14 days.

7.1.1   *NNDR*

NNDR collection performance stood at 95.93% at the end of February 2010, which is 1.18% down on the same point in 2008/09. As mentioned in the previous monthly report the main reason for the shortfall was that a large rateable value increase in respect of one business had added approximately £850,000 to the debit and was awaiting payment. In early March the relevant balance was cleared and, consequently, the shortfall in collection, compared to 2008/09, has since narrowed considerably.

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 February 2010	At February 2009
Reminders	4,342	4,319
Summons	1,229	1,462
Liability Orders	801	764

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year up to the end of February 2010 was 430. Currently 21.9% 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 11.4% have had their cases put on hold at the request of the Council.

With reference to the NNDR Deferral Scheme, the number of active cases has actually fallen since the end of January 2010. This is due to the fact that a number of businesses who had applied successfully for deferment have actually gone on to pay their accounts in full. Analysis suggests that these have largely been smaller businesses where the charge-payer has, presumably, decided that the deferred amount is so small that there is little value in delaying payment. At the end of February there were 299 live cases, allowing deferral of £463,243.73, whereas at the end of January 2010 there were 352 live cases covering a deferred total of £472,430.77.

7.2.3 Other Service Measures

Performance against the remaining Strategic and Operational Measures continues to be satisfactory 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 28 February 2010, was 12.86 days, an improvement on the 13.33 days reported in respect of the period up to 31 January 2010. The progress made is a result of the ongoing overtime being worked by RBT and a large number of Pension Credit up-ratings that have been processed in the last month.

As reported last month, the only area where it appears that the Operational Measure Target will definitely not be achieved is in respect of Council Tax Write Offs as a % of Collectable Debt. The reasons for this were set out in the last report.

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, which gave RBT the opportunity of clawing back the penalty by over-performing against the measure. However, the measure again failed to meet target in February, meaning the measure will once more need to over-perform for 2 consecutive months before any of the penalty may be clawed back.

PO6 failed in December resulting in potential penalties of £102.67; however this measure achieved target in January and February, giving RBT the opportunity to claw back the penalty.

CAO5 failed in January resulting in potential penalties of £434.91; however this measure achieved target in February, giving RBT the opportunity to claw back the penalty.

PO3 failed in January resulting in potential penalties of £8.89; however this measure achieved target in February, giving 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 February 2010.

Contact Name:

Mark Gannon
Transformation and Strategic Partnerships Manager
Extension 54526
mark.gannon@rotherham.gov.uk

Customer Access Measure	Ref	Target	Dec	Jan	Feb	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	94.85	95.3	95.04	★	
First Contact Resolution by Channel (F2F)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	98.57	97.14	95.71	★	
Average Call Quality Assessment	CAO4	95	97	97.34	97.41	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.94	99.84	99.88	★	
% of Contact not Abandoned (Telephony)	CAO5	90	95.04	80.77	95.64	★	Performance recovered in February
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	Dec	Jan	Feb	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.92	99.89	99.09	▲	System amendment resulted in car parking errors
% of Enquiries Resolved at First Point of Contact	HRO3	80	91.13	96.94	97.34	★	
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	Dec	Jan	Feb	Status	Comments
% Availability of Website	ICTO1	99	100	99.7	100	⭐	
% Availability of Business Critical Applications	ICTO2	99	99.99	99.6	99.9	⭐	
% Availability of Telephony Systems	ICTO3	99	100	100	100	⭐	
% Faults Fixed in Agreed Timescales	ICTO4	94	97.11	97.39	97.01	⭐	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	100	99.07	97.87	⭐	
% 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	32.71	35.77	32.65	⭐	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	⭐	
Average Time Taken to Answer Calls	ICTO10	85	93.94	90.67	95.11	⭐	

More than 2% above target ⭐
Within 2% of target 🟡
More than 2% below target 🔺
Unable to report at this time ?!

Procurement Measure	Ref	Target	Dec	Jan	Feb	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	88.95	97.68	88.75	⭐	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.84	99.00	99.76	⭐	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.6	98.96	99.76	⭐	Performance back on track
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	91.5	91.11	91.21	⭐	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	100			?!	Quarterly measure.
% Orders Placed Against Electronic Catalogue	PO6	19	17.85	21.07	19.01	🟠	
% eRFQ Open Requisitions	PO7					?!	Turnaround now agreed as 85% within 4 working days; nil return for December, January & February as there were no eRFQs. Mesure to be reviewed for 2010/11
% Framework Agreements Developed with consideration given to Sustainability	PO8	98	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	Dec	Jan	Feb	Status	Comments
% Council Tax Collected	RBO1	97	83.12	92.19	94.86	?!	Annual measure
% NNDR Collected	RBO2	98.50	88.79	94.95	95.93	?!	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	12.9	13.33	12.86	?!	Annual measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	4.98	5.37	5.78	?!	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	0.26	0.28	0.31	?!	Annual measure
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7		727.5	727.5	2007.7	?!	Annual measure; ICT issue with reporting resolved and measure now accurately reporting
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.32	0.33	0.33	?!	Annual measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	43.99	45.71	46.93	?!	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	2.29	2.29	2.29	?!	Annual measure
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	88.28	86.67	87.46	?!	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

COMPLAINTS FORUM
Monday, 8th March, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Richard Garrad, Sarah Griffiths, Emma Hill, Mark Leese and Rachel O'Neil

An apology for absence was received from Andrea Pearson .

61.   **MINUTES OF MEETING HELD ON 11TH JANUARY, 2010**

Agreed:- That the minutes of the meeting held on 11th January, 2010, be agreed as a true record.

62.   **REPORTING REQUIREMENTS**

Mark Leese reported that, as agreed at the previous meeting, he had liaised with Directorate Officers regarding the reports generated by business objects and also collated "wish lists".

A basic data catch on what officers had been asking for had then been conducted to ascertain whether amendments could be made or whether new reports were required. Mark had attempted to map the requests across the common reporting requests.

The "wish list" had included a comment report and also reports to drill down to the Service Area and Team. Officers wanted to drill down to lessons learnt by Directorates to try and tease that out of the system; that facility was already there but may need protocols.

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

(2) That Mark Leese circulate the document for comment compiled from his visits to Directorate Officers.

63.   **QUARTER 3 COMPLAINTS**

Rachel O'Neil reported that the report for Quarters 1 and 2 was now ready for submission to Cabinet. Quarter 3, covering 1st October-31st December, 2009, was also complete.

The statistics showed that Quality of Service (47%) and Actions of Staff (28%) remained the 2 highest complaint categories. Within those figures were some specific Directorate queries. For example, the corporate average for Delay in Service was 9% but 20% of NAS complaints fell into this category. Around Quality Service, the corporate average was 46% but 58% of CYPS complaints and 59% of RBT complaints fell into this category.

However, the Service Standards and turnround times were steadily

increasing 97%

The Quarter 3 report also included a list of the significant complaints received and the learning from customers that had been derived.

Also see Minute No. 67 below.

Agreed:- (1) That the Quarter 1 and 2 report be submitted to Cabinet as soon as possible.

(2) That the draft Quarter 3 report be circulated for final comment.

64. **TELL US YOUR VIEWS REPORTING SCHEDULE FOR QUARTER 4 AND 2010/11**

Mark Leese reported that he would be drawing up a schedule of deadlines for the 2010/11 financial year shortly.

Discussion on shortening the process for Quarter 4 and the annual report. In theory there should only be Quarter 4 data to be checked as Quarters 1-3 had already been signed off. It was suggested that Mark circulate the draft annual report for comment in April 2010, and remove the previous 3 day allowance for updating data.

Agreed:- That Mark Leese circulate a draft annual report for comment.

65. **COMPLAINTS COST PILOT - UPDATE**

Mark Leese reported, that using the Freedom of Information calculator, he had tracked the costs of Stage 1 complaints. A breakdown of 10 complaints demonstrated an average cost of £217.

Discussion ensued on the benefit of this exercise. It was felt that it might make an officer think about how to deal with a complaint upon receipt and perhaps deal with it differently knowing the costs involved.

Sarah Griffiths reported that 2010 Rotherham Ltd. now had a Manager review a complaint before it went to Stage 3 due to the costs and difficulty in arranging a panel.

Agreed:- (1) That the item be included on every agenda.

(2) That the formula used to calculate costs be circulated to Directorate Complaints Officers.

66. **COMPLAINTS SCRUTINY REVIEW UPDATE**

Rachel O'Neil reported that a final report was to be submitted to the Performance and Scrutiny Overview Committee on 26th March indicating progress against the Scrutiny Review recommendations. Internal Audit

would then audit the progress.

67.   LEARNING FROM COMPLAINTS

Following on from Minute No. 63 above, Rachel O'Neil stated that there was very little information circulated or published outlining what had been done following customer feedback, other than the You Say We Did reporting in NAS And EDS.

Rachel was now copied into anything entered onto the website on the Tell Us Your Views e-form. Since the new website had gone live in January, the main contacts from customers had been for EDS with regard to bin collection, winter gritting and road conditions generally.

Agreed:- That Lessons Learnt be a standing agenda item.

68.   ACKNOWLEDGEMENT OF E-CONTACTS

Mark Leese reported that currently anything that came to him via Tell Us Your Views was acknowledged by him as well as from the Directorate thus causing a lot of duplication.

He queried whether it was worth him acknowledging them? It was felt that the Directorate response was more meaningful and should be continued.

Agreed:- That Mark Leese / RBT no longer acknowledge any RMBC contacts and that Directorates should continue to acknowledge all queries.

69.   CUSTOMER SATISFACTION SURVEY UPDATE

Emma Hill circulated a summary of the survey she had carried out on the 14 complaints EDS had received from October, 2009 to 6th March, 2010. The complaints had either been upheld or partially upheld.

Overall, those contacted had been really pleased with how their complaint had been dealt with and would contact the Council again.

Of the 14, only 4 had to be carried out by letter which had been returned.

Discussion ensued on the summary with the following comments made:-

−   Equality issue needed addressing
−   What would the response have been if complaint was not upheld
−   Telephone survey to replace paper survey? – time consuming?

Agreed:- (1) That the issue be included on the next agenda.

(2) EDS to continue with the survey;.

(3) That attempts be made to ascertain if there was good practice in other authorities.

70. COMPLAINT DATA DEADLINES

See Minute No. 64 above.

71. SAMPLE CHECKING OF SIEBEL

Mark Leese would be carrying out Siebel data checks shortly via an agreed framework.

72. ANY OTHER BUSINESS

Agreed:- That cross-Directorate complaints be included on the next agenda.

73. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 26th April, 2010, at 1.00 p.m. in the Eric Manns Building.

CUSTOMER ACCESS GROUP
Monday, 8th March, 2010

Present:-

Councillor Wyatt	**In the Chair**
Zoe Burke	Children and Young People's Services
Emma Hill	Environment and Development Services
Richard Garrad	Environment and Development Services
Rachel O'Neil	Customer Access Client Manager
Mark Leese	RBT
Sneh Soni	2010 Rotherham Ltd.
Jasmine Speight	Neighbourhoods and Adult Services

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

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

Further to Minute No. 53 (Customer Charter) Rachel O'Neil reported that it had been updated on the website and would be going to the Communications and Marketing Panel.

59.   INSIGHT INTO CUSTOMER FEEDBACK RECEIVED VIA THE WEBSITE

Rachel O'Neil reported that the new refreshed website was proving to be very successful and was generating an increase in customer feedback. There had been more feedback forms submitted via the web so far than in the whole of last year.

The significant areas of customer feedback were:-

25% of customer giving feedback around bins
10% winter gritting
5% potholes
5% very unhappy about length of waiting list for Council housing
5% accessibility i.e. website and information

The feedback received was passed to the respective Directorates; complaints to the Directorate Complaint Team and Services requests to the relevant Service.   However, there was nothing that pulled all customers feedback together.

Nothing was being done actively or proactively to get information back to customers in response to their comments

Discussion ensued on how to get information back to customers which could include test message, social network pages, e-mail.

There needed to be a process in place where the public could be informed and get messages out quickly.

60.   **PROMOTION / CHANNEL SHIFT COLLATION OF E-MAIL ADDRESSES / CUSTOMER**

Rachel O'Neil reported that currently on the website there were in excess of 600 registered e-mail addresses where members of the public had signed up stating what they were interested in.

It was hoped to increase this to 12,000 registered users which could then be used as a tool to push information out to them.

There were a number of small databases across the Council which contained telephone numbers, texts etc. It would be useful if these could be contacted individually and encouraged to register on the website.

It was suggested that each Directorate included a message on their respective web page encouraging members of the public to register.

Agreed:- (1) That each Directorate notify Rachel of any databases they held containing e-mail addresses and/or mobile telephone numbers and how frequently the information was updated.

(2) That contact be made with those held in the database to ascertain if they would be willing to sign up to the website.

61.   **CONTACT PREFERENCES ASTON AND RAWMARSH JOINT SERVICE CENTRES**

Rachel O'Neil gave the following update;-

Aston Joint Service Centre
−   Building to be released very shortly
−   Fit out over a 4 week period
−   Hopefully open mid-May
−   Customer Service, cashiers, library, 2010 Rotherham Ltd., Social Services, contact teams for CYPS, GP surgery and Health Service

Rawmarsh Joint Service Centre
−   Planning application expected to be considered in April
−   Campus design
−   Health building adjoining the Council building
−   Library, scaled down Customer Service Centre, 2010 Rotherham Ltd., Community Team. GP surgery and Health Service in separate building
−   Scheduled to open in December, 2010

62.   **BENCHMARKING DATA**

Agreed:- (1) That any benchmarking information be sent to Rachel O'Neil so they could be pulled altogether.

(2) That EDS supply Rachel O'Neil with the generic questions.

63.   DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 26th April, 2010, commencing at 2.00 p.m. to be held in Eric Manns Building.

WEBSITE STRATEGY GROUP
Monday, 15th March, 2010

Present:- Councillor Wyatt (in the Chair).

Apologies for absence were received from Tracey Holmes, Pete Lawrenson, Dawn Price and Jenny Vaughan.

64.   MINUTES OF MEETING HELD ON 15TH FEBRUARY, 2010

Agreed:- That the minutes of the meeting held on 15th February, 2010, be agreed as a true record.

65.   WEBSITE MANAGEMENT INFORMATION

Jon Ashton gave an update on the website management information.

He confirmed that the pages viewed in January and February had increased vastly compared to the same time the previous year. The number of visitors to the sight had dropped but those who were visiting it were looking at more pages.

Work was being undertaken to monitor the completion of forms on the website, and in particular at what point people drop out of a form. This will highlight the areas on the form where the format needs changing.

A comment was made that more publicity was needed to raise awareness of the website and suggestions were made as to how this could be achieved:

- Opportunities throughout the Directorates
- Through Customer Service Centres
- Via Consultation Co-ordinators

Rachel O'Neil suggested that she invite Dawn Price to the next meeting in order for her to give her input in respect of consultation.

The Chair requested that a report be produced at the end of March to go to Cabinet, detailing the performance, statistics and trends for the first three months of the new website.

Agreed:- (1) That the information be noted

(2) That Dawn Price be invited to attend the next meeting of the Group

(3) That a report be produced for Cabinet detailing the performance, statistics and trends for the first three months of the new website.

66. **EXTERNAL ASSESSMENTS OF THE WEBSITE**

Rachel O'Neil updated members of the Group on external assessments of the website.

Site Morse

Site Morse was an organisation who co-tested Local Authority websites. Rotherham had always ranked quite poorly in the past but since the launch of the new website they had jumped from 400th to 110th

Conference - "Social Media in Websites" – London

Rachel reported that she had recently attended the above conference in London and had been pleasantly surprised when one of the speakers had used the Rotherham website as an example of good practice.

Annual Socketing Review

Rachel reported that the Annual Socket Review was out, but as yet a paper copy had not been made available. Rotherham had been awarded three stars which was on a scale of one to four, one being poor and four being excellent.

She agreed to share the paper with the Group when it became available.

Ability Net

Rachel reported that the assessment was due to be undertaken in respect of the above and the results were expected in around eight weeks.

67. **GALAXY SITE REVIEW**

Rachel O'Neil circulated a paper in respect of the Jadu Galaxies Module.

This allowed services to take advantage of the Corporate CMS whilst stil maintaining their individuality.

It was recommended that internal council services should be sighted within the main corporate website, but in the event of there being a need for individuality being maintained, the galaxy module may be considered.

Fees would be charged for use of the module as follows:

Use of Galaxies Module	£500 per annum
Hosting	£120 per annum (£10 per month)
Development/training/technical support provided by the council's website team	£150 per day (0.5 day minimum charge)
Use of X Forms Module	£50 per annum

| Galaxies Module Licence | £4500 |

Payment of the annual licence fee for use of the Galaxies module was only required by Profit making organisations.

The creation of all Galaxy sites should be approved by the Online Services Manager and any waiver of fees should be approved by the website strategy group.

A discussion ensued and the following points were made:-

- It was felt that charging may deter external sites from becoming a galaxy site
- When looking at charging, comparisons needed to be made to ensure that we are competitive.
- Guidelines need to be laid down
- Work is required to produce a proper policy proposal

Agreed:- That the information be noted.

68.   FREEDOM OF INFORMATION

Rachel O'Neil reported on the Freedom of Information section of the website.

She confirmed that freedom of information requests were not currently publicised on the website, but that it was intended for this to be a feature in future.

Agreed:- That the information be noted.

69.   MAKING SPENDING TRANSPARENT

Rachel O'Neil reported that the Audit Commission had published a discussion paper "The Truth is out there" which looked at how the public sector could improve information made available to the public. She agreed to send the link to members of the group.

She showed members of the group a variety of council websites which highlighted areas of good practice and confirmed that work would be undertaken to establish whether the council had the technology to have something similar.

70.   E CONSULTATION

Rachel O'Neil reported that she had been approached by Dawn Price, Consultation Officer about the possibility of having a galaxy site for engaging with the people of Rotherham.

She confirmed that she would asking Dawn Price to attend the next

meeting to advise on what information would be included on the site.

71.   DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 19th April 2010 at 10.00 a.m.

FINANCIAL SERVICES

E-Government Board

Minutes of the Meeting

Date	Thursday 11th February 2010
Time	1.30pm
Venue	Meeting Room 1, Bailey House
Chair	Councillor Ken Wyatt (KW)
Minute Taker	Angela Kemp (AK)

Attendees	Initials	Directorate
Jon Ashton	JA	Financial Services
Richard Copley	RC	Financial Services
Jayne Dickson	JD	RBT
Richard Douthwaite	DR	Financial Services
Jane Evans	JE	EDS
Paul Harris	PHa	EDS
Phil Howe	PHo	Strategic HR
Nick Milnes	NM	RBT
Bronwen Moss (Item 4)	BM	Scrutiny
Shaun Johnson	SJ	RBT
Sue Wilson	SW	CYPS

Apologies	Initials	Directorate
Mark Gannon	MG	Financial Services
Sarah Corbett	SC	Chief Executive's

No.	Item	Action
1.	**Apologies for Absence** Apologies were noted as above.	
2.	**Minutes of the Previous Meeting held on 30th November 2009** The minutes of the previous meeting were agreed as a true and accurate record.	
3.	**Matters Arising** Website It was noted that the new RMBC website went live in January 2010. Latest results on usage and e-forms were reported as positive. e-Learning – Mandatory Items PHo advised that a paper would be presented to SLT and e-government board which will take stock of the issues. This has incurred some delay due to the support required in CYPS. E-mail Gathering + Use Protocol RC reported that Rachel O'Neil has been exploring this issue further and has been gathering customer e-mail addresses since the website went live. RBT customer facing staff are also collecting customer e-mail	

No.	Item	Action
	addresses.	
	Rachel will be carrying out some further research on use of customer e-mail addresses for marketing purposes.	
	It was noted that Sarah Corbett is looking at a security policy.	
	<u>ICT Strategy Update</u> It was noted that this report was presented to Cabinet and was well received.	
4.	**<u>E-Casework</u>**	
	Bronwen Moss was welcomed to the meeting to report on the current situation regarding e-casework.	
	BM advised that the current surgery system is to be discontinued from the end of the financial year. This will generate a £15,000 per annum saving if the proposed timescale for disconnection is achieved.	
	BM has been working with RC on the e-casework project. A policy regarding the management of Member casework has been created but requires further input from Directorates.	
	It was noted that when the surgery system is discontinued there will be no further telephone support from the RBT contact centres and all enquiries will go via the Town Hall Support Team.	
	An e-casework framework is to be developed but further work is required to identify which officers from each Directorate would deal with e-case work operationally. The policy framework will be presented to Cabinet and then full Council for approval. RC agreed to speak to Matt Gladstone regarding the development of a policy framework.	
	It was noted that 9 members were included on the initial e-casework pilot with a further 11 members added along with a number of officers from all Directorates.	
	Issues regarding audit trails, training implications, response times and ownership were discussed and noted.	
	Agreed: (1) That the current position on e-casework be noted. (2) RC to discuss development of e-casework framework with Matt Gladstone (3) RC and BM to discuss e-casework issues further.	RC RC/BM
5.	**<u>EDRMS Business Case</u>**	
	RC reported that recent efforts have been focused on the production of a business case for the EDRMS project. Concerns have now been raised about efficiencies set out in the original business case not being achievable.	
	Process improvements and softer efficiencies have been considered and an a revised EDRMS proposal is being worked up for SLT consideration..	

No.	Item	Action
	This will result in Wisdom being used for the management of records along with some limited use of G and H drives. It was acknowledged that this will create some complexities in terms of policing the use of storage areas. RC advised that automated tools are being explored which will help with the management of files. It was noted that Station Road records centre is now full and options are being considered to create a secondary records/storage centre. A paper outlining the revised options will be circulated to the EDRMS Group for comment prior to submission to SLT. Agreed: (1) That a paper on EDRMS goes to SLT as soon as possible.	RC
6.	**Business Continuity Arrangements** RC advised that Internal Audit have previously identified ICT business continuity arrangements as a risk within the Annual Governance Statement (AGS). RC presented a paper proposing that RMBC adopt the principles of BS25999. 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. It was noted that this proposal has already been shared with the Flu Pandemic Group and will be presented to SLT on 1st March for approval. Agreed: (1) The content of the report be noted (2) That the proposal to conduct business impact assessments be supported and presented to SLT for approval.	RC
7.	**Back-up Infrastructure** RC reported that in August 2008 KPMG, RMBC's external auditors, raised concerns regarding the storage of our backup data. RMBC's own Internal Audit section has also highlighted the proximity of the backups to the data centre as a risk. RC advised that initial efforts had been focussed on re-locating the backup tapes to the Station Road Records Store but this was discounted for the following reasons: 1. RBT charges of £16,000 per annum to cover the extra time needed to transport the tapes. 2. The risk in co-locating our paper and electronic records. 3. The fact that tapes represent only a part of the backups located in	

No.	Item	Action
	the Library Further consideration was given to relocating the back-up infrastructure to Bailey House but this option has also been discounted due to the high costs involved. The proposal is to therefore leave the backup infrastructure in the Central Library pending the completion of the BCP business impact assessments and construction of the new RMBC data centre in the new Civic Building. It was noted that back-up arrangements for the new data centre in the new civic accommodation are still to be agreed. Agreed: (1) The e-government board noted the contents of the report and approved the proposal to leave the backup infrastructure in the Central Library pending the completion of the BCP Business Impact Assessment and construction of the new RMBC data centre in New Civic.	
8.	**Measures to Produce Print Reduction** RC presented a briefing paper outlining the high printing costs incurred across the authority and good practice guidance on how staff can help to reduce printing costs. It is planned to release the good practice guidance to all staff next week subject to approval at today's Board meeting. It was noted that Central Printing and Reprographics costs had been excluded from the briefing paper as they are undergoing a separate transformational review. The Strategic Leadership Team has set RMBC challenging print reduction targets and all staff are to be requested to think carefully before printing and note the following good practice guidelines: • Colour should not be used for internal prints unless absolutely necessary. • All printers have been set to default to duplex. • Black and white has been set as default on all printers. • Emails should not be printed unless absolutely necessary. • Timesheets should not be printed. • Most staff now have laptops – everyone should aim to have 100% paperless meetings and PDRs. • Consider printing two pages on one (i.e. print documents as two A5 pages on one A4 page) Agreed: (1) The e-government board supported the release of the briefing paper which provides guidance on how to help reduce printing costs.	
9.	**Information Security Policy e-learning** RC reported that Sarah Corbett has now completed the Information Security Policy and an e-learning package has been created by Jean Tracey.	

No.	Item	Action
	RC requested all e-government board members to complete the e-learning package. Further discussion will take place as to whether this training should be made mandatory. PHo agreed to add this package to the mandatory e-learning list. It was noted that there are two further new e-learning packages on Anti Money Laundering and WorkSmart. It was suggested that there should be a clear list on the intranet advising staff what packages are mandatory. PHo agreed to progress. PHo made reference to the e-mail filtering statistics from October 2009. It was noted that on the whole the results were positive. Agreed: (1) That all e-government board members complete the Information Security Policy e-learning package. (2) That the Information Security Policy is added to the list for consideration as mandatory e-learning. (3) That a list be created which can be published on the intranet advising staff which e-learning packages are mandatory.	ALL PHo PHo
10.	**Any Other Business** Opening Up Outlook Calendars SJ raised concerns regarding the potential to view privately marked appointments in outlook calendars in light of the recent team briefing requesting staff to share calendar access with all other staff. RC agreed to investigate the risks. It was noted that the monitoring / policing of implementation of the team briefing would also need to be discussed.	RC
11.	**Date Of Next Meeting** Thursday 11th March 2010, 2.00pm, Conference Room, Moorgate Crofts	