

## CABINET MEMBER OF RESOURCES

Venue: Room 1, 3<sup>rd</sup> Floor,  
Bailey House, Rawmarsh  
Road, Rotherham

Date: Monday, 12th July, 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 14th June, 2010 (Pages 1 - 9)
4. Representation on Working Parties/Panels
  - (1) E Government Board  
Cabinet Member and Advisor for Resources
  - (2) Rotherham Information Governance Group  
Councillor Wyatt
  - (3) Data Protection and Information Group  
Councillor *Hodgkiss*
  - (4) Fair Trade Group  
Councillor Wyatt (Chair); Councillor Jack
  - (5) Procurement Panel  
Councillor Wyatt (Chair)  
Councillor Smith, Cabinet Member for Regeneration and Development Services  
Councillor Whelbourn, Chair, Performance and Scrutiny Overview Committee
5. Registration Service – Annual Review 2009/10 (Pages 10 - 14)
6. RBT Performance Report (Pages 15 - 26)
7. E Gov Board (Pages 27 - 34)  
- minutes of meetings held on 11<sup>th</sup> March and 26<sup>th</sup> April, 2010

8. Website Strategy Group (Pages 35 - 37)  
- minutes of meeting held on 2<sup>nd</sup> June, 2010
  
9. Exclusion of the Press and Public  
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 2 of Part I of Schedule 12A to the Local Government Act 1972 (information which is likely to reveal the identity of an individual).
  
10. Stage 3 Complaint Panel (Pages 38 - 41)

6K

**CABINET MEMBER OF RESOURCES**  
**Monday, 14th June, 2010**

Present:- Councillor Wyatt (in the Chair) and Councillor Buckley (Policy Advisor).

**K1. MINUTES OF MEETING HELD ON 12TH APRIL, 2010**

Consideration was given to the minutes of the previous meeting held on 12<sup>th</sup> April, 2010.

Resolved:- That the minutes of the meeting held on 12<sup>th</sup> April, 2010, be approved as a correct record.

**K2. FINANCIAL SERVICES REVENUE OUTTURN 2009/10**

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

The net outturn for Financial Services Directorate showed an underspend of £23,014 against a net cash limited revenue budget of £10,431,363. This represented a variance of – 0.22%.

After adjusting for the Directorate's Schools Finance Trading Account (where balances are automatically carried forward into the next financial year), the adjusted outturn was an underspend of £4,534 (-0.04% from budget).

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

- underspend in Central Finance and Management Team due to additional management income
- overspend in Audit and Governance due to shortfall in Audit income

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

Resolved:- (1) That the 2009/10 revenue outturn position for the Financial Services Directorate be noted.

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

**K3. CHIEF EXECUTIVE REVENUE OUTTURN 2009/10**

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

The net outturn for the Chief Executive's Directorate showed an underspend of £67,914 against a net cash limited revenue budget of £8,872,842. This represented a variation of -0.77%.

After adjusting for the Directorate's Trading Accounts (where balances were automatically carried forward into the next financial year), the adjusted outturn was an underspend of £26,177 (-0.30% from budget).

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

- underspend in the Chief Executive's Office due to savings on salaries and additional management fee income
- underspend in Rotherham Partnership, moratorium on non-essential spend in Pooled Communication, vacancy management in Corporate Research Team offset by an overspend in Rotherham News
- overspend in Human Resources only due to charges attributable to Rotherham News contributions and repayments towards the purchase under an Invest to Save arrangement for the Recruitment Management System. These had been offset by tight vacancy management on Trade Union secondments, additional income from Worksmart and the successful bid for Regional Improvement & Efficiency Programme (RIEP) monies to support mainstream work. This was alongside savings already offered by disestablishing one post and transferring work to RBT at a further £20K annual saving to the Council
- overspend in External Funding and Human Resources due to recruitment advertising loss on Recruitment Management System offset by tight vacancy management on Trade Union secondments, additional income from Worksmart and RIEP on Strategic Unit
- overspend on Legal Services due to IT charges, Legal Research costs and additional subscriptions. Underspend in Committee Services due to tight vacancy management and a moratorium on non-essential spend on Elections

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

Resolved:- (1) That the 2009/10 revenue outturn position for the Chief Executive's Directorate be noted.

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

**K4. FINANCIAL SERVICES CAPITAL OUTTURN 2009/10**

Joe Johnson, Principal Accountant, presented briefly the submitted report relating to the above and indicating that the net outturn position showed a break even position against a net budget of £3,748,478.

The summary outturn position was detailed in the report.

Resolved:- That the 2009/10 Capital Outturn position for the Financial Services Directorate be noted.

**K5. EMPLOYEE SUGGESTION SCHEME**

The Assistant Chief Executive (Human Resources) submitted proposed amendments to the Employee Suggestion Scheme for consideration.

Since its launch in September, 2005, the Scheme had received in excess of 1,300 suggestions. The front end of the scheme continued to work very effectively but fell down by the commitment of Directorates to respond appropriately and to agreed timescales for the provision of feedback on/implementation of suggestions passed by the Panel. Also the suggestions received over the last year had mostly centred on non-cashable savings or improvements to internal processes.

It was proposed that slight amendments be made to the Scheme to raise awareness and encourage suggestions with cashable benefits as well as ensuring suggestions were responded to and implemented within the agreed timescales. The amendments, agreed with the Elected Members connected to the Scheme, were:-

- Awards – clarity in the value of awards with clear distinction between awards for non-cashable and cashable suggestions (higher value awards)
- Makeup of Panel – Chair and Deputy (Elected Members), 1 Trade Union representative (representing all Trade Unions) and a representative from each Directorate (replacing previous worker representative group). Initial selection of Directorate representatives would be carried out by means of a competition open to all employees below manager level (Band A-F). The 6 Directorate representatives would be refreshed every 12 months
- Shorter timescale for implementation of suggestions – 3-9 months with progress on implementation reported to the Panel bi-monthly
- Nomination of 2 Suggestion Scheme Champions per Directorate -1 at Director level and responsible for ensuring the Directorate complied with the Scheme rules and the 2<sup>nd</sup> to undertake the co-ordination and administration of suggestions within the Directorate.

With regard to funding, it was proposed that the Exchange budget (held within Strategic HR) finance all monthly encouragement and cross cutting suggestion awards as well as the quarterly and annual awards for the non-cashable suggestions. Directorates would finance suggestions relevant to their Directorate including successful monthly suggestions (cashable and non-cashable) and any quarterly and annual awards for cashable benefit suggestions. The latter 2 areas would be financed from the savings generated from the implementation of the successful suggestion.

Resolved:- (1) That the new award payments be approved and the financing of such be noted.

(2) That the new panel arrangements and the release of Directorate representatives to attend the monthly panel meetings be approved.

(3) That the agreed timescales of the scheme be approved.

(4) That Directorates nominate 2 Suggestion Scheme Champions (including 1 at Director level) and provide Strategic HR with the names thereof.

(5) That 6 monthly reports be submitted on the outcomes of any suggestions put forward.

## **K6. RBT PERFORMANCE REPORT**

Mark Gannon, Transformation & Strategic Partnerships Manager, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for March and April 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 strategic measures for the workstream measured in 2009/10 had been achieved. Changes to how customer perception was measured was being put into place to ensure it was monitored on an ongoing and sustainable basis.
- A target of 60% by March, 2011, had been set for a new measure around efficiency and effectiveness
- All operational measures were achieved
- Registration Service awarded with new governance status with effect from 1<sup>st</sup> June, 2010
- Revised opening date of 21<sup>st</sup> June, 2010 for Aston Customer Service Centre
- 4 complaints received in March – all not upheld
- 5 complaints received in April – 1 was withdrawn, 1 found to be inconclusive, 2 outstanding and 1 upheld

Human Resources and Payroll

- Of the 5 strategic measures, the 4 that had targets set for 2009/10 had all achieved them. The remaining 1 related to customer perception with a baselining exercise being carried forward from 2008/09. This work has now been carried out but and positive response had been received that was now being moderated by the Client team
- All operational measures achieve during March and April
- Thurcroft Infant School successfully transfer from an external supplier to RMBC payroll
- Reports from Abacus on outputs from the Recruitment Management System had been delivered, tested although these had not yet been transferred to the live environment
- School Workforce Census amended and had resulted in additional development work to provide the required information
- General Teaching Council payments and deductions to teachers took place in April
- Successful undertaking of April increments, re-banding of Local Government pension contributions and year end processes
- New Talent Pool process now commenced
- Work to reduce the historical backlog of South Yorkshire Pensions Authority notifications was progressing satisfactorily.

ICT

- All 5 strategic measures targets achieved
- All targets shown as achieved in March and April with the exception of ICT06 (Complex Change Requests completed to agreed specification). Now agreement had been reached on the scope of measure CCS1 report would commence as soon as possible
- The 3 new Elected Members issued with laptops etc. less than 1 day after the election result. 2 IT induction sessions with them to explain the technology available to them
- In 2009/10 the refresh programme had delivered:-
  - o 1,227 laptops
  - o 42 desktops
  - o 8 docking stations
  - o 15 monitors
  - o 230 keyboards
  - o 19 mice
- Document Records Management Group formed to ensure that where possible all data was stored electronically and available to staff working flexibly before the move into the new Council building
- An official complaint was received surrounding the Identity Lifecycle Management project which had experienced delays. RBT upheld the complaint and committed to a delivery dated of 19<sup>th</sup> July, 2010, and a review of the change management process

Procurement

- Of the 5 strategic measures, 4 had achieved their targets. The remaining strategic target related to savings and had an upper quartile target. Comparative data was not yet available for other authorities so the outturn position would not be known until later in the year
- All performance targets achieved in March and April with the exception of PO6 (catalogue orders) which achieved 16.12% and 13.72% in March and April respectively against a target of 19%. Historically this measure failed at this time of the year due to the large volume of open orders which were processed in the month in preparation for the new financial year
- Former BVP18 achieved an outturn position of 94.65%. Whilst the target of 97.5% was not met, it was a considerable improvement on 2008/09 performance of 92%. A challenging but realistic target of 96% had been agreed for 2010/11
- Procurement savings for the month of March were £253,751

#### Revenues and Benefits

- Of the 5 strategic measures, 4 had targets to achieve upper quartile performance. Due to comparative data not being available, the outturn position would not be known until late July. The remaining strategic measure related to customer perception which had not been formally measured in 2010. Quarterly surveys would begin in June
- All targets were achieved in 2009/10 with the exception of RB02 (%NNDR collected), RB05 (Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt)
- RB02 - NNDR collection rate target for 2009/10 was 98.5% and achieved 98.30%
- RB05 – achieved performance of 5.62% against a target of 4.8% - smaller is better indicator
- RB06 – achieved performance of 0.34% against a target of 0.27% - smaller is better indicator
- Council Tax Collection Rate at the end of March was 97.10% against a target of 97.0%. At the end of April the rate stood at 10.3% which was 0.07% down on the same position in 2009/10. The target for 2010/11 continued to be that RBT achieve a rate which placed Rotherham in the upper performance quartile for Metropolitan District Councils
- The total number of Council Tax Liability Orders referred to the bailiff in the financial year up to the end of April, 2010, was 121, 2 of which were listed as vulnerable
- Average number of days taken to action a Council Tax Change of Circumstance was 16.30 days at the end of April, 2010. The Service aimed to achieve 14 days. The underperformance was attributed to the large volume of work outstanding in the area as a result of year end priorities for collection purposes
- NNDR collection rate stood at 15.59% at the end of April, 0.81% improved on the same point in 2009/10



- 20 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of April, 2010
- As at the end of April, 2010, there were 284 live cases on the NNDR Deferral Scheme, allowing deferral of £461,320.22
- The average time taken to process HB/CTB New Claims and Change Events had improved to 11.73 days as at April, 2010
- Work was progressing on the Business Process Re-engineering with the recruitment and selection phase now complete and all affected staff advised of their new substantive posts within the organisation. Focus was now on ensuring delivery of the IT project dependencies with ICT resource allocated to the project

Discussion also took place on:-

- Work taking place regarding the HR information provided via the Council's intranet and seeking to make it much more user friendly and to encourage more self-service solutions rather than telephone or face to face solutions.
- Online recruitment system access reported indicating almost 1 million hits on the jobs pages since the RMS had been introduced and now applications processed on-line.
- Refresh Programme of ICT equipment
- Server update issues.

Resolved:- That RBT's performance against contractual measures and key service delivery issues for March and April, 2010, including the year end position for the financial year 2009/10 be noted.

## **K7. TRANSFORMATION AND STRATEGIC PARTNERSHIPS TEAM ANNUAL REVIEW 2009/10**

Mark Gannon, Transformation and Strategic Partnerships Manager, submitted a report reviewing the activities of the Transformation and Strategic Partnerships Team highlighting the key achievements across Customer Access, ICT, Procurement, Revenues and Benefits and Business Transformation.

The remit of the Team was two fold. Firstly to lead on the development of strategy and policy and the co-ordination of corporate projects in:-

- Customer Access and Online Services
- Information and Communications Technology
- Procurement
- Revenues and Benefits
- Transformation and Change

The Team also provides the Council's client function for the strategic partnership with BT – RBT (Connect) Ltd. – in the same areas including the statutory functions around quality assurance of the Revenues and

Benefits Service.

The report set out:-

- Key findings and feedback from customers and stakeholders via
  - satisfaction surveys
  - customer feedback
  - mystery shopping
  - external assessors
- Customer Access
  - Key achievements
    - Customer Access Strategy implementation
    - Tell Us Once
    - Efficiency Measure
    - Customer Service Excellence
    - Welfare Rights and Money Advice
    - Aston Customer Service Centre
    - Website Refresh
  - Priority Areas for 2010/11
    - Efficiency Measure
    - Customer Service Centres
    - Payment Network
    - Customer Service Consolidation Programme
    - Refresh of the Customer Access Strategy
    - Website Strategy Refresh
- Information and Communications Technology
  - Key Achievements
    - ICT Strategy Implementation
    - PC Refresh Programme – improved VFM and rollout
    - Business Continuity Planning
    - Accommodation Changes
    - VOIP Telephony
  - Priority Areas for 2010/11
    - New Data Centre
    - Server Virtualisation
    - Document Records Management
    - Intranet Replacement
    - Cloud Computing Strategy
    - Refresh of the ICT Strategy
- Procurement
  - Key Achievements
    - Procurement Strategy Implementation
    - Meet the Buyer Event
    - Payment of Invoices within 30 days
    - Prompt Payment

- Procurement Savings
- Priority Areas for 2010/11
  - Meet the Buyer
  - Supporting the Local Economy
  - Driving further Procurement Savings
- Revenues and Benefits
  - Key Achievements
    - Council Tax Collection Rate
    - NNDR Deferral Scheme
    - Revenues and Benefits Business Process Re-engineering
  - Priority Areas for 2010/11
    - Collection Rates
    - Business Process Re-engineering
    - TSP Team Priorities for 2010/11

During 2009/10 the Team had continued to improve value for money achieved from the partnership with RBT. This had resulted in savings for 2009/10 of £1,353,738 and annual savings of £687,271 to the end of the contract in 2015.

Resolved:- (1) That the work undertaken by the Transformation and Strategic Partnerships Team in 2009/10 be welcomed.

(2) That the priority areas for the Team's work in 2010/11 be noted.

#### **K8. CONFERENCE**

Resolved:- That the Chairman (or substitute) be authorised to attend the Health and Welbeing 2010 conference entitled "Working in Partnership to Deliver Health and Wellbeing at Work" to be held in London on 14<sup>th</sup> October, 2010.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:-</b>	<b>Cabinet Member for Resources</b>
<b>2.</b>	<b>Date:-</b>	<b>12<sup>th</sup> July, 2010</b>
<b>3.</b>	<b>Title:-</b>	<b>Registration Service – Annual Review 2009/10</b>
<b>4.</b>	<b>Directorate:-</b>	<b>RBT</b>

**5. Summary**

To provide a summary of the activities undertaken by the Registration Service during 2009/10.

**6. Recommendations**

**Cabinet Member to note the work undertaken by the service during the period.**

## **7. Proposals and Details**

Unless otherwise stated the following statistics cover the period 1<sup>st</sup> April, 2009-31<sup>st</sup> March, 2010.

### **7.1 Registrations**

#### **7.1.1 Births Registration**

The service registered 3047 births. Of these 141 were re-registrations to either include the natural father's details in the birth entry or to record that the parents have married at some point after the child's birth. Approximately 24% of all birth registrations took place at Rotherham General Hospital.

#### **7.1.2 Death Registration**

The service registered 2337 deaths; approximately 40% of all deaths registrations took place at Rotherham General Hospital.

#### **7.1.3 Still-birth Registrations**

The service registered 15 still-births.

### **7.2 Certified Copies of Certificate**

5258 certified copies of certificates were produced; these are made up of birth, death marriage and civil partnership and are requested by customers for a variety of reasons, the main ones being job and passport applications, along with family history.

### **7.3 Notice of Marriage and Civil Partnership**

1599 Notices of intention to marry were taken along with 32 notices of intention to form a civil partnership.

### **7.4 Marriage and Civil Partnership**

426 Marriages and 11 civil partnerships took place, of these 272 took place in the Bailey House Ceremony Room, the remainder being conducted at approved venues across the borough.

### **7.5 Registrar General Licence**

3 Marriages by Registrar Generals (RG) licence (where one of the couple is not expected to live for the statutory 15 day notice period) took place. An addition RG licence was attended but the nature of the illness was so grave the marriage could not take place.

### **7.6 Celebratory Services**

6 naming ceremonies were conducted, 2 in the Ceremony Room at Bailey House and 4 at approved venues.

8 renewals of vows ceremonies were conducted, 4 in the Ceremony Room at Bailey House and 4 at approved venues.

### **7.7 Citizenship Ceremonies**

The register office now regularly holds two group citizenship ceremonies per month. This dignified celebration is the final step in becoming a British Citizen and is an excellent way of welcoming citizens into the British family and the community of Rotherham. 394 new citizens have attended group ceremonies; in addition 22 private citizenship ceremonies were conducted.

At his final ceremony as Mayor, Councillor Shaukat Ali presented the Registration Service with a Mayor's Certificate of Acknowledgement and thanked the team for inviting him and the Mayoress to attend ceremonies.

### **7.8 Nationality Checking Service**

The valuable service provided by the team at Swinton Customer Service Centre continues with excellent take up levels, a total of 1143 applications were taken.

### **7.9 Tell Us Once (TUO)**

The Tell Us Once Service has gone from strength to strength. Despite several resource challenges the Service is now being mainstreamed with Registrars delivering the end to end process. Take up levels remain consistently high, in quarter 4, 87% of all citizens registering a birth and 71% of all citizens registering a death accessed the TUO Service. Rotherham has continued to play a key role in post-pathfinder activities

Louise Sennitt gave a presentation about TUO implementation at the national roadshow. Following on from this she was a speaker at the IDeA national Front Office Shared Services (FOSS) event in London and facilitated workshops at the same event. A representative of The Local Government Chronicle was present at the event and requested a telephone interview, which took place the following week.

TUO was shortlisted for an APSE award in the Partnership Working Category and was the winner of the Guardian newspaper award for Best Partnership Working Project.

Inspectors for the ISO9001 and Customer Service excellence awards demonstrated particular interest in the TUO, commending a service that is able to directly respond to the needs of all sectors of the community and link service provision to major life events.

### **7.10 Training**

First Training Group, made up primarily of members from registrations services across South and West Yorkshire, has been commended by the inspector of the Registrar General for joint working initiatives with Le Henry Training Group, made up primarily of members from registration Services across East Yorkshire and Humber. Rotherham Registration Service worked with Sheffield Registration Service and General Register Office to deliver a training event that was attended by registration staff from across

Yorkshire and Humber. The success of this initiative has led to joint meetings of the two groups and further pooling of resources to deliver additional courses.

### **7.11 New Legislation**

Changes to the service resulting from the Human Fertilisation and Embryology Act, which came into force in April 2009 were successfully implemented. The main impact being same sex parentage, three such registrations have taken place.

The notice of marriage module of the Registration ON line core system went live in November 2009. Legal preliminaries to marriage are now captured via a web based system. Training and implementation were delivered on target.

### **7.12 New Coroner**

Mr Stanley Hooper, coroner for South Yorkshire East District retired; Rotherham Registration Service had an excellent working relationship with him, so, with a view to maintaining this situation arranged an evening meeting at the register office to introduce everyone to the new Coroner.

### **7.13 New Governance**

Preparations were made in March 2010 for a formal application for New Governance status, which gives Local Authorities more flexibility in service delivery and is based on meeting good practice standards and key performance indicators. This brings Registration governance more in line with other council services and is a move away from the previous, outmoded, inspection regime. Application was mainly via a service delivery report, from which there were no additional recommendations. New Governance status was granted and will take effect in Rotherham from 1<sup>st</sup> June 2010.

### **7.14 Business Continuity**

The threat of a swine flu pandemic has subsided but the service has been recognised as a major player in the event of any civil emergency and remains involved in business continuity issues on a corporate level. A service risk has been identified in the use of a manual diary and options for an electronic solution are being explored. It is hoped that a supplier can be found, funding be secured and a system installed before the end of the calendar year.

### **7.15 Health and Safety**

There have been threats to staff from members of the public and issues around lone working. The service has worked with the Council's Health and Safety Team to deliver personal safety training and panic alarms have been installed. Further work is ongoing around response in the event of the alarm being sounded.

The service is experiencing quite serious nuisance behaviour outside the Ceremony Room entrance. There has been police involvement following vandalism, disruption to

marriage parties, graffiti and obscene behaviour. The situation has been discussed with the client for Customer Services who is going to contact the Safer Neighbourhood Team about any help they may be able to provide.

Additionally, the Bailey House Building Manager has made a capital bid for fencing around the ceremony room area. Whilst this is not an ideal situation, in that the building will become very enclosed, it should add significantly to staff and public safety.

### **7.16 Resource**

The service continues to face significant resource challenges; there has been an unusually high level of sickness, two instances long term that have put pressure on core delivery and the work life balance of team members. With only 10.75 FTE, delivering over two sites 7 days per week, resource has been stretched. In recognising the potentially devastating impact on the public and the reputation of RBT, additional resource has been allocated to release trained registration staff for statutory duties. Additional funding has also been provided to temporarily upgrade a deputy registration officer to cover the duties of the absent registration officer and training is also underway for another Casual Celebrant which will also help with weekend working. The positive effects of these actions are already evident.

### **8. Finance**

The Registration Service is part of RBT, the Joint Venture Strategic Partnership between RMBC and BT.

Revenue is collected through via customer fees for the different services provided. A review of the fees is currently under review.

### **9. Risks and Uncertainties**

Risks are managed internally and jointly with the Transformation and Strategic Partnerships Team as part of Client Reporting and Portfolio Review Board Meetings which are held monthly.

### **10. Policy and Performance Agenda Implications**

The service has now signed up for 'New Governance' arrangements and therefore has a number of key performance measures to monitor and report.

### **11. Background Papers and Consultation**

None

#### **Contact Name:-**

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**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1.	<b>Meeting:</b>	<b>Cabinet Member for Resources</b>
2.	<b>Date:</b>	<b>12<sup>th</sup> July 2010</b>
3.	<b>Title:</b>	<b>RBT Performance Report for May 2010</b>
4.	<b>Directorate:</b>	<b>Financial Services</b>

**5. Summary**

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

## 7. Proposals and Details

Full details of performance against operational measures for May 2010 for all workstreams are attached at Appendix A. It should be noted that the majority of operational measures for the Revenues and Benefits workstream are annual and information provided is for monitoring purposes only.

### 7.1 Customer Access

#### 7.1.1 *Overall Performance*

All Customer Access operational measures were achieved according to their contractual targets during May 2010.

#### 7.1.2 *Aston Customer Service Centre*

The new joint customer service centre at Aston successfully opened on 21<sup>st</sup> June 2010. An open day for citizens was held at the centre earlier in June with over 2,000 citizens attending. Feedback from citizens was very positive about the benefits the joint facility would bring to the community. Exit surveys were undertaken with 61 citizens completing the feedback; 96.6% were very satisfied with the facilities offered and no citizens expressed dissatisfaction.

#### 7.1.3 *Complaints*

4 complaints were received in May 2010. Of these 1 was closed not upheld; 1 was closed as partially upheld; 1 was closed as upheld; the final complaint is still being investigated. Guidance has been provided to staff members to prevent the reoccurrence of the upheld and partially upheld complaints.

#### 7.1.4 *Registration Service*

Performance reporting for Customer Services now incorporates reporting from the Registration Service on key performance indicators (KPIs). For the month of May 2010 all KPIs were achieved with the exception of 'Deaths registered within 5 days' which achieved 79.21% against a target of 95%; however it is understood that where input is required from the coroner's office delays may occur which are outside the influence of the service. The reporting methodology for this indicator is being challenged.

### 7.2 Human Resources and Payroll (HR+P)

#### 7.2.1 *Overall Performance*

All targets for operational measures were achieved during May 2010.

#### 7.2.2 *Current Projects*

The distribution of P11Ds, annual statements to employees setting out tax paid on mileage claims etc, was completed ahead of the statutory deadline of 6 July.

The General Ledger Interface has been re-written to resolve issues with the previous format. This new interface has built in validation which will help identify

variances at source. The report now requires Finance Team input in relation to offsets and further parallel testing before the new interface can go live.

Further improvements to the Local Government Pension Form 9 are progressing well. The Form 9 process involves all leavers from the Local Government pension scheme and can be used to capture data for retirements or deferred pensions. The process is extremely complex and while the previous Form 9 development was able to automate the capture of information for quite simple cases, a large portion of forms required further manual intervention. It is hoped this latest review will help improve the automated capture process and eliminate some of the current manual intervention.

The Soulbury pay award details have been received but require further work before implementation. The award has restructured grades and requires an assessment of employees with mapping to new scales.

The launch of the next phase of the Talent Pool has taken place with invitations taken from current part time employees to register for additional hours work. A Manager Briefing was distributed to coincide with the launch.

### 7.2.3 *Upcoming Projects*

Following identification of the need to improve server capacity for PSe a change request has been written and a project manager assigned. HR+P are hopeful that the transfer to new virtual servers will take place in the next 4-5 months.

### 7.2.4 *Upcoming Software Updates*

Version 10 Yourself release is due shortly. This release includes self service management reports, workstyle capture as part of the Worksmart initiative, RMS interface take on, the capturing of telephone details as part of the ILM project and other minor amendments to the Yourself screens.

The contract for PSe software has been agreed and is due to be signed off by RBT Procurement. The contract has been extended to 31 March 2016.

## 7.3 ICT

### 7.3.1 *Overall Performance*

All ICT Operational Measures currently being monitored were shown as achieved in May 2010.

Following agreement on the scope of measure CCS1 (Project Delivery), dependant measure ICTO6 (Complex Change Requests completed to agreed specification) will commence reporting.

In respect of ICTO2 (Availability of Business Critical Applications) instances of downtime are not being reflected in performance reporting due to RBT only measuring uptime at server level as opposed to user level, as previously agreed as servers can appear to be working even though the user cannot access the application. A 'performance workshop' has been arranged to resolve these issues.

## 7.3.2 *VOIP Progress*

With the exception of 2 floors in Civic which will be converted shortly, all major town centre buildings now have VOIP telephony; overall 50% of all RMBC's telephone extensions have now been converted to VOIP. The old telephony switch is in Civic Building and will be decommissioned as part of the closure of the building, therefore the remaining 50% of extensions will move to VOIP prior to the move to Riverside House.

## 7.3.3 *Crinoline House Decant*

Considerable ICT effort went in to the recent transfer of staff from Crinoline House. The building is now empty and the ICT decommissioned.

## 7.3.4 *ICT Issues Workshop*

In an attempt to improve service delivery and customer satisfaction with the ICT service several workshops have taken place involving RBT, the Directorate IT Champions (DITCHs) and the ICT Client. Useful open and honest discussions have taken place and a consolidated list of issues was agreed. The workshops identified that most of the problems were caused by just two underlying issues, namely:

- The change process does not work. RBT have committed to streamlining the CR process, reducing the number of forms and supplying regular progress updates to customers.
- The Directorates need to be able to engage with RBT *before* a CR is submitted and at no cost, to get advice and guidance on work that they are considering. RBT have committed to providing named 'account managers' for each Directorate. These people will be the first point of contact for the DITCH and will represent the Directorate within RBT.

The workshops were a success and all parties feel that we now have a greater understanding of the issues and business requirements.

## 7.3.5 *Complaints*

No complaints were received in May.

## 7.4 Procurement

### 7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in May 2010 with the exception of PO6 (catalogue orders) which achieved 16.21% against a target of 19%.

This target has been affected by changes in officer ordering behaviour to address transaction volumes. The measure is in place to drive development of the catalogue and to better reflect this it is proposed to amend the measure to monitor increases in the number of catalogue items available.

#### 7.4.2 BVPI8

Performance for May 2010 for payment of undisputed invoices within 30 days was 96.90%, this is an improvement on the same point during 2009-10 when performance achieved 96.44%

#### 7.4.3 Addressable Spend & Savings Tracking

Addressable spend and savings figures for are as follows:

Savings in month of April	Savings year to date	Estimated Savings to year end	Addressable Spend in May	Addressable Spend Year to Date
£672,973	£672,973	£3.241m	£2.265m	£3.819m

#### 7.4.5 Transactional Volumes

The number of transactions handled by the Procurement service have increased with 208,506 transactions during 2009-10 against baselined volumes of 177,000. The Transformation and Strategic Partnerships team are working with RBT to reduce volumes.

### 7.5 Revenues and Benefits

#### 7.5.1 Council Tax

At the end of May 2010 the Council Tax Collection rate stood at 19.331%, which is 0.15% down on the same position in 2009-10. The target for 2010-11 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 2009-10: -

<b>Council Tax Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>At May 2010</b>	<b>At May 2009</b>
Reminders	13,207	12,578
Summonses	3,218	3,762
Liability Orders	850	1,611

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of May 2010 is 220, 2 of which are classed as vulnerable cases.

The average number of days taken to action a Council Tax Change of Circumstance was 11.98 days at the end of May 2010. This is better than the performance level which the service aims to achieve of 14 days.

### 7.5.2 NNDR

NNDR collection performance stood at 21.79% at the end of May 2010, which is 0.16% down on the same point in 2009-10. The NNDR collection figure has been adjusted to incorporate the affect of the NNDR Deferral Scheme. The year end target for NNDR collection remains a collection rate which places Rotherham in the upper performance quartile for Metropolitan District Councils, with a minimum collection level of 98.5% regardless of quartile position.

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

<b>NNDR Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>At May 2010</b>	<b>At May 2009</b>
Reminders	2,654	1,715
Summons	447	448
Liability Orders	69	120

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year up to the end of May 2010 was 34.

With reference to the NNDR Deferral Scheme, the number of active cases continues to fall. This is due to a number of businesses who had applied successfully for deferment have actually gone on to pay their accounts in full and some where the payer has defaulted on payments and recovery actions has commenced. There are currently 272 active deferral cases, allowing a deferral of £460,378.

### 7.5.3 Other Service Measures

Performance against the remaining Operational Measures continues to be satisfactory.

### 7.5.4 National Collection Statistics for 2009-10

The national collection statistics for Council Tax and Business Rates have now been published and shows RMBC's position relative to the other Metropolitan District Councils (MDCs); there are 36 in total.

In respect of Council Tax Rotherham is now the 6<sup>th</sup> Best Performing MDC in the country. This is a drop of 1 place from 2008-09 performance, but nevertheless it sets RMBC's collection rate in a very positive context.

In respect of National Non-Domestic Rates (NNDR) Rotherham is now the 5<sup>th</sup> best performing Metropolitan District Council a significant improvement on 10<sup>th</sup> in 2008-09.

### 7.5.5 *Revs & Bens Business Process Reengineering*

The project remains on scheduled for a go-live date of 12<sup>th</sup> July 2010. User testing was completed at the end of June together with home working pilots.

## 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. This measure over-performed in March, April and May and penalties are now being 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. However, the measure again failed in March, April and May, meaning the measure will once more need to over-perform for 2 consecutive months before any of the penalty may be clawed back.

## 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 May 2010.

### **Contact Name:**

Mark Gannon  
Transformation and Strategic Partnerships Manager  
Extension 54526  
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Customer Access Measure	Ref	Target	Mar	Apr	May	Status	Comments
Cost per Transaction (F2F)	CAO1	4.5			4.39	★	Quarterly measure; smaller is better target
Versatility Measure	CAO2	90	95.71	96.11	95.73	★	
First Contact Resolution by Channel (F2F)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	100	97.14	★	
Average Call Quality Assessment	CAO4	95	98.02	97.2	97.77	★	
% of Contact not Abandoned (F2F)	CAO5	85	99.95	99.71	99.75	★	
% of Contact not Abandoned (Telephony)	CAO5	90	96.36	94.46	96.81	★	
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	Mar	Apr	May	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.87	99.86	99.9	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.1	98.31	98.15	★	
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	Mar	Apr	May	Status	Comments
% Availability of Website	ICTO1	99	100	100	99.97	★	
% Availability of Business Critical Applications	ICTO2	99	99.99	99.98	99.92	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	95.27	95.33	97.65	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	96.96	96.17	97.6	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				⚠	Cross Cutting Measure CCS1 now agreed; monitoring of this depedant measure can now commence
First Contact Resolution	ICTO7	25	35.31	35.72	30.37	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	99.93	99.93	★	
Average Time Taken to Answer Calls	ICTO10	85	94.23	89.64	86.09	●	

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



Procurement Measure	Ref	Target	Mar	Apr	May	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	94.12	89.51	89.68		
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	99.94	99.91	99.18		
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.47	99.86	99.49		
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	92.4	79.05	88.47		
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	100				Quarterly measure.
% Orders Placed Against Electronic Catalogue	PO6	19	16.12	13.72	16.21		Measure failed due to change in way officers order at Council request; measure to be reviewed for 2010/11
% eRFQ Open Requisitions	PO7	85%					Nil return for March, April & May as there were no eRFQs. Mesure being 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	Mar	Apr	May	Status	Comments
% Council Tax Collected	RBO1	97	97.10	10.30	19.31	?	Annual measure
% NNDR Collected	RBO2	98.50	98.30	15.59	12.79	?	Annual measure
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	10.78	11.73	12.82	?	Annual smaller is better measure
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	6.30	0.31	0.76	?	Annual measure
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8		5.62		?	Annual smaller is better measure; monitoring data not available
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27	0.34	0.02		?	Annual smaller is better measure; monitoring data not available
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM	2117.10			?	Annual measure; at the end of February target of Top Quartile Mets was achieved on DWP data; no further data available
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.32			?	Annual smaller is better measure; monitoring data not available
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	45.00	7.23	13.29	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.00	94.40	92.34	?	Quarterly measure
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	4.67			?	Annual smaller is better target; monitoring data not available
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	85.92	88.57	89.09	?	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



## FINANCIAL SERVICES

### E-Government Board

#### Minutes of the Meeting

<b>Date</b>	Thursday 11 <sup>th</sup> March 2010
<b>Time</b>	2.00pm
<b>Venue</b>	Conference Room, Moorgate Crofts
<b>Chair</b>	Councillor Ken Wyatt (KW)
<b>Minute Taker</b>	Angela Kemp (AK)

<b>Attendees</b>	<b>Initials</b>	<b>Directorate</b>
Richard Copley	RC	Financial Services
Sarah Corbett	SC	Legal Services
Jayne Dickson	JD	RBT
Jane Evans	JE	EDS
Paul Harris	PHa	EDS
Nick Milnes	NM	RBT
Tracey Parkin	TP	Strategic HR
Robert Parker	RP	Chief Executive's Office
Sue Wilson	SW	CYPS

<b>Apologies</b>	<b>Initials</b>	<b>Directorate</b>
Jon Ashton	JA	Financial Services
Richard Douthwaite	RD	Financial Services
Mark Gannon	MG	Financial Services
Shaun Johnson	SJ	RBT
Tom Sweetman	TS	NAS

<b>No.</b>	<b>Item</b>	<b>Action</b>
1.	<p><b><u>Apologies for Absence</u></b></p> <p>Apologies were noted as above.</p>	
2.	<p><b><u>Minutes of the Previous Meeting held on 11<sup>th</sup> February 2010</u></b></p> <p>The minutes of the previous meeting were agreed as a true and accurate record.</p>	
3.	<p><b><u>Matters Arising</u></b></p> <p><u>Website</u> KW reported that the Sitemorse assessment details had been received which reported Rotherham MBC as being the biggest mover in the ranking table, moving up 301 places on its previous position. Rotherham MBC website is now placed at 110 in the table.</p> <p>It was also reported that RMBC's website was referenced as a 'good example' at a recent Customer Access Conference event.</p> <p><u>E-mail Gathering + Use Protocol</u> It was noted that e-mail gathering is increasing. SW raised some concerns with spam type issues. It was acknowledged that there is a</p>	

No.	Item	Action
	<p>need to ensure that the consent wording is clear.</p> <p>SC reported that she had met with Rachel O'Neil and Mark Gannon to discuss security issues.</p> <p><u>E-Casework</u> RC reported that some progress has been made on e-casework. RC has spoken with Matt Gladstone who is happy for the policy to be owned by Cath Saltis.</p> <p>RC to meet with Cath Saltis to progress production of policy documentation. It was noted that Cabinet approval will be needed.</p> <p>Agreed: (1) RC to meet with Cath Saltis to progress e-casework policy.</p>	
4.	<p><b><u>CYPS Capital Allocation – Progress on Expenditure</u></b></p> <p>It was noted that this item has been deferred to the next scheduled meeting.</p>	
5.	<p><b><u>The New Government ICT Strategy &amp; its impact on RMBC</u></b></p> <p>RC introduced a presentation on the New Government ICT Strategy.</p> <p>The following key issues arising from the presentation were noted:-</p> <ul style="list-style-type: none"> <li>• The Government's ICT Strategy was published in the last 2 months and comprises of 3 elements; Common Infrastructure / Common Standards and Common Capability.</li> <li>• It is built on a public sector network which is the new name for 'Government Connect'</li> <li>• Applicable to voice and data</li> <li>• The strategy is not specific on timescales, where dates have been specified concerns were noted as to whether these were achievable.</li> <li>• Impact for RMBC:- <ul style="list-style-type: none"> <li>- New RMBC ICT Strategy – 2011 – 2015 to be developed</li> <li>- Decide whether to align to Government Strategy</li> <li>- Prepare using the Cloud</li> <li>- Continue migration to Digital Region</li> <li>- Data Centre brokerage</li> </ul> </li> </ul> <p>Agreed: (1) The Board welcomed and noted the interesting presentation provided by RC (2) Revisit how the Government Strategy is to be taken forward following the General Election.</p>	RC
6.	<p><b><u>Any Other Business</u></b></p> <p>None noted.</p>	
7.	<p><b><u>Date Of Next Meeting</u></b></p> <p>Monday 26<sup>th</sup> April at 10.30am in the Board Room, Doncaster Gate</p>	



## FINANCIAL SERVICES

### E-Government Board

#### Minutes of the Meeting

<b>Date</b>	Monday 26 <sup>th</sup> April 2010
<b>Time</b>	2.00pm
<b>Venue</b>	Conference Room, Moorgate Crofts
<b>Chair</b>	Councillor Ken Wyatt (KW)
<b>Minute Taker</b>	Angela Kemp (AK)

<b>Attendees</b>	<b>Initials</b>	<b>Directorate</b>
Richard Copley	RC	Financial Services
Sarah Corbett	SC	Legal Services
Jayne Dickson	JD	RBT
Richard Douthwaite	RD	Financial Services
Elenore Fisher	EF	EDS
Mark Gannon	MG	Financial Services
Rob Houghton	RH	Financial Services
Shaun Johnson	SJ	RBT
Tracey Parkin	TP	Strategic HR
Anthony Patterson	AP	EDS
Lyndsey Woodger	LW	Chief Executive's Office
Sue Wilson	SW	CYPS

<b>Apologies</b>	<b>Initials</b>	<b>Directorate</b>
Jon Ashton	JA	Financial Services
Richard Douthwaite	RD	Financial Services
Jane Evans	JE	EDS
Paul Harris	PHa	EDS

<b>No.</b>	<b>Item</b>	<b>Action</b>
1.	<p><b><u>Apologies for Absence</u></b></p> <p>Apologies were noted as above.</p>	
2.	<p><b><u>RisGen Replacement</u></b></p> <p>RH was welcomed to the meeting to present a report on options explored to replace the current RisGen system. It was noted that following a thorough evaluation and selection exercise involving four bidders, JCAD had been identified as the preferred replacement risk management system. The system is currently used by a number of Local Authorities and is a well established system that will be fundamental in consolidating Risk Management throughout the organisation.</p> <p>It was noted that the cost of procuring the service and annual maintenance fees will be funded from the Council's insurance fund.</p> <p>Agreed: The e-Government Board endorsed the preferred option, JCAD, as the replacement risk management system</p>	



No.	Item	Action
3.	<p><b><u>Digital Access to Culture</u></b></p> <p>EF was welcomed to the meeting to co-present a report with RC regarding Digital Access to Culture. EF explained that Cultural Services and the University of Sheffield have been working together to secure funding to create a Digital/Virtual Cultural Centre. This is not intended to replace real services but to compliment existing services already provided. It was noted that no other Local Authority has been involved in work of this nature before and should the continuation of this work be supported it could create potential opportunities to secure further funding in the future.</p> <p>The University of Sheffield has identified a range of appropriate external funding and expressed its willingness to lead on the project, contributing technical and research expertise and resources. It was noted that a number of meetings have already taken place between the University, Cultural Services and the Transformation and Strategic Partnerships Team in order to explore joint and individual responsibilities. Cultural Services are also exploring options for access to external funding to enable the development of digital content e.g. digitisation of Archives &amp; Museums' collections.</p> <p>Agreed: (1) The e-government board noted the content of the report and registered their support with EF to continue discussions with Sheffield University to seek funding for the Digital Access to Culture project  (2) Liaison with Digital Region Limited to be progressed.  (3) Cllr Wyatt to hold a meeting with Sheffield University following the Elections. KW to discuss arrangements with EF.</p>	<p>MG/RC</p> <p>KW/EF</p>
4.	<p><b><u>People's Network Support and Tech Refresh</u></b></p> <p>RC and EF introduced a report outlining a proposal to change the support and refresh of the People's Network fleet which will allow the council to upgrade all the hardware in community libraries without the need to secure extra funding.</p> <p>It was noted that currently there are 176 PCs across all libraries which were originally funded through the new opportunities fund. These PC's are now approx 7-9 years old and have never received a refresh programme. Options have been explored with RBT to renegotiate the way the network is supported and a new deal has been developed whereby the revenue commitment for computer support is reduced to £14,000 per annum. Given that EDS already has a budget of £50,000 which pays for the support of the People's Network no extra funds are required.</p> <p>It was noted that this proposal has been agreed to in principle by the EDS Directorate Management Team.</p> <p>It is intended to implement the refresh programme over the next 2 months with Aston being the first library to receive a refresh.</p> <p>Agreed: (1) The e-government board noted the content of the report and approved the proposed support and tech refresh plans.</p>	

No.	Item	Action
	<p>(2) A future report be presented to the e-government board when the refresh programme has been completed.</p> <p>(3) Consider wider external publicity of the refresh programme</p> <p>(4) Thanks be placed on record to Richard Copley for the work and support in taking this issue forward.</p>	<p>RC/EF</p> <p>RC/EF</p>
5.	<p><b><u>Minutes of the Previous Meeting held on 11<sup>th</sup> March 2010</u></b></p> <p>The minutes of the previous meeting were agreed as a true and accurate record.</p>	
6.	<p><b><u>Matters Arising</u></b></p> <p>None noted</p>	
7.	<p><b><u>ICT New Member Hardware</u></b></p> <p>KW reported that he had received an approach from Member Scrutiny Support requesting newly elected members to have first refusal on ICT equipment such as a blackberry.</p> <p>Last week's Emergency Planning Corporate Exercise highlighted the issue of members requiring access to emails remotely due to the alerts they were receiving advising them to 'check emails immediately'.</p> <p>RC advised that arrangements are in place to deploy laptops and VPN equipment to newly elected members from the 7<sup>th</sup>. Currently a standard member ICT package would not include a Blackberry but it was felt that there would be no reason why Blackberries could not be included going forward.</p> <p>Agreed: (1) Liaison with Member Scrutiny Support to take place to discuss revenue implications for the provision of blackberries.</p>	<p>MG/RC</p>
8.	<p><b><u>Intranet Refresh</u></b></p> <p>KW reported that he had met with representatives from Directorates on internal communication issues. One of the issues discussed related to a possible intranet refresh. It was concluded by the Directorate Communication reps that the intranet is a well used and valued resource but is now beginning to look dated.</p> <p>The Board discussed the merit in refreshing the intranet. It was agreed that it is currently missing appropriate governance, structure and version control and it was noted that it will shortly be out of contract for maintenance support. RC advised that Jadu have made available a free product from the website product which would be based on a google search engine similar to the website search facility. It was noted that refreshing the intranet would be a big project that would require a product selection process.</p> <p>Agreed: (1) To further explore and progress an intranet refresh in conjunction with the EDRMS project</p>	<p>RC/MG</p>

No.	Item	Action
9.	<p><b><u>Careworks Upgrade</u></b></p> <p>SW introduced a report which outlined the need to upgrade the Careworks caseload management system. It was noted that the Youth Offending Team in CYPS has a statutory requirement to report on certain aspects of service delivery to the Youth Justice Board. To enable this to continue a major upgrade of the caseload management system Careworks is required.</p> <p>It was noted that an options appraisal exercise had been completed involving RBT, other neighbouring authorities and Careworks. Some timescale and budget issues were identified following the appraisal process.</p> <p>The Board were requested to approve the allocation of £13,169 from the CYPS capital allocation to support the upgrade in order to proceed with the RBT proposal. It was noted that the Youth Offending Service will pick up the ongoing revenue costs.</p> <p>Agreed: (1) The e-Government Board received the report and approved the allocation of £13,169 from the CYPS capital allocation. (2) The that Youth Offending Service pick up any related ongoing revenue costs.</p>	
10.	<p><b><u>E-mail Filtering Stats</u></b></p> <p>TP made reference to the latest quarter results. The position was noted as positive with no significant issues to report.</p> <p>Issues relating to Phishing e-mails and volumes were noted. SJ reported that RBT are looking at alternative solutions for SPAM messages/ mail marshall.</p>	
11.	<p><b><u>Update on Desktop Refresh</u></b></p> <p>RC introduced a report providing an update on the progress of the computer refresh programme and the tech refresh charges for the 2010/2011 financial year.</p> <p>It was noted that positive progress has been made on the computer refresh programme with 1300 devices being delivered in the last financial year, which equates to more than 100 a month.</p> <p>RC outlined the 2 funding methods available to support the refresh which were detailed in the report. It was noted that the report proposed that the refresh charge be collected in 4 quarterly payments of £46.04 but following further discussion with finance colleagues it was felt that it would be more efficient to process as a single payment.</p> <p>It was noted that preparation is being made for the 10/11 roll out and a 6 month forward look plan will be produced in consultation with Directorate ICT champions.</p>	

No.	Item	Action
	Agreed: (1) The e-government board noted the content of the report and welcomed the positive progress made on the refresh programme.	
12.	<p><b><u>Any Other Business</u></b></p> <p>None noted.</p>	
13.	<p><b><u>Date Of Next Meeting</u></b></p> <p>21<sup>st</sup> June at 10.30am in the Board Room, Doncaster Gate</p>	

**WEBSITE STRATEGY GROUP**  
**Wednesday, 2nd June, 2010**

Present:- Councillor Wyatt (in the Chair); Jon Ashton, Ben Knight, Pete Lawrenson and Rachel O'Neil.

Apologies for absence were received from Richard Copley, Jane Evans, Marie Hayes, Tracy Holmes, Steve Pearson, Dawn Price and Ceri Williams.

**72. MINUTES OF PREVIOUS MEETING**

Agreed:- That the minutes of the meeting held on 15<sup>th</sup> March, 2010, be agreed as a true record.

**73. WEBSITE MANAGEMENT INFORMATION**

Jon Ashton circulated a report setting out information on web metrics up to 31<sup>st</sup> May, 2010. These included:-

Online transactions  
Online forms completed  
Visitors

The following points were highlighted:-

- Online transactions had increased by 20% - on target to meet the target contained in the Customer Access Strategy
- Online forms completed had increased by 15.5%
- Key Choices was moving to a new computer system which would allow customers to bid online for a property (estimated April, 2011). It would have its own website but would be linked to the Council site. Jon Ashton was to work with the Property Shop to discuss branding. It was also thought that it would open up to automated telephone bidding thereby removing the need for customer contact
- Key Choices statistics would be added to the Corporate statistics
- Internal staff visitors to the site were not recorded
- A Usability Group had been set up. They would be given different scenarios to try on the website and their feedback sought to develop it. Approaches had also been made to the Youth Cabinet and Disability User Groups

Jon was also working on a formal Web Site Strategy. Work was ongoing with RBT, Streetpride and Jadu.

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

(2) That a 6 monthly report be submitted to SLT and Cabinet.

#### **74. WEBSITE PERFORMANCE**

Jon Ashton circulated a 3 monthly report on the above highlighting:-

- Savings – considerable savings were expected in the future as a result of the website. Work was ongoing with RBT to ascertain the figures. A Business Change Request had been submitted for the information
- Top completed online forms – Key Choices, Streetpride, CTAX Direct Debit and Customer Comment
- Current Modern Gov sat on an old server but would hopefully be moved very shortly which would enable the system to be used to its full capacity i.e. e-petitions
- A blog was currently being trialled internally in CYPS which allowed audio and pictures

Discussion ensued on social media sites and the need to assess how effective they were.

Agreed:- That the report be noted.

#### **75. EXTERNAL ASSESSMENTS OF WEBSITE**

Jon Ashton reported on the recent review of the website by SOCITM, the results of which were published in the SOCITM Better Connected 2010 report.

The website had achieved a 3 star ranking with the survey also making reference to it being 1 of the top 10 performing Metropolitan websites in the country. It had achieved a positive rating in at least 7 of the 9 essential criteria that were reviewed and had received a 'good' assessment from those reviewers completing the assessment.

SOCITM had also identified the Library Section as an 'example of good practice'.

The report had also made suggestions as to how the website could be strengthened all of which had either since been addressed or work was ongoing.

Agreed:- That the report be noted.

#### **76. WEB STRATEGY PLAN**

Jon Ashton submitted an outline of the proposed Website Strategy document. He estimated that it would be completed mid-August, 2010.

There would need to be involvement from this Group and the Directorate Editors. Contact had also been made with 2 disability groups seeking their input.

Agreed:- That the report be noted.

**77. E-CONSULTATION UPDATE**

Agreed:- That this item be deferred and included on the agenda at the next meeting.

**78. ELECTIONS**

Jon Ashton reported that there were some lessons to be learnt from the night of the elections. Issues highlighted were:-

- The big screen in the entrance switched on but waiting for the results
  - the BBC website was constantly refreshed so could have been used instead
- Duplication between RBT and the Council inputting the results
- Once all the results were on the system, an automated bulk e-mail had gone out as a news feature from the website

Agreed:- That the report be noted.

**79. DIRECTORATE EDITORS**

The minutes of the meeting held on 19<sup>th</sup> May, 2010, were noted.

**80. ANY OTHER BUSINESS**

**Democratic Scrutiny Panel Review**

Ben Knight, Scrutiny Officer, reported that, through the Scrutiny Panel Review on consultation, comments had been received about the website. A number of the comments had been quite vague but it appeared that a lot of the problems had now been addressed. He requested that the 6 monthly report and Web Strategy be submitted to the Scrutiny Panel including e-consultation and e-petitioning.

**81. DATE OF NEXT MEETING**

Agreed:- That a further meeting be held on Wednesday, 14<sup>th</sup> July, 2010, at 1.30 p.m. in the Eric Manns Building.

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of the Local Government Act 1972.

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