

CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS

**Venue: Eric Manns Building,
45 Moorgate Street,
Rotherham S60 2RB**

Date: Monday, 9th August, 2010

Time: 10.00 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 meetings held on 6th and 19th April, 7th, 9th, 17th and 21st June and 5th July, 2010
(Pages 1-22J, Minute Book dated 28th July, 2010)
4. Loan to 2010 Rotherham Ltd. for Business Improvement Project (Pages 1 - 3)
5. 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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972.
6. 2010 Rotherham Ltd .- Downsizing (Pages 4 - 10)
(Exempt under Paragraphs 3 and 4 of the Act – information relating to the financial or business affairs of any person (including the Council)/information connected to labour relations matters)
7. 2010 Rotherham Ltd. - Beyond 2010 Business Plan (Pages 11 - 25)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))
8. Review of Board Expenses Policy (Pages 26 - 31)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))

9. 2010 Rotherham Ltd. - Governance Issues (Pages 32 - 37)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))
10. Housing Options Appraisal Process (Pages 38 - 41)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))
11. Introductory Tenancy Review Panel (Pages 42 - 44)
(Exempt under Paragraph 2 of the Act – information likely to reveal the identity of an individual)

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS
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1.	Meeting	Cabinet Member for Safe and Attractive Neighbourhoods
2.	Date	9th August 2010
3.	Title	Loan to 2010 Rotherham Ltd for Implementation of Business Improvement Project
4.	Directorate	Neighbourhoods and Adult Services

5. Summary

2010 Rotherham Ltd is in the process of reviewing all business activities to create a leaner and more efficient organisation. This is known as the 'beyond 2010 business improvement project'. Cabinet Member has already approved the new operating model, reported on 7th June 2010 and set to generate £450k of efficiency savings. In order to complete the various work streams involved in this project, developmental and process costs will be incurred. Because of the tight financial constraints within which 2010 Rotherham Ltd are currently operating, they have requested a loan of £200k from the Council to pay for this service. The purpose of this report is to secure Cabinet Member approval of this loan.

6. Recommendations

- To agree that RMBC will loan £200k to 2010 Rotherham Ltd for the purpose of completing the *beyond 2010 business improvement project*.

7. Proposal and details

The *Beyond 2010 Business Improvement Project* is 2010 Rotherham's Ltd planned approach to reviewing all of the key business processes which impact on the effectiveness and efficiency of its business. This project involves reviewing and developing processes for all customer interfaces and developing a single customer experience regardless of the access channel selected.

8. Financial implications

2010 Rotherham Ltd has proposed a total budget for the project of £220k. This comprises the £200k requested loan from RMBC and £20k from the ALMO's existing resources. The budget will be spent on:

- Contact centre move and upgrade
- Knowledge database
- Northgate training
- Mobile working
- Repairs text messaging
- PDA satisfaction surveys
- Process Analyst costs

The cashable benefits for the project so far have been identified via the new operating model and review of the current legal service level agreement with RMBC. The total of £449,189 will be realised in year 2011/12. The non-cashable benefits identified within the project so far total £68,536.26.

The repayment of this loan will form part of the financial arrangements between 2010Rotherham Ltd and RMBC in 2011/12

9. Risks and uncertainties

None.

10. Policy and performance agenda implications

These changes will help 2010 Rotherham Ltd to deliver the improvement plan, which sets out how the ALMO will contribute to Rotherham's top priorities, particularly the Safe and Proud themes of the local area agreement. It will also contribute towards a balanced business plan for the ALMO core service, which will be important to demonstrating financial stability in response to previous concerns raised in the CAA.

11. Background papers and consultation

Report to Cabinet Member 09/08/10: Beyond 2010 business plan
Report to Cabinet Member 07/06/10: New operating model

Discussions have taken place with the Director of Housing and Neighbourhoods via liaison meetings.

12. Contact name

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