

CABINET MEMBER FOR RESOURCES AND COMMISSIONING

**Venue: Town Hall,
The Crofts,
Moorgate Street,
Rotherham
S60 2TH**

Date: Monday, 6th December, 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 November, 2010 (Pages 1 - 7)
4. RBT Performance Report (Pages 8 - 19)
5. Complaints Forum (Pages 20 - 22)
-draft minutes of meeting held on 24th November, 2010
6. Customer Access Group (Pages 23 - 25)
- draft minutes of 24th November, 2010
7. Website Strategy Group (Pages 26 - 29)
- minutes of meeting held on 24th November, 2010

CABINET MEMBER FOR RESOURCES AND COMMISSIONING**8th November, 2010**

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

K29. MINUTES OF MEETING HELD ON 11TH OCTOBER, 2010

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

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

K30. REQUIREMENT TO PUBLISH PAYMENT OVER £500

Stuart Booth, Director of Central Finance, submitted a report which set out that, as part of its Open Data Agenda, the Secretary of State for Communities and Local Government wrote to all local authorities in June, 2010 committing them to publish items of spending over £500 including tenders, contracts and actual payments by January, 2011. The Government had also recently announced its intention to publish certain information on salaries by this date. The report did not consider this aspect of the open data agenda which was being considered by Strategic HR and RBT HR/ Payroll.

To achieve the internal publication of actual payments data on a monthly basis would require Directorates, working with Financial Services, to define and assign a supplier classification to approximately 16,500 existing supplier records as well as any new suppliers. There was also a requirement to examine every payment record and redact any personal information to comply with Data Protection legislation for each published report. Due to the considerable internal resources this would entail, Spikes Cavell had been identified as a service provider to publish the contracts and actual spend on the Council's behalf via their 'Spot Light on Spend' website.

It was noted that, at its meeting on 3rd November, 2010, the Cabinet had approved Spikes Cavell as the service provider (Minute No. 97 refers).

The annual cost of working with Spikes Cavell would be £8,310 for the provision of the Contracts Module and the provision of monthly spend data (>£500) that would be published on the website. It was understood that the Yorkshire and Humber RIEP was now expected to provide funding to Local Authorities to undertake such spend analysis using Spikes Cavell. The company had confirmed that a

refund or credit for any sum paid prior to funding being received would be returned to the Council.

The use of Spikes Cavell in processing and publishing contract and spend data would help to mitigate the risk that the Council did not fully meet the evolving open data agenda and publicised data that breached data protection legislation.

Discussion ensued on the report with issues of staff resources, data protection and the possible increase in Freedom of Information requests raised.

Resolved:- That the report be noted.

K31. WELFARE RIGHTS AND MONEY ADVICE SERVICE

In accordance with Minute No. K26(2) of 11th October, 2010, Anne Hawke, Performance and Improvement Team Manager, presented a performance report on the work of the Welfare Rights and Money Advice team drawing attention to the following:-

Welfare Rights Performance

- RBT secured funding from Macmillan Cancer Support in June 2009 to deliver Welfare Rights to people living with cancer
- In 2009/ 10 the Service had helped 1,529 clients (951 general, 578 Macmillan), with secured benefits of £5,253,857.60 (£3,658,218.00 existing team, £1,595,639.60 Macmillan)
- Between 1st April, to 30th September, 2009, the Service had received 647 client referrals (432 General, 170 Macmillan, 45 Breathing Space Project). For the same period in 2010 there had been 794 client referrals (300 General, 494 Macmillan)
- As at 25th October there were 57 referrals awaiting appointments

Money Advice Service

- 475 clients assisted in 2009/ 10, advising on £19,271,691.84 of unsecured debt and £13,694,518.00 of secured debt. £717,390 of debt was written off following advice and intervention from the Team
- Between 1st April to 30th September, 2009, the Team had assisted 211 clients advising on £16,156,525.01 unsecured debt and £4,395,395.95 of secured debt. £527,630.00 was written off following advice and intervention from the Team
- For the same period in 2010 the Team had assisted 181 clients,

advising on £3,018,994.74 of unsecured debt and £5,862,537 of secured debt. £625,871.00 was written off

Customer Satisfaction 1st April-30th September, 2010

- 88% customers stated the information given was very easy to understand and 12% fairly easy
- 94% customers satisfied and 6% fairly satisfied that the service provided to them met their needs
- 87% customer said they were kept up to date and 12% fairly well

External Factors impacting the Service

- Increase in the number of Employment and Support Allowance appeals due to them being refused by the DWP at the initial stage
- Lack of specialist Appeals Officers within the Advice Sector as a whole causes additional impact on the Service
- Impact of the recession and resultant increase in clients ringing for advice or help with the benefits system
- Forthcoming changes in Legislation
- Rolling programme of moving Incapacity benefit claimants onto Income Support
- Revised Limited Capability for Work test – the National Association of Welfare Rights Workers estimated a further 5% of clients would be refused/ would not meet the criteria for the support component of Employment and Support Allowance
- Change in criteria for lone parents on Income Support
- Proposed Tax Credit changes
- Increased number of clients with mortgage arrears

In order to further improve the efficiency and effectiveness of the Service, it would be restructured to improve how casework was both handled and processed. A case management system would be implemented and Neighbourhood Benefit Officers transferred from the Revenues and Benefits Service into the Welfare Rights Team.

As part of the recent Scrutiny review into debt recovery, a scheme had been agreed in how to deal with customers who had multiple debts with the Council which were at advanced stages of debt recovery. Customers were now able to refer themselves to the Money Advice Service during a period where action was on hold pending them contacting the Service. In order to implement the changes, it had been identified that short term help would be required. A retired Welfare Rights member had been temporarily appointed to allow for the new structure and case management system to be implemented to lessen the impact on the operation.

Resolved:- That the report be noted.

K32. 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 September, 2010, across the areas of Customer Access, Human Resources and Payroll, ICT, Procurement and Revenues and Benefits.

Key points for this period included:-

Customer Access

- All performance targets achieved
- Work underway to ensure that the Contact Centre was able to successfully manage the transfer of Housing Repairs and Maintenance to externalised contractors from 1st November, 2010
- Successful update of Siebel CRM to enable automatic tracking of avoidable contact
- Continuing work with Strategic Directors and management team to identify achievable benefits from the Customer Service Consolidation programme
- 3 complaints received in September; 1 inconclusive, 1 carried over to October and 1 upheld
- Process of capturing customer e-mail and mobile telephones had commenced

Human Resources and Payroll

- All performance targets achieved
- Following Brinsworth and Wales Comprehensive Schools move to Academy status, new "companies" set up on the payroll system and transfer of employees
- Further approved applications for Voluntary Early Retirement/ Voluntary Severance
- Final TUPE list provided by 2010 Ltd. for the transfer of 350 employees to the 2 new contractors
- E-payslip became mandatory as from October, 2010

ICT

- All performance targets achieved
- Work underway of ICT Strategy for 2011-2016
- Serious difficulties had been experienced by schools using the internet and e-mail products provided by RBT via the Rotherham Grid for Learning. The problems had now largely been resolved
- Reopening of the Town Hall which now had a wireless network

- Suppliers had been invited to bid for the provision of a new network in preparation for the move to Riverside House
- No complaints received

Procurement

- All performance targets achieved.
- Following review, PO6 (catalogue orders) had been removed from the suite of Operational Measures
- Former BVP18 achieved 94.47%. The current year to date position was 95.57%, an improvement on the same point during 2009/ 10 when performance achieved a year to date figure of 94.09%
- Following the outsourcing of the Repairs and Maintenance Service, work between 2010 and RBT Procurement was being undertaken to finalise orders through the ROCC system by the end of October followed by payment of subsequent invoices

Revenues and Benefits

- Council Tax Collection Rate 55.84% at the end of September, 2010, 0.1% lower than the same point in 2009/ 10
- The target for 2010/ 11 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% regardless of quartile position
- There had been 2,290 Council Tax Liability Orders referred to the bailiff up to the end of September, 1 of which were classed as vulnerable case
- Average number of days taken to action a Council Tax Change of Circumstance was 11.46 days. This was better than the performance level which the service aimed to achieve i.e. 14 days
- NNDR collection rate was 61.06% at the end of September, 2010, 0.1% behind the same point in 2009/ 10.
- The NNDR collection figure had been adjusted to incorporate the affect of the NNDR Deferral Scheme. The year end target remained a collection rate which placed Rotherham in the upper performance quartile for Metropolitan District Councils with a maximum collection level of 98.5% regardless of quartile position
- 257 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of September, 2010
- The number of cases under NNDR Deferral Scheme had decreased substantially due to changes in small business rate

relief effective from 1st October, 2010

- The benefits caseload had increased to 30,292
- 3 complaints were closed during September; 2 closed not upheld, 1 closed upheld.

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

K33. E-GOV BOARD

Consideration was given and discussion took place on the minutes of the E-Government Board held on 20th October, 2010.

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

K34. WEBSITE STRATEGY GROUP

Consideration was given to the minutes of the Website Strategy Group held on 6th October, 2010.

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

K35. COMPLAINTS FORUM

Consideration was given to the minutes of the Complaints Forum held on 6th October, 2010.

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

K36. CUSTOMER ACCESS STRATEGY GROUP

Consideration was given to the minutes of the Customer Access Strategy Group held on 6th October, 2010.

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

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM TO ENABLE THE APPROPRIATE BOOKING TO BE MADE.)

K37. CONFERENCE

Resolved:- That the Chairman (or substitute) be authorised to attend the Annual Procurement 2011 Conference to be held at the QEII Conference Centre, London on 10th February, 2011.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources & Commissioning
2.	Date:	6th December 2010
3.	Title:	RBT Performance Report for October 2010
4.	Directorate:	Financial Services

5. Summary

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

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

6. Recommendations

The Cabinet Member for Resources and Commissioning is asked to:

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

7. Proposals and Details

Full details of performance against operational measures for October 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 October 2010.

7.1.2 *Externalisation of Repairs and Maintenance*

The new repairs and maintenance service for Rotherham 2010 Ltd commenced on 1st November 2010. Initial teething problems have been experienced, with the contact centre experiencing increased chaser calls from customers. Formal performance review meetings have been implemented between the call centre, contractors and the Rotherham 2010 Ltd client to resolve the situation and progress is being closely monitored.

7.1.3 *Avoidable Contact Siebel Enhancement*

The Siebel CRM system has been successfully updated to track avoidable contact for all customer contact which is logged via the system. This will provide the Council with a robust measure for the levels of avoidable contact being created within customer services and will reduce the need for manual sampling of cases.

7.1.4 *Customer Service Consolidation*

Work continues with Strategic Directors and their management teams to identify the benefits which can be achieved from the Customer Service Consolidation programme. The working party is reviewing options for transformed processes throughout December.

7.1.5 *Complaints*

Four complaints were received in October. One complaint was upheld; one complaint was partially upheld and two complaints were not upheld. Appropriate training has been provided to ensure that the complaint will not reoccur.

7.1.6 *Out of Hours Burial Service*

Funding for the out of hours Coroner service has been withdrawn and the service is suspended pending further discussions. This has a significant impact on the out of hours burial service and means that certain burials which may have taken place under former arrangements may not take place in the timescale of cultural requirements. There is no change to the service where Coroner intervention or paperwork is not required.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during October 2010.

7.2.2 *Current Projects*

Following intervention from the Transformation and Strategic Partnerships (TSP) Team, HRP Server Refresh proposals were agreed at the end of October and the first meeting to kick off the project has now taken place. The PSe autumn upgrade was also received during October but following discussions with ICT it was agreed to hold the upload until migration to the new servers is complete. A project plan and milestones for migration to the new servers has been completed and work has commenced. The service aims to have the new servers installed and tested by February 2011 to enable the take on of the statutory maintenance PSe upgrade.

Version 11 of YourSelf went live on 8 November 2010. This release includes:

- Further Delegated Staffing Powers automation;
- New starter qualification capture;
- Training cost capture reminder;
- Establishment report automation; and
- A feedback tool.

The HR Consultancy Team continues to support the on-going internal management reviews within Directorates and the HR Service continues to support the Council in their efficiency savings proposals by progressing VER/VS applications to their final payment stage.

The transfer of some 350 employees from Rotherham 2010 Ltd to Wilmot Dixon and Morrisons was finalised. Further work continues to provide documentation extracted from employees' personal files for the new employers.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in October 2010.

7.3.2 *Replacement of Key Architecture*

A key piece of hardware has reached the end of its life and is to be replaced. The FAS940 is the main data storage system for some of our most important systems including:

- iWorld and Comino - Council Tax and Benefits
- Cedar - RMBC's main financial system
- OHMS - the Housing Management System
- Swift - adult's and children's social care system

Another system which is in urgent need of new hardware is the HR and Payroll application. Work has begun on migrating all of these systems to new hardware and this will be complete early in 2011.

7.3.3 *Desktop Refresh*

The rolling programme of desktop refresh is continuing to provide RMBC staff and Members with a modern computer fleet which is fit for purpose. Over 70% of our 5,000 computers are now laptops, which will facilitate the wider adoption of agile working and the move to Riverside House.

7.3.4 *Riverside House Planning*

The Riverside House data centre will be complete in approximately 10 months and will be handed over to RBT ICT. We will then have 3 months to migrate all systems from the Civic Data Centre. Planning for these activities is going well and we are working with RBT to understand the total cost of ICT fit-out for Riverside House, not just the data centre.

7.3.5 *ICT for the Shared RMBC/SCC Emergency Planning Team*

Rotherham MBC and Sheffield City Council have agreed to pool resources and deliver Emergency Planning and Business Continuity Planning as a single shared service for both authorities. This brings some challenges from an IT perspective as we need to provide a way for staff from each authority to access their systems in an efficient and secure manner at no extra cost. The RMBC ICT Client has had several meetings with Sheffield's Head of IS Governance and Service Assurance and a solution has been identified that will meet the needs of the new shared service.

7.3.6 *Complaints*

No complaints were received in October.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in October 2010.

7.4.2 *BVPI8*

Performance for October 2010 for payment of undisputed invoices within 30 days was 93.12%. The current year to date position is 95.22% is an improvement on the same point during 2009-10 when performance achieved 94.02%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of September	Savings year to date	Estimated Savings to year end	Addressable Spend in October	Addressable Spend Year to Date
£337k	£2.314m	£3.241m	£713k	£15.722m

7.4.4 Externalisation of Repairs and Maintenance

Rotherham 2010 Ltd covered overtime costs in order for P2P staff to complete work in time for the ROCC system to be switched off without impacting on operational measures.

7.5 Revenues and Benefits

7.5.1 Council Tax

As at the end of October 2010 the Council Tax Collection rate stood at 64.94%, which is 0.2% behind the same point in 2009-10. The year-end target 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: -

Council Tax Collection – Recovery Procedures		
Documents Issued	At October 2010	At October 2009
Reminders	31,610	30,707
Summonses	9,749	9,232
Liability Orders	6,791	7,850

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of October 2010 is 2,538 of which 2 were classed as a vulnerable case.

The average number of days taken to action a Council Tax Change of Circumstance was 10.99 days at the end of October 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 70.58% at the end of October 2010, which is 1% up on the same point in 2009-10. The NNDR collection figure has been

adjusted to incorporate the effect 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: -

NNDR Collection – Recovery Procedures		
Documents Issued	At October 2010	At October 2009
Reminders	4,268	3,258
Summons	917	923
Liability Orders	573	651

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year to the end of October 2010 was 270.

With reference to the NNDR Deferral Scheme, the number of active cases currently stands at 207 allowing for a deferral of £435,491.

7.5.3 Other Service Measures

Performance against the remaining Operational Measures continues to be satisfactory. The benefits caseload has increased to 30,290; however work is ongoing to ensure that all measures continue to be met.

7.5.4 Complaints

Seven complaints were closed during October 2010. Five were closed not upheld and two were closed upheld. In respect of the latter, actions have been taken to prevent recurrence and lessons learned have been shared with the wider team.

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. No service credits were applied in October.

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 October 2010.

Contact Name:

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Customer Access Measure	Ref	Target	August	Sept	Oct	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5			3.17	★	Quarterly measure; smaller is better target.
Versatility Measure	CAO2	90	96.2	96.02	96.2	★	
First Contact Resolution by Channel (Face to Face)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	97.5	100	100	★	
Average Call Quality Assessment	CAO4	95	96.75	97.55	97.54	★	
% of Contact not Abandoned (Face to Face)	CAO5	85	99.78	99.7	99.86	★	
% of Contact not Abandoned (Telephony)	CAO5	90	98.04	97.06	97.44	★	
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	Aug	Sept	Oct	Status	Comments
Accuracy of Contracts	HRO1	95	98.59	100	100	★	
Accuracy of Payment	HRO2	99.5	99.9	99.76	99.89	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.39	98.94	98.76	★	
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	Aug	Sept	Oct	Status	Comments
% Availability of Website	ICTO1	99	99.96	100	99.95	★	Measure is being renegotiated as only monitoring online payments since website move to Jadu.
% Availability of Business Critical Applications	ICTO2	99	99.99	99.9	99.97	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	95.82	96.37	97.11	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	97.6	95.31	98	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				❓	Work to implement monitoring of this measure has commenced.
First Contact Resolution	ICTO7	30	43.99	40.52	40.74	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9			83.97	82.38	❓	New measure; currently baselining prior to a target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	85.73	86.27	90.32	★	

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



Procurement Measure	Ref	Target	Aug	Sept	Oct	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	92.17	94.37	97.39	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	98.80	99.00	98.58	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.58	99.4	99.38	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	90.2	91.76	85.29	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96		100		?	Quarterly measure.
% 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	Aug	Sept	Oct	Status	Comments
% Council Tax Collected	RBO1	97	46.46	55.84	64.94		Annual measure.
% NNDR Collected	RBO2	98.50	49.66	61.06	70.58		Annual measure.
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	14.77	15.04	13.10		Annual smaller is better measure.
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	2.95	3.39	3.89		Annual measure.
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8					Annual smaller is better measure; monitoring data not available.
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27					Annual smaller is better measure; monitoring data not available.
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM		329.10	329.10		Annual measure.
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.40	0.38	0.36		Annual smaller is better measure.
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	27.45	30.83	30.83		Annual measure.
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	89.42	89.80	90.49		Quarterly measure.
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	0.88	1.37	1.37		Annual smaller is better target; monitoring data not available.
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	88.06	88.24	87.88		Annual measure.
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	95	97	97.50		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



COMPLAINTS FORUM
Wednesday, 24th November, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Sarah Griffiths, Emma Hill, Rachel O'Neil, Andrea Pearson, Andrea Pettigrew and Stuart Purcell.

An apology for absence was received from Mark Leese.

1. MINUTES OF MEETING HELD ON 6TH OCTOBER, 2010

Agreed:- that the minutes of the meeting held on 6th October, 2010, be agreed as a true record.

2. 6 MONTHLY RESULTS FOR ROTHERHAM

Rachel O'Neil reported that she now had the results for Quarter 2 which would be compiled into a report for submission to SLT and Cabinet in January.

The headlines were:-

- 152 people complained about Council services (reduced)
- Number of complaint points had increased
- 154 people complained about 2010 Rotherham Ltd.'s services
- 2010 were make significant improvement in complaints closing on time – 78%
- 66% of the complaints were closed in time – significant decline in performance
- This was mainly due to CYPS performance
- Proposed that a performance clinic be held in CYPS to ascertain what could be done and what specific support could be given
- Vast improvement in NAS performance and response time

Zoe Burke reported that CYPS performance was due to the number of Stage 2 complaints that had significant number of complaint points which took longer to resolve. The staffing situation would improve due to a increase in the number of managers in post for whom training was being arranged.

Sarah Griffiths reported that the November reports would be analysed in light of the recent change from IHSP to external contractors. The contractors were to use 2010's complaints procedures and 2010 would have a strong and active client role attending weekly Senior Board meetings.

Stuart Purcell stated that NAS performance was due to the impact

of "Making Experience Count". A customer was still dealt with in the same way but it gave officers a lot more freedom and resulted in an increase of comments logged rather than complaints.

Agreed:- That the draft Quarter 2 report be circulated to officers for comment prior to submission on 13th December SLT and 5th January Cabinet.

3. LESSONS LEARNT

Rachel O'Neil reported that the Quarter 1 data would be added to the complaints homepage on the website shortly. Quarter 2 would be added as soon as it was compiled.

Mark Leese was looking to update Siebel. There had been some problems in getting the data back from Directorates in time but Siebel would enable the information to be extracted and save officers' time.

Concern was expressed that some of the information contained within Siebel would not be able to be published due to confidentiality issues. Rachel stated that Mark would be responsible for reviewing the information.

4. SIEBEL REPORTING

Rachel O'Neil reported that the cost to the Council of the Change Request for the set of reports required had been challenged. Subsequently it had been ascertained that there was a method using the "wild card" facility for pulling reports out. Training would be required from Mark Leese.

As a result the Change Request was on hold at present. Mark had committed to meeting with the Complaint Officers and the reports implemented before Christmas.

5. CUSTOMER SERVICE EXCELLENCE

Rachel O'Neil reported that the Council would be reassessed on its progress made for Customer Service Excellence. The Assessor would be arriving the following day to carry out an assessment of the written evidence. He would be looking for progress made against the partial compliances, assessment of development and a quick

check that still compliant on the previously agreed areas.

There would then be 4 days of visits, seeing a number of people across the Directorates. A report would then be received of his findings – expected around the end of January. He would give a verbal update at the end of the 4 days.

Complaints had been an area mentioned previously that needed to develop so arrangements had been made for him to meet Complaint Officers to inform him of the developments that had taken place.

6. POLICY AND PERFORMANCE REVIEW

The Chairman referred to the Policy and Performance Review currently being undertaken in which Complaints fell within.

It was noted that it was likely that the membership of this Group would change.

7. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 26th January, 2011, at 10.30 a.m. in the Town Hall.

CUSTOMER ACCESS GROUP
Wednesday, 24th November, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Emma Hill, Rachel O'Neil, Andrea Pearson and Jackie Scantlebury.

Apologies for absence were received from Richard Garrad, Mark Leese, Rob Parker, Dawn Price and Jasmine Speight.

69. MINUTES OF MEETING HELD ON 6TH OCTOBER, 2010

Agreed:- That the minutes of the meeting held on 6th October, 2010, be agreed as a true record.

70. CUSTOMER SERVICE CONSOLIDATION

The Project Team had met with Directorates to look at the Services which should be in scope for the Customer Service Consolidation. A report had been submitted to Cabinet and had been approved.

Karl Battersby had now been nominated as the Strategic Director to move this forward and work was currently under way with Strategic Directors on reaching agreement on which of the processes should be in scope. At present 22 Services had been identified; discussions were still to take place with NAS.

This piece of work was tied in with the Localities Review and Riverside House.

A Working Party had been established to look at the 22 processes including input from RBT. There was also a proposal from RBT on what savings they could offer the Council which was being worked through and would be discussed at the RBT Strategy Board. It was important to ensure that the Consolidation and what RBT was offering was cost effective and met the Council's requirements.

It was expected that the process would be completed by the end of December with a report to be submitted to Cabinet in January, 2011.

Ideally, the Consolidation, Localities Review and the new Library Strategy would be brought in together so there was 1 complete picture of what it would look like but currently all were working to different timescales.

71. IMPROVEMENTS TO PAYMENT METHODS

Rachel O'Neil reported that work was currently being undertaken by RBT on extended payment mechanisms across the Borough. They had identified savings that could be made if PayPoint was implemented that was subject to decisions with regard to the Localities Review.

There would be no savings unless decisions were made on where Services were delivered from. RBT had looked at increasing the number of places where payments could be made i.e. increasing from 9 to 130.

There were the other spin off benefits as well for the local economy e.g. paying in a local shop and buying a loaf of bread.

A report was to be submitted to the 15th December Cabinet.

72. PLANS FOR RAWMARSH CUSTOMER SERVICE CENTRE AND RIVERSIDE HOUSE CUSTOMER SERVICE CENTRE

A plan of the ground floor of the Riverside House Customer Service Centre was shown to the meeting.

The building was due to open April-June, 2012.

Agreed:- (1) That a visit be made to the building in due course.

(2) That a plan of Rawmarsh Customer Service Centre be submitted to the next meeting.

73. BENCHMARKING OF TURNAROUND TIMES

As previously agreed, Rachel O'Neil reported that she had undertaken benchmarking other Councils on their speed of service but was proving very difficult with regard to satisfaction.

From the 40 Councils considered, with regard to telephony services, the average was to answer within 5 rings compared to Rotherham's 7. With regard to written correspondence the average was 10 days.

It was not felt necessary to change any of the Council's targets but to continue benchmarking and review as necessary.

74. ANY OTHER BUSINESS

It was noted that an inspection of the Customer Service Excellence

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was taking place.

75. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Wednesday, 26th January 2011 at 11.30 p.m. in the Town Hall.

DRAFT

WEBSITE STRATEGY GROUP
Wednesday, 24th November, 2010

Present:- Councillor Wyatt (in the Chair); Jon Ashton, David Barker, Steve Pearson and Cerie Williams.

Apologies for absence were received from Jane Evans, Anne Hawke, Rachel O'Neil and Dawn Price.

104. MINUTES OF MEETING HELD ON 6TH OCTOBER, 2010

Agreed:- That the minutes of the meeting held on 6th October, 2010, be agreed as a true record.

It was noted that a report on the first 6 months of website activity had been submitted to Cabinet where it had been well received.

105. WEBSITE PERFORMANCE

Jon Ashton reported on the performance of the refreshed website for October, 2010, highlighting:-

- Visitor statistics
The number of searches and visitors had reduced slightly
- Pages viewed
Had stabilised but was creeping up
- Completed online forms
Continuing to steadily increase. Approximately 11% increase in the number of forms on submitted through the website
- Online cash transactions
Increased – approximately 20%. The number of cashier transactions was reducing – 7% over the last 2 months

106. WEBSITE CUSTOMER SATISFACTION

Jon Ashton reported that customers had been asked to complete 9 questions with regard to the website.

It could be clearly seen that the majority of the customers came to the website through a third party i.e. Google but there was no clear consistent answer as to how regularly they used it. When asked why they used the website there was conflicting information as the majority answered to find out about news and events in Rotherham

when in fact the Rotherham news page was not the most popular page viewed.

The majority said that they had been able to resolve their query but those that could not find what they wanted felt that the website was not very good.

Overall, 25% said they were really dissatisfied with just over 50% satisfied.

The data would be analysed and the outcomes posted onto the website.

107. SITEMORSE RANKING

Jon Ashton reported that last month Rotherham had jumped up to 80th place out of 430 Local Authorities in the Sitemorse ranking but that position had now been improved and was now 27th.

It was noted that SOCITM would be testing the website imminently, the results of which would be known in January/ February 2011.

108. COMMUNICATION AND MARKETING DEVELOPMENTS

Jon Ashton reported that it had been identified that members of the public were interested in the news and events page on the website. Jon Ashton and Pete Lawrenson had done some work as to how it could be improved and market more information through the website.

There were approximately 200 home pages throughout the website which predominantly depict a Service. Over the next couple of months some of the pages would be proactively marketed. This issue, together with the Image Library, was to be discussed further at the next Directorate Editors meeting.

A further meeting had taken place with regard to the on-line shop. It was possible use the Civica programme but there would be a cost of approximately £6,000. Consideration was being given to working up a business case for the funding as it could potentially provide a corporate wide online shop. Uses could include school meals, pest control tourism maps, books and general Rotherham memorabilia.

109. PUBLISHING COUNCIL SPEND

Jon Ashton gave a demonstration of how it would look on the website. The Spikes Cavell model was one that many Councils had

3F

opted for due to the ability to extract information from Cedar.

It would be up and running very shortly.

110. ENHANCEMENTS TO MODERN GOVERNMENT AND JADU WEBSITES

Modern Government

The features on Mod.Gov were would be switched on shortly and available to the public.

There was already a protocol in place for dealing with petitions and would be moderated by Democratic Services Officers.

Jadu

Currently Rotherham was on Release 1.8. There were a number of upgrades, which were free, but a cost of £10,000 for implementation. Jadu had recommended that the Authority wait until next summer when Release 2 would be available. Improved x-forms would be part of Release 2. Richard Copley had been informed for including costs in the ICT Strategy.

111. GALAXY SITE DEVELOPMENT

Jon Ashton reported that the Museum had wanted a micro site for the Rockingham Pattern Book and had been convinced to do it within the Jadu galaxy site.

3 agencies had been invited to tender for the work, 1 of which had since declined. The remaining 2 would be interviewed shortly with the intention of it being up and running by the end of January.

112. DIRECTORATE EDITORS MEETING

The minutes of the meeting held on 3rd November, 2010, were noted.

113. ANY OTHER BUSINESS

Steve Pearson reported that, as a result of a recommendation of a Scrutiny Review relating to school closures, a basic form had been developed and sent to some Head Teachers for their approval. The form would be available on line and submitted on line when a school closed.

There was some query with regard to when a school closed for subsequent days whether it could be "re-opened" rather than filling in

a new form.

The school closure page was in the process of being updated to include BBC travel, weather etc.

114. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Tuesday, 26th January, 2011 at 1.30 p.m. in the Town Hall.