

CABINET MEMBER FOR RESOURCES AND COMMISSIONING
17th January, 2011

Present:- Councillor Wyatt (in the Chair).

An apology for absence was received from Councillor Buckley.

K43. MINUTES OF MEETING HELD ON 6TH DECEMBER, 2010

Consideration was given to the minutes of the previous meeting held on 6th December, 2010.

Resolved:- That the minutes of the meeting held on 6th December, 2010, be approved as a correct record.

K44. 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 November, 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
- Significant increase in performance by the Registration Services due to internal procedures changes
- 31% increase in calls following externalisation of the Repairs and Maintenance Service before the onset of the severe weather. Service levels had been maintained despite the increase. RBT, 2010 and the contractors had worked together to strengthen processes and improve customer experience. RBT had temporarily taken on a work planner role after 5.00 p.m.
- The severe weather in December had resulted in a further significant increase in call volumes resulting in deterioration of service levels within the Contact Centre. Additional staff had been recruited to support over the Christmas close down period
- 3 complaints received in November; 1 upheld, 1 not upheld and 1 still open

Human Resources and Payroll

- All performance targets achieved
- HRP Server Refresh well underway with test servers in place
- PSe autumn upgrade on hold until the migration to new servers complete
- Discussions ongoing with Yorkshire and Humberside Councils to establish a regional recruitment portal
- Approach by Dudley Council with a request for consultancy work in relation to their PSe self-service module

- RMBC Strategic HR and RBT HR submitted a joint application to the CIPD 2010 Awards for “HR Impact on Business Success”. The Team achieved Category Finalist, a significant recognition from the HR national professional body

ICT

- All performance targets achieved
- Great deal of work undertaken in preparation for RMBC’s annual Government Connect re-assessment scheduled for 18th January
- All RMBC HP laptops now configured to automatically connect to the RMBC wireless network where available.
- Intranet home page for Members created as identified as part of the Member Development Charter pre-assessment work
- Server Virtualisation Programme progressing well. Currently 267 physical servers and 169 virtual servers
- Continued rolling programme of desktop refresh. Over 70% of the computers were now laptops
- No complaints received

Procurement

- All performance targets achieved.
- Former BVP18 achieved 95.55%. The current year to date position was 95.26%, an improvement on the same point during 2009/10 when performance achieved a year to date figure of 94.22%

Revenues and Benefits

- Council Tax Collection Rate 74.38% at the end of October, 2010, 0.3% 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 2,950 Council Tax Liability Orders referred to the bailiff up to the end of September, 5 of which were classed as vulnerable cases
- Average number of days taken to action a Council Tax Change of Circumstance was 7.81 days. This was better than the performance level which the service aimed to achieve i.e. 14 days
- NNDR collection rate was 79.77% at the end of November, 2010, 1.01% up on 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
- 305 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of October, 2010
- The number of cases under NNDR Deferral Scheme currently stood at 207 allowing for a deferral of £424,978
- 6 complaints were closed during November; 4 closed not upheld, 2 closed upheld

Discussion took place on the report with the following issues highlighted/raised:-

- Issues arising from Repairs and Maintenance Service/Severe Weather
 - a mobile working solution was now in place.
 - mobile telephone numbers had also been obtained for Wilmott and Dixon operatives
 - employees from within RBT had also volunteered to work in the Contact Centre over the Christmas period
 - call volumes were now within expected range
 - weekly meetings still held to resolve issues
- Very good performance by Procurement despite the adverse weather conditions
- Annual Customer Service Excellence review currently taking place. Informal feedback did not foresee any problems with the new website receiving positive comments

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

(2) That the exceptional call volumes experienced during December, 2010 and the emergency measures implemented in an attempt to deal with the situation be noted.

K45. SPOTLIGHT ON SPEND

Stuart Booth, Director of Central Finance, gave a powerpoint presentation on the above highlighting:-

- What needed to be published
- Rotherham's plans
- Update on publication position
 - October data published 20th December, 2010
 - November data published 7th January, 2011
 - December data to be published 25th January, 2011
 - Published on the Council's website, www.direct.gov.uk and www.data.gov.uk
- Benefits of using Spikes Cavell
- Communication with the public
- Spotlight on spend
 - Home page view
 - Spend with supplier
 - Download format
- Guidance Update
 - Payments to schools or on behalf of schools are excluded
 - Individuals should be informed that information will be published

Resolved:- (1) That the presentation be noted.

(2) That a further update be submitted in March, 2011.