

CABINET MEMBER FOR RESOURCES AND COMMISSIONING

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

Date: Monday, 14th February, 2011

Time: 9.00 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 meeting held on 17th January, 2011 (Pages 1 - 4)
4. RBT Performance Report for December 2010 (Pages 5 - 16)
5. Website Strategy Group (Pages 17 - 19)
- minutes of meeting held on 26th January, 2011

CABINET MEMBER FOR RESOURCES AND COMMISSIONING
Monday, 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. Services 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.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources & Commissioning
2.	Date:	14th February 2011
3.	Title:	RBT Performance Report for December 2010
4.	Directorate:	Financial Services

5. Summary

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

7. Proposals and Details

Full details of performance against operational measures for November 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 December 2010 with the exception of the telephony element of measure CAO5 (Contact not Abandoned) which achieved only 59.13% against a target of 90%. Failure to achieve target was a direct result of the severe weather conditions and issues with 2010 repairs giving rise to unprecedented call volumes; a comparison of call volumes for December 2010 and December 2009 for the two most significant areas – Repairs and Streetpride – is shown below:

	December 2010 (number of calls)	December 2009 (number of calls)	Increase in Call Volumes (%)
Repairs	36,847	10,078	265.6
Streetpride	21,952	6,749	225.2

Total calls for December 2010 were 99,420 against a figure of 59,962 for the same period in 2009, a 65.8% increase in normal call volumes.

7.1.2 *Severe Weather*

To address the increase in call volumes during the severe weather a number of interim measures were implemented to ensure service delivery could be maintained:

- Staff across the customer services network were deployed to answer contact centre calls and worked additional hours;
- The contact centre extended its operating hours to 7.00 a.m. to 10.00 p.m. over the Christmas period;
- The service trained additional staff across the Council in the repairs processes in order to increase the number of call handlers during the period;
- A decision was agreed by all stakeholders to prioritise emergency calls for a temporary period.

It is anticipated that the Repairs service will continue to receive high call volumes during January due to an expected surge in customers calling in relation to non-emergency repairs.

7.1.3 *Complaints*

Two complaints were closed in December 2010. One complaint relating to Streetpride was partially upheld; and one complaint relating to Welfare Rights & Money Advice was upheld. Appropriate coaching and awareness raising has been undertaken and lessons learned shared with wider teams.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during December 2010.

7.2.2 *Current Projects*

The Server Refresh project continues and the test servers are now operating. The HR Central Team has attended SQL 2008 training in preparation for the data migration.

Version 11 of YourSelf is now operating and includes:

- Further automation
- New starter qualification capture
- Training cost capture reminder
- Establishment report automation
- Feedback tool

7.2.3 *Achievements*

The HR+P service was invited to a national conference to demonstrate to other PSe (the Council's HR+P system) users the RMBC self service customisation. There were a number of authorities interested in this customisation and the possibility of RBT providing some consultation work. A follow up request has been made by the PSe User Group Chair for RBT to provide an on-going agenda item related to customisation activities.

7.3 ICT

7.3.1 *Overall Performance*

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

7.3.2 *Severe Weather*

The business continuity benefits of our home working technologies were highlighted during December's heavy snowfalls. More than twice the usual number of staff logged on via VPN on the snow days. Many more people used Mymail to access their email and a large number of meetings were carried out as conference calls. VOIP extensions were diverted to softphones, mobiles or personal landlines. These facilities meant that, for many people, the snow had no impact on their duties and their customers were unaware that individuals were not working from their office.

We have identified a few areas that can be improved to further lessen the impact of such events. We have, for example, initiated a review of the way we communicate reminders to staff to take their laptops home with them when bad weather is forecast as a result of many individuals citing this as the main reason that they could not work from home. Also we have now made changes to the way that ICT Service Desk operates so that they can work from home and continue to take calls.

7.3.3 *24/7 IT Support for Members*

RMBC and RBT have put in place an out of hours contact number to ensure that Members can get support on ICT matters when the Service Desk is closed. Contact details for the out of hours service has been provided to Members.

The service will cover the basic account issues, such as password resets or locked accounts and, where possible, resolution to other issues where they can be resolved on the telephone. This number is published on the Member's Intranet home page.

7.3.4 *Electronic Document Records Management System (EDRMS)*

The first two areas to receive the Wisdom EDRMS will be the Records Centre and Internal Audit.

Directorates have been asked to begin prioritising the deployment of Wisdom within their areas. Teams that are moving to Riverside will be tackled first, beginning with areas where there is most immediate benefit. There will be minimal back-scanning and the focus is on getting any paper that needs to be kept to the Records Centre.

The interviews for the EDRMS Project Manager post are planned for early February. The post was initially ring-fenced to the Talent pool and was then expanded to include other RMBC staff. This is a critical role.

7.3.5 *Managed Print Service*

The Council is currently planning for a new Managed Print Service for RMBC. Our current contract for multi functional devices (MFDs) ends in 2012 and we require new devices to support new ways of working in Riverside House and elsewhere. In addition to acting as traditional printers/copiers the new devices will feature 'follow me' print (the print will output from any multi-function device but only when the user is in attendance), ad-hoc scanning and fax.

7.3.6 *Smartcards*

Access to Riverside House will be controlled by smartcards which also double as ID badges. The smartcards will be configured in order that they have the capability to be utilised to support other functions such as user identification for 'follow me' print, cashless catering, VPN tokens and laptop encryption. The building security solution has been identified and we are working to make the necessary changes to the ID badge system.

7.3.7 *Complaints*

One complaint was received by the IT Service in December. The complaint related to problems in accessing the Hate Crimes Database. Investigations revealed that the problems were caused by a lack of user training. The complaint was not upheld and the user was made aware of the correct way to access the database.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in December 2010 with the exception of measure PO2 Cheque Requisitions Processed which achieved 98.23% against a target of 98.46%. This was a direct result of the severe weather with insufficient staff being available to process the requisitions to deadline.

7.4.2 *BVPI8*

Performance for December 2010 for payment of undisputed invoices within 30 days was 94.47%. The current year to date position of 95.18% is an improvement on the same point during 2009-10 when performance achieved 94.38%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of November	Savings year to date	Estimated Savings to year end	Addressable Spend in December	Addressable Spend Year to Date
£248k	£2.935m	£3.241m	£791k	£18.081m

7.5 Revenues and Benefits

7.5.1 *Council Tax*

As at the end of December 2010 the Council Tax Collection rate stood at 82.9%, 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 December 2010	At December 2009
Reminders	36,068	34,755
Summonses	10,997	10,572
Liability Orders	7,649	9,140

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of December 2010 is 3,285 of which none were classed as a vulnerable case.

The average number of days taken to action a Council Tax Change of Circumstance was 8.92 days at the end of December 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 87.4% at the end of December 2010, which is 1.34% behind 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 December 2010	At December 2009
Reminders	4,817	3,878
Summons	1,080	1,040
Liability Orders	600	705

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year to the end of December 2010 was 328. With reference to the NNDR Deferral Scheme, the number of active cases currently stands at 194 allowing for a deferral of £403,394.

7.5.3 Other Service Measures

Performance against the remaining Operational Measures continues to be satisfactory. The benefits caseload has decreased slightly from the last period with work continuing to ensure that all measures continue to be met.

The service was impacted by severe weather in December, but implemented increased shift working for home workers to ensure that the telephone service was maintained. Over December an abandonment rate of only 2.34% was achieved with only 166 abandoned telephone calls over the entire month.

Work has commenced on planning to contact customers in respect of the upcoming changes in April.

7.5.4 Complaints

Five complaints were closed during December 2010. Four were closed not upheld and one was 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.

Service credits were incurred during December for measures CAO5 and PO2. As the measures failed to achieve targets as a direct result of the severe weather the Council has agreed to waive the service credits.

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 December 2010.

Contact Name:

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Customer Access Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5	3.17			★	Quarterly measure, reporting 1 month in arrears; smaller is better target.
Versatility Measure	CAO2	90	96.2	96.2	96.06	★	
First Contact Resolution by Channel (Face to Face)	CAO3	100	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	100	97.5	★	
Average Call Quality Assessment	CAO4	95	97.54	97.97	97.63	★	
% of Contact not Abandoned (Face to Face)	CAO5	85	99.86	99.87	99.56	★	
% of Contact not Abandoned (Telephony)	CAO5	90	97.44	95.04	59.13	▲	Measure was significantly impacted by increased number of calls due to extreme weather causing excessively high call demand
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	Oct	Nov	Dec	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.89	99.89	99.92	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.76	98.76	98.84	★	
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	Oct	Nov	Dec	Status	Comments
% Availability of Website	ICTO1	99	99.95	100	100	★	Measure is being renegotiated as only monitoring online payments since website move to Jadu.
% Availability of Business Critical Applications	ICTO2	99	99.97	99.91	100	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	97.11	97.27	95.93	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	98	95.41	99.49	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6			75	81.5	❓	New measure; currently baselining prior to a target being negotiated.
First Contact Resolution	ICTO7	30	40.74	36.35	40.35	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9		82.38	81.48	75.97	❓	New measure; currently baselining prior to a target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	90.32	90.49	91.09	★	

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



Procurement Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	97.39	98.02	99.42	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	98.58	100.00	98.23	▲	Due to severe weather staff were unable to process all cheque requisitions in time for relevant payment run
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.38	99.41	99.23	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	85.29	82.14	85.76	★	
% 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	Oct	Nov	Dec	Status	Comments
% Council Tax Collected	RBO1	97	64.94	74.38	82.90		Annual measure.
% NNDR Collected	RBO2	98.50	70.58	79.77	87.40		Annual measure.
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	13.10	13.44	13.72		Annual smaller is better measure.
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	3.89	4.75	5.65		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	539.80		Annual measure.
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.36	0.36	0.37		Annual smaller is better measure.
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	30.83	45.59	44.40		Annual measure.
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	90.49	91.27	91.57		Quarterly measure.
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.37	1.41	1.70		Annual smaller is better target; monitoring data not available.
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	87.88	88.43	87.45		Annual measure.
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	97.50	97.73	98.00		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



WEBSITE STRATEGY GROUP
Wednesday, 26th January, 2011

Present:- Councillor Wyatt (in the Chair); Jon Ashton, David Barker, Pete Lawrenson and Ceri Davis.

Apologies for absence:- Apologies were received from Anne Hawke, Rachel O'Neil, Steven Pearson and Sue Wilson.

115. MINUTES OF MEETING HELD ON 24TH NOVEMBER, 2010

Agreed:- (1) That the minutes of the meeting held on 24th November 2010, be agreed as a true record.

It was noted that the direct email facility for the sending out of weekly bulletins had increased to 1,170 users from a list of around 2,100.

116. WEBSITE ANNUAL PERFORMANCE

Jon Ashton reported on the annual performance of the refreshed website highlighting:-

- Visitor Statistics:-

The number of unique visitors to the website had averaged out to around 65,000 a month. There were dips in numbers around May, with a large increase during December.

- Searches:-

The website was now very search orientated and was working well.

- Online Forms:-

The completion of online forms was an area of growth and continued to steadily increase. There had been an 11% increase in the number of forms submitted through the website. There had been a peak in December, mainly associated to the adverse weather conditions with Streetpride in particular receiving a notable increase.

- Cash Transactions:-

Online cash transactions had increased during 2010 by an average of 22% from the previous year, face to face cashier transactions had also dropped throughout 2010 by 5.3%. It was proposed to undertake a marketing campaign during February/March, 2011 for customers to consider the use of direct debit for the paying of Council Tax.

- Comments:-

Positive feedback had been received on customer use of the website. There was now increased interest in the Key Choices element of the

website now that the properties were no longer advertised in the local press.

It was also noted that Rotherham had improved its website position and was now 27th of the 430 Local Authorities in the Sitemorse ranking. The full 12 month data should be incorporated into the six monthly review of the website's performance that was presented to Cabinet.

Agreed:- That the report be noted and the information circulated to this Group.

117. ADVERSE WEATHER - LESSONS LEARNT

Jon Ashton reported on the information banner provided on the website during the period of inclement weather in November/December, 2010.

Statistics over the adverse weather period had been collected which indicated an average week of 360,000 page views had increased dramatically during December to 673,000 in the first week alone with 39,000 page views of the school closures page.

Following trials with a few schools, information on the pages relating to school closures can now be updated by the schools themselves. This new procedure is now in place and appeared to be working well.

On the whole it was felt that the information provided on the website was handled appropriately and kept up-to-date, along with information provided by the Press and Communications Team on Twitter.

Agreed:- That the information be noted.

118. ONLINE PAYMENTS

Jon Ashton provided information on a recent meeting with Central Finance regarding the possible use of the Civica payments software with regards to the on-line shop.

The cost of providing this element was in the region of £6,000 and could be met from the website budget should agreement be reached. Further information was provided on what could be provided and its capabilities. Kirklees Council had already adopted this approach and had their on-line shop up and running.

Agreed:- That action be taken to include this element in the Civica programme and that the website budget fund the cost.

119. PUBLISHING SPEND

Jon Ashton reported that details of Council spending on items over £500 have been published on the website in the form of spreadsheet downloads.

An application to enable analysis of the figures was not to be made available at this time because Spikes Cavell's Spotlight on Spend software was expected to be online by the end of February. It was not the intention to actively promote the publication of spend data.

Agreed:- That the information be noted.

120. BUDGET CONSULTATION SUMMARY

Jon Ashton confirmed he had contacted Zafar Saleem with regards to the budget consultation figures from December, 2010. However, due to the exit of some officers of the Council these figures were not yet in a format that could be provided. A report on this information would be submitted to this meeting in due course.

Reference was also made to the online forums and blogs that were currently in existence. It was noted that the forums were very infrequently used and should, therefore, be removed. The blogs of the Mayor, Leader and the Chief Executive were updated on a regular basis and, therefore, would continue. Any Councillor who wanted a blog could do so, but it was their responsibility to ensure it was updated.

121. DATE OF NEXT MEETING

Agreed:- That a further meeting be arranged in due course in the Town Hall.

122. ANY OTHER BUSINESS

It was reported that the Democratic Renewal Scrutiny Panel was to undertake a Scrutiny Review into the Council's Website at its meeting scheduled to take place on Thursday, 3rd February, 2011.

The results of this Scrutiny Review should be provided in a report format and submitted to this Group for consideration.