

CABINET MEMBER FOR RESOURCES AND COMMISSIONING

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

Date: Monday, 14th March, 2011

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 February, 2011 (Pages 1 - 3)
4. RBT Performance Report for January, 2011 (Pages 4 - 16)
5. Complaints Forum (Pages 17 - 18)
- minutes of meeting held on 21st February, 2011
6. Customer Access Strategy Group (Pages 19 - 20)
- minutes of meeting held on 21st February, 2011
7. 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 3 of Part I of Schedule 12A (as amended March 2006) to the Local Government Act 1972 (information relating to the financial or business affairs of any person (including the Council)).
8. Financial Systems Transformation and Optimisation Programme - Exemption from Standing Orders (Pages 21 - 23)

CABINET MEMBER FOR RESOURCES AND COMMISSIONING
Monday, 14th February, 2011

Present:- Councillor Wyatt (in the Chair); Councillor Buckley.

K46. MINUTES OF MEETING HELD ON 17TH JANUARY, 2011

Consideration was given to the minutes of the previous meeting held on 17th January, 2011.

Resolved:- That the minutes of the meeting held on 17th January, 2011, be approved as a correct record.

K47. RBT PERFORMANCE REPORT FOR DECEMBER 2010

Mark Gannon, Strategic Commissioning Manager, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for December, 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 with the exception of the telephony element of CA05 (Contact not Abandoned) which achieved only 59.13% against a target of 90%. This was a direct result of the severe weather conditions and issues with 2010 Repairs giving rise to unprecedented call volumes. Total calls for December, 2010 were 99,420 against 59,962 for the same period in 2009
- 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
- It was anticipated that the Repairs Service would continue to receive high call volumes during January due to an expected surge in customers calling in relation to non-emergency repairs
- 2 complaints received in December; 1 partially upheld and 1 upheld

Human Resources and Payroll

- All performance targets achieved
- Server Refresh continuing and the test servers now operating
- Version 11 of YourSelf now operating
- HR&P Service invited to a national conference to demonstrate to other PSe users the RMBC self-service customisation

ICT

- All performance targets achieved
- Business continuity benefits of home working technologies highlighted during December's heavy snowfalls
- Out of hours contact number put in place to ensure that Members can get support on ICT matters when the Service Desk was closed

- 1 complaint received and not upheld

Procurement

- All performance targets achieved with the exception of 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
- Former BVP18 achieved 94.47%. The current year to date position was 95.18%, an improvement on the same point during 2009/10 when performance achieved a year to date figure of 94.38%

Revenues and Benefits

- Council Tax Collection Rate 82.9% at the end of December, 2010, 0.2% 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 3,285 Council Tax Liability Orders referred to the bailiff up to the end of December, none of which were classed as a vulnerable case
- Average number of days taken to action a Council Tax Change of Circumstance was 8.92 days. This was better than the performance level which the service aimed to achieve i.e. 14 days
- NNDR collection rate was 87.4% at the end of December, 2010, 1.34% 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
- 328 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of December, 2010
- The number of cases under NNDR Deferral Scheme currently stood at 194 allowing for a deferral of £403,394
- 5 complaints were closed during December; 4 closed not upheld, 1 closed upheld

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

- o Performance during the period of severe weather
- o VPNs and associated charges
- o IT support for Members
- o Liability Order costs

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

(2) That the performance information relating to the severe weather be fed into the Scrutiny Review.

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K48. WEBSITE STRATEGY GROUP

Consideration was given to the minutes of the Website Strategy Group held on 26th January, 2011.

Resolved:- (1) That the contents of the minutes be noted.

(2) That the website annual performance report be submitted to the Cabinet.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources & Commissioning
2.	Date:	14th March 2011
3.	Title:	RBT Performance Report for January 2011
4.	Directorate:	Commissioning, Policy & Performance

5. Summary

This report summarises RBT's performance against contractual measures and key service delivery issues for January 2011 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 January 2011.

7. Proposals and Details

Full details of performance against operational measures for January 2011 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 January 2011 with the exception of the telephony element of measure CAO5 (Contact not Abandoned) which achieved only 87.39% against a target of 90%. As anticipated, the Repairs service continued to receive high call volumes during January due to the expected surge in customers calling in relation to non-emergency repairs. In addition, high volumes of calls regarding changes in bin collections were received following changes over the Christmas period.

7.1.2 *2010 Repairs & Maintenance*

Issues remain around the Contact Centre being able to contact Wilmott Dixon. Willmot Dixon continue to be unable to supply a presence within the contact centre and an email solution is being piloted in an attempt to resolve the issues.

Weekly meetings between RBT, the 2010 Client, Wilmott Dixon and Morrisons are continuing in order to improve communications and agree action plans.

7.1.3 *Wheelie Bin Charging*

Charging for replacement wheelie bins commenced on 17th January 2011. During the month the Contact Centre took 30 payments for replacement bins, with 10 customers refusing to purchase a replacement.

7.1.4 *Welfare Rights & Money Advice*

A meeting with Councillor Hussain has been arranged at his request for 16th February 2011. The meeting is to look at the current scope of advice offered by the service and how the service will work more effectively within the 'New Model of Advice'.

7.1.5 *Complaints*

One complaint was received by the service during the month and was closed not upheld.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during January 2011.

7.2.2 *Current/Upcoming Projects*

The HRP Server Refresh project is now complete. Weekly payrolls were run early prior to ensure final runs were complete and not impacted by the data transfer. Early indications show the performance of the new servers will significantly improve responsiveness.

Following the necessary work on the transfer to new servers, Yourself version 12 release is now delayed until 21 March. The upgrade will include CRB new wording (to comply with recent Inspection findings), training module changes to properly account for financial costing and PDR recording changes.

Work on consultancy support to Dudley MBC is progressing. A Technical Specification is nearing completion and the team are visiting Dudley to finalise and obtain a copy of the Dudley MBC database to work on. This database will be held on a PC not connected to the RMBC network so that there is no corruption to the Council's files.

Calculation of Annual Leave payments for employees with variable hours work commenced on 20 January when a full year's worked hours became available. It is anticipated this work will take several weeks to complete as it is predominantly a manual exercise.

During the Rawmarsh School dispute lists of employees on strike were received and processed to ensure that pay accurately reflected the days lost.

Aston Comprehensive School has notified HRP that they are fast tracking to Academy status and expect to go live from 1 May 2011.

A new establishment application is being tested to help speed up the process of establishment changes forced by service re-structures. The process is currently manual and very time consuming and causes supplementary re-work to enable processing and authorisation of claims while the new structure is being built in the PSe system. It is hoped that this new application will reduce some of the manual effort and help with the backlog of re-structure work facing the team following a number of service reviews.

Trade Unions were engaged in discussions with the HRP service in regard to proposals to pay an estimated wage prior to the Easter/ Royal Wedding/May Day bank holidays. The bank holidays reduce the available processing time and the only way payments can be made is to pay an estimated wage along with the normal week's wage on 21 April. Adjustments will be processed following receipt of the timesheet to show actual working times. The estimated wage is generally based on an employee's contract hours.

Issues with the South Yorkshire Pensions Form 10 interface have emerged. Retrospective changes were not correctly writing to the interface and when the file reached SYPA they rejected the whole file. A revision is being worked on as a matter of priority and a manual process put in place until the interface is finalised.

Following an HMRC ruling in respect of School Improvement Partners (SIPs) efforts are being made to ensure the process is in place to pay SIPs via the payroll from February. HRP are supporting CYPS to ensure we comply with the Revenue's stipulation and avert financial penalties.

It is anticipated that the training venue at Millside will now close on 30th June 2011. HRP is working with Strategic HR to identify building costs and usage of the building so that the impact of closure informs the EDS review.

7.2.3 *Achievements*

The Employer's SLA Performance and Outstanding Workload report was received from the South Yorkshire Pensions Authority and detailed the outstanding performance the RBT Team has made over the previous six months. Overall performance was 79% with RMBC heading the leader board and outperforming the other Councils and related employers.

7.3 ICT

7.3.1 *Overall Performance*

All targets for the ICT Service were shown as achieved in January 2011.

7.3.2 *Emergency Planning Shared Service with Sheffield City Council*

RMBC and SCC have established a joint Emergency Planning Shared Service. SCC's Emergency Planning staff are to be based at Bailey House and will use RMBC laptops and systems. They will use Sheffield's remote access system (the equivalent of our VPN) to access SCC HR systems and the SCC Intranet.

RMBC's EPIMS (Emergency Planning Incident Management System) will be used by staff across RMBC and SCC to co-ordinate the response to emergencies. The system has been in use in Rotherham for many years but has had to be reconfigured to allow it be accessed by SCC staff over the Internet. A great deal of work has gone in to preparing EPIMS to be used by SCC and RMBC should a response to the Liberal Democrat Conference in Sheffield over the weekend of 12th and 13th March be required.

7.3.3 *Government Connect Accreditation Retained*

We have received notification that we have passed our annual Government Connect assessment. The assessor has, however, made our continued connection conditional on the encryption of the laptops of all Government Connect users (of which there are around 200) and the prevention of these people from using unencrypted memory sticks/CDs. RBT have started work on this and we have committed to have the improvements in place by the end of May 2011.

7.3.4 *HR Server Upgrades*

We have completed the infrastructure refresh which runs the HR and Yourself applications. As well as requiring the provision of ten new servers the project necessitated complex data migration activities and a lengthy testing programme. The upgrade was made live over the weekend of 19th February.

7.3.5 *Internet Explorer 8 (IE8) Upgrade*

We need to move away from version 6 of Internet Explorer as it has a number of security weaknesses and is increasingly not supported by system vendors. Like all large organisations RMBC is faced with the challenge of the pressing need to upgrade to IE8 whilst making sure that existing web applications will work correctly with IE8. We have deployed IE8 to around 150 users to help us understand what problems we are likely to face. Prior to this trial we already knew that IE8 would not work with Siebel, Cedar (some screens only) or Yourself (some screens only). Outside of these three applications we have found few problems with IE8 use. Work is underway to make Siebel, Cedar and Yourself IE8 compatible and in the meantime IE8 will be made available to staff who don't use these three applications.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in January 2011.

7.4.2 *BVPI8*

Performance for January 2011 for payment of undisputed invoices within 30 days was 90.36%. The indicator was impacted by the severe weather which caused no post to be received for a full week. As a result the following week saw the backlog of invoices being received along with the usual post, creating a sudden influx of invoices to be handled. The situation was then compounded by the Christmas closedown period.

The current year to date position of 94.69% is an improvement on the same point during 2009-10 when performance achieved 94.31%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of December	Savings year to date	Estimated Savings to year end	Addressable Spend in January	Addressable Spend Year to Date
£236k	£3.171m	£3.3m	£1.101m	£19.182m

7.5 Revenues and Benefits7.5.1 *Council Tax*

As at the end of January 2011 the Council Tax Collection rate stood at 92.14%, which is 0.09% 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% 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 January 2011	At January 2010
Reminders	41,495	39,853
Summonses	12,941	11,234
Liability Orders	7,665	9,403

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of January 2011 is 3,579 of which none were classed as a vulnerable case.

The average number of days taken to action a Council Tax Change of Circumstance was 13.61 days at the end of January 2011. 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 95.58% at the end of January 2011, which is 0.63% 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 January 2011	At January 2010
Reminders	5,047	4,213
Summons	1,258	1,165
Liability Orders	651	725

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year to the end of January 2011 was 357.

With reference to the NNDR Deferral Scheme, the number of active cases currently stands at 184 allowing for a deferral of £394,503.

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.

7.5.4 *Complaints*

No complaints regarding the service were received in January 2011.

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.

A small number of service credits were generated in the month as a result of measure CAO5 missing target.

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 January 2011.

Contact Name:

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Customer Access Measure	Ref	Target	Nov	Dec	Jan	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5			3.87	★	Quarterly measure, reporting 1 month in arrears; smaller is better target.
Versatility Measure	CAO2	90	96.2	96.06	94.44	★	
First Contact Resolution by Channel (Face to Face)	CAO3	100	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	97.5	100	★	
Average Call Quality Assessment	CAO4	95	97.97	97.63	97.28	★	
% of Contact not Abandoned (Face to Face)	CAO5	85	99.87	99.56	99.65	★	
% of Contact not Abandoned (Telephony)	CAO5	90	95.04	59.13	87.39	▲	Excessively high call demand resulting from aftermath of severe weather and shutdown period
Complaints Handling	CAO7	90	100	100	96	★	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	Nov	Dec	Jan	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.89	99.92	99.84	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.76	98.84	98.3	★	
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	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	Nov	Dec	Jan	Status	Comments
% Availability of Website	ICTO1	99	100	100	100	★	Measure is being renegotiated as only monitoring online payments since website move to Jadu.
% Availability of Business Critical Applications	ICTO2	99	99.91	100	99.97	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	97.27	95.93	97.91	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	95.41	99.49	99.61	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6		75	81.5	96.55	❓	New measure; currently baselining prior to a target being negotiated.
First Contact Resolution	ICTO7	30	36.35	40.35	41.94	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9		81.48	75.97	75.6	❓	New measure; currently baselining prior to a target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	90.49	91.09	95.05	★	

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



Procurement Measure	Ref	Target	Nov	Dec	Jan	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	98.02	99.42	97.13	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	100.00	98.23	99.69	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.41	99.23	99.25	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	82.14	85.76	88.04	★	
% 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	Nov	Dec	Jan	Status	Comments
% Council Tax Collected	RBO1	97	74.38	82.90	92.14		Annual measure.
% NNDR Collected	RBO2	98.50	79.77	87.40	95.58		Annual measure.
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	13.44	13.72	14.21		Annual smaller is better measure.
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	4.75	5.65	6.00		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	539.80	682.00		Annual measure.
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.36	0.37	0.37		Annual smaller is better measure.
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	45.59	44.40	49.50		Annual measure.
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	91.27	91.57	91.81		Quarterly measure.
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.41	1.70	1.58		Annual smaller is better target; monitoring data not available.
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	88.43	87.45	87.60		Annual measure.
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	97.73	98.00	98.21		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
Monday, 21st February, 2011

Present:- Councillor Wyatt (in the Chair); Sarah Griffiths, Emma Hill, Mark Leese, Rachel O'Neil and Stuart Purcell.

Apologies for absence were received from Zoe Burke, Garrad and Pearson.

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

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

9. HALF YEARLY PERFORMANCE REVIEW

Rachel O'Neil circulated a report outlining the results of the 'Tell Us Your Views' process for the period 1st April to 30th September, 2010.

The headlines were:-

- 500 complaints had been received across the Council
- 29% had been upheld or partially upheld
- 79% of the complaints were dealt with at Stage 1
- 75% of the complaints were processed within Service standard

Discussion ensued on the report with the following issues highlighted:-

- o Apparently CYPS had had a lot of Stage 2 complaints in Quarter 4.
- o More information had been obtained from CYPS about Lessons Learnt. There had been an issue around impartiality but that had been overcome
- o The Service Standard had dipped primarily because of CYPS due to the greater controls in place, and still coming through, and the recruitment of new staff. Quarter 3 had seen an increase in their Service levels

Agreed:- [1] That the report be noted.

[2] That the report be amended to include Q3 statistics and be submitted to the 23rd March, 2010, Cabinet.

10. LOCAL GOVERNMENT OMBUDSMAN CASE REFERRALS

Mark Leese reported that the Council were not receiving a large amount of referrals but the Ombudsman had reported that the Authority was performing outside of the 28 days. This was due to the time taken to deal with 1 enquiry.

The LGO was not passing things through as formal investigations but there had been an increase in the number of enquiries. Due to the recent restructure, the process for dealing with the enquiries had not changed but the officers dealing with them would be different. This would need to be looked at once the restructure was complete.

There had been no rulings against the Council by the Ombudsman.

Agreed:- That there had been no Ombudsman rulings against the Council be included in the report to Cabinet (see Minute No. 9).

11. TELL US YOUR VIEWS LEAFLET

Mark Leese circulated a draft of the reviewed leaflet for comment.

Discussion ensued on whether the practice of handing leaflets out should be continued or the display of a poster informing customers to ask for a leaflet. All staff within Customer Service Centres had access to the leaflet as a pdf document and would be able to print a copy for a customer.

In many cases customers took a copy when they did not really need/want it and some would prefer to submit it on line. The revised leaflet had been reduced to a 4 page form outlining how a customer could contact the Council, what the Standards were and where they could go for information, completed by an A5 form to fill in their details. This would reduce costs and also make it more relevant to what the customer was doing at that point in time. Costs could be reduced further if the leaflet did not include a tear-off slip and instead informed the customer to place in an envelope and send to the freepost address.

It was felt that there should be reference to contacting your local Councillor/visit your Councillor Surgery and including where that information could be found.

Agreed:- (1) That the principle of displaying posters with complaints forms available at reception points or printed on demand be agreed.

(2) That, following the inclusion of the comment above, Mark Leese circulate a draft copy of the poster as soon as practicable.

12. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 18th April, 2011, at 1.30 p.m. in the Town Hall.

CUSTOMER ACCESS GROUP
Monday, 21st February, 2011

Present:- Councillor Wyatt (in the Chair); Emma Hill, Mark Leese, Nicole Mighali, Rachel O'Neil, Robert Parker and Kevin Rimes.

Apologies for absence were received from Richard Garrad and Jasmine Speight.

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

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

Arising from Minute No. 71 (Improvements to Payment Methods), Rachel O'Neil reported that a week's consultation was to start that week by the Commissioning Team in each of the Neighbourhood Offices to test customers' views and the impact of moving to pay point. The views would be fed into the implementation of pay point as it moved forward.

77. CUSTOMER SERVICE EXCELLENCE - ANNUAL COMPLIANCE REVIEW

Rachel O'Neil reported that the Authority had complied with the requirements of the Customer Service Excellence Standard with only 2 partial compliances. Rotherham was fully compliant around complaints and some of its performance information.

The 2 partial compliances were:-

- Customer Insight - target setting for customer satisfaction - this was particularly around CYPs where there were some gaps. It had been raised with the assessor that the priority was to remove the Improvement Notice
- Culture of the Organisation - having customer focus approach to recruitment, training and development of staff - the assessor recognised that the Authority had done quite a lot corporately but there were still areas where it needed embedding and making sure everyone had a PDR

Discussions had taken place with the assessor with regard to future assessments. A report would be submitted to Cabinet for consideration on this issue.

Agreed:- That the report be noted.

78. CUSTOMER ACCESS STRATEGY REFRESH

Rachel O'Neil circulated the draft Strategy for consideration.

Rachel requested that the document be shared in each Directorate with any comments passed to her.

Agreed:- That the draft Strategy be noted and shared with Directorates for comment.

79. RAWMARSH CUSTOMER SERVICE CENTRE

In accordance with Minute No. 72, Rachel O'Neil circulated a plan of the above building.

The NHS/GP Surgery would be on 1 side of the building with the Customer Service Centre on the Barbers Avenue side.

Work had started in January, 2011 with an end of the year completion date.

80. JOINING THE DOT'S SCHEME

Information was circulated on the "Making IT Personal - joining the DOTs" which was a scheme funded by the European Union Social Fund Investing in Jobs and Skills and was targeted at the digitally excluded.

It was suitable for someone who found themselves giving advice to friends or relatives around how to work a mobile telephone, camera or the internet and could become a Digital Outreach Teacher. It was a way to get recognised for supporting people.

A copy of the newsletter was presented. The delivery partners were trying to encourage more people to become Outreach Trainers.

Agreed:- That information be passed to Ceri Davis, Internal Communications Officer, for publication.

81. ANY OTHER BUSINESS

There was no other business to report.

82. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 18th April, 2011 at 2.30 p.m. in the Town Hall.

Document is Restricted