

CABINET MEMBER FOR RESOURCES AND COMMISSIONING
12th April, 2011

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

K56. MINUTES OF MEETING HELD ON 14TH MARCH, 2011

Consideration was given to the minutes of the previous meeting held on 14th March, 2011.

Resolved:- That the minutes of the meeting held on 14th March, 2011, be approved as a correct record.

K57. RBT PERFORMANCE REPORT

Sarah McCall, Contracting Officer, presented the submitted report which summarised RBT's performance against contractual measures and key service delivery issues for February, 2011, 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
- Slight improvement in the performance of the 2010 Rotherham Repairs Services resulting in reduction in call volumes to acceptable levels. Co-location of Willmot Dixon staff was now less of a problem as they were able to respond to telephone calls from the contact centre
- Welfare Rights and Money Advice Service was actively participating in the review of advice delivered in Rotherham
- Additional resources had been moved into the Registration Service from the Contact Centre and the Service Development Team due to high volumes of long term sickness
- No complaints were received

Human Resources and Payroll

- All performance targets achieved
- Issues in relation to Internet Explorer version 8 and Yourself access
- Aston Comprehensive School had confirmed that they would continue to buy back services from the HRP Service after they had achieved Academy status
- EDS Facilities Services were exploring the possibility of transferring their weekly paid workforce to monthly payment

ICT

- All performance targets achieved
- RMBC and RBT had reached agreement on the proposal for the ICT fit-out of Riverside House and the migration of the data centre from Civic
- EDRMS Programme Manager now in post
- Planning for ICT support during the May elections was well advanced
- No complaints received

Procurement

- All performance targets achieved
- Former BVP18 achieved 93.24%.

Revenues and Benefits

- Council Tax Collection Rate 94.9% at the end of February, 2011, 0.9% 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 3,726 Council Tax Liability Orders referred to the bailiff up to the end of February, none of which were classed as a vulnerable case
- Average number of days taken to action a Council Tax Change of Circumstance was 6.76 days. This was better than the performance level which the service aimed to achieve i.e. 14 days
- NNDR collection rate was 96.71% at the end of February, 2011, 0.78% 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
- 374 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of February, 2011
- The number of cases under NNDR Deferral Scheme currently stood at 184 allowing for a deferral of £395,173
- No complaints were received

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

- o The efficiencies and savings that could be accrued by transferring weekly paid workforce to monthly
- o Three month exercise at Doncaster Borough Council exploring the possibilities of shared services
- o BVP18's outturn position was 94.89%. Although not meeting its stretched target of 96%, it had improved from 2009/10
- o The year end figure for Council Tax Collection was 97.4% which was a fantastic achievement and an improvement on last year's performance of 97.1%.
- o The NNDR outturn position was 98.4%, a very good performance and 0.1% higher than 2009/10

Resolved:- (1) That RBT's performance against contractual measures and key service delivery issues for February, 2011, be noted.

(2) That discussions take place with the Assistant Chief Executive Human Resources with regard to the number of employees still paid on a weekly basis with the outcome thereof reported to the next meeting.

[3] That future reports include information on Riverside House.

K58. ROTHERHAM MEANS BUSINESS 2011

Sarah McCall, Commissioning Officer, presented a briefing paper giving an overview of the recent Rotherham Means Business 2011 event held on 10th March, 2011 at the Magna Science Centre.

The event had been very successful with 486 delegates in attendance. The paper highlighted the seminars that had taken place, the exhibitors present, budget and delegate feedback.

The Rotherham Means Business website was currently being updated with event photos, press event press releases and quotes from delegates and exhibitors. The website link would be sent to all the events delegates, sponsors, partners and exhibitors to create further interest in the future.

It was felt that Magna had been the appropriate venue for the event but consideration would have to be given as to the future of such an event. It may be that it would have to be run on a sub-regional basis and not necessarily held in Rotherham.

K59. COMMISSIONING PRIORITIES

Matt Gladstone, Assistant Chief Executive, circulated a report setting out the Directorate-wide priorities and business principles as follows:-

Key Priorities

- Directorate priorities
- Policy
- Commissioning
- Performance and Quality
- Community Engagement
- Communications Partnerships

The proposals had been based on a staff session on what they thought the priorities should be and what should be focussed on together with the budget process.

Resolved:- That the report be noted.