

CABINET MEMBER FOR RESOURCES AND COMMISSIONING

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

Date: Monday, 8th November, 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 11th October, 2010 (Pages 1 - 4)
4. Requirement to Publish Payment over £500 (Pages 5 - 11)
5. Welfare Rights and Money Advice Service (Pages 12 - 16)
6. RBT Performance Report (Pages 17 - 29)
7. E-Gov Board (Pages 30 - 32)
- minutes of meeting held on 20th October, 2010
8. Website Strategy Group (Pages 33 - 36)
- minutes of meeting held on 6th October, 2010
9. Complaints Forum (Pages 37 - 40)
- minutes of meeting held on 6th October, 2010
10. Customer Access Strategy Group (Pages 41 - 44)
- minutes of meeting held on 6th October, 2010

CABINET MEMBER FOR RESOURCES AND COMMISSIONING**Monday, 11th October, 2010**

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

K23. CONFERENCE

Resolved:- That the LGA Annual Capital Finance Conference to be held on 16th November, 2010, be not attended.

K24. MINUTES OF MEETING HELD ON 13TH SEPTEMBER, 2010

Consideration was given to the minutes of the previous meeting held on 13th September, 2010.

Resolved:- That the minutes of the meeting held on 13th September, 2010, be approved as a correct record.

K25. BUDGET UPDATE

Joe Johnson, Principal Accountant, gave a verbal update on the budget for 2010/ 11.

The 2010 budget for Financial Services had been £10.2M but that had changed due to the Government announcement in June of various cuts in grants. The Comprehensive Spending Review was due on 20th October, the implications of which would be worked on and the revised budget set for 2010/ 11.

K26. 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 August, 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
- 2 complaints received in August; 1 had not yet been resolved and the other closed not upheld
- Continued work on the transformation of extending payment options with good progress made on identifying payment

- network providers. Ongoing work between the Client and RBT to finalise funding arrangements
- Workshop held with contractors Morrisons and Willmott Dixon and the 2010 Client to discuss issues around policy, priorities, contract centre processes and key Performance Indicators
 - 4th October live date agreed for the recording of avoidable contact for all customer contact made via the Siebel CRM system

Human Resources and Payroll

- All performance targets achieved
- Preparation of a business case for the refresh of servers which support the PSE HR and Payroll system
- Ongoing work to finalise the transfer arrangements of 2010 Ltd. employees moving to new service provision arrangements from October
- Yourself Version 11 due for release in November, 2010
- 1 complaint received; closed as upheld

ICT

- All performance targets achieved
- RBT to produce a 'Roadmap of Obsolescence' explaining what investment would be required over the next 5 years allowing creation of a strategy for maintaining all the infrastructure at an appropriate level
- Ongoing discussions with suppliers with regard to a new managed print service
- Creation of the South Yorkshire Chief Information Officer Group
- No complaints received

Procurement

- All performance targets achieved with the exception of PO6 (catalogue orders) in June which achieved 16.38% against a target of 19%.
- Former BVP18 achieved 94.21%. The current year to date position was 95.79%, an improvement on the same point during 2009/ 10 when performance achieved a year to date figure of 94.74%

Revenues and Benefits

- Council Tax Collection Rate 46.46% at the end of August, 2010, 0.22% 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

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- There had been 1,818 Council Tax Liability Orders referred to the bailiff up to the end of July, 2 of which were classed as vulnerable cases
- Average number of days taken to action a Council Tax Change of Circumstance was 10.75 days. This was better than the performance level which the service aimed to achieve i.e. 14 days
- NNDR collection rate was 49.66% at the end of August, 2010, 1.3% 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
- 229 Business Rates Liability Orders had been referred to the bailiff in the current financial year up to the end of August, 2010
- The number of active cases continued to fall due to a number of businesses who had applied successfully for deferment had actually gone on to pay their accounts in full and some cases where the payer had defaulted on payments and recovery actions had commenced.
- There were currently 269 active deferral cases allowing a deferral of £459,926.84
- Following implementation of the Revs and Bens Business Process Reengineering significant improvements had been made to telephone response times with less than 5% of customers now abandoning calls
- 5 complaints were closed during August; 1 closed not upheld, 1 withdrawn and 3 closed upheld.

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

(2) That the Welfare Rights and Money Advice annual report be submitted to the next meeting.

K27. E-GOV BOARD

Consideration was given and discussion took place on the minutes of the E-Government Board held on 21st June, 2010.

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

K28. ANNUAL FRAUD REPORT 2009/ 10

Consideration was given to a report considered by the Audit Committee at its meeting on 29th September, 2010 (Minute No. 20 refers), relating to the second 'Annual Fraud Report'.

The document was a summary of the work which had taken place in the period to prevent and detect fraud and corruption. By publicising the Annual Report, it was intended to demonstrate the Council's commitment to minimising the risk of fraud and to act as a deterrent to would be fraudsters.

RBT, which administered the Housing Benefit Service on behalf of the Council, had recovered over £3.1M overpayments of benefits made as a result of fraud or error. They had also obtained 34 prosecutions for cases of Housing and Council Tax Benefit Fraud.

Investigations of cases highlighted by the Audit Commission's 'National Fraud Initiative', led by the Council's Internal Audit Service, had identified savings in excess of £200,000.

Resolved:- (1) That the production of the 'Annual Fraud Report' be supported.

(2) That appropriate publicity be produced to highlight the outcomes from the Council's anti-fraud activity and to act as a deterrent to fraud.

(3) That all the staff concerned be thanked for their work in this field.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER FOR
RESOURCES AND COMMISSIONING**

1.	Meeting:	The Cabinet Member for Resources & Commissioning
2.	Date:	8th November 2010
3.	Title:	Requirement to Publish spend > £500
4.	Directorate:	Financial Services

5. Summary

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 has also recently announced its intention to publish certain information on salaries by this date. This report does not consider this aspect of the open data agenda which is being considered by Strategic HR and RBT HR/Payroll.

A previous report to SLT indicated the intention of publishing the Council's actual payments greater than £500 using internal resources. Subsequent to that report, further regulatory guidance has been released and there has been an opportunity to meet with a specialist, external data analyst, Spikes Cavell whom currently provide the Council with data analyst services for the Procurement activity. This report looks at the potential business benefits and mitigation of adverse risks that could be achieved by using, Spikes Cavell, to process and publish our spend data via their 'Spot Light on Spend' website.

6. Recommendations

Cabinet Member is asked to note the contents and recommendations of the Cabinet report dated 3rd November 2010.

7. Proposals and Details

The Government requires all Councils to publish contracts and actual payments above £500 by January 2011. Previously, Cabinet agreed that the Council should begin publishing data commencing from November 2010 in the format outlined in Appendix 1. Since this point further guidance has been issued and publicised by the Local Government Group.

To now 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. In addition, for each report to be published there is a requirement to examine every payment record and redact any personal information to comply with Data Protection legislation. To meet these requirements will potentially absorb considerable internal resources while not sufficiently reducing the risk of non compliance with legislation

As a current user of the Spikes Cavell's "The Observatory", it was identified that they are able to act as a service provider to publish the contracts and actual spend over £500 on our behalf.

Spikes Cavell Ltd

Using semi-automated and industry classification standards, Spikes Cavell will manage the publication of our data through an intuitive and easy to use web application that is hosted by them which can be accessed by the general public through the Council's web site. The company is currently working with about 15 other local authorities to provide these services and the 'Spotlight on Spend' website has received positive feedback from the professional media.

Appendix 2 provides some example screen shots and a private and confidential link to the 'Spotlight on Spend' website which provides an analysis of the Council's 2009/10 data. It should be noted that at this stage there has been no validation of the supplier classifications used to ensure they are relevant.

The potential business benefits of using Spikes Cavell to process and publish the Council's data are:

<p>Compliance</p>	<ul style="list-style-type: none"> ▪ Spikes Cavell is the leading supplier of spend management solutions to the public sector and have many years experience of analysing procurement and spend data nationally and in Rotherham. ▪ The information is published to the Government Connect website. ▪ 100% compliance with all mandatory publishing requirements. ▪ Responsiveness to on-going central government compliance requirements with new enhancements being released every six weeks. ▪ Reduces the risk of the Council accidentally publishing sensitive or mis-classified spend due to the level of expert scrutiny the data will be subjected to ▪ The data is published on Spotlight on Spend, data.gov.uk and the raw data is available as a compliant machine readable download so as to meet the government's requirement for open standards. ▪ Minimises the risk to the Council of not being able to publish or publishing data that does not meet revised government guidance. It is likely that the open data agenda will continue to increase the volume/ requirements of data that will need to be published by local authorities
<p>Efficiency</p>	<ul style="list-style-type: none"> ▪ Better identification of opportunities for collaborative procurement ▪ Better identify further opportunities for corporate procurement ▪ Enhance insight into helping manage Council spend into the future ▪ Semi-automated processes and specialist data analysts are used to cleanse and classify our data using nationally recognised classification databases. ▪ Public access to a website which is quick and easy to navigate and it is expected to reduce the number of FOI requests due to the 'self service' approach.
<p>Comparison</p>	<ul style="list-style-type: none"> ▪ Regional partners considering using the system and so would provide a degree of regional consistency. So far 15 local authorities are using the facility ▪ The information is published on their Spot Light on Spend website used by other local authorities. ▪ The data is used to provide comparative metrics e.g. spend with SMEs, % Local spend, spend against other Council's.

Publishing of Supplementary information

Authorities are also expected to publish new contract & procurement information from January 2011. In discussions with Spikes Cavell, the company has recently developed a Contracts module to meet the recent guidance. The module would:

- provide a method of capturing all the Council's contracts (the Council does not have a central contracts register)
- improve metrics reporting e.g. comparison of contract and maverick spend.
- Provide a means to identify and performance manage spend that should have but does not have a contract in place.
- Support and encourage further collaborative procurement on a regional basis.

As a Procurement performance tool, it is anticipated that the Transformation & Strategic Partnerships Team will implement and own the module and work with directorates to capture and then maintain all relevant contract information.

7. Finance

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 will be published on the website. It is understood that the Y&H RIEP is now expected to provide funding to Local Authorities to undertake such spend analysis using Spikes Cavell. The company has confirmed that a refund or credit for any sum paid prior to funding being received would be returned to the council.

8. Risks and Uncertainties

The use of Spikes Cavell in processing and publishing contract and spend data will help to mitigate the risk that the Council does not fully meet the evolving open data agenda and publicises data that breaches data protection legislation.

9. Policy and Performance Agenda Implications

The publication of Council data via the Spotlight on spend website could provide the Council with an opportunity to contribute to the governments open data agenda and ensure compliance.

10. Background Papers and Consultation

Letter from the Rt Hon Eric Pickles MP, Local Transparency, 4th June 2010
Report to SLT – 28th June 2010

Local Spending Data guidance, posted 10th September 2010
<http://data.gov.uk/blog/local-spending-data-guidance>

Local Transparency – A Practitioners Guide to publishing Local Spending Data, posted 1st October 2010 <http://lgtransparency.readandcomment.com/>

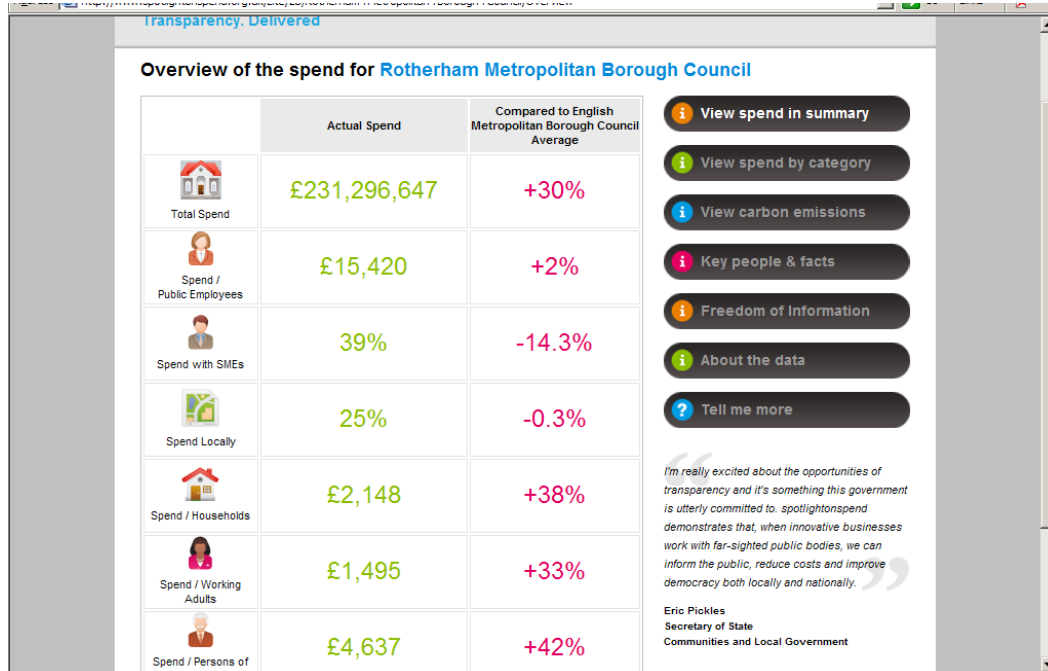
**Officer: Stuart Booth – Director of Central Finance, Ext 22034,
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Appendix 1 Proposed Format of Data Published by RMBC

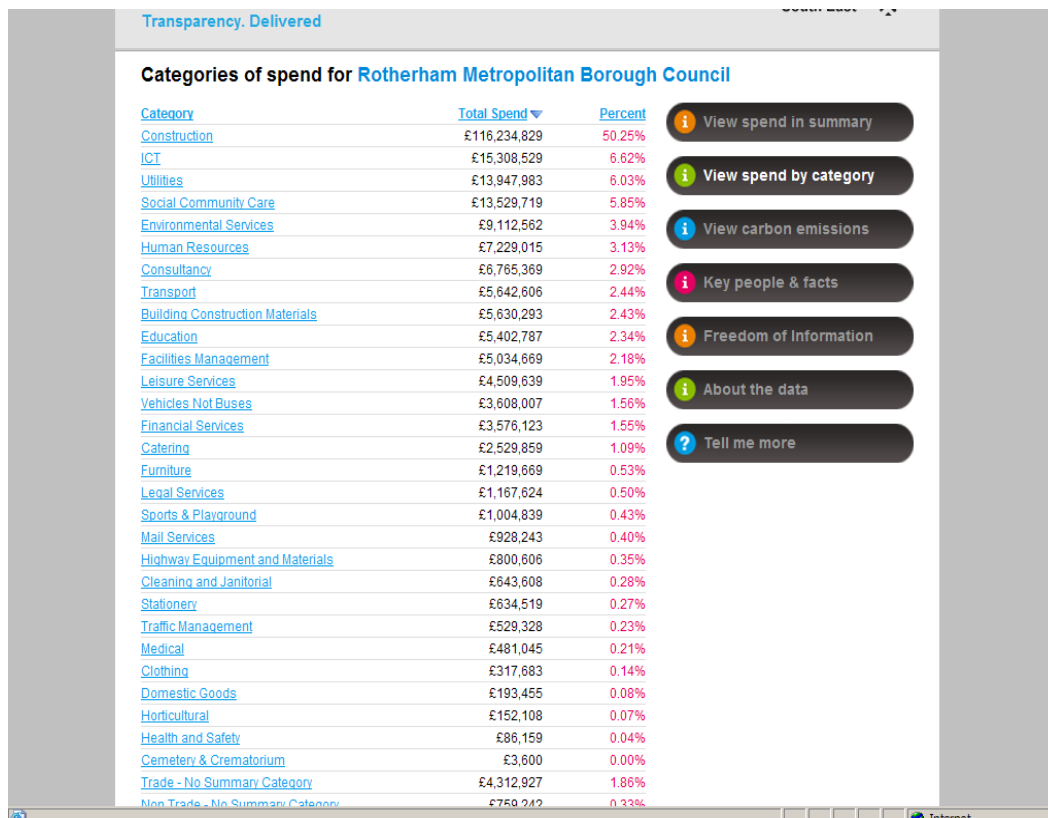
Directorate	Supplier Name	Invoice Description	Trans Gross Amount£	Tran Date	Document Reference
CYPS	FOSTER CARE ASSOCIATES LTD	Foster Care	7371.80	01/06/2010	0000259362
CYPS	QUANTUM CARE (UK) LTD	Foster Care	17733.00	01/06/2010	WD115
CYPS	WOODSETTS PRIMARY SCHOOL (RMBC)	TITANS COMMUNITY FOUNDATION	1000.00	01/06/2010	00280151
CEX/FIN	HARROGATE BOROUGH COUNCIL	Q4 0910 RIEP CLAIM 3003	7924.23	01/06/2010	00280807
CYPS	WINTERHILL SCHOOL (RMBC)	ESF 14-16 BROKERAGE	1514.53	01/06/2010	00280861
CYPS	WHISTON WORRYGOOSE J&I SCHOOL (RMBC)	FEDERATION FUNDING	75550.62	01/06/2010	00280184
CYPS	WALES PRIMARY SCHOOL (RMBC)	EXTENDED SERVICES	623.59	01/06/2010	00280315/1
CYPS	DINNINGTON COMPREHENSIVE (RMBC)	ESF 14-16 BROKERAGE FUND	2278.76	01/06/2010	00280911
CYPS	WALKER & CO	BILLY WILD	500.00	01/06/2010	00280912
CYPS	OAKWOOD TECHNOLOGY COLLEGE (RMBC)	ESF BROKERAGE FUND FOR MARCH 10	7517.15	01/06/2010	00280942
CEX/FIN	ROTHERSAVE CREDIT UNION LTD	PAYROLL	7819.48	01/06/2010	PD12687
CEX/FIN	YORKSHIRE WATER	YW NET AMOUNT COLLECTED 010610	17946.79	01/06/2010	YWPAYMENTS010610
ADULTS	SANCTUARY HOUSING ASSOCIATION	Soc. Services Invoice	2271.36	02/06/2010	spliv-1314 1

Spotlight on Spend - RMBC 2009/10 data

Overall view showing total spend & possible metrics:



Highest category level



Spend with individual suppliers:

spotlightonspend
Transparency. Delivered

Supported by
Improvement and Efficiency
South East

Suppliers in the category of Telecommunication Services who supply Rotherham Metropolitan Borough Council

Supplier	Total Spend	Percent
RBT (Connect) Ltd	£9,806,697	87.71%
British Telecommunications PLC	£723,068	6.47%
Virgin Media Ltd	£533,469	4.77%
Yhcc Telecom	£38,587	0.35%
Lloyds Business Communications	£20,696	0.19%
NT Independent Networks Ltd	£11,218	0.10%
Cable & Wireless Uk Ltd	£11,000	0.10%
Transglobal Uk Ltd	£9,129	0.08%
1ST Call Communications Ltd	£6,467	0.06%
Astracasting Ltd (F)	£6,280	0.06%
Redstone Communications Limited	£3,540	0.03%
Saturn Telecom	£3,520	0.03%
Truancy Call Limited	£2,462	0.02%
Excel Telecom Ltd (F)	£2,462	0.02%
Azzurri Communications Ltd	£1,342	0.01%
VTL (UK) Ltd	£1,171	0.01%
£11,181,108		

View spend in summary
View spend by category
View carbon emissions
Key people & facts
Freedom of Information
About the data
Tell me more

Powered by Spikes Cavell
[Download](#) [Site terms & conditions](#) [Download terms & conditions](#) [Privacy](#) [Contact us](#)

Link to trial of RMBC published data:

<http://www.spotlightonspend.org.uk/Lite/28/Rotherham+Metropolitan+Borough+Council>

It should be noted that the data held on this site is for demonstration purposes only to give a flavour of what is possible. Please be aware that the data records are not in the public domain as it is hosted on a test site and has only been subject to a 'light touch' of data scrutiny.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. Meeting:	Cabinet Member for Resources and Commissioning
2. Date:	8th November, 2010
3. Title:	Welfare Rights & Money Advice Service
4. Directorate:	RBT

5. Summary

This paper seeks to provide information in relation to the current performance and external factors impacting the Welfare Rights and Money Advice service. This paper also details the impending internal service changes in order to assist with the continually increasing customer demand.

6. Recommendations

The Cabinet Member for Resources and Commissioning is asked to;

- Note the range of information provided in the report, along with the external factors impacting and the changes being made to address the issues.

7. Proposals and Details

1. Background

The Welfare Rights and Money Advice Team sits within RBT Customer Services and is dedicated to providing a high quality and effective first contact service for Rotherham residents. In June 2009, RBT secured funding from Macmillan Cancer Support to deliver Welfare Rights to people living with cancer, who live or receive treatment in Rotherham; this team has helped increase the capacity of what the overall service can deliver.

2. Performance

Welfare Rights Performance, including Macmillan.

The recent press articles about the Macmillan Welfare Rights team were very positive and very pleasing. These articles in the local press highlighted the fantastic work of this small team and the benefits being received by cancer patients and their families since the service started in June 2009.

Last year (2009/10) the Welfare Rights service helped 1529 Clients (951 general, 578 Macmillan). The value of secured benefits during this period was £5,253,857.60 (£3,658,218.00 existing team , £1,595,639.60 Macmillan).

For the period 1.4.09 to 30.9.09 the Welfare Rights Service received 647 Client referrals (432 General, 170 Macmillan, 45 Breathing Space Project). For the same period in 2010 this has amounted to 794 Client referrals (300 General, 494 Macmillan), demonstrating an overall increase of 147.

As at the 25th October there are 57 referrals awaiting appointments.

Money Advice Service Performance

In 2009/10 the service assisted 475 clients, 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.

For the period 1.4.09 to 30.9.09 the team assisted 211 clients advising on £16,156,525.01 unsecured debt and £4,305,395.95 of secured debt. £527,630.00 was written-off following advice and intervention from the team. For the same period this year (2010) the team has assisted 181 clients, advising on £3,018,994.79 of unsecured debt and £5,862,537 of secured debt. £625,871.00 was written of off.

As at the 25th October, 2010, there are no customers awaiting appointments.

3. Customer Satisfaction

For the period 01.04.10 - 30.09.10, 75 Clients returned questionnaires, results were as follows:

- 88% of our customers said that we gave information that was very easy to understand and 12% fairly easy
- 94% of our customers were very satisfied and 6% fairly satisfied that the service provided to them met their needs.
- 87% of our customers said we kept them up to date very well and 12% fairly well

The service continues to be accredited by the Community Legal Services Quality Mark.

4. External factors impacting the Service

Welfare Rights

Employment and Support Allowance (ESA) is impacting on advice agencies nationally. Generally, quite a number of ESA cases are being turned down by DWP at the initial stage. Consequently, the service has encountered an increase in the number of appeals for ESA within the team, which are complex and time consuming. Notification has been received that the Appeals Officer at Citizens Advice Bureau has retired, which will impact further on the Welfare Rights service as these clients will need to be referred on. The lack of specialist Appeals Officers within the Advice Sector as a whole causes additional impact on the service.

The recession continues to have an impact, there has been an increase in clients telephoning for advice or help with the benefits system. Many clients are new to the Welfare benefits system and are desperate for the right advice as they are met with circumstances beyond their control.

The Government has recently announced £7bn in additional welfare budget cuts. Changes to legislation over the forthcoming months and years will mean an increase in demand.

In addition to ESA there is a rolling programme in place over the next 2 years to move all Incapacity benefit claimants onto Income Support. All clients will have to have a limited capability to work assessment which, as with ESA, will create more appeals.

The limited capability for work test has just been revised and the National Association of Welfare Rights Workers (NAWRA) estimate that a further 5% of clients will be turned down/won't reach the criteria for the support component of ESA which is again will increase the number of appeals.

The criteria for lone parents on Income Support has changed in that any lone parent with a child over 5 years old will no longer qualify and must apply for Jobseekers Allowance. This will increase enquiries to the service as sanctions will be placed on those not turning up for work focused interviews due to childcare issues etc. This will lead the hardship in certain cases.

Proposed tax credit changes will more than likely create confusion and overpayments or incorrect payments, which will increase the number of request for assistance.

Money Advice Service

The national economic downturn and the detrimental effect that this has had on employment within Rotherham continues to create an increase in demand on the service.

The service is helping more clients with mortgage arrears, as an example, for the period 1.4.10 to 30.9.10, clients with mortgage arrears totalled £140,771.85. A comparison between the financial years 2008/9 and 2009/10 shows the team dealt with increased mortgage debt in 2009-10 of £12,868,034.00.

The team are finding that mortgage lenders are becoming much more difficult to negotiate with and more cases will end up in court if agreement cannot be reached beforehand. Also there is a growing trend for creditors who have obtained charging orders on properties to try and force a sale. There has been a noticeable increase in certain employment groups e.g. building trade workers requesting assistance.

Money Advice continues to work with, and accept referrals from the Key Choices service and 2010 Ltd.

The service remains the only non means tested money advice service in the Borough and it has become a balancing act for advisors to judge who is in the most urgent need.

5. Forthcoming changes to the service

In order to further improve the efficiency and effectiveness of the service, it will be restructured to improve how casework is both handled and processed. This will include the implementation of a case management system and the transferring of Neighbourhood Benefit Officers (NBO) from the Revenues and Benefits service into the Welfare Rights team. The NBO service complements that of the Welfare Rights Team and already handles cases that cover the wider benefits schemes; it is therefore practical to bring the services together to co-ordinate similar activity across the Council's area. This will allow the NBOs' to be developed and have direct access to the Macmillan Welfare Rights and the Money Advice teams. Allow referrals and home visits to be managed better and reduce any potential duplication.

As part of the recent Scrutiny report into debt recovery a scheme has been agreed in how to deal with customers who have multiple debts with the Council (rent, council tax, sundry debtors, housing benefit overpayment), which are at advanced stages of debt recovery. Part of the new agreed procedure is to enable customers to refer themselves to the Money Advice service during a period where action is on hold pending them contacting the service.

In order to implement these changes it has been identified that some short-term help will be required to alleviate the build up of cases and one of the retired Welfare Rights member through a recruitment agency has been temporarily appointed to allow for the new structure and case management system to be implemented to lessen the impact on the operation.

8. Finance

The cost for the temporary appointment through a recruitment agency of an experienced Welfare Rights Officer is to be met by RBT.

9. Risks and Uncertainties

There is a risk that the service is unable to absorb the continued increase in demand resulting in some customers being unable to obtain advice and assistance.

10. Policy and Performance Agenda Implications

Failure to provide advice services will have a detrimental impact on the most disadvantaged people and communities within the Borough with consequential negative effects on tackling inequalities and improving life chances of the most vulnerable.

11. Background Papers and Consultation

None

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources & Commissioning
2.	Date:	8th November 2010
3.	Title:	RBT Performance Report for September 2010
4.	Directorate:	Financial Services

5. Summary

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

7. Proposals and Details

Full details of performance against operational measures for September 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.

Following a review of the Performance Management Framework implementation of changes to the suite of Operational Measures has commenced.

7.1 Customer Access

7.1.1 *Overall Performance*

All Customer Access operational measures were achieved according to their contractual targets during September 2010.

7.1.2 *Externalisation of Repairs and Maintenance*

Work is underway to ensure that the Contact Centre is able to successfully manage the transfer of housing repairs and maintenance to externalised contractors from the 1st November 2010. In addition to script changes and training, the contractors will provide RBT with staff members to support contact centre staff in the early weeks of the change.

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 Siebel 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 *Macmillan*

A number of successful fund raising events have taken place for the Macmillan Welfare Rights service, resulting in over £1,250 of donations being achieved.

7.1.5 *Welfare Rights & Money Advice*

Following the retirement of some staff within this service, and following a review of the service levels being achieved, RBT are taking the opportunity of restructuring the service. The restructure together with the introduction of electronic workflow processes will provide greater support for both staff and customers and will provide the service with clear management information. Whilst permanent recruitment is underway to fill the vacancies created by retirement, the Service has approval to utilise an Agency worker who is expected to start work at the beginning of November.

7.1.6 *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. A progress update report will be provided in December 2010.

7.1.7 *Complaints*

Three complaints were received in September. Of these, one complaint was inconclusive; one complaint has been carried over to October; and one complaint was upheld and processes changed to ensure that the complaint will not reoccur.

7.1.8 *Email and Mobile Telephone Number Capture*

Customer email and mobile telephone numbers are in the process of being captured by RBT Customer Services. The Revenues and Benefits Service will capture this information from October and the Customer Services and Contact Centre will capture the information from November. Customer satisfaction surveys are being trialled in November for both the Streetpride and Revenues and Benefits Services.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during September 2010.

7.2.2 *Current Projects*

Following the move by Brinsworth and Wales Comprehensive Schools to Academy status from 1 October 2010 the set up of new "companies" on the payroll system and transfer of employees has taken place.

In preparation for Version 11 YourSelf release due in November improved documentation has been created in line with the ISO9001 quality standard to improve the release management as recommended by a Quality Audit. The team has created a new test development process which improves the quality of testing giving all stages of development greater visibility. There is an ISO9001 Quality Audit scheduled for November where the service transition and delivery processes lifecycle will be subject to scrutiny. This should have further positive impact on HR systems and services as it will ensure that any new or changed services are implemented with the correct governance and control procedures.

The DSP form has now been replaced by the HR job based wizard other than where full re-structures are involved. Work is underway to replace the DSP form available on the intranet with a form tailored to restructures.

Further approved applications for Voluntary Early Retirement/Voluntary Severance (VER/VS) continue to be progressed. Employees leaving on these grounds receive their payments in their final salary. If this is not possible the HR service will produce a manual cheque as soon as practicable after an employee has left service. A further window of opportunity to apply for VER/VS was provided for those employees who are deemed at risk in areas where management reviews are taking place.

A final TUPE list has been provided by 2010 Ltd for the transfer of some 350 employees to two new contractors. A leaving date of 31 October will be actioned with final P45 information processed for the new employers as soon as the payroll has closed. Further work is underway to provide documentation extracted from the employee's personal files for the new employers.

The e-payslip became mandatory from October 2010 for all employees who can access the intranet. The policy is restricted to Directorate employees but some schools have also opted to accept e-payslips and requested employees to pick up the option via YourSelf. To aid employees' understanding the payslip format has been revised to give the same look and feel of the paper payslip format.

Discussions are taking place with Yorkshire and Humberside Councils to establish a regional recruitment portal. Abacus, the Council's partner on our Recruitment Management System, is the supplier of one of the three systems being considered.

7.2.3 *Future Projects*

The Government announced its intention to abolish the default retirement age with effect from 1 October 2011. This means that no new notices for compulsory retirement using the default retirement age procedure will be permitted from 6 April 2011. Current procedures and advice and guidance surrounding retirement will be amended to conform to legislative requirements.

7.3 ICT

7.3.1 *Overall Performance*

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

7.3.2 *RMBC ICT Strategy 2011-20116*

Our existing ICT Strategy runs until March 2011 and work is already underway to produce the next ICT Strategy which will cover the period 2011 to 2016. This 5 year period has been chosen as it is co-terminus with the Corporate Plan and it takes us 1 year beyond the RBT contract so we will be able to ensure we plan a smooth transition to post-RBT ICT provision. In creating the strategy there has been extensive consultation with a variety of groups and the first draft of the strategy will be circulated for further consultation shortly. It is hoped that the new strategy will be adopted from March 2011 after it has been approved in the normal way.

7.3.3 *RGFL*

The Rotherham Grid for Learning (RGFL) is a service provided by RBT for most of Rotherham's schools. A new 3 year contract was renegotiated in 2010 which uses some new technologies. Since the start of the September term schools have experienced serious difficulties with their internet and email products. The problems have now largely been resolved and all pupils and staff are using the old RGFL email platform as a stop-gap until the new version is ready to be re-launched. CYPS have been fielding significant numbers of complaints from schools and have written to RBT seeking a substantial refund. Negotiations are ongoing.

7.3.4 *Town Hall*

During September the refurbished Town Hall opened on schedule and has benefited from new ICT throughout. The building has a wireless network and connectivity for laptops at Member stations in the Council Chamber which will help Members transition to a greater use of electronic agendas and minutes.

7.3.5 *Procurement of a New Network for RMBC*

RMBC's current data network is made up of over 200 individual lines all of which terminate in the Civic Building or Central Library. In preparation for the move to our new Data Centre in Riverside House we invited six suppliers to bid for the provision of a new network. We are currently in the final stages of the procurement process and a further update will be provided once this has been concluded. The migration to the new network is planned to commence this year and due to be complete by autumn 2011.

7.3.6 *Complaints*

No complaints were received in September.

7.4 Procurement

7.4.1 *Overall Performance*

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

Following review of the Performance Management Framework, measure PO6 (% of catalogue orders) has now been removed from the suite of Operational Measures.

7.4.2 *BVPI8*

Performance for September 2010 for payment of undisputed invoices within 30 days was 94.47%. The current year to date position is 95.57%, is an improvement on the same point during 2009-10 when performance achieved a year to date figure of 94.09%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of August	Savings year to date	Estimated Savings to year end	Addressable Spend in September	Addressable Spend Year to Date
£251k	£1.976m	£3.241m	£3.005m	£15.009m

7.4.4 *Transaction Volumes*

Transaction volumes continue to be high with work by RBT Procurement and the Transformation and Partnerships (TSP) Team ongoing to address issues.

7.4.5 2010 Ltd

Following the outsourcing of 2010 Ltd's repairs and maintenance service, work between 2010 Ltd and RBT Procurement is being undertaken to finalise orders through the ROCC system by the end of October 2010 followed by payment of subsequent invoices.

7.5 Revenues and Benefits

7.5.1 Council Tax

As at the end of September 2010 the Council Tax Collection rate stood at 55.84%, which is 0.1% behind the same point in 2009-10. The target 2010-11 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 September 2010	At September 2009
Reminders	28,608	27,674
Summonses	9,289	8,450
Liability Orders	6,131	7,145

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of September 2010 is 2,290 of which 1 was classed as a vulnerable case.

The average number of days taken to action a Council Tax Change of Circumstance was 11.46 days at the end of September 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 61.06% at the end of September 2010, which is 0.1% 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 September 2010	At September 2009
Reminders	4,056	3,033
Summons	885	887
489	538	592

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year to the end of September 2010 was 257.

With reference to the NNDR Deferral Scheme, the numbers have decreased substantially due to changes in small business rate relief effective from 1st October 2010 which resulted in many businesses being allowed further relief and having no further amount to pay this year. All businesses that went into credit as a result of these changes have been issued a refund.

7.5.3 Other Service Measures

Performance against the remaining Operational Measures continues to be satisfactory. The benefits caseload has increased to 30,292 which is the highest level to date, however work is ongoing to ensure that all Measures continue to be met.

7.5.4 Complaints

Three complaints were closed during September 2010. Of these two were closed not upheld; one was closed upheld. In respect of the latter, the relevant member of staff has received additional coaching 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 September.

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 September 2010.

Contact Name:

Mark Gannon
Transformation and Strategic Partnerships Manager
Extension 54526
mark.gannon@rotherham.gov.uk

Customer Access Measure	Ref	Target	July	August	Sept	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5	3.52			?	Quarterly measure; smaller is better target.
Versatility Measure	CAO2	90	94.62	96.2	96.02	★	
First Contact Resolution by Channel (Face to Face)	CAO3	97.5	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	97.5	100	★	
Average Call Quality Assessment	CAO4	95	97.59	96.75	97.55	★	
% of Contact not Abandoned (Face to Face)	CAO5	85	97.64	99.78	99.7	★	
% of Contact not Abandoned (Telephony)	CAO5	90	99.9	98.04	97.06	★	
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	July	Aug	Sept	Status	Comments
Accuracy of Contracts	HRO1	95	100	98.59	100	★	
Accuracy of Payment	HRO2	99.5	99.83	99.9	99.76	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.83	98.39	98.94	★	
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	July	Aug	Sept	Status	Comments
% Availability of Website	ICTO1	99	99.85	99.96	100	★	Measure is being renegotiated as only monitoring Payments since website move to Jadu.
% Availability of Business Critical Applications	ICTO2	99	99.95	99.99	99.9	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	95.83	95.82	96.37	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	98.04	97.6	95.31	●	
% Complex Change Requests Completed to Agreed Specification	ICTO6	85				❓	Work to implement monitoring of this dependant measure commenced.
First Contact Resolution	ICTO7	25	37.26	43.99	40.52	★	
% Print Jobs Completed as Agreed	ICTO8	95	99.92	100	100	★	
Anti-Virus Measure	ICTO9				83.97	❓	New measure; currently baselining prior to a target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	85.84	85.73	86.27	●	

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



Procurement Measure	Ref	Target	July	Aug	Sept	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	97.79	92.17	94.37	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	98.00	98.80	99.00	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.67	99.58	99.4	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	75	89.53	90.2	91.76	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96			100	★	Quarterly measure.
% eRFQ Open Requisitions	PO7	85%				?	Nil return for as there were no eRFQs. Measure being reviewed for 2010/11.
% 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	July	Aug	Sept	Status	Comments
% Council Tax Collected	RBO1	97	37.43	46.46	55.84		Annual measure.
% NNDR Collected	RBO2	98.50	40.68	49.66	61.06		Annual measure.
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	13.97	14.77	15.04		Annual smaller is better measure.
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	2.09	2.95	3.39		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		Annual measure.
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.41	0.40	0.38		Annual smaller is better measure.
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	24.25	27.45	30.83		Annual measure.
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	81.95	89.42	89.80		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		Annual smaller is better target; monitoring data not available.
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	91.07	88.06	88.24		Annual measure.
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	95	95	97		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



FINANCIAL SERVICES

E-Government Board**Minutes of the Meeting**

Date	Monday 18 th October 2010
Time	10.00 am
Venue	Board Room, Doncaster Gate
Chair	Councillor Ken Wyatt (KW)
Minute Taker	Nicola Mitchell (NM)

Attendees	Initials	Directorate
Jon Ashton	JA	Financial Services
Cllr Alan Buckley	AB	Cabinet Adviser
Richard Copley	RC	Financial Services
Sarah Corbett	SC	Chief Executive's
Nick Glarvey	NG	BT
Susan Gray	SG	CYPS
Paul Harris	PH	EDS
Shaun Johnson	SJ	RBT
Nick Milnes	NM	BT
Robert Parker	RP	Chief Executive's
Tracey Parkin	TP	Chief Executive's
Gary Walsh	GW	CYPS

Apologies	Initials	Directorate
Jayne Dickson	JD	RBT
Richard Douthwaite	RD	Financial Services
Mark Gannon	MG	Financial Services

No.	Item	Action
1.	<p><u>Apologies for Absence</u></p> <p>Apologies were noted as above.</p>	
2.	<p><u>Minutes of the Previous Meeting held on 26th April 2010</u></p> <p>Introductions of all attendees were made around the table.</p> <p>The minutes of the previous meeting were agreed as a true and accurate record.</p>	
3.	<p><u>Matters Arising</u></p> <p>No matters arising.</p>	
4.	<p><u>Streaming Media (including Flickr)</u></p> <p>Any member of staff can be given access to streaming media at the discretion of their line manager. RC advised that RBT's current charge is £4.25 per person per month for an Internet account plus an additional £4.25 per month for streaming media.</p>	

No.	Item	Action
	<p>In 2009 RMBC submitted a CR to have RBT produce a proposal which would offer a cost effective way of giving all staff Internet and streaming media access. RBT issued the proposal in September 2010 and it is currently under consideration by the Council.</p> <p>KW asked for RC to bring the following information to the next board:</p> <p>The number of users with Internet access broken down to show:</p> <ol style="list-style-type: none"> 1) The number of Internet accounts by Directorate 2) The number of Internet accounts by Directorate as a percentage of the number of computer users in that Directorate. <p>- The number of users with Streaming Media access broken down to show:</p> <ol style="list-style-type: none"> 1) The number of Streaming Media accounts by Directorate 2) The number of Streaming Media accounts by Directorate as a percentage of the number of computer users in that Directorate. 	RC
5.	<p><u>VPN</u></p> <p>RC explained that in December 2009 RMBC submitted a change request to RBT to ask them to reduce VPN costs in response to budget challenges. In January 2010 RBT responded saying that they would not reduce the cost of VPN.</p> <p>This led to RMBC proposing that some VPN tokens could be shared as this would be a cheaper way of allowing staff to work remotely. eGov Board, Internal Audit and the Corporate Information Governance Group have all authorised the sharing of VPN tokens.</p> <p>GW said that his team had piloted token sharing haven't found any problems. GW's team continues to use shared tokens.</p> <p>Other Teams have put in change requests for VPN sharing but RBT have stated that they would not allow token sharing without a new commercial arrangement (i.e. increasing the price of individual tokens) which would have negated the reason for sharing; instead RBT have issued a new commercial model which seeks to remove the need for RMBC to share tokens. This new proposal was issued on September 24 2010 and it reverses RBT's previous statement that VPN price reductions were not possible.</p> <p>RC reported that the Directorates have expressed concern that the new RBT proposal does not offer improved pricing unless the number of tokens in use by the Council increases drastically (which seems unlikely given our current budget pressures and staffing reductions). Negotiations continue and it is hoped that a new VPN commercial model will be agreed very soon so Directorates can take advantage of it in the 10/11 financial year.</p>	

No.	Item	Action
6.	<p><u>Joining up the RMBC and Rotherham NHS Networks</u></p> <p>The NHS and RMBC each have a secure network known as N3 and Government Connect, respectively.</p> <p>GW gave a presentation regarding a Central Government initiative to connect the N3 and Gov Connect networks. This would give both RMBC and the NHS secure access to each other's systems and data</p> <p>Several Local Authorities have already connected to their local NHS N3 networks and RMBC is beginning investigations in to the feasibility of connecting its network to Rotherham NHS. At a preliminary meeting the project was supported by representatives from RMBC and Rotherham NHS.</p> <p>The Board approved GW to begin work on establishing a business case for the project which is to be presented at future meetings of the eGovernment Board, SLT and CIGG as appropriate.</p>	GW
7.	<p><u>Any Other Business</u></p> <p><u>Information Governance Unit (IGU)</u> – The proposal to create a central IGU was approved by SLT but has hit problems due to difficulties in identifying Directorate funding for the posts in the IGU.</p> <p><u>Corporate Governance Meeting</u> – Tuesday 26th October 2010, KW will ask the about the Information Governance Unit.</p>	KW
8.	<p><u>Date Of Next Meeting</u></p> <p>Monday 22nd November 2010, 11:30am, Room 4, Town Hall.</p>	

WEBSITE STRATEGY GROUP
Wednesday, 6th October, 2010

Present:- Councillor Wyatt (in the Chair); Jon Ashton, David Barker, Pete Lawrenson, Mark Leese, Rachel O'Neil, Ceri Williams and Sue Wilson.

Apologies for absence were received from Anne Hawke, Dawn Price and Jenny Vaughan.

95. MINUTES OF MEETING HELD ON 25TH AUGUST, 2010

Agreed:- (1) That the minutes of the meeting held on 25th August, 2010, be agreed as a true record.

Arising from Minute No. 92, the Chairman reported that the issue of Flickr would be reported to the next E-Gov Board.

There had been no progress with regard to the possibility of an on-line shop due to the need to resolve the financial implications.

(2) That a meeting be held as a matter of urgency between Jon Ashton, Richard Douthwaite and Pete Lawrenson.

96. WEBSITE TRANSITIONAL INFORMATION

Jon Ashton introduced a report summarising the performance of the refreshed website from January to September, 2010.

The report highlighted:-

- Visitor statistics
- Pages viewed
- Completed online forms
- Online cash transactions

Discussion ensued with the following issues highlighted:-

- o The number of searches had increased to 350,00 a month
- o 70 unique visitors
- o Pages per view had stabilised
- o Online transactions steadily increasing
- o The number of cashier transactions was falling with the online cash transactions increasing showing a shift from face-to-face
- o The gaps between this year and last year slowing growing
- o The website had accounted for 1,000 people transferring to Direct Debit Council Tax this year

- 980 people had completed and submitted forms online

Agreed:- That a report be noted.

97. BENCHMARKING

Jon Ashton reported that the Authority was performing very well against some large authorities although there was some room for improvement against smaller ones.

Authorities had been selected that also used Jadu.

Rachel O'Neil reported that the regional local authorities had commissioned SOCITM on website performance. Rotherham had submitted a copy of the previous report and had performed very well.

98. GOOGLE ANALYTICS

As agreed at the last meeting, examination had taken place of the trends, what people did on the website and the reasons why they dropped out of the website. There were a few mechanisms to facilitate this work e.g. Google Analytics, customer feedback, Service area feedback, Directorate Editors and authors of the content and the QA Team.

Currently customer feedback was looked at and any bad feedback was reacted to but this should be the last resort and the problem areas should be found before feedback was necessary.

Jon stated that by using the search statistics you could ensure that the top 500 search terms were performing. He proposed that, to be proactive, himself and the QA Team would look at the top 100 and make sure they were performing well and the individual Directorate Editors check the next 400. He was to raise the issue at the Directorate Editors meeting to be held the following day.

Agreed:- (1) That Jon Ashton and the QA Team check the top 100 search terms for performance.

(2) That the Directorate Editors check the next 400.

99. HOME PAGE

Jon Ashton reported that a speech bubble had now been added to the home page and there was the opportunity to market from the page now.

The second phase of work was ongoing and looking at advertising on internal pages.

100. ROTHERHAM SHOW

Jon Ashton reported that the winner had not replied to the e-mail informing them that they had won. They had been given a deadline to reply by but that had now lapsed.

It was suggested that the 10 top users be selected and a draw be made. Should the winner still not come forward within a week. The hamper be given to charity.

101. PHOTO COMPETITION

The Group viewed the photographs that had been submitted as part of the competition.

The winning photo was selected – 1 illustrating the newly renovated Band Stand with classic cars in the background.

102. ANY OTHER BUSINESS

(1) E-Petitioning

Jon Ashton reported that he had had a meeting with Lewis South and Debbie Bacon with regard to the Mod.Gov system which had a facility for e-petitioning. Training was required but it was planned to switch the facility on by the end of the month.

Discussion ensued with the following concerns raised:-

- Who would be the moderator of which petitions were included on the website
- Had the project group considered how e-petitioning would be promoted
- If the legal requirement was 15th December why switch the facility on at the end of October
- Need to see clear protocol and recommendations.

Agreed:- That Rachel O'Neil discuss the above concerns with Lewis South.

(2) Feedback

Jon Ashton had met with the Disability Group and Ethnic Minority Group where positive feedback had been received with regard to the

website.

103. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Wednesday, 24th November 2010 at 1.30 p.m. in the Town Hall.

COMPLAINTS FORUM
Wednesday, 6th October, 2010

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

An apology for absence was received from Richard Garrad.

74. MINUTES OF MEETING HELD ON 8TH MARCH, 2010

Agreed:- that the minutes of the meeting held on 8th March, 2010, be agreed as a true record.

75. QUARTER 1 COMPLAINTS SUMMARY

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

The report highlighted:-

- 176 customers had complained to the Council raising 263 individual complaints, 51% of which were not upheld
- 125 customers had complained to 2010 Rotherham Ltd., 78% of which had been upheld
- 13% increase in complaints from the same period in 2009/ 10
- 86% of customer complaints were dealt with at Stage 1
- 7% of customer complaints referred to Stage 2
- 3% of complaints referred to Stage 3
- Local Government Ombudsman had dealt with 4% of overall complaints
- 10% reduction on 2009/ 10 annual performance of the number of cases progressing to Stages 2/ 3 or the LGO
- CYPS received 57% of all Corporate complaints relating to actions of staff, 48% relating to lack of information and 52% about lack of service
- 65% of the Corporate complaints around delays in Service related to NAS

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

- o Adult complaints could go to the LGO at any time
- o With regard to other complaints, the LGO had brought in a Council First Approach before they became involved
- o The LGO would shortly have legal powers to enforce decisions on local authorities

- Members' E-case work (surgery reports) needed to feed into the statistics
- The delays in Service for NAS would relate to adaptation assessments and the time taken to be rehoused

The Quarter 2 were about to be received and would form the half yearly report. It would be circulated for comment.

Agreed:- That the report be discussed at the Officer Group and feed any comments back to this Forum to enable the 2010/ 11 half yearly review of performance to be drafted.

76. EQUALITIES DATA

Mark Leese reported that there were gaps in the information held with regard to equality data and was an issue that the Performance and Scrutiny Overview Committee had picked up.

Of the 265 complaints in Quarter 1, only 53 contained gender information about the customer, 44 contained age, 49 provided ethnicity and 49 answered the disability question but only 10 said they actually had a disability. That information, split across the Directorates, was principally where a person had used a hard copy form; other channels did not capture the information.

That did not mean to say that information was not held elsewhere about the customer groups. CYPS and NAS would have information in Swift about Service users and a better knowledge than that held in the complaints data but it could not be pulled out without the customer's permission.

Zoe Burke reported that they sent equalities monitoring to their management but did not get the information back.

Rachel O'Neil reported that she was working with RBT with the aim of capturing equalities data through Siebel via the Service Centre or Contact Centre.

Mark Lees would provide what equalities data there was available for Quarter 2 from Siebel.

Agreed:- That the report be noted

77. SIEBEL REPORTS

Mark Leese reported that he was currently reviewing the list of requirements to enable officers to Self-Serve instead of using the

Change Request route.

Concern was expressed about the length of time this was taking and queried how it could be speeded up. Information could not be extracted from the system and had not been able to for some years. The system did not have inbuilt reports so the data could not be pulled out and had to be done manually.

Mark stated that he had submitted a Change Request to set reports up. There was a list of Directorate specific reports required.

Agreed:- That the Change of Request be chased up immediately and an update given to the next meeting.

78. COMPLAINTS COST PILOT

Mark Leese reported that, within RBT had been trialling a cost pilot which had since been trialled in CYPS and EDS.

In Quarter 1 the average cost of a complaint was £104 and in Quarter 2, as at the end of August, was £96.19. The costs rose for a Stage 2 to approximately £400-500 per complaint.

Zoe Burke reported that she had not included her team's costs but that would be rectified so there was a consistent approach.

Stuart Purcell reported that NAS would also start costing complaints.

Agreed:- That the report be noted.

79. LESSONS LEARNT

Mark Leese reported that information on Quarter 1 was held and Quarter 2 was currently being compiled.

Rachel O'Neil stated that on a quarterly basis the You Said We Did would be included on the website to show that the Council was pro active.

Agreed:- That the Officer Working Group discussion Lessons Learnt and submit a report on this meeting on where and had been applied.

80. CUSTOMER SATISFACTION SURVEY

It was reported that EDS were still conducting telephone satisfaction surveys and had 6 in Quarter 1 and 2 in quarter 2.

CYPS had now started conducting them.

Stuart Purcell stated that he was reluctant to do the surveys by telephone due to lack of staff resources.

1 of the partial compliances in the Customer Excellence was looking at customer surveys. The Council could say that it had and provide the responses it had received but that it was costing more to do it than the return.

Agreed:- (1) That Directorates continue with the satisfaction surveys on a 30% or 3, which ever is the greater, random sample.

(2) That the standard set of questions be used with each Directorate adding their own specific questions.

81. MANAGEMENT OF LGO ENQUIRIES

Mark Leese reported that, further to the provisional figures received from the Local Government Ombudsman attached to the agenda circulated, the outturn position had now been received.

The Council's target response time had improved to 23.8 days against a target of 23 but did have a slight increase in the number of enquiries. Neighbouring authorities had achieved above 30 days.

Agreed:- That the report be noted.

82. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 24th November, 2010, at 10.30 a.m. in the Town Hall.

CUSTOMER ACCESS GROUP
Wednesday, 6th October, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, J. Dyson, Jill Jones, Mark Leese, Rachel O'Neil and Jasmine Speight.

Apologies for absence were received from Richard Garrad, Dawn Price and Jenny Vaughan.

64. MINUTES OF MEETING HELD ON 8TH MARCH, 2010

Agreed:- That the minutes of the previous meeting held on 8th March, 2010, be approved as a correct record.

65. CUSTOMER ACCESS STRATEGY REFRESH

Rachel O'Neil gave the following powerpoint presentation:-

What we already know:-

- Access points still fragmented
- Rotherham had a high proportion of face-to-face activity across the borough in comparison to other Councils
- Budget pressures meant we need to increase on-line transactions
- Council Customer Services had only part transferred to RBT – further consolidation was required

What our customers are telling us:-

- Customers are confused about where and when they could access services
- Satisfaction with Joint Service Centres was high with customers enjoying being able to access a number of public services under 1 roof
- Over 16% of customers could not find what they needed on the website and contacted us by telephone
- Over 7% of customers could not find what they needed on the website and visited in person

Proposed Refreshed Strategy

- Website
 - o Customers who chose to access services and information via the Website channel would do so via the Council's website. It would be the primary provision for this channel
 - o Customers would have choices about the different ways that they could interact with the Council and access services
 - o Customers would be directed to other online services that

may not be provided by the Council directly but still formed part of their customer journey. Where possible, the Council website would take content from other sources and repurpose it so customers got a consolidated experience

- Phone
 - Customers who chose to access services and information via the Phone channel would do so via the Council's Contact Centre. This would be the primary provision of this channel
 - Co-location of Council officers and partners would be undertaken where required to ensure that the Contact Centre was sustainable, offered value for money and provided a consistent service to customers
- Letter/ In Person
 - Customers who chose to access services and information via the In Person (or Letter) channel would do so via the Council's network of Service Centres. These would be the primary physical access points for this channel
 - The Council would not replicate the services provided in the Service Centres across other Council and partner facilities

Grouping of Services

- Access Benefits and Access Care – Will require ongoing relationships with customers who would be accessing multiple functional activities over a period of time. Therefore more effective and better customer service to group the 2 functional activities under Access Benefits and Access Care. Customer Service Officers supporting the processes would be cross trained across both and have the ability to deliver all of the functional processes to
- Give Feedback or Private Information, Apply for Things, Get Information, Make a Booking, Pay for Things – These would be transactional processes that customers needed to access as "one offs" rather than as part of a wider customer journey. Customer Service Officers would be cross trained across all of the service lines to ensure maximum flexibility and benefit
- The structure for the delivery of Customer Services meant that consistent services could be provided across organisational boundaries whether internally or externally

High Level Strategic Objectives underpinned by Customer Insight

- Reduce unnecessary contact and processes that create demand
- Switch demand to self-service and facilitated access
- Enable customers to resolve their own enquiries

- Consolidate transactional services into the Contact and Customer Service Centres

Next Steps – Directorate Input

- Identify projects within Directorates which will help to deliver the Strategy. Feedback by the end of October, 2010
- Identify groups that Directorates would like to be involved in consultation
- 1st draft of Strategy out for consultation by November, 2010- revisions to Strategy completed by February, 2011
- Agreement to Strategy completed by March, 2011
- Commence the first phase of Programme in April, 2011

A report had been considered by the Strategic Leadership Team and Cabinet about what the Strategy should look like and been approved as the right approach. Phase 2 was face-to-face access points across the Borough.

Each Directorate should look at their own Service Plans at projects over the coming years and ascertain which would support the Strategy. Particular attention needed to be paid as to how you scoped a service or consolidated a service.

There was a lot of work taking place within Customer Service Centres with regard to avoidable contact. At the moment there was only a sample in the various Services to enhance Siebel so now starting to look at it by process, Service and why people contacted the Service initially.

If there were any specific groups that Directorates felt should be included in the consultation phase should be passed to Rachel.

Agreed:- That the report be noted.

66. CUSTOMER CHARTER BENCHMARKING

Rachel O'Neil reminded the Group that it had agreed to start benchmarking the Customer Charter results against similar Councils and their Service Standards as they presented in the Charter on a six monthly basis. The second round of benchmarking was about to commence.

She asked if there was anything specific the members would like to see from a benchmarking point of view from Customer Services?

The following were raised/ highlighted:-

- Had any benchmarking taken place on telephones?
- Since the last quarter a few of the Service Standards had slipped
- CYPS has collected data on Customer Charter but had not been requested to submit it. The information would be collected corporately.
- Benchmarking exercise not specifically to see how the Authority was performing against the Charter but to ascertain if its Service Standards were in line with other Councils
- Benchmark of satisfaction?
- Worthwhile to benchmark with comparable authorities
- Rotherham's response rate was 10 days; a number of Councils was 15

Agreed:- (1) That the report be noted.

(2) That customer satisfaction be included in the benchmarking exercise.

(3) That any other suggestions for inclusion be forwarded to Rachel O'Neil.

67. LOCALITIES REVIEW

Rachel referred to the project which had been commenced looking at all the Council's access points in the localities to ascertain if any recommendations could be made for rationalisation. That was due to be completed by the end of the month and would then be submitted to Cabinet for approval.

The report would set out which properties there were considered to be opportunities to rationalise and thereby accrue revenue savings this year and in the future. It would tie in with approval of the Customer Access Strategy and also some ongoing work around Locality Based Service and where the staff were based.

Agreed:- That the report be noted.

68. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 24th November, 2010, at 11.30 a.m. in the Town Hall.