

**CUSTOMER SERVICES AND INNOVATION
21st May, 2007**

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

An apology for absence was received from Councillor Jackson.

94. COUNCILLOR BURKE

Members stood in silence for one minute following the recent death of Councillor Burke.

95. MINUTES OF THE PREVIOUS MEETING HELD ON 16TH APRIL, 2007

Consideration was given to the minutes of the previous meeting, held on 16th April, 2007.

Resolved:- (a) That the minutes of the meeting held on 16th April, 2007 be approved as a correct record.

(b) That a report on the Disability Discrimination Act 1995 and Service Provision from Police Stations be submitted to the next meeting for deliberation.

96. CORPORATE PERFORMANCE INDICATORS - YEAR END REPORT 2006-07

Consideration was given to the content of a report which set out the year end performance in respect of Corporate Health Best Value Performance Indicators monitored and reported on by the Chief Executive's Directorate and Local Performance Indicators owned by the Chief Executive's Directorate.

In addition the report included a year end update on the major risks in the former Corporate Services Directorate and actions being taken to mitigate those risks.

The report addressed the responsibilities of Cabinet Members to ensure that Directorates are managing business risks thoroughly and appropriately.

The report highlighted the situation in respect of :-

Status green star indicators:-

BVPI 12 Days/shifts lost to sickness

BVPI 16a % of Employees with a disability

BVPI 17a % of BME Employees

Status Blue Circle Indicators:-

BVPI 11a % of top 5% of earners that are women

BVPI 11c % of top 5% of earners with a disability

Status Red Triangle Indicators:-

BVPI 11b % of top 5% of earners from minority ethnic communities

BVPI 14 Early Retirements (excluding ill health)

BVPI 15 Ill Health Retirements

Awards, Accreditations & Achievements**Strategic Partnerships**

The PFI Schools project won "The Best Operational Education Project" at the Public Private Finance Awards 2006 in London in May 2006, was a finalist in the Municipal Journal Local Government Achievement Awards 2006 for "Public Private Partnerships Achievement of the Year" and won Contract Journal Awards for "PPP/PFI Award" in London in October 2006.

Strategic Human Resources

Strategic Human Resources was shortlisted as finalists in the June MJ Awards under the category of Pay and Workforce Achievement of the Year. Strategic HR was also a runner up for a CIPD HR award.

The Investors in People refresh took place week commencing 13th June and re-accreditation was achieved.

Legal & Democratic Services

Law Society accredited Trainers have been trained and are now being developed/promoted further. The Legal Service has provided training for C&YPS and EDS during 2006/07.

Local Performance Indicators

Local performance indicators have been identified for all Services within the former Corporate Services Directorate and were shown at Appendix B to the report.

Strategic Partnerships

Of the 5 LPIs within this service area, 2 are shown as status green, 1 as

blue and 2 as red.

Strategic Human Resources

Of the 8 LPIs within this service area, 5 are shown as status green and 3 as red. It should be noted that all LPIs for Strategic Human Resources relate to Council wide targets.

The status red indicators were outlined along with the actions being taken to address/improve performance.

Particular reference was made to the risk registers and management issues relating thereto.

Resolved:- That the performance of these key corporate Best Value Performance Indicators, Local Performance Indicators, achievements of the Directorate and actions taken in respect of managing business risks be noted.

97. RBT PERFORMANCE UPDATE

The Chief Executive, RBT, submitted a report on the progress and performance of RBT for the period March, 2007, with a presentation by the Service Leader, Performance and Improvement, highlighting:-

- Revenues and Benefits Employee wins RMBC's "Young Person of the Year" Award
- Dinnington Customer Service Centre opening planned for 10th April 2007
- All Contact Centre SLAs met
- 100% performance on ICT SLAs
- Registrars training guides recognised as national 'Best Practice'
- All Council Tax and Housing Rent bills were successfully issued on time
- Renewal of the Rotherham Grid for Learning

In addition, reference was also made to :-

- Rotherham Connect
- IVR Progress
- Customer Services/Public Access
- HR and Payroll
- ICT
- Procurement
- Revenues and Benefits
- Progress against Corporate Initiatives
 - Consultation
 - Complaints

- Equalities
- Investors in People

Particular comments were made in respect of SLA's which were under achieving and action being taken to redress this, the need to improve the level of engagement with YPO and the action taken to progress work on IT and Information Strategy.

Resolved:- (i) That the contents of the report be noted.

(ii) That the Chairman be informed of when IVR is fully activated.

(iii) That Members appreciation be conveyed to staff for the good work being done.

98. MINUTES OF THE MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of a meeting of the Procurement Panel held on 16th April, 2007.

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

99. MINUTES OF THE MEETING OF THE COMMUNICATIONS AND MARKETING GROUP

Consideration was given to the minutes of the meeting of the Communications and Marketing Group held on 12th April, 2007.

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

100. REPRESENTATION ON OTHER PANELS, GROUPS, ETC.

Consideration was given to representation on the following groups listed below and the need to nominate representatives to those groups and bodies.

Resolved:- (1) That the Cabinet Member and Advisers for Customer Services and Innovation attend meetings of the Council's E Government Board.

(2) That Councillor Hodgkiss attend meetings of the Data Protection and Information Group.

(3) That Councillor Wyatt shall remain as Chair of the Fair Trade Group, and attend meetings, together with Councillor Hodgkiss.

(4) That Councillor Wyatt (Chair), Councillor Smith, Cabinet Member for Regeneration and Development Services and Councillor Stonebridge, Chair, Performance and Scrutiny Overview Committee attend the meetings of the Procurement Panel.

(5) That Councillors Wyatt and Hodgkiss attend meetings of the LGA Rural Commission.

(6) That Councillor Wyatt attend meetings of the Rotherham Environment Forum.

101. LIAISON WITH RBT

Members of the Council had asked questions about the following issues:-

(a) home visits to attend to Members ICT problems

This issue has now been resolved.

(b) links with Crowden Outdoor Centre by e-mail and the internet

Discussions were progressing on the best way forward to provide links to the Centre.