

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Resources & Commissioning
2.	Date:	13th September 2010
3.	Title:	RBT Performance Report for June & July 2010
4.	Directorate:	Financial Services

5. Summary

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

7. Proposals and Details

Full details of performance against operational measures for May 2010 for all workstreams are attached at Appendix A. It should be noted that the majority of operational measures for the Revenues and Benefits workstream are annual and information provided is for monitoring purposes only.

7.1 Customer Access

7.1.1 *Overall Performance*

All Customer Access operational measures were achieved according to their contractual targets during June and July 2010.

7.1.2 *Customer Service Centres*

Customer Services were nominated for the National Customer Service Awards in the category of 'Front Line Customer Service Team' although the final award was made elsewhere.

The Employment Solutions Team began a pilot of a weekly drop-in service from 12th July 2010 at Maltby CSC and Dinnington CSC.

7.1.3 *Complaints*

During June 2010 six complaints were closed. Of these two were closed not upheld; one was closed partially upheld; and three were closed upheld.

Four complaints were received during July 2010. Of these two were closed not upheld; one was closed partially upheld; and one was closed upheld. Following closure of the upheld and partially upheld complaints, actions have been undertaken to prevent recurrence and information shared with relevant teams.

7.1.4 *Registration Service*

Performance reporting for Customer Services now incorporates reporting from the Registration Service on key performance indicators (KPIs). There have been some issues in respect of appointment availability and to address this appointment times will be reduced from 45 to 30 minutes from 1st September 2010. This will create additional appointments for customers

There continues to be nuisance and criminal behaviour outside the register office and staff members are liaising with police to address issues.

Work is underway to deliver an enhanced wedding ceremony from the Town Hall. The new facilities will provide a much improved customer experience.

A review of ceremony prices is being undertaken, as RMBC ceremony charges are not consistent with other Yorkshire and Humberside authorities.

7.2 Human Resources and Payroll (HR+P)

7.2.1 *Overall Performance*

All targets for operational measures were achieved during June and July 2010.

7.2.2 *Current Projects*

The scoping work for the new PSE servers is now complete and the Change Request response is being considered by the ICT Client.

Work is ongoing on the implementation of the General Ledger Interface which will provide built-in validation and help identify variances at source.

Brinsworth and Wales Comprehensive Schools have confirmed their intentions to move to Academy status from 1st October 2010. A meeting has been held with the key stakeholders to ensure progress of such issues as BACS transfers, employer tax reference and payroll timetable changes etc are fully understood. Work has commenced to review employee records for multiple jobs or other variances in preparation for the transfer of records to the new Academies in September.

Development work for the Version 11 Yourself release, due in November, has commenced. Improved documentation has been created in line with the ISO9001 quality standard to improve the release management as recommended by a recent 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.

The Delegated Staffing Powers form has now been replaced by the HR job based wizard for circumstances 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.

7.2.3 *Upcoming Projects*

Work has commenced with Financial Services regarding a proposal to extract payroll data to the financial systems to allow the Principal Accountant to perform pay modelling and data has been produced to allow Financial Services to undertake testing. If these tests go well it is anticipated an automated pay extract can be scheduled which will provide up to date information for future pay modelling.

A project to review the HR Service Centre Management structure is now nearing completion with a business case expected to be submitted to RBT Senior Management Team shortly. The business case seeks to confirm a unified HR Service Centre under a Service Lead with more focused team line management.

7.3 ICT

7.3.1 *Overall Performance*

All ICT Operational Measures currently being monitored were shown as achieved in June and July 2010.

7.3.2 *Aston Joint Service Centre*

Aston JSC opened on 21st June 2010 following the original opening date being postponed. There is new technology throughout the building including a full wireless network and RMBC VOIP telephony for all building users including the GP's surgeries.

7.3.3 *Electronic Document Records Management (EDRMS)*

Representatives from Diagonal Solutions (the company who sell and support our Wisdom EDRMS) attended the DRM Steering Group to demonstrate the use of Wisdom and discuss the project in detail. The first draft of the DRM project plan is now complete and work has started on recruiting a full time project manager with the post ring-fenced to RMBC staff.

7.3.4 *Active Navigation Data Cleanse*

In preparation for the migration of data to EDRMS we are using the Active Navigation product to analyse the data that we currently store on G:\ and H:\ drives. Early results indicate that we could delete more than 50% of the data we hold prior to implementing EDRMS. The first trawl of data found that:

- We have 2500 GB (2.5 TB) of data on G:\ and H:\
- We have electronic files dating back to 1980
- 5% of files are backups that do not need to be retained
- 25% of files are duplicated elsewhere
- We have thousands of files, each in excess of 100mb, which can be deleted, e.g. posters, powerpoints, etc most of which are backups

The cleansing process is being coordinated by the Corporate Information Governance Group.

7.3.5 *Network Migration*

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 have invited 6 network suppliers to bid for the provision of a new network topology. Of the 4 suppliers who responded to the invitation 2 have been shortlisted to go through to the final evaluation.

The new network design will remove the reliance on a single building as the hub of the network using a ring or cloud design to offer maximum resilience. The migration to the new network will begin this year and will be complete by Autumn 2011.

7.4 Procurement

7.4.1 *Overall Performance*

All targets for the Procurement workstream were achieved in June 2010 with the exception of PO6 (catalogue orders) which achieved 18.57% against a target of 19%. During July 2010 PO6 again missed target, achieving 17.06% and PO2 (cheque requests handling time) achieved 98% against a target of 98.46%.

Measure PO6 has been affected by changes in officer ordering behaviour to address transaction volumes. The measure is in place to drive development of the catalogue and to better reflect this, the measure is to be amended to monitor increases in the number of catalogue items available.

Failure of PO2 during July was due to a clerical error and steps have been put in place to prevent recurrence.

7.4.2 *BVPI8*

Performance for June 2010 for payment of undisputed invoices within 30 days was 94.87% and during July 2010 94.84%. The current year to date position is 96.19%, is an improvement on the same point during 2009-10 when performance achieved a year to date figure of 95.23%.

7.4.3 *Addressable Spend & Savings Tracking*

Addressable spend and savings figures for are as follows:

Savings in month of June	Savings year to date	Estimated Savings to year end	Addressable Spend in July	Addressable Spend Year to Date
£340k	£1.290m	£3.241m	£2.7121m	£9.132m

7.4.5 *Transactional Volumes*

The number of transactions handled by the Procurement service have increased with 208,506 transactions during 2009-10 against baselined volumes of 177,000. The Transformation and Strategic Partnerships team are working with RBT to reduce volumes.

7.5 Revenues and Benefits

7.5.1 *Council Tax*

At the end of July 2010 the Council Tax Collection rate stood at 37.43%, which is 0.33% down on the same position in 2009-10. The target for 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 July 2010	At July 2009
Reminders	21,028	20,332
Summonses	7,095	6,318
Liability Orders	4,251	5,692

The total number of Council Tax Liability Orders that had been referred to the bailiff in the financial year up to the end of July 2010 is 1,047 of which 3 are classed as vulnerable cases.

The average number of days taken to action a Council Tax Change of Circumstance was 7.25 days at the end of July 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 40.68% at the end of July 2010, which is 1.136% up on 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 July 2010	At July 2009
Reminders	3,447	2,245
Summons	664	543
Liability Orders	401	443

The total number of Business Rates Liability Orders that had been referred to the bailiff in the financial year to the end of July 2010 was 179.

With reference to the NNDR Deferral Scheme, the number of active cases continues to fall. This is due to a number of businesses who had applied successfully for deferment, but who have since paid their accounts in full and due to a number of businesses where the payer has defaulted on payments and recovery actions has commenced. There are currently 269 active deferral cases, allowing a deferral of £459,926.84.

7.5.3 Other Service Measures

Performance against the remaining Operational Measures continues to be satisfactory.

7.5.4 Revs & Bens Business Process Reengineering

The project went live on the scheduled date of 12th July 2010. Staff from across the teams have provided positive feedback on improved processes and documentation and processing times have improved; a number of positive comments have also been received from customers.

7.5.5 Complaints

Four complaints were closed during June 2010. Of these one was closed not upheld; and three were closed upheld. Twelve complaints were received during July 2010. Of these five were closed not upheld; two were withdrawn; two have yet to be finalised; and three were closed as upheld. Following the upheld complaints, actions have been put in place to prevent recurrence and information shared with relevant teams.

A further complaint which was referred to the Local Government Ombudsman has also been closed as no maladministration as the Ombudsman reported that there were no grounds to investigate.

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.

HRO2 failed in November resulting in potential penalties of £109.45; this measure exceeded target in December and January, which gave RBT the opportunity of clawing back the penalty by over-performing against the measure. However, the measure again failed to meet target in February, meaning the measure will once more need to over-perform for 2 consecutive months before any of the penalty may be clawed back. This measure over-performed in March, April, May and June and penalties have now been clawed back.

PO2 failed in July resulting in a potential penalty of £7.92 although it is anticipated that this will be clawed back over coming months.

PO6 has failed each month from March to July accruing potential penalties of £1,483.48. However, as the reason for the failure is outside of RBT's influence and given that negotiations are ongoing to change the measure, penalties are being waived.

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 June and July 2010.

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