

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	<b>Meeting:</b>	<b>Deputy Leader’s Meeting</b>
2.	<b>Date:</b>	<b>11<sup>th</sup> February 2013</b>
3.	<b>Title:</b>	<b>Resources Performance Report for 2012/13 - Quarter 3</b>
4.	<b>Directorate:</b>	<b>Resources</b>

### 5. Summary

Reports are provided to the Deputy Leader on a quarterly basis to provide updates on performance and key priorities across the areas of:

- Commissioning, Policy and Performance
- Financial Services
- Human Resources and Payroll
- Internal audit and Asset Management
- Legal and Democratic Services

### 6. Recommendations

- That the Performance report be received and performance noted.

### 7. Proposals and Details

#### 7.1 Commissioning, Policy and Performance

##### 7.1.1 Procurement

Procurement savings

	Achieved in October	Achieved in November	Achieved in December	Year to Date
Payment of undisputed invoices within 30 days (Former BVPI8)	93.82%	94.20%	95.76%	94.24%
Procurement Cashable Savings (exc HRA)	£327,164.10	£207,260.58	£200,082.33	£2,265,937.84

## New Initiatives

- Software and Licenses
- Kennels and Catteries
- Street Lighting Lanterns and Associated Products
- Printed and Non-printed Envelopes

*The Procurement Service is currently leading on, or supporting, the following initiatives:*

- Learning & Development framework – All four authorities in the sub-region are now committed to this project, the scoping has been completed by Rotherham the lead authority and the final draft indicative tender has been circulated to the initiative team and other authorities for comment. Further discussions are taking place with York CC who have now shown interest in joining the tender process. The initiative team met and agreed that the dynamic purchasing system for the learning and development agreement will be advertised on YORtender and in OJUE during January 2013.
- Chartered Institute of Purchasing and Supply (CIPS) – Regional, Rotherham is leading on this; the final specification has been circulated across 23 authorities. The tender will be advertised via YORtender and in OJEU during January 2013.
- Bailiff and debt collection services contract – RMBC now have a contract in place for the provision of Bailiff Services. Historically, RMBC engaged Bailiff Service's on a preferred provider SLA basis, however following Procurement and RMBC's Legal advice a decision was taken to tender this business. A Deed of Variation has been signed which allows other LA's to call off from the RMBC Procurement let agreement. To date 6 LA's have been issued with confidentiality agreements, once signed they will be given the contract documents.
- Supplier Contract Management System (SCMS) for the Region – SCMS is the e-tendering module utilised across the Region, with Rotherham playing a key role in the project group representing the other 22 Local Authorities. A contract award was made to Due North in September and the new system will be known as YORtender. The central Procurement Service is managing the mobilisation and roll-out across RMBC which will commence towards the end of this year, as was done successfully with the existing SCMS model. YORprocure have now had an in-depth demonstration of the YORtender system and it's capabilities for the region. Riverside House was selected to host the YORtender training for the entire region which is now complete. Training was delivered to RMBC employees throughout December.
- Advertising framework – Rotherham is leading on this across the region, scoping currently taking place.

## 7.1.2 Commissioning

Below are priorities achieved by the commissioning team during the Quarter 3.

### Adults Commissioning:

Supporting People are working to achieve efficiencies across the budget to reinvest in Extra Care Housing for older people. Work is also progressing on new services eg SP Tender for new service for young people at risk of homelessness (16-25) and commissioning VAR to provide Welfare Reform training for VCS providers to ensure that staff are able to signpost and advice vulnerable people appropriately.

New activities include successful bid for capital funding for Independent Care Home Sector to improve their physical environments; working on Think Local Act Personal following a successful bid. Medication policy agreed with Health and working with IPC to develop a Market All contracts will be reviewed to achieve efficiencies and secure value for money. This work includes being an early adopters of Regional ADASS High Cost LD Placements Project Position Statement for 2012-15. The IMHA contract is to be notated to NHS to LA in April 2013.

Dementia review work in progress including tender for Dementia Cafes, review of sitting services and implementing a small grants scheme. The Home matters outcome monitoring framework has been implemented and a survey is in progress to establish level of terms and conditions of employment – in response to the Time to Care Report and Ethical Care Charter.

- Contract Management Activity since April 2012:

<b>Contracting Concerns</b>	296 Domiciliary Care Concerns: 153 substantiated (previously 160 - revised for quarter 3 from available data) and 60 still open  325 Care Homes concerns: 155 substantiated (previously 190 - revised for quarter 3 from available data) and 72 still open
<b>Contract Default Notices</b>	2 Domiciliary Care 7 Care Homes
<b>Suspension of Service</b>	3 Domiciliary Care (all lifted) 10 Care Homes (7 lifted)

### Children and Young Peoples Commissioning:

Modernisation of Commissioning activities includes key areas of improving commissioning activities include the introduction of frameworks where efficiencies are released through renegotiation and high quality is achieved from a reduced number of providers, eg 80K from IFA framework. Regional and sub regional work with other authorities has progressed particularly in the high cost area of residential placements for LAC across the spectrum of need, this approach will also achieve financial efficiencies year on year.

Cost avoidance is a strong theme for commissioners and the following demonstrates the contribution made to reducing the overspend for CYPS:

- Achievement of 608K cost avoidance via Multi agency support panel (MASP) for LAC (12/13)
- Achievement of 123K from individual negotiations of every placement for a LAC (12/13)
- Cost savings of 167K from negotiating down placement costs of Castlecare

New commissioning activities include, but are not restricted to:

- New Aiming High for Disabled Children statement approved and published
- Progressing sub regional commissioning for Youth Justice service
- Habershon and Crowden outdoor education facilities being reviewed and marketing strategies being developed to increase usage and income
- Sub-regional tender developed for the provision of support services to young people displaying inappropriate sexual behaviours

Other work is focused on achieving efficiencies against the reduction in Early intervention Grant (EIG) with profiling and reviewing of all contracts to achieve financial targets and ensure enhanced value for money. Other work includes increasing income generation to the council, the main area for this is extending and enhancing the traded services catalogue of council services particularly growing the markets for services beyond that of schools to the voluntary and health sectors.

### **7.1.3 Performance and Quality**

#### Ofsted Inspection

Following the changes to the Ofsted inspection frameworks work is underway in the team to plan for both the Looked After Children, Leaving Care framework and the Multi-Agency Child Protection Framework.

#### Peer Review

Rotherham has been asked to provide case study material for the Children's Safeguarding Peer Review following the successful review in Rotherham in October 2011.

#### Customer Experience

Developments around the robust collection of the Customer voice and evidencing the "the journey of the child" continue across CYPS, with a focus on safeguarding services and adoption and fostering. Work is being undertaken across the whole of the service to ensure that there is a consistent methodology in place for collection, reporting the information and implementing the changes required to the services.

Officers from the team attended both a CYPS DLT meeting and a M2/M3 manager's session to share good practice.

The service continues to be involved in key Value for Money projects around the budget challenge that faces the council.

Health and Well Being Performance Management Framework (PMF)

P&Q staff have been working with colleagues in Public Health to develop a PMF for the presentation at the Board; this includes targets and measures for the 6 priorities.

### Corporate Improvement

Performance and Quality continue to be involved in a number of transformational projects across the Council which include:

- Customer access including channel shift, streamlining processes and improving standards for customers
- Grounds Maintenance and Street Cleansing and the Library service reviews
- Business process re-engineering in adult social care services such as Day Care, Adaptations, Safeguarding Adults, Rothercare Direct and Care Enabling.
- Business process re-engineering in Housing and Neighbourhood Services including empty homes, rental income, neighbourhood and estate management, garages and customers perception of feeling safe.
- Improving our performance on tackling anti-social behaviour - Operational performance management arrangements with regard to ASB casework management have been revisited and strengthened to include weekly casework reviews. This, together with ongoing quality assurance checks and customer surveys, is providing an enhanced degree of performance and service scrutiny, which is informing ongoing service improvement and development activity.
- Improving our performance on reducing admissions to residential homes. As at end of December 2012, we have made significant improvement on both under 65's and over 65's number of admissions, through changes in business processes and introduction of additional alternatives to 24 hour care e.g. step up step down beds. Both measures are currently on target with 9 (25%) fewer admissions (under 65's) and 108 (33%) fewer admissions (over 65's) than same period last year.
- Netherfield Court – Working with the service to improve on an area of non-compliance found by CQC regarding record keeping.
- Melton Court – Working extensively with CQC to ensure that the home remained open following its de-registration. New owners found and they have taken over the home 21<sup>st</sup> December.
- Connect to Support project providing an e-market place enabling customers access the support they need in one place.
- Business Support Review including streamlining processes, identifying and implementing service improvements and potential savings.
- Implementation of the ICT solution in respect to the Police Commissioners and Local Bi-Elections
- E-Post Room to implement an E-post solution, streamlining the existing service and identifying potential savings.

### Performance Management

- 89% of NAS monitored performance measures are on track to meet stretched targets this financial year. All performance indicators are reported

- to senior management teams and any remedial action necessary to achieve targets is agreed and monitored, including use of performance clinics.
- Sector Led Improvement (SLI) - work to complete the desktop assessment of the 15 LA's published data and performance benchmarking has been undertaken. It has been considered alongside the mystery shopping findings to inform next steps towards the need to arrange a peer challenge. Rotherham have received a draft SLI feedback report (Jan 2013) and we have commenced reviewing to ensure that actions are in place to address areas of weakness. Overall Y&H assessment is positive and the risk of a full peer review is rated low.
  - 58% of EDS measures in support of council priorities are currently assessed as meeting 12/13 targets. Recent national survey data suggests positive trends against economic indicators particularly the numbers of locally registered businesses and comparative wage levels. These indicators are based on survey data known to be volatile. Subsequent surveys will confirm whether these results signal a levelling off of the impact of the recession. 38% of EDS measures are currently rated Amber – i.e. potentially indicating specific issues of concern or slippage in performance. These include measures related to levels of street cleanliness and highways maintenance following resource reductions and waste management recycling targets subsequent to the ending of the Sterecycle contract. Progress against these indicators is being closely monitored and issues will be raised through departmental SMT's and directorate DMT's as part of the quarterly performance management process. One EDS indicator is currently assessed as Red – i.e. not meeting targets. This indicator is concerned with numbers of out of work benefits claimants in the more deprived neighbourhoods which appears to be increasing. This issue is the subject of a paper to be submitted to Self Regulation Commission in March

### Complaints

The trends in complain handling seen over the last few years and especially in 2011-2012 have continued into 2012-13. The Council continues to improve performance in terms of complaints dealt with in target time and the number of complaints received has also been reduced.

We have again reduced the number of complaints escalating through the complaint procedure continuing to improve the experience of customers.

### Headline Results

- Number of comments (quick response concerns) received, **806**, increase from 6 month total in 2011-12. (**1457** received 2011-12)
- Number of Councillor Surgery's received was **226**, decrease from 6 month total in 2011-12. (**531** received in 2011-12)
- Number of Compliments received was **143**, decrease from 6 month total in 2011-12. (**598** received in 2011-12)
- Number of complaints (at all levels), **318**, decrease from 6 month total in 2011-12.. (**724** received 2011-12)

- Complaints for NAS – Housing and Neighbourhood services, **166**, decrease from 6 month total in 2011-12. ( **370** received 2011-12)
  - Complaints for NAS – Adult services, **29**, decrease from 6 month total in 2011- 12. ( **108** received 2011-12)
  - Complaints for Resources, **37**, increase from 6 month total in 2011-12.( **44** received 2011-12)
  - Complaints for Children and Young Peoples services, **34**, decrease from 6 month total in 2011-12. ( **87** received 2011-12)
  - Complaints for Environment and Development services, **49**, decrease from 6 month total in 2011-12. ( **115** received 2011-12)
- The proportion of complaints (at all stages) upheld, **123, 38%** (**319, 43%** upheld 2011-12).
  - The number of complaints escalating, **7%, 25** Stage 1 complaints escalated to Stage 2 (**8%, 61** escalated in 2011-12).
  - Complaints about quality of service, **120**, increase from 6 month total in 2011-12.(**195** received 2011-12)
  - Complaints about actions of staff, **77**, decrease from 6 month total in 2011-12.( **176** received 2011-12)
  - Ombudsman average response time was **28** days from **5** first enquiries
  - Total compensation awards made, **£378**, increase from 6 month total in 2011-12.( **£540** received 2011-12)
  - External complaint investigation costs in CYPS, **£8,127.87**, increase from 6 month total in 2011-12. ( **£12,592** in 2011-12)

The following resources complaints were closed during December 2012:

<b>Description</b>	<b>Lessons Learnt</b>	<b>Service</b>	<b>Status</b>	<b>Time Taken</b>
Why was the benefit claim terminated before it was reconsidering	None to record	Benefits Assessment	Not Upheld	6 days
Lack of contact from RMBC regarding a reported boundary dispute.	None to record	Legal Services	Not Upheld	13 days
Advice provided regarding HB claim and decision	None to record	Benefits Assessment	Not Upheld	4 day
Council tax benefit came from ombudsman	None to record	Account Management & Fraud	Not Upheld	5 days
Benefit reassessment was delayed	Temporary system error which was rectified	Benefits Assessment	Upheld	2 days
The advice offered at Maltby JSC related to Housing Benefit	None to record	Benefits Assessment	Not Upheld	6 days

#### **7.1.4 Communications and Marketing**

##### Communications and Media Team

During Q3 the team has dealt with major media stories including the absence of a strategic director, the UKIP fostering issue and the on-going coverage of sexual exploitation. Those stories have had a major impact on the perceptions of the Council and the numbers of negatives articles in the media. This is evidenced over the period as these media monitoring figures show:

	<b>POSITIVE</b>	<b>NEUTRAL</b>	<b>NEGATIVE</b>
<b>OCTOBER</b>	79	8	46
<b>NOVEMBER</b>	85	7	117
<b>DECEMBER</b>	48	11	17

During that time period 80 press releases have been issued along with 60 written statements (nb press releases are sent out proactively, statements are agreed formal written responses to enquiries received).

Issues promoted include the Festive Food Fund, the Civic Theatre panto, Adoption Week and Connect to Support, as well as work alongside the Events Team on Fair's Fayre. The team has also produced the first in a series of "self-help" videos on the RMBC website for tenants, run two media awareness sessions for Elected Members and is working with the Marketing Team on new support materials for sexual exploitation work.

##### Online Services Team

The team continues to work closely with colleagues in Communications/Media to ensure appropriate use and monitoring of increasing online and social media outlets. This team also continues to drive customer channel shift as set out in the Customer Access Strategy, and customers are increasingly looking to interact and transact with the council online. A number of significant "back office" integration projects to allow customers to self-serve over the coming months are in progress.

A major upgrade of the RMBC website's content management system has also been agreed to ensure the technology is up-to-date, with an improved design to help customers find the information and services they need much quicker. Systems have also been upgraded to make payment online and by telephone safer and more secure. Despite the relocation of all IT services and equipment from Civic Building to Riverside House, resilience was maintained and website "uptime" has been maintained at 100 per cent throughout 2012.

Closer cross-team working also brought benefits to this year's town centre Christmas promotional campaign, with the involvement of the Markets, Events and Retail Investment teams. Greater integration on the campaign titled "The Place To Be This Christmas...." meant that each individual service area was able to develop their own targeted materials on the back of this common theme, resulting in reduced costs and improved efficiency. Savings made were used to offset some of



the additional event costs incurred in 2012 (eg Jubilee, Olympics and Royal Visit). The principle will be followed again in 2013.

#### Marketing Team

Other campaigns undertaken include theatre shows (including the pantomime); a support document for front line staff on changes to welfare support; and the Connect to Support marketing plan

#### Events Team

The team delivered a number of major events during this period including the afore-mentioned Fairs Fayre (5,000 attendees); Little Mayor for the Day;; Halloween Ghost Walk; Christmas Lights Switch On event (8,000 attendees) and three Christmas- themed events on Saturdays in December. Volunteers continued to be drawn from across the wider communications/marketing workforce to enable these and other events to go ahead

### **7.1.5 Policy and Partnerships**

#### Carers

The Rotherham Carers Charter and Action Plan have been developed jointly by RMBC and NHS Rotherham. The plan has been put together based on a wide range of consultation activity with both adult and young carers and both the charter and action plan have been out to further consultation recently. These documents are going to Cabinet Member and CCG Committee early February for formal approval, to be published April 2013.

#### Health and Wellbeing Strategy

The Strategy is now in implementation phase; with 6 workstream leads identified who are producing plans to implement the priorities within the strategy. A steering group is in operation to coordinate and provide leadership to the workstreams and ensure appropriate reporting to the Health and Wellbeing Board. A performance management framework is also in development, which includes a number of priority measures that the HWBB has agreed to focus on over the next 12 months (obesity, smoking, alcohol, NEETS, dementia and fuel poverty)

#### Sheffield city region combined authority

A report is going to cabinet on 6th Feb, setting out the background and context for the establishment of the combined authority ("SCR Authority") and asking for formal agreement of RMBC's membership (to be ratified by full council in March). This follows on from the city region's governance review, which was instigated last May.

SCR Authority will take on the transport powers of the ITA and will have a role in relation to strategic economic development (e.g. overseeing the new SCR investment fund). A key driver for the authority's creation is that it enables us to access powers and funding devolved from central government (e.g. major transport scheme funding).

The "scheme" document, which sets out the nuts and bolts of how the authority will operate, was agreed by SCR leaders on 23rd January.

#### Local Welfare Provision – briefing arranged with the leader and deputy for January 30<sup>th</sup>

Implementation date: April 13

Festive food fund

Vouchers redeemable to the 31st January.

No of families/single people helped: 133

No of new accounts opened at LASER : 36

Amount spent: £11,500

Working through the final costs for delivering the scheme with Laser

Full evaluation report on the scheme- and lessons learnt will be ready mid February

Census data

Increase demand on staff predicted January 2013 onwards- detailed data on ward areas will be out on 30<sup>th</sup> January. Pressures on analysis/volume of data/ demand from members and officers or information. Critical piece of work as it informs future demand and need on all service provision.

**8.1 Financial Services**

Council Tax

<b>Council Tax Collection</b> ( <i>higher performance is better</i> )		
YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
82.4%	82.9%	0.52% down

<b>Council Tax Collection – Recovery Procedures</b>		
Documents Issued	At 1/1/2013	At 1/1/2012
Reminders	28,620	32,895
Summonses	9,249	9,445
Liability Orders	6,746	7,039

<b>Average no. of days taken to action a council tax change of circumstance</b> ( <i>lower performance is better</i> )		
YTD (% at 1/1/2013)	YTD (% at December 11)	Difference
9.69 days	4.35 days	5.34 days up

<b>No. of Council Tax Liability Orders referred to the bailiff YTD</b>	3,515
<b>Council Tax Direct Debit Payers (% as at 1/1/2013)</b>	71.09%

NNDR

<b>NNDR Collection</b> ( <i>higher performance is better</i> )
--

YTD (% at 1/1/2013)	YTD (% at 1/1/2012)	Difference
85.69%	86.25%	0.56% down

NNDR Collection – Recovery Procedures		
Documents Issued	At 1/1/2013	At April 1/1/2012
Reminders	2,870	3,275
Summonses	934	1,004
Liability Orders	511	458

No. of Business Rates Liability Orders referred to the bailiff YTD	240
--	-----

Revenues & Payments

Residential visits offered in 7 calendar days <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
98%	85%	13% up

Non Residential visits offered in 7 calendar days <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
96%	86%	10% up

Non Residential service user informed of charge at time of visit <i>(higher performance is better)</i>		
YTD (% at December 12)	YTD (% at December 11)	Difference
89%	85%	4% up

Benefits Assessment

Time taken to process New HB/CTB claims <i>(lower performance is better)</i>		
YTD (days at 1/1/2013)	YTD (days at 1/1/2012)	Difference
24.34 days	23.53 days	0.81 days up

Time taken to process HB/CTB changes <i>(lower performance is better)</i>		
YTD (days at 1/1/2013)	YTD (days at 1/1/2012)	Difference
10.72 days	10.49 days	0.23 days up

<b>New benefit claims decided within 14 days of receipt of all necessary information</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 1/1/2013)</b>	<b>YTD</b> <b>(% at 1/1/2012)</b>	<b>Difference</b>
92.25%	95.10%	2.85% down

<b>Housing Benefit Overpayment Collection</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 1/1/2013)</b>	<b>YTD</b> <b>(% at 1/1/2012)</b>	<b>Difference</b>
41.86%	43.91%	2.05% down

#### Revenues & Benefits

<b>Percentage of telephone calls abandoned</b> <i>(lower performance is better)</i>		
<b>YTD</b> <b>(% at 1/1/2013)</b>	<b>YTD</b> <b>(% at 1/1/2012)</b>	<b>Difference</b>
1.0%	1.38%	0.38% down

<b>Percentage of telephone calls answered within 21 seconds</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 1/1/2013)</b>	<b>YTD</b> <b>(% at 1/1/2012)</b>	<b>Difference</b>
95.08%	95.56%	0.48% down

#### Sundry Accounts

	<b>2012-13</b>	<b>2011-12</b>
<b>No. of invoices raised in Qtr 3</b>	4,726	4,730
<b>Value of invoice raised in Qtr 3</b>	£12,351,347	£17,679,431

	<b>2012-13</b> (YTD – Dec 12)	<b>2011-12</b> (YTD – Dec 11)
<b>No. of invoices raised on the Sundry Accounts System</b>	17,364	17,583
<b>Value of invoices raised on the Sundry Accounts System</b>	£36,742,996	£57,387,608
<b>% of invoices raised and collected</b>	82.5%	81.4%

The main rolling indicator of collection performance is the DRO or Days Revenue Outstanding which gives an estimated average number of days an invoice remains

outstanding. A figure under 60 days is considered excellent for local authority sundry accounts. A good performance in the private sector would be one under 40 days.

	<b>As at end October</b>	<b>As at end November</b>	<b>As at end December</b>
<b>Days of Revenue Outstanding</b>	56.6 days	56.6 days	55.7 days
<b>Balance of outstanding debt</b>	£6,978,478	£8,526,237	£8,070,873

## **9.1 Human Resources**

### **9.1.1 Key Performance Measures**

	<b>Oct 12</b>	<b>Nov 12</b>	<b>Dec 12</b>
<b>Accuracy of contracts</b>	100%	100%	100%
<b>Accuracy of Pay</b>	99.85%	99.88%	99.95%
<b>Percentage of enquiries resolved by first line HR advisors</b>	99.31%	98.98%	98.15%

### **9.1.2 Completed Projects**

- Closed Employee Survey and processed “flash” results
- Developed Member Development site, hosting South Yorkshire Member Development Officer network
- Member training session on PSe, in Doncaster
- Streamlining projects: Completion of recruitment & selection guidance for restructuring appointment process & updated Learning & Development Policy
- Equalities data on composition of the workforce produced in relation to impact of downsizing. Indications are that no particular equalities group has been adversely affected and reductions appear proportionate in all areas.
- Requests for Voluntary Severance continue to be processed. Consideration of 115 requests where decisions are yet to be made is progressing.
- Work is taking place with the Shaw Trust charity to confirm the Council as a statutory referral organisation in relation to employability initiatives. This will enable HR to refer people seeking work opportunities directly to the work programme.
- A review meeting was held with the Council’s Occupational Health Provider (Rotherham Hospital Trust), agreement was made on enhancements to management data provided to the Council and improved opportunities for communication to support case management.
- All Doncaster employees have now been migrated to the Rotherham PSe environment and January will see the first full payroll of all DMBC employees.
- New version of the Online Recruitment Management System has been launched for Rotherham.

### 9.1.3 Current/Upcoming Projects

- Potential request to provide further support to an external partner on organisational review matters.
- Provision of HR advice on development of a Learning Disability Employment Strategy for the Borough
- Further recruitment activity in relation to apprentices
- Further organisational review activity to support the current budget planning for 2013/14
- On going changes to person profiles to eliminate repetition and streamline activity
- Reports to Member Development panel on profiles & site and principles governing approval of training
- Analysis and production of Employee survey corporate report and directorate reports. Demographic, trend & benchmark analysis
- Public health staff consultation and finalisation of transfer scheme content
- Dynamic Purchasing Training System tendering go-live on new tendering platform (SCMS ceased)
- Payroll and HR Administration year end activities  
Launch new version of the Online Recruitment Management System for Doncaster

## 10.1 **Internal Audit and Asset Management**

### 10.1.1 ICT

#### Data Centre Migration and Civic Decommissioning

All hardware and network connections from Civic and the Library have been removed and the buildings have been handed to Facilities Management. The Ancillary Services Building (Bailey House) has been commissioned and is now functioning as back-up to the Riverside House Data-centre. This move bolsters security and resilience for the Council.

#### MyIT Password Reset

MyIT password reset has been a great success over the Christmas period with 55% of all password resets happening via the self-service channel. We are considering ways in which we can encourage greater take-up of this service.

#### Public Wifi

In response to requests from our customers a fully secure public wifi service is now available throughout Riverside House. Customers in the café, library and CSC can browse to sites from their smart phones and tablets. In addition professional visitors such as suppliers and partners can use the public WiFi to access their organisation' networks.

#### Rotherham Grid for Learning

We have written to all Rotherham's schools advising them the new RGFL service offering which will cover the next 3 years commencing September 2013. We estimate that 80% of schools will elect to stay connected to RGFL.

## GCsX/PSN

The Government Connect service is being phased out to make way for a new Public Services Network (PSN). Corporate ICT is working on the PSN Code of Connection which is an annual audit of our network security and data protection procedures. Remaining accredited and connected to PSN is essential as many of our key services are delivered using the GC\PSN network. We do not anticipate any problems in achieving accreditation as we have made significant improvements following migration of the data centre and the decommissioning of old hardware.

## **11.1 Legal & Democratic Services**

### 11.1.1 Legal Services

Following receipt of a consultants report, the South Yorkshire Shared Legal Services project team, which is being led by Doncaster, is being reformed. The proposal is for detailed work to be undertaken on specific areas to identify the best method of working collaboratively to achieve efficiencies and increase resilience. Rotherham is to lead on Practice Management.

Over the two days 22<sup>nd</sup> and 23<sup>rd</sup> January the Legal Service was subject to its first annual maintenance inspection against the Law Society's practice Management standard Lexcel. The Service was once again found to be fully compliant. The next inspection will take place during January 2014.

### 11.1.2 Electoral Services

The Elections and Electoral Services Unit completed the annual electoral registration canvass on time to meet the required early publication date for the revised registers on 16 October. The team managed the conduct of the poll and counting of votes in the Rotherham voting area for the South Yorkshire Police and Crime Commissioner Election on the 15 November. This new election presented many challenges including the use of the supplementary voting system and the additional risks caused by a mid-winter election. On the 9th November a parliamentary by-election for an MP for the Rotherham constituency was called with an election date of 29 November. Despite these very difficult circumstances, both elections were delivered successfully.

### 11.1.3 Information Governance

#### Records Management

The transfer of records from town centre buildings to the new records centre in Bailey House is complete. In addition, we are trying to transfer as many records as possible from Station Road records centre to Bailey House in order that Station Road can be closed and the Council can sell the building. The records management team now manage three times the number of records than prior to staff transfer to Riverside House and deliver twice as many retrievals.

#### Access to Information

The team have co-ordinated responses to 648 FOI requests and 74 subject access requests (where individuals access their own records, generally social care files), as well as ensuring compliance with the Data Protection Act and the required information security standards.

#### 11.1.4 Scrutiny Services

Scrutiny Services are on track with the delivery of their annual work programme for the year. At the outset of the year a work programme with key areas for consideration is published, along with information about which Select Commission will lead and whether it is to be a formal review or to be dealt with during scheduled meetings. For 2012/13, to date over 60% of this work programme is completed. The rest of the scheduled meetings for the year are programmed to deal with the remainder of the programme. It was planned to complete 10 Scrutiny reviews this year, either full or spotlight. Six out of these have now been completed. Management Board received a progress report on the work programme in January 2013 and noted that the programme is ahead of schedule for completion.

### 12 **Finance**

There are no direct financial implications arising from this report.

### 13 **Risks and Uncertainties**

We proactively manage risks to prevent negative impacts on performance against delivery of services and any associated key performance indicators.

### 14 **Policy and Performance Agenda Implications**

The services above are responsible for key areas of service delivery and therefore have a significant role in the delivery of key national and local performance indicators. These services also support all Council Directorates enabling them to deliver against Corporate Plan outcomes.

### 15 **Background Papers and Consultation**

To be read in conjunction with the exempt performance report.

**Contact Name:**

Matt Gladstone  
Director of Commissioning, Policy and Performance  
Extension 22791  
[Matthew.gladstone@rotherham.gov.uk](mailto:Matthew.gladstone@rotherham.gov.uk)

Anne Hawke  
Performance Officer  
Extension 23246  
[anne.hawke@rotherham.gov.uk](mailto:anne.hawke@rotherham.gov.uk)