



County Offices  
Newland  
Lincoln  
LN1 1YL

13 June 2016

**Value for Money Scrutiny Committee**

A meeting of the Value for Money Scrutiny Committee will be held on **Tuesday, 21 June 2016 at 10.30 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tony McArdle', written over a horizontal line.

Tony McArdle  
Chief Executive

**Membership of the Value for Money Scrutiny Committee**  
**(11 Members of the Council)**

Councillors Mrs A M Newton (Chairman), Mrs J Brockway (Vice-Chairman), P M Dilks, I G Fleetwood, A G Hagues, S F Kinch, C E D Mair, Mrs M J Overton MBE, R B Parker, M A Whittington and P Wood



**VALUE FOR MONEY SCRUTINY COMMITTEE AGENDA  
TUESDAY, 21 JUNE 2016**

<b>Item</b>	<b>Title</b>	<b>Pages</b>
<b>1</b>	<b>Apologies for Absence/Replacement Members</b>	
<b>2</b>	<b>Declarations of Councillors' Interest</b>	
<b>3</b>	<b>Minutes of the Meeting of the Value for Money Scrutiny Committee held on 26 April 2016</b>	5 - 10
<b>4</b>	<b>Performance of the Corporate Support Services Contract</b> <i>(To receive a report from Judith Hetherington Smith, Chief Information and Commissioning Officer, which provides the Committee with an update of recent performance, against contractual Key Performance Indicators for March and April 2016. Please note: performance information for May 2016 was under review at the time of publishing the agenda)</i>	11 - 32
<b>5</b>	<b>Value for Money Scrutiny Committee Work Programme</b> <i>(To receive a report from Nigel West, Head of Democratic Services and Statutory Scrutiny Officer, which provides the Committee with the opportunity to consider its work programme for the forthcoming year)</i>	33 - 36

Democratic Services Officer Contact Details

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**Please note:** for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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[www.lincolnshire.gov.uk/committeerecords](http://www.lincolnshire.gov.uk/committeerecords)

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# Agenda Item 4

## ADDENDUM REPORT FOR VFM COMMITTEE (June 21<sup>st</sup> 2016) IN SUPPORT OF THE SUBMITTED PAPER 'PERFORMANCE OF THE CORPORATE SUPPORT SERVICES CONTRACT'

Table 1: Overall KPI Summary Performance

Overall KPI Performance Level	January 2016 (no of KPIs)	February 2016 (no of KPIs)	March 2016 (no of KPIs)	April 2016 (no of KPIs)	May 2016 (no of KPIs)
Target Service Level achieved	30	24	25	27	28
Minimum Service Level achieved	3	8	8	7	4
Below Minimum Service Level	9	9	9	7	9
Mitigation Agreed	1	2	1	2	2
<b>TOTAL</b>	<b>43</b>	<b>43</b>	<b>43</b>	<b>43</b>	<b>43</b>

Table 2: PM KPI Summary Performance

PM KPI Performance Level	January 2016 (no of KPIs)	February 2016 (no of KPIs)	March 2016 (no of KPIs)	April 2016 (no of KPIs)	May 2016 (no of KPIs)
Target Service Level achieved	5	4	5	4	3
Minimum Service Level achieved	0	1	0	1	2
Below Minimum Service Level	4	4	4	4	4
Mitigation Agreed	1	1	1	1	1
<b>TOTAL</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>

**Table 3: IMT KPI Summary Performance**

<b>IMT KPI Performance Level</b>	<b>January 2016 (no of KPIs)</b>	<b>February 2016 (no of KPIs)</b>	<b>March 2016 (no of KPIs)</b>	<b>April 2016 (no of KPIs)</b>	<b>May 2016 (no of KPIs)</b>
<b>Target Service Level achieved</b>	8	5	3	6	6
<b>Minimum Service Level achieved</b>	2	5	6	4	2
<b>Below Minimum Service Level</b>	2	2	3	2	4
<b>Mitigation Agreed</b>	0	0	0	0	0
<b>TOTAL</b>	12	12	12	12	12

**Table 4: CSC KPI Summary Performance**

<b>CSC KPI Performance Level</b>	<b>January 2016 (no of KPIs)</b>	<b>February 2016 (no of KPIs)</b>	<b>March 2016 (no of KPIs)</b>	<b>April 2016 (no of KPIs)</b>	<b>May 2016 (no of KPIs)</b>
<b>Target Service Level achieved</b>	9	7	8	7	8
<b>Minimum Service Level achieved</b>	0	1	1	1	0
<b>Below Minimum Service Level</b>	0	0	0	0	0
<b>Mitigation Agreed</b>	0	1	0	1	1
<b>TOTAL</b>	9	9	9	9	9

**Table 5: ACF KPI Summary Performance**

<b>ACF KPI Performance Level</b>	<b>January 2016 (no of KPIs)</b>	<b>February 2016 (no of KPIs)</b>	<b>March 2016 (no of KPIs)</b>	<b>April 2016 (no of KPIs)</b>	<b>May 2016 (no of KPIs)</b>
<b>Target Service Level achieved</b>	7	7	8	8	9
<b>Minimum Service Level achieved</b>	1	0	0	1	0
<b>Below Minimum Service Level</b>	1	2	1	0	0
<b>Mitigation Agreed</b>	0	0	0	0	0
<b>TOTAL</b>	9	9	9	9	9

**Table 6: Finance KPI Summary Performance**

<b>Finance KPI Performance Level</b>	<b>January 2016 (no of KPIs)</b>	<b>February 2016 (no of KPIs)</b>	<b>March 2016 (no of KPIs)</b>	<b>April 2016 (no of KPIs)</b>	<b>May 2016 (no of KPIs)</b>
<b>Target Service Level achieved</b>	1	1	1	2	2
<b>Minimum Service Level achieved</b>	0	1	1	0	0
<b>Below Minimum Service Level</b>	2	1	1	1	1
<b>Mitigation Agreed</b>	0	0	0	0	0
<b>TOTAL</b>	3	3	3	3	3

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